2023

GLOBAL SUSTAINABILITY REPORT

Unlocking financial technology to the world

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Letter From Our CEO and President

Welcome to the 2023 FIS Global Sustainability Report.

For more than 50 years, FIS has been providing advanced financial technology that enables banks and other organizations to manage and move money with the highest levels of mission-critical reliability, availability and security. Our systems and services power and underpin the world's financial ecosystem, handling millions of financial transactions every day.

With so much riding on our technology, we take seriously our responsibilities to meet the needs of our stakeholders in a way that balances growth with a commitment to make the world a better place for our colleagues, clients and communities. This drive inspired our core values to Win as One Team, Lead with Integrity and Be the Change we want to see in our business, our industry and the world at large. We endeavor to embed these core values in everything we do, whether that is developing innovative new technologies to meet pressing industry problems, advancing financial literacy and inclusion initiatives or supporting the world's communities in their time of need.

As detailed in this report, our sustainability efforts focus on three primary areas: fostering diverse, inclusive and empowered societies; managing environmental impact and risk; and supporting our Company, clients and the global financial system to operate with integrity. In 2023, we made continued progress in all these areas.

We are proud to see many of our sustainability initiatives recognized as among the best in the industry. Our recent awards include being recognized as a leader in LGBTQ+ workplace inclusion in the Human Rights Campaign's Corporate Equality Index as well as the India Workplace Equality Index; winner of the "Best Approach to Wellbeing" award at the 2023 Personal Investment Management & Financial Advice Association's Diversity & Inclusion Awards; and Mental Health America's "Best Seal for Workplace Mental Health."

You can find more details on our sustainability initiatives in these pages. In addition, I invite you to check out the FIS 2023 Giving Back Report, which highlights the work our Company and our colleagues are doing around the world to give back to the local communities where we live and work.

The path to a better tomorrow begins today.

Sincerely,



Stephanie Ferris
Chief Executive Officer And President



PROGRESS AGAINST FIS' ESG STRATEGY - 2023 HIGHLIGHTS

CH1: EMPOWERING INDIVIDUALS AND BUSINESSES IN THE DIGITAL ECONOMY

- Furthered our partnership with the Cities for Financial Empowerment Fund in support of its Bank On initiative to increase access to safe and affordable bank and credit union accounts.
- Offered CashPlease®, in partnership with Velocity Solutions, to help financial institutions provide small-dollar, short-term loans to account holders at affordable interest rates.
- Strengthened offerings for Minority Deposit Institutions (MDIs) and Community Development Financial Institutions (CDFIs).

CH2: PROTECTING OUR CLIENTS AND THE FINANCIAL SYSTEM

- Introduced the FIS Privacy Center, a centralized online hub for information on FIS' privacy and data protection commitments.
- Conducted regular internal training sessions and awareness campaigns on privacy, cybersecurity and data protection topics.
- Implemented new standards including Payment Card Industry Data Security Standards and the new ISO 27001:2022 standard.
- Established FIS' first Generative AI Policy.
- Self-certified to the EU-U.S. Data Privacy Framework.

CH3+4: ADVANCING OUR WORKFORCE

- Launched new initiatives to promote career progression within FIS.
- Invested in wellbeing programs and resources, including mental health training for all people managers.
- Continued to cultivate a culture of giving back through programs and partnerships designed to improve the communities where we live and work.
- Increased employees' participation in our Inclusion Networks by 37% from 2022 to 2023.
- Bolstered partnerships with organizations seeking to improve representation of underrepresented groups in the workforce and promote diversity in the fintech industry.

CH5: MANAGING ENVIRONMENTAL IMPACT AND RISK

- Advanced implementation of our Environmental Management System (EMS) and ISO 14001 certification at select U.S. and international locations.
- Completed a formal climate risk assessment and scenario analysis, consistent with the Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD).

CH6: GOVERNANCE OVERSIGHT, STRUCTURE AND PRACTICES

- Continued Corporate Governance, Nominating and Sustainability Committee's oversight of FIS' ESG program.

CH7: OPERATING WITH INTEGRITY

- Further enhanced our resilience and preparedness for potential disruptions through new ISO 22301:2019 certification.
- Introduced three new standalone policies as supplemental resources to the Code of Business Conduct and Ethics: the Speak-Up Policy, Conflicts of Interest ("COI") Policy and Business Gifts and Entertainment Policy.

CH8: MANAGING A SUSTAINABLE SUPPLY CHAIN

- Added more than 35% of our suppliers by spend to our network on EcoVadis, a trusted provider of business sustainability ratings worldwide.
- Expanded our Supplier Diversity Program into the U.K. and Canada.

About FIS

We improve the digital transformation of our financial economy, advancing the way the world pays, banks and invests.

FIS is a leading provider of financial technology solutions enabling financial institutions, businesses and developers to manage money as it moves through the global economy — when it's at rest, in motion and at work. Our employees are dedicated to advancing the digital transformation of the financial economy. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and a member of the Standard & Poor's 500® Index.

We leverage our position as a world fintech leader to advance sustainability in three key areas: fostering inclusive, diverse and empowered societies; managing environmental impact and risk; and supporting our Company, clients and the global financial system to operate with integrity.

WORLDPAY SEPARATION

On January 31, 2024, FIS completed the sale of a majority stake in its Worldpay Merchant Solutions business ("Worldpay") to private equity funds managed by GTCR ("Worldpay Separation"). FIS retained a 45% non-controlling equity stake in Worldpay.

For 2023, operating results from Worldpay have been reflected as discontinued operations and are excluded from continuing operations and segment results. Unless otherwise noted, this report reflects 2023 data and includes the activities and results of Worldpay.

OUR PEOPLE

Country count
48

Headcount[1]
60K+

Employees outside the U.S.[1]
38K+

Headquarters
JACKSONVILLE, FLORIDA

2023 REVENUE

Total Company[2]
$14.69B

Consolidated FIS[3]
$9.8B

OUR REACH

Clients
14K+

Percentage of the world's leading banks using our technology
95%

Financial assets on platforms
$16T

1 - As of December 31, 2023. ~52K employees as of February 1, 2024, following the completion of the Worldpay Separation and ~33K employees employed outside the U.S. as of February 1, 2024, following the completion of the Worldpay Separation.

2 - Including the results of our discontinued operations.

3 - Continuing operations.

OUR VALUES

Our values guide us to work together to deliver our purpose each and every day

Win as One Team *Lead with Integrity* *Be the Change*

UNLOCKING FINANCIAL TECHNOLOGY TO THE WORLD ACROSS THE MONEY LIFECYCLE

MONEY **AT REST**	MONEY **IN MOTION**	MONEY **AT WORK**
Core ledger	Debit, credit	Investing
Deposit	Networks	Trading
Savings	Wire	Lending
Back-office services	Real-time payments	Credit
Treasury	Business-to-business (B2B) payments	Capital and asset management
Cash optimization	Automated clearing house (ACH)	

COMPANY HISTORY

1968 Founded as Systematics™, later purchased by ALLTEL Information Services

2003 Purchased by Fidelity National Financial, branded as FIS

2015 FIS acquired SunGard to further our expansion into Capital Markets Solutions

2019 FIS acquired Worldpay to expand capabilities in Merchant Solutions

2022 FIS launched Future Forward to position the Company for long-term growth

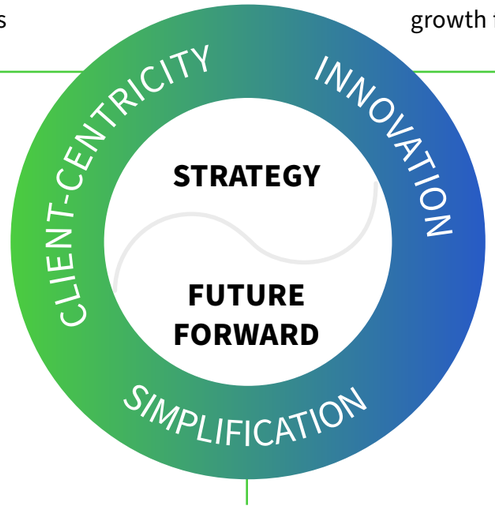
2024 FIS sold its majority stake in Worldpay to create two highly-focused, independent companies

Future Forward Is Our Strategy

FUTURE FORWARD PILLARS

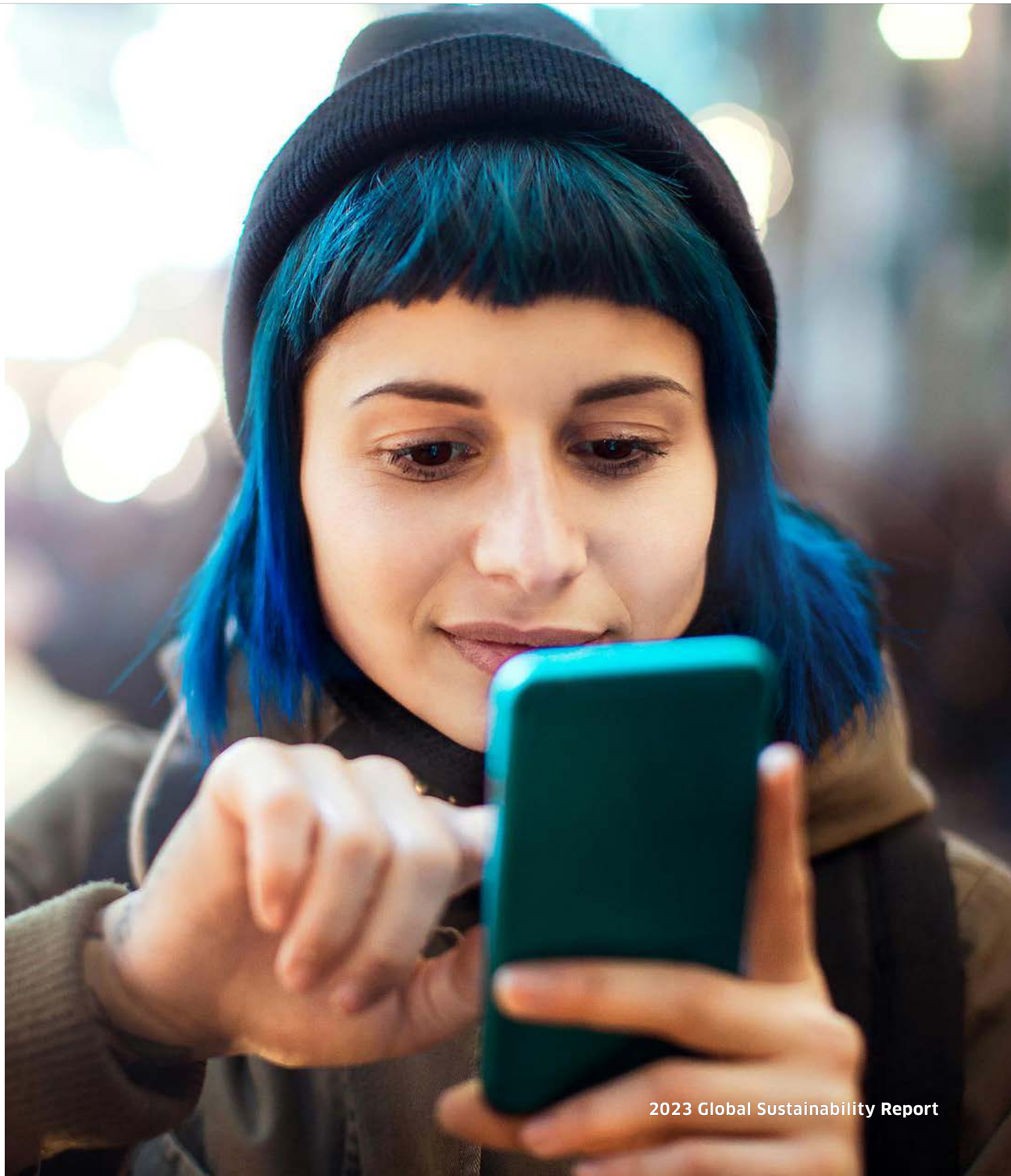
Client-centricity: Ensuring that clients are at the center of everything we do by sharpening our operational focus to promote a client-centric culture and deliver on our commitments to all stakeholders

Innovation: Innovating across our portfolio of solutions to help ensure growth for our clients



Simplification: Simplifying and streamlining our operations, decision-making and time to market to improve profitability

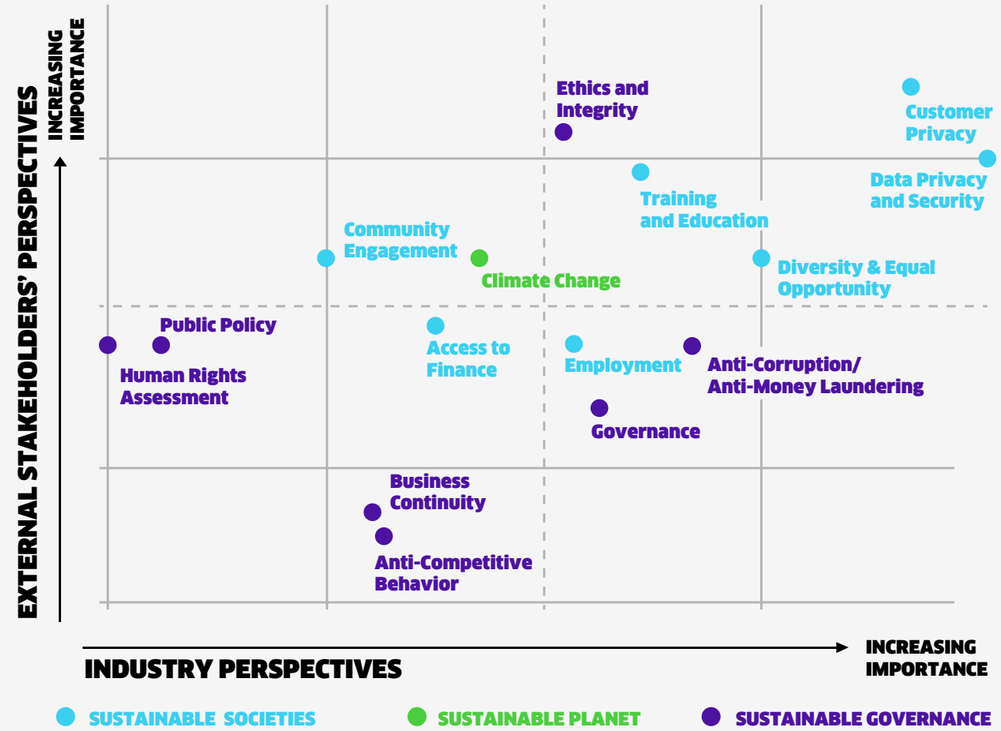
Future Forward is driving the value we bring to all our stakeholders, including shareholders, clients, partners, employees and the environment.



Approach to ESG

FIS takes a materiality-based,[4] stakeholder-driven approach to inform our ESG program. We promote transparency, foster engagement and maintain regular communication with our stakeholders regarding our ESG strategies and programs.

FIS conducted a refreshed ESG materiality assessment in producing our 2021 Global Sustainability Report. We surveyed our employees and clients as part of that process to understand their ESG priorities. We also engage regularly with our shareholders to gather their perspectives, as discussed in the Stakeholder Engagement chart in the Appendix and our 2024 Proxy Statement. In 2023, we continued to focus on the topics identified, which were mapped to our priority focus areas and the United Nations (UN) Sustainable Development Goals (SDGs), as described in this report. We plan to refresh our materiality assessment in 2024 in light of the Worldpay Separation. This report reflects the materiality process conducted previously.



Additional ESG Resources

Additional information about FIS' ESG policies and activities can be found in the following documents:

FIS 2023 Annual Report
FIS 2024 Proxy Statement
FIS Code of Business Conduct and Ethics
FIS Code of Business Conduct and Ethics for Directors
FIS Conflict Minerals Policy
FIS Environmental Policy Statement
FIS ESG Policy
FIS Giving Back Report
FIS Modern Slavery Act Transparency Statement
FIS Political Activities Policy
FIS Privacy Policy and Privacy Center
FIS Speak-Up Policy
FIS Supplier Code of Conduct
U.S. EEO-1 Reports

4 - For purposes of this report, we assess materiality differently from the way we assess it for purposes of our disclosures under applicable securities law.



SUPPORTING OUR CLIENTS' SUSTAINABILITY INITIATIVES

FIS is committed to supporting our clients in their efforts to reach sustainability goals. We continually innovate to develop new products and solutions, establish alliances and provide thought leadership to support our clients' sustainability efforts.

FACTSET PARTNERSHIP

FIS has partnered with FactSet Truvalue to integrate ESG data, analytics and reporting solutions into FIS' suite of capital markets products and solutions. In 2023, for example, we incorporated ESG data into the FIS Insurance Investments Manager to enable insurers to track, analyze and report the ESG scores of their portfolios' securities.

FIS AND PROXYMITY

FIS and Proxymity offer a solution (FIS Proxy Voting by Proxymity) designed to improve shareholder communication by streamlining and expediting the proxy voting process. The solution reinforces active governance by helping issuers fulfill ESG mandates and comply with the Shareholder Rights Directive II (SRD II) regulatory requirements.

CLIMATE RISK FINANCIAL MODELER

In 2023, FIS unveiled a climate risk modeling solution designed to enable climate risk mitigation and management. It also supports companies in disclosing climate's impact on their finances under the upcoming International Financial Reporting Standards (IFRS) S2 and the U.S. Securities and Exchange Commission's (SEC) climate disclosure rules. Additionally, FIS announced a joint business relationship with PwC USA to help companies meet new and emerging global ESG disclosure requirements.

THOUGHT LEADERSHIP

FIS continues to provide ESG-related thought leadership and guidance to our clients and partners. We produced more than two dozen thought leadership pieces related to ESG in 2023, including webinars, white papers, blog posts and other publications. Our content tracked regulatory disclosures, business challenges and opportunities for a wide range of banking, asset management, lending, asset finance and other customers. We also identified effective data management strategies and opportunities to leverage artificial intelligence (AI) to solve ESG challenges.

In addition, we partnered with the European Leveraged Finance Association (ELFA) to deliver thought leadership and advocate for transparency and standardization in data collection and ESG metrics for the asset management industry and beyond.

Recognition

SELECT AWARDS

India Workplace Equality Index

Silver Award Winner for LGBTQ+ Inclusion

A benchmarking tool for companies to measure their progress on LGBTQ+ inclusion

CNBC World's Top Fintech Companies 2023

Digital Banking Solutions

Comprehensive list of companies building innovative, tech-enabled and finance-related products and services based on a set of key performance indicators

Newsweek

America's Greenest Companies 2024

Ranking of the top publicly traded U.S. and global companies based on their overall environmental performance

Personal Investment Management & Financial Advice Association (PIMFA)

Best Approach to Wellbeing

Focused on shining a light on diversity and inclusion best practices promoted by large and small businesses

Mental Health America

Bell Seal for Workplace Mental Health (certified at platinum level)

Recognizes employers committed to creating mentally healthy workplaces

Human Rights Campaign Corporate Equality Index

Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion

National benchmarking tool on corporate policies, practices and benefits to LGBTQ+ employees

ESG RATINGS PERFORMANCE[5]

MSCI: AA[6]

CCC	B	BB	BBB	A	**AA**	AAA

MSCI grades companies on a scale from AAA (highest) to CCC (lowest). In early 2024, FIS' MSCI rating was AA.

Sustainalytics: Low Risk

Negligible	**Low**	Medium	High	Severe

Sustainalytics ranks companies based on risk level: negligible, low, medium, high or severe risk. In early 2024, our Sustainalytics rating was 16.4, which is categorized as "Low Risk."

CDP: C

D-	D	C-	**C**	B-	B	A-	A

CDP's Climate Change Questionnaire scores companies based on environmental disclosures and performance, providing rankings from A to D-. FIS received a score of C on the 2023 Climate Change Questionnaire, indicating awareness-level engagement.

5 - Inclusion of these ratings in our Global Sustainability Report is for information purposes only and should not be considered an endorsement, recommendation or promotion of FIS by the ratings providers, nor an endorsement, recommendation or promotion of the data providers by FIS. ESG rating providers use numerous definitions, scopes and methodologies, leading to variations in ratings. Some ESG ratings firms rely on public information and, therefore, their outputs may be subject to data gaps.

6 - The use by Fidelity National Information Services, Inc. of any MSCI ESG Research LLC or its affiliates ("MSCI") data, and the use of MSCI logos, trademarks, service marks or index names herein, do not constitute a sponsorship, endorsement, recommendation, or promotion of Fidelity National Information Services, Inc. by MSCI. MSCI services and data are the property of MSCI or its information providers, and are provided 'as-is' and without warranty. MSCI names and logos are trademarks or service marks of MSCI. The Score is as of April 17, 2024.

SUSTAINABLE SOCIETIES

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CH4 Fostering Inclusion and Diversity

SDGS IN SECTION:

- GENDER EQUALITY
- DECENT WORK AND ECONOMIC GROWTH
- INDUSTRY, INNOVATION AND INFRASTRUCTURE
- REDUCED INEQUALITIES
- SUSTAINABLE CITIES AND COMMUNITIES



CHAPTER 1

Empowering Individuals and Businesses in the Digital Economy

Digital inequality ranks among the most imminent threats to the world, according to the World Economic Forum's 2022-2023 Risk Perception Survey.[7] While the world continues to shift to a more digital economy, approximately one third of the world's population remains offline,[8] and one quarter of adults globally lack access to a bank account.[9]

As a leading financial technology provider, we can play a role in ensuring that no one is left behind during this shift. We believe that banking and payments technology holds tremendous potential to advance financial inclusion by reaching individuals and small businesses.

FIS' Framework for Financial Inclusion empowers our employees to develop and implement initiatives to reduce financial barriers and increase the number of participants in the financial ecosystem. FIS works with a network of private, public and nonprofit partners to advance initiatives to increase access to affordable financial services while protecting customers. Together, we strive to create sustainable and resilient communities.

We believe that our efforts to promote access to financial inclusion can directly impact economic growth[10] in countries where we operate and improve the communities in which our employees live and work.



"Access to safe and affordable banking is a critical part of a consumer's overall financial stability. Client and customer experience is a key part of advancing efforts to promote financial inclusion, and we are actively working with our financial institution partners on new opportunities to reduce barriers to bank accounts."

Ronald Whyte | President, Chex Systems, Inc.

7 - World Economic Forum, The Global Risks Report 2023
8 - World Economic Forum, Here's how we can work together to bridge the digital divide
9 - The World Bank, The Global Findex Database 2021
10 - International Monetary Fund (IMF), Financial Inclusion: Can it Meet Multiple Macroeconomic Goals?, 2015

FIS Solutions to Advance Financial Inclusion

Offering financially inclusive solutions to our clients and their customers is a key pillar of FIS' Framework for Financial Inclusion. In 2023, FIS offered clients more than 30 products and services that help advance financial inclusion, including those that enable affordable bank accounts for individuals, provide cost-efficient and value-added funding for small and medium-sized businesses (SMBs) and connect those in need with government assistance programs.

FIS' FRAMEWORK FOR FINANCIAL INCLUSION

SOLUTIONS

Incorporating principles of financial inclusion into solution design and developing solutions that help our clients achieve their financial inclusion goals

FINANCIAL INVESTMENTS

Supporting fintech startups that are innovating to meet the needs of underserved consumers, businesses and markets

STRATEGIC PARTNERSHIPS

Partnering with clients, government policymakers and nongovernmental organizations to advance financial inclusion goals

PHILANTHROPY AND VOLUNTEERISM

Working with nonprofit and philanthropic organizations to provide financial tools and educational resources to better support underserved communities

Improving Bank Account Access for Individuals

The Federal Deposit Insurance Corporation's National Survey of Unbanked and Underbanked Households estimated that 4.5% of U.S. households were "unbanked" in 2021, meaning no one in the household had a checking or savings account at a bank or credit union. An estimated 14.1% — representing approximately 18.7 million households — were "underbanked," meaning that household members had bank accounts but used alternative financial services to meet their needs, such as check cashing services, payday loans or pawn shop loans.[11]

FIS works closely with the Cities for Financial Empowerment (CFE) Fund to support adoption of its Bank On initiative to increase access to affordable banking services throughout the U.S. This initiative strives to ensure everyone has access to a safe and affordable bank or credit union account. In addition to connecting people to safe and affordable accounts, Bank On coalitions also raise public awareness, target outreach to the unbanked and expand access to financial education.

FIS also continues to advance the initiative through our Bank On Bundle, which includes three ChexSystems®[12] products that help financial institutions open Bank On-certified accounts (or similar safe and low-cost accounts), track the accounts' performance and provide educational content to help account applicants improve their financial literacy. With the Bank On Bundle, financial institutions can also monitor risk and educate consumers to help build a successful banking relationship that grows over time.

FIS remains committed to furthering the national movement to improve financial access. We work alongside a variety of sector partners, including hundreds of banks and credit unions as well as federal and state agencies to help address these critical challenges.

11 - 2021 FDIC National Survey of Unbanked and Underbanked Households

12 - Chex Systems, Inc. (herein "ChexSystems") is a consumer reporting agency and an indirect, wholly owned subsidiary of FIS.

STRENGTHENING FINANCIAL WELLNESS

At FIS, we strive to empower our financial institution clients to reduce barriers and reach more consumers. The ChexSystems Financial Wellness Strategy advances the Financial Inclusion Framework by promoting financial access and wellness through four commitments:

Inclusion: Reduce barriers for consumers and clients in the financial ecosystem

Education: Provide educational resources to support consumer financial wellness initiatives

Protection: Strengthen the security and privacy of consumers to protect them from fraudulent activity

Access: Facilitate consumer and financial institution access to their data



"Banking access is fundamental to financial stability, and the partnership between Bank On and ChexSystems is bringing more people into the stabilizing financial mainstream. Almost two thirds of ChexSystems financial institutions with Bank On-certified accounts use Bank On-specific ChexSystems tools to expand access to new banking clients."

Jonathan Mintz | President and Chief Executive Officer, CFE Fund

Helping Clients Offer Short-term Loans

Each year, millions of Americans struggle to cover emergency expenses, finding themselves in need of access to short-term liquidity. Many resort to getting cash from high-cost sources, such as payday loans, because they lack the credit status needed for more affordable liquidity sources.[13]

FIS' CashPlease solution, offered in partnership with Velocity Solutions, helps our financial institution clients address these challenges. CashPlease is a small-dollar, short-term loan program that allows banks and credit unions to provide their account holders with access to cash at affordable interest rates. The solution is designed to protect consumers from predatory lending and offers them responsible access to cash in times of need.

Expanding Financial Literacy

In 2023, FIS continued to offer our Financial Literacy Program to our clients and community partners in the U.S. Participating financial institutions can embed our specialized learning programs into their websites to help their customers enhance their financial skills and knowledge.

FIS enables financial inclusivity for individuals with disabilities, offering certain products and solutions that are designed to support our clients' commitments to Web Content Accessibility Guidelines 2. Our web-accessible financial literacy products utilize a range of navigational techniques specific to assisting people with disabilities.

FIS' educational programs include the FIS Financial Literacy for Young Adults Program and the FIS Financial Literacy for Adults Program. In both programs, learners receive practical knowledge, skills-building opportunities and resources related to topics such as financial planning, borrowing, identity theft, credit reports and scores, credit cards and homeownership.

Supporting Consumer Rights and Disclosure Reports

ChexSystems' disclosure reports about credit decisions include information to educate consumers of all backgrounds, including information to help consumers understand their rights and how they can be exercised. The reports can be provided in braille, audio, large print and multiple languages to accommodate consumers' varying needs. Obtaining these reports is always free.

Supporting Financial Wellness and Identity Protection

Currently available in market is OnAlert® from ChexSystems, a subscription service offering consumers identity theft protection, financial education and consumer credit monitoring services. OnAlert is the only service in the industry that offers consumers ChexSystems real-time trigger event alerts and alternative data in addition to traditional credit data, creating new coverage to help consumers detect potential fraud.

13 - Pew Trust, States of Innovation: Small Loans, Large Cost, December 2020

FINANCIAL WELLNESS IN A DIGITAL AGE

Through FIS' Digital One Spending Insights, we offer our financial services clients the ability to leverage artificial intelligence and predictive analytics to provide customers with a way to improve their financial lives.

Customers with Digital One Spending Insights-enabled accounts receive tailored suggestions for transaction monitoring, balance and cash flow trackers, budgeting reminders and nudges to make better financial choices. For example, proactive insights about spending behavior and cash flow can help customers understand when spending levels are high and how to adjust so they can avoid overdraft and non-sufficient fund (NSF) fees.



CASE STUDY

HELPING INDIVIDUALS IN NEED

FIS is a market leader and innovator in the design and operation of Electronic Benefit Transfer (EBT) systems in the U.S. EBT systems provide individuals with cards that allow them to make electronic payments for groceries and other items under the Supplemental Nutrition Assistance Program (SNAP), or cash benefits under Temporary Assistance programs. By the end of 2023, FIS partnered with 31 states to enable the use of EBT cards for approximately 13 million households receiving SNAP benefits.

For the past three years, the FIS Government Solutions team has collaborated with U.S. government agencies to connect essential resources with those who need them most.

In the face of unprecedented challenges posed by the COVID-19 pandemic, the U.S. government enacted the Families First Coronavirus Response Act of 2020 to fund the Pandemic EBT Program (P-EBT). The program provided temporary emergency nutrition benefits to eligible schoolchildren who otherwise would not receive free or reduced-price meals while school buildings were closed during the pandemic. P-EBT also afforded benefits to eligible younger children in households participating in SNAP.

Within a four-week time frame in 2020, the FIS Government Solutions team worked closely with federal and state agencies to implement a new program to disburse P-EBT benefits to millions of beneficiaries. When the P-EBT program increased demand for assistance by EBT cardholders across the country, FIS supported increased transaction processing and call center volumes, providing direct assistance to those navigating new program parameters by helping them access these critical benefits. This program continued through successive enactments in 2021 and 2023.[14]

14 - USDA, State Guidance on Pandemic EBT





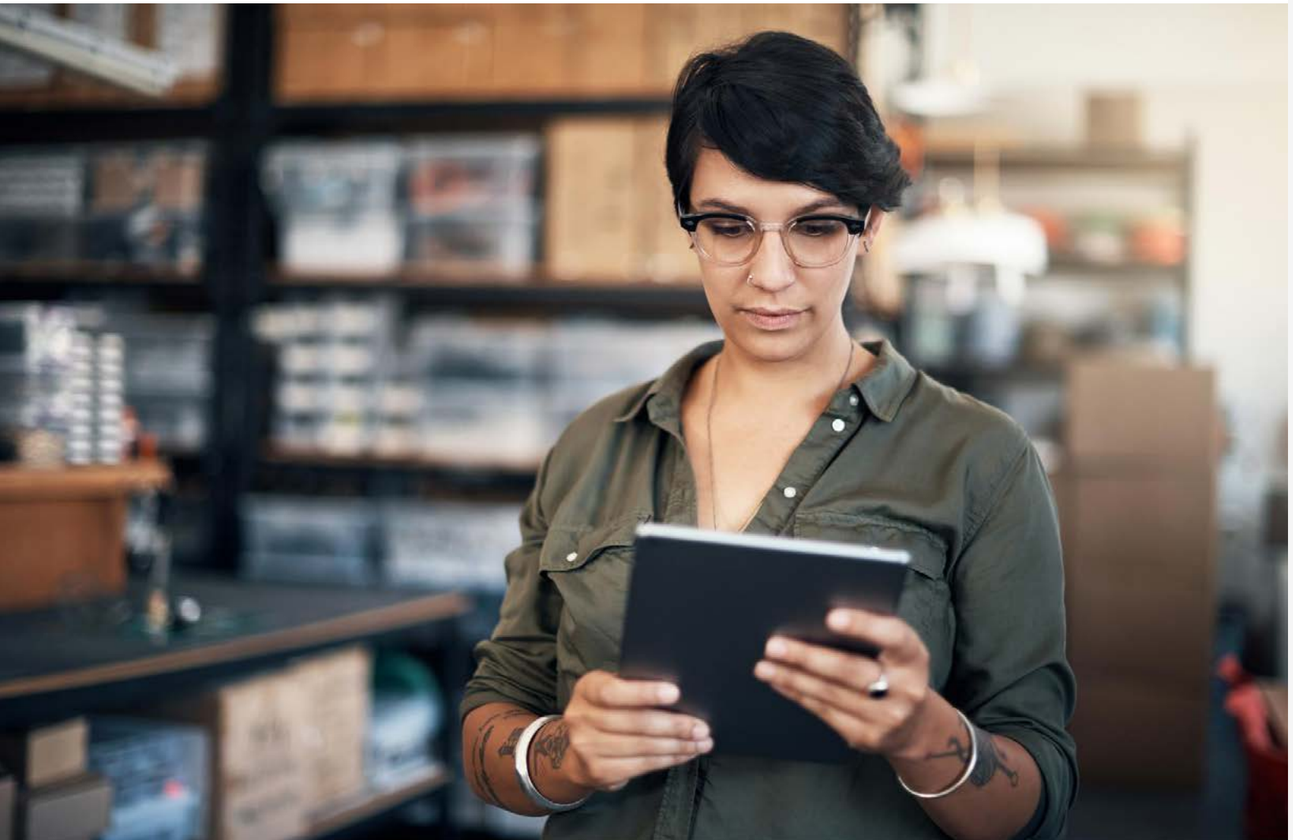
"FIS works with stakeholders across the country to provide reliable and innovative solutions for recipients of the Supplemental Nutrition Assistance Program, Temporary Assistance for Needy Families, and Women, Infant and Children programs. As government program benefit complexity increases, we are investing in technologies to provide more security and flexibility in how funds are utilized and to make the financial lives of program beneficiaries better."

Kim Bynan | Senior Vice President, Commercial Services and Business Process as a Service

Empowering Small and Medium-sized Businesses with Working Capital

Our technology solutions advance financial inclusion for small and medium-sized businesses (SMBs)s in various ways, such as improving cash flow to keep businesses healthy and providing assistance in making the shift to a digital economy.

The Worldpay Working Capital solution enables clients to apply online for the cash they need to grow their businesses and receive business funding within two working days of successful application, once approved. In 2023, this program provided more than $100 million in funding to more than 2,500 merchants worldwide.





CASE STUDY

FOSTERING INCLUSIVITY THROUGH INNOVATIVE OFFERINGS

While new technologies have improved financial inclusion, barriers still exist. For example, members of the LGBTQ+ community may experience roadblocks and discrimination in financial transactions when their chosen name differs from their birth name. A 2022 survey indicated that 48% of individuals from the transgender community have had to use identification with a name they no longer use and 59% had identification that did not match their self-identified gender. Additionally, 22% reported being harassed, attacked or denied services because their identification did not match their presentation.[15]

The Payments One ecosystem is a comprehensive payment card platform that incorporates the True Name® initiative from Mastercard, allowing cardholders to use their chosen first name on their payment card without requiring a legal name change. Additionally, name prefixes (honorifics) have been replaced with pronouns across the Payments One ecosystem.

By providing members of the LGBTQ+ community with financial products and services that support their chosen name instead of their birth name, we enable our financial institution clients to foster more inclusive experiences for their cardholders.

15 - National Center for Transgender Equality, 2022 U.S. Trans Survey: Early Insights

Financial Investments Supporting Fintech Startups

FIS launched the FIS Fintech Accelerator program in 2016 to help drive innovation by supporting emerging fintechs. The program identifies and accelerates the work of best-in-class startups who design innovative solutions that build economies and improve lives.

Each year, selected startups participate in a 16-week program consisting of a four-week business development incubator phase and a 12-week accelerator phase. This unique opportunity allows cohort companies to engage and share their innovative solutions with FIS' financial institution clients.

In 2023, the program received over 140 applications from fintech companies located across 18 countries, including the U.S. The 10 companies selected represented several areas of innovative technology, including digital identification, business-to-business payments, fraud and regulatory compliance. In the 2023 cohort, 30% of the companies had women founders or co-founders. The program culminated with an in-person Demo Day in November 2023, where leaders from each participating fintech company showcased their innovations to financial services leaders and influencers, potential investors and entrepreneurs.



"The FIS accelerator delivers essential components for fintech success: deep insights, strategic connections and personalized guidance from FIS leaders and bankers. What truly exceeded expectations is the sense of community and camaraderie with fellow fintech innovators. Through shared experiences and mutual support, I've formed lasting bonds that enrich both my personal and professional life."

Lisa Gold Schier | Co-founder of ASA, an FIS Fintech Accelerator participant



Strategic Partnerships

Advancing financial inclusion requires collaboration across multiple sectors. FIS works with community banks, nonprofits, government agencies and others as part of a larger effort to bridge the digital divide, help mitigate inequity and promote financial wellness.

Supporting Minority-owned and Community Banks

In line with our commitment to advancing a more inclusive economy, in 2023 we deepened our collaboration and support of Minority Deposit Institution (MDI) and Community Development Financial Institution (CDFI) clients. These institutions are uniquely positioned to meet the diverse financial needs of the communities they serve, often acting as the frontline supporters of individual financial success and the growth of SMBs.

With the direction of our client-led MDI and CDFI advisory committee, we continued to prioritize efforts to support the technology needs of these mission-driven financial institutions. This included receiving timely and valuable feedback on customer care, products and service improvement opportunities.

We reinforced our relationships with trade association partners, including the American Bankers Association, Electronic Transactions Association, Independent Community Bankers Association and National Bankers Association, aligning with their initiatives focused on MDIs and CDFIs. This included actively engaging with the bipartisan U.S. Senate Community Development Finance Caucus to bolster assistance for MDIs and CDFIs through policy change.

FIS is committed to being a leading and trusted partner that unlocks digital opportunities and fosters growth for our MDI and CDFI clients. By elevating the customer experience and overall satisfaction of this community, we aim to expand their capacity to grow and compete in their respective markets.

EMPOWERING ONEUNITED BANK TO FULFILL ITS MISSION

The FIS Wealth Management business partnered with OneUnited Bank, the largest Black-owned bank in the U.S., to make Empower Money Market funds available to wealth management firms that leverage FIS' Wealth-as-a-Service platform. Through the program, qualified investors can elect to invest short-term cash in Empower funds. FIS rebates a portion of the program's revenues to OneUnited to help fulfill its mission.



What is an MDI?

MDIs are private financial institutions that serve Black, Latino/Hispanic, Native American and Asian American communities. To qualify, 51% of the voting stock must be minority-owned or the Board of Directors and the communities served by the institution must be predominantly minorities.

What is a CDFI?

CDFIs are private financial institutions – including banks, credit unions, loan providers and venture capital firms – that provide fair and affordable financing to low- to moderate-income and disadvantaged communities.

Empowering Small Businesses

In 2023, FIS was a co-sponsor of the National Small Business Week Virtual Summit, a virtual event recognizing the critical contributions of America's entrepreneurs and small business owners. The event gave FIS the opportunity to help business owners and startups gain access to crucial information and resources that drive innovation and deliver the products and services on which our economies depend.

ENABLING INSTANT PAYMENTS FOR MDI AND CDFI CLIENTS

In 2023, FIS was among the first fintech companies to complete testing and certification for FedNow Service, the Federal Reserve's instant payment offering. As part of the launch, we are helping MDI and CDFI clients tap into the FedNow Service, enabling them to provide their customers with 24/7/365 instant payments, improve their competitiveness and build new products.



Unlocking Credit for All

FIS continued its partnership with the Credit Builders Alliance (CBA), a national nonprofit network dedicated to building the capacity of its members to help millions of individuals with poor or no credit participate in the mainstream financial system by building credit.

In partnership with FIS, CBA hosted webinars that explored topics such as:

New developments in banking access

Ways to support consumers in becoming banked, such as ChexSystems and Bank On

How ChexEDU™ Reports can deepen nonprofits' support for the unbanked and underbanked

Additionally, FIS participated in the CBA's 2023 Financial Equity Discussions. These discussions provided a forum to deepen our understanding of consumers who may not have relationships with mainstream financial institutions and to discuss ways to help our clients better serve and positively impact these populations. Participants covered topics such as the racial wealth divide, consumer credit stories and the unique credit challenges of returning citizens and immigrants.

Philanthropy and Volunteerism

At FIS, our Be the Change core value encompasses our longstanding commitment to giving back to the communities where we live and work every day. We encourage this culture of giving back through programs and initiatives designed to improve our communities.

In 2023, FIS continued several philanthropic and volunteerism programs to advance financial inclusion and literacy:

THE PRINCE'S TRUST

In 2023, Worldpay from FIS continued the partnership with the Prince's Trust, a foundation dedicated to helping young people in the U.K. who face adversity to transform their lives by building confidence and skills to live, learn and earn. As official charity partners, we provided our employees with the opportunity to give back to young people in their local community and empower young entrepreneurs.

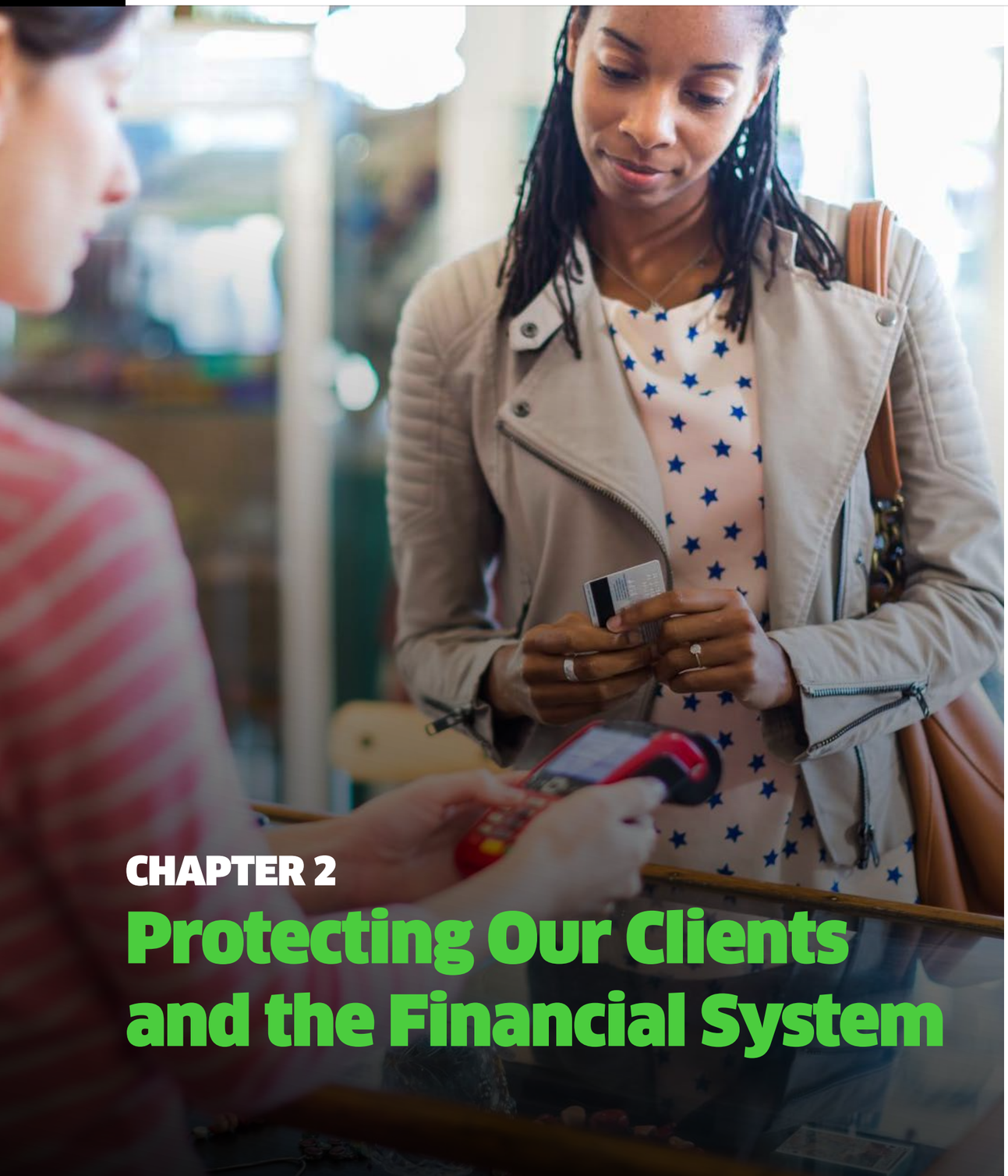
SHE-CAN

FIS collaborates with SHE-CAN, a nonprofit organization that empowers talented women from post-conflict and climate-challenged countries by providing them with education, mentorship and leadership skills. FIS' donation in 2023 supported the SHE-CAN Make a Change program, which supports international students in implementing innovative service projects in their home countries.

JUNIOR ACHIEVEMENT

Understanding how money works is an essential skill set for empowering individuals, especially young people, to envision and build a more secure future. In 2023, FIS demonstrated its commitment to financial literacy by donating funds to regional Junior Achievement (JA) chapters. FIS supported programs in: Jacksonville, Florida; the Washington metropolitan area; Milwaukee, Wisconsin; Miami, Florida; and Cleveland, Ohio, where our employees also volunteered time.





CHAPTER 2

Protecting Our Clients and the Financial System

FIS software and services play a pivotal role in supporting global financial systems, making it imperative for FIS to continually review and enhance the resilience and security of our systems. Our commitment lies in safeguarding the interests of our clients, their consumers and the individuals whose data we handle. Amid increasing threats and attacks on corporate and government information and technology (IT) systems worldwide, we have made significant investments to protect the data of our clients and our technology platforms.



"FIS is focused on driving an enhanced global framework for enterprisewide issues such as privacy, data protection and cybersecurity, while complying with rapidly changing global privacy, cybersecurity and data protection regulations. We are dedicated to making our team comprehensively global while fostering a business environment that encourages a culture of compliance, privacy, cybersecurity, data protection and ethics."

Anna Shea | Chief Privacy Officer

Enhancing Privacy and Data Protection

Our clients and other stakeholders trust us to protect their privacy and data, and maintaining this trust is a top priority. FIS is dedicated to upholding the confidentiality and integrity of the data entrusted to us through the design of our systems and technology, programs, policies, procedures, training and governance structure.

FIS' PILLARS OF PRIVACY AND DATA PROTECTION

INDIVIDUAL RIGHTS

Data subjects' rights are at the core of our Privacy and Data Protection Program. We have established and deployed robust processes and tools to empower individuals to exercise their rights, underscoring our commitment to respecting and upholding these rights.

OUR PEOPLE

We value and safeguard the data entrusted to us by our employees, candidates, other data subjects, our clients and their customers and third parties. We provide our employees with training and support to uphold our Privacy and Data Protection Program.

RESPONSIBILITY

We are dedicated to processing data in a fair and lawful manner, continually seeking to enhance our Privacy and Data Protection Program. Our commitment to responsibility guides our actions as we strive to maintain the highest standards of ethical conduct.

TRANSPARENCY

Transparency is integral to our approach. We maintain open communication channels with our employees, our clients and their customers to inform them about how we collect, use and protect data.

OUR CLIENTS

We are committed to supporting our clients in meeting their data protection obligations. Through collaboration and partnership, we work toward enhancing the support and guidance we offer our clients, helping them comply with privacy regulations and standards.

Our Approach to Privacy and Data Protection

FIS' Privacy and Data Protection Program is designed to safeguard data and privacy rights of data subjects and data owners while maintaining compliance with relevant global privacy and data protection laws and regulations. This program governs the processing of all personal data by FIS, whether acquired online or offline, and extends to data provided to us by our clients, consumers, contractors, partners and other third parties with whom we engage in business.

Anchored on FIS' Pillars of Privacy and Data Protection, our program encompasses multiple work streams, including governance, compliance documentation, transparency, data subjects' rights, training and awareness, reporting, data transfer, operational integration of data protection and alignment with other significant regulations.

Privacy and Data Protection Compliance and Governance

Many global privacy and data protection laws and regulations in different parts of the world apply to FIS, so we developed a global, multilayered privacy compliance structure that monitors and manages how we follow such laws.

PRIVACY COMPLIANCE STRUCTURE

The FIS privacy compliance structure aligns with the three lines of defense model used across the financial services industry:

1

First line of defense:

Business units and corporate functions responsible for day-to-day privacy and data protection operations within their respective areas.

2

Second line of defense:

Control functions such as the Privacy and Data Protection Office, Enterprise Risk Management, Information Security, Corporate Compliance and Legal. These functions provide oversight, guidance and support for consistent adherence to privacy and data protection standards.

3

Third line of defense:

Independent assurance function represented by Internal Audit, responsible for providing objective assessments of FIS' privacy and data protection practices.

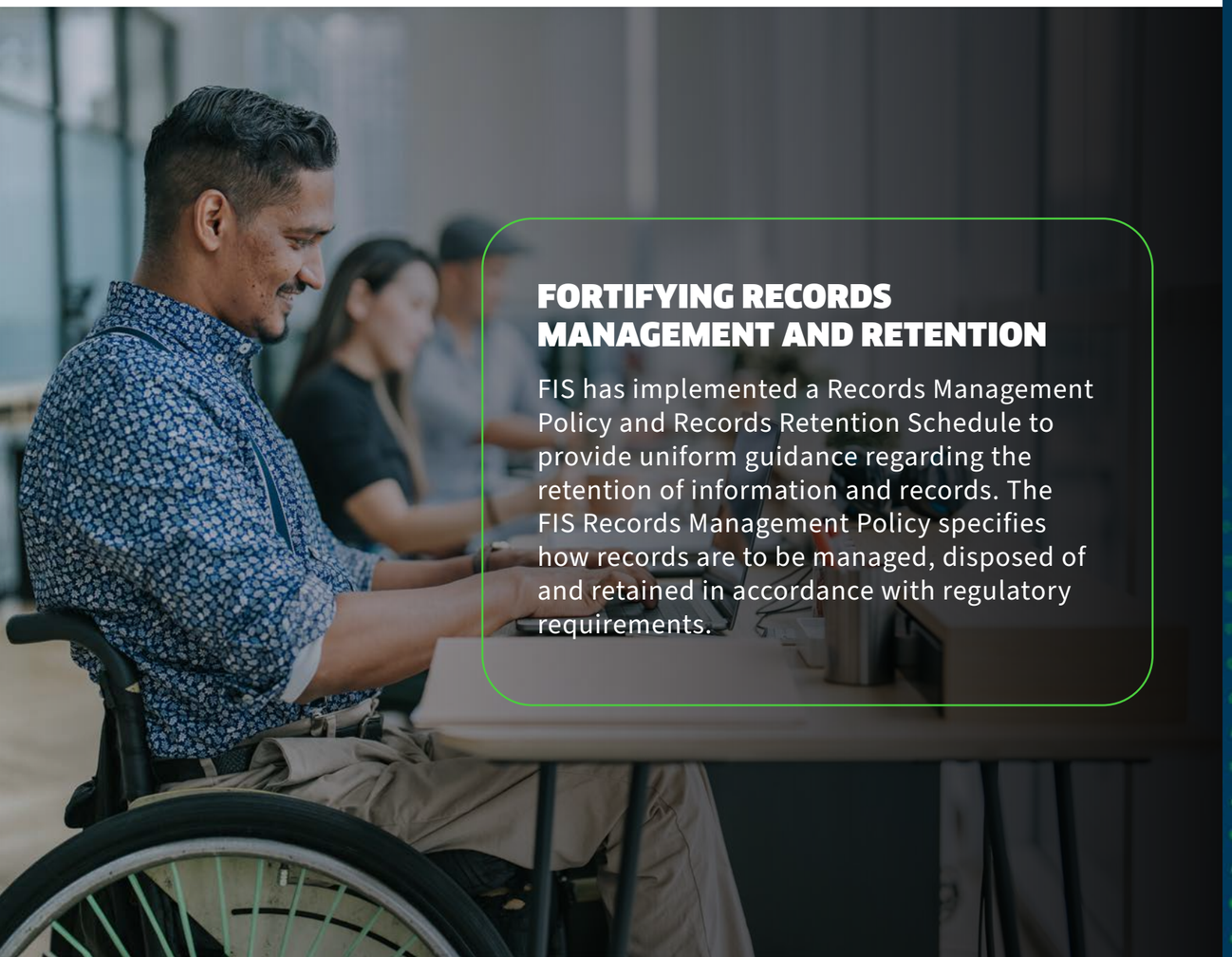
FIS' PRIVACY CENTER

In 2023, we introduced our online Privacy Center, designed to serve as a centralized hub for employees, clients and other stakeholders to access information on FIS' privacy and data protection commitments. This hub includes details on how we process personal data and offers transparency to clients, their customers, our business partners and our data subjects regarding our data processing practices and principles.

Our Data Protection Policy sets out the requirements FIS and its employees must follow when processing data.

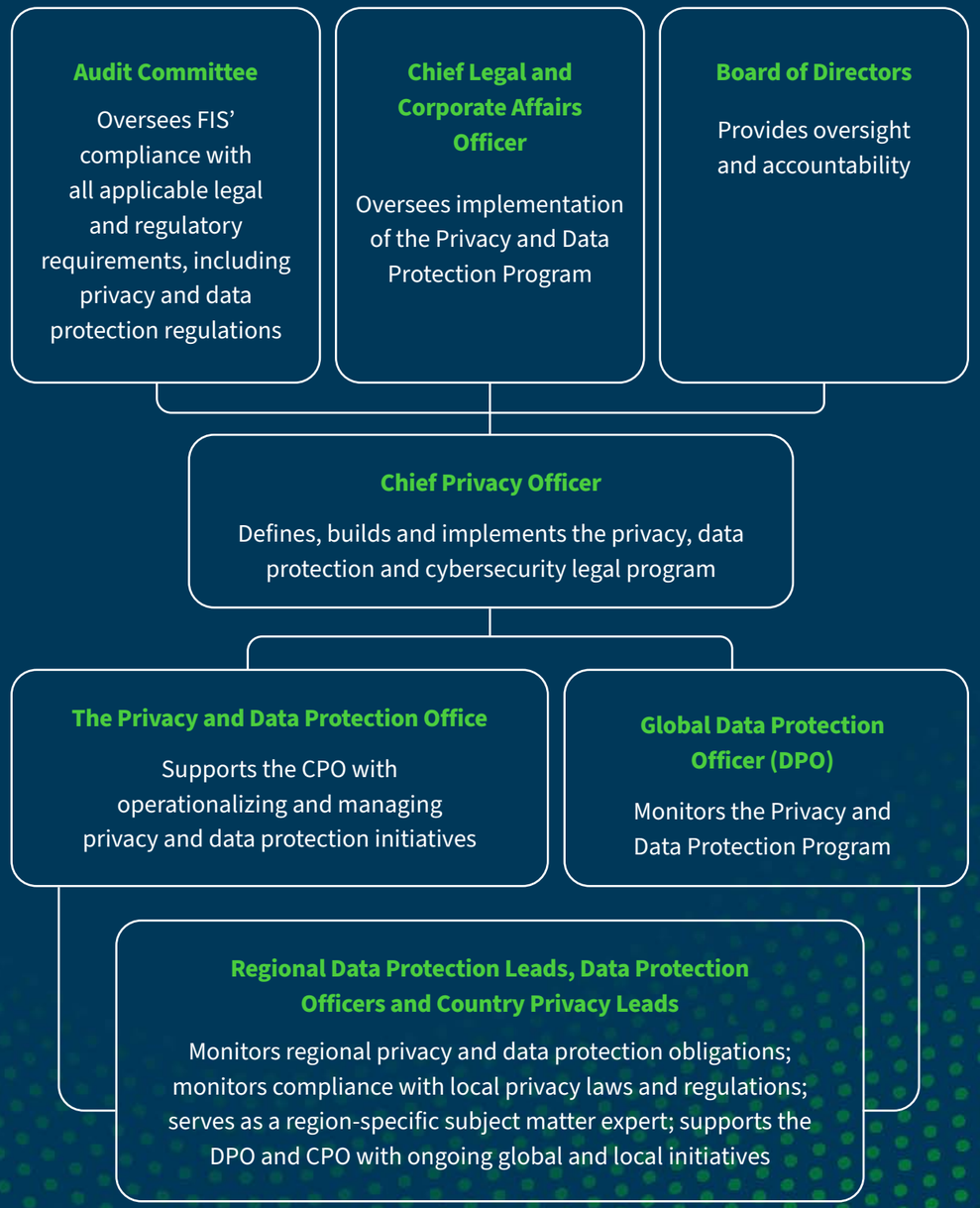
Management and Oversight

FIS' Privacy and Data Protection Program is led by our Chief Privacy Officer (CPO), who reports to the Chief Legal and Corporate Affairs Officer. The CPO also has reporting and escalation lines to the Audit Committee of the Board of Directors and the full Board of Directors, providing oversight and accountability at the highest levels of governance.



FORTIFYING RECORDS MANAGEMENT AND RETENTION

FIS has implemented a Records Management Policy and Records Retention Schedule to provide uniform guidance regarding the retention of information and records. The FIS Records Management Policy specifies how records are to be managed, disposed of and retained in accordance with regulatory requirements.



A Culture of Privacy and Data Protection

Our people play a critical role in protecting the data entrusted to us. We foster a culture of awareness and responsibility through various engagement initiatives, including:

Training

All FIS employees and contractors are required to complete annual Information Security and Privacy Awareness Training, which covers specific education on personal data protection, compliance and risk management topics.

Awareness Campaigns

The Privacy and Data Protection Office spearheads a robust awareness program to promote an organization-wide culture of privacy and data protection. The team hosts training and awareness initiatives throughout the year, including an annual privacy awareness campaign to increase privacy awareness and educate employees on various data privacy themes, such as personal data, privacy incidents, biometrics data, generative AI and data deletion.

Third-party Engagement

Helping Global Clients Enhance Data Transfers and Compliance

To fortify data protection for our clients with global operations, FIS has implemented various initiatives focused on managing data transfers effectively. Among these initiatives is our Intra-Group Data Transfer and Data Processing Agreement, crafted to align with EU Standard Contractual Clauses and the U.K. International Data Transfer Addendum to support compliance with international data transfer regulations.

To support our clients in completing Transfer Impact Assessments on FIS products and services, the FIS Privacy and Data Protection Office has issued the Data Protection and Transfer Impact Assessment Guide. This comprehensive guide, accessible via the FIS Client Portal, aids clients in navigating data transfer complexities.

FIS applied for Binding Corporate Rules (BCRs) in the U.K. and the EU, specifically in the Netherlands, in September 2022. Upon regulatory approval, FIS plans to adopt BCRs at the Company level to serve as a robust mechanism for international data transfers within our organization, bolstering data protection and compliance efforts.

Additionally in 2023, FIS obtained self-certification under the EU-U.S. Data Privacy Framework and secured the U.K. extension for all U.S.-based FIS entities. This certification enables streamlined data transfers between the EU, U.K. and U.S., eliminating the need for additional safeguards and simplifying the transfer process. It underscores our commitment to upholding the highest data protection and privacy standards, providing stakeholders with enhanced legal certainty, trust and reputation.

VENDOR SCREENING

FIS operates a comprehensive Vendor Risk Management program, which includes rigorous privacy assessments. For more information, see Chapter 8, Managing a Sustainable Supply Chain.



Protecting Data Subject Rights

At FIS, we uphold the rights of individuals as required in global privacy and data protection regulations. To provide greater clarity and accessibility, we added more details on data subjects' rights to the FIS Privacy Center under the "Individual Rights" tab.

As an integral part of our Privacy and Data Protection Program, individuals can exercise their data subject rights, including the right to access, correct, amend or delete their personal data, through our online portal accessible via the FIS Privacy Center or via email. Additionally, individuals retain the right to object to the processing of their personal data, request restrictions on the processing of their personal data or seek portability of their personal data. Our dedicated online portal and inbox are managed by the Privacy and Data Protection Office.

Fostering Transparency on Government Data Access Requests

At FIS, we are committed to safeguarding privacy and fostering transparency regarding government requests for access to personal data. Such requests may include subpoenas and court orders for local, state or federal authorities.

Before complying with any government request pertaining to our clients' and their customers' data, FIS conducts thorough assessments around legality, authority and necessity. We verify that the request aligns with applicable laws, that the requesting authority possesses the requisite legal power and that FIS has a legal obligation to provide the requested information.

To promote transparency and accountability, FIS publishes transparency reports detailing government requests for data access. These reports are readily accessible to all clients through the FIS Client Portal, providing comprehensive information on the nature and frequency of such requests.

Privacy Incident Response

FIS employs a specialized Privacy Incident Response Team (PIRT) tasked with promptly investigating, prioritizing and resolving potential and actual privacy incidents. Utilizing tailored privacy compliance protocols, PIRT responds to and investigates privacy incidents, enabling swift action to help mitigate risks, reduce negative impacts and uphold public confidence while meeting regulatory requirements.

The Privacy Incident Response Plan, integral to our incident response framework, provides clear guidelines for identifying and reporting privacy incidents. It outlines procedures for evaluating privacy incident risk factors to assess potential impact and harm resulting from information exposure or unintended disclosure. The plan delineates criteria for escalating incidents to executive management to enable appropriate visibility and strategic decision-making.



Protecting Against Potential Cyberthreats and Fraud

In 2023, "widespread cybercrime and cyber insecurity" entered the World Economic Forum's top 10 ranking of the most severe risks of the next decade.[16] Amid heightened cybersecurity risks, FIS is committed to doing our part to protect our clients and their customers from bad actors. Cybersecurity is fundamental to our complex, global business.

Our Approach to Cybersecurity

FIS takes a proactive approach to cybersecurity, striving to anticipate and protect against potential cyberthreats through continuous program enhancements and investments. Our strategies and programs are informed by industry best practices, standards and frameworks as well as our own proprietary subject matter expertise.

16 - World Economic Forum, The Global Risks Report 2023



CYBERSECURITY STRATEGY

EXCELLENCE IN CYBER BASICS

Employ strong vulnerability discovery and aggressive remediation cadences to reduce opportunities for attackers

Utilize advanced preventative controls, multifactor authentication access to FIS systems, data loss prevention and internal and external penetration testing

Minimize exposure through consistent segmentation between environments

Increase discovery of unknown threat vectors using advanced monitoring tools

Build a robust culture of security awareness across the Company

"SECURE-BY-DESIGN" APPLICATIONS

Further protect data by building encryption into application design

Continuously assess, test and govern code releases for FIS applications to eliminate vulnerabilities

Utilize layered application controls to prevent malicious traffic from reaching an application

SECURE THE FUTURE

Replace reliance on passwords with more secure alternatives

Drive automated response actions to combat emerging cyberthreats in real time

Continually enhance our ability to detect, contain and eradicate cyberthreats through state-of-the-art threat intelligence and sensor enrichment

Cybersecurity Structure and Governance

Our process of identifying and remediating cybersecurity risks has been integrated into our overall risk management system and processes. Our Enterprise Risk Committee, a cross-functional team of senior leaders, provides oversight over cybersecurity risks.

The FIS Chief Information Security Officer and Chief Risk Officer oversee our process of identifying and remediating cybersecurity risks. Each quarter, they report to our Board of Directors and its Risk and Technology Committee, which takes an active role in overseeing, managing and setting risk tolerances for our cybersecurity program. The Chief Information Security Officer provides ongoing oversight of cybersecurity risk management, including the Chief Risk Officer, Chief Legal Officer, Chief Technology Officer, Chief Compliance Officer, Chief Privacy Officer and FIS business presidents.

To monitor our global platforms and operations, FIS has a dedicated Cyber Fusion Center, which operates 24/7. We also employ a dedicated Cybersecurity Incident Response team to investigate and contain reported cybersecurity incidents.

We maintain strong oversight of cybersecurity controls as part of our risk, information security and compliance culture. The FIS Internal Audit team regularly evaluates the Company's risk management programs and the effectiveness of our cybersecurity controls and procedures. Cybersecurity controls at FIS are also audited at least annually by external organizations, including U.S. state and federal regulators, other national regulators and industry standards organizations.



Certifications and Policies

FIS is certified and transitioned to the new ISO/IEC 27001:2022 standard, a globally recognized standard for information security management systems released in Q4 2022. The new ISO/IEC 27001:2022 standard is focused on information security, cybersecurity and privacy protection, with new sets of controls, making the FIS ISMS framework and policies more robust and compliant with global standards.

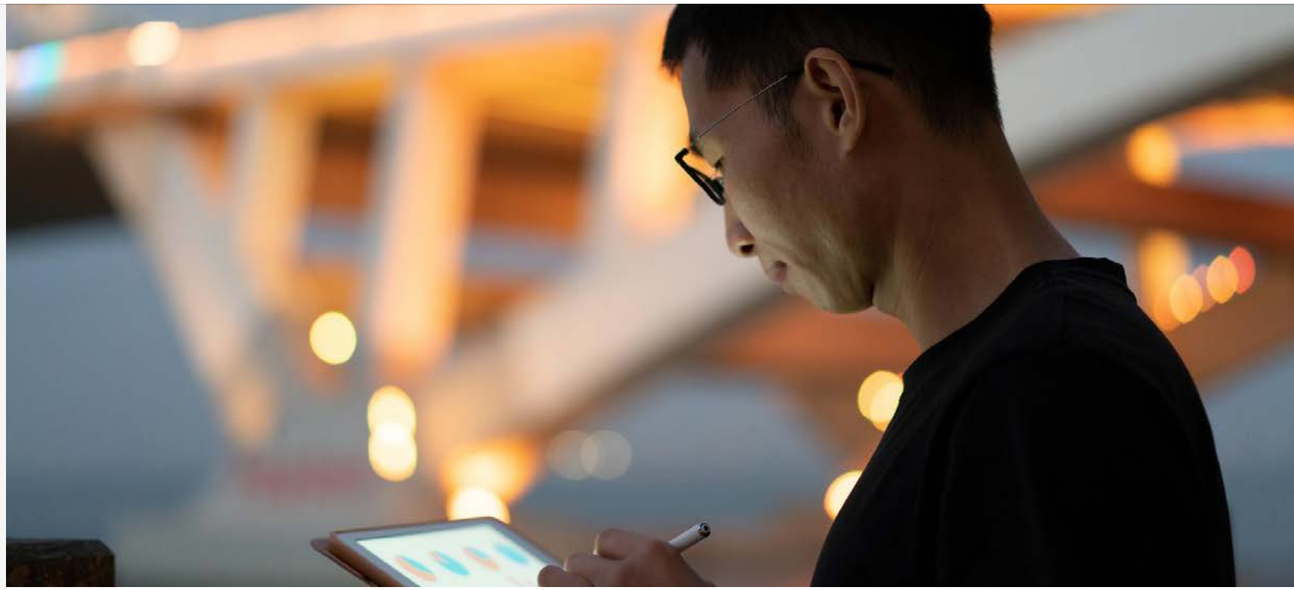
In 2023, FIS continued to issue annual SOC 1 and SOC 2 audit reports for our overall security footprint. Additionally, FIS maintained Payment Card Industry Data Security Standard (PCI DSS) compliance for products that store, process and transmit cardholder data. Applicable policies and controls have been updated to comply with PCI DSS v. 4.0, effective on March 31, 2024. Policies and controls related to future-dated PCI DSS v.4 requirements are being updated and will be published ahead of the cut-over date, effective March 31, 2025.

Building a Culture of Security Awareness

Recognizing the vital role employees play in protecting Company data, we are committed to raising awareness of cybersecurity risks. Our internal campaigns aim to build a culture of security awareness and risk prevention. Through webinars and other internal communications, we educate employees on how to spot phishing scams and report suspicious messages to the security team.

Partnering to Enhance Cybersecurity

To defend critical global infrastructure and protect the Company, our clients and the industry, FIS partners with various government agencies, trade associations and other entities.



Committing to the Responsible Use of Generative AI

In the rapidly evolving landscape of artificial intelligence, FIS recognizes the transformative potential of generative AI (GenAI) in enhancing products and services while staying ahead in the market. However, this innovative technology also brings inherent risks and challenges, including ethical, legal and technical considerations.

To address these challenges, FIS has implemented a GenAI governance process to support responsible and compliant use of this technology, complemented by an internal policy on GenAI. This process begins with a rigorous risk assessment procedure, where potential GenAI use cases are evaluated on a case-by-case basis by the GenAI Working Group. The risk assessment considers various factors and collaborates with several stakeholders to work through privacy, security and intellectual property rights implications.

FIS is committed to maintaining a strong focus on responsible adoption and risk management amid our drive for innovation.



CHAPTER 3

Advancing the Workforce of the Future

We are dedicated to developing and empowering our workforce as they deliver bold ideas that advance the digital transformation of our financial economy. Prioritizing our people's needs and professional growth is essential to FIS' success. Effective human capital management is vital to the execution of our short- and long-term strategies and to operating our business sustainably.

In 2023, we continued to advance the workforce of the future by building a diverse talent pipeline, elevating and rewarding top performers, and sustaining high employee engagement and job satisfaction levels aligned with market benchmarks.

Our FIS Talent Strategy creates an environment where employees contribute toward achieving our goals, have the proper tools and are inspired to over-deliver on results. This ecosystem enables a high-performance culture and drives our values of Win as One Team, Lead with Integrity and Be the Change.

We work to ingrain these values within FIS by integrating them into the employee experience, beginning with recruitment and onboarding and extending to learning and growth, performance management, recognition and leadership development programs. Through this approach, we strive to ensure that FIS' values consistently guide and reward employees' actions, aligning with our commitment to operate responsibly and drive sustainable growth.

Attracting, Retaining and Managing Talent

We are proud of our world-class talent, who drive growth and innovation that enable us to expand our operations globally. This is why FIS is committed to investing in engagement, recruitment, retention and performance programs that attract and retain a strong and diverse talent pipeline.



OUR FIS TALENT STRATEGY FOCUS AREAS ENABLE A HIGH-PERFORMING CULTURE

- Career experience
- The role of the manager
- Compensation incentives
- Behavior shifts and leadership capabilities
- Organizational design and workforce planning
- Enhanced performance tools
- Skills of the future

FIS University Program

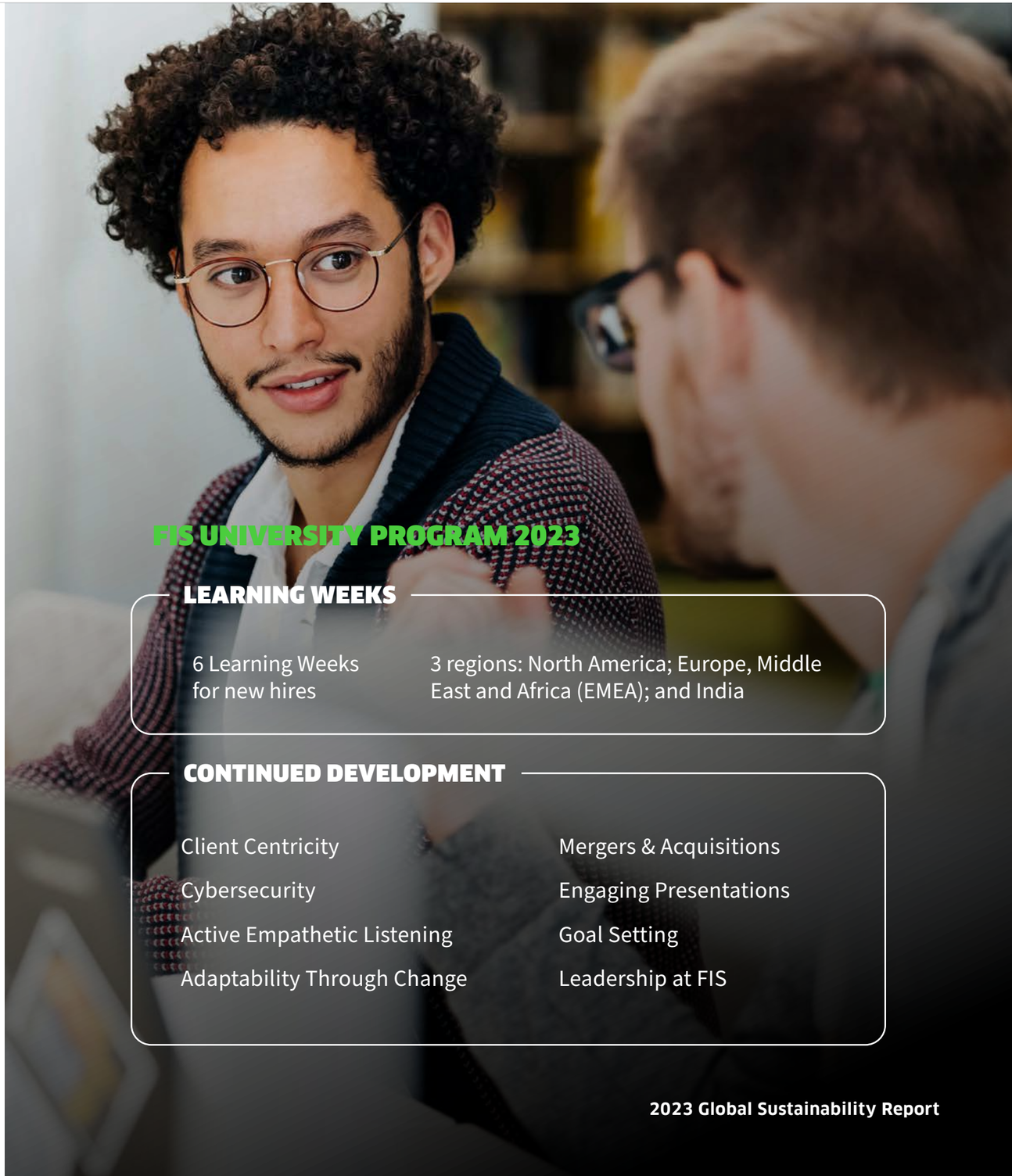
In 2023, we continued to advance our FIS University Program, which includes both internships and full-time, entry level opportunities.

Internships: The internship program targets college students entering their senior year. This 10-week summer program incorporates social activities, instructional webinars and mentorship for professional development, focused on helping students grow as professionals and understand career opportunities with FIS.

Full-time: The FIS University two-year, full-time program requires a bachelor's degree. It is designed for recent graduates, individuals changing careers or re-entering the workforce and veterans transitioning to civilian life. This program starts with a "Learning Week" that includes exposure to senior executives, live interactive sessions, training, peer projects and networking opportunities. Participants also take part in frequent professional development opportunities, mentorship and community building over the two years. The full-time FIS University Program equips entry level talent with the skills and knowledge needed to build lasting, impactful careers at FIS.

Student Loan Debt Repayment Program: FIS assists employees in the FIS University Program with managing their student loan debt. In 2018, we introduced the Student Loan Contribution Payment Plan for FIS University employees hired in the U.S. For eligible employees hired between 2017 and 2020, we offer up to $150 per month for a maximum of 10 years, or a total of $18,000 toward their student loan debt.

In 2021, we enhanced the program with the Student Loan Principal Payment Plan, which pays off eligible participants' entire principal debt. FIS made a significant impact by assuming approximately $10 million worth of loan debt (as of December 31, 2023), demonstrating our commitment to supporting education and financial stability.



Performance Management

Performance365 is our performance management philosophy, which is used to develop and propel high performance at FIS. Performance365 provides opportunities for ongoing, meaningful and impactful conversations between employees and people managers on performance, goals, development, career growth and wellbeing. The Performance365 Connect Process incorporates several activities that take place throughout the year, including Goal Setting, Mid-year Connects, Year-end Connects, Anytime Goals, Anytime Feedback and Anytime Connects. We gather feedback on the process from our employees through Quality of Connect Surveys.

PERFORMANCE365 - THE CONNECT PROCESS

GOAL-SETTING PROCESS

Goal setting allows employees and people managers to set meaningful goals at the beginning of the year aligned to the broader goals of FIS, including CEO goals.

CONNECTS

Mid-year and year-end performance conversations, known as Connects, provide an opportunity for employees and people managers to discuss overall performance and wellbeing, give and receive feedback, and agree on future priorities.

QUALITY OF CONNECT SURVEY

Following Connects, employees are asked to share feedback on their conversations, topics covered and their overall experience with the Connect Process.

ANYTIME FEEDBACK

Anytime Feedback enables employees to proactively request feedback from key stakeholders and peers throughout the year for a more well-rounded and data-driven perspective on overall performance, workout and impact.

ANYTIME GOALS

Anytime Goals enable employees to set meaningful goals and update them throughout the year to drive continuous development.

ANYTIME CONNECTS

Anytime Connects enable employees and people managers to connect anytime to review performance and behavior and discuss topics such as goals, career aspirations and development and overall wellbeing.

4-POINT RATING SCALE

The 4-point Rating Scale helps people managers and employees discuss and align on overall performance and behavior.

Investing in Workforce Development and Growth

At FIS, we are focused on creating a workforce that is equipped for the future, where our employees are inspired to learn, grow and make an impact together. When we drive a better colleague experience across the Company, we deliver a high-performing culture and impactful outcomes.

Our Philosophy

We believe that by providing our workforce with the tools and resources they need to continuously grow and develop, we are not only investing in employee success but also in the long-term success of our organization. In support of this, we continue to invest in an enterprisewide, systematic framework for careers, skill building and leadership development at FIS.

Our philosophy is underpinned by a belief that regardless of role or title, employees can exhibit and advance their leadership by developing their capabilities to INfluence, INclude, INnovate and INspire.



Road map for Continuous Learning

FIS encourages a culture of continuous learning. We have a dedicated team focused on enabling and empowering enterprisewide growth through development opportunities aligned to our Building Our Leaders of Tomorrow (BOLT) road map, supplemented with role-specific opportunities for skill building.

The road map helps employees understand available opportunities to build and expand transferable skills to support career growth and development. Learning opportunities incorporate a mix of immersive and self-directed experiences for employees at varying stages of their careers. Program content is designed to address the increasing complexity and leadership expectations that employees face as their careers progress.

Career Progression

At FIS, career growth and progression are multidimensional and include lateral and cross-functional moves, as well as higher levels of proficiency and promotions. We position growth as a continuous journey of experiences and applied learnings. These frameworks and processes are designed to support our employees to achieve their personal growth aspirations, and to support the Company by ensuring we have the right talent to serve our clients.

In 2023, we launched the Grow WithIN campaign to deliver development resources to help our people develop their impact, strengths, network and growth road map.

To engage our leaders and employees, in September 2023 we launched our first annual Career Expo, a weeklong global event filled with live panels, virtual and in-person networking and webinars to equip our employees and leaders with information and skills to drive their careers. We engaged over 7,000 global employees.

We also invested in upgrading our Career Architecture, designing a new technical track as well as updating clarity of roles, job family and profiles across our entire workforce to better attract, retain and develop talent.

ETHICS, CONDUCT AND COMPLIANCE TRAINING

All FIS employees are enrolled in annual mandatory curriculum on topics that include risk management and global business resilience, Code of Business Conduct and Ethics, anti-money laundering, sanctions compliance, privacy, information security and prevention of insider trading.

All employees are also assigned “Respectful Workplace” training, which covers important behaviors to which we hold ourselves accountable to when supporting a diverse and inclusive workplace at FIS; this training includes modules on equal employment opportunity, unlawful discrimination, harassment and standards of behavior.

Our “People Manager Essentials” course, which is required for all people managers, includes education on what is expected in this role to support employees across their FIS experience, as well as setting expectations around standards of inclusive leadership.

LEARNING AND DEVELOPMENT IN 2023*

25.8 AVERAGE LEARNING HOURS PER EMPLOYEE

23.2 AVERAGE LEARNING HOURS PER EMPLOYEE (MANAGER)

26.3 AVERAGE LEARNING HOURS PER EMPLOYEE (INDIVIDUAL CONTRIBUTOR)

*In 2023, FIS integrated its data collection platforms covering both voluntary and mandatory training. Historical data is not comparable to 2023 data.



LEARNING PLATFORMS AND RESOURCES

LEARNING OFFERINGS AVAILABLE TO ALL

Self-paced learning: Via WeLearn, our learning management system, our global employees have access to 16,000+ self-paced courses, including internally created custom content and resources from our strategic partnership with LinkedIn Learning, plus access to product and technical learning, such as our Tech Dev conference series.

Strengths tools: In line with our Strengths philosophy, all employees are offered the opportunity to complete their CliftonStrengths Assessment as a way to understand their unique strengths and enhance personal and team dynamics and outcomes.

Organizational behaviors: We provide multiple learning opportunities to help embed our desired behaviors across the enterprise, educating our employees on how they are expected to show up to drive cohesion around our ways of working.

iAspire: Our three-part virtual instructor-led training series focuses on professional excellence, personal leadership and emotional intelligence.

LEARNING OFFERINGS AVAILABLE TO IDENTIFIED TEAMS OR EMPLOYEES

Leadership Summit: The annual leadership development experience for our top leaders includes experiential learning and corporate strategy.

Sales Kickoff: Sales teams from around the globe come together to focus on sales strategy and enablement, including immersive learning experiences and networking.

Executive Team Development and Coaching: Customized, high-touch individual and team coaching sessions drive a smart and healthy high-performing culture.

LeaderShift: Our virtual, instructor-led training series focuses on strategies, mindset shifts and skills to enhance cross-functional collaboration and effectiveness for director-level employees.

Lead.Explore.Aspire.Develop. (LEAD) Program: Our global, flagship, nomination-based leadership experience prepares high-potential employees for growth opportunities.

People Manager Essentials: This self-paced e-learning course, assigned to every manager, focuses on aligning organizational strategy through the lens of inclusion, diversity and wellbeing across recruitment, onboarding, development, management and exit.

Conversations That Matter: Our opt-in manager-enablement initiative involves peer learning focused on priority skills development.

Manager Excellence: This multichannel cohort experience incorporates instructor-led sessions, learning labs and communities of practice to drive high-performance outcomes.

FIS University: Our bootcamp-style professional skills learning week is supported by ongoing learning opportunities over a 24-month period for our FIS University hires.

ROLE-SPECIFIC SKILLS

Advanced technology skills: We continue to invest in partnerships with tech learning content providers to drive higher standards of technology skills with our workforce.

Competency-focused development: We offer specialized training and certifications in areas such as sales, products and compliance, with learning journeys designed to accommodate the needs of specific audiences.

Enhancing Employees' Wellbeing

FIS prioritizes the wellbeing of our employees, which is why we invest in a variety of wellness programs and resources. These programs focus on five elements of wellbeing (physical, mental, financial, social and career). They are designed to enhance retention rates, attract top talent, foster a positive work environment and encourage healthy lifestyles.

For example, our global wellbeing partnership with Virgin Pulse promotes healthy lifestyle habits and mindfulness in a fun and interactive way. Participating in healthy activities and wellbeing challenges through Virgin Pulse offers incentive rewards that employees can redeem for gift cards and merchandise.

FIS offers wellbeing benefits for all FIS employees around the world through our Global Mental Health initiative. In 2023, we offered mental health training to all FIS people managers and are expanding the training to all employees.

As a result of our efforts and commitment to a healthy workforce, we received Mental Health America's Bell Seal for Workplace Mental Health and were certified at Platinum level. In addition, we were awarded "Best Approach to Wellbeing" from the Personal Investment Management & Financial Advice Association (PIMFA) for recognition of our global wellbeing program and strategy.



EMPLOYEE HEALTH AND SAFETY

FIS maintains a safety standard for all employees. The Workplace Safety Standard outlines the programs in place at FIS that comply with the Occupational Safety and Health Administration (OSHA) requirements in the U.S. and is similar to local standards internationally.[17] FIS partners with leading insurance and safety experts to conduct safety audits at select locations annually.

17 - Select sites in the Philippines and India are ISO 45001 certified.

Strengthening Employee Engagement

FIS remains dedicated to enhancing employee satisfaction and gathering feedback and input from employees to enhance the overall employee experience. Since 2017, we have partnered with Glint, a leading employee engagement company, to conduct regular employee experience surveys that measure satisfaction and engagement across our global workforce. This data-driven approach, combined with other ongoing formal and informal feedback channels, enables us to pinpoint areas for improvement and develop new employee benefits. In 2023, FIS conducted two employee experience surveys, issued in May and October.

GLOBAL EMPLOYEE EXPERIENCE SURVEY HIGHLIGHTS

Each year, we ask, “How happy are you working at FIS?” Responses to this question provide our employee satisfaction (eSat) score.

MAY 2023	OCTOBER 2023	EMPLOYEE PARTICIPATION
74	77	74%
eSat score	eSat score	





Committing to a Total Rewards Philosophy

To attract and retain talent at every level of the Company, FIS offers a competitive set of total rewards in the markets where we operate. With our diverse global footprint, we provide a comprehensive and competitive mix of pay and benefits, with a core set of benefits customized to meet additional regional and local needs.

Pay Equity

FIS does not discriminate based on gender, race or ethnicity in its pay decisions. We provide market-based, competitive compensation opportunities for all new hires, and our recruiting practices prohibit our recruiters from asking for previous compensation levels.

To ensure our commitment to fair pay, we require all new people managers to complete “Compensation Essentials for Leaders” training, which emphasizes our pay practices and commitment to fair pay. In addition, before making performance rating and pay changes during our annual performance and compensation processes, people managers are prompted to acknowledge that they will make recommendations in a manner that is consistent with this training and in alignment with our objectives.

Where required by local legislation, our business reports on gender pay metrics are publicly available on the FIS website. Moreover, FIS complies with its obligations to make timely federal, state and local regulatory filings.





“We know our people drive our success and our clients’ success, so it’s imperative to prioritize our pay-for-performance ideology and reward individuals for their exceptional contributions that drive our Company forward. People managers hold a pivotal position in propelling team performance, and we are hyperfocused on equipping our people leaders with the capabilities and tools required to drive better business outcomes to ensure all colleagues can learn, grow and make an impact, together.”

Denise Williams | Chief People Officer

EMPLOYEE BENEFITS

Benefits available to eligible employees in line with market practices and laws (offerings vary by country)

HEALTHCARE, LIFE AND DISABILITY BENEFITS

Medical, dental and vision coverage

Telehealth program

Health management programs, including fertility and caregiver support, tax-advantaged reimbursement accounts, hearing aid coverage, travel and lodging benefits for eligible medical expenses and more

Life insurance coverage

Short- and long-term disability

Business travel accident insurance

RETIREMENT AND FINANCIAL WELLBEING

Employee Stock Purchase Plan (ESPP)

401(k) retirement savings plan for U.S. employees with a Company match of 50 cents for every dollar a participant contributes, up to 6%

Retirement and savings benefits for most non-U.S. countries, depending on local laws and regulations

Student loan debt consolidation and refinancing[18]

Financial planning guidance

Early access to paycheck funds program[18]

Car schemes

OTHER BENEFITS

Tuition assistance for eligible continuing education expenses

Transportation or commuter benefits in select countries

WORK-LIFE BALANCE

Paid time off to all employees, including sick leave, vacation and holiday pay

Four weeks of parental leave (including to parents of foster children) and an additional four weeks of leave for birth mothers[18]

Adoption assistance up to $15,950[18]

Caregiver and childcare support services[18]

Paid volunteer time

Flexible work policies

EMPLOYEE WELLBEING

Wellbeing program through Virgin Pulse

Employee Assistance Program providing emotional and psychological support

Parental support solutions and resources

Included Health to assist employees and family members with clinical and administrative issues involving healthcare[18]

Access to fitness centers in select locations

18 - Benefits available to U.S. employees.

Engaging with Our Communities

At FIS, our Be the Change core value encompasses our longstanding commitment to give back to the communities where we live and work. We encourage this culture of giving back through programs and initiatives designed to improve our communities.

In 2023, FIS continued our philanthropic and volunteerism programs to address critical needs of our communities, including: advancing financial inclusion and literacy; promoting diversity and inclusion in science, technology, engineering and mathematics (STEM) fields; expanding access to education; protecting our planet; improving health and human services; and helping individuals in need.

~17% **year-over-year increase in the utilization of our FIS Volunteer Program, which grants eight hours of paid time off per year for eligible employees, in 2023**

Support for Our Employees

Our FIS Cares program supports employees facing significant financial challenges caused by natural disasters or catastrophic events. Participating employees contribute a portion of their paychecks on a one-time or recurring basis. Employees in need can then receive vital financial support to cover a range of essential expenses, such as temporary housing, food, clothing, utility costs and other basic needs that have been impacted by a catastrophic event. In 2023, FIS employees contributed approximately $350,000 to the FIS Cares Fund, of which more than $175,000 was disbursed to employees in need.[19]

19 - At the end of each calendar year, any unspent contributions are added to the FIS Cares general funding account, which is used to support employees in future years.

Employee Volunteerism

FIS employees volunteer their time, knowledge and resources in the communities where we live and work. We understand that it takes more than words to ignite change — it requires action, commitment and a deep-rooted desire to make a difference. We offer opportunities for our employees to support causes they care about through volunteer events along with paid time off to volunteer. Please also see our annual Giving Back Report for additional details on philanthropy and volunteering at FIS.

Be the Change Campaign: Throughout the fourth quarter of 2023, FIS employees focused on giving back not only by raising funds but also by volunteering in our communities. The campaign included a Dollars for Doers program, where FIS donated $1 to CARE International for each volunteer hour logged, and recognized top volunteers with a Be the Change Volunteer Award.

Feeding the World 2.0: In June 2023, FIS launched our fourth global giving back campaign — Feeding the World 2.0 — to again help in the fight against global hunger. Throughout the campaign, hundreds of employees gave back through contributing to food drives, volunteering at food banks and making donations to World Central Kitchen (WCK). We raised over $10,000 to support WCK in helping those affected by disaster, including Maui wildfire victims.



SELECT 2023 CAMPAIGNS

Milwaukee, Wisconsin

In Milwaukee, Wisconsin, FIS employees volunteered at the Hunger Task Force Farm, which helps feed southeastern Wisconsin's food-insecure populations.

Jacksonville Beach, Florida

Jacksonville employees partnered with clients to give back to the local community. In conjunction with United Way of Northeast Florida and Kash Kids, volunteers assembled care packages for the U.S. Navy and a variety of items for local students, such as snack packs, financial literacy resources and hygiene kits.

Tampa Bay, Florida

FIS employees ran and volunteered as part of PurpleStride Tampa Bay (Florida) to support the Pancreatic Cancer Action Network.

Manchester, U.K.

FIS teams in Manchester, U.K., collected funds and purchased nonperishable food to contribute to a food bank collection.

Gateshead, U.K.

FIS employee volunteers in our Gateshead, U.K., office received, sorted and loaded gifts to help kids enjoy Christmas morning.

Gurugram, India

In Gurugram, India, FIS employees joined forces with Akshaya Patra Foundation to distribute meals to students through a local government school's Midday Meal Program.

Johannesburg, South Africa

In support of Mandela Day 2023, employees in Johannesburg, South Africa, volunteered to fix and paint the playground at Regomoditswe Children's Home.

Manila, the Philippines

FIS employees supported the Childhope Foundation in Manila, the Philippines, donating money and school supplies and teaching traditional Filipino games to Manila's street children.







2023 CHARITABLE GIVING

~$3.5M
donated from FIS and the FIS Foundation to charities around the globe

$350K+
contributed by FIS employees to the FIS Cares program

GLOBAL VOLUNTEERISM

~4,500
employee volunteers

32K+
hours volunteered



CHAPTER 4

Fostering Inclusion and Diversity

Inclusion and diversity (I&D) have long been at the core of how we do business at FIS, both in the workplace and the marketplace.

FIS was an original signatory to the CEO Action for Diversity and Inclusion™, a coalition of more than 2,500 CEOs in over 85 industries who are committed to advancing diversity and inclusion in the workplace. We have maintained our commitment to the coalition since its founding in 2017.

We embed I&D initiatives into all aspects of our operations. As a result, I&D is an integral part of our people and business strategies and shapes how FIS serves and meets the needs of our clients, colleagues and communities.

The diversity of our workforce helps us better reflect the communities where we live, work and serve. Different perspectives allow us to utilize our collective expertise to create more innovative solutions for individuals and businesses.

With approximately 63% of our employees located outside the U.S. at the end of 2023, our dedication to fostering inclusion and diversity is critical to helping us understand the needs of our increasingly diverse workforce and clients. We continue to advance our I&D efforts through our five key areas of focus, which we developed with input from employees and leaders across the Company.

INCLUSION AND DIVERSITY FOCUS AREAS

SUPPORTING EDUCATION AND AWARENESS

Driving I&D education and awareness to help our employees and leaders develop the skills and behaviors needed to support an inclusive work environment

ENGAGING OUR COMMUNITIES

Investing in communities where we live and work through volunteerism, financial commitment and strategic partnerships with organizations focused on financial inclusion and science, technology, engineering and mathematics (STEM) diversity

ELEVATING DIVERSE VOICES AND PERSPECTIVES

Enabling an inclusive culture by creating opportunities and spaces for employees to feel seen, heard, valued and respected

RECRUITING AND DEVELOPING TALENT

Supporting inclusive and equitable talent sourcing and development, which enable employees to grow and thrive in the Company and meet the needs of the clients and communities we serve

EMBEDDING IN BUSINESS OPERATIONS

Engaging clients and partners in our efforts through the development of inclusive products, supply chains and investments in fintech startups

Measurement and Reporting

FIS measures and monitors our I&D efforts to support fairness and equity in our programs and to drive accountability and transparency for our stakeholders. Metrics tracked include demographic representation, participation, engagement and equity, which are reported to our senior leadership and Board of Directors. We endeavor to increase transparency around our workforce demographics and have disclosed additional metrics including annual progress in the Appendix.

Women in Global Workforce

40%

U.S. Women in Workforce

46%

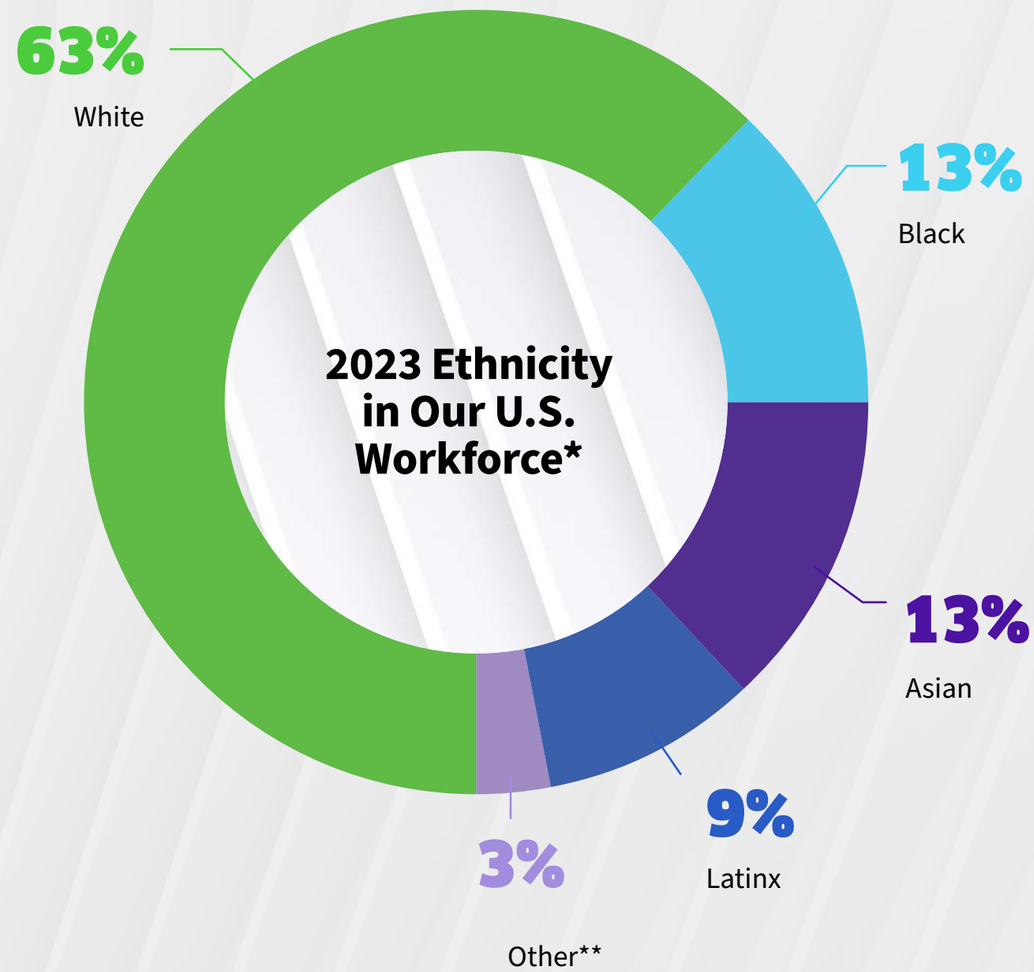
Global Women in Leadership (Director and Above)

30%

U.S. Women in Leadership (Director and Above)

36%

REPRESENTATION AT FIS



*Due to rounding, the figures do not total 100%.

**Other includes American Indian/Alaska Native, Native Hawaiian/Other Pacific Islander and two or more races. The ethnicity data does not include undeclared and blanks.

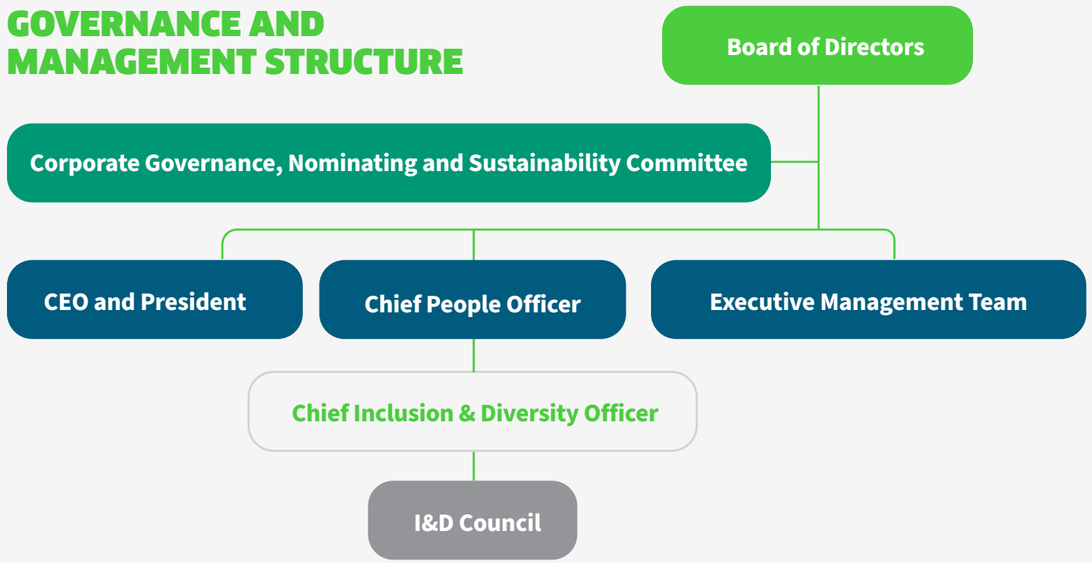
Governance and Management

FIS' commitment to I&D and support for integrating and accelerating our I&D programs starts at the top with our Board of Directors, CEO and President, Chief People Officer and the executive management team. As part of its oversight of the ESG program, the Board's Corporate Governance, Nominating and Sustainability Committee receives regular updates on our I&D program.

Our executive-led Enterprise I&D Council, chaired by our Chief People Officer, serves as a key vehicle for fostering inclusion and diversity at FIS. The Council, which includes the executive sponsors of each of our Inclusion Networks and senior leader representation from our business units and functions, meets bimonthly to review and enhance the strategy, drive accountability across the organization, enable business alignment and review progress and results.

In addition to our Enterprise I&D Council, FIS has a dedicated team of employees charged with helping to execute our I&D strategy and accelerate our journey. Our Chief Inclusion and Diversity Officer, who serves as a member of both the People Office executive team and the FIS extended senior leadership team, leads this function.

GOVERNANCE AND MANAGEMENT STRUCTURE

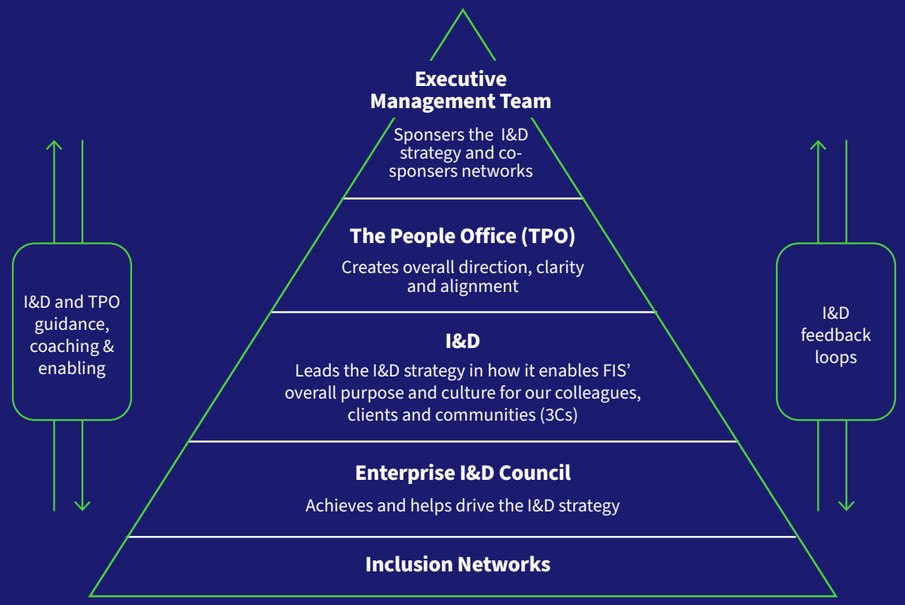




"Our efforts to embed a culture of inclusion across our organization have helped nurture a diverse workforce that better reflects the communities where we do business. We believe this is critical for our organizational health, our drive for innovation and ultimately our performance."

Jennifer Frasier | Chief Inclusion & Diversity Officer

INCLUSION & DIVERSITY INFRASTRUCTURE



Efforts to Attract and Develop Diverse Talent

FIS strives to achieve a more inclusive workforce reflective of the communities and clients we serve, from entry level to our senior most leadership. We actively work to ensure our human resources activities, including hiring, compensation, promotions, engagement, retention and development are fair, equitable and free of bias.

To support our talent acquisition efforts, we operate a Global Diversity Recruiting Council led by our Vice President of Talent Acquisition and our Chief Inclusion and Diversity Officer. The Council meets bimonthly to develop and implement key strategies, establish new partnerships, implement best practices and track annual progress.

In addition to our talent acquisition efforts, we work to develop robust employment policies and leadership opportunities. In 2023, we expanded our partnerships with organizations including Women in Payments and Paytech Women, established new partnerships with companies including Disability Solutions, and secured certification as an age-friendly employer by RetirementJobs.com.

FIS' robust employment policies on equal opportunity and antidiscrimination include those published in our Code of Business Conduct and Ethics and Employee Handbooks. FIS does not discriminate based on gender, race, ethnicity, religion or any other protected categories in its pay and promotion decisions.

Supporting Education and Dialogue Around Inclusion and Diversity

FIS brings people together and promotes dialogue across the Company as part of our commitment to fostering I&D principles. We invest in education and awareness programs including the #We'reIN Framework and other key training and development programs.

Additionally, FIS continues to offer a dynamic and evolving I&D learning portal for employees through the Company's internal learning management system, WeLearn. The portal, called "WeLearn to Be Inclusive," provides employees access to numerous I&D resources such as LinkedIn Learning courses, TED Talks, webinars, panel discussions, research and news articles to foster I&D understanding.

We also continue to implement required I&D trainings to help employees understand the importance of inclusion and diversity across all groups within the Company. For example, the "Respectful Workplace" training educates and encourages employees to adopt accountable behaviors in support of inclusion and diversity at FIS. In addition, our mandatory "People Manager Essentials" modules, updated annually, review the role and expectations for inclusive people managers in each phase of the employee experience.



FIS Inclusion Networks

FIS employees continued to actively participate in the Company's Inclusion Networks with a 37% year-over-year increase in membership in 2023.

The Inclusion Networks, which are open to all employees, are Company-sponsored communities led by employees who share common interests, backgrounds or experiences. These networks help educate our employees about diverse cultures, experiences and perspectives through educational programming, dialogue and discussion, self-paced learning, resource sharing and more. They also provide a forum to raise employee concerns and needs to senior leadership. Employees wishing to start an Inclusion Network must simply contact the Inclusion & Diversity team to propose forming a new group.

In 2023, our nine FIS Inclusion Networks provided valuable opportunities for employees to grow both personally and professionally through more than 80 internal and external events and programs.

Along with internal events, the Inclusion Networks collaborated with external partners to create opportunities for employees to network and develop skills, which play a critical role in attracting new talent, promoting employee engagement, enhancing employee wellbeing and driving retention by fostering a sense of community and belonging.

FIS INCLUSION NETWORKS

FIS ADELANTE
Hispanic & Latinx Inclusion Network

FIS EMPOWER
Women's Inclusion Network

FIS ILLUMINATE
Asian & Pacific Islander Inclusion Network

FIS ASPIRE
Rising Professionals Inclusion Network

FIS ENABLE
Disability Inclusion Network

FIS PRIDE
LGBTQ+ Inclusion Network

FIS ELEVATE
Black Inclusion Network

FIS FAMILYFLEX
Working Families Inclusion Network

FIS SALUTE
Veterans Inclusion Network

SPOTLIGHTING 2023 INCLUSION NETWORK PROGRAMMING

Accessibility Virtual Conference

Organized by FIS Enable, our Disability Inclusion Network, the first annual Accessibility Virtual Conference celebrated Global Accessibility Awareness Day in May 2023. The internal event aimed to demonstrate FIS' commitment to reaching persons with physical/cognitive disabilities and those facing socioeconomic barriers.

PAYTECH WOMEN LEADERSHIP SUMMIT
AMPLIFY YOUR VOICE
SPONSORED BY FIS

FIS served as the title sponsor for the 2023 PayTech Women Leadership Summit, which offered women and their allies educational programming and networking opportunities. FIS Empower, the Women's Inclusion Network, drove the Company's participation and sent attendees.



Inclusion and Diversity at the Regional Level

In 2023, we continued our efforts to tailor I&D strategies for the various regions where we operate, recognizing that I&D is interpreted and experienced differently across the world.

To assist in these efforts, we are expanding how we track I&D progress globally. This initiative is designed to increase transparency and enable a better understanding of regional realities.

Highlighting Regional I&D Transformation in Action

Over the last three years, FIS' Asia-Pacific Region (APAC) has focused on driving I&D education and awareness among our employees and leaders. In an effort to create an inclusive environment, the region has developed and deployed gender bias training for leaders and bystander trainings for employees, which have enhanced understanding of these matters and facilitated skill development and behavioral change. The trainings have been adapted to the nuances of the various countries and languages within the region, including Australia, New Zealand, Singapore, Japan, Hong Kong, Malaysia and Thailand, and have been well-received. We intend to expand these efforts to other regions where applicable as well as pilot new offerings within the region on neurodiversity and cross-cultural communication.

Our Inclusion Networks have gained traction in APAC and delivered programming around Lunar New Year, International Women's Day and Pride Month. Additionally, local employees have served as panelists and speakers at events such as the Women in Payments Association of Southeast Asian Nations (ASEAN) Symposium, sharing insights and perspectives on the importance of I&D within the payments industry.



SPOTLIGHT ON APAC BYSTANDER TRAINING

As part of FIS' efforts to boost I&D education in APAC, we rolled out a new course, "Bystander Intervention in the Workplace". Based on the premise that no employee should feel uncomfortable or helpless in the workplace due to the actions of others, the training aims to teach participants how to be "upstanders" and create a supportive environment where employees can do their best work. Employees can access the course through the WeLearn platform.

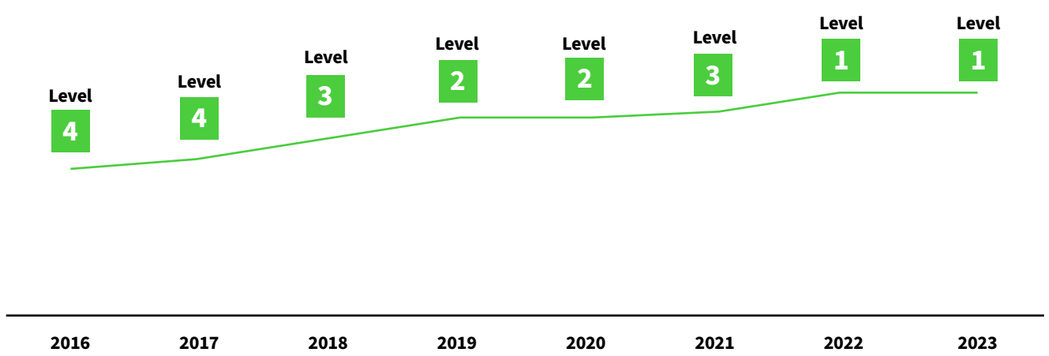
CASE STUDY

SUPPORT FOR ECONOMIC TRANSFORMATION AND EMPOWERMENT IN SOUTH AFRICA

The South African government's Broad-Based Black Economic Empowerment (B-BBEE) Strategy is intended to drive economic transformation by decreasing racially-based income inequalities and expanding the numbers of Black people – South African citizens who have been racially classified as African, Indian or Coloured – who participate in the South African economy.

In 2022 and 2023, we achieved the highest level of B-BBEE status granted by the South African government: Level 1 B-BBEE. The certification speaks to how we do business, how we support our employees and their development and how we work with diverse suppliers and communities in South Africa.

STEADY PROGRESS TOWARD LEVEL 1 B-BBEE STATUS[20]



FIS Systems South Africa (Pty) Ltd.

20 - Methodology for determining status has changed over time. Levels are not an exact comparison from year to year.

To achieve Level 1 status, FIS Systems South Africa (Pty) Ltd. was evaluated against five pillars of economic transformation and empowerment:

Ownership

FIS has implemented an Employee Share Ownership Trust, with a 15% shareholding in FIS Systems South Africa (Pty) Ltd. that financially benefits employees. The Trust is managed by employer- and employee-appointed trustees, and 75% of the trustees are Black.

Management control

As a result of our talent strategy that focuses on attracting, developing and retaining skilled talent, by the end of 2023, 50% of FIS executive management in South Africa was Black.

Skills development

We've invested in progressive skills development initiatives, including learning opportunities and a learning and employment program for unemployed graduates that resulted in the hiring of 50% of Black participants in 2023.

Enterprise development and supplier development

In addition to engaging with key suppliers to advance their supplier development programs, we advanced our preferential procurement initiatives. In 2023, more than 50% of FIS Systems South Africa (Pty) Ltd.'s total measured procurement spend was with Black-owned suppliers, and more than 30% was with Black-women-owned businesses.

Socioeconomic development

FIS supports multiple charities in South Africa, including through employee giving and volunteer efforts. Since 2017, FIS has partnered with GirlHype, a nonprofit organization in South Africa's Western Cape that works to expand opportunities for women and girls to consider coding as a possible career choice.

Inclusion and Diversity in Our Communities

I&D is not only integral to the way FIS does business but is also a pillar of our Be the Change core value, which encompasses our long-standing commitment to giving back to the communities where we live and work. As a global fintech leader, FIS partners with educational institutions and nonprofit organizations to promote college and career readiness, STEM education and skills development to broaden opportunities and advance diversity in the fintech industry.

In 2023, FIS continued advancing I&D in our partnerships with educational institutions and other organizations focused on improving diverse representation in the workplace.

Accelerating College and Career Readiness of Underrepresented Groups

FIS supports educational institutions and nonprofit organizations in our communities through financial donations, sponsorships and employee volunteering.



THRIVE SCHOLARS

In 2023, FIS initiated a new partnership with Thrive Scholars, an organization dedicated to advancing opportunities for high school students from low-resource communities. We provided seed money to help open the organization's chapter in Jacksonville, Florida, where FIS' headquarters are located. The program prepares and supports high-achieving, underrepresented students in the Jacksonville area to enter the nation's top colleges and graduate with the career skills, experience and social networks they need to thrive at the most innovative companies.

KIPP BOLD CITY HIGH SCHOOL

As part of our "Adopt a School" initiative, we continued our work with KIPP Bold City High School, a public charter school in Jacksonville focused on helping students in educationally underserved communities.

In 2023, we expanded the partnership to include a mentorship program with Big Brothers Big Sisters that paired KIPP students with FIS employees. FIS also supported the creation and launch of a new cybersecurity program to open doors to cybersecurity career paths.

FIRST COAST AMERICAN HEART ASSOCIATION

FIS hosted a day-long event at our Jacksonville headquarters in collaboration with the First Coast American Heart Association. The event brought together more than 100 eighth-grade girls from local schools to immerse themselves in science, technology, engineering, art and mathematics (STEAM). The 2023 STEAM Goes Red cohort connected with FIS employees and learned about career pathways in recognition of their Go Red for Women campaign.

Supporting Inclusion and Diversity in the Fintech Industry

In 2023, FIS strengthened partnerships with organizations that promote diversity in the fintech industry through sponsorship and participation in career fairs, panel discussions, mentorship programs and more.

Georgia FinTech Academy: We renewed our multiyear partnership with the Georgia FinTech Academy, a statewide initiative focused on driving inclusion within the fintech industry. The initiative offers degree programs, executive and continuing education, apprenticeships and internships to prepare individuals to enter the fintech industry or transition into the field from another career.

As part of our 2023 engagement, we: showcased the Academy at our annual client conference; provided guest speakers, panelists and lecturers to share expertise and industry knowledge; participated in various career fairs; sponsored student projects; provided guest judging for case and innovation competitions; and hired students for internship and full-time opportunities.



PARTNERING FOR INCLUSION

Partnerships to support a more inclusive workplace include:

- everywoman
- Global Association of Women in Payments
- PAYTECH WOMEN
- Generation W
- Disability Solutions @Ability Beyond
- Trans in the City
- Florida Diversity Council — An inclusive community, a better nation

SUSTAINABLE PLANET

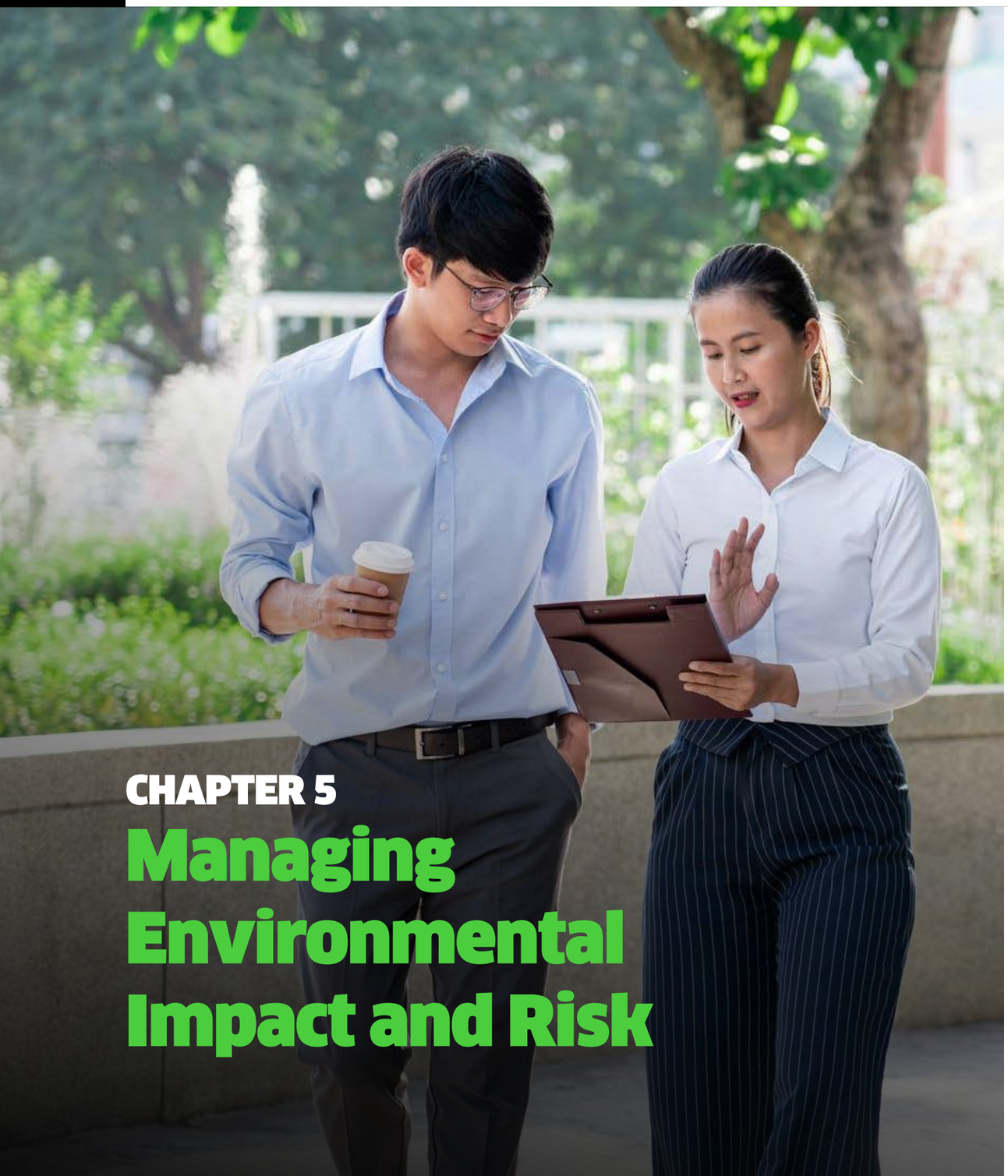


CH5 Managing Environmental Impact and Risk

SDGS IN SECTION:

REDUCED INEQUALITIES

CLIMATE ACTION



CHAPTER 5

Managing Environmental Impact and Risk

Our efforts to drive long-term value through sustainability include a commitment to help protect the planet and mitigate climate risk. We strive to reduce the environmental impact of our operations, understand our footprint across our value chain and engage our employees in sustainable practices.

FIS' environmental initiatives include stakeholder engagement, employee education, public advocacy and emissions reduction measures. We track progress and report on greenhouse gas emissions (GHG) and other areas of impact, including global energy usage, water withdrawal and waste. Additionally, we aim to offer solutions to help our clients understand and mitigate climate risk and engage our employees in efforts to support environmental responsibility and resource conservation.

Our environmental initiatives are managed by the Vice President of Corporate Affairs and Sustainability and overseen by our Chief Legal and Corporate Affairs Officer, who is accountable to the Board of Directors, the Corporate Governance, Nominating and Sustainability Committee, and the CEO and President.

The Corporate Governance, Nominating and Sustainability Committee oversees our environmental and global sustainability programs, along with the Company's climate risks and opportunities. The Vice President of Corporate Affairs and Sustainability provides semiannual progress reports to the Committee. In 2023, the Audit Committee provided oversight of the external assurance regarding select sustainability metrics disclosed in the sustainability report.

We report environmental metrics to the public annually through the Global Sustainability Report and regularly to FIS' senior management, as well as the Board of Directors' Corporate Governance, Nominating and Sustainability Committee and Audit Committee.

We perform data measurement and reporting in partnership with leading sustainability and climate analysis partners to analyze and calculate our GHG emissions, energy use and water withdrawal. FIS' Scope 1 and 2 GHG emissions, energy consumption and water withdrawal metrics are subject to limited assurance by an independent accounting firm (see the Appendix).

Our environmental initiatives align with our ESG Policy, Environmental Policy Statement and Code of Business Conduct and Ethics, which we believe demonstrates our broad commitment to help protect and preserve the environment. As part of these and other policies, FIS employees must comply with environmental laws and regulations and immediately report any suspected or actual environmental violations.



"Our work to lower emissions at our facilities is a key contributor to FIS' overall sustainability performance. In 2023, we continued to expand our portfolio of LEED-certified buildings, demonstrating our commitment to reducing the environmental impact of our real estate footprint."

Tony Kaufman | VP, Facilities and Real Estate



Understanding and Managing Climate-related Risks

FIS recognizes the importance of assessing climate risk to support the resilience of our business. As reported in our 2023 10-K, the direct and indirect effects of climate change could affect our business through increased costs, regulations, reporting requirements, standards or expectations regarding climate change-driven impacts on our business.

In 2023, consistent with the Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD) recommendations, FIS completed a climate risk assessment and scenario analysis to evaluate the Company's short-, medium- and long-term physical and transition climate-related risks. We engaged an independent third-party sustainability firm to support this analysis.

The 2023 climate risk assessment did not uncover material risks to our business. While it noted that inland flooding and water stress were possible physical risks to the Company, the assessment observed that operational redundancy and other mitigating measures were integrated into the Company's current business plans.

The assessment also uncovered opportunities for FIS to assist in combating climate change through products and services that enable sustainable finance. As noted earlier, FIS is already integrating climate-related solutions into current product sets. We anticipate continuing to explore additional opportunities.

We believe that the assessment's findings can help us more effectively evaluate climate-related risks and support better-informed decisions.

CLIMATE RISK ASSESSMENT HIGHLIGHTS

CLIMATE GOVERNANCE AND RISK MANAGEMENT

FIS' Corporate Governance, Nominating and Sustainability Committee of the Board of Directors has direct oversight of climate-related risks and opportunities.

Climate-related risks are integrated within parts of FIS' Enterprise Risk Management program, looking at both the loss of a full facility and loss of city access.

FIS has implemented resiliency measures across the Company to help mitigate its exposure to climate-related risks.

CLIMATE RISKS AND OPPORTUNITIES

FIS assessed its exposure to physical climate risks across its global real estate portfolio, applying the latest physical scenarios from the Intergovernmental Panel on Climate Change (IPCC).

FIS performed a full transition risk analysis, including a carbon pricing analysis evaluated against the International Energy Agency (IEA) Net-Zero 2050 scenario, as well as a supplier climate risk analysis.

FIS performed a qualitative analysis of the business impacts of climate risks, concluding that climate is not expected to have a material adverse impact on the Company.

Several climate-related opportunities have been identified, and FIS intends to continue to integrate climate within its solutions.

METRICS AND TARGETS

FIS discloses greenhouse gas emission sources across Scope 1, Scope 2 and relevant upstream and downstream Scope 3 categories.

Reducing Our Impact

Advancements in the Environmental Management System

FIS' Environmental Management System (EMS) guides our efforts to accelerate facility improvements related to climate, waste, water reduction and sustainable procurement. As stated in the FIS ESG Policy, we are committed to further implementing the system, and we continue to make progress each year. Like other financial technology companies, our data centers have the most significant environmental impacts.

FIS developed the EMS in 2021 in accordance with ISO 14001 Standards. The system supports our compliance with environmental regulations and covers assigned roles and responsibilities, internal and external communications on environmental management issues and internal audits. Our ISO 14001-certified sites also receive external environmental audits, and we take corrective action where needed to promote continuous improvement.

The map below shows our corporate sites where we have implemented the EMS and have received or are pursuing ISO certification. We continue to pursue certification for additional sites.

EMS IMPLEMENTATION AT FIS FACILITIES

● EMS implemented and ISO certification in progress ◆ EMS implemented and ISO-certified





Measuring and Managing Our Impact

Each year, FIS surveys our facilities globally to measure energy usage (including energy derived from renewable sources), GHG emissions (Scope 1, Scope 2 and reported Scope 3) and water withdrawal. We also employ an independent accounting firm to perform third-party limited assurance for our Scope 1 and 2 GHG emissions, energy consumption and water withdrawal metrics. Details are available in the Appendix.

FIS' 2023 GHG emissions saw a 13% decrease from 2022. This is primarily due to updated emissions factors and reductions in supply chain spend tied to the success of our Future Forward strategy discussed on page 7. In 2023, FIS also reduced our real estate footprint and accompanying energy usage through facilities consolidation, which contributed to reducing our Scope 1 and Scope 2 emissions.

In 2023 and in previous years, we have purchased and permanently retired verified carbon offsets. For more information, see note 13 in the Appendix. As part of our procurement of carbon offsets, we ensured that each of the projects were validated by the Verified Carbon Standard.

Our Climate Action Plan, released in 2021, included three aspirational goals: achieving 100% carbon neutrality for Scopes 1 and 2 emissions by 2025, sourcing 100% renewable energy by 2025, and developing and securing validation of science-based targets.

Given the change to our business following the Worldpay Separation in January 2024 and the fact that we account for GHG emissions through operational control, we anticipate the need to reset our baselines and reevaluate related goals. We expect that this will have further effects on our Climate Action Plan aspirations. Following a 2024 materiality assessment, we intend to develop and share new climate goals in line with our new business context and stakeholder expectations. We look forward to discussing them in our 2024 Global Sustainability Report.

OUR CARBON FOOTPRINT[21]

OPERATIONS
12% | 62,893 TCO_2E
Heating, cooling, electricity and waste at our facilities[22]

EMPLOYEES
19% | 98,765 TCO_2E
Employee business travel, employee commuting, and use of FIS vehicles[23]

SUPPLIERS
58% | 305,620 TCO_2E
Purchased goods and services[24]

TRANSPORTATION & DISTRIBUTION
11% | 56,347 TCO_2E
Transportation and distribution of physical products[25]

PRODUCTS
1% | 4,532 TCO_2E
The use and disposal of physical products

OTHER
<1% | 2,783 TCO_2E
Investments and leased assets

21 - Due to rounding, the figures do not total 100%
22 - Includes offices and data centers
23 - Includes teleworking emissions
24 - Includes capital goods
25 - Includes upstream and downstream

Energy Efficiency and Renewable Energy in Our Facilities

FIS strives to minimize our environmental impact by improving energy efficiency in our facilities. We own or lease support centers, data processing facilities and other facilities at approximately 80 locations.

Reflecting our support for Leadership in Energy and Environmental Design (LEED) certification standards, we currently own or lease facilities in 12 LEED-certified buildings around the world, pending certification of our headquarters in Jacksonville, Florida. The headquarters also received a Platinum ActiveScore and is pending WELL Platinum certification. Additionally, two of our buildings in India have received certification from the Indian Bureau of Energy Efficiency and the Indian Green Building Council.

We have electric vehicle charging stations at 12 facilities around the world, including several at large facilities in the U.S. and various cities across Asia, South America and Europe.

Waste and Water Management

FIS aims to reduce our facilities' water usage and minimize the amount of waste that is sent to landfills. Where supported by local municipalities, we provide recycling programs in accordance with our ESG Policy.

We also strive to incorporate a waste management mindset into our client solutions. In addition to recycling computers and other technological equipment, we encourage our banking and financial services clients to produce payment cards, paper collateral, envelopes and mailers with sustainable materials. Our White Paper Factory initiative, which provides customizable paper communications, supports the Sustainable Forestry Initiative and the Forest Stewardship Council. We offer recycled plastic and metal payment cards, digital wallets and e-delivery, which help reduce plastic card production and paper statements.

As part of our environmental protection efforts, we took several actions to reduce water usage in 2023. For example, we created a water retention area for storm runoff at our facility in Little Rock, Arkansas. We also implemented a water usage program in Pune, India, alongside a new waste management program and energy efficiency initiative.

REDUCING VIRGIN PLASTIC IN CREDIT CARDS

While FIS does not manufacture payment cards, we partner with plastic producers to offer our clients a range of plastics for credit cards, including:

Ocean-bound plastic: Features recovered ocean-bound plastic, which is generally post-consumer plastic waste collected from areas where it would likely enter the ocean (recycled high-density polyethylene, or rHDPE)

Recycled polyvinyl chloride (rPVC): rPVC scrap and waste replaces first-use PVC, reducing the overall amount of PVC needed for payment cards

Upcycled plastic: Made predominantly of upcycled post-industrial plastic (recycled polyethylene terephthalate glycol, or rPETG)

FIS LEED-CERTIFIED BUILDINGS[25]

12
LEED-certified buildings around the world

6
LEED Platinum buildings

6
LEED Gold buildings

25 - Pending LEED Platinum certification of our Jacksonville headquarters

Building a Culture of Sustainability

Our commitment to sustainability includes working to build a culture of environmental protection through education, philanthropy and volunteerism. For example, we offer sustainability courses on FIS' WeLearn learning management system.

In 2023, FIS employees contributed to our sustainability efforts in multiple locations across the globe:

Italian Office Helps Save the Bees

FIS Italy supported the national organization Legambiente's Save the Queen project, which focuses on conservation and biodiversity, at Paolo Pini Park in Milan. FIS volunteers cleared land to make way for new growth, crafted compost rings from fallen leaves to provide nutrients for trees and replanted native species to attract bees.

Mexico City Office Helps Reforestation Efforts

FIS volunteers worked with Ectagono to help replant a forest area in Mexico City called Barranca de Tarango. Massive fires three years ago threatened the stability of this fragile green space, which represents significant environmental value to one of the world's largest cities. The FIS team replanted various native species and made compost to support new growth.

Jacksonville Employees Clean Up the Trout River

FIS team members joined St. Johns Riverkeeper for a day of service at Riverview Park on the Trout River. The project was part of an ongoing effort to improve and maintain this vital community resource connecting residents to a river in Jacksonville's Northside neighborhood. Volunteers collected litter, cleared trails, cataloged and removed invasive plants and more.







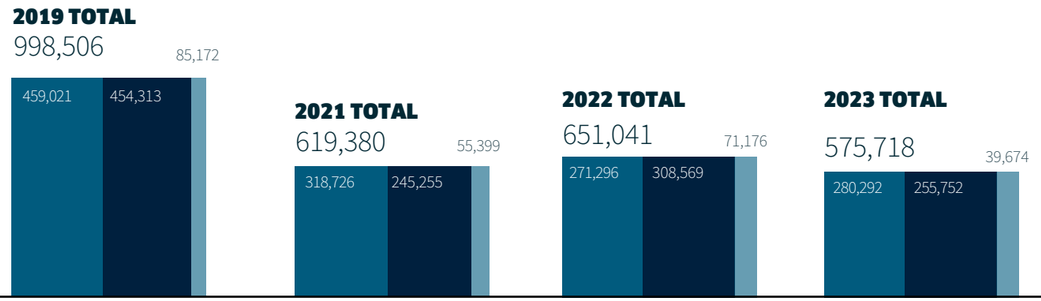
ENVIRONMENTAL METRICS

See Environmental Statements and Notes on page 88 for footnotes and additional explanations.

ENERGY USAGE (GJ)

Energy Categories

Facilities Data center Mobile



HIGHLIGHTS

-42%

Total Reduction in Energy Usage from 2019 to 2023

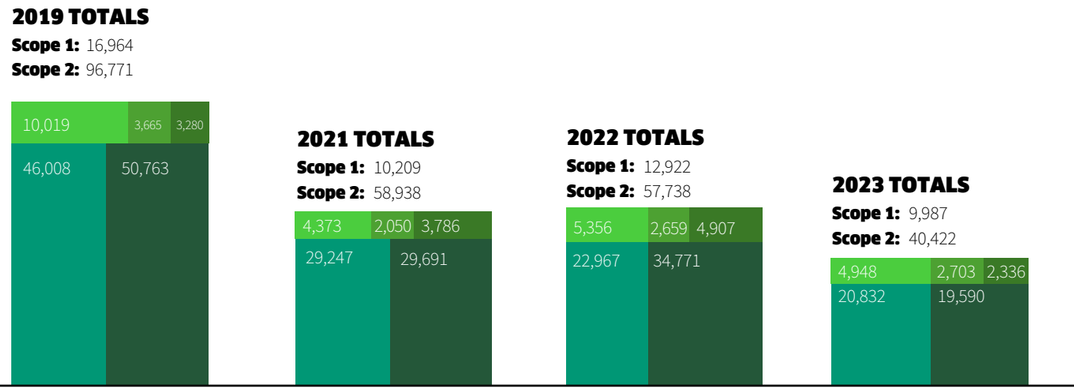
SCOPE 1 AND 2 EMISSIONS (TCO_2E)

Scope 1:

Facilities Data center Mobile

Scope 2 (market-based):

Facilities Data center



HIGHLIGHTS

-56%

Total Reduction in Scope 1 and 2 Emissions from 2019 to 2023

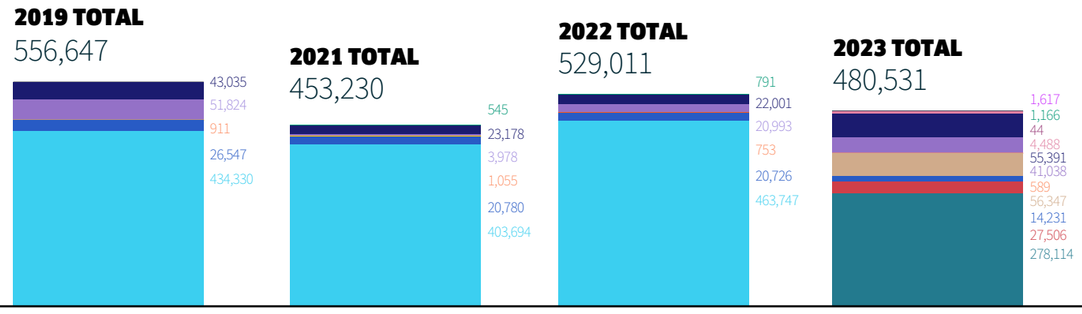
SCOPE 3 EMISSIONS (TCO_2E)

Scope 3:

- Downstream leased assets (2021, 2022 and 2023 only)
- Employee commuting (incl. teleworking)
- Business travel
- Waste generated in operations
- Fuel- and energy-related activities
- Purchased goods and services and capital goods (reported together until 2022)

New categories added in 2023 and onward:

- Investments
- End of life of sold products
- Use of sold products
- Upstream transportation
- Capital goods
- Purchased goods and services



HIGHLIGHTS

-14%

Total Reduction in Scope 3 Emissions from 2019 to 2023

SUSTAINABLE GOVERNANCE

CH6 Governance Oversight, Structure and Practices

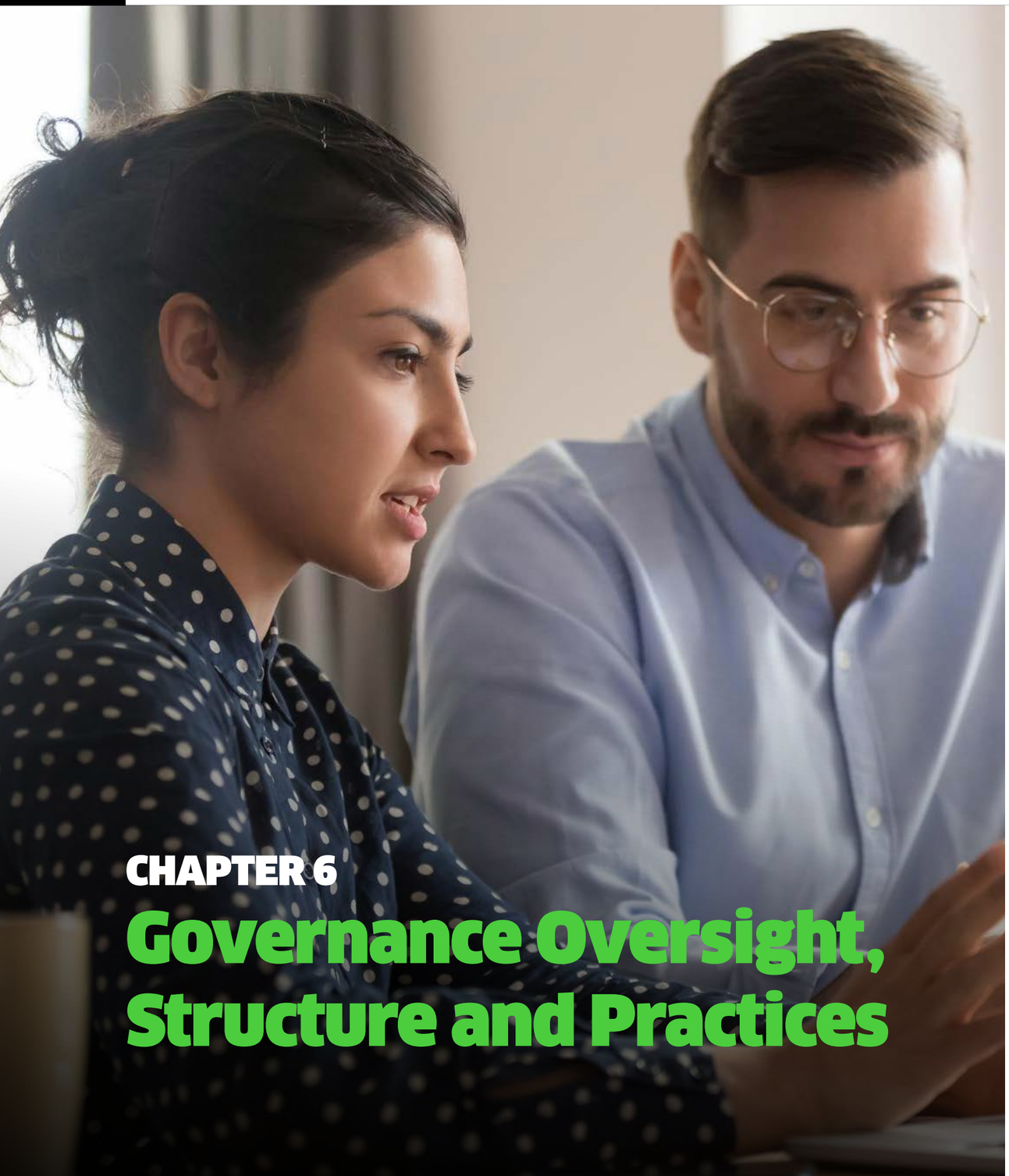
CH7 Operating with Integrity

CH8 Managing a Sustainable Supply Chain

SDGS IN SECTION:

REDUCED INEQUALITIES

CLIMATE ACTION



CHAPTER 6

Governance Oversight, Structure and Practices

Our commitment to sustainability and driving long-term value starts with comprehensive governance structures, policies, management committees and practices designed to support transparent reporting and accountability for our Board of Directors and senior management. As discussed in Chapters 2 and 7, FIS has robust programs designed to manage operational risks and uphold compliance with all applicable laws, regulations and rules governing ethical business conduct. These governance structures and policies support our efforts to maintain the highest levels of ethics, integrity and data security, including safeguarding our clients' privacy.



"The FIS Board of Directors and our senior leaders are committed to sustainability. This commitment is embedded in our policies, practices and organizational structures, and sets the tone for responsible governance at FIS."

Caroline Tsai | Chief Legal and Corporate Affairs Officer

Corporate Governance

Board Structure

The FIS Board of Directors, led by an independent chair, is responsible for overseeing the business and affairs of our Company and advises senior management to help drive long-term value creation for our shareholders. That responsibility includes oversight of CEO and management succession planning, the ESG program, cybersecurity and crisis management, enterprise risk management, strategic planning, human capital management, inclusion and diversity, and CEO performance.

Expectations of high ethical standards are reinforced through the Code of Business Conduct and Ethics ("Code"), which applies to all our Directors, officers and employees, and the Code of Business Conduct and Ethics for Directors, which applies to all members of the Board. The Board also follows Corporate Governance Guidelines, which outline how the Board should perform its functions and detail requirements related to retirement and succession.

FIS' Board of Directors continues to evolve with changes in our business. The Board appointed two new Independent Directors in January 2023, bringing the total number of new Directors appointed over the last three years to five.

More details on our corporate governance practices can be found in our 2024 Proxy Statement.

BOARD DIVERSITY

FIS maintains a rigorous Director selection and evaluation process that factors in diversity of gender, ethnicity, tenure, skills and experience and enhances the Company's long-term growth strategy. For more information about our Directors' skills, qualifications and characteristics, including Board diversity information, please see our annual Proxy Statement.

2023 CORPORATE GOVERNANCE HIGHLIGHTS

RESPONSIVENESS TO SHAREHOLDER FEEDBACK

Redesigned 2023 long-term incentive program

Amended Stock Ownership Guidelines to provide more stringent ownership and holding requirements for executives

Continued Corporate Governance, Nominating and Sustainability Committee's oversight of FIS' ESG program

UPDATES TO GOVERNANCE DOCUMENTS

Amended Corporate Governance Guidelines to set forth the duties, roles and responsibilities of the Independent Chair of the Board of Directors

Adopted an incentive compensation clawback policy that complies with the New York Stock Exchange (NYSE) requirements mandated by Dodd-Frank and related U.S. Securities and Exchange Commission (SEC) rules

INDEPENDENT BOARD OVERSIGHT

At the end of 2023, 92% of Directors were independent (all except for our CEO)

7 Independent Directors appointed since 2019

ONGOING BOARD EDUCATION

Comprehensive Director onboarding program

Annual Board and Committee self-evaluations facilitated by an outside consultant

Annual review of the CEO led by the Independent Chair

ESG Governance and Oversight

FIS incorporates sustainability throughout the Company with strong oversight from the top.

Our Vice President of Corporate Affairs and Sustainability is responsible for helping set ESG goals and key performance indicators (KPIs) in alignment with, and with approval of, the Chief Legal and Corporate Affairs Officer, CEO and President, the Board of Directors and senior management. The Corporate Governance, Nominating and Sustainability Committee of the Board of Directors provides oversight of FIS' ESG and global sustainability programs.



BOARD COMMITTEE OVERSIGHT OF ESG

Each of the four standing committees of the FIS Board of Directors is responsible for overseeing specific areas of risk and ESG practices.

AUDIT COMMITTEE

Reviews critical accounting policies and practices, as well as the quality, adequacy and effectiveness of the Company's internal controls over financial reporting

Oversees compliance with: the Company's Code; legal, tax, regulatory compliance and ethics programs; and the Internal Audit function

Provides oversight of external audit and assurance regarding select sustainability metrics disclosed in the Company's annual Global Sustainability Report

COMPENSATION COMMITTEE

Reviews and approves the compensation of the Company's CEO and executive officers

Establishes and monitors compliance with any stock ownership and holding guidelines of the Company that are applicable to executive officers or Directors

Reviews the Company's compensation practices, policies and programs to determine whether they created undesired or unintentional risks that are reasonably likely to have a material adverse effect on the Company

CORPORATE GOVERNANCE, NOMINATING AND SUSTAINABILITY COMMITTEE

Identifies and recommends qualified individuals to be nominated for election as Directors

Plans for Director succession and refreshment

Oversees the Company's ESG policies and programs, including reviewing and evaluating ESG practices and reviewing the annual Global Sustainability Report

Reviews semiannual management reports of ESG metrics and other sustainability program updates

RISK AND TECHNOLOGY COMMITTEE

Oversees the Company's Enterprise Risk Management program, including cybersecurity and information security risk programs

Oversees, manages and sets risk tolerances for the cybersecurity program



CHAPTER 7

Operating with Integrity

Operating with integrity is how we do business at FIS. We prioritize ethical conduct and compliance because they impact our entire business, including our reputation with clients and shareholders, dealings with suppliers, communications with regulatory agencies and interactions with employees. Our commitment to ethics and compliance supports our success today and in the future.

For FIS, a central component of operating with integrity is our commitment to implementing effective enterprise risk management programs that proactively identify and help mitigate potential risks, maintain operational resiliency and help support compliance with all relevant laws and regulations wherever we operate. These programs begin with the oversight and guidance of our Board of Directors and Board committees.

FIS executive management oversees the development of risk management strategies and the implementation of risk identification and mitigation activities.

In 2023, our Chief Legal and Corporate Affairs Officer and our Chief Risk Officer led teams of compliance, legal, risk and information security professionals to execute these strategies. As part of that oversight, FIS operated numerous legal, risk and compliance committees, including our Executive Risk Committee, ESG Governance and Disclosure Committee, Credit Risk Committee, Policy Review Committee and Data Use Review Committee.



"Our drive to do the right thing guides our actions across the Company and is at the core of our interactions with colleagues, clients and the communities we serve. As our business and the risk environment evolve, we continue to evolve our programs and policies to maintain the trust of our stakeholders."

Frederick Reynolds | Chief Compliance Officer

Enterprise Risk Management

Developed and overseen by the ERC, our Enterprise Risk Management (ERM) program aligns with the ISO 31000 standard. Our ERM program centers on a three lines of defense model, which is designed to ensure accountability for risk management across FIS and sets a programmatic approach to identifying, measuring, managing and reporting key risks facing our Company. In 2023, we reinforced the program with training through our centralized learning management system.

In addition, FIS' Enterprise Policy Office (EPO) establishes requirements governing the management, ownership and enforcement of FIS' corporate policies and standards. The EPO oversees enterprisewide policies, which are reviewed by the Policy Review Committee (PRC) and updated annually by the policy owners. The PRC includes business executive members, or their delegates, and representatives from various corporate departments, including The People Office, Risk, Information Security, Internal Audit, Legal, Compliance and Corporate Affairs.

RISK MANAGEMENT TRAINING

Our Risk, Information Security and Compliance teams work collectively across the business to provide risk management training to employees to help protect both our Company and our clients.

In 2023, we migrated the mandatory training from the previous platform to WeLearn, our internal learning management system. Available in six languages, the platform includes knowledge check modules to support retention and secure policy acknowledgments. Employees must attain a passing score to complete the training successfully. Mandatory training completion data is recorded for compliance and audit purposes and is subject to review by management and the Board of Directors' Risk and Technology and Audit Committees.

RISK MANAGEMENT FRAMEWORK

The FIS Corporate Risk Governance structure provides comprehensive centralized oversight and control of enterprise risk with clear accountability and ownership.

1 FIRST LINE OF DEFENSE: EVERY FIS EMPLOYEE

- Owns the risk and operates at appropriate risk levels
- Owns risk mitigation and remediates control weaknesses
- Reports and escalates risk
- Policy compliance
- Maintains effective internal controls
- Self identifies control gaps

2 SECOND LINE OF DEFENSE: RISK, INFORMATION SECURITY AND COMPLIANCE FUNCTIONS

- With executive management, sets and monitors the Company's risk appetite
- Defines and prioritizes risk management activities
- Operates centralized risk, security and compliance programs
- Sets policies and standards
- Acts as an independent challenge function
- Assists risk owners in defining risk exposure and establishing risk reporting protocols

3 THIRD LINE OF DEFENSE: INTERNAL AUDIT

- Independently evaluates all elements of the ERM program, including assessing and managing risk
- Assesses effectiveness of controls implemented by the first and second lines of defense

Operational Resiliency

The continuous availability of FIS services is critical to powering the businesses of our clients. Our Global Business Resilience (GBR) program is designed to mitigate operational risk exposure by providing guidance on resilience requirements and best practices, validating FIS' capability to recover critical operations, assessing effectiveness of related controls and providing annual employee training on GBR policy and protocols.

Our GBR program encompasses the critical areas of Business Continuity Management, IT Disaster Recovery and Crisis Management. Its policies and procedures are based on industry standards such as ISO 22301 and the Federal Financial Institutions Examination Council (FFIEC) guidelines. FIS was an early adopter of ISO 22301 and has been certified since 2014, demonstrating a proactive approach toward continuous improvement. We undergo periodic testing of our policies and procedures to maintain the highest business continuity standards. In 2023, we were certified against the new ISO 22301:2019 framework, further enhancing our resilience and preparedness for potential disruptions.

To further mitigate resilience risks, the GBR program undergoes regular examination through internal and external assessments by regulatory oversight bodies, including state and federal regulators in the U.S. and regulators in the U.K. and Europe.

Finally, our GBR Crisis Management function (CM) maintains a strong command and control platform to monitor emerging issues and facilitate response to critical incidents and crises. The team collaborates closely with FIS Corporate Communications to support employees and clients (as applicable) with timely and relevant information using a multichannel approach. CM updates crisis plans regularly and covers a range of potential issues such as operational interruptions, cybersecurity and privacy incidents, life safety matters, weather-related events, corporate reputational situations, site-specific incidents and pandemic planning and response.



In 2023, FIS completed its first TCFD-aligned climate risk assessment and scenario analysis to assess, understand and help mitigate the Company's short-, medium- and long-term physical and transitional climate-related risks. Additional information on the assessment is included in Chapter 5.



REGULATORY OVERSIGHT BODIES

Selection of industry governance bodies that supervise FIS:

U.S. Federal Banking Agencies (FBA)

This group of agencies includes the Office of the Comptroller of the Currency (OCC), the Board of Governors of the Federal Reserve System (Federal Reserve), the Federal Deposit Insurance Corporation (FDIC), the National Credit Union Administration (NCUA) and the Consumer Financial Protection Bureau (CFPB).

U.S. State Banking Regulators

In the U.S., state banking regulators charter, license and supervise state-chartered banks and non-bank financial services providers, including mortgage lenders, ensuring financial services providers operate in a safe and sound manner and effectively serve state and local credit markets.

Office of Foreign Assets Control (OFAC)

An office of the U.S. Department of the Treasury, OFAC administers and enforces economic and trade sanctions.

U.S. FinCEN

A bureau of the U.S. Department of the Treasury, FinCen requires financial institutions to take a number of precautions against financial crime, including the establishment of anti-money laundering programs.

The Securities and Exchange Commission (SEC)

A U.S. government oversight agency, the SEC is responsible for regulating the securities market and protecting investors.

U.S. Financial Industry Regulatory Authority (FINRA)

This self-regulatory organization is subject to oversight by the SEC. It adopts and enforces rules governing the conduct of its member firms, and examines their activities.

U.K. Financial Conduct Authority (FCA)

The FCA is the conduct regulator for 45,000 financial services firms and financial markets in the U.K. and the prudential supervisor for 44,000 firms, setting specific standards for 17,000 firms.

U.K. Office of Financial Sanctions Implementation (OFSI)

Part of His Majesty's (HM) Treasury, OFSI works to improve understanding, implementation and enforcement of financial sanctions in the U.K.

Business Ethics

The FIS core values – Win as One Team, Lead with Integrity and Be the Change – guide our employees' daily decisions. Ethics are embodied within the culture that defines how we operate.

Our Business Ethics program:

- **Builds** our business and relationships on a foundation of honesty, reliability and integrity
- **Expects** employees to treat clients and each other with fairness, respect and dignity while conducting business honestly and ethically
- **Requires** employees to comply with our policies and the law and to report all wrongdoing or suspicion of wrongdoing

The Chief Ethics Officer is responsible for the Company's Business Ethics program and managing the Ethics Office. The Audit Committee of the Board of Directors oversees the program.

FIS Ethics Office

The mission of the FIS Ethics Office—an extension of the Business Ethics Program—is to guide, inspire, support and educate employees to Lead with Integrity. Under the tagline "Shine Bright, Do What's Right," the Ethics Office provides resources and educational awareness campaigns to support its mission.

The Ethics Office encourages employees to **Speak Up!** by reporting their concerns to management, The People Office or the Ethics Office (via fisethicsoffice@fisglobal.com). The FIS Ethics Helpline offers an alternative channel for employees, including those who wish to Speak Up! anonymously. Ethics Central on the intranet provides access to detailed information on the various reporting channels available to employees.

In 2023, the Ethics Office increased its messaging frequency from quarterly to monthly. Awareness campaigns covered various topics related to the FIS Code of Business Conduct and Ethics ("Code"), such as insider trading, Ethics Office resources, the value of a speak-up culture and zero retaliation, being mindful when providing Company information, the importance of protecting and securing intellectual property, and detection and prevention of fraud.

Ethics Office Policies

FIS Code of Business Conduct and Ethics

The Company requires employees to comply not only with the Code and Company policies, but also with applicable laws, rules and regulations in conducting Company business. The Code defines the responsibilities and expected behaviors of employees and other stakeholders. Consistent with laws protecting whistleblowers, the Code's zero retaliation policy encourages employees to report unethical activities without fear of retaliation.

All employees are required to complete annual, mandatory training on the Code. They must acknowledge that they have read it and understand the Company's expectations for achieving results through ethical business practices. FIS takes violations and noncompliance with the Code seriously. Regardless of their role, employees are held to the highest ethical standards. When employees violate the Code or are in noncompliance with it, the Company takes appropriate and consistent disciplinary actions to address the misconduct per local laws.

The Ethics Office evaluates its programs and policies, including the Code, at least annually and makes updates throughout the year, as necessary, based on various risk assessments.



Conflicts of Interest/Business Gifts and Entertainment

In addition to the Speak-Up Policy, the Ethics Office implemented two additional standalone policies in 2023: the Conflicts of Interest ("COI") Policy and a Business Gifts and Entertainment Policy. These policies replaced the COI Standard within the Code and the Gifts and Entertainment Standard previously found in our FIS Anti-Bribery and Anti-Corruption Policy.

Although not all conflicts of interest are necessarily prohibited, employees must provide full disclosure of all actual, perceived or potential conflicts of interest in the Company's Conflicts of Interest Registry. FIS also maintains a Gifts and Entertainment Registry where employees must disclose gifts and entertainment per this policy. The registry provides visibility into the intent behind the business gifts or entertainment given or received by employees.

The Ethics Office reviews and undertakes decisions on entries into both registries to prevent any actual or perceived conflict of interest or corruption that may arise from giving or receiving gifts and entertainment.

FIS Ethics Helpline

Our Ethics Helpline aims to enable employees, clients and other third parties to raise awareness of suspected, potential or actual violations of the Code, Company policies or the law in a timely manner.

Those seeking to raise a concern can utilize the FIS Ethics Helpline via toll-free country telephone numbers or by submitting the concern on the FIS Ethics Helpline website. The Ethics Helpline provides the option to report anonymously, where permitted under local law, and is available in seven languages. The Company conducts investigations into Ethics Helpline reports in as confidential a manner as possible.

As part of the report from the Chief Ethics Officer on the state of the Business Ethics Program, the Audit Committee of the Board of Directors receives Ethics Helpline metrics every quarter. The Ethics Office utilizes these metrics to track and understand global risks, trends and challenges, and to identify potential mitigating measures.





BE THE CHANGE – SPEAK UP!

Our new, standalone Speak-Up Policy was rolled out in 2023 as an extension of the Code of Business Conduct and Ethics and intends to:

Encourage reporting of suspected wrongdoing as soon as possible, knowing that concerns will be taken seriously and investigated promptly.

Respect confidentiality by taking measures to conduct all investigations in as confidential a manner as possible.

Support employees who seek advice or report violations to remain anonymous if desired. If an employee requests anonymity, the Company will make reasonable efforts to keep the individual's identity confidential.

Provide guidance as to how to raise those concerns.

Reassure reporters that genuine concerns may be raised in good faith without fear of reprisal or retaliation, even if such concerns turn out to be mistaken.

Prevent/detect harm to FIS and prevent financial loss and regulatory sanctions.

Demonstrate a commitment to FIS' values, the Code and policies, as well as laws and regulations.

Corporate Compliance

Compliance with relevant regulations and laws everywhere we operate is an important element of our commitment to operating with integrity. Through our regulatory compliance program, we commit to conducting all affiliated business operations in compliance with appropriate governing laws and regulations within their respective jurisdictions.

The Global Compliance Program endeavors to ensure that FIS and its Board members, associates, contractors, vendors and clients comply with the letter and spirit of all applicable laws and conduct business with the highest level of honesty and integrity. The Audit Committee of the Board of Directors oversees the program. Annually, FIS conducts mandatory trainings to promote a culture of compliance and integrity.

Fraud Prevention and Anti-Money Laundering

Given the severe implications of fraudulent activities and money laundering in the financial world, we recognize the important role we play in assisting our clients, colleagues and communities in mitigating these risks and safeguarding themselves from potential threats.

We provide innovative fraud-fighting and anti-money laundering (AML) solutions to our global banking, capital markets and merchant clients. This includes, among other services:

- FIS AML Compliance Manager – Our fully integrated financial crimes suite
- IDChex – Provides ID document authentication, facial image capture and ID verification
- FraudChex – Addresses new account fraud and account takeover fraud

In 2023, our Merchant Solutions business, Worldpay from FIS, also offered fraud detection solutions and services, including solutions to help stop in-store and online fraud.

In addition to the products that we offer, FIS maintains a strong enterprisewide Financial Crimes program that aims to protect FIS, our clients and the financial system from money laundering, terrorist financing and fraud.

PARTNERING TO PREVENT FINANCIAL CRIME

As part of our Financial Crimes program, we engage in public-private partnerships to help detect and deter financial crime with various government agencies, including in the U.S. and U.K. This engagement helps make financial systems more resilient to financial crime and helps relevant law enforcement protect citizens in the countries in which we operate.



Anti-Bribery and Anti-Corruption

As part of our commitment to preventing bribery and corruption, we seek out clients and business partners whose ethical standards mirror our own. Our policies and procedures are designed to prevent the Company from doing business with unethical entities and individuals.

Our Code and Enterprise Conduct Risk Policy require that we treat clients, suppliers and contractors fairly and honestly and do not offer an unfair advantage through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair dealing.

The Code strictly prohibits using FIS funds, or any other funds or anything of value given by an individual or entity for the benefit of or on behalf of FIS, for any unlawful or unethical purpose. Further specifics are found within the FIS Anti-Bribery and Anti-Corruption (FABAC) Policy and Engagement of Third-party Standard. Our FABAC Committee conducts reviews of select third parties to help ensure that FIS only contracts with organizations that abide by anti-bribery and anti-corruption laws as well as our FABAC Policy and our Code.

Like the Code, the FABAC Policy has mandatory annual and new-hire training. It applies to all FIS operations and employees globally and to FIS' applicable suppliers and contractors, which helps mitigate the risk of vendors undertaking corrupt practices. Furthermore, both the Code and FABAC Policy pledge zero tolerance for violations of applicable anti-bribery and anti-corruption laws.

In 2024, FIS enhanced training tools and internal controls designed to manage corruption risks proactively. We highlight awareness campaigns through our employee social platform and intranet to educate all employees and contractors on anti-corruption standards, supporting the annual training and policy acknowledgment.

The Ethics Helpline and the Ethics Office also serve as valuable resources, enabling external or internal parties to report alleged corrupt practices.



Anti-competitive Behavior

FIS is committed to competing fairly in the marketplace. We require employees and applicable contractors to comply fully with the letter and spirit of all applicable antitrust laws and trade regulations and to avoid activity with competitors, clients, suppliers or trade associations that could lead to antitrust violations.

Sanctions

FIS' systems and controls are designed to help ensure compliance with laws and regulations, an important part of being a responsible Company. FIS' dedicated Sanctions and Export programs prohibit our products and services from being provided to sanctioned entities. Elements of the programs include training for employees and contractors on at least an annual basis, testing and monitoring on a regular basis and provision of advice for complex opportunities to support compliance with the law.

Human and Civil Rights

FIS is committed to protecting fundamental human rights across our global operations, including our supply chain, as expressed in the Code and our Modern Slavery Act Transparency Statement. These documents prohibit any participation in, support of or association with the illegal and immoral practices of trafficking in persons, forced labor and slavery. FIS also upholds international principles of fundamental human rights, such as the United Nations (UN) Universal Declaration of Human Rights and the Fundamental Conventions of the International Labour Organization.

Vendors

FIS' Vendor Risk Management program assesses vendors' commitment to anti-slavery and anti-human trafficking. We incorporate contractual clauses related to modern slavery in our vendor agreements and ask vendors to confirm they have their own policies on anti-slavery and anti-human trafficking. We also hold them to the expectations outlined within the FIS Supplier Code of Conduct. In 2023, FIS adopted a Conflict Minerals Policy.

Employee Relations

FIS recognizes the civil rights of its employees to exercise their freedoms of speech, expression, religion and belief, including the ability to practice their religious beliefs and express their political views, as outlined in the Company's Religious Accommodation and Political Activities policies and when not contrary to local laws.

Reporting Channels

FIS employees who learn of a violation or suspected violation of anti-human trafficking and anti-slavery laws, including but not limited to the Modern Slavery Act, are expected to report it immediately through the FIS Ethics Helpline or to an established FIS internal reporting mechanism to management, The People Office or the FIS Ethics Office, as directed in our Code.

Policies

FIS maintains several policies that support our commitment to protecting human rights, including privacy, antidiscrimination, anti-harassment and other employee relations policies.



Public Policy and Political Contributions

FIS engages in responsible public policy and political activities because we believe that active engagement is an important part of responsible corporate citizenship and the democratic process, supporting our corporate integrity and collective success. Our Political Activities Policy aims to ensure that, as an enterprise, we act thoughtfully and in full compliance with applicable laws and regulations when engaging in any political and public policy activities.

As part of our commitment to transparency, FIS regularly reports on the Company's political lobbying activities, including through the Semiannual Political Contributions Reports and Lobbying Disclosure Act filings in the U.S. We also maintain registration in the European Commission Transparency Register. In addition to our lobbying efforts, we participate in the political process through the FIS Good Government Fund Political Action Committee. We publicly disclose contributions through regular Federal Election Commission filings.

FIS' global Public Policy team oversees the Company's public policy strategy and political contributions. Our activities are overseen by: the Chief Legal and Corporate Affairs Officer, who is accountable to the Board of Directors; the Corporate Governance, Nominating and Sustainability Committee; and the CEO and President.

The Corporate Governance, Nominating and Sustainability Committee also oversees and reviews our political engagement and contributions. At least annually, the Board of Directors receives updates on our global public policy and regulatory affairs programs and activities. Additionally, the Political Activities Policy is covered in a targeted, annual employee training course.

Additional information can be found in the FIS Political Activities Policy, FABAC Policy, the Code of Business Conduct and Ethics and our Employee Handbooks.

TRADE ASSOCIATION ENGAGEMENT

We strive to help advance business-related public policy and sustainability issues, including data security, climate change and financial inclusion, through active participation in trade organizations around the world.

Trade associations develop their positions by considering the views of their members, many of whom hold different views. We engage in these discussions to influence positions, and not all positions taken by our trade associations align with our own. In cases where a trade association embraces a position contrary to our values and strategic direction, we may contest it and make efforts to communicate our stance. We reserve the right to openly express disagreement with an association's position and terminate our membership if it adopts a significant stance irreconcilable with our values or strategy.

ASSOCIATION MEMBERSHIPS AND EXTERNAL INITIATIVES

American Bankers Association (ABA)

American Transaction Processors Coalition (ATPC)

Blockchain Australia

Business Roundtable (BRT)

Consumer Data Industry Association (CDIA)

Dutch Payments Association (DPA)

Electronic Money Association (EMA)

Electronic Transactions Association (ETA)

European Payment Institutions Federation (EPIF)

Fintech Association of Hong Kong (FTAHK)

Futures Industry Association (FIA)

Independent Community Bankers Association (ICBA)

Innovative Payments Association (IPA)

Merchant Advisory Group (MAG)

Minority Supplier Development UK Ltd (MSDUK)

National Minority Supplier Development Council (NMSDC)

Payments 20 (P20)

Payments Association - U.K.

Payments Coalition

Payments Leadership Council (PLC)

PayTech Women

Securities Industry and Financial Markets Association (SIFMA)

U.K. Finance

Women's Business Enterprise National Council (WBENC)



CHAPTER 8

Managing a Sustainable Supply Chain

FIS expects our suppliers to support our commitments to integrity and ethics, health and safety, labor standards, privacy, cybersecurity and anti-money laundering practices, as outlined in our Supplier Code of Conduct. Our supplier selection and due diligence processes guide our efforts to identify suppliers that follow sustainable business practices, including working to reduce environmental impacts. We also aim to ensure fairness, inclusivity and diversity of our supply chain by continually identifying and assessing current and potential diverse suppliers in the U.S. and internationally.



"Sustainability isn't the responsibility of a few; it's a holistic endeavor that requires collective action. Our approach to sustainability is rooted in the belief that our suppliers are critical in driving progress across our core sustainability pillars: fostering an inclusive, diverse and empowered society; protecting our planet; and advancing fair labor practices for responsible and sustainable growth. At FIS, we take pride in our focus on sustainable practices that flows smoothly throughout the value chain."

Nathan Ayres | Senior Vice President and Chief Procurement Officer I Performance and Global Solutions Office

Driving Opportunities in FIS' Supply Chain

We initiated our Supplier Diversity Program in 2020 to foster equal opportunities for all suppliers. Aligning with our goal to focus beyond the U.S. and to collaborate with organizations that reflect our global footprint, in 2023 we advanced by expanding the program into Canada and the U.K. Additionally, we launched a Tier 2 program, which proved to be a pivotal addition and helped increase our spend with diverse suppliers by 97% year over year.

FIS welcomes all diverse businesses in the following classifications to self-register their companies to be considered for opportunities: Minority-owned Business Enterprises (MBEs), Woman-owned Business Enterprises (WBEs), Veteran-owned Business Enterprises (VBEs), Disadvantaged-owned Business Enterprises (DBEs), LGBTQ+-owned Business Enterprises (LGBTBEs) and Small Business Enterprises (SBEs).

SUPPLIER DIVERSITY GROUP MEMBERSHIPS

WOMEN'S BUSINESS ENTERPRISE NATIONAL COUNCIL (WBENC)

is the largest certifier of women-owned businesses in the U.S. and a leading advocate for women-owned businesses in corporate and government supply chains.

NATIONAL MINORITY SUPPLIER DEVELOPMENT COUNCIL (NMSDC)

advances opportunities for certified minority-owned businesses and connects them to corporate members.

WOMEN'S BUSINESS ENTERPRISE COUNCILS

in the New York and Washington, DC regions (WBEC-Metro NY and WBEC-Greater DMV) advocate for certified women-owned businesses in their regions and offer educational programs, networking opportunities and recognition.

WECONNECT

is a global organization working with member buyers to identify, train and certify women-owned businesses outside the U.S.

MINORITY SUPPLIER DEVELOPMENT UK LTD (MSDUK)

is the U.K.'s leading supplier diversity advocacy organization certifying ethnic minority business.

Advancing Sustainable Procurement

FIS works to increase sustainability in our global supply chain by intentionally focusing on ESG criteria such as environmental performance, labor and human rights and ethical business practices. In 2023, we undertook several initiatives in support of our sustainable procurement strategy.

Internal awareness and education: As part of our continued Be SustainABLE campaign, we established a new sustainable procurement page on the intranet to serve as a resource for FIS employees. We also added new content dedicated to sustainability in our Supply Chain Management (SCM) Workspace and created a BeSustainABLE Contact Hub for SCM employees. Additionally, we developed sustainability case studies to showcase sustainable procurement successes and delivered our first Green Sourcing webinar, which we intend to continue in 2024.

Supply chain insights: By the end of 2023, we added suppliers representing more than 35% of our spend to our network on EcoVadis, a trusted provider of business sustainability ratings worldwide. We obtained and reviewed their EcoVadis scorecards, securing insights around their ESG performance and supporting our efforts to enhance sustainability in our supply chain.

+35%

suppliers by spend added to our network on EcoVadis

Enhancing Vendor Risk Management

FIS operates a comprehensive Vendor Risk Management (VRM) program to assess and help mitigate risks in our supply chain. Overseen by our Enterprise Risk Management function, the VRM program includes a due diligence review of procedures such as cybersecurity controls, sanctions screenings, contract establishment, payment card industry compliance and ongoing monitoring of third-party relationships based on risk ratings. We proactively conduct multiple evaluations of our suppliers, going beyond VRM due diligence to encompass privacy assessments.

As part of the VRM program, we review applications for new supplier and partner relationships to help ensure that FIS conducts business with companies that reflect our high ethical standards. We supplement our existing vendor diligence process with external data sources to provide accurate, verifiable and real-time risk insight. For example, in assessing risks related to financial crimes and human rights issues, the VRM team uses a variety of sources to evaluate suppliers' policies and controls related to anti-bribery, anti-corruption, anti-slavery, anti-trafficking and gifts and entertainment acceptance.

Where applicable, the VRM process automatically notifies the FIS Anti-Bribery and Anti-Corruption (FABAC) Compliance Committee to further review selected third parties with whom FIS does business outside the U.S., Canada, U.K. and Ireland. This additional assessment identifies bribery or corruption concerns that would prevent us from doing business with the organization or present issues with them representing our products or services. The process includes thorough due diligence reviews of the third parties, contractual obligations regarding anti-bribery and anti-corruption, audit rights, training obligations and risk evaluation.

APPENDIX

ABOUT THIS REPORT AND FORWARD-LOOKING STATEMENTS

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TCFD CONTENT INDEX

About This Report

This report is FIS' fifth annual Global Sustainability Report. It covers data and metrics related to the 2023 fiscal year from January 1 to December 31, 2023, unless otherwise noted. Data may be rounded. All financial information is presented in U.S. dollars unless otherwise noted. Unless otherwise specified, this report covers FIS and its subsidiaries.

On January 31, 2024, FIS completed the sale of a majority stake in its Worldpay Merchant Solutions business to private equity funds managed by GTCR. FIS retained a 45% noncontrolling equity stake in Worldpay. Unless otherwise noted, this report includes the activities and results of the Worldpay Merchant Solutions business.

This report includes an Appendix with information that has been prepared with reference to the Global Reporting Initiative (GRI) 2021 Universal Standards and the Sustainability Accounting Standards Board (SASB) Software & IT Services 2023 Sustainability Accounting Standard. The Environmental Statements have been prepared as described within Note 2 to those statements.

Our use of the terms "material," "materiality" and similar terms in this report refer to topics that could potentially have significant ESG impacts on FIS' business and stakeholders. While certain matters discussed in this report may be significant, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with, or reporting pursuant to, the U.S. federal securities laws and regulations or any other law or regulation. We do not assess "materiality" for purposes of this report in the same manner as we assess it for purposes of our disclosures pursuant to applicable securities law. This report reflects information as of the publication date and should be read in conjunction with our most recent Form 10-K, Forms 10-Q and 8-K and other filings made with the U.S. Securities and Exchange Commission.

Feedback or questions about the report or any of our ESG disclosures can be sent to **ESG@fisglobal.com**.

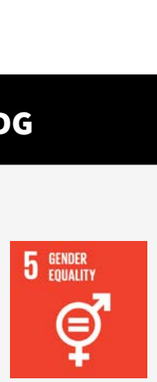
Forward-Looking Statements

This report is provided voluntarily and does not cover all information about our business. References in this report to information should not be construed as a characterization regarding the materiality of such information to our financial results or for purposes of the U.S. securities laws. This report contains "forward-looking statements" within the meaning of U.S. federal securities laws, including statements regarding our expectations, ESG goals, sustainability targets, commitments, beliefs, strategies and related business and stakeholder impacts. Any such statements that refer to future events, circumstances, or aspirations, including our future aspirational ESG commitments and goals, or that are not historical facts, are forward-looking statements. These statements may be identified by words such as aim, anticipate, believe, commit, continue, could, endeavor, estimate, ensure, expect, goal, intend, likely, may, plan, project, seek, should, strategy, strive, target, will, would and similar expressions to identify forward-looking statements, and include statements reflecting future results or outlook. These statements relate to future events and involve a number of risks and uncertainties. Forward-looking statements are based on management's beliefs as well as assumptions made by, and information currently available to, management. Actual results could differ materially from those projected in forward-looking statements due to a variety of factors, including assumptions not being realized, scientific or technological developments, evolving sustainability strategies, changes in carbon markets, the cost and availability of renewable energy, carbon removal and carbon offset projects, changes in standards and certifications, changes in government regulations or policy, our expansion into new products, services, technologies and geographic regions, changes in risk, or other changes in circumstances, as well as the factors set forth in our most recently filed periodic reports on Form 10-K, Form 10-Q, Form 8-K and subsequent filings with the U.S. Securities and Exchange Commission. Other unknown or unpredictable factors could also have a material adverse effect on our ESG commitments, plans, and goals or our ability to achieve them. Accordingly, readers should not place undue reliance on these forward-looking statements. These forward-looking statements are inherently subject to uncertainties, risks and changes in circumstances that are difficult to predict. We undertake no obligation to update or revise any of these forward-looking statements, whether due to new information, future events or otherwise.

SUSTAINABLE DEVELOPMENT GOALS

UN Member States adopted the Sustainable Development Goals (SDGs) in 2015 to create a fairer, more sustainable world by 2030. These 17 ambitious goals can only be achieved if government, business and civil society work together.

FIS supports the SDGs and focuses our efforts on those that are most closely aligned to our business and our material ESG issues. More information about our efforts can be found in the report chapters indicated below.

SDG	Activities to Advance Progress
	Sponsored the Paytech Women Leadership Summit to elevate women's voices in the payments ecosystem Collaborated with SHE-CAN to empower talented women from post-conflict and climate-challenged countries by providing them with education, mentorship and leadership skills Developed and deployed gender bias training for leaders in the APAC region *See Chapters 1 and 4 for more details*
	Partnered with organizations that support meaningful employment and advance college and career readiness of underrepresented groups, such as the Prince's Trust, Junior Achievement and Thrive Scholars Invested in FIS workforce training and development by offering virtual, instructor-led and role-specific training *See Chapters 1, 3 and 4 for more details*
	Amid heightened cybersecurity risks, took a proactive approach, striving to anticipate and protect against potential cyberthreats through continuous program enhancements and investments Supported 10 emerging fintech companies through the FIS Fintech Accelerator program *See Chapters 1 and 2 for more details*
	Developed, supported and expanded solutions to improve financial access for the unbanked and underbanked Helped in the fight against global hunger, with hundreds of FIS employees contributing to food drives, volunteering at food banks and raising money Created education and awareness programs to foster a culture of inclusion and diversity throughout our Company *See Chapters 1, 3 and 4 for more details*
	Deepened collaboration with Minority Deposit Institutions (MDIs) and Community Development Finance Institutions (CDFIs) to help meet the diverse financial needs of the communities they serve Through the FIS Volunteer Program, granted eight hours of paid time off per year for eligible employees Supported employee efforts to help make their communities more sustainable, for example, volunteering to replant a forest in Mexico City and cleaning up the Trout River in Jacksonville, Florida *See Chapters 1, 3 and 5 for more details*
	Reduced our carbon footprint by 13% Completed a climate risk assessment and scenario analysis to assess, understand and help mitigate the Company's short-, medium- and long-term physical and transition climate-related risks Advanced our sustainable procurement strategy by increasing the number of EcoVadis-rated suppliers in our network *See Chapters 5 and 8 for more details*

DATA TABLES

Category	2021	2022	2023
Diversity [1]			
Diversity in the U.S. Workforce			
Asian	11%	11%	13%
Black	14%	15%	13%
Latinx	8%	9%	9%
Other [2]	2%	3%	3%
White	65%	63%	63%
Gender in Global Workforce			
Women	42%	43%	40%
Men	58%	57%	60%
Gender in U.S. Workforce			
Women	45%	47%	46%
Men	55%	53%	54%
Gender in Global Leadership [2]			
Women	29%	31%	30%
Men	71%	69%	70%
Gender in U.S. Leadership [3]			
Women	35%	36%	36%
Men	66%	64%	64%
Gender in Global Technical Staff [4]			
Women	29%	30%	30%
Men	71%	70%	70%
Age in Global Workforce [5]			
Under 30	30%	29%	22%
30-50	51%	51%	55%
Over 50	19%	19%	22%

Category	2021	2022	2023
Employee Engagement			
Annual Survey Engagement Scores (eSat) [6]	77	78	74 in May 2023 77 in October 2023
Annual Survey Response Rate	77%	79%	74%
Training & Learning [7]			
Average Learning Hours per Employee	6.69	8.26	25.77
Average Learning Hours per Employee (Manager)	6.78	8.23	23.20
Average Learning Hours per Employee (Individual Contributor)	5.87	8.58	26.31
Percentage of Employees Receiving Regular Performance Review [8]	100%	100%	99%

1 - Our annual U.S. EEO-1 report for 2023 is available to view on our Inclusion & Diversity page on https://careers.fisglobal.com/us/en/inclusion-diversity.

2 - Others includes American Indian/Alaska Native, Native Hawaiian/Other Pacific Islander and two or more races. The ethnicity data does not include undeclared and blanks.

3 - Leadership defined as director and above.

4 - Technical staff includes employees categorized in the 15-0000 group (Computer and Mathematical Occupations) or 17-0000 group (Architecture and Engineering Occupations) of the U.S. Bureau of Labor Statistics' 2018 Standard Occupational Classification System.

5 - Due to rounding, the 2023 total number is not 100%.

6 - See Chapter 3 for details on the eSat score. In 2023, FIS conducted two employee experience surveys.

7 - 2021 and 2022 data includes only hours of non-mandatory training, and does not include compliance training, product-led training or call-center training. In 2023, FIS integrated its data collection platforms covering both voluntary and mandatory training. Historical data is not comparable to 2023 data.

8 - Percentage of eligible employees participating in Performance365.

DATA TABLES

Category	2021	2022	2023
Employees			
Number of Employees	65,000+	69,000+	60,000+
Number of Workers Who Are Not Employees	Not reported	7,922	6,230
Percentage of Employees Located Offshore	65%	66%	63%
ESPP Participation [9]	31% of U.S. employees 17% employees outside the U.S.	28% of U.S. employees 15% employees outside the U.S.	25% of U.S. employees 7% employees outside the U.S.
Giving and Volunteerism [10]			
Employee Volunteers	2,666	4,210	~4,500
Number of Hours Volunteered	19,908	27,753	32,000+
FIS Foundation + FIS Businesses	$3.68M	$4.1M	~$3.5M
FIS Cares Employee Contributions	$394K	$352K	$350K+
Total Aggregated Giving	$4,074,000	$4,539,348	~$3.8M

9 - Participation percentages outside of the U.S. are based on the total of global ESPP eligible employees. All global employees who are non-contingent colleagues, are 18+ years old, have 90+ days of service and typically work 20+ hours per week (except where otherwise required by local laws or regulations) are eligible to participate in our ESPP. 2023 rates are as of December 31, 2023, and were influenced by Worldpay employees leaving the plan in anticipation of the January 31,2024 sale of a majority stake in Worldpay Merchant Solutions.

10 - In 2022, FIS updated its volunteerism and giving metrics to be consistent with its corporate systems of record. It also revised the methodology used to report FIS charitable giving, excluding executive giving from the Total Aggregated Giving. In 2023, FIS began rounding metrics for giving and volunteerism.

Category	2021	2022	2023
Emissions of Ozone-Depleting Substances (ODS)			
FIS is not engaged in the production, import or export of ozone-depleting substances and has no ODS emissions			
Production	0	0	0
Import	0	0	0
Export	0	0	0
Emissions	0	0	0

STAKEHOLDER ENGAGEMENT

Engagement with Stakeholders

FIS values the input and feedback of our stakeholders as part of our efforts to improve sustainability. We engage with our stakeholders throughout the year in a variety of ways, including:

Stakeholder	Engagement Channel	ESG Topics Covered[11]
Employees	• Intranet and The People Office Support Center • Employee social network and collaboration tools • Colleague experience surveys • Inclusion Networks • "Ferris Live" CEO broadcast, all-hands and town hall meetings • Regular 1:1 coaching and Performance365 • The Connect Process • Learning and development programs • Newsletters, quarterly emails and other digital communications • Community engagement and volunteer activities • Ethics Helpline	• Colleague satisfaction and engagement • Inclusion and diversity • Career development • Business conduct (e.g. ethics, remote work, culture) • Employee value proposition (rewards, mental health and wellness, work-life balance) • Culture and values
Shareholders	• Investor relations website • Annual investor meeting • Quarterly earnings updates • Annual report • Conferences and other investor events • Direct outreach to solicit feedback and answer questions • Responses to questionnaires and outreach, including from ESG ratings firms	• Environmental sustainability • Corporate governance • Enterprise risk management • Executive compensation • Human capital management • Board composition and refreshment
Clients	• Participation in industry forums and conferences • Information sharing during request for proposal and contract processes • 1:1 meetings • Business reviews • Philanthropic support and partnerships	• Environmental sustainability • Sustainable products and services • Financial inclusion • Human capital management • Inclusion and diversity • Privacy and data protection • Accessible design
Suppliers	• Participation in supplier diversity groups • Tier 2 supplier diversity reporting • EcoVadis platform network • Requests for proposal, negotiations and contracting • Purchasing process (PR/PO) • 1:1 meetings • Business reviews and risk reviews • Supplier Information Portal • Supplier Code of Conduct	• Inclusion and diversity • Environmental sustainability • Cybersecurity • Privacy and data protection • Vendor risk • Business conduct and ethics
Communities	• FIS Foundation • Employee campaigns with matching donations and volunteer resources • Charities and nongovernmental organizations (NGOs) • Volunteering and philanthropy programs	• Financial inclusion/financial literacy • STEM diversity and education • Environmental sustainability • Community development • Health and human services
Governments and Regulators	• Regulatory interactions, submissions of regulatory documents, disclosures and filings • Participation in governmental, public-private and multilateral forums and coalitions • Direct engagement • Testimony before government bodies • Participation as panelists at policy gatherings • Industry association memberships and participation For more information, see the Public Policy and Political Contributions section of this report.	• Cybersecurity risk • Environmental sustainability • Financial inclusion • Artificial intelligence

11 - List of topics covered is not intended to be comprehensive.

INDEPENDENT ACCOUNTANTS' REVIEW REPORT

KPMG

KPMG LLP
Suite 12000
1801 K Street, NW
Washington, DC 20006

Independent Accountants' Review Report

To the Board of Directors and Management of Fidelity Information Services, LLC:

Report on Selected Metrics in the Environmental Statements and Notes included in the Fidelity Information Services, LLC 2023 Global Sustainability Report

Conclusion

We have reviewed whether certain metrics and notes insofar as they relate to those metrics in Fidelity Information Services, LLC's (the Company's) Environmental Statements and Notes (the Statements) for the year ended December 31, 2023 (the Selected Metrics) have been prepared in accordance with the reporting criteria set forth in Note 2 of the Statements (the Criteria). The metrics that were subject to review are indicated with the symbol * in the accompanying Statements included on pages 88 to 97 of the Company's 2023 Global Sustainability Report.

Based on our review, we are not aware of any material modifications that should be made to the Selected Metrics for the year ended December 31, 2023 in order for them to be prepared in accordance with the Criteria.

Our conclusion on the Selected Metrics does not extend to any other information that accompanies or contains the Selected Metrics and our report.

Basis for conclusion

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants in the versions of AT-C section 105, *Concepts Common to All Attestation Engagements*, and AT-C section 210, *Review Engagements* that are applicable as of the date of our review. We are required to be independent and to meet our other ethical requirements in accordance with relevant ethical requirements related to the engagement. We believe that the evidence we have obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

Other matter

We previously reviewed certain metrics indicated with the symbol ** in the accompanying Statements for the years ended December 31, 2022 and 2021, and our reports dated July 21, 2023 and August 3, 2022 included unmodified conclusions. Our conclusion is not modified with respect to this matter.

Responsibilities for the Selected Metrics

Management of the Company is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Selected Metrics such that they are free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Selected Metrics and appropriately referring to or describing the criteria used; and
- preparing the Selected Metrics in accordance with the Criteria.

KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee.

KPMG

Inherent limitations in preparing the Selected Metrics

As described in Note 9 of the Statements, energy use and water data to calculate the Selected Metrics are subject to estimation uncertainties resulting from the inherent limitations in the methodologies used for estimating the Selected Metrics. The selection by management of different but acceptable measurement techniques could have resulted in materially different measurements being reported.

Our responsibilities

The attestation standards established by the American Institute of Certified Public Accountants require us to:

- plan and perform the review to obtain limited assurance about whether any material modifications should be made to the Selected Metrics in order for them to be prepared in accordance with the Criteria; and
- express a conclusion on the Selected Metrics based on our review.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Selected Metrics and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, we performed procedures that consisted primarily of:

- inquiring of management to obtain an understanding of the methodologies applied to measure and evaluate the Selected Metrics;
- evaluating management's application of the methodologies;
- inspecting a selection of supporting documentation related to the Selected Metrics;
- recalculating a selection of the underlying subject matter; and
- performing analytical procedures.

The procedures performed in a review vary in nature and timing from, and are substantially less in extent than, an examination, the objective of which is to obtain reasonable assurance about whether the subject matter information is prepared in accordance with the criteria, in all material respects, in order to express an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed.

KPMG LLP

Washington, District of Columbia
June 26, 2024

ENVIRONMENTAL STATEMENTS AND NOTES

Category	2021	2022	2023
GHG Emissions – Scope 1 and 2			
GHG Emissions Scope 1:			
Mobile	3,786 TCO_2e	4,907 TCO_2e	2,336 TCO_2e
Natural Gas (Stationary)	3,722 TCO_2e	3,926 TCO_2e	3,700 TCO_2e
Diesel (Stationary)	221 TCO_2e	569 TCO_2e	312 TCO_2e
Fuel Oil (Stationary)	10 TCO_2e	8 TCO_2e	0 TCO_2e
Gasoline (Stationary)	0 TCO_2e	0 TCO_2e	0 TCO_2e
Refrigerant Leakages (Fugitive)	2,470 TCO_2e	3,512 TCO_2e	3,639 TCO_2e
GHG Emissions – Total Scope 1	10,209 TCO_2e**	12,922 TCO_2e**	9,987 TCO_2e*
GHG Emissions Scope 2:			
Market-Based Method	58,938 TCO_2e**	57,738 TCO_2e**	40,422 TCO_2e*
Location-Based Method	60,024 TCO_2e**	58,542 TCO_2e**	50,373 TCO_2e*
GHG Emissions – Total Scope 1 and Scope 2 (Market-Based)	69,147 TCO_2e**	70,660 TCO2e**	50,409 TCO2e*
GHG Emissions – Total Scope 1 and Scope 2 (Location-Based)	70,233 TCO_2e**	71,464 TCO_2e**	60,360 TCO_2e*

Category	2021	2022	2023
GHG Emissions – Scope 3			
GHG Emissions – Scope 3 - (Categories 1, 2, 3, 4, 5, 6, 7, 9, 11, 12, 13, 15):			
Category 1 – Purchased Goods and Services	403,694 TCO_2e	463,747 TCO_2e	278,114 TCO_2e
Category 2 – Capital Goods	Included in Cat 1	Included in Cat 1	27,506 TCO_2e
Category 3 – Fuel- and Energy-Related Activities	20,780 TCO_2e	20,726 TCO_2e	14,231 TCO_2e
Categories 4 and 9 – Upstream Transportation and Downstream Transportation	Included in Cat 1	Included in Cat 1	56,347 TCO_2e
Category 5 – Waste Generated in Operations	1,055 TCO_2e	753 TCO_2e	589 TCO_2e
Category 6 – Business Travel	3,978 TCO_2e	20,993 TCO_2e	41,038 TCO_2e
Category 7 - Employee Commuting (Incl. Teleworking)	23,178 TCO_2e	22,001 TCO_2e	55,391 TCO_2e
Category 11 – Use of sold products	-	-	4,488 TCO_2e
Category 12 – End of life of sold products	-	-	44 TCO_2e
Category 13 – Downstream Leased Assets	545 TCO_2e	791 TCO_2e	1,166 TCO_2e
Category 15 – Investments	-	-	1,617 TCO_2e
GHG Emissions – Reported Scope 3 (Categories 1, 2, 3, 4, 5, 6, 7, 9, 11, 12, 13, 15)	453,230 TCO_2e	529,011 TCO_2e	480,531 TCO_2e
GHG Intensity (All Reported Emissions)	37.64	41.27	36.17
Carbon Offsets	**-4,363 TCO_2**	**-7,200 TCO_2**	**-10,000 TCO_2**

The accompanying notes are an integral part of these statements.

* - Limited assurance provided on these metrics and related notes (Selected Metrics); see Independent Accountants' Review Report on page 87.

** - Independent Accountants' Review Reports on these metrics and related notes are available in the FIS 2022 and 2021 Global Sustainability Reports, pages 85 and 82, respectively.

ENVIRONMENTAL STATEMENTS AND NOTES

Category	2021	2022	2023
Energy			
Total Energy Consumption	619,380 GJ**	651,041 GJ**	575,718 GJ*
Mobile	55,399 GJ	71,176 GJ	39,674 GJ
Natural Gas (Stationary)	73,937 GJ	77,982 GJ	73,484 GJ
Diesel (Stationary)	3,403 GJ	8,773 GJ	4,477 GJ
Fuel Oil (Stationary)	128 GJ	99 GJ	0 GJ
Gasoline (Stationary)	3 GJ	2 GJ	0 GJ
Non-Renewable Electricity (Stationary)	464,646 GJ	476,798 GJ	379,971 GJ
Renewable Electricity (Stationary)	16,144 GJ	11,274 GJ	73,921 GJ
Chilled Water (Stationary)	4,753 GJ	3,574 GJ	2,697 GJ
Steam (Stationary)	967 GJ	1,363 GJ	1,494 GJ
Total Energy Consumption From Non-Renewable Sources	603,236 GJ**	639,767 GJ**	501,797 GJ*
Total Energy Consumption From Renewable Sources	16,144 GJ**	11,274 GJ**	73,921 GJ*
Percentage of Electricity	3%**	2%**	11%*
From Renewable Sources	78%**	75%**	79%*
Percentage of Energy from Grid Electricity	44.63	44.81	39.22
Water			
Annual Water Withdrawn	200 thousand m^3**	255 thousand m^3**	557 thousand m^3*
	200 megaliters**	255 megaliters**	557 megaliters*
Percentage Water Withdrawn in Regions with High or Extremely High Baseline Water Stress	26%	41%	51%

The accompanying notes are an integral part of these statements.

* - Limited assurance provided on these metrics and related notes (Selected Metrics); see Independent Accountants' Review Report on page 87.

** - Independent Accountants' Review Reports on these metrics and related notes are available in the FIS 2022 and 2021 Global Sustainability Reports, pages 85 and 82, respectively.

NOTE 1 – REPORTING ENTITY

Reporting entity, Fidelity National Information Services, Inc., together with its subsidiaries ("FIS" or the "Company"), is a leading provider of technology solutions for financial institutions and businesses, headquartered in Jacksonville, Florida. With a deep and broad set of solutions, FIS serves its global client base by providing the software and solutions that advance the way the world pays, banks and invests.

NOTE 2 – BASIS OF PRESENTATION

The environmental statements and notes have been prepared as follows.

GHG Emissions

Scope 1: Scope 1 emissions have been prepared in accordance with the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD) GHG Protocol: A Corporate Accounting and Reporting Standard (revised edition) and using the guidance in Global Reporting Initiative (GRI) Standard 305-1: Direct (Scope 1) GHG emissions.

Scope 2: Scope 2 emissions have been prepared in accordance with the WRI/WBCSD GHG Protocol Scope 2 Guidance: An amendment to the GHG Protocol Corporate Standard and using the guidance in GRI Standard 305-2: Energy indirect (Scope 2) GHG emissions.

Scope 3: Scope 3 emissions have been prepared using the guidance in the WRI/WBCSD GHG Protocol: A Corporate Accounting and Reporting Standard (revised edition) and using the guidance in GRI Standard 305-3: Other indirect (Scope 3) GHG emissions.

GHG Intensity: GHG emissions intensities have been prepared using the guidance in the GRI Standard 305-4: GHG Emissions Intensity.

The WRI/WBCSD GHG Protocol standards and guidance are collectively referred to as the 'GHG Protocol' in these statements.

Energy

Energy metrics have been prepared using the guidance in Sustainability Accounting Standards Board (SASB) Standard TC-SI-130a.1 and GRI Standard 302-1: Energy, as applicable.

Energy intensities have been prepared using the guidance in the GRI Standard 302-3: Energy Intensity.

Water

The water withdrawal metrics have been prepared using the guidance in SASB Standard TC-SI-130a.2 and GRI Standard 303-3: Water withdrawal, as applicable.

NOTE 3 – BOUNDARY

Organizational Boundaries

FIS has reported the information cited in these environmental statements and notes for the period of January 1, 2023, to December 31, 2023. The Company presents its emissions, energy and water under the

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operational control approach, accounting for emissions, water and energy from operations over which it, or one of its subsidiaries, has the full authority to introduce and implement its operating policies.

Operational Boundaries

The Company identifies and categorizes the emissions associated with FIS' operations between GHG Scope 1 and Scope 2 emissions. GHG Scope 1 emissions are derived from sources that are owned or controlled by FIS. FIS GHG Scope 1 emissions primarily relate to the Company's facilities, data centers and vehicles. Fuels included as part of GHG Scope 1 emissions include diesel, natural gas and other fuels. FIS GHG Scope 2 emissions primarily relate to emissions from the purchase of electricity, chilled water and steam consumed across the Company's global facility portfolio, including its data centers.

FIS does not have operational control over Regus offices, colocation centers, services offices and subleased spaces; therefore, these spaces are accounted for under the respective GHG Scope 3 categories.

The operational boundaries to report energy and water metrics are consistent with those of GHG emissions.

NOTE 4 – BASE YEAR

FIS determined 2019 as the base year as this was the first period GHG emissions metrics were calculated. Base-year emissions will only be adjusted in the event of acquisitions or mergers with entities which existed prior to the base year, the divestiture of operations or facilities, improvements in the accuracy or a change in outsourcing or insourcing of GHG-emitting activities and emissions factors when these events meet a significance threshold.

For all adjustments, FIS defines the "significance threshold" to be a structural or methodology change resulting in at least 5% change in the total GHG emissions over or under the emissions that would result if a correction was not made or based upon relevant qualitative factors. Also, a "significance factor" of 20% change in an individual facility's GHG emissions from the previous year's emissions triggers an internal verification review for that facility.

In 2023, there were no adjustments made to the 2019 base year metrics as the Company had no changes or events occur that triggered the significance threshold or qualitative factors.

On January 31, 2024, FIS completed the sale of a majority stake in its Worldpay Merchant Solutions business (Worldpay) to private equity funds managed by GTCR, LLC. FIS retained a 45% non-controlling equity stake in Worldpay. FIS is still evaluating the impacts of the Worldpay sale on its future reporting.

These environmental statements and notes reflect 2023 data and include the activities and results of Worldpay.

Category	2019 (Base Year)
GHG Emissions – Scope 1 and 2	
GHG Emissions Scope 1:	
Mobile	3,280 TCO_2e
Natural Gas (Stationary)	6,221 TCO_2e
Diesel (Stationary)	898 TCO_2e
Fuel Oil (Stationary)	11 TCO_2e
Gasoline (Stationary)	0 TCO_2e
Refrigerant Leakages (Fugitive)	6,554 TCO_2e
GHG Emissions – Total Scope 1	16,964 TCO_2e
GHG Emissions Scope 2:	
Market-Based Method	96,771 TCO_2e
Location-Based Method	97,634 TCO_2e
GHG Emissions – Total Scope 1 and Scope 2 (Market-Based)	113,735 TCO_2e
GHG Emissions – Total Scope 1 and Scope 2 (Location-Based)	114,598 TCO_2e
GHG Emissions – Scope 3	
GHG Emissions – Scope 3 (Categories 1, 2, 3, 5, 6, 7, 13):	
Categories 1 and 2 - Purchased Goods and Services and Capital Goods	434,330 TCO_2e
Category 3 - Fuel- and Energy- Related Activities	26,547 TCO_2e
Category 5 - Waste Generated in Operations	911 TCO_2e
Category 6 - Business Travel	51,824 TCO_2e
Category 7 - Employee Commuting (Incl. Teleworking)	43,035 TCO_2e
Category 13 - Downstream Leased Assets	-◊
GHG Emissions – Total Reported Scope 3	556,647 TCO_2e
GHG Intensity (All Reported Emissions)	64.88

◊ - The category 13 GHG emissions for the year ended 2019 weren't captured due to data limitations

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NOTE 5 – GREENHOUSE GASES COVERED

The GHG emissions disclosed are presented in metric tons of carbon dioxide equivalent (CO2e). GHG Scope 1 and 2 include four of the seven greenhouse gases covered by the GHG Protocol: carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O) and hydrofluorocarbons (HFCs).

Perfluorocarbons (PFCs), sulfur hexafluoride (SF6) and nitrogen trifluoride (NF3) are not relevant sources of greenhouse gases for FIS, as the Company does not combust biogenic emissions sources.

GHG Scope 3 includes all gases covered under the GHG Protocol: CO2, CH4, N2O, HFCs, PFCs, SF6 and NF3.

NOTE 6 – EMISSIONS FACTORS AND CONVERSION FACTORS

GHG Scope 1	2023 Emissions Factors	2022 Emissions Factors	2021 Emissions Factors
Natural Gas	EPA (2023), Emissions Factors for Greenhouse Gas Inventories, 18 April 2023	Federal Register (2009) EPA; 40 CFR Parts 86, 87, 89 et al; Mandatory Reporting of Greenhouse Gases; Final Rule, 30Oct09, 261 pp. Tables C-1 and C-2 at FR pp. 56409-56410.	Federal Register (2009) EPA; 40 CFR Parts 86, 87, 89 et al; Mandatory Reporting of Greenhouse Gases; Final Rule, 30Oct09, 261 pp. Tables C-1 and C-2 at FR pp. 56409-56410.
Diesel	EPA (2023), Emissions Factors for Greenhouse Gas Inventories, 18 April 2023	DECC/DEFRA 2021	DEFRA 2021
Fuel Oil	EPA (2023), Emissions Factors for Greenhouse Gas Inventories, 18 April 2023	DECC/DEFRA 2021	DEFRA 2021
Gasoline	DESNZ 2023 EPA (2023), Emissions Factors for Greenhouse Gas Inventories, 18 April 2023	DECC/DEFRA 2021	DEFRA 2021
Hybrid Vehicle	DESNZ 2023	DECC/DEFRA 2021	DEFRA 2021
Electric Vehicle	DESNZ 2023	DECC/DEFRA 2021	DEFRA 2021
Jet Fuel	EPA (2024), Emissions Factors for Greenhouse Gas Inventories, 18 April 2023	DECC/DEFRA 2021	DEFRA 2021
Refrigerant Leakages	Estimated using the U.S. EPA Climate Leaders – Direct HFC and PFC Emissions from Use of Refrigeration and Air Conditioning Equipment, HVAC industry rule of thumb and field investigation	Estimated using the US EPA Climate Leaders – Direct HFC and PFC Emissions from Use of Refrigeration and Air Conditioning Equipment, HVAC industry rule of thumb and field investigation	Estimated using the US EPA Climate Leaders – Direct HFC and PFC Emissions from Use of Refrigeration and Air Conditioning Equipment

GHG Scope 2	2023 Emissions Factors	2022 Emissions Factors	2021 Emissions Factors
Electricity	• CO_2 Source: AIB, European Residual Mixes 2021, table 2; Methane and Nitrous Oxide Source: Year 2021 factors from "IEA Emission factors 2023", Year 2022 factors from "IEA Emission factors 2023" • Environment Canada, National Inventory Report, Greenhouse Gas Sources and Sinks in Canada, 1990-2021, Part 3, Annex 13 • eGRID2021: Year 2021 Released: 1/30/2023 • Year 2021 factors from "IEA Emission factors 2023" • Year 2022 factors from "IEA Emission factors 2023" • DESNZ 2023 • 2022 Green-e Residual Mix Emissions Rates (2020 Data)	• CO_2 Source: AIB, European Residual Mixes 2020; Methane and Nitrous Oxide Source: Year 2019 factors from "IEA Emission factors 2021" • Environment Canada, National Inventory Report, Greenhouse Gas Sources and Sinks in Canada, 1990-2019, Part 3, Annex 13 • eGRID2020: Year 2020 Released: 1/27/2022 • Year 2019 factors from "IEA Emission factors 2021" • DECC/DEFRA 2021	Federal Register (2009) EPA; 40 CFR Parts 86, 87, 89 et al; Mandatory Reporting of Greenhouse Gases; Final Rule, 30Oct09, 261 pp. Tables C-1 and C-2 at FR pp. 56409-56410.
Chilled Water	Based on location-based and market-based electricity emissions factors, and applying relevant conversion factors where necessary to estimate electricity-based kilowatt hours (kWh) for chilled water consumption	Based on location-based and market-based electricity emissions factors, and applying relevant conversion factors where necessary to estimate electricity-based kWh for chilled water consumption	Based on location-based and market-based electricity emissions factors, and applying relevant conversion factors where necessary to estimate electricity-based kWh for chilled water consumption
Steam	DESNZ 2023 EPA (2023), Emissions Factors for Greenhouse Gas Inventories, 18 April 2023	DECC/DEFRA 2021	DEFRA 2021

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GHG Scope 3	2023 Emissions Factors	2022 Emissions Factors	2021 Emissions Factors
Category 1 - Purchased Goods and Services	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in $kgCO_2e$)	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.
Category 2 - Capital Goods	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in $kgCO_2e$)	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.
Category 3 - Fuel- and Energy- Related Activities	IEA (2023) Life Cycle Upstream Emission Factors, 2022 IEA (2023) Life Cycle Upstream Emission Factors, 2021	DECC/DEFRA; see above for Electricity EF	DEFRA 2021; see above for electricity emissions factors
Category 4 - Upstream Transportation and Distribution	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in $kgCO_2e$)	Not applicable	Not applicable
Category 5 - Waste Generated in Operations	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in $kgCO_2e$)	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.

GHG Scope 3	2023 Emissions Factors	2022 Emissions Factors	2021 Emissions Factors
Category 6 - Business Travel	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in $kgCO_2e$) DESNZ 2023 EEIO 2016	DECC/DEFRA DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.	DEFRA Table_13_Indirect_emissions_from_supply_chain_2007-2011 An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emissions factors to the reporting year's data.
Category 7 - Employee Commuting (Incl. Teleworking)	AIB, European Residual Mixes 2021, Table 2 Year 2021 factors, IEA Emission Factors 2023 Year 2022 factors, IEA Emission Factors 2023 2022 Green-e® Residual Mix Emissions Rates (2020 Data) Environment Canada, National Inventory Report 1990 –2021: Greenhouse Gas Sources and Sinks in Canada, Part 3, Annex 13 eGRID2021: Year 2021 Released: 1/30/2023	DECC/DEFRA; US EPA; see above for Electricity EF International Energy Agency (IEA) data from the IEA (2018) Data & Statistics. Electricity and Natural Gas Consumption by Sector, Ofgem License and sectoral publications, EIA Residential Energy Consumption Survey, Worldometer	Federal Register (2009) EPA; 40 CFR Parts 86, 87, 89 et al; Mandatory Reporting of Greenhouse Gases; Final Rule, 30Oct09, 261 pp. Tables C-1 and C-2 at FR pp. 56409-56410. See above for electricity emissions factors DEFRA 2021; U.S. EPA; IEA emissions Factors 2021
Category 9 - Downstream Transportation and Distribution	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in $kgCO_2e$)	Not applicable	Not applicable
Category 11 - Use of Sold Products	Year 2022 factors, IEA Emission Factors 2023 Year 2021 factors, IEA Emission Factors 2023 eGRID2021: Year 2021 Released: 1/30/2023	Not applicable	Not applicable

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GHG Scope 3	2023 Emissions Factors	2022 Emissions Factors	2021 Emissions Factors
Category 12 - End of Life of Sold Products	U.S. Environmental Protection Agency, Office of Resource Conservation and Recovery (December 2023) Documentation for Greenhouse Gas Emission and Energy Factors used in the Waste Reduction Model (WARM). Factors from tables provided in the Management Practices Chapters and Background Chapters. WARM Version 16, December 2023 release. DESNZ Emissions Factors	Not applicable	Not applicable
Category 13 - Downstream Leased Assets	CO2 Source: AIB, European Residual Mixes 2021, table 2; Methane and Nitrous Oxide Source: Year 2021 factors from "IEA Emission factors 2023", Year 2022 factors from "IEA Emission factors 2023" DESNZ 2023 EPA (2023), Emissions Factors for Greenhouse Gas Inventories, 18 April 2023	Not applicable	Not applicable
Category 15 - Investments	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in $kgCO_2e$)	Not applicable	Not applicable

Standard conversion factors were used on the environmental metrics presented in this report.

NOTE 7 – METHODOLOGY

The Company applies conversion factors to energy consumption data to derive CO_2e values. GHG emissions are calculated using the Global Warming Potentials (GWP) from the Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6). The Company's methodology to calculate the GHG Scope 1 metrics includes applying conversion factors as described in Note 6. GHG Scope 2 emissions are calculated under the market-based method based on electricity procurement decisions including contracts and renewable energy certificates (RECs) and under the location-based method.

Market-based method estimates are based on emission factors derived from contractual instruments, which meet the 'Scope 2 Quality Criteria'. These may include supplier-specific emission factors or factors denoted through RECs. When these factors are not available, emissions are estimated using residual mix factors. For the years ended December 31, 2022, 2021 and 2019, the Company did not have any contractual instruments, defined as any type of contract between two parties for the sale and purchase of energy bundled with attributes about the energy generation, which would impact GHG Scope 2. For the year ended December 31, 2023, both bundled and unbundled contractual instruments have been included in the Scope 2 market-based emissions disclosure.

Location-based method estimates are based on grid-average emission factors for defined geographic locations.

Every facility is presumed to use electricity and to have a fuel source for heating unless otherwise specified.

Where the heating source is not specified, it is assumed to be natural gas. Every facility is also presumed to use refrigerants unless otherwise specified. If no refrigerant type is provided, FIS assumes a default refrigerant of HFC134a. The energy consumption disclosed in the Energy Table reflects the total amounts of fuel consumption (117,635 GJ), electricity consumption (453,892 GJ), steam consumption (1,494 GJ) and cooling consumption (2,697 GJ) for the year ended December 31, 2023. Heating consumption is not available due to data limitations.

If primary data for any electricity, natural gas, refrigerant leakages, or any other fuel reported to have been used within a specific facility (e.g. diesel, chilled water, steam, or fuel oil) is unavailable, the consumption data for the specific facilities is estimated using intensity factors based on multiplying the square footage of the specific facility by the 2018 Commercial Buildings Energy Consumption Survey (CBECS) intensity figures. If primary data is not available for a specific period (e.g. a month), the reported primary data is prorated for the full evaluation period. Gasoline consumption within FIS facilities and vehicle emissions are based upon reported data that is calculated for these fuel sources.

GHG Scope 3

Category 1 – Purchased goods and services

The methodology used for category 1 and 2 leveraged the top vendors representing greater than 70% of the total spend for the years ended December 31, 2023, 2022, 2021 and 2019. CDP Climate Change responses

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were generated for vendors for periods ending December 31, 2023, 2022, 2021 and 2019 who have the publicly available responses. GHG Scope 1, GHG Scope 2, calculated relevant GHG Scope 3 categories and the revenue were used to calculate a vendor specific emission factor in $mtCO_2e$ / USD. When vendors do not complete or submit to the CDP or have an incomplete response, industry-specific NAICS codes were assigned to each line of spend to pull the corresponding U.S. EPA spend-based emission factor. Emissions were extrapolated to the total FIS spend for the years ended December 31, 2023, 2022, 2021 and 2019. Emissions from CDP data represent 20% of the total emissions.

Total spend excludes business travel (as it is accounted for in category 6), leased office and data center rents and utility charges (as these are accounted for under Scopes 1 and 2), waste management (accounted for in category 5), merchant rebates, merchant referrals, taxes and intercompany expenses.

Category 2 – Capital goods

In 2023, the Category 2 – Capital Goods, was separated from Category 1 for the first time, using the Category 1 methodology as a starting point. Category is calculated in proportion to the percentage of total spend emissions that capital expenditures represented in the 10-K filing.

Category 3 – Fuel- and energy-related activities

For electricity and chilled water, IEA country-level emission factors were applied based on usage. For fuel and steam usage, type-specific DEFRA Well-to-Tank (WTT) emission factors were applied based on usage.

Categories 4 and 9 – Upstream transportation and distribution and downstream transportation and distribution

In 2023, categories 4 and 9 were calculated for the first time separate from Category 1. Calculations include both upstream and downstream transportation, which are not separable at this time. Calculated based on FIS' courier and messenger spending activity in 2023 and assignment of industry-specific NAICS codes.

Category 5 – Waste

Estimated based on waste spend extracted from FIS' Net Spend Data. This spend was used to calculate the waste emissions assigning the NAICS code of 'Miscellaneous Waste Management Services' and using the corresponding U.S. EPA emissions factor.

Category 6 – Business travel

FIS' 2023 travel mileage from flights and car rentals was used to calculate emissions based on relevant DESNZ emissions factors. For hotel stays, DESNZ emissions factors were assigned on a room per night basis per country of stay. Where spend-based data was used for air or ground travel, travel-specific NAICS codes were assigned to calculate spend-based emissions.

Category 7 – Employee commuting and teleworking

Estimated based off headcount data and office attendance rate collected by facility managers. A sample of facilities were selected for their high number of employees commuting to work and their representativeness of FIS' geographical regions. The sample represents 60% of the total employees who commuted to work. Modes of transport were assigned based on research on city level census data, assigning typical percentages of modes of transport per city of work. DESNZ emissions factors were then assigned per mode of transport.. For facilities where office attendance percentage was not available, FIS used the average of the facilities that reported the attendance percentage information. The calculations assumed 230 working days per year.

Work from home emissions were calculated based on remote employees and assigning baseline residential energy intensity to calculate homeworking emissions based on electricity and natural gas usage by remote employees.

Category 8 – Upstream leased assets

FIS does not have upstream leased assets not already included in GHG Scope 1 and 2 reporting; therefore, no metrics were calculated for Scope 3 upstream leased assets.

Category 10 – Processing of sold products

FIS does not directly sell physical products; therefore, no metrics were calculated for Scope 3 processing of sold products. The physical product outputs of FIS are generally limited to card issuing (not manufacturing) and print and mail services on behalf of clients.

Category 11 – Use of sold products

Product sheets of the payment terminals were used to determine the power consumption and annual running hours. With the quantities produced annually, the emissions were calculated. The emissions were prorated for the remaining payment terminals.

Category 12 – End-of-life treatment of sold products

Emissions calculated from materials of sold products, paper and credit cards, through the U.S. EPA emission factors and assuming that credit cards are mostly plastic and paper is recycled.

Category 13 – Downstream leased assets

Following the calculation methodology implemented for Scope 1 and 2 calculations, electricity and fuel consumption at leased office spaces were collected or estimated and emissions were calculated using the appropriate U.S. EPA emission factors per energy source.

Category 14 – Franchises

FIS does not have franchises; therefore, no metrics were calculated for Scope 3 franchises.

Category 15 – Investments

No direct data was available, so emissions were calculated by multiplying the FIS' revenue by each investees sector-assigned U.S. EPA (NAICS) emission factors and allocated the emissions by using an

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attribution factor. This method is also consistent with the Partnership for Carbon Accounting Financials (PCAF). The attribution factor for public companies was calculated by dividing the market value of the investment by EVIC, calculated by adding market cap plus debt for public companies or for private companies adding the total equity plus debt.

Water

As part of the process to prepare water withdrawal information, the Company collects water consumption data from its facilities and applies unit conversion factors to ensure water withdrawal reflects the Company's share for the full reporting period. Water withdrawal data provided by the facilities is aggregated and totaled.

If primary data for water withdrawal is unavailable, water data for those facilities was estimated using water intensity factors based on full-time employee headcount and building type. The water intensity metrics originate from the 2012 Commercial Buildings Energy Consumption Survey (CBECS) database, which is the most recent data available. For vacant facilities, water consumption is assumed to be zero as there are no employees associated with these facilities.

If primary data is not available for a specific period (e.g. a month), the reported primary data is pro-rated for the full evaluation period.

NOTE 8 – METHODOLOGY UPDATES

GHG Emissions

Vacant properties that the Company still has operational control over were included in the Scope 1 and Scope 2 calculations for natural gas, refrigerant leakages and electricity.

The calculation integrated the most current emissions factors. For Scope 1 and Scope 2 this meant switching from DEFRA emissions factors to U.S. EPA and Green-e emissions factors as they are more recent. Green-e emissions factors were not used in previous years but were used in 2023 as part of the methodological improvements. Similarly, for Scope 3 Category 3, electricity-based well-to-tank emissions now use IEA emissions factors as they are more up to date than the DEFRA well-to-tank emissions factors for non-U.K. countries.

As part of our journey to improve the transparency and completeness of Scope 3 emissions, we have further refined our calculations to report the following:

- Categories 11, 12 and 15 are presented for the first time.
- Categories 2, 4 and 9 were previously reported as category 1 due to data availability limitations but are now reported separately.
- Category 13 now includes subleased spaces.

Refer to Note 4 for the defined significance threshold and significance factor of adjustments. In 2023, there were no adjustments made to the 2019 base year metrics.

Energy

Updated from 2012 to 2018 Commercial Buildings Energy Consumption Survey (CBECS) data, which is the most recent data available.

Water

In prior years, if primary data for water withdrawal was unavailable, the water data for a location was estimated using headcount data to calculate estimated withdrawal based on the number of people. In 2023, a new methodology was used to estimate water withdrawal where reported data is not available, switching from estimations based on an intensity factor of reported consumption per full-time employee (FTE) to using 2012 Commercial Buildings Energy Consumption Survey (CBECS) data and the average water intensity per effective FTE for an office or data center. Water metrics for 2022 and 2021 have not been recalculated due to insufficient attributes within the data and are not comparable to 2023; therefore, direct comparisons should not be made between periods. The change in methodology resulted in a large increase that was not due to activity.

NOTE 9 – ESTIMATION UNCERTAINTY

FIS obtains energy use data from across global operations of the Company for the calculation of GHG emissions. However, there are estimation uncertainties resulting from the inherent limitations in the methodologies used to calculate GHG emissions and energy for the subset of facilities and activities where actual use data is not available.

FIS obtains water data from across global operations of the Company for the calculation of water withdrawal. However, there are estimation uncertainties resulting from the inherent limitations in the methodologies used to calculate water for the subset of facilities and activities in which actual withdrawal data is not available.

The selection of different but acceptable measurement techniques can result in materially different measurements being reported. The precision of different measurement techniques may also vary and could have resulted in materially different amounts being reported. These methodologies are described within this report in Note 7.

NOTE 10 – ENERGY INTENSITY

GHG energy intensity has been calculated utilizing net revenue as the basis for the intensity calculations using the guidance in the GRI 302-3 standard for the years ended December 31, 2023, 2022, 2021 and 2019.

Energy	2019	2021	2022	2023
Net Revenue (In Millions)	$10,333	$13,877	$14,528	$14,680
Total Energy Consumption Within the Organization	998,506 GJ	619,380 GJ	651,041 GJ	575,718 GJ
Energy Intensity (GJ/Revenue)	96.63	44.63	44.81	39.22

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NOTE 11 – GHG INTENSITY

GHG emissions intensity has been calculated utilizing net revenue as the basis for the intensity calculations using the guidance in the GRI 305-4 standard for the years ended December 31, 2023, 2022, 2021 and 2019.

GHG Emissions	2019	2021	2022	2023
Net Revenue (In Millions)	$10,333	$13,877	$14,528	$14,680
Total GHG Emissions (Scope 1, 2 Market-Based and Scope 3 Emissions)	670,382 TCO_2e	522,377 TCO_2e	599,671 TCO_2e	530,940 TCO_2e
GHG Intensity (TCO_2e/Revenue)	64.88	37.64	41.27	36.17

NOTE 12 – RENEWABLE ENERGY

FIS calculates the percentage of electricity from renewable energy sources using the guidance in SASB, specifically, TC-SI-130a.1 by dividing total renewable electricity from renewable energy sources by total global electricity consumption. FIS does not generate renewable energy and includes all bundled and unbundled electricity procured from renewable energy in our calculations. FIS, in some instances, leverages power purchase agreements.

NOTE 13 – CARBON OFFSETS

FIS purchased and permanently retired carbon credits in the amount of 10,000, 7,200, 4,363 and 0 scope metric tonnes CO_2 for the years ended December 31, 2023, 2022, 2021 and 2019 respectively on a public registry. The carbon credit purchases compensate for FIS' GHG Scope 1 emissions footprint. Each of the projects were validated by the Verified Carbon Standard.

NOTE 14 – GHG EMISSIONS BY GAS

FIS is currently unable to disclose GHG emissions by gas for Scope 3. Scope 3 emissions factors do not break down CO_2e into constituent gases. The tables below break out GHG Scope 1 and Scope 2 emissions by gas. Scope 2 emissions by gas were calculated for the first time for the period ended December 31, 2022, the breakdown is not available for prior years as the IEA license was not available. The gases PFCs, SF6 and NF3 are not applicable to FIS.

GHG Scope 1 Emissions by Gas

Gas	2019	2021	2022	2023
CO2	10,352 metric tonnes	7,693 metric tonnes	9,348 metric tonnes	6,336 metric tonnes
CH4	0 metric tonnes	0 metric tonnes	0 metric tonnes	0 metric tonnes
N20	0 metric tonnes	0 metric tonnes	0 metric tonnes	0 metric tonnes
HFC	4 metric tonnes	1 metric tonne	2 metric tonnes	2 metric tonnes

Gas	2019	2021	2022	2023
CO2	10,352 TCO_2e	7,693 TCO_2e	9,348 TCO_2e	6,336 TCO_2e
CH4	6 TCO_2e	5 TCO_2e	6 TCO_2e	5 TCO_2e
N20	33 TCO_2e	44 TCO_2e	58 TCO_2e	7 TCO_2e
HFC	6,554 TCO_2e	2,470 TCO_2e	3,512 TCO_2e	3,639 TCO_2e

GHG Scope 2 (Market-Based) Emissions by Gas

Gas	2019	2021	2022	2023
CO2	NA	NA	57,252 metric tonnes	40,394 metric tonnes
CH4	NA	NA	4 metric tonnes	0 metric tonnes
N20	NA	NA	1 metric tonne	0 metric tonnes
HFC	NA	NA	0 metric tonnes	0 metric tonnes

Gas	2019	2021	2022	2023
CO2	NA	NA	57,252 TCO_2e	40,394 TCO_2e
CH4	NA	NA	117 TCO_2e	1 TCO_2e
N20	NA	NA	169 TCO_2e	27 TCO_2e
HFC	NA	NA	0 TCO_2e	0 TCO_2e

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GHG Scope 2 (Location-Based) Emissions by Gas

Gas	2019	2021	2022	2023
CO2	NA	NA	58,047 metric tonnes	50,119 metric tonnes
CH4	NA	NA	4 metric tonnes	3 metric tonnes
N20	NA	NA	1 metric tonne	1 metric tonne
HFC	NA	NA	0 metric tonnes	0 metric tonnes

Gas	2019	2021	2022	2023
CO2	NA	NA	58,047 TCO_2e	50,119 TCO_2e
CH4	NA	NA	118 TCO_2e	98 TCO_2e
N20	NA	NA	175 TCO_2e	156 TCO_2e
HFC	NA	NA	0 TCO_2e	0 TCO_2e

NOTE 15 – ENERGY SOLD

The Company did not sell any energy including electricity, heating, cooling and steam for the years ended December 31, 2023, 2022, 2021 and 2019 respectively.

NOTE 16 – WATER SOURCES

FIS' primary water source is freshwater derived from third-party public water supply systems. The Company defines fresh water according to the local laws and regulations where it operates. Assumptions include where there is no legal definition, fresh water shall be considered water that has less than 1,000 parts per million of dissolved solids per the U.S. Geological Survey.

Surface water (including water from wetlands, rivers, lakes and oceans), groundwater, seawater, produced water and rainwater collected directly and stored by the Company are not relevant water sources for the Company based upon the nature of its operations.

FIS obtains water data from across our global operations for the calculation of our water withdrawal. The procedures for estimating water withdrawal for facilities that are unable to provide water withdrawal information are described in Note 7.

NOTE 17 – WATER CONSUMPTION

Water consumption is defined as water that evaporates during withdrawal, usage and discharge; water that is directly or indirectly incorporated into the entity's product or service; water that does not otherwise return to the same catchment area from which it was withdrawn, such as water returned to another catchment area or the sea. FIS is not a major consumer of water due to the nature of operations which primarily include facilities, data centers and vehicles, as such water consumption and water discharge is not currently tracked.

NOTE 18 – BASELINE WATER STRESS

The Percentage Water Withdrawn in Regions with High or Extremely High Baseline Water Stress was calculated based on high and extremely high designations from the World Resources Institute's global water risk mapping tool, Aqueduct, during the years ended December 31, 2023, 2022 and 2021.

GRI CONTENT INDEX

Statement of use	FIS has reported the information cited in this GRI content index for the period of January 1, 2023 December 31, 2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 2: General Disclosures 2021		
2-1 Organizational details	2023 Annual Report, page 9 2023 Annual Report, Market for Registrant's Common Equity, Related Stockholder Matters, page 45 2023 Annual Report, Properties, page 34	
2-2 Entities included in the organization's sustainability reporting	2023 Annual Report, Business, page 2	
2-3 Reporting period, frequency and contact point	About This Report, page 82	
2-4 Restatements of information	No restatements of information	
2-5 External assurance	Independent Accountant's Review Report, page 87	
2-6 Activities, value chain and other business relationships	2023 Annual Report, Business, page 2 Managing a Sustainable Supply Chain, page 78	
2-7 Employees	2023 Annual Report, Human Capital Management, page 12 About FIS, page 5	#8 Decent Work and Economic Growth #10 Reduced Inequalities
2-8 Workers who are not employees	Data Tables, page 84	#8 Decent Work and Economic Growth
2-9 Governance structure and composition	2024 Proxy Statement, Committees of the Board, page 41	#5 Gender Equality
2-10 Nomination and selection of the highest governance body	2024 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 44	#5 Gender Equality
2-11 Chair of the highest governance body	2024 Proxy Statement, Board Leadership Structure, page 39	
2-12 Role of the highest governance body in overseeing the management of impacts	2024 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 44 2024 Proxy Statement, Shareholder and Stakeholder Engagement, page 34 Corporate Governance, Nominating and Sustainability Committee Charter, Meetings, page 1	
2-13 Delegation of responsibility for managing impacts	2024 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 44 Governance Oversight, Structure and Practices, page 64	
2-14 Role of the highest governance body in sustainability reporting	Governance Oversight, Structure and Practices, page 64	
2-15 Conflicts of interest	2024 Proxy Statement, Review, Approval or Ratification of Transactions with Related Persons, page 108 Corporate Governance Guidelines	
2-16 Communication of critical concerns	Operating with Integrity, page 67	
2-17 Collective knowledge of the highest governance body	Governance Oversight, Structure and Practices, page 64	

GRI CONTENT INDEX

Disclosure	Report Location or External FIS Reference	SDG Linkage
2-18 Evaluation of the performance of the highest governance body	2024 Proxy Statement, Our Board and Committee Evaluation Process, page 38	
2-19 Remuneration policies	2024 Proxy Statement, Compensation Discussion and Analysis, page 53	
2-20 Process to determine remuneration	2024 Proxy Statement, Compensation Discussion and Analysis, page 53	
2-21 Annual total compensation ratio	2024 Proxy Statement, CEO Pay Ratio, page 96 2023 Proxy Statement, CEO Pay Ratio, page 110	
2-22 Statement on sustainable development strategy	Letter From Our CEO and President, page 3	
2-23 Policy commitments	Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 22 Advancing the Workforce of the Future, page 31 Fostering Inclusion and Diversity, page 44 Managing Environmental Impact and Risk, page 55 Governance Oversight, Structure and Practices, page 64 Operating with Integrity, page 67 Managing a Sustainable Supply Chain, page 78	
2-24 Embedding policy commitments	Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 22 Advancing the Workforce of the Future, page 31 Fostering Inclusion and Diversity, page 44 Managing Environmental Impact and Risk, page 55 Governance Oversight, Structure and Practices, page 64 Operating with Integrity, page 67 Managing a Sustainable Supply Chain, page 78	
2-25 Processes to remediate negative impacts	Governance Oversight, Structure and Practices, page 64 Operating with Integrity, page 67	
2-26 Mechanisms for seeking advice and raising concerns	Governance Oversight, Structure and Practices, page 64	
2-27 Compliance with laws and regulations	2023 Annual Report, Legal Proceedings, page 35	
2-28 Membership associations	Operating with Integrity, page 67	
2-29 Approach to stakeholder engagement	Introduction, page 3	
2-30 Collective bargaining agreements	We comply with local, provincial and national laws protecting the rights of employees to freely associate, organize and bargain collectively. None of our U.S. workforce currently is unionized. Approximately 10,000 of our employees, primarily in Brazil and European countries, were represented by labor unions or works councils as of December 31, 2023.	#8 Decent Work and Economic Growth

GRI CONTENT INDEX

Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 3: Material Topics 2021		
3-1 Process to determine material topics	Introduction, page 3	
3-2 List of material topics	Introduction, page 3	
3-3 Management of material topics	Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 22 Advancing the Workforce of the Future, page 31 Fostering Inclusion and Diversity, page 44 Managing Environmental Impact and Risk, page 55 Governance Oversight, Structure and Practices, page 64 Operating with Integrity, page 67 Managing a Sustainable Supply Chain, page 78	
GRI 201: Economic Performance 2016		
201-1 Direct economic value generated and distributed	About FIS, page 5	#8 Decent Work and Economic Growth #9 Industry, Innovation and Infrastructure
201-2 Financial implications and other risks and opportunities due to climate change	Managing Environmental Impact and Risk, page 55	#13 Climate Action
GRI 203: Indirect Economic Impacts 2016		
203-2 Significant indirect economic impacts	Empowering Individuals and Businesses in the Digital Economy, page 12 Advancing the Workforce of the Future, page 31	#8 Decent Work and Economic Growth #10 Reduced Inequalities
GRI 204: Procurement Practices 2016		
204-1 Proportion of spending on local suppliers	Managing a Sustainable Supply Chain, page 78	#8 Decent Work and Economic Growth
GRI 205: Anti-corruption 2016		
205-1 Operations assessed for risks related to corruption	Operating with Integrity, page 67	
205-2 Communication and training about anti-corruption policies and procedures	Operating with Integrity, page 67	
GRI 206: Anti-competitive Behavior 2016		
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	2023 Annual Report, Legal Proceedings, page 35	

GRI CONTENT INDEX

Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 207: Tax 2019		
207-1 Approach to tax	FIS Tax Strategy	#10 Reduced Inequalities
GRI 302: Energy 2016		
302-1 Energy consumption within the organization	Managing Environmental Impact and Risk, page 55 Environmental Statements and Notes, page 88	#8 Decent Work and Economic Growth #13 Climate Action
302-3 Energy intensity	Environmental Statements and Notes, page 88	
GRI 303: Water and Effluents 2018		
303-3 Water withdrawal	Managing Environmental Impact and Risk, page 55 Environmental Statements and Notes, page 88	#13 Climate Action
GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	Managing Environmental Impact and Risk, page 55 Environmental Statements and Notes, page 88	#13 Climate Action
305-2 Energy indirect (Scope 2) GHG emissions	Managing Environmental Impact and Risk, page 55 Environmental Statements and Notes, page 88	
305-3 Other indirect (Scope 3) GHG emissions	Managing Environmental Impact and Risk, page 55 Environmental Statements and Notes, page 88	
305-4 GHG emissions intensity	Environmental Statements and Notes, page 88	#13 Climate Action
Disclosure 305-6 Emissions of ozone-depleting substances (ODS)	Data Tables, page 84	#13 Climate Action
GRI 401: Employment 2016		
401-3 Parental leave	Advancing the Workforce of the Future, page 31 Data Tables, page 84	#5 Gender Equality #8 Decent Work and Economic Growth

GRI CONTENT INDEX

Disclosure	Report Location or External FIS Reference	SDG Linkage
GRI 404: Training and Education 2016		
404-1 Average hours of training per year per employee	Advancing the Workforce of the Future, page 31 Data Tables, page 84	#5 Gender Equality #8 Decent Work and Economic Growth #10 Reduced Inequalities
404-2 Programs for upgrading employee skills and transition assistance programs	Advancing the Workforce of the Future, page 31	#8 Decent Work and Economic Growth
404-3 Percentage of employees receiving regular performance and career development reviews	Advancing the Workforce of the Future, page 31 Data Tables, page 84	#8 Decent Work and Economic Growth #10 Reduced Inequalities
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	Fostering Inclusion and Diversity, page 44	#5 Gender Equality #8 Decent Work and Economic Growth
GRI 415: Public Policy 2016		
415-1 Political contributions	Operating with Integrity, page 67	

SASB CONTENT INDEX

Topic	Accounting Metric	Code	Response
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	Environmental Statements and Notes, page 88
	(1) Total water withdrawn, (2) percentage in regions with High or Extremely High Baseline Water Stress	TC-SI-130a.2	Environmental Statements and Notes, page 88
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Managing Environmental Impact and Risk, page 55
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Protecting Our Clients and the Financial System, page 22
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	TC-SI-220a.5	FIS does not survey or collect data on instances of government monitoring, blocking or censorship that impact our products or services, but as a global Company we may be occasionally subject to these practices in countries where we have operations or in countries where our clients do business.
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Protecting Our Clients and the Financial System, page 22
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	Data Tables, page 84 Advancing the Workforce of the Future, page 31
	Employee engagement as a percentage	TC-SI-330a.2	Data Tables, page 84 Advancing the Workforce of the Future, page 31
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-SI-330a.3	Data Tables, page 84 Fostering Inclusion and Diversity, page 44
Managing Systemic Risks from Technology Disruptions	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Operating with Integrity, page 67

TCFD CONTENT INDEX

Topic	Accounting Metric	Response
Governance	a) Describe the board's oversight of climate-related risks and opportunities.	Managing Environmental Impact and Risk, page 55 Governance Oversight, Structure and Practices, page 64 2023 CDP Response
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	Managing Environmental Impact and Risk, page 55 2023 CDP Response
Strategy	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Managing Environmental Impact and Risk, page 55 2023 CDP Response
	b) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Managing Environmental Impact and Risk, page 55 2023 CDP Response
	c) Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Managing Environmental Impact and Risk, page 55 2023 CDP Response
Risk Management	a) Describe the organization's processes for identifying and assessing climate-related risks.	Managing Environmental Impact and Risk, page 55 2023 CDP Response
	b) Describe the organization's processes for managing climate-related risks.	Managing Environmental Impact and Risk, page 55 2023 CDP Response
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Managing Environmental Impact and Risk, page 55 2023 CDP Response
Metrics & Targets	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Managing Environmental Impact and Risk, page 55 Environmental Statements and Notes, page 88 2023 CDP Response
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Managing Environmental Impact and Risk, page 55 Environmental Statements and Notes, page 88 2023 CDP Response
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Managing Environmental Impact and Risk, page 55 2023 CDP Response

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HEADQUARTERS

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Report developed with assistance of Governance & Accountability Institute, Inc.
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