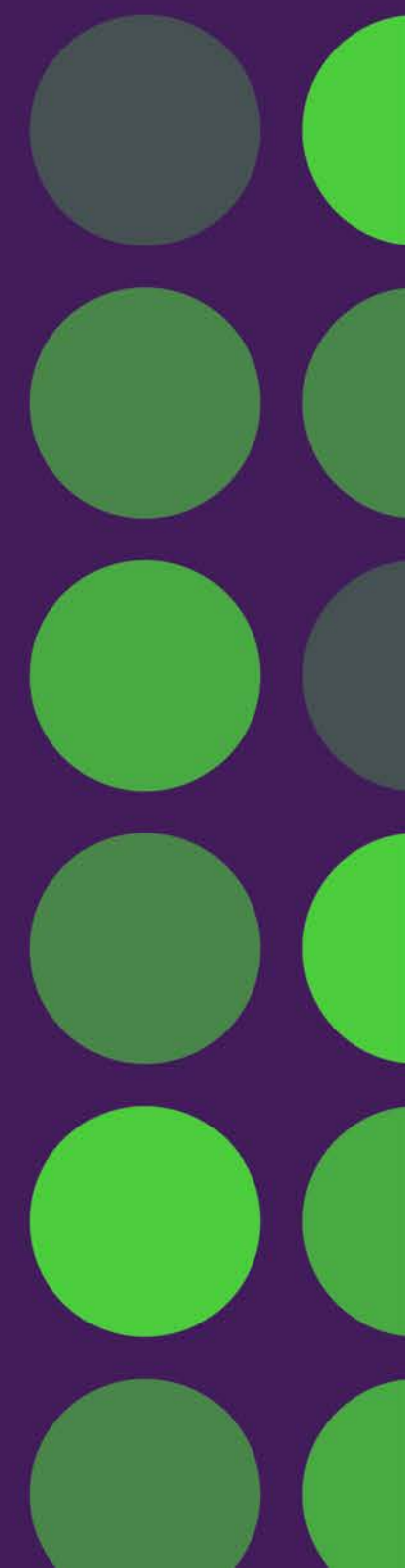




2024

# Global Sustainability Report

Unlocking financial technology.  
Bringing the world's money into harmony.



# Introduction

## Sustainable Societies

**CHAPTER 1** Empowering Individuals and Businesses in the Digital Economy

**CHAPTER 2** Protecting Our Clients and the Financial System

**CHAPTER 3** Advancing the Workforce of the Future

## Sustainable Planet

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**CHAPTER 6** Operating With Integrity

**CHAPTER 7** Managing Responsible Procurement

## Appendix



# Letter from our CEO and president

For more than 50 years, FIS has provided advanced technology that enables organizations to manage and move money across the global financial lifecycle with the highest levels of mission-critical reliability, availability and security. Today, our systems and services are at the heart of the global economy. \$16 trillion of financial assets — about 10% of global GDP\* — flows through our systems and technology each year.

As one of the world’s largest fintech providers, we are passionate about helping our clients apply leading-edge technology to unlock growth opportunities and succeed in a digital age. As part of this mission, we are committed to operating our business in a responsible way that advances sustainability for the clients, colleagues and communities we serve.

This report highlights our continued progress over the past year in our sustainability focus areas of operating with integrity, empowering the communities where we live and work, and managing environmental impact and risk. Because of our work, I’m proud to say that FIS is being recognized for our leadership in sustainability and corporate responsibility. For example, we were named one of TIME’s World’s Best Companies, which recognizes companies based on their leadership in employee satisfaction, revenue growth and sustainability performance.

In addition to this report, I invite you to check out the [FIS Gives Back Report 2024](#), which highlights the work our company and our colleagues are doing around the world to give back to our local communities.

In a world that is changing quickly, the work of creating a better tomorrow never stops. FIS is committed to doing our part.

Sincerely,



**Stephanie Ferris**

**Chief Executive Officer and President**



\*GDP as measured by the International Monetary Fund (IMF).

# About FIS

## FIS unlocks financial technology to the world.

FIS is a financial technology company providing solutions to financial institutions, businesses and developers. We unlock financial technology that underpins the world’s financial system. Our people are dedicated to advancing the way the world pays, banks and invests by helping our clients confidently run, grow and protect their businesses. Our expertise comes from decades of experience helping financial institutions and businesses adapt to meet the needs of their customers by harnessing the power that comes when reliability meets innovation in financial technology. Headquartered in Jacksonville, Fla., FIS is a member of the Fortune 500® and the Standard & Poor’s 500® Index.

### Worldpay separation

On Jan. 31, 2024, we completed the sale (the "Worldpay Sale") of a 55% equity interest in our Worldpay Merchant Solutions business to private equity funds managed by GTCR, LLC (such funds, the "Buyer"). FIS retained a noncontrolling 45% equity interest in a new standalone joint venture, Worldpay Holdco, LLC ("Worldpay"), following the closing of the Worldpay Sale. In April 2025, we announced an agreement to sell our remaining equity stake in Worldpay to Global Payments, with the proceeds to be applied to our purchase of Global Payments’ Issuer Solutions business, both of which are expected to be completed in the first half of 2026.

Unless otherwise noted, this report excludes the activities and results of the Worldpay Merchant Solutions business in the 2024 reported metrics.<sup>1</sup>

1 - FIS did not recalculate the comparative reported metrics to exclude the impact of the Worldpay Merchant Solutions business.

## Our purpose

To advance the digital transformation of our financial economy

**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

## Our people

Country count

60

Headcount

50K+

Employees outside the U.S.

32K+

Headquarters

Jacksonville, Fla.

2024 revenue

\$10.1B

Our reach

Clients

14K

Percentage of the world’s leading banks using our technology

95%

Financial assets on platforms

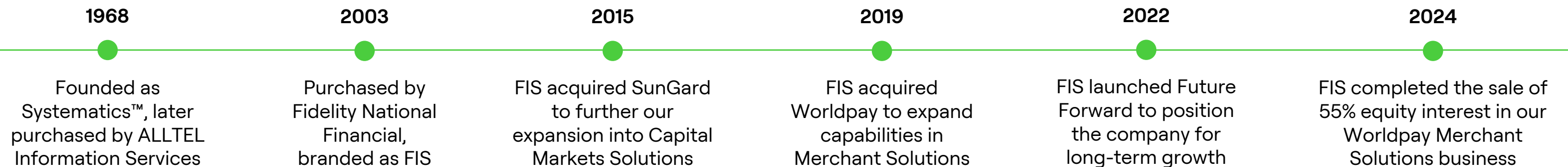
\$16T

## Our technology powers the global economy across the money lifecycle

We enable financial institutions, businesses and developers to manage money as it moves through the global economy—when it’s at rest, when it’s in motion and when it’s at work.



### Company history



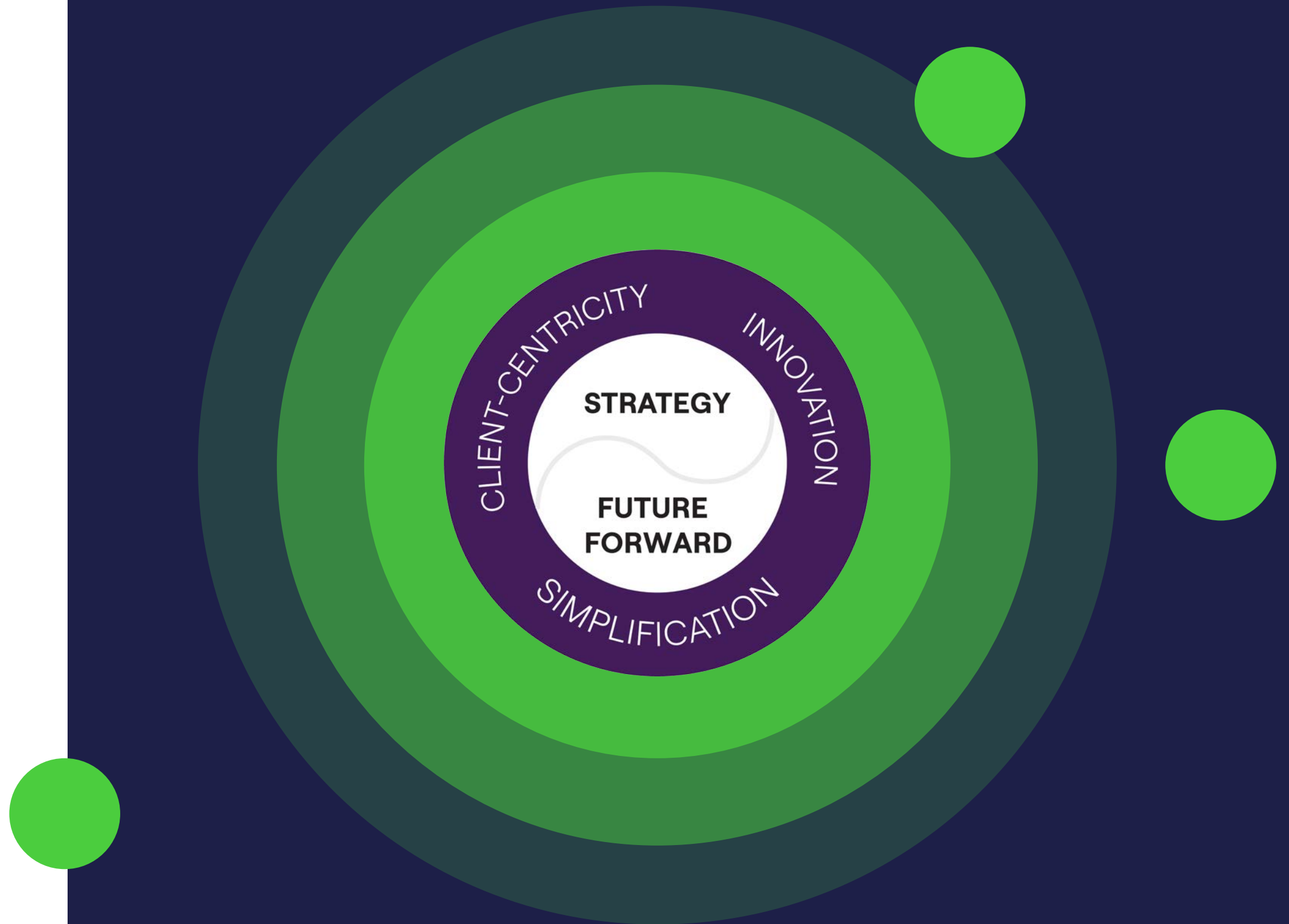
# Future Forward is our strategy

**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<sup>2</sup>, 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.

We leverage our position as a global fintech leader to advance sustainability in three key areas: empowering societies to thrive in a digital economy; managing environmental impact and risk; and supporting our company, clients and the global financial system to operate with integrity.

## Materiality assessment approach

As we navigate rapidly evolving ESG disclosure regulations, we have begun to assess the alignment of our reporting with the European Union's Corporate Sustainability Reporting Directive (CSRD) and other regulations in the jurisdictions in which we operate.

In preparation for regulatory compliance with CSRD, in 2024, FIS updated its approach by conducting a double materiality assessment (DMA) in line with the European Sustainability Reporting Standards (ESRS 1 and 2) and guidance from the European Financial Reporting Advisory Group (EFRAG). The materiality assessment identifies the sustainability matters that are material for FIS based on potential and actual impacts, risks and opportunities (IROs) as defined by the then-in-effect ESRS.

Our previously identified ESG material topics and disclosures, outlined at right, are generally consistent with the preliminary results of the DMA.

As noted above, ESG disclosure regulations are rapidly evolving. The European Union (EU) adopted its so-called Stop the Clock Directive in 2025, which delays FIS' compliance date for filing our CSRD report by two years. The EU has also issued a proposed companion Omnibus Directive, which proposes, among other things, to streamline and amend the ESRS. As a result of these changes and any other changes due to the passage of time, our DMA and ESG material topics are subject to change.

### Environmental

[Climate change](#) (pgs. 39-43)

### Social

[Access to finance](#) (pgs. 12-17)

[Cybersecurity](#) (pgs. 24-26)

[Equal treatment and opportunities](#) (pg. 37)

[Privacy](#) (pgs. 18-23)

[Working conditions](#) (pgs. 27-36)

### Governance

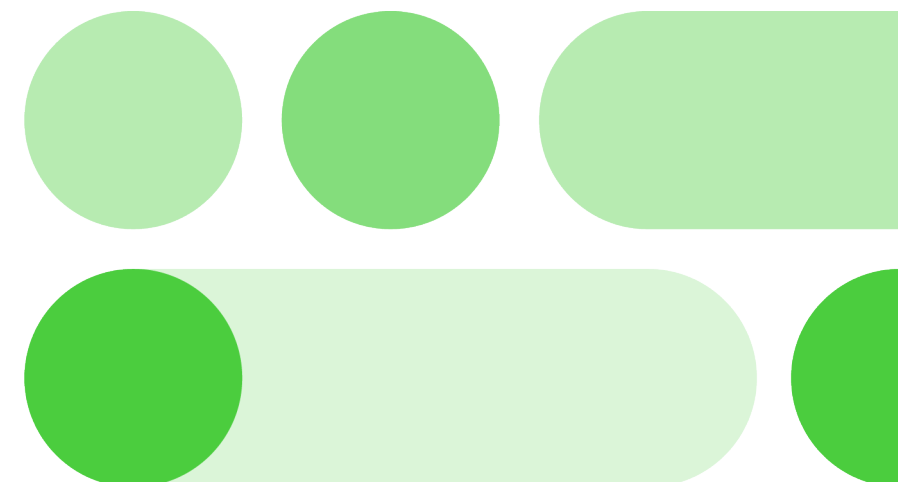
[Anti-corruption and anti-bribery](#) (pgs. 56-57)

[Business continuity](#) (pgs. 49-51)

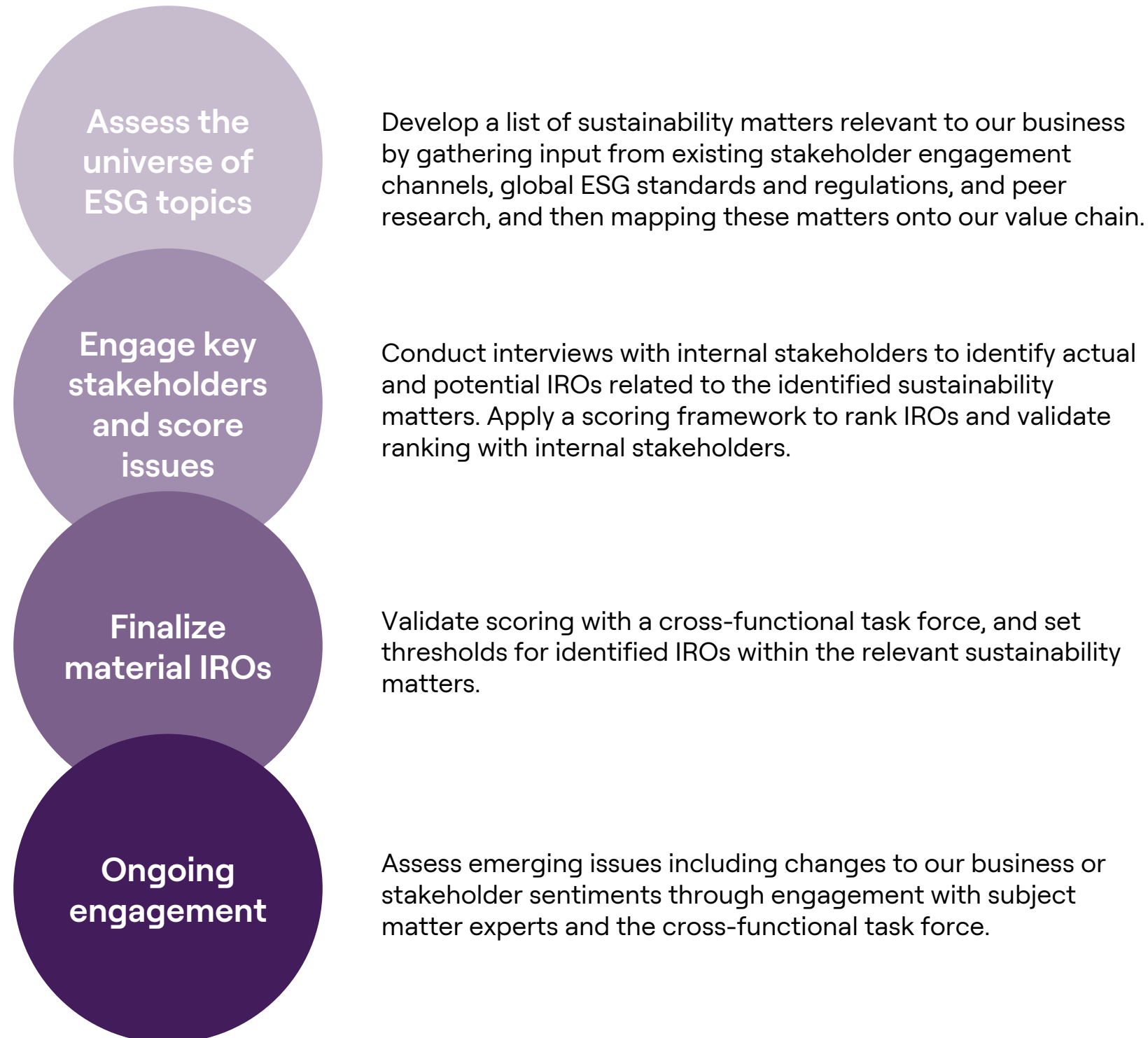
[Business ethics](#) (pgs. 52-55)

[Corporate culture](#) (pg. 48)

<sup>2</sup> - For purposes of this report, we assess materiality differently from the way we assess it for purposes of our disclosures under applicable securities law. Please see additional information regarding this report's use of the term "material" and forward looking statements in the "About this report" and "Forward-looking statements" sections on page 63.



## Materiality assessment methodology



## Additional ESG resources

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

[FIS 2024 Annual Report](#)

[FIS 2025 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 Gives Back Report 2024](#)

[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](#)

## Supporting our clients' sustainability initiatives

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

### Factset partnership and FIS Insurance Investment Manager

In 2024, FIS continued to partner with FactSet Truvalue to integrate ESG data, analytics and reporting solutions into FIS' suite of capital markets products and services.

In addition, FIS released its Insurance Investment Manager to enable insurers to objectively measure the sustainability of investment portfolios with scores from FactSet.

### Thought leadership

FIS continues to provide ESG-related thought leadership and guidance to our clients and partners. Our content tracks regulatory disclosures, business challenges and opportunities for a wide range of banking, asset management, lending, asset finance and other clients. We also identify effective data management strategies and opportunities to leverage artificial intelligence (AI) to solve ESG challenges.

### Climate Risk Financial Modeler

In 2024, FIS advanced its climate risk modeling solution designed to enable climate risk mitigation and management for companies and banks. The solution supports financial quantification, long-term planning and insurance program management. It also helps firms comply with regulatory requirements and understand the financial impacts of climate risk on their operations.

The Climate Risk Financial Modeler earned FIS a spot on the Chartis ClimateRisk50 2024 ranking, with FIS scoring in the top quartile of all climate risk providers and winning the top award in the "Reporting and Dashboarding" category.

### 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 digital solution reinforces active governance by helping issuers fulfill ESG mandates and comply with the Shareholder Rights Directive II (SRD II) regulatory requirements.

# Recognition

## Select awards



### InsuranceERM Climate Risk & Sustainability Award 2024

Recognizes individuals, teams and companies that demonstrate leadership in climate risk management and exceed client expectations; awarded to FIS for its Climate Risk Financial Modeler



### Time Magazine's World's Best Companies of 2024

Ranking based on a formula of employee satisfaction surveys, revenue growth and ESG data



### Newsweek Most Trustworthy Companies in America 2024

Ranking of U.S. public and private companies based on trustworthiness within their industry



### Newsweek America's Greenest Companies 2024

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



### Mental Health America's Bell Seal for Workplace Mental Health 2024

Recognizes employers committed to creating mentally healthy workplaces

## ESG ratings performance<sup>3</sup>

### MSCI: AA<sup>4</sup>



MSCI grades companies on a scale from AAA (highest) to CCC (lowest). In mid-2025, FIS' MSCI rating was AA.

### Sustainalytics: Low Risk



Sustainalytics ranks companies based on risk level: negligible, low, medium, high or severe risk. In December 2024, our Sustainalytics rating was 18.2, which is categorized as "Low Risk."

### CDP: C



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 2024 Climate Change Questionnaire, indicating awareness-level engagement.

3 - 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.

4 - 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 February 1, 2025.

# Sustainable Societies

**CHAPTER 1**

Empowering Individuals and Businesses in the Digital Economy

**CHAPTER 2**

Protecting Our Clients and the Financial System

**CHAPTER 3**

Advancing the Workforce of the Future



## CHAPTER 1

# Empowering Individuals and Businesses in the Digital Economy

While the world continues to shift to a more digital economy, approximately 2.6 billion people remained offline in 2024.<sup>5</sup>

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 and access 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.

We believe that our efforts to advance financial inclusion and access can directly impact economic growth<sup>6</sup> in countries where we operate and improve the communities in which our employees live and work.



Ronald Whyte

President, Chex Systems, Inc.



We fully understand that access to safe and affordable banking is a critical part of a consumer's overall financial stability. Client and customer education is a key part of advancing efforts to promote financial inclusion, and in the U.S., we continue to work with financial institution partners of all sizes to create opportunities that reduce barriers to bank accounts in support of overall financial wellness."

5 - [International Telecommunication Union, Measuring Digital Development: Facts and Figures 2024](#)

6 - [International Monetary Fund, Financial Inclusion: What Have We Learned So Far? What Do We Have To Learn?, Working Paper 2020](#)

## FIS solutions to advance financial inclusion and access

Offering financially inclusive solutions to our clients and their customers is a key pillar of FIS' Framework for Financial Inclusion. In 2024, 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

Embracing principles of financial inclusion in our product offerings to 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 & volunteerism

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



## 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 principles:

**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 our solutions to protect consumers from fraudulent activity

**Access:** Facilitate consumer and financial institution access to their financial data

## Improving bank account access for individuals

The Federal Deposit Insurance Corporation’s National Survey of Unbanked and Underbanked Households estimated that 4.2% of U.S. households were “unbanked” in 2023, meaning no one in the household had a checking or savings account at a bank or credit union. An estimated 14.2% — representing approximately 19 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.<sup>7</sup>

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 aims to allow everyone the opportunity to access 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 Bank On initiative through our Bank On Bundle, which includes three ChexSystems®<sup>8</sup> products that help financial institutions offer Bank On-certified accounts (or similar safe and low-cost accounts), track the accounts’ performance and provide educational content to help account holders 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 CFE’s national movement to improve financial access.



7 - [2023 FDIC National Survey of Unbanked and Underbanked Households](#)

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

## 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 their 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 help encourage 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.

## Financial Literacy Program

In 2024, 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 services that are designed to support our clients' commitments to Web Content Accessibility Guidelines 2. Our web-accessible financial literacy products support 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, skill-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 deposit account activities include information to educate consumers of all backgrounds, including providing information to help consumers understand their rights and how they can be exercised. The reports can be provided in multiple formats, including braille, text to speech, large print and Spanish, to accommodate consumers' varying needs. Obtaining these reports is free.



Hashim  
Toussaint  
Senior Vice  
President, GM of  
Digital & Open  
Banking



Customers increasingly expect more of their banks, and we continue to invest in digital technology that provides personalized, convenient and accessible solutions that help our clients promote financial wellness and build long-term trust and loyalty with their customers.”

## Supporting financial wellness and identity protection

OnAlert® from ChexSystems is a 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 alerts for both credit and noncredit account trigger events such as account authorizations, inquiries, new check orders and closures as well as financial accounts for unauthorized changes or suspicious transactions. OnAlert utilizes deposit account data in addition to traditional credit data to provide expanded coverage to help consumers detect potential fraud.

## 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 an immersive initiative that provides a unique opportunity for cohort companies to engage and share their innovative solutions with FIS' financial institution clients.

In 2024, the program received over 200 applications from fintech companies located across 26 countries, including the U.S. The nine companies selected represented several areas of innovative technology, including payments, anti-money laundering (AML), treasury services, transaction enrichment, open banking and vendor management. The program culminated with Innovation Day in November 2024, where leaders from each participating fintech company showcased their innovations to financial services leaders and influencers, potential investors and entrepreneurs.

## Providing reliable and secure EBT solutions

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 2024, FIS facilitated the use of EBT cards for approximately 15.8 million households receiving SNAP benefits, as well as 4.3 million participants in the Women, Infant and Children program.

# 15.8 million

Households receiving SNAP benefits

# 4.3 million

Participants in the Women, Infant and Children program

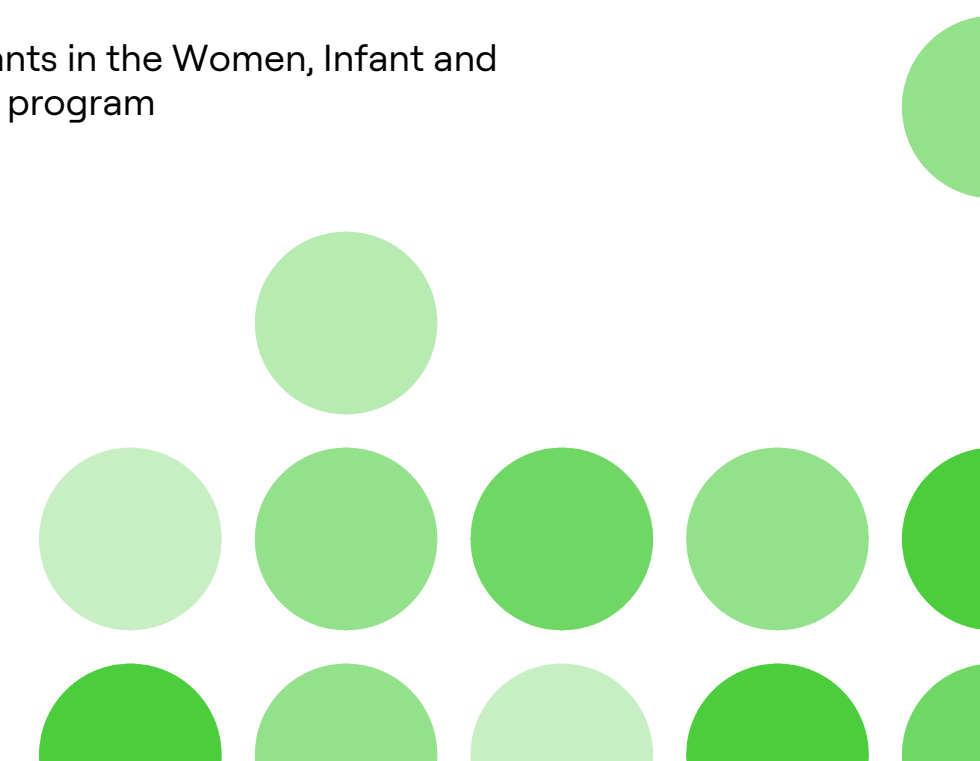


Kim Bynan

Head of Issuing Solutions



FIS provides reliable, secure and innovative solutions for recipients of the Supplemental Nutrition Assistance Program; Temporary Assistance for Needy Families; and Women, Infant and Children programs. We are proactively investing in technologies that improve the efficiency of the program, reduce fraud and improve the financial lives of program beneficiaries.”



## 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, improve financial access and promote financial wellness.

## Supporting financial institutions in underserved communities

In 2024, we continued to focus on supporting the technology needs of our wide-ranging financial institution client base, including Minority Deposit Institutions (MDIs) and Community Development Financial Institutions (CDFIs). As a critical part of our client-centricity initiative, we spent time gathering feedback on customer care, products and service improvement opportunities and are committed to enhancing our offerings to better serve our clients.

We continue to partner closely with our MDI and CDFI clients in order to support their ability to drive significant economic activity and address the financial needs of individuals and small businesses in their communities.

We also engaged with the bipartisan U.S. Senate Community Development Finance Caucus and House Financial Literacy Caucus to advocate for policy changes that support these institutions' ability to adapt and grow in an increasingly competitive landscape.

FIS remains dedicated to unlocking technology opportunities and fostering growth for our MDI and CDFI clients to strengthen their operational resilience and long-term sustainability.

## 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 2024 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.

## Philanthropy and volunteerism

At FIS, our Be the Change core value encompasses our longstanding commitment to give back to the communities where we live and work every day. We utilize technology, philanthropy and volunteerism to empower our local communities across the globe by unlocking access to the financial ecosystem and continuous economic growth. For more information on our philanthropic partnerships and initiatives, please reference the [FIS Gives Back Report 2024](#).



## CHAPTER 2

# Protecting Our Clients and the Financial System

FIS' important role in supporting financial systems around the world makes it imperative that we 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 help ensure that our technology platforms and our clients' data are well protected.



Anna Shea

Chief Privacy Officer



We recognize protecting personal data is foundational to earning and maintaining trust. Our privacy program is built to go beyond compliance, embedding data protection into every aspect of our operations, products and services. We are committed to upholding the highest standards of privacy, data protection and security while supporting innovation that responsibly serves our clients around the world."



## Enhancing privacy and data protection

Our clients and other stakeholders trust us to protect their privacy and data. Maintaining this trust is a 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 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 high standards of ethical conduct.

#### Transparency

Transparency is integral to our approach. We work to 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 to our clients, helping them to 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 and maintain compliance with relevant global privacy and data protection laws and regulations. This program governs the processing of 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.

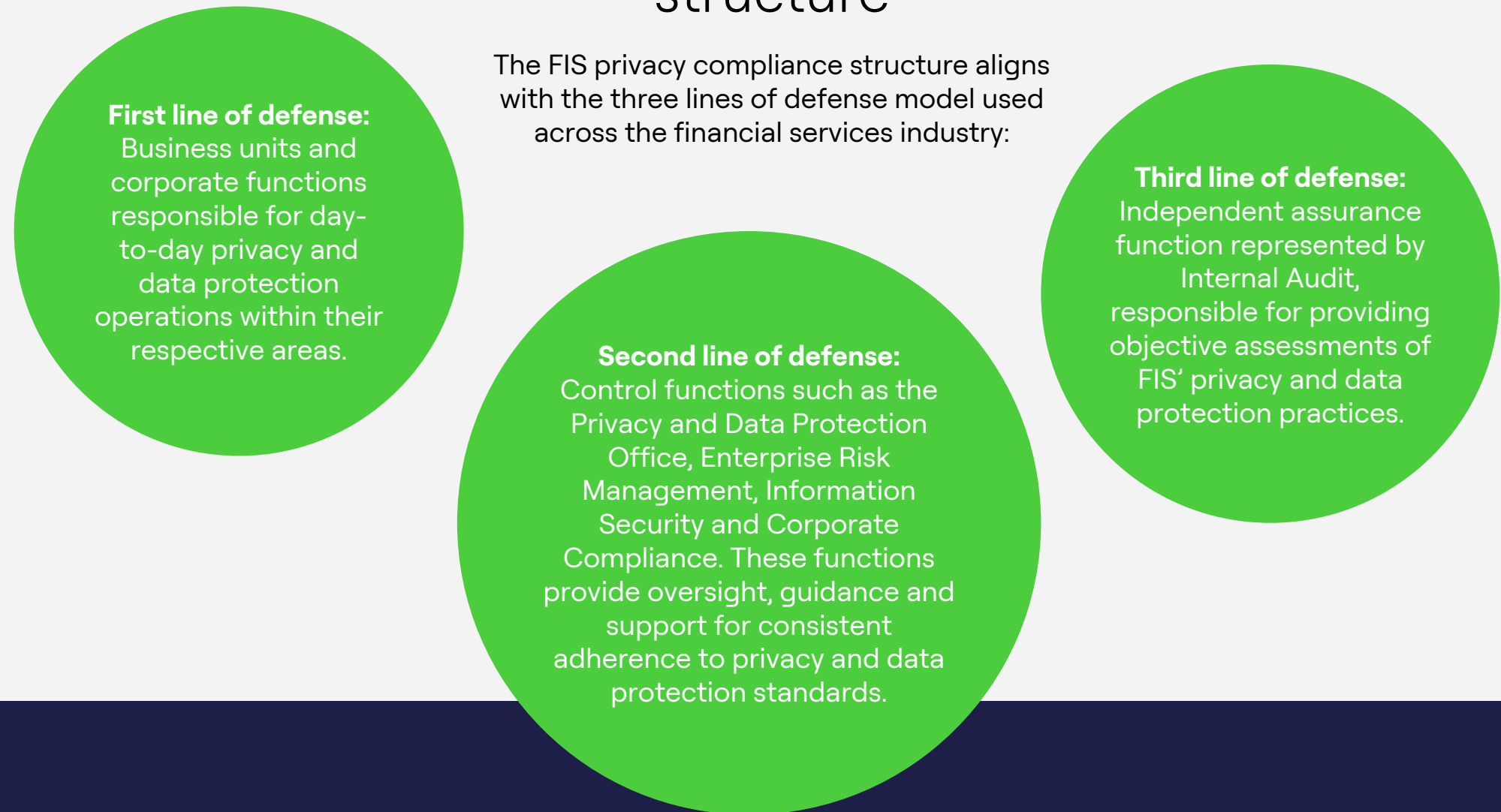
Anchored on FIS' Pillars of Privacy and Data Protection, our program encompasses multiple workstreams, including governance, compliance documentation, transparency, data subjects' rights, training and awareness, reporting, data transfers, operational integration of data protection and alignment with 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 have 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:



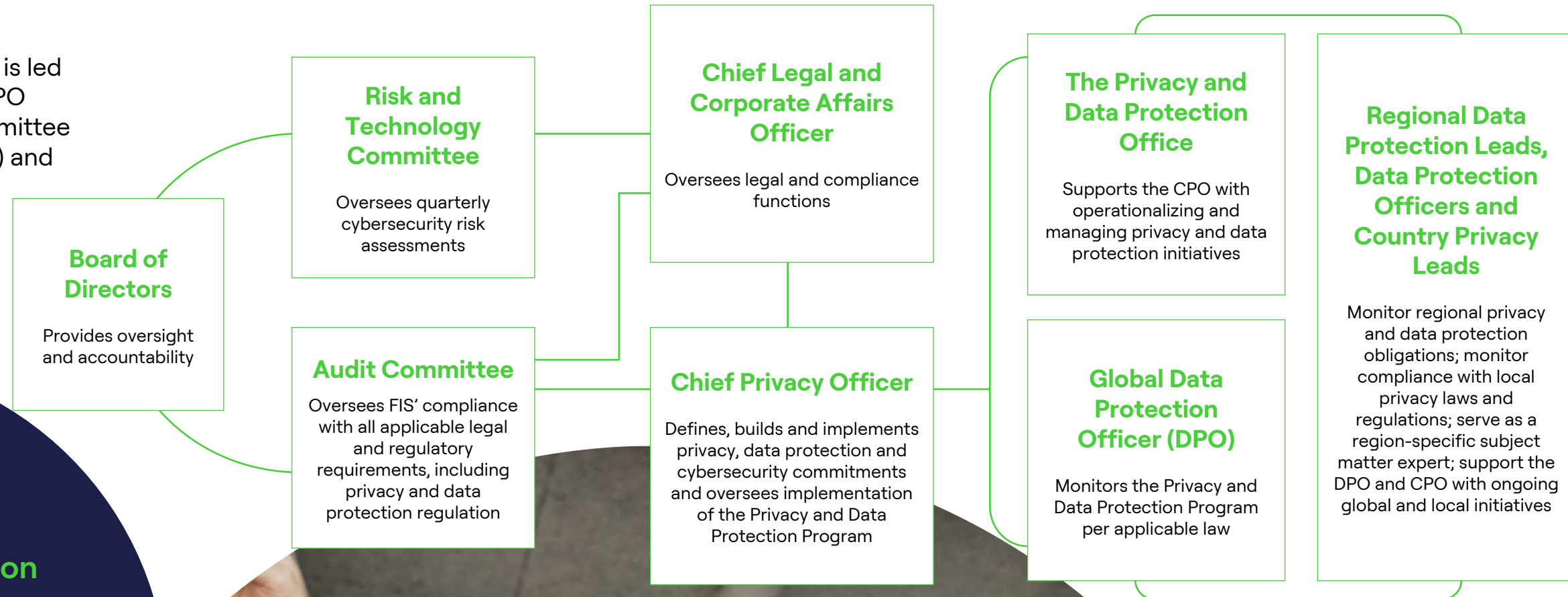
## FIS' Privacy Center

Our online Privacy Center serves as a centralized hub for employees, clients, data subjects and other stakeholders to access information on FIS' privacy and data protection commitments. It details 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.

FIS' Privacy Center continues to be updated with the latest information on FIS' privacy and data protection commitments, such as up-to-date certifications and other information that may be mandated by privacy and data protection laws around the world.

## Management and oversight

FIS' Privacy and Data Protection Program is led by our Chief Privacy Officer (CPO). The CPO delivers privacy reports to the Audit Committee of the FIS Board of Directors (the "Board") and has escalation lines to the Board.



**Fortifying records management and retention**

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





### Vendor screening

FIS operates a Vendor Risk Management program, which includes privacy assessments. For more information, see Chapter 7, Managing a Sustainable Supply Chain.

## Privacy awareness

Everyone at FIS plays a critical role in protecting the data entrusted to us. To support this responsibility, our Data Protection Policy sets out the requirements FIS and its employees must follow when processing data. We also 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 personal data protection, compliance and risk management topics. This training emphasizes that information security is everyone's responsibility. Moreover, locally mandated training is provided to FIS employees to meet the specific standards required in their jurisdictions.

### Awareness campaigns

The Privacy and Data Protection Office spearheads an 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, artificial intelligence and data retention and deletion. Throughout the year, the Privacy and Data Protection Office publishes topical bulletins on the Privacy page of the FIS intranet site.

## 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, which incorporates the EU Standard Contractual Clauses, the U.K. International Data Transfer Addendum and other legal transfer mechanisms, to support compliance with applicable 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, helps clients navigate data transfer complexities and understand how FIS manages them as a global processor.

FIS applied for Binding Corporate Rules (BCRs) in the U.K. and the EU, specifically in the Netherlands. Upon regulatory approval, FIS intends to adopt BCRs at the company level as an official policy, providing a robust mechanism for international data transfers within our organization and bolstering our commitment to data protection and compliance.

Additionally, in 2023, FIS obtained certification under the EU-U.S. Data Privacy Framework and secured the U.K. extension for all U.S.-based FIS entities. This certification was upheld in 2024, enabling streamlined data transfers between the EU, U.K. and U.S., which reinforces our commitment to upholding high data protection and privacy standards.



### Protecting data subject rights

At FIS, we uphold the rights of individuals as required by global privacy and data protection regulations. For greater clarity and accessibility, details on data subjects' rights can be found under the "Individual Rights" tab on the [FIS Privacy Center](#).

As an integral part of our Privacy and Data Protection Program, individuals can exercise their data subject rights, including the right of access, rectification and deletion of their personal data, through our online portal accessible via the FIS Privacy Center or via email. FIS is responsible for the safe disposal and destruction of sensitive information once there is no longer a business need to retain it, or upon meeting the required retention period, as outlined in our internal Records Management Policy and Records Retention Schedule. 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, which is designed to process such requests in accordance with applicable law. FIS also has procedures in place to protect consumer data utilizing information security controls such as encryption or anonymization.

### Fostering transparency on government data access requests

At FIS, we are committed to working to safeguard privacy and foster 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 has formal processes in place to notify clients in the event of a breach of personal data as soon as possible following determination of such a breach, and in compliance with all laws and regulations regarding personal data. FIS employs a specialized Privacy Incident Response Team (PIRT) tasked with promptly investigating, documenting and resolving potential and actual privacy incidents. Utilizing tailored privacy compliance protocols, PIRT responds to and investigates privacy incidents, enabling 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 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.

## Protecting against potential cyberthreats and fraud

“Cyber insecurity” continues to be listed on the World Economic Forum’s Top 10 ranking of the most severe risks of the next decade.<sup>9</sup> Amid heightened cybersecurity risks, FIS is committed to doing our part to protect our clients and their customers from bad actors.

### Our approach to cybersecurity

Cybersecurity is fundamental to our complex, global business. FIS takes a proactive approach to cybersecurity by assessing, identifying and managing risks to our Digital Operating Environment and those of our vendors and technology partners. We strive 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.



## Cybersecurity strategy aims

### Excellence in cyber protection

- Employ strong vulnerability discovery and aggressive remediation cadences to reduce opportunities for attackers
- Utilize advanced preventative controls, multi-factor 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 strong 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

## Cybersecurity structure and governance

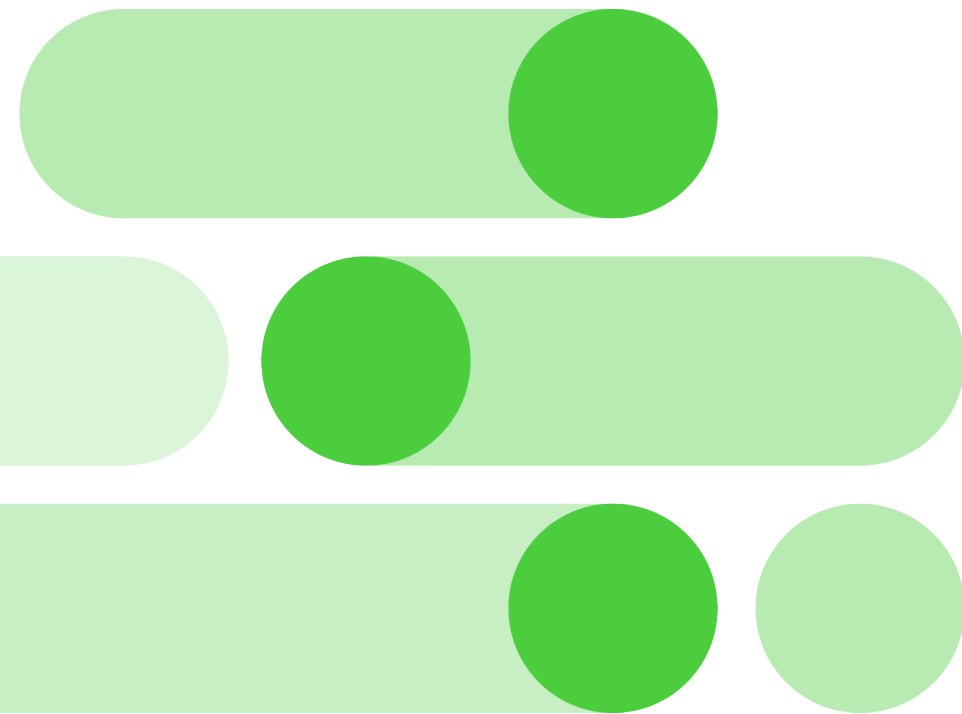
Our process of identifying and remediating cybersecurity risks has been integrated into our overall risk management system and processes. Our Enterprise Risk Committee (ERC) provides oversight over cybersecurity risks.

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 and its Risk and Technology Committee, which takes an active role in overseeing, managing and setting risk tolerances for our cybersecurity program. The Risk and Technology Committee meets with third-party advisors and experts, as appropriate, to evaluate the Company's cybersecurity and information security programs. The Chief Information Security Officer provides ongoing oversight of cybersecurity risk management across the company, working closely with the Chief Risk Officer, Chief Legal and Corporate Affairs 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, a facility that unites key security teams and provides ongoing cybersecurity threat monitoring and response. We also employ a dedicated Cybersecurity Incident Response team to investigate and contain reported cybersecurity incidents.

The FIS Security Operations Center (SOC) handles qualified events to prioritize threat responses and processes phishing submissions through automation to identify and act upon large-scale campaigns. SOC employees collaborate with the Threat Intelligence and Security Information and Event Management Engineering teams to provide prompt attention for critical security incidents.

We work to 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 to the ISO/IEC 27001:2022 standard, a globally recognized standard for information security management systems. The new ISO/IEC 27001:2022 standard is focused on information security, cybersecurity and privacy protection, making the FIS Information Security Management System (ISMS) framework and policies more robust and compliant with global standards.

In 2024, 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. 4.0.1, which took effect on Jan. 1, 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 AI

In the rapidly evolving landscape of artificial intelligence (AI), FIS is committed to working to leverage AI responsibly and ethically to foster innovation while prioritizing the security and privacy of our employees, clients and stakeholders. We recognize the transformative potential of AI (including generative AI) in enhancing products and services while maintaining a competitive edge in the market. However, this innovative technology also presents inherent risks and challenges, including ethical, environmental, legal and technical considerations.

To mitigate these risks, FIS established an AI governance framework to support responsible and compliant use of AI technology. This framework is complemented by internal policies, processes and controls. FIS' AI governance program builds upon existing corporate and IT governance structures, enhancing efficiencies to strengthen oversight while aligning with strategic goals.

The AI Governance team uses a risk-based approach to assess AI projects, provide effective oversight of AI-related risks and collaborate with stakeholders across the Privacy, Security and Legal teams.

Navigating the swiftly changing technology environment requires a commitment to responsible AI adoption and effective risk management while driving innovation. FIS aims to transform AI into a trusted resource that advances progress and instills confidence among clients and partners. Our [2024 Form 10-K](#) also contains disclosures related to FIS' use of AI.



## CHAPTER 3

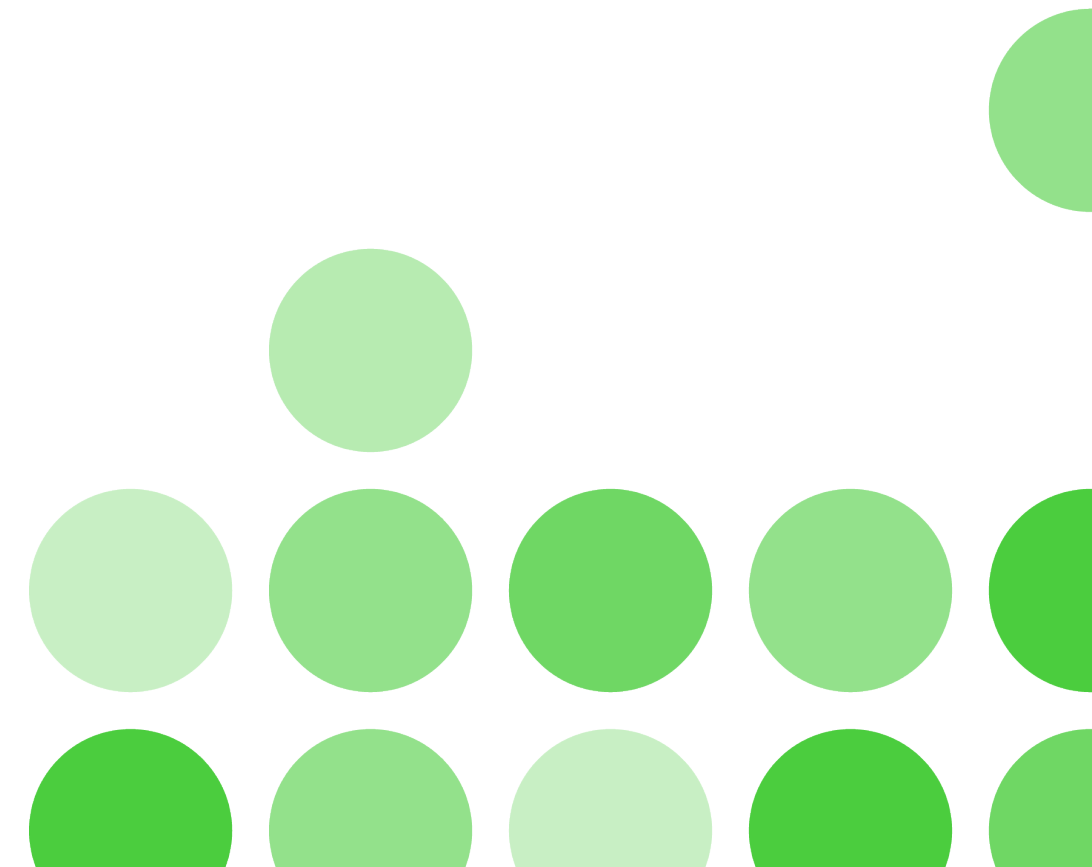
# Advancing the Workforce of the Future

Prioritizing our people's needs and professional growth is essential to FIS' success, so we are dedicated to building high-performing teams fueled by the best talent to deliver bold ideas.

In 2024, we continued investing in our people through a focus on careers, skills and capabilities, well-being and more, to develop, recognize and reward top performers while 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 overdeliver 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 the growth and innovation that enable us to excel in our operations globally. This is why FIS is committed to investing in engagement, recruitment, retention and performance programs that attract and retain a strong talent pipeline.

As part of this commitment, FIS actively works to ensure our human resources activities, including hiring, compensation, promotions, engagement, retention and development, provide equal opportunity for all employees.

FIS maintains employment policies on equal opportunity and anti-discrimination, which 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 hiring, pay and promotion decisions.

## Our FIS Talent Strategy focus areas enable a high-performing culture



## FIS University Program

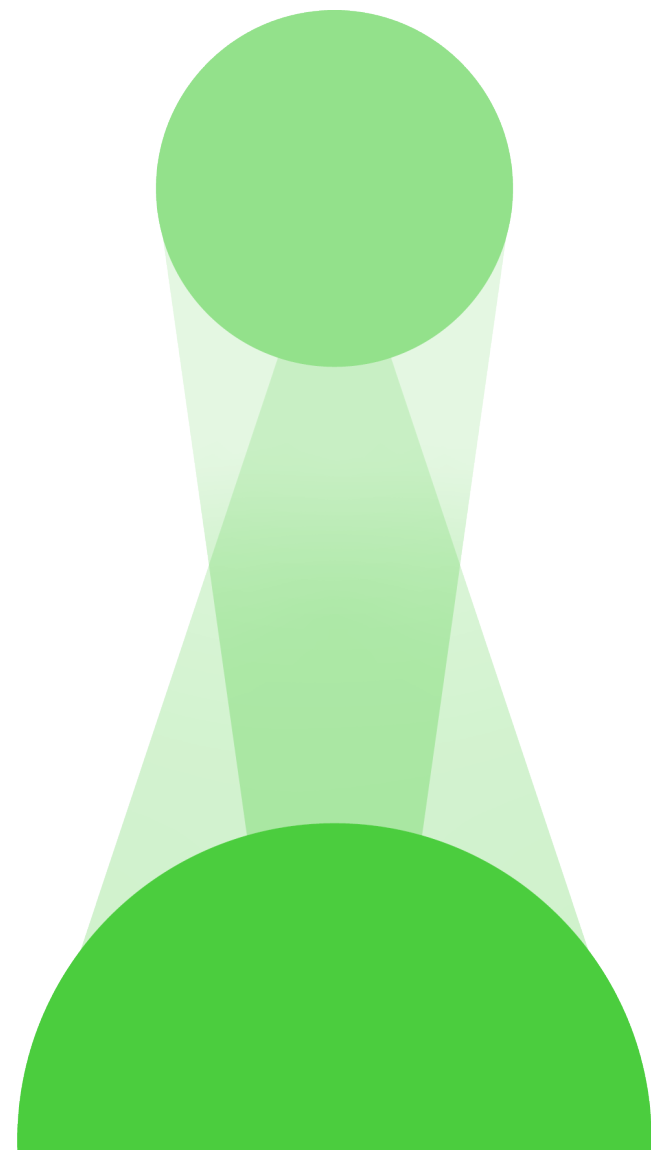
In 2024, we continued to advance our global FIS University Program, which includes both internships and full-time, entry-level opportunities. The program focuses on equipping our people with the skills required to succeed in the workplace while setting the expectation for a culture of continuous professional development.

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

**Full-time:** The FIS University Program is a two-year, full-time program 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. In 2024, FIS hosted five Learning Weeks across North America, Europe, the Middle East and Africa and India. FIS University 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 2024, we continued to advance our global FIS University Program, which includes both internships and full-time, entry level opportunities.



## Performance management

In 2024, we reimagined our approach to performance management, moving from annual ratings to meaningful discussions that support employees' growth and development year-round. Our performance management philosophy is fueled by two-way conversations that facilitate goal setting, ongoing feedback, coaching and support to enable constant improvement.

Employees can also proactively request feedback from key stakeholders and peers throughout the year for a more well-rounded and data-driven perspective on their performance and impact.

## Investing in workforce development & growth

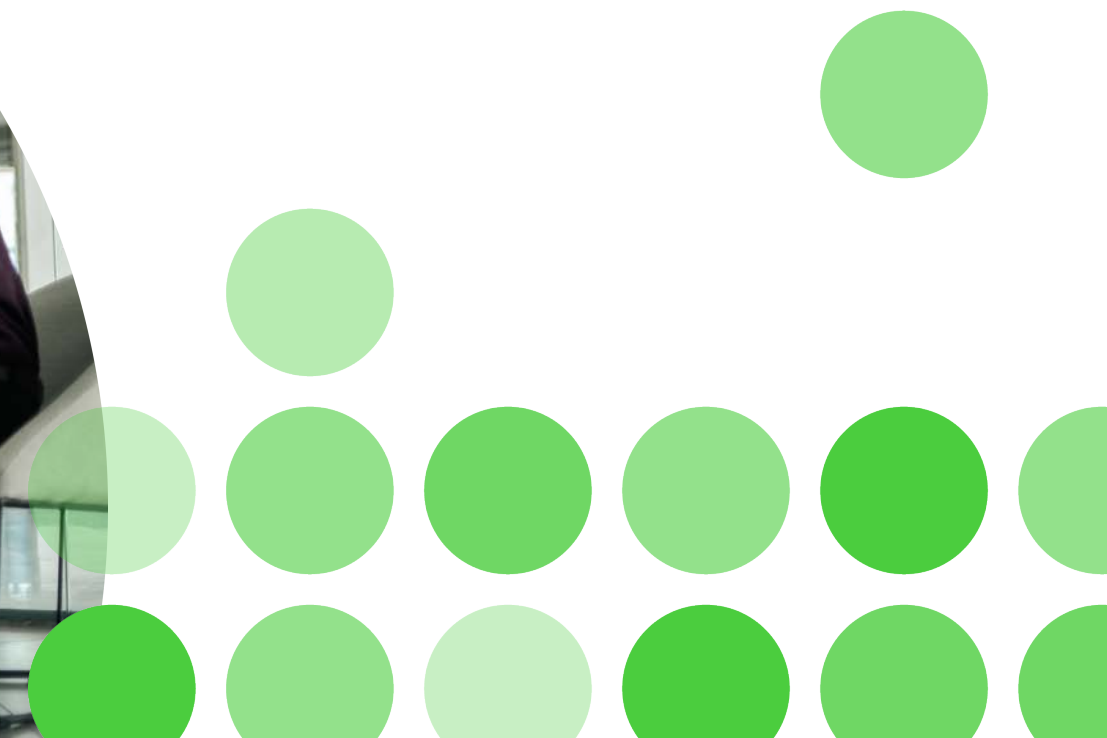
At FIS, we are focused on and investing in driving a better employee experience and creating a workforce that is equipped for the future with the right skills and the right tools and is inspired to perform and learn, grow and make an impact.

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

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. Those are supplemented with role-specific opportunities for skill building and learning, to support leaders at different levels.

The road map helps employees understand available opportunities to build and expand transferable skills to support career growth and development.



## FIS Employee Resource Groups

FIS Employee Resource Groups, which are open to all employees, are company-sponsored communities led by employees who share common interests, backgrounds or experiences. These groups help educate our employees and facilitate sharing and learning around a range of experiences and perspectives through educational programming, dialogue and discussion, self-paced learning, resource sharing and more.

Along with internal events, the groups collaborate with external partners to create opportunities for employees to network and develop skills, promote employee engagement, participate in community building programs, enhance employee well-being and drive retention by fostering a sense of belonging.

**FIS ADELANTE**  
Hispanic & Latino Inclusion Network

**FIS ASPIRE**  
Rising Professionals Inclusion Network

**FIS ELEVATE**  
Black Inclusion Network

**FIS EMPOWER**  
Women's Inclusion Network

**FIS ENABLE**  
Disability Inclusion Network

**FIS FAMILYFLEX**  
Working Families Inclusion Network

**FIS ILLUMINATE**  
Asian Inclusion Network

**FIS PRIDE**  
LGBTQ+ Inclusion Network

**FIS SALUTE**  
Veterans Inclusion Network



## Career progression

Career growth at FIS means a continuous journey of experiences that are multidimensional and may include lateral and cross-functional moves, as well as higher levels of proficiency and promotions.

To enable and support our employees in achieving their personal growth aspirations, we focus on knowing our talent, understanding their skills and capabilities and providing them with opportunities to develop.

In September 2024, we held our second annual Career Expo. The weeklong global event included live panels as well as virtual and in-person networking and webinars, designed to equip our employees and leaders with information and skills to drive their careers.

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.

## Learning and development in 2024

# 9.6

Average learning hours per employee

# 11.4

Average learning hours per employee (manager)

# 9.4

Average learning hours per employee (individual contributor)

### Ethics, conduct and compliance training

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

In 2024, all employees were assigned training on important standards of behavior and legal requirements to which we hold ourselves responsible, including topics related to equal employment opportunity, preventing unlawful discrimination and anti-harassment.



## Learning platforms and resources

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. At FIS, leaders are expected to connect the dots to our strategy, operate with an enterprise perspective, set the tone for their people and drive execution.

### 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.

### Select learning offerings

**Self-paced learning:** Via WeLearn, our learning management system, our global employees have access to 26,000+ 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:** In line with our Strengths philosophy, employees are offered the opportunity to complete their CliftonStrengths assessment as a way to drive self-awareness. Understanding their unique strengths and leading with common language around strengths is a mindset tool we leverage to enhance personal and team dynamics and outcomes.

**Organizational behaviors:** We provide multiple learning opportunities to embed our desired behaviors across the company, 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.

**Leadership Summit:** The annual leadership development experience for our top leaders focuses on experiential learning, enterprise priorities 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 Directors and VPs.

**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 assigned to every manager focuses on setting expectations to drive clarity around the role of the manager in the employee lifecycle, diving into our expected behaviors.

**Conversations That Matter:** This opt-in initiative focuses on peer learning for real-time emerging needs.

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

## 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.

# 79%

Employee participation

# 78

eSat score out of 100 in 2024

## Enhancing employees' well-being

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

For example, in 2024, FIS organized global well-being challenges, featuring a dedicated week for "Dare to Believe in Well-being," along with a paid day off focused on global well-being.

Our global well-being program partners with various online platforms that allow employees to engage in healthy lifestyle habits and mindfulness in a fun and interactive way. Participating in healthy activities and well-being challenges enables employees to earn a discount on their health care premiums.

In 2024, we expanded mental health training to all FIS employees. As a result of our continued efforts and commitment to a healthy workforce, FIS received Mental Health America's Bell Seal for Workplace Mental Health.

## Strengthening employee engagement

FIS remains dedicated to enhancing employee satisfaction and gathering feedback and input from employees to enhance the overall employee experience. FIS conducts 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.

### FIS Cares

Our FIS Cares program supports employees facing significant financial challenges caused by natural disasters or catastrophic events. Participating employees elect to contribute a portion of their paychecks on a one-time or recurring basis. Employees in need can then receive 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 2024, FIS employees contributed more than \$300,000 to the FIS Cares Fund. More than \$569,000 was disbursed to employees in need, drawing on funds collected in 2024 and previous years.<sup>10</sup>

10 - 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.

## Committing to a total rewards philosophy

To attract and retain talent at every level of the company, FIS offers an assortment 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, which are customized to meet additional regional and local needs.

### Fair pay

FIS does not discriminate based on gender, race, ethnicity or other protected status in its pay decisions. We provide market-based and competitive compensation opportunities for all new hires.

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.

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



Bob Toohey

Chief People Officer



In the fast-paced world of fintech, our success hinges on the exceptional talent of our employees. At FIS, we believe that a high-performance culture, where hard work is recognized and celebrated, is the cornerstone of our business outcomes. By fostering an environment where every individual is empowered to excel and contribute, we succeed as one team, together. This collective effort not only drives our business forward but also ensures we remain at the forefront of industry advancements."

### 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.<sup>11</sup> FIS partners with leading insurance and safety experts to conduct safety audits at select locations annually.



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

## 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 well-being

Employee Stock Purchase Plan (ESPP)

401(k) retirement savings plan for U.S. employees with an annual company match of \$.50 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

Financial planning guidance

Early access to paycheck funds program<sup>12</sup>

### 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 for birth and non-birth parents with an additional four weeks for birth parents

Adoption assistance

Caregiver and childcare support services

Paid volunteer time off

Flexible work policies

### Employee well-being

Well-being program through Personify Health

Employee Assistance Program providing emotional and psychological support

Parental support solutions and resources

Virtual and in-person events and activities

Included Health to assist employees and family members with clinical and administrative issues involving healthcare<sup>12</sup>

Access to fitness centers and gym discounts in select locations

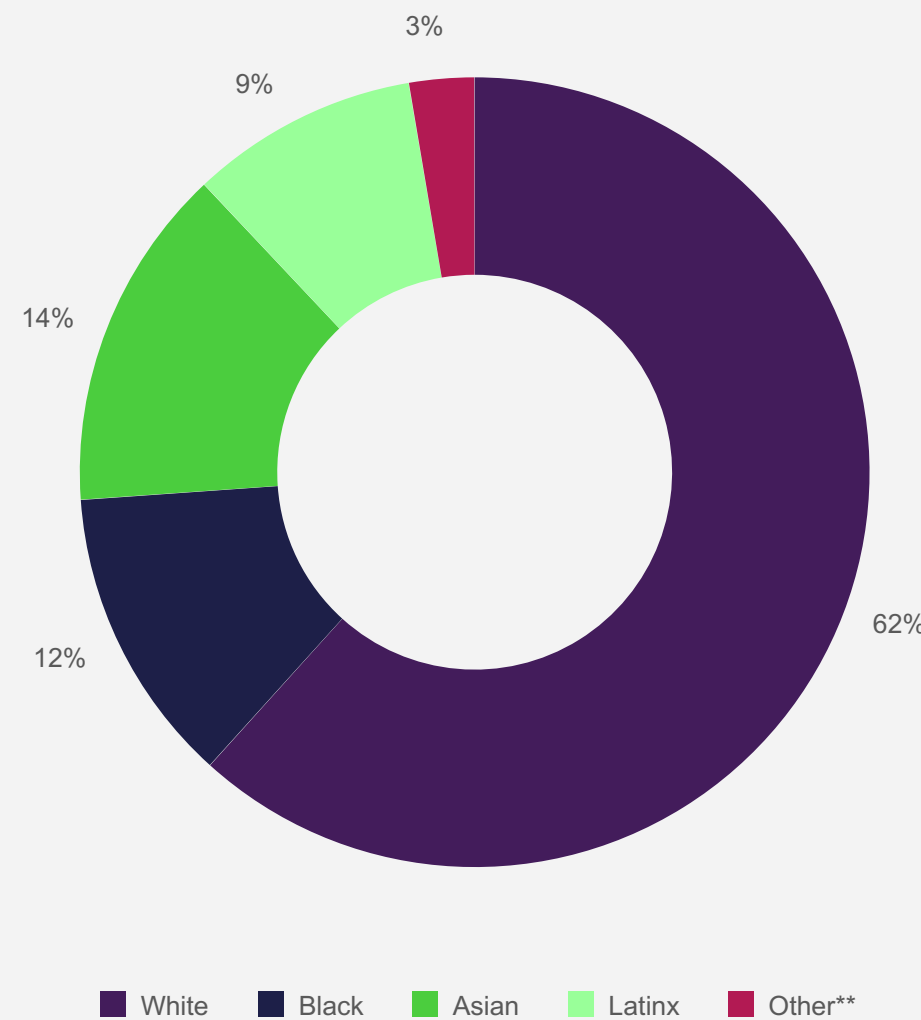
12 - Benefits available to U.S. employees.

## Measurement and reporting

FIS measures and monitors key metrics related to our workplace demographics, which are reported to our senior leadership and the Board. We endeavor to increase transparency around our workforce demographics and have disclosed additional metrics in the [Appendix](#).



### 2024 ethnicity in our U.S. workforce\*



# 46%

U.S. women in workforce

# 40%

Women in global workforce

# 30%

Global women in leadership (director and above)

# 37%

U.S. women in leadership (director and above)

\*Due to rounding, the figures do not equal 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.

# Sustainable Planet

**CHAPTER 4**

Reducing Environmental Impact and Risk



## CHAPTER 4

# Reducing Environmental Impact and Risk

Our efforts to drive long-term value through sustainability not only support reduced operational costs and risk mitigation, but also align with evolving client preferences, creating new opportunities for growth. By integrating sustainable practices, we are strategically positioned to respond to market demands and regulatory obligations. We strive to reduce the environmental impact of our operations and understand our footprint across our value chain, supporting business resilience.

FIS' environmental initiatives include stakeholder engagement, employee education 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. With the aim to enhance business resilience, we assess our short-, medium- and long-term climate risks (see key insights from our climate risk assessment and scenario analysis in [Chapter 6](#)). Additionally, we offer solutions to help our clients understand the financial impacts of climate risk and enable climate risk mitigation through our Climate Risk Financial Modeler, detailed on page 9.

FIS is committed to complying with all applicable laws and regulations in jurisdictions where we operate, including environmental regulations. We take steps to implement procedures and policies — including our ESG Policy, Environmental Policy Statement and Code of Business Conduct and Ethics — to promote compliance with applicable environmental laws and regulations and to encourage the reporting of any suspected or actual environmental violations.



Tony Kaufman

VP, Facilities and Real Estate



At FIS, we are expanding the implementation of our Environmental Management System (EMS) to more facilities as part of our commitment to sustainable operations. Moreover, we are proud to have achieved LEED Platinum certification, a Platinum ActiveScore and WELL Platinum at our Jacksonville headquarters. These recognitions reflect our dedication to environmental performance, active mobility and health and well-being.”

## 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 our ESG Policy, we are committed to further implementing the system, and we continue to make progress. 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 to the right shows the corporate sites where we have implemented the EMS and have received or are pursuing ISO certification. We continue to pursue certification for additional sites. Moreover, in 2024, we released two trainings, "Environmental Management System (EMS) Awareness Training" and "Universal Waste Awareness Training." Those trainings were rolled out to all site employees in Brown Deer, Wis.; Little Rock, Ark.; and St. Petersburg, Fla.

## EMS implementation at FIS facilities

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



13 - Select ISO-certified sites in the Philippines have been closed and will no longer be reported going forward.

## 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 engage 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. In 2024, the Audit Committee provided oversight of the independent limited assurance regarding these select sustainability metrics.

FIS' 2024 GHG emissions saw a 6% decrease from 2023. This is primarily due to changes in supply chain spend and the sale of Worldpay.

In 2024 and in previous years, we have purchased and permanently retired verified carbon offsets. As part of our procurement of carbon offsets, we ensured that each of the projects was validated by a recognized carbon standard. For more information, see Note 13 in the [Environmental Statements and Notes](#).

Following the resetting of our emissions baseline as a result of the Worldpay Sale in 2024, we are evaluating potential emissions targets in line with our business context and stakeholder expectations.

## Our carbon footprint<sup>14</sup>

### Operations

12% | 58,607 TCO<sub>2e</sub>

Heating, cooling, electricity and waste at our facilities<sup>15</sup>

### Employees

16% | 77,181 TCO<sub>2e</sub>

Employee business travel, employee commuting and use of FIS vehicles<sup>16</sup>

### Suppliers

47% | 236,248 TCO<sub>2e</sub>

Purchased goods and services<sup>17</sup>

### Transportation & distribution

14% | 67,924 TCO<sub>2e</sub>

Transportation and distribution of physical goods<sup>18</sup>

### Other

12% | 57,979 TCO<sub>2e</sub>

Investments and leased assets



14 - Due to rounding, the figures do not total 100%

15 - Includes offices and data centers

16 - Includes teleworking emissions

17 - Includes capital goods

18 - Includes upstream and downstream transportation

## 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)

## 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 85 locations.

Reflecting our support for Leadership in Energy and Environmental Design (LEED) certification standards, we currently own or lease facilities in 15 LEED-certified buildings around the world, including our headquarters in Jacksonville, Fla. The headquarters also received a Platinum ActiveScore and is WELL Platinum certified. Additionally, two of our buildings in India have received certification from the Indian Bureau of Energy Efficiency and the Indian Green Building Council. As part of our continued efforts to source green energy where applicable, we added two new locations in 2024.

We have electric vehicle charging stations at 19 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 enable 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 a continuation of our environmental protection efforts in 2024, we implemented several initiatives to reduce water consumption and waste. In Romeoville (Illinois) and in Bengaluru and Chennai (India), we made plumbing improvements to enhance water efficiency and minimize water waste. In India and the Philippines, we took steps to reduce plastic waste by replacing plastic bottles with glass bottles in cabins and meeting rooms. Moreover, in Chennai, India, we replaced paper plates with more durable fiber plates for cafeteria use.

15

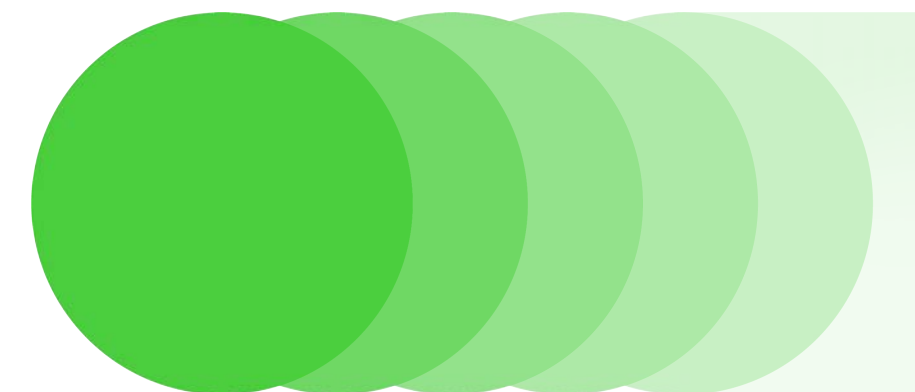
LEED-certified buildings around the world

7

LEED Platinum buildings

8

LEED Gold buildings

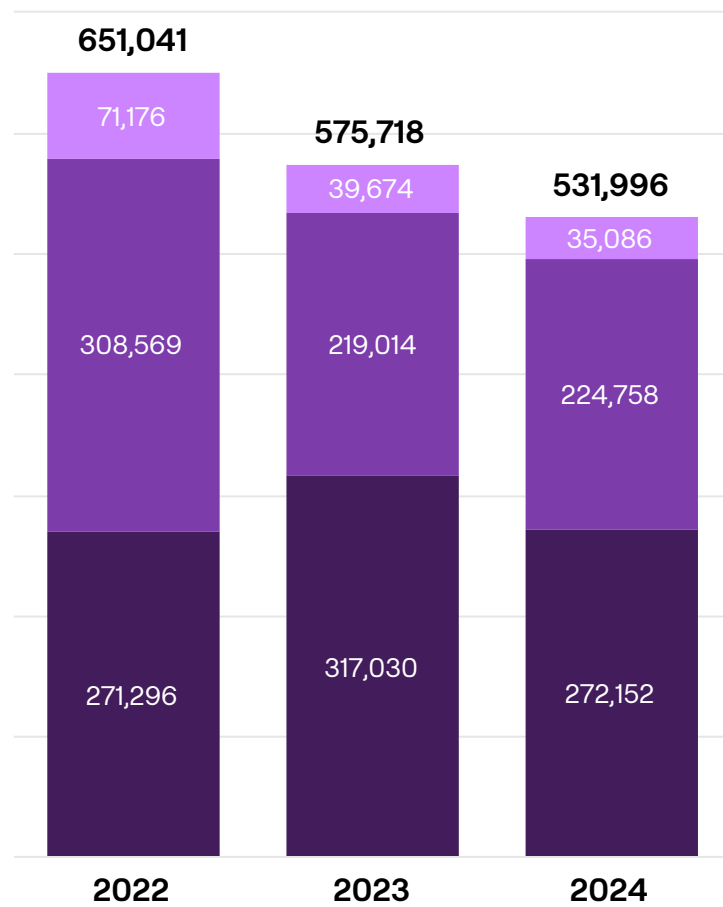


## Environmental metrics

See [Environmental Statements and Notes](#) for footnotes and additional explanations

### Energy usage (GJ)

Energy categories ■ Facilities ■ Data Center ■ Mobile

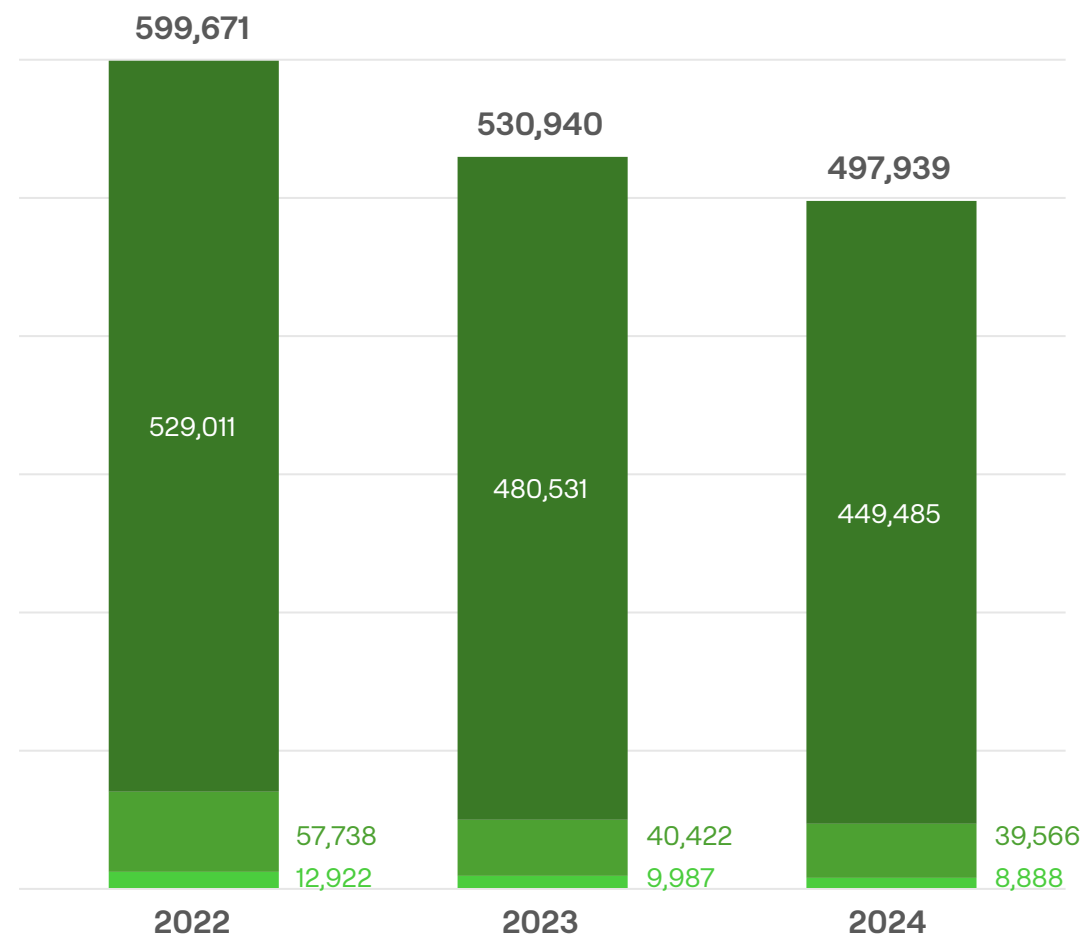


**-8%**

Reduction in energy from 2023 to 2024 <sup>20</sup>

### Scope 1, 2 and 3 emissions (TCO<sub>2</sub>E)

Scope 1 ■ Scope 2 (market-based) ■ Scope 3 ■



**-4%**

Reduction in Scope 1 and 2 emissions from 2023 to 2024 <sup>20</sup>

**-6%**

Reduction in Scope 3 emissions from 2023 to 2024 <sup>20</sup>

19 - In 2024, based on the GHG Protocol's criteria for selecting relevant Scope 3 activities, the company excluded Category 11 - Use of Sold Products and Category 12 - End-of-Life Treatment of Sold Products from the 2024 inventory. Please see Note 8 of the Environmental Statements and Notes for more information.

20 - 2024 data is not comparable to prior years due to the Worldpay Sale. The 2024 numbers exclude the activities and results of the Worldpay Merchant Solutions business. FIS did not recalculate the comparative reported metrics from 2022 and 2023 to exclude the impact of the Worldpay Merchant Solutions Business. See "About This Report" for additional details.

# Sustainable Governance

**CHAPTER 5**

Governing and Managing Responsibly

**CHAPTER 6**

Operating With Integrity

**CHAPTER 7**

Managing Responsible Procurement



## CHAPTER 5

# Governing and Managing Responsibly

Our approach to ESG matters and driving long-term value starts with governance structures, policies, management committees and practices designed to support transparent reporting and accountability for our Board and senior management. As discussed in **Chapters 2** and **6**, 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.



**Caroline Tsai**  
Chief Legal and Corporate Affairs Officer and Corporate Secretary



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



## 2024 corporate governance highlights

### Board composition and refreshment

- Appointed two new Independent Directors with expertise in operational excellence, finance and technology to the Board.
- At the end of 2024, 90% of Directors were independent (all except for our CEO).

### Ongoing Board education

- Comprehensive Director onboarding program
- Annual Board and Committee self-evaluations
- Annual review of the CEO led by the Independent Chair

## Corporate governance

### Board structure

The Board, 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 and CEO performance.

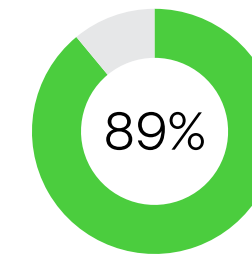
Expectations of high ethical standards are reinforced through the Code of Business Conduct and Ethics, which applies to all our Directors, officers and employees, and the Code of Business Conduct and Ethics for Directors, which applies to all members of the Board. The Board also follows Corporate Governance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

Our Board continues to evolve as our business changes. The Board appointed two new independent Directors in 2024, bringing the total number of new Directors appointed over the last three years to six and the total number of Independent Directors to nine, as of Dec. 31, 2024.

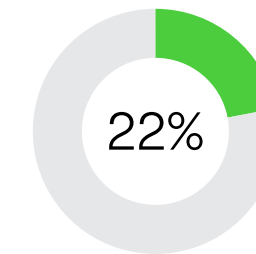
More details on our corporate governance practices and our Board can be found in our [2025 Proxy Statement](#).

## Board composition

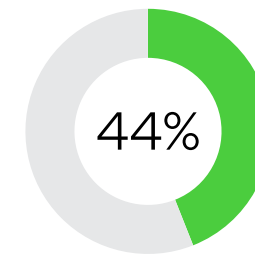
As of June 12, 2025



Board of Directors Independence



Racial/Ethnic Representation

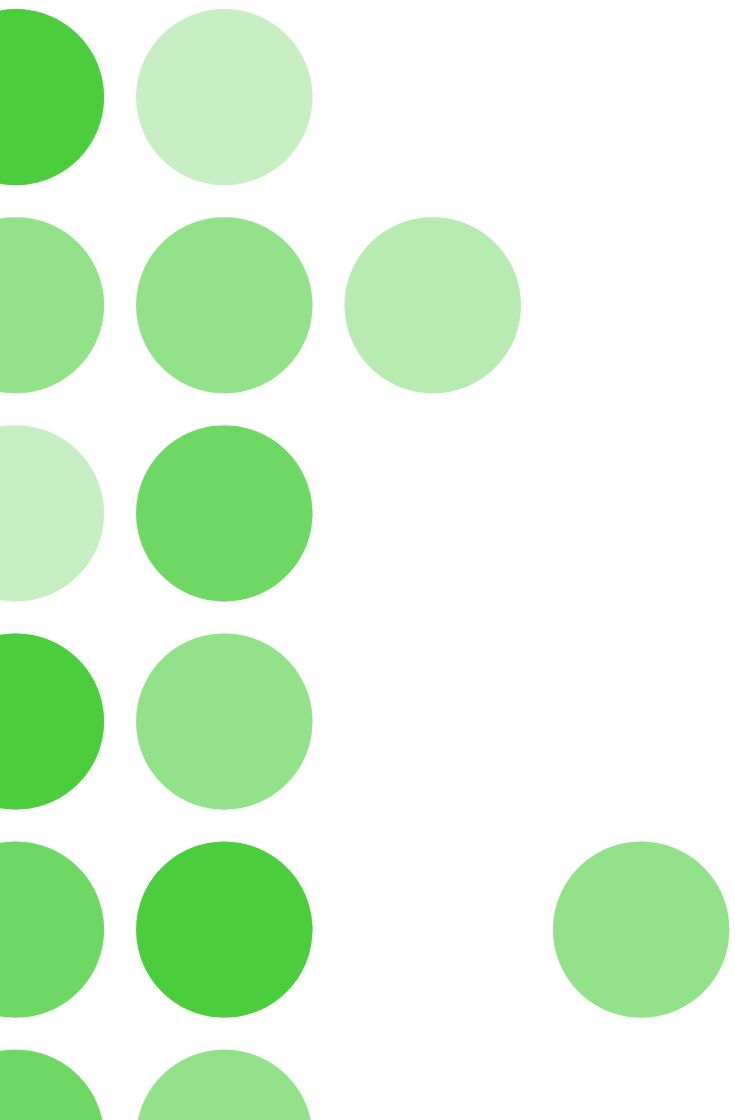


Women Representation



## ESG governance and oversight

Our Board's Corporate Governance, Nominating and Sustainability Committee has oversight responsibility for our ESG program. Our Vice President of Corporate Affairs and Sustainability provides semi-annual progress reports to the Committee.



## Board committee oversight of ESG

Each of the four standing committees of the Board 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 of Business Conduct and Ethics, and legal, tax and regulatory requirements

Provides oversight of Internal Audit function and external audit, including limited assurance of 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 create undesired or unintentional risks that are reasonably likely to have a material adverse effect on the company

### Corporate Governance, Nominating and Sustainability Committee

Advises and assists the Board with respect to corporate governance matters

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

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

### Risk and Technology Committee

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

## CHAPTER 6

# Operating With Integrity

At FIS, integrity is at the core of our business operations. We emphasize ethical conduct and compliance, recognizing these topics' influence on our reputation with clients and shareholders, interactions with suppliers, communications with regulatory agencies and relationships with employees. This dedication to ethics and compliance is fundamental for our current and future success.

A key aspect of our integrity is our commitment to maintaining robust enterprise risk management programs. These programs help to proactively identify and mitigate potential risks, support operational resilience and support compliance with relevant laws and regulations globally. Our Board and Board committees provide oversight and guidance, while FIS' executive management team — the CEO and her direct reports — develops risk management strategies and implements risk identification and mitigation activities.

Sound risk management principles are why, after more than 50 years, financial institutions and businesses continue to rely on FIS financial technology to power their mission-critical operations and unlock new growth opportunities.



David Dunn  
Chief Risk Officer



Leading with Integrity is one of our core values at FIS and the cornerstone to our risk management programs.”



## 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.

Using WeLearn, our internal learning management system, we teach and reinforce core risk knowledge for employees. 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’s Risk and Technology and Audit Committees.

## Enterprise risk management

Led by our Chief Risk Officer, the Enterprise Risk organization develops and oversees our Enterprise Risk Management (ERM) program, with oversight from the Enterprise Risk Committee (ERC). FIS’ ERM program is centered on a “three lines of defense” model designed to ensure accountability for risk management across FIS. The ERM program sets a programmatic approach to help identify, assess, manage, monitor and report on risks we face. Employee training remains a cornerstone in ensuring successful implementation of the ERM program.

Additionally, the FIS Enterprise Policy Office (EPO) is a key function within the Enterprise Risk organization, providing oversight through established requirements that govern the management, ownership and enforcement of corporate policies and standards. The EPO, in conjunction with the Policy Review Committee (PRC), ensures that policies are updated annually by policy owners. The PRC includes executive members or their delegates and representatives from various corporate departments, including The People Office, Enterprise Risk, Information Security, Internal Audit (nonvoting), Legal, Compliance and Corporate Affairs.

## Risk Management Framework

The FIS Corporate Risk Governance structure is intended to provide 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
  - Reports and escalates risk
  - Executes daily risk and control procedures
  - Identifies and assesses controls for risk mitigation
  - Adheres to internal policies and procedures
  - Adheres to Risk Management Framework
  
- 2 Second Line of Defense: Risk, Compliance**

  - With the executive management team, sets and monitors the company’s risk appetite
  - Implements the Risk Management Framework
  - Advises and consults the First Line through the ERC
  - Manages compliance
  - Reports to the Board
  - Develops and implements internal policies and procedures
  
- 3 Third Line of Defense: Internal Audit**

  - Provides assurance about the design and effectiveness of the First and Second Lines
  - Reports to the Audit Committee

## 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 help us to achieve the highest business continuity standards. In 2023, we were certified against the new ISO 22301:2019 framework and revalidated our adherence to the standard in 2024, 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 (CM) function 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.

## Regulatory oversight bodies

Selection of industry governance bodies that supervise FIS:

### U.S. federal banking agencies

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 nonbank 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. Financial Crimes Enforcement Network (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)

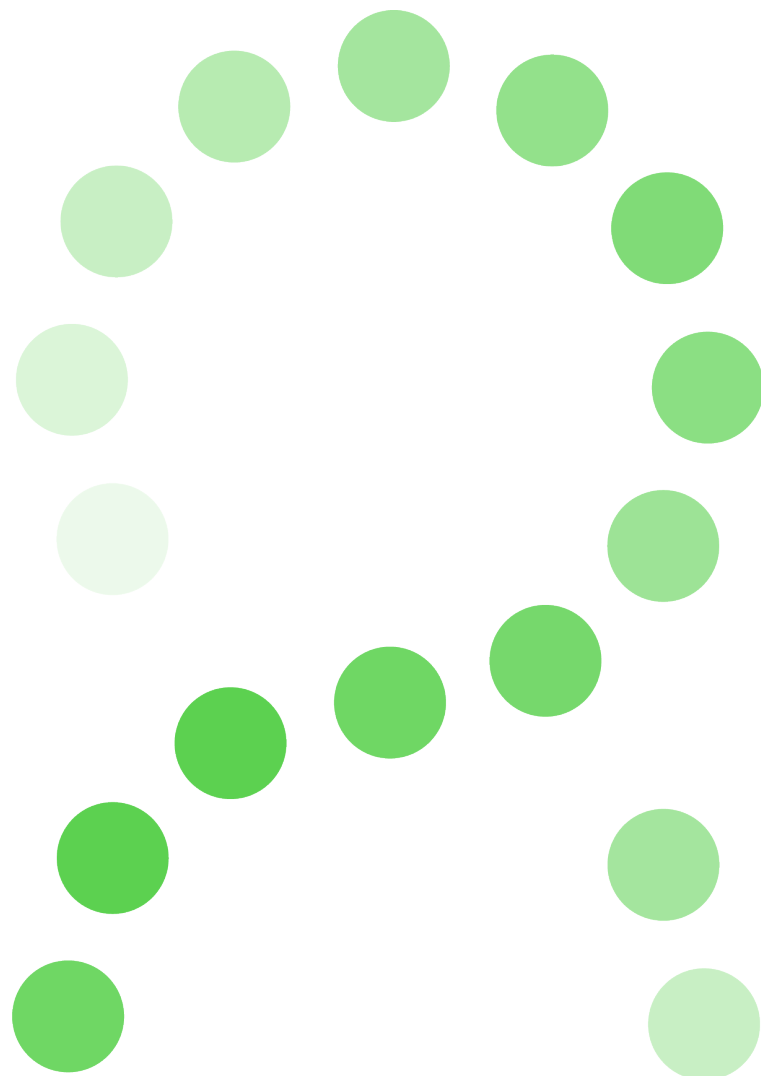
The FCA is the conduct regulator for 42,000 financial services firms and financial markets in the U.K. and the prudential supervisor for 41,000 firms, setting specific prudential standards for 17,000 firms.

### 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.

### U.K. Office of Trade Sanctions Implementation (OTSI)

As part of the Department for Business and Trade, OTSI was launched in October 2024 with the purpose of strengthening the implementation and enforcement of U.K. trade sanctions.



## 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 [2024 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 has 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, 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.

In 2024, FIS began refreshing the results of the TCFD-aligned assessment using insights from our internal use of FIS’ Climate Financial Risk Modeler and intends to complete this work in 2025.

### Metrics and targets

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

## Business ethics

The FIS core values—Win as One Team, Lead with Integrity and Be the Change—guide our employees’ daily decisions.

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 encourages employees 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 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](mailto:fisethicsoffice@fisglobal.com)). The FIS Ethics Helpline offers an alternative channel for employees, clients and other third parties, 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. FIS is committed to treating concerns confidentially and, as outlined below, prohibits retaliation or reprisals against individuals who raise concerns.

Ethics Office awareness campaigns cover 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.

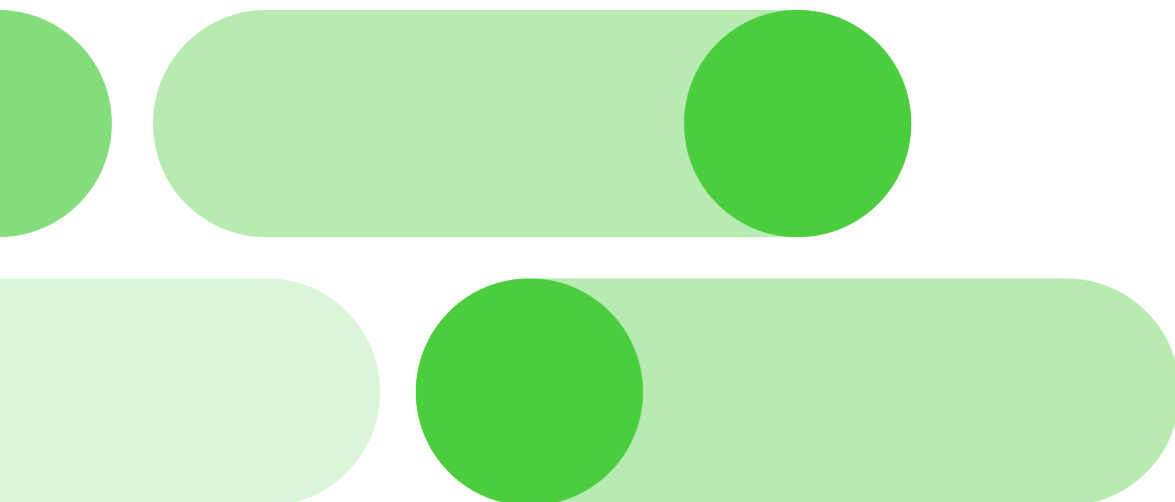
## Ethics Office policies

### 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. The training covers the company’s expectations for ethical business practices and requires employees to acknowledge that they have received, understood and agreed to comply with these standards. 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, discussed on the following page, the Ethics Office maintains the Conflicts of Interest (“COI”) Policy.

Employees and individuals doing business on behalf of FIS such as contractors and consultants must provide full disclosure of all actual 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.

FIS reviews and undertakes decisions on entries into both registries to appropriately manage any actual or potential 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 through multiple channels in a confidential 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 with a strong commitment to confidentiality and prohibits retaliation or reprisals against individuals who raise concerns.

As part of the report from the Chief Ethics Officer on the state of the Business Ethics Program, the Audit Committee of the Board 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.

The FIS Ethics Office webpage showcases the office’s mission, availability and contact information, links to relevant policies, FAQs and information regarding the FIS Ethics Helpline beyond our externally facing Code.

## Be the Change — Speak Up!

Our Speak-Up Policy is 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 investigations in a way that balances sensitivity for those involved while ensuring a thorough and effective process.

### 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.

## 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.

## 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 work to conduct all affiliated business operations ethically and 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 oversees the program. Annually, FIS conducts mandatory trainings to help promote a culture of compliance and integrity.

## Fraud prevention and anti-money laundering

We recognize the important role we play in assisting our clients, colleagues and communities in mitigating risks associated with financial crime and safeguarding themselves from potential threats.

We provide fraud-fighting and anti-money laundering (AML) solutions to our global banking and capital markets clients.

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





## 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. This requirement is reinforced in the [FIS Anti-Bribery and Anti-Corruption \(FABAC\) Policy](#).

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 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 sanctions laws and regulations. FIS' dedicated Sanctions and Export programs prohibit our products and services from being provided to or accessed by sanctioned entities. Elements of the programs include training for employees and contractors on at least an annual basis, testing, risk assessments, monitoring on a regular basis and provision of advice for complex opportunities to support compliance with the law.

## Human and civil rights

FIS is dedicated to helping protect 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. Our commitment to human rights is informed by key principles recognized in international human rights standards, 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 aims to assess vendors' commitment to anti-slavery and anti-human trafficking based upon the services and location of such vendors. We incorporate contractual clauses related to modern slavery in our vendor agreements to the extent applicable to a vendor's services or location and ask these 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 and FIS' 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 U.K. 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, anti-discrimination, anti-harassment and other employee relations policies.



## Trade association engagement

FIS belongs to various trade associations that advocate for public policy issues of importance to the company and industry peers.

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. FIS' membership in trade associations does not necessarily confirm that we endorse or support all public policy positions or issues that the associations support. We reserve the right to express disagreement with an association's position and evaluate membership to ensure that it serves the long-term interests of FIS.

## Public policy and political contributions

FIS believes that active engagement in public policy and political activities is an important part of responsible corporate citizenship and the democratic process, which supports the sustainability of the company's business model and the success of its stakeholders. Our Political Activities Policy is designed to ensure that we engage in these activities in a responsible and transparent manner and in full compliance with applicable laws and regulations.

We publicly disclose contributions in the U.S. through regular Federal Election Commission and Lobby Disclosure Act filings. FIS makes no political contributions outside of the U.S. FIS is also registered in the EU Transparency Register, for our policy advocacy work in the EU.

Our political engagement and contributions are overseen by the Corporate Governance, Nominating and Sustainability Committee and the CEO. Moreover, annual training with regard to the Political Activities Policy is delivered to select employees based on potential engagement with elected officials.

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

## Association memberships and external initiatives

- American Bankers Association (ABA)
- American Transaction Processors Coalition (ATPC)
- Business Roundtable (BRT)
- Consumer Data Industry Association (CDIA)
- Consumer Bankers Association (CBA)
- Electronic Transactions Association (ETA)
- Financial Technology Association (FTA)
- Futures Industry Association (FIA)
- Independent Community Bankers Association (ICBA)
- Minority Supplier Development UK Ltd (MSDUK)
- National Minority Supplier Development Council (NMSDC)
- Payments 20 (P20)
- Payments Association U.K.
- Payments Association EU
- Payments Coalition
- Payments Leadership Council (PLC)
- PayTech Women
- Securities Industry and Financial Markets Association (SIFMA)
- Women's Business Enterprise National Council (WBENC)
- Women in Data

CHAPTER 7

# Managing Responsible Procurement

At FIS, we believe that responsible procurement is more than a supply chain practice. It is a reflection of our values and long-term commitment to building resilient communities. It is not the responsibility of a few; it is a holistic endeavor that requires collective, intentional and sustained action. Our approach is rooted in the belief that our suppliers play a critical role in supporting our strategic objectives, including operational excellence, risk mitigation and long-term value creation. We take pride in our procurement practices, which are designed to enhance the value chain, promote transparency and expand access to opportunity.



Nathan Ayres  
Senior Vice President and Chief Procurement Officer



Responsible procurement is not a single initiative — it is a shared responsibility and a sustained commitment to transparency and equal opportunity. It is how we align partnerships with purpose and ensure our practices support economic resilience, uphold integrity and ethics, and protect health, safety, labor standards and human dignity, while contributing to broader environmental and social progress.”





## Driving opportunities in FIS’ supply chain

Driving opportunity within the supply chain is a strategic imperative at FIS, one that enables us to deliver innovation, resilience and long-term value across our products and services. Creating access to opportunity is not a one-time initiative; it is a continuous, intentional effort to ensure all qualified suppliers, both prospective and current, have an opportunity to compete and contribute.

In 2024, we expanded our supplier identification and inclusion efforts to better align with our global footprint and evolving business needs. This involved fostering new partnerships aligned with our rapid growth and operational priorities.

We evaluate suppliers based on their capabilities, seeking those who bring innovation and unique strengths that complement our evolving goals. By expanding access and upholding merit-based selection practices, we continue to shape a more inclusive, agile and adaptable ecosystem.

## Advancing responsible procurement

At FIS, advancing responsible procurement means going beyond compliance to integrate ethics and sustainability into the core of how we do business. We continuously review opportunities within ESG criteria to introduce business terms that we believe promote responsible outcomes across our supply chain.

In 2024, we took important steps to refresh and strengthen our Responsible Procurement Strategy:

**Internal awareness and education:** Internal awareness and education efforts expanded as part of our ongoing BeSustainable initiative. The content on our intranet was revised to be more accessible and relevant to employees. Practical guidance and updates were shared to build engagement and drive informed decision-making across teams.

**Supply chain insights:** By the end of 2024, suppliers representing over 35% of our addressable spend voluntarily completed detailed sustainability assessments through EcoVadis, a globally trusted provider of business sustainability ratings. We reviewed their scorecards to gain insights into their ESG performance, further supporting our efforts to enhance sustainability and resiliency in our supply chain.

**Increased focus:** We increased internal focus and investment in our responsible procurement function by strengthening our data analytics capabilities.

**Responsible Procurement Framework:** Importantly, in 2024, we evolved our program from a supplier identification- and sustainability-led foundation to a more comprehensive Responsible Procurement Framework. This integrated approach brings greater alignment between procurement and enterprise priorities, supporting operational continuity, reinforcing ethical standards, and addressing environmental and other emerging risks across the supply base. It is designed to strengthen long-term resilience across the value chain and deliver meaningful value to stakeholders through responsible and informed sourcing practices.



## 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 due 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

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## About This Report

This report is FIS' sixth annual Global Sustainability Report. It covers data and metrics related to the 2024 fiscal year from Jan. 1 to Dec. 31, 2024, 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 Jan. 31, 2024, FIS completed the sale of a 55% equity interest in its Worldpay Merchant Solutions business to private equity funds managed by GTCR, LLC (the "Worldpay Sale"). FIS retained a 45% equity interest in a new standalone joint venture, Worldpay HoldCo, LLC ("Worldpay") following the closing of the Worldpay Sale. Unless otherwise noted, this report excludes the activities and results of the Worldpay Merchant Solutions business in the 2024 reported metrics.<sup>1</sup>

This report 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 and Notes have been prepared as described within Note 2 to those statements. Due to a methodology change in the previous reporting period, we are restating the 2023 average learning hours in the data tables on page 65.

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 can be sent to [ESG@fisglobal.com](mailto: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.

<sup>1</sup> FIS did not recalculate the comparative reported metrics to exclude the impact of the Worldpay Merchant Solutions business.

# 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.



Maintained comprehensive employment policies on equal opportunity and anti-discrimination, which include those published in our Code of Business Conduct and Ethics and Employee Handbooks.

*See Chapter 3 for more details.*

Continued to advance the global FIS University Program.

Held our second annual Career Expo that included live panels, virtual and in-person networking and webinars.

*See Chapter 3 for more details.*

Supported nine fintech companies through the FIS Fintech Accelerator program.

Amid heightened cybersecurity risks, took a proactive approach, striving to anticipate and protect against potential cyberthreats through continuous program enhancements and investments.

*See Chapters 1 and 2 for more details.*

Offered clients more than 30 products and services that help advance financial inclusion.

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

*See Chapter 1 for more details.*

Continued to partner closely with our Minority Deposit Institutions (MDIs) and Community Development Financial Institutions (CDFIs) clients.

Partnered with plastic producers to reduce virgin plastic in credit cards.

*See Chapters 1 and 4 for more details.*

Advanced our climate risk modeling solution designed to enable climate risk mitigation and management for companies and banks.

Reduced our carbon footprint by 6%.

*See Introduction and Chapters 4 and 7 for more details.*

# Data Tables

Category	2022	2023	2024
<b>Demographics</b>			
<b>Race / Ethnicity in the U.S. Workforce</b>			
Asian	11%	13%	14%
Black	15%	13%	12%
Latino or Hispanic	9%	9%	9%
Other	3%	3%	3%
White	63%	63%	62%
<b>Gender in Global Workforce</b>			
Women	43%	40%	40%
Men	57%	60%	60%
<b>Gender in U.S. Workforce</b>			
Women	47%	46%	46%
Men	53%	54%	54%
<b>Gender in Global Leadership</b>			
Women	31%	30%	30%
Men	69%	70%	70%
<b>Gender in U.S. Leadership</b>			
Women	36%	36%	37%
Men	64%	64%	63%
<b>Gender in Global Technical Staff</b>			
Women	30%	30%	30%
Men	70%	70%	70%
<b>Age in Global Workforce</b>			
Under 30	29%	22%	21%
30 - 50	51%	55%	55%
Over 50	19%	22%	23%

Category	2022	2023	2024
<b>Employee Engagement</b>			
Annual Survey Engagement Scores (eSat)	78	74	78
Annual Survey Response Rate	79%	74%	79%
<b>Training &amp; Learning<sup>2</sup></b>			
Average Learning Hours per Employee	8.3	16.8	9.6
Average Learning Hours per Employee (Manager)	8.2	17.3	11.4
Average Learning Hours per Employee (Individual Contributor)	8.6	16.7	9.4
<b>Performance Reviews</b>			
Percentage of Employees Receiving Regular Performance Review	100%	99%	— <sup>3</sup>
<b>Employees</b>			
Number of Employees	69,000+	60,000+	50,000+
Percentage of Employees Located Offshore	66%	63%	64%
ESPP Participation (U.S. employees)	28%	25%	28%
ESPP Participation (employees outside the U.S.)	15%	7%	8%
<b>Giving and Volunteerism</b>			
FIS Cares Employee Contributions	\$352K+	\$350K+	\$300K+
<b>Emissions of Ozone-Depleting Substances (ODS)</b>			
<b>FIS is not engaged in the production, import or export of ozone-depleting substances and has no ODS emissions</b>			
Production	0	0	0
Import	0	0	0
Export	0	0	0
Emissions	0	0	0

<sup>2</sup> 2022 figures are not comparable to 2023 and 2024 figures due to the consolidation of our training and learning platforms. 2023 figures have been restated due to a change in methodology, making them comparable to 2024 data. Multiple factors contributed to the decrease in learning hours in 2024, including the Worldpay Sale, changes to training audiences and the number of offerings deployed.

<sup>3</sup> In 2024, the performance management process was reimaged to focus on a culture of “always on” talent. For this reason, FIS moved away from annual performance reviews in favor of more frequent feedback conversations between managers and their teams.

# Stakeholder Engagement

## Engagement With Stakeholders


Stakeholder	Engagement Channel	ESG Topics Covered
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Intranet and The People Office Support Center</li> <li>• Employee social network and collaboration tools</li> <li>• Colleague experience surveys</li> <li>• Inclusion Networks</li> <li>• CEO broadcast, all-hands and town hall meetings</li> <li>• Regular 1:1 coaching and Performance365</li> <li>• The Connect Process</li> <li>• Learning and development programs</li> <li>• Newsletters, quarterly emails and other digital communications</li> <li>• Community engagement and volunteer activities</li> <li>• Ethics Helpline</li> </ul>	<ul style="list-style-type: none"> <li>• Colleague satisfaction and engagement</li> <li>• Career development</li> <li>• Business conduct (e.g., ethics, remote work, culture)</li> <li>• Employee value proposition (rewards, mental health and wellness, work-life balance)</li> <li>• Culture and values</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Investor relations website</li> <li>• Annual investor meeting</li> <li>• Quarterly earnings updates</li> <li>• Annual report</li> <li>• Conferences and other investor events</li> <li>• Responses to questionnaires and outreach, including from ESG ratings firms</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental sustainability</li> <li>• Corporate governance</li> <li>• Enterprise risk management</li> <li>• Executive compensation</li> <li>• Human capital management</li> <li>• Board composition and refreshment</li> </ul>
<b>Clients</b>	<ul style="list-style-type: none"> <li>• Participation in industry forums and conferences</li> <li>• Information sharing during request for proposal and contract processes</li> <li>• 1:1 meetings</li> <li>• Business reviews</li> <li>• Philanthropic support and partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental sustainability</li> <li>• Sustainable products and services</li> <li>• Financial inclusion</li> <li>• Human capital management</li> <li>• Privacy and data protection</li> <li>• Accessible design</li> </ul>

## Engagement With Stakeholders

Stakeholder	Engagement Channel	ESG Topics Covered
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>EcoVadis platform network</li> <li>Requests for proposal, negotiations and contracting</li> <li>Purchasing process (PR/PO)</li> <li>1:1 meetings</li> <li>Business reviews and risk reviews</li> <li>Supplier Information Portal</li> <li>Supplier Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>Environmental sustainability</li> <li>Cybersecurity</li> <li>Privacy and data protection</li> <li>Vendor risk</li> <li>Business conduct and ethics</li> </ul>
<b>Communities</b>	<ul style="list-style-type: none"> <li>FIS Foundation</li> <li>Employee campaigns with matching donations and volunteer resources</li> <li>Charities and nongovernmental organizations (NGOs)</li> <li>Volunteering and philanthropy programs</li> </ul>	<ul style="list-style-type: none"> <li>Financial inclusion/financial literacy</li> <li>STEM education</li> <li>Environmental sustainability</li> <li>Community development</li> <li>Health and human services</li> </ul>
<b>Governments and Regulators</b>	<ul style="list-style-type: none"> <li>Regulatory interactions, submissions of regulatory documents, disclosures and filings</li> <li>Participation in governmental, public-private and multilateral forums and coalitions</li> <li>Testimony before government bodies</li> <li>Participation as panelists at industry association hosted policy gatherings</li> <li>Industry association memberships</li> </ul>	<ul style="list-style-type: none"> <li>Cybersecurity and operational resilience</li> <li>Data privacy</li> <li>Financial inclusion and literacy</li> <li>Artificial intelligence</li> </ul>

For more information, see the Public Policy and Political Contributions section of this report.

# Independent Accountants' Review Report



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

**Independent Accountants' Review Report**

To the Board of Directors and Management of Fidelity National Information Services, Inc.

**Report on Selected Metrics included in the 2024 Global Sustainability Report**

*Conclusion*

We have reviewed whether Fidelity National Information Services, Inc.'s (the Company's) identified metrics with the symbol \* and notes (the Selected Metrics) in the Environmental Statements and Notes (the Statements) on pages 70 to 81 of the Company's 2024 Global Sustainability Report, for the year ended December 31, 2024, have been prepared in accordance with the reporting criteria set forth in Note 2 of the Statements (the Criteria).

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, 2024 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 Statements for the years ended December 31, 2023 and 2022, and our reports dated June 26, 2024 and July 21, 2023 included unmodified conclusions. Our conclusion is not modified in respect of 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.

*Inherent limitations in preparing the Selected Metrics*

As described in Note 9 of the Statements, the Company obtains energy use data from across its global operations 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 in which actual use data is not available. The Company obtains water data from across

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its global operations 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.

*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, the procedures we performed primarily consisted of:

- inquiring of management to obtain an understanding of the methodologies and inputs applied to measure and evaluate the Selected Metrics;
- evaluating management's application of the methodologies;
- performing analytical procedures;
- inspecting a selection of supporting documentation and evaluating inputs related to the Selected Metrics;
- recalculating a selection of the Selected Metrics based on the Criteria; and
- evaluating the disclosures for consistency with the Criteria and our understanding of other review procedures performed.

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  
August 18, 2025

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# Environmental Statements and Notes

Category	2022	2023	2024 <sup>4</sup>
<b>GHG Emissions – Scope 1 and 2</b>			
<b>GHG Emission Scope 1 (TCO<sub>2</sub>e)</b>			
Mobile	4,907	2,336	2,391
Natural Gas (Stationary)	3,926	3,700	3,195
Diesel (Stationary)	569	312	324
Fuel Oil (Stationary)	8	—	4
Gasoline (Stationary)	—	—	1
Refrigerant Leakages (Fugitive)	3,512	3,639	2,973
<b>GHG Emissions - Scope 1</b>	<b>12,922**</b>	<b>9,987**</b>	<b>8,888*</b>
<b>GHG Emissions - Scope 2 (TCO<sub>2</sub>e)</b>			
Market-Based Method	57,738**	40,422**	39,566*
Location-Based Method	58,542**	50,373**	43,847*
<b>GHG Emissions - Total Scope 1 and Scope 2 (Market-Based)</b>	<b>70,660**</b>	<b>50,409**</b>	<b>48,454*</b>
<b>GHG Emissions - Total Scope 1 and Scope 2 (Location-Based)</b>	<b>71,464**</b>	<b>60,360**</b>	<b>52,735*</b>

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 69.

\*\*Independent Accountants' Review Reports on these metrics and related notes are available in the FIS 2023 and 2022 Global Sustainability Reports, pages 87 and 85, respectively.

Category	2022	2023	2024 <sup>4</sup>
<b>GHG Emissions – Scope 3</b>			
<b>GHG Emissions – Scope 3 (TCO<sub>2</sub>e)</b>			
Category 1 – Purchased Goods and Services	463,747	278,114	208,369
Category 2 – Capital Goods	Included in Cat 1	27,506	27,879
Category 3 – Fuel- and Energy-Related Activities	20,726	14,231	11,621
Categories 4 and 9 – Upstream Transportation and Downstream Transportation	Included in Cat 1	56,347	67,924
Category 5 – Waste Generated in Operations	753	589	923
Category 6 – Business Travel	20,993	41,038	37,493
Category 7 – Employee Commuting (Incl. Teleworking)	22,001	55,391	37,297
Category 11 – Use of Sold Products	—	4,488	—
Category 12 – End of Life of Sold Products	—	44	—
Category 13 – Downstream Leased Assets	791	1,166	857
Category 15 – Investments	—	1,617	57,122
<b>GHG Emissions – Reported Scope 3 (Categories 1, 2, 3, 4, 5, 6, 7, 9, 11, 12, 13, 15)</b>	<b>529,011</b>	<b>480,531</b>	<b>449,485</b>
<b>GHG Intensity (All Scopes)</b>	<b>41.27</b>	<b>36.17</b>	<b>49.17</b>
<b>Carbon Offsets (TCO<sub>2</sub>e)</b>	<b>-7,200</b>	<b>-10,000</b>	<b>-10,000</b>

<sup>4</sup> 2024 is the base year; see Note 4 in the environmental notes on the following pages. See Note 1 in the environmental notes for the impact of the Worldpay Sale.

Category	2022	2023	2024 <sup>5</sup>
<b>Energy</b>			
<b>Total Energy Consumption (GJ)</b>	<b>651,041**</b>	<b>575,718**</b>	<b>531,996*</b>
Mobile	71,176	39,674	35,086
Natural Gas (Stationary)	77,982	73,484	63,463
Diesel (Stationary)	8,773	4,477	4,651
Fuel Oil (Stationary)	99	—	56
Gasoline (Stationary)	2	—	13
Non-Renewable Electricity (Stationary)	476,798	379,971	347,660
Renewable Electricity (Stationary)	11,274	73,921	76,635
Chilled Water (Stationary)	3,574	2,697	2,884
Steam (Stationary)	1,363	1,494	1,548
Total Energy Consumption from Non-Renewable Sources	639,767**	501,797**	455,361*
Total Energy Consumption from Renewable Sources	11,274**	73,921**	76,635*
Percentage of Electricity from Renewable Sources	2%**	16%**	18%*
Percentage of Energy from Grid Electricity	75%**	79%**	80%*
Energy Intensity	44.81	39.22	52.53
<b>Water (Thousand M3/Megaliters)</b>			
Water Withdrawn	255**	557**	375*
Water Withdrawn in Regions with High or Extremely High Baseline Water Stress	105	284	225
Percentage Water Withdrawn in Regions with High or Extremely High Baseline Water Stress	41%	51%	60%

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 69.

\*\*Independent Accountants' Review Reports on these metrics and related notes are available in the FIS 2023 and 2022 Global Sustainability Reports, pages 87 and 85, respectively.

<sup>5</sup> See Note 1 in the environmental notes for the impact of the Worldpay Sale.

### 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, Fla. 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.

On Jan. 31, 2024, FIS completed the sale (the "Worldpay Sale") of a 55% equity interest in our Worldpay Merchant Solutions business to private equity funds managed by GTCR, LLC. FIS retained a noncontrolling 45% equity interest in a new standalone joint venture, Worldpay Holdco, LLC ("Worldpay"), following the closing of the Worldpay Sale. These environmental statements and notes do not include the activities or results of the Worldpay Merchant Solutions business when disclosing data for the year ended Dec. 31, 2024.

### 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 Jan. 1, 2024, to Dec. 31, 2024. The Company presents its emissions, energy and water under the 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

Base year emissions will only be adjusted in the event of acquisitions or mergers with entities that 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 emission 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 10% change in an individual facility's GHG emissions from the previous year's emissions triggers an internal verification review for that facility.

While the Worldpay Sale discussed in Note 1 exceeded the significance threshold, instead of adjusting base year emissions, FIS set 2024 as the new base year.

Category	2024 (Base Year)
<b>GHG Emissions – Scope 1 and 2</b>	
<b>GHG Emissions Scope 1 (TCO<sub>2</sub>e)</b>	
Mobile	2,391
Natural Gas	3,195
Diesel	324
Fuel Oil	4
Gasoline	1
Refrigerant Leakages	2,973
GHG Emissions – Total Scope 1	8,888*
<b>GHG Emissions Scope 2 (TCO<sub>2</sub>e)</b>	
Market-Based Method	39,566*
Location-Based Method	43,847*
GHG Emissions – Total Scope 1 and Scope 2 (Market-Based)	48,454*
GHG Emissions – Total Scope 1 and Scope 2 (Location-Based)	52,735*
<b>GHG Emissions – Scope 3</b>	
<b>GHG Emissions – Scope 3 (TCO<sub>2</sub>e)</b>	
Category 1 – Purchased Goods and Services	208,369
Category 2 – Capital Goods	27,879
Category 3 – Fuel- and Energy-Related Activities	11,621
Category 4 and 9 – Upstream Transportation and Downstream Transportation	67,924
Category 5 – Waste Generated in Operations	923
Category 6 – Business Travel	37,493
Category 7 – Employee Commuting (Incl. Teleworking)	37,297
Category 13 – Downstream Leased Assets	857
Category 15 – Investments	57,122
GHG Emissions – Total Reported Scope 3	449,485
GHG Intensity (All Reported Emissions)	49.17

\*Limited assurance provided on these metrics and related notes (Selected Metrics); see Independent Accountants' Review Report on page 69.

## 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. 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 – Emission factors and conversion factors

GHG Scope 1	2022 Emission Factors	2023 Emission Factors	2024 Emission Factors
<b>Natural Gas</b>	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.	EPA (2023), Emission Factors for Greenhouse Gas Inventories, 18 April 2023	EPA (2025), Emission Factors for Greenhouse Gas Inventories, 15 January 2025
<b>Diesel</b>	DECC/DEFRA 2021	EPA (2023), Emission Factors for Greenhouse Gas Inventories, 18 April 2023	EPA (2025), Emission Factors for Greenhouse Gas Inventories, 15 January 2025
<b>Fuel Oil EPA</b>	DECC/DEFRA 2021	EPA (2023), Emission Factors for Greenhouse Gas Inventories, 18 April 2023	EPA (2025), Emission Factors for Greenhouse Gas Inventories, 15 January 2025
<b>Gasoline</b>	DECC/DEFRA 2021	DESNZ 2023 EPA (2023), Emission Factors for Greenhouse Gas Inventories, 18 April 2023	EPA (2025), Emission Factors for Greenhouse Gas Inventories, 15 January 2025
<b>Hybrid Vehicle</b>	DECC/DEFRA 2021	DESNZ 2023	DESNZ 2024
<b>Electric Vehicle</b>	DECC/DEFRA 2021	DESNZ 2023	DESNZ 2024
<b>Jet Fuel</b>	DECC/DEFRA 2021	EPA (2023), Emission Factors for Greenhouse Gas Inventories, 18 April 2023	EPA (2025), Emission Factors for Greenhouse Gas Inventories, 15 January 2025
<b>Refrigerant Leakages</b>	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 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 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

GHG Scope 2	2022 Emission Factors	2023 Emission Factors	2024 Emission Factors
<b>Electricity</b>	<p>CO2 Source: AIB, European Residual Mixes 2020; Methane and Nitrous Oxide Source: Year 2019 factors from "IEA Emission factors 2021"</p> <p>Environment Canada, National Inventory Report, Greenhouse Gas Sources and Sinks in Canada, 1990-2019, Part 3, Annex 13</p> <p>EPA eGRID2020: Year 2020 Released: 1/27/2022</p> <p>Year 2019 factors from "IEA Emission factors 2021"</p> <p>DECC/DEFRA 2021</p>	<p>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"</p> <p>Environment Canada, National Inventory Report, Greenhouse Gas Sources and Sinks in Canada, 1990-2021, Part 3, Annex 13</p> <p>EPA eGRID2021: Year 2021 Released: 1/30/2023</p> <p>Year 2021 factors from "IEA Emission factors 2023"</p> <p>Year 2022 factors from "IEA Emission factors 2023"</p> <p>DESNZ 2023</p> <p>2022 Green-e® Residual Mix Emissions Rates (2020 Data)</p>	<p>CO2 Source: AIB, European Residual Mixes 2024, Table 2; CH4 and N2O Source: Year 2024 factors from "IEA Emission factors 2024"</p> <p>Environment Canada, National Inventory Report 1990 – 2022: Greenhouse Gas Sources and Sinks in Canada, Part 3, Annex 13 (Release 2024)</p> <p>EPA eGRID2023, January 2025 (Summary Tables - Table 1. Subregion Output Emission Rates)</p> <p>Year 2024 factors from "IEA Emission factors 2024"</p> <p>2024 Green-e® Residual Mix Emissions Rates (2022 Data)</p>
<b>Chilled Water</b>	<p>Based on location-based and market-based electricity emission factors, and applying relevant conversion factors where necessary to estimate electricity-based kWh for chilled water consumption</p>	<p>Based on location-based and market-based electricity emission factors, and applying relevant conversion factors where necessary to estimate electricity-based kilowatt hours (kWh) for chilled water consumption</p>	<p>Based on location-based and market-based electricity emission factors, and applying relevant conversion factors where necessary to estimate electricity-based kilowatt hours (kWh) for chilled water consumption</p>
<b>Steam</b>	<p>DECC/DEFRA 2021</p>	<p>DESNZ 2023</p> <p>EPA (2023), Emission Factors for Greenhouse Gas Inventories, 18 April 2023</p>	<p>DESNZ 2024</p> <p>EPA (2025), Emission Factors for Greenhouse Gas Inventories, 15 January 2025</p>

GHG Scope 3	2022 Emission Factors	2023 Emission Factors	2024 Emission Factors
<b>Category 1 - Purchased Goods and Services</b>	<p>DEFRA Table 13 Indirect emissions from supply chain 2007-2011</p> <p>An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emission factors to the reporting year’s data.</p>	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in kgCO2e)	U.S. EPA Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6
<b>Category 2 - Capital Goods</b>	For the 2022 reporting year, Categories 1, 2, 4 and 9 were reported on a combined basis. See Category 1 for emission factors.	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in kgCO2e)	U.S. EPA Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6
<b>Category 3 - Fuel- and Energy- Related Activities</b>	DECC/DEFRA; see above for Electricity EF	IEA (2023) Life Cycle Upstream Emission Factors, 2022 IEA (2023) Life Cycle Upstream Emission Factors, 2021	IEA (2024) Life Cycle Upstream Emission Factors, 2024 IEA (2024) Life Cycle Upstream Emission Factors, 2022
<b>Category 4 - Upstream Transportation and Distribution</b>	For the 2022 reporting year, Categories 1, 2, 4 and 9 were reported on a combined basis. See Category 1 for emission factors.	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in kgCO2e)	U.S. EPA Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6
<b>Category 5 - Waste Generated in Operations</b>	<p>DEFRA Table_13_Indirect_ emissions_ from_ supply_ chain_2007-2011</p> <p>An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emission factors to the reporting year’s data.</p>	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in kgCO2e)	U.S. EPA Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6
<b>Category 6 - Business Travel</b>	<p>DECC/DEFRA</p> <p>DEFRA Table 13 Indirect emissions from supply chain 2007-2011</p> <p>An inflation rate (from 2011 to the reporting year) and a conversion rate (GBP/USD) are applied to update the emission factors to the reporting year’s data.</p>	<p>U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in kgCO2e)</p> <p>DESNZ 2023</p> <p>EEIO 2016</p>	<p>U.S. EPA Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6</p> <p>DESNZ 2024</p>

GHG Scope 3	2022 Emission Factors	2023 Emission Factors	2024 Emission Factors
<b>Category 7 - Employee Commuting (Incl. Teleworking)</b>	<p>DECC/DEFRA; U.S. EPA; see above for Electricity EF International Energy Agency (IEA) data from the IEA (2018) Data &amp; Statistics. Electricity and Natural Gas Consumption by Sector, Ofgem License and sectoral publications, EIA</p> <p>Residential Energy Consumption Survey, Worldometer</p>	<p>AIB, European Residual Mixes 2021, Table 2</p> <p>Year 2021 factors from "IEA Emission factors 2023"</p> <p>Year 2022 factors from "IEA Emission factors 2023"</p> <p>2022 Green-e® Residual Mix Emissions Rates (2020 Data)</p> <p>Environment Canada, National Inventory Report 1990 – 2021: Greenhouse Gas Sources and Sinks in Canada, Part 3, Annex 13</p> <p>EPA eGRID2021: Year 2021 Released: 1/30/2023</p>	<p>AIB, European Residual Mixes 2024, Table 2</p> <p>Year 2024 factors from "IEA Emission factors 2024"</p> <p>2024 Green-e® Residual Mix Emissions Rates (2022 Data)</p> <p>Environment Canada, National Inventory Report 1990 – 2022: Greenhouse Gas Sources and Sinks in Canada, Part 3, Annex 13 (Release 2024)</p> <p>EPA eGRID2023: Year 2023 Released: 1/15/2025</p>
<b>Category 9 - Downstream Transportation and Distribution</b>	<p>For the 2022 reporting year, Categories 1, 2, 4 and 9 were reported on a combined basis. See Category 1 for emission factors.</p>	<p>For the 2023 reporting year, Categories 4 and 9 were reported on a combined basis. See Category 4 for emission factors.</p>	<p>For the 2024 reporting year, Categories 4 and 9 were reported on a combined basis. See Category 4 for emission factors.</p>
<b>Category 11 - Use of Sold Products</b>	<p>Not applicable</p>	<p>Year 2021 factors from "IEA Emission factors 2023"</p> <p>Year 2022 factors from "IEA Emission factors 2023"</p> <p>EPA eGRID2021: Year 2021 Released: 1/30/2023</p>	<p>Not applicable</p>
<b>Category 12 - End of Life of Sold Products</b>	<p>Not applicable</p>	<p>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.</p> <p>DESNZ 2023</p>	<p>Not applicable</p>

GHG Scope 3	2022 Emission Factors	2023 Emission Factors	2024 Emission Factors
<b>Category 13 - Downstream Leased Assets</b>	Not applicable	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), Emission Factors for Greenhouse Gas Inventories, 18 April 2023	EPA (2025), Emission Factors for Greenhouse Gas Inventories, 15 January 2025  Environment Canada, National Inventory Report 1990 – 2022: Greenhouse Gas Sources and Sinks in Canada, Part 3, Annex 13 (Release 2024)  EPA eGRID2023, January 2025 (Summary Tables - Table 1. Subregion Output Emission Rates)  Year 2024 factors from "IEA Emission factors 2024"
<b>Category 15 - Investments</b>	Not applicable	U.S. EPA 2021 (Supply Chain Emission Factors with Margins, in kgCO2e)	U.S. EPA Supply Chain Greenhouse Gas Emission Factors v1.3 by NAICS-6

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

### Note 7 – Methodology

#### GHG Scope 1 and 2 and energy

The Company applies conversion factors to energy consumption data to derive CO2e 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 year ended Dec. 31, 2022, 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 years ended Dec. 31, 2024 and 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 (103,269 GJ), electricity consumption (424,295 GJ), steam consumption (1,548 GJ) and cooling consumption (2,884 GJ) for the year ended Dec. 31, 2024. 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 leveraged the top vendors representing greater than 70% of the total spend for the years ended Dec. 31, 2024, 2023 and 2022. CDP Climate Change responses were generated for vendors for periods ending Dec. 31, 2024, 2023 and 2022 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 mtCO2 e/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 Dec. 31, 2024, 2023 and 2022. Emissions from CDP data represent 33% 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

Category 2 follows the same methodology as Category 1.

### 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 DESNZ Well-to-Tank (WTT) emission factors were applied based on usage.

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

Calculations include both upstream and downstream transportation, which are not separable at this time. Calculated based on FIS' courier and messenger spending activity in 2024 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 emission factor.

### Category 6 – Business travel

FIS' 2024 travel mileage from flights and car rentals was used to calculate emissions based on relevant DESNZ emission factors. For hotel stays, DESNZ emission 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. The database used to track business travel for this category was not able to break out FIS and Worldpay Merchant Solutions business travel until Feb. 24, 2024, and both are included until then.

### Category 7 – Employee commuting and teleworking

Estimated based off headcount data and office attendance rate collected by facility managers. A sample of facilities was selected for their high number of employees commuting to work and their representativeness of FIS' geographical regions. The sample represents 77% 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 emission 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 251 working days in 2024.

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

Following the Worldpay Sale in 2024, Scope 3 categories were re-evaluated and Category 11 was determined to be immaterial. See Note 8 for additional details.

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

Following the Worldpay Sale in 2024, Scope 3 categories were re-evaluated and Category 12 was determined to be immaterial. See Note 8 for additional details.

### 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

This category was calculated consistent with the Partnership for Carbon Accounting Financials (PCAF). For most investees, emissions were first calculated by multiplying FIS' revenue by each investee's sector-assigned U.S. EPA (NAICS) emission factors and then allocated by using an attribution factor. For Worldpay, Scope 1, 2, and 3 emissions data was used to calculate an investee-specific emission factor.

## 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 water. 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 prorated for the full evaluation period.

## Note 8 – Methodology updates

### GHG Scope 1 and 2 and energy

There were no methodology updates for Scope 1 and Scope 2 and energy calculations in 2024.

In 2023, 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. In 2023, the calculation integrated the most current emission factors. For Scope 1 and Scope 2, this meant switching from DEFRA emission factors to U.S. EPA and Green-e® emission factors as they are more recent. Green-e® emission factors were not used in previous years but were used in 2023 as part of the methodological improvements.

In 2023, the energy methodology was updated from 2012 to 2018 Commercial Buildings Energy Consumption Survey (CBECS) data, which is the most recent data available for energy.

### GHG Scope 3

In 2024, based on the GHG Protocol’s criteria for selecting relevant Scope 3 activities, the Company excluded Category 11 and Category 12 from the 2024 inventory. The majority of emissions in these categories originated from the former Worldpay Merchant Solutions business (see Note 1).

In 2024, FIS used an updated headcount methodology for Scope 3 Category 7 based on the weighted average of multiple points pulled by the Company’s analytics software throughout the reporting period. This updated methodology also excludes virtual, transitional and Worldpay employees.

As of 2023, for Scope 3 Category 3, electricity-based well-to-tank emissions now use IEA emission factors as they are more up to date than the DEFRA well-to-tank emission factors for non-U.K. countries. In 2023, as part of our journey to improve the transparency and completeness of Scope 3 emissions, we further refined our calculations to report the following:

- Categories 11, 12 and 15 were presented for the first time in 2023.

- Categories 2, 4 and 9 were previously reported as Category 1 due to data availability limitations but are now reported separately as of 2023.
- Category 13 includes subleased spaces as of 2023.

Refer to Note 4 for the defined significance threshold.

## Water

In 2024, to estimate water withdrawal for facilities where primary data was unavailable, FIS used the same updated methodology described above for Scope 3 Category 7.

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 have not been recalculated due to insufficient attributes within the data and are not comparable to 2023 and 2024. 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 in which 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 Dec. 31, 2024, 2023 and 2022.

Energy	2022	2023	2024
<b>Net Revenue (In Millions)</b>	\$14,528	\$14,680	\$10,127
<b>Total Energy Consumption Within the Organization (GJ)</b>	651,041	575,718	531,996
<b>Energy Intensity (GJ/Revenue)</b>	44.81	39.22	52.53

## 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 Dec. 31, 2024, 2023 and 2022.

GHG Emissions	2022	2023	2024
Net Revenue (In Millions)	\$14,528	\$14,680	\$10,127
Total GHG Emissions - Scope 1, Scope 2 Market-Based and Scope 3 Emissions (TCO <sub>2</sub> e)	599,671	530,940	497,939
GHG Intensity (TCO <sub>2</sub> e/Revenue)	41.28	36.17	49.17

## Note 12 – Renewable energy

FIS calculates the percentage of electricity from renewable energy sources using the guidance in SASB, specifically, TCSI-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, 10,000 and 7,200 metric tonnes CO<sub>2</sub> for the years ended Dec. 31, 2024, 2023 and 2022 respectively on a public registry. The carbon credit purchases compensate for FIS’ GHG Scope 1 emissions footprint. Each of the projects was 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 emission factors do not break down CO<sub>2</sub>e into constituent gases. The tables below break out GHG Scope 1 and Scope 2 emissions by gas. The gases PFCs, SF<sub>6</sub> and NF<sub>3</sub> are not applicable to FIS.

### GHG Scope 1 emissions by gas

Gas	2022	2023	2024
CO <sub>2</sub> (metric tonnes)	9,348	6,336	5,571
CH <sub>4</sub> (metric tonnes)	0	0	2
N <sub>2</sub> O (metric tonnes)	0	0	0
HFC (metric tonnes)	2	2	2

Gas	2022	2023	2024
CO <sub>2</sub> (TCO <sub>2</sub> e)	9,348	6,336	5,575
CH <sub>4</sub> (TCO <sub>2</sub> e)	6	5	45
N <sub>2</sub> O (TCO <sub>2</sub> e)	58	7	9
HFC (TCO <sub>2</sub> e)	3,512	3,639	2,973

### GHG Scope 2 (market-based) emissions by gas

Gas	2022	2023	2024
CO <sub>2</sub> (metric tonnes)	57,252	40,394	39,531
CH <sub>4</sub> (metric tonnes)	4	0	0
N <sub>2</sub> O (metric tonnes)	1	0	0
HFC (metric tonnes)	0	0	0

Gas	2022	2023	2024
CO <sub>2</sub> (TCO <sub>2</sub> e)	57,252	40,394	39,531
CH <sub>4</sub> (TCO <sub>2</sub> e)	117	1	4
N <sub>2</sub> O (TCO <sub>2</sub> e)	169	27	31
HFC (TCO <sub>2</sub> e)	0	0	0

**GHG Scope 2 (location-based) emissions by gas**

Gas	2022	2023	2024
<b>CO2 (metric tonnes)</b>	58,047	50,119	43,666
<b>CH4 (metric tonnes)</b>	4	3	2
<b>N2O (metric tonnes)</b>	1	1	0
<b>HFC (metric tonnes)</b>	0	0	0
Gas	2022	2023	2024
<b>CO2 (TCO<sub>2e</sub>)</b>	58,047	50,119	43,666
<b>CH4 (TCO<sub>2e</sub>)</b>	118	98	65
<b>N2O (TCO<sub>2e</sub>)</b>	175	156	116
<b>HFC (TCO<sub>2e</sub>)</b>	0	0	0

**Note 15 – Energy sold**

The Company did not sell any energy including electricity, heating, cooling and steam for the years ended Dec. 31, 2024, 2023 and 2022 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; and 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 are 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 Dec. 31, 2024, 2023 and 2022.

# GRI Content Index

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2-2 Entities included in the organization's sustainability reporting	2024 Annual Report, Business, page 2
2-3 Reporting period, frequency and contact point	About This Report, page 63
2-4 Restatements of information	About This Report, page 63
2-5 External assurance	Independent Accountants' Review Report, page 69
2-6 Activities, value chain and other business relationships	2024 Annual Report, Business, page 2 Managing Responsible Procurement, page 59
2-7 Employees	2024 Annual Report, Human Capital Management, page 11 About FIS, page 4
2-8 Workers who are not employees	Not disclosed.
2-9 Governance structure and composition	2025 Proxy Statement, Committees of the Board, page 37
2-10 Nomination and selection of the highest governance body	2025 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 40
2-11 Chair of the highest governance body	2025 Proxy Statement, Board Leadership Structure, page 36
2-12 Role of the highest governance body in overseeing the management of impacts	2025 Proxy Statement, Shareholder and Stakeholder Engagement, page 31 2025 Proxy Statement, Board Leadership Structure, page 36 2025 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 40 Corporate Governance, Nominating and Sustainability Committee Charter, III. Meetings, page 1
2-13 Delegation of responsibility for managing impacts	2025 Proxy Statement, Corporate Governance, Nominating and Sustainability Committee, page 40 Governing and Managing Responsibly, page 45
2-14 Role of the highest governance body in sustainability reporting	Governing and Managing Responsibly, page 45
2-15 Conflicts of interest	2025 Proxy Statement, Review, Approval or Ratification of Transactions with Related Persons, page 32 Corporate Governance Guidelines
2-16 Communication of critical concerns	Operating with Integrity, page 48
2-17 Collective knowledge of the highest governance body	Governing and Managing Responsibly, page 45
2-18 Evaluation of the performance of the highest governance body	2025 Proxy Statement, Our Board and Committee Evaluation Process, page 35
2-19 Remuneration policies	2025 Proxy Statement, Compensation Discussion and Analysis, page 48
2-20 Process to determine remuneration	2025 Proxy Statement, Compensation Discussion and Analysis, page 48

## Disclosure

## Report Location or External FIS Reference

<p>2-21 Annual total compensation ratio</p>	<p>2025 Proxy Statement, CEO Pay Ratio, page 82 2024 Proxy Statement, CEO Pay Ratio, page 96</p>
<p>2-22 Statement on sustainable development strategy</p>	<p>Letter from our CEO and president, page 3</p>
<p>2-23 Policy commitments</p>	<p>Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 18 Advancing the Workforce of the Future, page 27 Reducing Environmental Impact and Risk, page 39 Governing and Managing Responsibly, page 45 Operating with Integrity, page 48 Managing Responsible Procurement, page 59</p>
<p>2-24 Embedding policy commitments</p>	<p>Empowering Individuals and Businesses in the Digital Economy, page 12 Protecting Our Clients and the Financial System, page 18 Advancing the Workforce of the Future, page 27 Reducing Environmental Impact and Risk, page 39 Governing and Managing Responsibly, page 45 Operating with Integrity, page 48 Managing Responsible Procurement, page 59</p>
<p>2-25 Processes to remediate negative impacts</p>	<p>Governing and Managing Responsibly, page 45 Operating with Integrity, page 48</p>
<p>2-26 Mechanisms for seeking advice and raising concerns</p>	<p>Governing and Managing Responsibly, page 45</p>
<p>2-27 Compliance with laws and regulations</p>	<p>2024 Annual Report, Legal Proceedings, page 28</p>
<p>2-28 Membership associations</p>	<p>Operating with Integrity, page 48</p>
<p>2-29 Approach to stakeholder engagement</p>	<p>Introduction, page 3</p>
<p>2-30 Collective bargaining agreements</p>	<p>None of our U.S. workforce currently is unionized. Approximately 6,000 of our employees, primarily in Brazil and Europe, are represented by labor unions or works councils as of Dec. 31, 2024.</p>

Disclosure	Report Location or External FIS Reference
<b>GRI 3: Material Topics 2021</b>	
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 18 Advancing the Workforce of the Future, page 27 Reducing Environmental Impact and Risk, page 39 Governing and Managing Responsibly, page 45 Operating with Integrity, page 48 Managing Responsible Procurement, page 59
<b>GRI 201: Economic Performance 2016</b>	
201-1 Direct economic value generated and distributed	About FIS, page 4
201-2 Financial implications and other risks and opportunities due to climate change	Reducing Environmental Impact and Risk, page 39 Operating with Integrity, page 48
<b>GRI 203: Indirect Economic Impacts 2016</b>	
203-2 Significant indirect economic impacts	Empowering Individuals and Businesses in the Digital Economy, page 12 Advancing the Workforce of the Future, page 27
<b>GRI 204: Procurement Practices 2016</b>	
204-1 Proportion of spending on local suppliers	Managing Responsible Procurement, page 59
<b>GRI 205: Anti-corruption 2016</b>	
205-1 Operations assessed for risks related to corruption	Operating with Integrity, page 48
205-2 Communication and training about anti-corruption policies and procedures	Operating with Integrity, page 48
<b>GRI 206: Anti-competitive Behavior 2016</b>	
206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices	2024 Annual Report, Legal Proceedings, page 28
<b>GRI 207: Tax 2019</b>	
207-1 Approach to tax	FIS Tax Strategy

Disclosure	Report Location or External FIS Reference
<b>GRI 302: Energy 2016</b>	
302-1 Energy consumption within the organization	Reducing Environmental Impact and Risk, page 39 Environmental Statements and Notes, page 70
302-3 Energy intensity	Environmental Statements and Notes, page 70
<b>GRI 303: Water and Effluents 2018</b>	
303-3 Water withdrawal	Reducing Environmental Impact and Risk, page 39 Environmental Statements and Notes, page 70
<b>GRI 305: Emissions 2016</b>	
305-1 Direct (Scope 1) GHG emissions	Reducing Environmental Impact and Risk, page 39 Environmental Statements and Notes, page 70
305-2 Energy indirect (Scope 2) GHG emissions	Reducing Environmental Impact and Risk, page 39 Environmental Statements and Notes, page 70
305-3 Other indirect (Scope 3) GHG emissions	Reducing Environmental Impact and Risk, page 39 Environmental Statements and Notes, page 70
305-4 GHG emissions intensity	Environmental Statements and Notes, page 70
Disclosure 305-6 Emissions of ozone-depleting substances (ODS)	Data Tables, page 65
<b>GRI 401: Employment 2016</b>	
401-3 Parental leave	Advancing the Workforce of the Future, page 27 Data Tables, page 65
<b>GRI 404: Training and Education 2016</b>	
404-1 Average hours of training per year per employee	Advancing the Workforce of the Future, page 27 Data Tables, page 65
404-2 Programs for upgrading employee skills and transition assistance programs	Advancing the Workforce of the Future, page 27
404-3 Percentage of employees receiving regular performance and career development reviews	Advancing the Workforce of the Future, page 27 Data Tables, page 65
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	
405-1 Diversity of governance bodies and employees	Advancing the Workforce of the Future, page 27
<b>GRI 415: Public Policy 2016</b>	
415-1 Political contributions	Operating with Integrity, page 48

# SASB Content Index

Topic	Accounting Metric	Code	Response
<b>Environmental Footprint of Hardware Infrastructure</b>	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	TC-SI-130a.1	Environmental Statements and Notes, page 70
	(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 70
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	Reducing Environmental Impact and Risk, page 39
<b>Data Privacy &amp; Freedom of Expression</b>	Description of policies and practices relating to behavioral advertising and user privacy	TC-SI-220a.1	Protecting Our Clients and the Financial System, page 18
	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.
<b>Data Security</b>	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 18
<b>Recruiting &amp; Managing a Global, Diverse &amp; Skilled Workforce</b>	Percentage of employees that are (1) foreign nationals and (2) located offshore	TC-SI-330a.1	Advancing the Workforce of the Future, page 27 Data Tables, page 65
	Employee engagement as a percentage	TC-SI-330a.2	Advancing the Workforce of the Future, page 27 Data Tables, page 65
	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 65
<b>Managing Systemic Risks from Technology Disruptions</b>	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Operating with Integrity, page 48

# TCFD Content Index

Topic	Accounting Metric	Response
<b>Governance</b>	a) Describe the board’s oversight of climate-related risks and opportunities.	Reducing Environmental Impact and Risk, page 39 Governing and Managing Responsibly, page 45 2024 CDP Response
	b) Describe management’s role in assessing and managing climate-related risks and opportunities.	Reducing Environmental Impact and Risk, page 39 2024 CDP Response
<b>Strategy</b>	a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term.	Reducing Environmental Impact and Risk, page 39 2024 CDP Response
	b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning.	Reducing Environmental Impact and Risk, page 39 2024 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.	Reducing Environmental Impact and Risk, page 39 2024 CDP Response
<b>Risk Management</b>	a) Describe the organization’s processes for identifying and assessing climate-related risks.	Reducing Environmental Impact and Risk, page 39 2024 CDP Response
	b) Describe the organization’s processes for managing climate-related risks.	Reducing Environmental Impact and Risk, page 39 2024 CDP Response
	c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management.	Reducing Environmental Impact and Risk, page 39 2024 CDP Response
<b>Metrics &amp; Targets</b>	a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Reducing Environmental Impact and Risk, page 39 Environmental Statements and Notes, page 70 2024 CDP Response
	b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	Reducing Environmental Impact and Risk, page 39 Environmental Statements and Notes, page 70 2024 CDP Response
	c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Reducing Environmental Impact and Risk, page 39 2024 CDP Response



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