Why

Inclusion and diversity are not only who we are but also what we do at FIS. We have more than 53,000 people who each represent a unique combination of age, gender, ability, race, language, religion, sexual orientation, gender identity, beliefs, thinking styles, education, work and life experiences. Our diverse employee base has landed FIS at the top of the fintech industry, using our collective strengths to innovate and deliver the best products and solutions for our clients. By providing an inclusive employee experience in which everyone’s views count, FIS empowers our employees to thrive and achieve their full potential.

For FIS, the reasons why Inclusion and Diversity (I&D) matters are simple:
- Our clients are becoming increasingly diverse, and their makeup and expectations are evolving; in turn, our clients expect us to have and uphold our commitment to diversity.
- There is an opportunity for FIS to harness the power of inclusive teams — which are also higher performing — to generate more effective products and services.
- FIS Guiding Principles outline a clear commitment to inspiring a passion to act and empowering employee growth, both of which can happen only within an inclusive environment.
- A workforce that fully reflects the markets we serve allows us to better champion our clients’ needs and is more attractive to potential recruits, which further enhances the FIS brand.

Who

This commitment to I&D starts at the top of our organization with me as our Chairman, President and chief executive officer. This is the reason that in 2017, I became a signatory of the CEO Action for Diversity & Inclusion™, a unique collaboration between leading CEOs working together to advance diversity and inclusion. It was important to me that I signaled to our employees that I&D isn’t just a human resources initiative or responsibility — it is the responsibility of everyone who works at FIS, including me.

What

FIS is committed to providing an inclusive environment for all that harnesses the diversity of our people and clients in our working environment and in the services we provide.
- FIS aims to reflect the diversity of our global workforce and our client base.
FIS is committed to providing an employee experience that is inclusive, in which everyone’s views count and our employees are empowered to thrive and achieve their full potential.

FIS values and respects every individual’s unique experience set and contributions to the company and views I&D as an opportunity to embrace, respond to and champion our clients’ needs.

FIS commits to systematic and consistent consideration of I&D in all things we do.

FIS embeds I&D into our Guiding Principles, which we bring to life through behaviors and competencies.

How

As a key part of our robust I&D strategy and best practice, we specifically included it as part of our FIS Leadership Competencies. These competencies present a defined view of leadership to help existing and new employees realize that there is an “FIS way of doing things.” They were created in partnership with our senior executives and then validated across our stakeholder groups. They are now applied at all aspects of the employee lifecycle, regardless of job title, location or level, representing our “One FIS” brand of leadership.

While I&D is threaded throughout all 12 of our FIS Leadership Competencies, it is most specifically encompassed in two of them:

• Lead Transformational Change and Embrace Global Diversity; and
• Act as a Global Citizen.

Our learning philosophy recognizes that everyone is at different stages of their learning, understanding and actualization journey. Therefore, we encourage each of our employees to be their own “Chief Learning Officer”. To assist with this, we created a curriculum associated with each competency for all levels of employees from individual contributors to senior leaders. This curriculum includes a number of resources and materials including both in-person and e-learning opportunities, videos, books, articles, etc. on a number of I&D topics including but not limited to unconscious bias, cross-cultural awareness, generational diversity, change management, innovation, inclusive leadership, global economy, etc. Employees also have access to an assessment tool to help them identify where to focus their learning as well as on-the-job resource sheets that remind them of the everyday things they can do to truly cultivate and foster an inclusive and diverse mindset not only for our workplace but also for our clients as well.

Annually, we do a full review and refresh of this curriculum to ensure that our curriculum is relevant, insightful, engaging and impactful. As our employees, and ultimately FIS, progress along their journey, so does our curriculum.

Over time, we will continue to leverage our competencies and curriculum to reinforce our commitment to I&D. Already, we have begun linking it to our talent acquisition and talent planning processes. We will continue to do so with all of our people processes.

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