

FIS Pandemic Planning Overview

This unbranded deck provides a summary of FIS' Pandemic Plan that clients can share with their executives and Boards of Directors.

This information is confidential to FIS and its clients.

FIS Pandemic Planning Strategy and Approach

Goal: To ensure FIS is prepared to recognize and manage the potential business interruption caused by a global pandemic.

- FIS follows a comprehensive approach to protect the health and safety of its employees and mitigate any potential impacts to the services and support provided to its clients.
- FIS' extensive Pandemic Plan follows the [World Health Organization \(WHO\) pandemic guidelines](#) and addresses triggers and related actions regarding safety and continuity of FIS operations.
- The plan summarizes key protocols and policies to be activated before, during and after a pandemic.

FIS Pandemic Planning Strategy and Approach

- FIS' Global Business Resilience organization is comprised of three distinct – yet integrated – disciplines that deliver a holistic approach to response, recovery and resumption of the business.



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 its Pandemic Plan in response to the novel coronavirus disease (COVID-19) in early February 2020.
- At this time, FIS does not currently anticipate any significant impact to services.
- FIS is actively monitoring the pandemic situation on a 24-hour basis and communicating important updates and actions within all levels of management and staff, including:
 - Travel restrictions
 - Social distancing protocols
 - Working from home guidelines
 - Health and safety alternatives

Four Plan Levels

1

Site-specific Plans are maintained at each FIS location 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

Four Plan Levels (cont.)

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.
- Response strategies include:
 - Remote work
 - Transfer to another FIS team
 - Relocation of staff to another FIS facility or out of region

Four Plan Levels (cont.)

3

Corporate Plans define the global response to a pandemic, with instructions for managing the 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

Four Plan Levels (cont.)

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

- **Employees** – The FIS 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.
- **Clients** – The FIS Client Communications teams communicate with clients on a proactive and reactive basis to share business updates that may impact daily operations.

Travel

- Travel Restriction Process

- Employee travel is governed by the FIS Crisis Management team based on guidance by local, state, national and international authorities as well as benchmarking with other companies.
- The Crisis Management team is updated by FIS Corporate Security, which provides regular tactical intelligence to the team.
- Based on all known data, the Crisis Management team makes decisions regarding employee travel, which may include:
 - No travel to hot spots for non-citizens of the country
 - Restriction of non-essential travel
 - A complete travel ban

Medical Response Protocols

- If FIS identifies a positive case of infection within its 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
 - 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.
- FIS is in close contact with the U.S. State Department, [Center for Disease Control and Prevention \(CDC\)](#) and [the WHO](#) and is receiving regular updates.
- FIS will continue to monitor the situation 24 hours a day and do everything possible to mitigate any issues as the situation develops, including:
 - Implementing social distancing and work from home strategies
 - Performing enhanced cleaning in FIS locations within cities with high rates of the virus
- FIS is securing additional laptops that can be distributed to staff as needed

Current Actions in Response to COVID-19

- FIS is conducting soft closures at major FIS centers
 - During a soft close, all non-critical staff are sent home for two days on a rotational basis to validate connectivity and procedures.
 - During these soft close exercises, the sites remain open.
- While work from home is tested as part of every business continuity plan, FIS is testing all site work from home for extended periods and for multiple regions.
- Assisting employees with accommodations and travel in locales with government imposed curfews and traffic bans