

FIS Pandemic Planning Overview

FIS Confidential



In response to the continual spread of the novel coronavirus (COVID-19), FIS is pleased to share our approach to mitigate business impact on behalf of our clients and protect the health and safety of our colleagues.

The information contained within this document provides a summary of the FIS Pandemic Plan.

Our Pandemic Planning Strategy and Approach

Pandemic events can have severe consequences on human health and economic well-being worldwide. Advance planning and preparedness are critical to help lessen the impact of these events.

The goal of FIS' pandemic planning is to ensure we are prepared to recognize and manage the potential business interruption caused by a global pandemic. Through this plan, we follow a comprehensive approach to protect the health and safety of our employees and mitigate any potential impacts to the services and support we provide our clients.

Our extensive Pandemic Plan follows the [World Health Organization \(WHO\) pandemic guidelines](#) and addresses triggers and related actions regarding safety and continuity of our operations. The plan is intended to summarize and collate the key protocols and policies that would be activated before, during and after a pandemic.

At FIS, our Global Business Resilience organization is comprised of three distinct – yet integrated – disciplines dedicated to handling these types of situations: Crisis Management, Continuity Program Office and IT Business Recovery. These three disciplines deliver a holistic approach to response, recovery and resumption of the business in the event of an incident.



Ensures an ongoing process to command, control and direct a coordinated and effective response to incidents that threaten life, property, operations, brand or the FIS value chain



Responsible for documenting recovery strategies for business processes by risk through comprehensive business impact analysis



Responsible for alignment of recovery requirements to recovery capabilities

Pandemic Planning in Response to COVID-19

FIS activated our Pandemic Plan in response to the novel coronavirus disease (COVID-19) in early February 2020. We are actively monitoring the situation on a 24-hour basis and communicating important updates and actions within all levels of management and staff – such as travel restrictions, working from home guidelines, or other health and safety alternatives for our employees.

Four Plan Levels

Our Pandemic Plan provides detailed guidance for monitoring and response procedures across four distinct areas:

1

Site Specific Plans are maintained at each of our separate locations with procedures for:

- Monitoring symptoms and temperatures for employees
- Equipping employees with personal protective equipment (masks, hand sanitizers, etc.) as necessary
- Allowing sites to adjust shift schedules or send employees home to maintain a healthy and stable workforce
- Enforcing social distancing – between employees, meetings, and vendors
- Providing guidance on employees' ability to work from home as needed

2

Service Plans are maintained across each function to ensure that all operational services will continue without interruption.

- Each function has identified the minimum number of required employees
- Remedies for high absenteeism are defined according to the unique needs of each specific role. In general, the response strategies include:
 - Remote work
 - Transfer to another FIS team
 - Relocation of staff to another FIS facility or out of region

3

Corporate Plans define the global response to a pandemic, with instructions for managing a pandemic crisis across the enterprise. The plan is managed by the FIS Crisis Management team, which includes representatives from:

- Employee Security and Safety
- Risk Management
- The People Office
- Business and Technology
- Legal
- Corporate Communications

In support of the corporate plan, the Executive Leadership team is responsible for making strategic decisions in order to advance the appropriate response, and provide direction and guidance to the CMT, as well as to the rest of the organization, as needed. They are also responsible for keeping the Board of Directors informed.

4

Client Plans define procedures that FIS employees must follow whenever they are personally interacting with clients. In these interactions, FIS employees are required to observe best practices for health and safety that might include:

- Sanitizers in addition to frequent handwashing
- Social distancing to limit unnecessary interactions or withdraw entirely if they feel symptomatic
- Adhering to the clients' health and safety policies whenever they are working at the client facilities

Communications

Our Crisis Management team communicates business, health and safety and travel updates regularly and as needed to corporate-level executives, site-level managers and all employees.

Our Client Communications team communicates with clients on a proactive and reactive basis to share business updates that may impact daily operations.

Travel Restrictions

Employee travel is governed by the FIS Corporate Security team based on guidance from local, state, national and international authorities, as well as benchmarking with other companies.

Currently, all non-essential company travel has been halted.

FIS is also supporting travel restrictions implemented by governments and local authorities (e.g., the Indian government has advised all Indian nationals to avoid all non-essential travel to Singapore).

Medical Response Protocols

If we identify a positive case of infection within our offices, the Crisis Management team will provide site-specific guidance that can range from self-quarantine of specific individuals to full site closure.

In the case of confirmed infection, FIS will implement enhanced office cleaning as well situational appropriate work measures including work transfer, remote work, work from home, or relocations as needed.

Current Actions in Response to COVID-19

FIS enacted its Pandemic Plan in early February 2020. As part of this plan, the Crisis Management team is managing the company's response situation globally and addressing needs locally as needed.

We are in close contact with the U.S. State Department, [Center for Disease Control and Prevention \(CDC\)](#) and [the WHO](#) and are receiving regular updates.

While we do not currently anticipate any significant impact to services, we will continue to monitor the situation 24 hours a day and do everything possible to mitigate any issues as the situation develops including:

- Implementing work from home strategies.
- Performing enhanced cleaning in locations where we have employees working in the office.

Contact Us

If your organization requests to view the plan in its entirety, you can reach out to the [FIS Crisis Management](#) team to schedule. You can also submit specific questions your organization may have about the FIS Pandemic Plan to this same team.