



# 13.02 Environmental, Social and Governance (ESG) Policy

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The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in [Best Current Practice – Key Words](#).

## 13.02 Environmental, Social and Governance (ESG) Policy

### Purpose

The Environmental, Social and Governance ("ESG") Policy reflects FIS' commitment to sustainable and responsible business practices. This Policy applies to all employees, executives, officers and directors of FIS.

### Statement

FIS' technology and services help businesses and communities thrive by advancing the way the world pays, banks and invests. FIS is committed to operating with integrity, contributing to our surrounding communities, promoting diversity and inclusion, empowering our employees, and preserving our natural resources. FIS is also committed to data security, protecting the privacy of our clients, and promoting a global financial system that is accessible and inclusive. The Corporate Governance, Nominating and Sustainability Committee of the Board of Directors provides oversight with respect to FIS' ESG and global sustainability programs.

In order to remain in compliance with ESG disclosure requirements and best practices and to align all FIS personnel with a common set of ESG-related aspirational goals, no employee, line of business or corporate function may publicly disclose or publish aspirational goals, commitments, or other potentially material ESG information without the prior written approval of the Chief Legal and Corporate Affairs Officer.

### 13.02.01 Environmental

FIS recognizes that our planet needs to be a sustainable home for current and future generations and the Company is committed to managing its activities in such a way so as to prevent pollution and to reduce adverse impacts to the environment. A commitment to environmental stewardship is part of FIS' Code of Business Conduct and Ethics.

#### 13.02.01.01 Environmental Protection and Awareness

FIS is committed to operating in accordance with Company environmental programs and all applicable environmental legal requirements. The Company commits to the continual improvement of our environmental programs including setting objectives for improving environmental performance. The Company's Global Environmental Management System (EMS) is one mechanism for closing our environmental gaps and facilitating continuous improvement across facilities as well as maintaining compliance with applicable environmental laws and regulations. Applicable FIS EMS-certified sites are guided by the commitment set forth in the Environmental Policy Statement.

The Company seeks to protect and maintain the quality of the environment, promote environmental awareness among its colleagues, clients and the communities in which it operates. Accordingly, employees must:

- Operate in compliance with environmental laws and regulations and internal environmental program requirements,
- Promptly report to management any environmental violations, and
- Consider opportunities to improve environmental programs.

Employees should direct any reports of actual or potential environmental violations, or any questions about responsibilities or Company policies in these areas, to their supervisor, a People Office representative or the Ethics Helpline or Ethics website.

### 13.02.01.02 Energy Efficiency and Emissions Reduction

FIS supports minimizing our environmental impact through initiatives to increase energy efficiency. As a global leader in financial technology, our primary opportunities for reducing direct environmental impact are in operating our data centers and office buildings efficiently and responsibly.

FIS may evaluate the opportunity for certification through the U.S. Green Building Council's (USGBC) Leadership in Energy and Environmental Design ("LEED") program for new construction, to go along with our other LEED certified buildings. This is the world's most widely recognized and applied benchmark for green buildings.

FIS will assess the need for building automation and energy management systems where possible to help reduce our impact on the environment. This includes using energy-efficient LED lighting and high efficiency mechanical units, where practical. Additionally, to help our colleagues reduce the environmental impact of their commute, FIS has installed electric vehicle charging stations at some of our larger locations.

Also, we will assess the use of energy efficient or sustainable products when equipment replacements are necessary or at end of life.

From time to time, FIS may perform surveys of energy usage and carbon emissions from its facilities to track the Company's progress in minimizing environmental impact.

### 13.02.01.03 Waste Management and Recycling

As part of our efforts to minimize waste, FIS supports recycling programs at our facilities where it is supported by local municipalities. Our waste reduction practices include recycling computers and other technology equipment such as VPN tokens and computer printer toner cartridges, in line with international guidelines and FIS' security policies and practices. Confidential shred and recycle bins are available at many FIS locations so that paper and other materials can be shredded and recycled. FIS requires that any paper or materials containing sensitive information be shredded and disposed of in accordance with our other policies.

### 13.02.01.04 Water Usage

FIS supports minimizing and reducing water usage as part of our environmental protection efforts at our major existing and new-build facilities. From time to time, FIS may conduct a survey of water withdrawal from its major facilities to promote minimizing water usage.

### 13.02.01.05 Biodiversity

FIS supports the protection of biodiversity and is aware of the potential impact of office buildings and data centers on this vital resource. We support initiatives to protect biodiversity by pursuing green building certifications for our major facilities.

### 13.02.01.06 Climate-Related Risk Management

FIS may assess the Company's environmental practices by conducting internal and external data audits. From time to time, we may conduct surveys of major FIS facilities around the world to measure energy usage (including energy derived from renewable sources), GHG emissions (Scope 1 and Scope 2) and water usage. This and other data from our environmental, social and governance program audits are reported periodically to senior management and/or to the Corporate Governance,



Nominating and Sustainability Committee of the FIS Board. Some of these results are also reported in our sustainability report.

These reporting efforts provide transparency to our internal and external stakeholders and will also help measure our future progress in supporting global efforts to combat climate change, including the United Nations Sustainable Development Goals (SDGs).

FIS completed a formal climate risk assessment using the Task Force on Climate-Related Financial Disclosures (TCFD) framework. Additional details can be found in the Company's Global Sustainability Report.

### 13.02.02 Social

FIS seeks to earn the trust of our stakeholders by operating our global business in a responsible way to ensure the sustainability of our colleagues, our clients and our communities.

#### 13.02.02.01 Human Rights and Labor Management

FIS endeavors to:

- protect the fundamental human rights of all individuals;
- observe fair and ethical labor practices in our business and our communities, including our relationships with third-party vendors and suppliers;
- respect the human rights of minority and disadvantaged groups;
- and promote fair and ethical labor relations with all our colleagues.

As stated in the FIS Code of Business Conduct and Ethics, the Company has zero tolerance regarding illegal and immoral practices involving child labor, forced labor and modern slavery, including human trafficking. This important subject matter is addressed within the Company's annual mandatory ethics and compliance training program as well as within our FIS Anti-Bribery Anti-Corruption ("FABAC") training. FIS supports transnational doctrines concerning fundamental human rights, including the United Nations Universal Declaration of Human Rights.

Additionally, please see the section *Modern Slavery, Human Trafficking, Forced Labor and Child Labor* for more information within this policy.

#### 13.02.02.02 Inclusion and Diversity

The Company supports equal opportunity in its employment practices, including the selection, hiring, promotion, compensation, benefits, discipline, transfers, promotions, lay-offs, leaves of absence, terminations, and participation in Company-administered, or sponsored, activities of qualified applicants and employees without regard to any characteristic protected by applicable law. These protected characteristics include, but are not limited to race and/or ethnicity, color, gender, gender identity, gender expression, sexual orientation, age, religion or belief, national origin or ancestry, citizenship status, language, political affiliation, social or economic status, veteran or military status, marital status, familial status, pregnancy, physical or mental disability, medical conditions, genetic information. Further, FIS requires its suppliers to: (i) share in FIS' commitment to human rights and equal opportunity in the workplace, and (ii) conduct their employment practices in compliance with applicable employment and labor laws and regulations.

The Company does not tolerate harassment of any of its employees, applicants, vendors or customers, and seeks to maintain a work environment free from harassment. Any form of harassment related to the protected characteristics outlined above and/or any other characteristic protected by applicable law is a violation of this policy and is treated as a disciplinary matter.

### 13.02.02.03 Health and Safety

FIS is focused on the health, safety and well-being of our employees. We provide FIS employees with a comprehensive package of health care benefits and free access to an Employee Assistance Program and a Well-Being Program.

FIS is committed to providing a safe workplace for all employees at all Company facilities. FIS will comply with all applicable workplace health and safety requirements in our facilities, The Company has a Corporate Safety Policy with controls and procedures designed to keep employees safe and in line with human rights best practices.

### 13.02.02.04 Employee Development, Training and Engagement

FIS is focused on creating a workforce that is ready for the future, where our employees are inspired to grow their careers and create exceptional experiences for our clients. As such, we invest in a Strategic Skills, Learning and Career function to support our employees' ongoing professional development. More details about our employee development, training and engagement programs can be found in the Global Sustainability Report.

### 13.02.02.05 Modern Slavery, Forced Labor and Child Labor

We maintain high ethical standards in our daily business practices and will continue to act in accordance with all applicable laws. FIS expressly prohibits any participation in, support of, or association with the illegal and immoral practices of trafficking in persons, forced labor, child labor and slavery. FIS is opposed to forced labor, child labor and modern slavery, including human trafficking, in any form not only with our employees but with our suppliers and third-party vendors as well.

FIS includes this important topic in trainings and has controls to assist our business in compliance with these laws and human rights commitments. For more information outlining the steps we have taken and our ongoing planned efforts to prevent modern slavery in our organization and supply chain, please review FIS' Modern Slavery Act Transparency Statement posted on our external website [www.fisglobal.com](http://www.fisglobal.com) within the Investors / Corporate Governance – Highlights webpage.

In addition, our employees are reminded through annual mandatory trainings and other educational material that it is their responsibility, per the Code of Business Conduct and Ethics, to report any suspected or actual misconduct, which includes any incident relating to modern slavery, so that appropriate remedies can be taken.

### 13.02.02.06 Fair Wages

It is the policy of the Company to comply with applicable laws and regulations concerning fair or minimum wages.

FIS recognizes that it is crucial to provide a competitive and comprehensive total compensation and benefits package to attract and retain talented and high-performing employees. Our benefits programs include an Employee Stock Purchase Plan (ESPP), available in most countries, a Student Loan Repayment program to support U.S. FIS University colleagues who join the Company with student loan debt, and in the U.S., a 401(k) retirement savings plan. Most non-U.S. countries may also provide a form of pension benefit, dependent upon the laws and regulations within the region.

### 13.02.02.07 Community Giving and Involvement

FIS supports giving back to the communities where we live and work. FIS provides financial support to our communities through the FIS Charitable Foundation, a 501(c)(3) non-profit corporation that serves as a way for FIS to provide donations to qualified organizations operating in our areas of focus. FIS reports on community giving in its Global Sustainability Report and the FIS Gives Back report.

In addition to grants provided by the FIS Charitable Foundation, FIS' individual business units and employees provide both donations and volunteer time to non-profit and community development groups in our local communities.

In the aftermath of natural disasters such as earthquakes, flooding and hurricanes, FIS employees also often aid our communities through donations of money and supplies and by volunteering with relief organizations.

FIS seeks to have a positive impact on communities. As such, we monitor the use of our products to promote financial inclusion and report on these efforts in our sustainability reporting.

### 13.02.02.08 Fostering Employee Volunteerism

The FIS Volunteer Policy encourages community involvement by providing eligible employees up to eight hours per year as paid time off for volunteering. The Policy encourages many types of civic involvement, including volunteer work, committee and board of director positions, and participation in fundraising events. Employees may request time off to volunteer for charities of their choosing, and the charity does not need to be an FIS-sponsored or coordinated volunteer event.

### 13.02.02.09 Political Activities, Lobbying and Trade Associations

FIS' ability to participate in debates on public policies or advocacy for issues of interest to the Company (e.g. "lobbying" activities) may be subject to various laws and regulations at the local, state/provincial, and federal levels, including antibribery and anti-corruption laws around the world which are applicable to the Company. Generally, "lobbying" is defined as an interaction with a covered government official (including regulators) to influence their position on a public policy matter (e.g. law or regulation).

It is the policy of the Company to comply with the laws concerning lobbying activities. For example, within the U.S., there are federal, state and local reporting and/or registration/disclosure requirements prior to engaging in any such activities. Failure to register and/or report lobbying activities in accordance with the relevant laws can result in fines and penalties for the Company in addition to individual liability.

Consequently, the centralized and coordinated management of these activities is critical to the organization's compliance with these laws. FIS' Government Relations team shall be responsible for coordinating all lobbying registrations (entities and/or individuals) and reporting requirements – including the retention of outside lobbyists or public affairs consultants. In certain jurisdictions, Legal may help lead these efforts in coordination with Government Relations.

FIS belongs to various trade associations that advocate for public policy issues of importance to the Company and industry peers. FIS corporate membership in trade associations or similar organizations that actively engage in advocacy for public policy issues must be reviewed and approved by Government Relations to ensure FIS' participation is consistent with relevant public policy objectives and with Compliance and Legal to ensure compliance with the FIS Anti-Bribery and Anti-Corruption (FABAC) Policy. However, FIS' membership in such trade associations does not necessarily mean the Company endorses or supports all public policy positions or issues that these associations support. In addition, employees who wish to accept a board-level or leadership position with a trade association must first obtain approval from Government Relations.

Government Relations shall maintain a list of the trade associations for these compliance purposes and may be required to provide an accounting of membership costs used toward association lobbying activities. Certain jurisdictions, including the United States, require disclosure of these expenses.

### 13.02.02.10 Political Contributions and Donations

In accordance with our Political Activities Policy, FIS may not use corporate funds to contribute to candidates, political party committees or political action committees, including Super PACs and political committees organized under Section 527 of the U.S. Internal Revenue Code (IRC) to promote the election or defeat of candidates for office in the United States as well as globally.

FIS is committed to compliance with all laws on political contributions and has various policies that address these activities, including the FIS Political Activities Engagement Policy, Code of Business Conduct and Ethics and our Employee Handbooks.

FIS maintains a federal, state and local political action committee in the U.S. (the “PAC”), which is registered with the Federal Election Commission. The PAC, designated as the FIS Good Government Fund, is funded through employees’ voluntary personal contributions and makes contributions on a bipartisan basis in support of public policy consistent with FIS’ interests.

As required by law, all political contributions accepted or made by the PAC must be reported to relevant federal, state and local campaign finance agencies and must be publicly available.

The Head of Government Relations is responsible for administration of the PAC and works closely with FIS’ Finance and Legal Departments to ensure all PAC contributions and disbursements are made in accordance with applicable laws and Company policies.

### 13.02.03 Governance

FIS is committed to operating with integrity and the highest ethical standards and has implemented comprehensive governance structures and practices that meet or exceed the requirements of applicable laws, regulations and rules, including the New York Stock Exchange (“NYSE”) Listing Standards.

#### 13.02.03.01 Corporate Governance

FIS maintains robust corporate governance policies to ensure accountability and transparency, manage operational risks and uphold compliance with applicable laws, regulations and rules governing business conduct and ethics.

Our Corporate Governance Guidelines, along with the charters of the committees of our Board, provide a framework for the functioning of our Board and its committees. The Corporate Governance Guidelines address, among other things, the composition of our Board, the selection of directors, the functioning of our Board, the committees of our Board, the evaluation and compensation of directors and the expectations of directors, including ethics and conflicts of interest.

Our Corporate Governance Guidelines include:

- Board appointment of an Independent Chairman when the roles of Chairman and CEO are not filled by the same person.
- Board appointment of a Lead Independent Director when the role of Chairman and CEO is combined;
- A mandatory retirement age of 75 to enhance Board refreshment;
- A limit on the number of public company boards on which a director may sit to ensure directors have adequate time to devote to FIS;
- Requirement that a majority of the members of our Board be independent directors who meet the independence criteria established by the NYSE and any other applicable independence standards.

The Corporate Governance, Nominating and Sustainability Committee of the Board reviews these guidelines and other aspects of our governance at least annually.



### 13.02.03.02 Compensation and Succession Oversight

FIS' Board and the Board's Compensation Committee proactively oversee executive compensation by reviewing executive compensation trends, listening to stakeholder feedback and considering current best practice recommendations from independent compensation consultants, retained by the committee, with the goal of continually improving our approach to executive compensation.

FIS is committed to a compensation approach that enables the Company to attract and retain talented and high-performing executives and employees. Our approach aligns the total compensation of our executive officers with our focus on achieving long-term financial performance and increasing shareholder return. FIS has formal stock ownership guidelines for all corporate executive officers and members of our Board, to align their individual economic interests directly with the interests of our shareholders.

In our incentive plans, FIS reserves the right to recover any incentive-based compensation from our current or former executive officers if we are required to prepare an accounting restatement due to material noncompliance with financial reporting requirements where the incentive-based compensation paid during the preceding three-year period would have been lower had the compensation been based on the restated financial results.

The Board is committed to director succession and refreshment, as well as succession planning for the CEO and other members of the executive management team.

### 13.02.03.03 Engagement with Stakeholders Regarding ESG issues

FIS maintains proactive engagement efforts with a wide range of stakeholders, including shareholders, ESG rating firms, proxy advisory firms, fixed income investors, prospective shareholders, rating agencies and thought leaders, among others. Through this engagement, we discuss topics of interest to our stakeholders, including our performance, strategy, ESG program, executive compensation and corporate governance. We continue to emphasize discussions around our commitment to ESG matters and our efforts to advance sustainability.

Our executive management team and Board regularly consider feedback from our stakeholders and, as deemed appropriate, incorporate this feedback in the design and implementation of our strategy, programs and practices.

### 13.02.03.04 Ethics and Compliance

Ethics and Compliance is at the core of what we do. It is the culture that defines how we operate. The Company takes seriously its reputation for honest, fair and ethical business dealings around the world. We seek customers and business partners whose ethical standards mirror our own and decline to do business with unethical entities and individuals.

FIS seeks to protect our reputation by operating our business with the highest ethical standards and in compliance with all applicable laws and regulations. Our Code of Business Conduct and Ethics applies to our directors, executive officers, contractors and employees globally and addresses various subject areas such as but not limited to compliance with applicable laws, conflicts of interest, use and protection of Company assets, confidentiality, fair dealing, discrimination, harassment, and health and safety.

FIS seeks to uphold ethical behavior and a culture of compliance through our Code of Business Conduct and Ethics and all company policies. In furtherance thereof, FIS has a Business Ethics Program led by our Chief Ethics Officer. The Code of Business Conduct and Ethics, related policies and the Program's operating guidelines are evaluated at least annually and are updated throughout the year, as necessary. Various risk assessments are an integral part of our evaluation including ethical risks. The program includes the following essential elements: Clear Accountability, Risk Assessments, Written Policies and Standards, Training and Education, Operational Controls, Monitoring and Reporting, Independent Testing, Investigations and Response, Anonymous Reporting Mechanisms and a Non-Retaliation Policy.

In addition, we maintain the following measures to deter non-compliance and reduce exposure to unethical opportunities:

- Training and awareness campaigns for employees and contractors on various policies and subject matter;
- Anonymous reporting mechanism as part of the Company's Ethics Helpline with a non-retaliation policy;
- Regular reviews of our Ethics Helpline cases and trends to assist in identifying new and emerging risks and;
- Self-Identified Finding (SIF) which is utilized by employees to self-report any potential risks to FIS' business, employees, clients or products and services.

FIS' Corporate Compliance program is overseen by our Chief Compliance Officer. The team's objective is to ensure that FIS, its Board members, associates, contractors, vendors and clients are regulatorily compliant with the letter and spirit of all applicable laws, and conduct business with honesty and integrity.

Our commitment to ethical behavior and compliance is overseen and regularly monitored by our Board and Executive Management. The Board's Audit Committee provides oversight of the Company's compliance with our Code of Business Conduct and Ethics as well as legal and regulatory requirements.

### 13.02.03.05 Ethical Staff Behavior and Whistleblower Protections

Our Corporate Governance Guidelines, Code of Business Conduct and Ethics and overall corporate governance structure reflect our commitment to a robust Corporate Compliance Program and Business Ethics Program with whistleblower protections. In addition to our open door approach, potential or suspected employee misconduct can be raised to management, The People Office, and/or the FIS Ethics Office. . We also provide employees, through a third-party, an FIS Ethics Helpline (telephonically and a website) to report anonymously, unless prohibited by local laws, any potential or suspected misconduct as well as suggestions or concerns. FIS does not tolerate any retaliation against anyone who, in good faith, reports a violation of FIS policy or law or cooperates with an investigation.

### 13.02.03.06 Anti-Bribery and Anti-Corruption

FIS operates its business ethically and in compliance with all applicable laws and regulations, including compliance with applicable anti-bribery and anti-corruption laws. The use of 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 is strictly prohibited.

All FIS employees are required to complete mandatory anti-bribery and anti-corruption training and testing upon being hired and annually thereafter. This training and testing, which covers receiving and giving gifts, conflicts of interest and proper record-keeping, as well as regular awareness campaigns executed throughout the year, promotes the Company's cultural commitment to ethical behavior and compliance. FIS expects every colleague, officer and director to read the FIS Anti-Bribery and Anti-Corruption Policy and Engagement of Third-Party Standard to understand their application to the performance of their business responsibilities. The FABAC Policy is also available on our external website within the Investors / Corporate Governance – Highlights webpage.

### 13.02.03.07 Anti-Competitive Behavior

FIS supports free and open competition in the marketplace by complying with applicable laws governing antitrust and trade regulation. The Code of Business Conduct and Ethics requires employees to comply with all applicable antitrust laws and to avoid certain types of activities with competitors, customers, suppliers or trade associations that could lead to antitrust violations.

FIS is committed to competing fairly and promoting ethical behavior in our industry. In addition to complying with U.S. and foreign antitrust laws, employees must comply with a number of laws governing trade regulation in general. Those laws require that all employees refrain from any unfair, deceptive, or abusive acts or practices, including false or misleading

advertising, making false statements concerning competitors or their products, or inducing our competitors' customers or employees to breach their contracts with our competitors.

Our commitment to ethical practices and policies regarding anti-competitive behavior is supported by a mandatory training course for all employees.

### 13.02.03.08 Product Responsibility

FIS supports having a positive impact on our clients and communities, and as such, we monitor the responsible use of our products.

FIS seeks to provide products and services that enable access to the financial service ecosystem by working in partnership with our clients and community partners to promote financial inclusion and ensure that underserved populations have education and access to financial tools.

FIS supports responsible marketing of our products and services. The FIS Code of Business Conduct and Ethics requires employees to comply with laws governing trade regulation. Such laws require that all colleagues refrain from any unfair or deceptive methods of competition, including false or misleading advertising, making false statements concerning competitors or their products, or inducing competitors' clients or employees to breach their contracts with competitors of the Company.

### 13.02.03.09 Data Security and Privacy

FIS respects the right to privacy and is committed to being a trusted steward of client, employee and consumer information. FIS complies with all applicable cybersecurity, data protection and privacy laws wherever we do business. FIS obtains user data solely through legal and appropriate means, seeking explicit consent where required. All FIS employees and contractors with system access are required to complete annual Information Security and Privacy Awareness Training, which includes specific education on personal data protection, compliance, and risk management topics. FIS is committed to making strategic investments in information security to protect our clients and our information systems. FIS has formal processes in place to be able to notify clients in the event of a breach of personal data as soon as possible following determination of such breach, and in compliance with all federal and state laws regarding personal data. We also participate in industry and governmental initiatives to improve information security for our clients. This commitment and strategy are overseen by the Board's Risk and Technology Committee and Audit Committee.

FIS recognizes that any failure to deliver reliable, effective and secure services to our clients exposes us to significant business risks, including additional development and remediation costs, potential loss of clients, negative impact to our reputation, and potential liability claims. FIS is committed to limiting our exposure to these risks through the implementation of our Global Business Resilience (GBR) program, which encompasses Business Continuity Plans, Crisis Management Plans, and Information Technology Disaster Recovery Plans. FIS is further committed to controlling risks related to disruption of operations through programs to provide system redundancies and security controls, to regularly measure and assess our capabilities to recover critical operations, and to provide mandatory employee training on business continuity and disaster recovery procedures. FIS expects third-party partners to comply with the Company's data security and privacy policies and maintain the same standards.

### 13.02.03.10 Supply Chain Management

FIS is committed to managing and mitigating operational and reputational risk associated with third-party vendors. FIS has a Supplier Code of Conduct that all suppliers must follow. We implement a Vendor Risk Management program with key elements, including due diligence review, contract establishment, ongoing monitoring practices related to third-party relationships, and adequate risk assessment activities at all stages of the vendor life cycle. As part of our procurement and vendor management programs, we are committed to building processes that ensure FIS' vendors and suppliers are diverse, prioritize inclusion and minimize their impact on the environment.

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All FIS Colleagues, contractors, and applicable third-parties are required to adhere to established policies, procedures, and standards. Violation of Company Policies, procedures and/or standards **MAY** result in disciplinary action up to and including termination of employment, as permitted by local law. Any suspected violation of Company Policies, procedures, or standards **SHOULD** be reported to either an FIS manager or the Ethics Office at [fishethicsoffice@fisglobal.com](mailto:fishethicsoffice@fisglobal.com) in accordance with the Code and Company Policies. Suspected violations of the Code **MAY** also be reported, through the FIS Ethics Helpline utilizing the phone numbers within the Code of Business Conduct and Ethics (Appendix A) or through the website at [www.fisethics.com](http://www.fisethics.com). Concerns raised to the Ethics Helpline can be made anonymously where permitted under local laws. FIS does not tolerate any retaliation against anyone who, in good faith, reports a suspected violation of the Code, Company Policies, or the law or who cooperates with an investigation. Colleagues also have the option of raising employee relations concerns through [TPO Support Center \(Raise a Concern, Grievance or Complaint - Employee Service Center \(service-now.com\)\)](#). Concerns related to information security can be reported using **Service Now (SNOW): Technology Service Catalog > Security Services > FIS Security Incident Reporting Form**. For urgent or critical information security incidents, please call +1.414.357.FSIRT (3747) (U.S. and International). In addition, privacy incidents can be reported through FIS & me Workplace Services > RISC Resource Center > Report a Privacy Incident.