

2022

Corporate Social Responsibility Report

**fiserv.**



# Creating Impact

# A message from Frank J. Bisignano

Blue-sky thinking is important to us. Conversations with our clients, our partners and our people move rapidly from idea and “what if...” to the accomplishment of “what is.” We approach the future with a sense of optimism tempered by the realities of our world today.

As a global technology leader, we’re proud to serve businesses from the largest corporations to the corner store, and banks, credit unions, and fintechs of all sizes – providing a constant in the way money moves. Through a focus on innovation, talent and investment, we have demonstrated our ability to make strategic choices that enhance our clients’ ability to grow.

We understand that leadership means we must continue to innovate, wisely invest capital, serve our clients with excellence, and lead the way to the future. Our leadership obligation also includes deeply engaging in our communities to create broader impact. Our approach to Corporate Social Responsibility (CSR) and Environmental, Social and Governance (ESG) reflects our commitment to the future, and I’m proud of the progress we’ve made.

In 2022, we continued to partner with organizations around the world to support diversity and inclusion at Fiserv and within our communities. These partnerships are vital in helping us drive innovation, increase commerce in our communities and create opportunities for entrepreneurship.

We continued our focus on growth in our communities, helping to advance diverse small businesses in the U.S. and the U.K. through our Back2Business program, and we strengthened our commitment to green building principles, opening our new Innovation Center @ The Park in Berkeley Heights, New Jersey, which is built to meet a LEED Platinum standard, and our European headquarters in Dublin, Ireland, which is built to meet a LEED Gold standard.

We were honored to be named to Bloomberg’s Gender-Equality Index for the seventh consecutive year, the American Opportunity Index, which ranks large companies by how well they create economic mobility for workers, the Disability Equality Index, the Human Rights Campaign Corporate Equality Index, Military Times’ Best for Vets and the 5-Star Employer by VETS Indexes. We were also honored to be recognized as a FORTUNE® World’s Most Admired Company, the definitive scorecard on corporate reputation.

In measuring and evaluating the results of our ESG performance, we demonstrate our long-term commitment to our clients, shareholders, associates and communities. We remain focused on moving money and information in a way that moves the world, in a way that creates broad and lasting, positive impact.



Frank J. Bisignano  
Chairman, President and Chief Executive Officer





**Neil Wilcox**

Head of Corporate Social  
Responsibility

# A message from Neil Wilcox

Dear Stakeholders,

I am delighted to share with you the progress we have made over the past year with respect to our Corporate Social Responsibility (CSR) and Environmental, Social and Governance (ESG) programs. This year's CSR report demonstrates the significant role that these initiatives play at Fiserv and our commitment to integrating them into our interactions with clients, shareholders and other stakeholders.

Since my appointment as Head of Corporate Social Responsibility in 2021, we have taken meaningful steps to incorporate CSR and ESG programming into our global businesses and functions. Every day, our associates create a positive and lasting impact for our company, clients and communities around the world, and are the driving force behind our CSR and ESG commitment. This report gives us the opportunity to recognize and thank them for their efforts in advancing this important work.

I'm proud to share a snapshot of key actions we've taken during the past year, as they demonstrate the momentum we are building:

- Our focus on diversity and inclusion spans the organization, and our Employee Resource Groups (ERGs) serve as a model of our commitment to our people. More than 6,500 of our associates are members of an ERG, which now total 100 chapters across 17 countries.
- We continue to invest in the growth and development of our associates through multiple professional and early career development programs. Our commitment to associate growth is demonstrated by the internal fulfillment of 45% of exempt open roles in 2022.
- We have not increased the cost of healthcare benefits for our associates over the past two years despite the increased cost of these benefits to the company.
- Through our Back2Business program, we have awarded more than 1,600 grants to minority-, women-, veteran- and ethnically diverse-owned businesses in the U.S. and U.K.
- We deployed more than \$10 million to organizations around the world as part of our ongoing efforts to invest in the communities where we live, work and shop.
- Recognizing the importance of strong governance as part of our overall ESG strategy, this year we aligned the information provided in this report to the Task Force on Climate-Related Financial Disclosures (TCFD) framework to further enhance our climate-related disclosures.
- We continued to collect and disclose information regarding our greenhouse gas (GHG) emissions. Having collected three years of data, we believe we have a foundation for measuring the impact of our ongoing GHG and energy initiatives.

Creating an environment where associates with diverse experiences, backgrounds and cultures can engage, grow, innovate, and feel recognized and supported is foundational to delivering the best outcomes for our clients and shareholders. We are committed to reflecting our aspiration, purpose and values in all that we do with clients, our business practices, our community engagement, and our philanthropic efforts. We have a high level of engagement from our leadership and associates, and we've designed this report to give you a deeper understanding of where we are today and our commitment to the future.

Thank you for your interest in the impact we are creating.

Every day, our associates create a positive and lasting impact for our company, clients and communities around the world.

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# About **this** report

At Fiserv, we believe in the power of transformational thinking and continuous improvement. Our Environmental, Social and Governance (ESG) program has been guided by these beliefs since its creation over two years ago and we are proud to present our third annual Corporate Social Responsibility (CSR) report (this “Report”).

Our annual CSR reports give us a forum to discuss the evolution of our program over the prior year and to provide an update on our progress and initiatives. Whether it was our Back2Business program and Forward Together Plan (in the wake of the social unrest in the U.S.) in 2020, or the formalizing of ESG oversight with the board of directors and conducting our first ESG materiality assessment in 2021 – each year brings new challenges and areas for growth and improvement. 2022 has been no different.<sup>1</sup>

This year’s CSR Report continues to be guided by our ESG priorities and the four pillars of our ESG program:

1. Empower People
2. Advance Communities and Society
3. Champion Responsible Business Practices
4. Invest in Sustainable Systems

Additionally, our ESG priorities continue to be guided by stakeholder engagement and alignment to recognized ESG reporting standards and frameworks. Our stakeholder engagement process includes input from employee surveys, customer business reviews and shareholders. Information collected from these engagements is shared, as appropriate, with our management team and board of directors and considered as we improve reporting and develop additional programming. Based on what we have heard over the past year, this Report includes expanded disclosures and discussions regarding our people and the environment.

In this year’s Report, we have aligned disclosures to the Task Force on Climate-Related Financial Disclosures (TCFD) framework, and we continue to provide disclosures aligned to the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB) frameworks. We also continue to demonstrate how our corporate programs align with the United Nations (UN) Sustainable Development Goals (SDGs) by linking SDGs to the initiatives and programs discussed in this Report.

Please [visit our CSR website](#) for additional information related to our ESG and CSR strategies, policies and initiatives.

<sup>1</sup> Unless otherwise noted, this Report covers calendar year 2022. Information regarding our financial performance can be found on our corporate website and in our public filings available through the U.S. Securities and Exchange Commission (SEC). Materiality and its relevant definition as used in this Report, sometimes referenced as “ESG materiality,” and our ESG materiality review process, is different than the definition used in the context of filings with the SEC. Issues deemed material for the purposes of this Report and for purposes of determining our ESG strategies may not be considered material for SEC reporting purposes.

## ESG Timeline Highlights

**2022** Published **2021 CSR Report** and aligned with **GRI and SASB**  
Established the **four pillars** of our ESG program  
Completed our second **CDP climate questionnaire**

**2021** Established our **CSR office**  
Published **inaugural CSR report**  
Completed first **ESG materiality assessment**  
**Appointed an Executive Vice President and Head of CSR**, who reports directly to the CEO, to spearhead our ESG efforts

**2020** **Created our Forward Together Plan**  
**Started our Back2Business** program

**2019** **Combination of Fiserv and First Data**

## ESG Highlights and Progress

### Empower people

- #6 on American Opportunity Index for economic mobility
- More than 6,500 associates were a member of at least one of our 8 Employee Resource Groups
- 90% participation in our most recent employee engagement survey
- Added Juneteenth as a paid holiday for U.S. Fiserv associates
- 17% of external U.S. hires were employee referrals
- Did not raise associate healthcare costs
- Introduced our second Distinguished Engineer program class which recognizes the expertise of technology talent across the company

### Advance communities and society

- Granted more than 1,600 Back2Business grants in the U.S. and U.K., totaling \$16 million since inception
- Made more than \$10 million in global corporate community investments
- Funded a position at the University of Georgia Small Business Development Center at Morehouse College
- Established a new role in our CSR group to work cross-functionally to support and strengthen our relationship with Minority Deposit Institutions and Community Development Financial Institutions

### Champion responsible business practices

- Improved our data privacy framework to address the responsible use of artificial intelligence and machine learning
- Established a cross-functional Data Use Review Committee to review products and services
- Launched a “Cyber Savvy” campaign for associates – a combination of live events and training modules on different cybersecurity topics – to enhance cybersecurity awareness

### Invest in sustainable systems

- Began alignment of reporting with TCFD framework
- Eliminated 7 data centers
- Disclosed 3 years of cumulative GHG and energy data
- Enhanced Scope 3 GHG reporting
- Attained LEED Gold certification for our 1 Broadway office in New York City
- Applied for LEED Platinum certification for our new Berkeley Heights, NJ, Innovation Center
- Applied for LEED Gold certification for our new Dublin, Ireland office



## 2022 Awards and Recognitions

American Opportunity Index for economic mobility – #6

Bloomberg Gender-Equality Index

Disability:IN Disability Equality Index – 100%

Fast Company World's Most Innovative Companies

Forbes America's Best Employers for Veterans

Forbes America's Best Large Employers

Human Rights Campaign (HRC) Corporate Equality Index: Best Place to Work for LGBTQ+ Equality

Military Times Best for Vets – #9

National Diversity Council Index

Newsweek America's Most Responsible Companies

Student Veterans of America® Corporate Partners of the Year

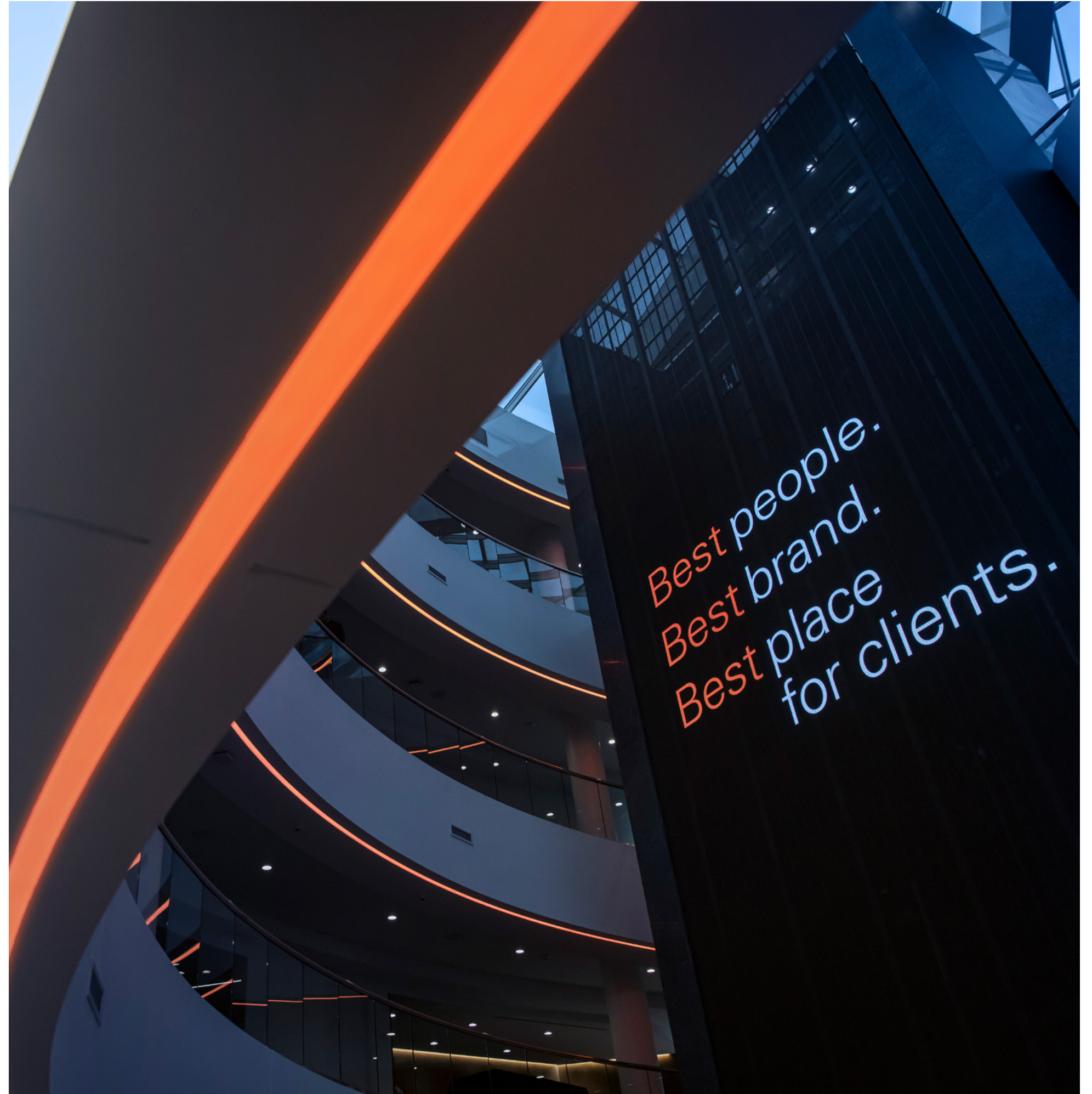
U.S. Veteran's Magazine Best of the Best

VETS Indexes 5 Star Employer

# About Fiserv

## Company Overview

Fiserv, Inc. (NASDAQ: FISV) aspires to move money and information in a way that moves the world. As a leading global provider of payments and financial services technology solutions, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; eCommerce; merchant acquiring and processing; and the Clover® cloud-based point-of-sale (POS) and business management platform. Fiserv is a member of the S&P 500® Index and a Fortune® World's Most Admired Companies™. Visit [Fiserv.com](https://www.fiserv.com) and [follow on social media](#) for more information and the latest company news.



# Our Values

Our culture is rooted in our **five core values**

Earn **client** trust every **day.**

Create with **purpose.**

Inspire & **achieve excellence.**

Do the **right thing.**

Deliver on the promise of **one Fiserv.**



## Service Offerings and Product Innovation

At Fiserv, we innovate for one reason: to help our clients succeed. Every day, our clients use our technology to go faster and work smarter, and every day, our people help clients solve business challenges and innovate for the future. We continue to advance our technology, drive operational excellence and deepen our client relationships, and strategically deploy capital to benefit our clients. We have three operating segments: **Merchant Acceptance** (Acceptance), **Financial Technology** (Fintech), and **Payments and Network** (Payments).

### Acceptance

The businesses in our Acceptance segment provide a wide range of commerce-enabling solutions and serve merchants of all sizes around the world. Acceptance solutions enable businesses to securely accept payment transactions online or in person. Payment transactions include credit, debit, stored-value and loyalty payments online or through a physical POS or mobile device, such as a smartphone or tablet.

Carat®  
Clover®

### Payments

The businesses in the Payments segment provide financial institutions, corporate clients and the public sector with the products and services required to process digital payment transactions. This includes card transactions such as debit, credit and prepaid card processing and services; a range of network services; security and fraud protection products; and card production and print services. In addition, the Payments segment businesses offer non-card digital payment software and services, including bill payment, account-to-account transfers, person-to-person payments, real-time payments, electronic billing and security and fraud protection products.

Accel®  
Money Network®  
MoneyPass®  
Optis®  
Star®

### Fintech

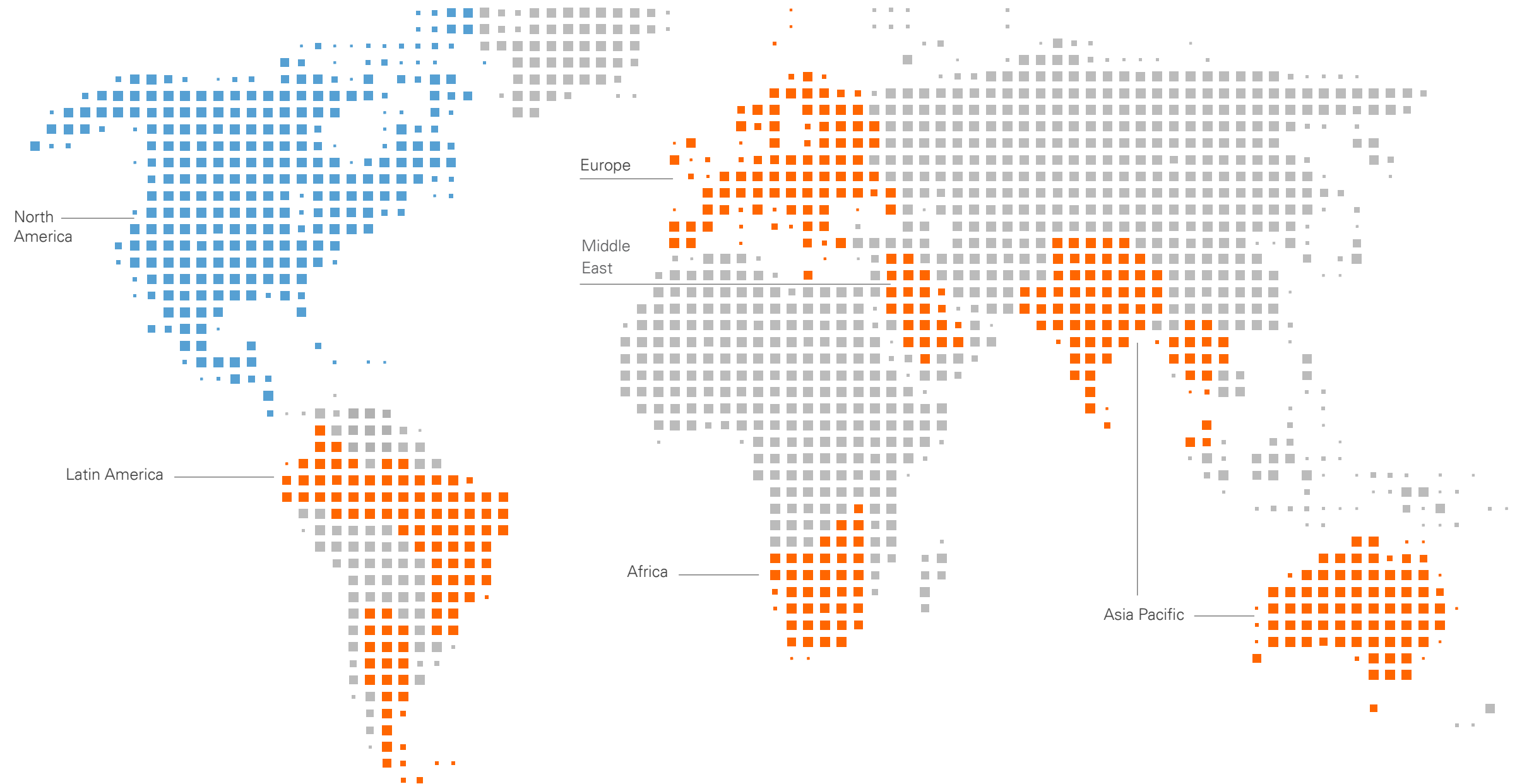
The businesses in our Fintech segment provide financial institutions around the world with the technology solutions they need to run their operations, including products and services that enable financial institutions to process customer deposit and loan accounts and manage an institution's general ledger and central information files. As a complement to the core account processing functionality, the Fintech segment businesses also provide digital banking, financial and risk management, professional services and consulting, item processing and source capture, and other products and services that support numerous types of financial transactions.

Abiliti™      Mobiliti™  
Architect™      Precision®  
Cleartouch®      Premier®  
Corillian      Portico®  
Online®      Signature®  
DNA®      Originate™  
Finxact      Secure Now™



# Over 41,000 associates worldwide

We have over 41,000 associates in operations that span the globe and business in more than 100 countries. We serve our global client base by working among our geographic teams across various regions, including the United States and Canada (North America); Europe, the Middle East and Africa (EMEA); Latin America (LATAM); and Asia-Pacific (APAC).



## Associate and Contingent Worker Global Distribution<sup>2</sup>

	North America	APAC	EMEA	LATAM	Total
Percent of Associate Population	62%	23%	10%	5%	100%
Contingent Workers as a Percent of Workforce <sup>3</sup>	4%	16%	5%	38%	10%

### Associates only

99% Full Time and 1% Part Time

### Revenue Distribution

86% U.S. versus 14% Non-U.S.

<sup>2</sup> Data is as of December 31, 2022

<sup>3</sup> We have approximately 4,500 contingent workers across the globe



# Empower people

Fiserv is committed to developing a global workforce ready for the future.

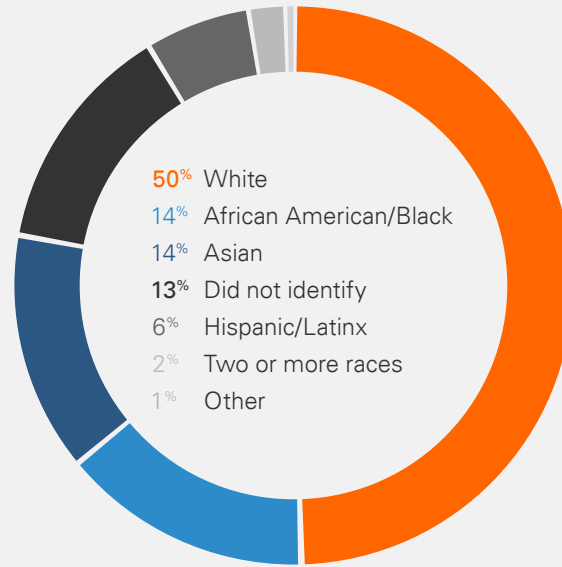
We understand that diverse experiences, backgrounds and cultures are foundational to creating an innovative and inclusive work environment where every associate is able to bring their whole selves to work every day. We know that providing a diverse and inclusive work environment fosters innovation and helps develop creative products, partnerships and solutions.

At Fiserv, we work to provide our people with programs and engagement opportunities that build a culture of inclusion and trust. We also seek to attract and retain talent because we know that is one of the best ways to serve our clients and provide them with excellence.

We understand the importance of, and are committed to, having diversity across all levels of the organization, including leadership positions.

In 2022, 37% of our U.S. workforce was diverse in race or ethnicity and 46% of our U.S. workforce was female. We also saw year-over-year increases in the percentage of women and people diverse in race or ethnicity in leadership.<sup>4</sup>

### 2022 Ethnicity in the U.S. Workforce



### U.S. Diversity

37%

of our U.S. workforce is diverse in race or ethnicity

19%

of our U.S. leadership is diverse in race or ethnicity

10%

growth year-over-year in racial and ethnic diversity in our U.S. workforce

8%

growth year-over-year in racial and ethnic diversity in our U.S. leadership

### Women in Leadership

30%

U.S.

28%

Global

5%

growth year-over-year

4%

growth year-over-year

<sup>4</sup> Data is as of December 31, 2022. "Leadership" is defined as vice president and above.

### Employee Engagement

Employee feedback and engagement are important at Fiserv. We conduct regular employee engagement surveys and engage with associates throughout the year through forums such as our company intranet, lunch-and-learns, Employee Resource Groups (ERGs), quarterly all-hands meetings, town halls, leadership meetings and other events.

### Engagement Surveys

We typically conduct a global associate engagement survey annually, supplemented by targeted efforts as needed. These surveys focus on engagement, diversity and inclusion (D&I), manager effectiveness, communication and teamwork, client experience, well-being, employee trust and organizational effectiveness. In addition to measuring engagement, the survey results enable us to gain insight into the perspectives and challenges of our associates.

In 2022, 90% of our associates participated in our engagement survey. Among other positive outcomes, we received a score of 87% favorable on "trust," which is the highest ranked item on the survey, and scores within the top decile across benchmarks. We continue to score within the 75th percentile of the benchmark with respect to associates' belief that Fiserv has created an inclusive environment where people of diverse backgrounds can succeed. We also saw improvement in communication and teamwork over the prior year's survey, which now places Fiserv above the 75th percentile. Notable gains were also made in the area of teamwork and cooperation between departments.

Based on survey results, we ask our managers to create an action plan to respond quickly to associate feedback. The information collected through our surveys also enables us to develop value-added programming, set priorities and respond to associate concerns at the enterprise level. We value associate feedback and take these results seriously.



### Employee Resource Groups

We are proud of the scope, breadth and reach of our ERGs.

They provide a platform for associates to engage with each other, with our clients, and in the communities where we live. Our ERGs are a model of inclusive leadership and conscious inclusion. They facilitate professional networking and create internal mobility and career advancement opportunities. Our ERGs also build trust, create allies and foster a culture of high-performing teams, driving shared purpose and empowered execution.



The Asian Leadership Council seeks to connect, empower, develop and celebrate the culture of Asian associates and their allies across Fiserv.



Juntos' vision is to unite, empower and support Hispanic and Latino associates and their allies across Fiserv to reach their highest potential and to foster a work environment where all associates have an opportunity to embrace Hispanic and Latino values and cultures.



The Military Leadership Council was established to recognize, connect and support veterans, active service members, guard members and reservists, and former and current military spouses and their allies across Fiserv.



SOAR strives to improve the visibility and promote the importance of a diverse and inclusive workforce. SOAR's goal is to help engage, empower and develop the talents and careers of Black associates and their allies across Fiserv.



Thrive is committed to serving as an advocate and resource for associates with disabilities, associates who are caregivers of individuals with disabilities and their allies across Fiserv.



Unity's vision is to unite lesbian, gay, bisexual, transgender and queer (LGBTQ+) associates and their straight allies across Fiserv as one powerful community.



The Women's Impact Network is dedicated to building gender equality in our workplace by empowering, supporting, developing and advancing the careers of women associates across Fiserv.



YoPro seeks to foster an inclusive and collaborative environment by connecting, engaging and fueling the growth and development of associates in the early stages of their careers.



Fiserv furthers an inclusive culture where everyone can thrive because we know people and teams do better when everyone feels like they can join, belong and progress together. We are committed to building a stronger and more diverse company by investing in programs and partners, and we value the positive business impacts that result. Our Employee Resource Groups are vital to our company's success because they create an environment that fosters success for everyone."

**Vivian Greentree**  
Senior Vice President and Head of Global Corporate Citizenship

Every associate is eligible and encouraged to join any of our ERGs regardless of how they identify. Throughout the year, our ERGs host celebrations and other programming open to all associates. These events address a variety of topics, like mental health, financial inclusion, physical health and wellness, internal mobility and career progression, client services and more.

In 2022, more than 6,500 associates were active members of an ERG and our ERGs held over 250 digital and in-person events that engaged members and nonmembers across the globe.

100 chapters spanning 17 countries with 180 chapter leaders and 16 global leaders



### Regional ERG Highlights

#### APAC

- Launched the Global Services India Thrive Disability Associate Council
- The WIN launched the Financial Independence Series across our India offices and a special edition of Tech Thursday was curated for women, which contributed to Global Services' recognition by Wequity as a Most Inclusive Organizations for Women in Tech
- Embraced diversity and inclusion through various culture exchanges and festival celebrations like Diwali, Lunar New Year and Racial Harmony Day

#### EMEA

- Launched the Thrive Disability Associate Council, and recently recognized in Ireland with the Diversity in Tech Award for Disability Inclusion at Work
- Culture Circles and YoPro associates in Ireland and the U.K. distributed "Bee Bombs" containing hundreds of seeds and multiple species of wildflowers to celebrate Earth Day by helping to support biodiversity in the region

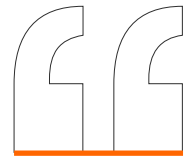
#### LATAM

- One of our ERGs in Brazil has partnered with local organizations since 2021 to support the Kiriku Program in communities in Jandira, Pirapora and Vila Maria. Students enrolled in the program receive technology training, and several have been selected to participate in a Fiserv Brazil apprenticeship. The program promotes D&I through the education and training of young professionals in socially vulnerable situations by:
- Democratizing access to technology education in communities
  - Investing in the training of children and teenagers to be agents of social transformation
  - Training women in technology
  - Inspiring critical, autonomous, creative and innovative thinking about new technology



Thrive advocates for equal inclusion and participation for disabled associates and supporters to achieve their career potential in the workplace. We seek to foster an environment where associates with disabilities feel empowered by their unique talents and are supported in reaching their highest potential. We enable people to connect and collaborate on relevant issues, share information and resources, and participate in various professional development and community service initiatives."

**Brian Dalton**  
Clover Accessibility Test Lead & EMEA Thrive Leader



Being a Juntos Chapter leader has allowed me to thrive both personally and professionally. I am proud to work alongside stewards of our community and thankful for the opportunity to make a difference and foster an environment where all associates have an opportunity to embrace our values and culture.”

**Allison Rickards**  
Director of Communications,  
Global Brand & Juntos Chapter Leader

### Professional Development

Fiserv is committed to the professional development and career growth of our associates. To be a global technology leader in payments and fintech, and a destination of choice for the world’s top talent in a competitive job market, we need to provide opportunities that help people build skills and develop talent at every level of our global workforce. To assist in associates’ development and growth, we ask all associates to maintain a professional development plan. They are encouraged to enrich those development plans with individualized action planning, on-the-job learning, education and professional networking, and ERG membership.





**Associate Learning and Training**

Fiserv believes continuous learning is a key component of our associates’ development, which is why we provide our associates with a variety of mandatory, self-directed, focused and leadership development learning options. Available courses cover a wide variety of topics to assist associates with their ongoing development and growth and are offered either in-person or online through a dedicated learning portal.

To support an ethical and compliance-minded culture, all associates are required to complete annually a series of compliance training modules, including annual training on our Code of Conduct and Business Ethics. We provide these in a variety of languages to meet the needs of our associate population across the globe.

We also offer associates a global learning platform focused on job skills, leadership development, D&I, business acumen and more, including over 175 D&I modules and an instructor-led unconscious bias training. Access to learning tools is readily available globally in multiple languages. Our learning platform facilitates associates’ skills development through more than 25,000 additional learning opportunities on critical business and client topics, including sales, operations, technology, the Fiserv Values, facilitating productivity, and advancement and internal mobility.

In addition to our self-directed learning opportunities, we provide our associates with focused training and development ranging from new-hire orientation to technology skill development. The training opportunities help us build and reinforce critical skills and knowledge for our global associate population. For example, we recently created a robust technology learning agenda for technologists that promotes critical digital-bench strength. A key piece of this learning strategy is an e-learning platform that enables us to reach more than 15,000 Fiserv technologists who can now access technical courses and learning paths. We believe this global, centralized approach will provide associates with greater opportunities and more consistent learning opportunities and will allow us to continue to enhance the skills and knowledge of our people.

**Mandatory Compliance Trainings Topics Include:**

Code of Conduct and Business Ethics

Global Privacy

Global Cyber Security Awareness

Business Continuity Management

Global Financial Crimes Compliance

Anti-Harassment

**Digital Education Series**

In partnership with a global technology partner, Fiserv delivered technical trainings in 2021 and 2022 to elevate the digital skills of our global technology associates on a variety of topics such as cloud, mobile, automation, AI and data analytics. Since 2021, more than 3,500 technology associates have participated in the program.

## Leadership Development

We recognize the importance of providing associates at all stages of their career with a place to grow and develop in an environment where they feel included.

To that end, we have developed a range of programs that identify high-potential talent and provide those associates with tools to grow their careers. We also provide current leaders ongoing opportunities to improve and become more inclusive leaders.

Beyond our leadership development programs, we also recognize that a degree can open the door to countless opportunities for associates to advance their careers. For associates who want to continue their formal education or pursue work-related professional certifications, Fiserv provides a tuition reimbursement program. Full-time associates have a maximum reimbursement of \$10,000 per calendar year for pre-approved work- and job-related courses at accredited schools and universities or for work- and job-related professional certifications and certificate programs.

### Enterprise Leadership Development

In 2022, our corporate training team offered both in-person and virtual leadership development programs focused on the growth of our workforce, including inclusive leadership.

Our Leading Women program is designed to accelerate the career advancement of top female talent at the director and vice president level through high-touch action learning and skills training. In 2022, the Leading Women program expanded beyond the U.S. into LATAM and APAC. In LATAM, 75 women across six countries participated in the program, enabling these leaders to share knowledge, learn best practices and network with other leaders.

### Technologist Leadership Development

Our global technology training team launched the Distinguished Engineer program in 2021, reflecting our commitment to identify, recognize and use the expertise of high-performing technology talent across the company. The program is focused on driving transformation, quality, productivity and innovation, and creates a career path for technicians who choose to focus on technical contributions rather than managing large teams.

### Client Care Operations Associate Leadership Development

Since 2018, we have provided early-career customer service professionals with an intensive three-month program designed to give them exposure to the day-to-day responsibilities of a team manager and an opportunity to learn about the functional areas within Client Care Operations. This program provides associates with skills, knowledge and hands-on experience to help them become team supervisors and leaders.





## Mobility

# 45%

of exempt open roles were filled via internal moves

# 12%

increase in total internal moves from prior year

# >50%

of internal moves were for elevated positions within the company

# 21%

global voluntary turnover

Now in its third year, the EMEA D&I Career Mentoring program helps associates from diverse backgrounds improve prospects for internal mobility.

### Performance and Career Management

Internal mobility and career development are significant parts of our workforce development strategy and we believe our associates can deliver their very best through regular feedback.

At the beginning of the year, all associates establish and review goals and professional development plans with their managers. Once goals and development plans are finalized, managers and associates have regular feedback sessions throughout the year to evaluate progress. There is an annual assessment at year-end.

To expand internal hiring, Fiserv launched a global internal mobility awareness campaign called “Find Your Next.” Find Your Next allows us to encourage growth and create a sustainable talent pipeline while increasing associate retention, job satisfaction, and personal and professional growth opportunities. Since 2020, we have seen a steady increase in total internal mobility. During 2022, 45% of our exempt open roles were filled through internal moves.

### Recruitment and Talent Pipeline

We seek to hire and retain candidates who fit the needs of the company and want to grow their careers with us.

Our recruiting and talent sourcing team works with talent sourcing partners – ranging from colleges and universities to national professional networking organizations, military installations, community resource providers and internal resources – to recruit our diverse and talented workforce. Some of our talent sourcing partnerships include:

- AfroTech™
- DisabilityIN
- Out and Equal
- Rutgers University-Newark
- Step IT Up America™
- University of Nebraska at Omaha

### Internship and Analyst Programs

We designed our Internship and Analyst programs to develop and identify a diverse pipeline of young professionals from all backgrounds. As part of our recruitment strategy, we focus on a variety of majors for key roles in technology, product development and project management functions. We also work with colleges, universities, historically Black colleges and universities (HBCUs) and D&I partners to reach a wide range of young professionals from all backgrounds.

#### Internship Program:

Structured as a 10-week summer position, our Internship program seeks to develop a global pipeline of talent for core functions across the enterprise. We provide interns with valuable, real-world experience to help them develop and grow. The program includes:

- Team projects to develop creative solutions for business challenges
- An executive speaker series to explore key business initiatives and career guidance
- Required online curricula to further develop skills outside the classroom
- Résumé review and tips on interviewing techniques and creating a personal brand

We consider the Internship program an “interview for future employment,” and at the conclusion of the program, we typically offer top interns with a return offer or a full-time position upon graduation.

Outside of the U.S., we offer internship opportunities that align with local university curricula and that directly support our regional business needs.

#### Analyst Program:

For recent college graduates, our Analyst program provides a structured two-year development opportunity. These developmental roles represent all business functions across Fiserv, so analysts can experience a variety of roles and functions. The goal of the program is to help graduates get a better understanding of our business and provide them with a chance to find a career that fits their interests and skills. During the program, we provide analysts with:

- Induction and business segment training
- Online curricula
- Assigned coaches and mentors
- Special “mission critical” project work

After they complete the program, we help analysts find a post-program role that fits their skillsets and meets our workforce needs.

## U.S. Interns and Analysts

# >180

interns in our 2022 U.S. Internship program

# 32%

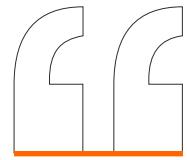
of U.S. interns were diverse in race or ethnicity

# >200

analysts in our 2022 U.S. Analyst program

# 33%

of U.S. analysts were diverse in race or ethnicity



ERGs have helped facilitate and make what may seem impossible, possible. It is not uncommon to feel like a small fish in a big pond within a large corporation but having a sense of community and belonging, which is what YoPro helps create, is just what someone might need to take the next step in their career, develop their skills or ignite personal development.”

Stephanie Galinsky  
Credit Risk Manager & YoPro EMEA Leader

**Early Career Sales Academy**

Similar to our Analyst program, the Early-Career Sales Academy provides a two- to three-year rotational program for recent college graduates looking for an accelerated path to a sales role typically occupied by professionals with more experience. This program offers intensive training, coaching and development that builds the knowledge, skills and capacities needed to succeed in an elite sales roles.

**Apprentice Program**

In 2022, Fiserv and Multiverse launched an apprenticeship program to drive innovation for small businesses. Designed for individuals who do not have a traditional four-year degree, the 15-month free training program will provide apprentices with technical and durable skills needed to launch successful careers. This effort advances our ongoing commitment to partner with organizations that provide connections to underrepresented populations and to recruit diverse talent.

**Regional Early Career Development Highlights**

LATAM	EMEA	APAC
In 2022, Fiserv launched our Analyst program in Argentina, Brazil and Mexico, concentrating on technology talent. Fiserv developed a recruitment strategy that focused on the needs of the quickly digitizing LATAM economies and on the regional and global nature of our workforce.	In addition to our Internship and Analyst programs, EMEA also has a mentoring program that is open to all associates in EMEA and has three levels: Career Mentor, Leadership Mentor and Peer Mentor.	In 2022, our Global Services team in India onboarded a new class of candidates as part of its Technical Analyst Program.

We recognize the importance of strengthening the technology talent pipeline across core functional areas and building a more agile and diverse workforce prepared for rapidly changing business needs. Over the past two years, the Technology Track in our Analyst program has accounted for more than 60% of our analysts. This track is structured across seven core technology tracks with learning paths aligned to continue development post-hire.



Since 2020, our conversion rate from military fellows to full-time positions related to our partnership with "Friend of Hiring our Heroes" has been over 75%.



**Fiserv Salutes – Hiring Heroes**

We recognize the importance of, and remain committed to, supporting the military community.

Our Fiserv Salutes military community engagement strategy is focused on, among other things, providing career opportunities to veterans and military family members.

We partner closely with military service organizations that have expertise with service members transitioning into the corporate sector and provide a comprehensive military leave policy for those serving in the National Guard or Reserves. We also provide resources specific to the military-affiliated population during onboarding and host company-wide military awareness training to emphasize the value the military community brings to our company.

We also continue to partner with Student Veterans of America® and student veteran organizations at universities across the country, including at the University of Nebraska at Omaha, the University of Georgia, Rutgers University, Syracuse University and Ohio University. Through these partnerships we support veteran resource centers and provide scholarships and job opportunities.

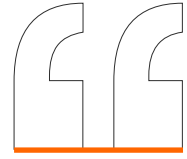
Since 2020, we have increased the number of new hires who are veterans or military affiliated. In 2022, over 7% of external hires were veterans or military affiliated.

As part of our **Fiserv Salutes** strategy, we have a two-year, military-affiliated Analyst program that enables members of the military community who may not be on a traditional college student timeline to participate in our broader Analyst program. Members of our MLC ERG mentor each analyst class to facilitate their transition into corporate culture.



The Military Leadership Council serves as a force multiplier for the Fiserv Salutes program. Through Fiserv Salutes and the MLC, Fiserv is able to engage with those who have served or are currently serving our nation at both the national and community level, providing our associates a way to give back to their fellow service members. I am proud of the work that Fiserv does in support of the military community."

**Meg Hendricks**  
Army Veteran, Global MLC Leader and Head of Military & Veteran Affairs



I am really proud to be part of the WIN in APAC. WIN provides a forum where we can come together to collaborate, celebrate and recognize each other, and support an environment where women can have representation at every level and in every corner of the company. No effort is too small to help elevate and recognize the outstanding contributions of women and our ERGs, including WIN, support this aim.”

**Karen Ho**  
Head of Human Resources, Asia Pacific  
& Executive Sponsor of Women's Impact  
Network - APAC



### Employee Referral Program

As we continue to drive quality and productivity, we are focused on the many ways we can attract high-caliber, diverse talent that will thrive in our fast-paced, innovative culture. Fiserv associates are one of the most effective resources in helping us find the best and brightest talent. They understand exactly what it takes to be successful in a dynamic, highly collaborative environment that moves at the speed of life.

Our referral program makes it easy for associates to refer qualified candidates and provides rewards when they do. With our renewed focus on employee referrals in recent years, we have seen year-over-year increases in our employee referrals. In 2022, 17% of external hires in the U.S. came to us through employee referrals.

### Workplace Safety

We are committed to the safety of our workforce. We maintain workplace safety standards and a workplace safety policy as part of our global safety program.

Our workplace safety policy applies to all Fiserv entities and associates, as well as non-employee workers. The policy and related standards align with U.S. Occupational Safety and Health Administration (OSHA) standards. Our workplace safety policy is designed to:

- Optimize the safety of Fiserv associates in the workplace
- Minimize injury and accident frequency and severity
- Minimize loss to property and equipment
- Minimize operation disruption
- Enable greater associate satisfaction and productivity

We also develop and maintain programs to ensure associate safety in the event of emergencies, such as adverse weather, local public safety events, or incidents or threats of workplace violence. Our site leader program ensures local resources are available at each Fiserv site. These leaders are appointed at each site and serve as a local point of contact in the event of an incident impacting associate safety, facilities or business operations. Site leaders are equipped with the information, skills, resources and support network they need to provide on-the-ground support.

Fiserv is seeking, where applicable, **WELL Health-Safety certifications** for our real estate portfolio. The WELL Health-Safety rating is an evidence-based, third-party verified rating for all new and existing building and facility types. The certification focuses on operational policies, maintenance protocols, occupant engagement and emergency plans to address acute health threats, including COVID-19.

## Total Rewards and Well-Being

We are a global company that cares about leading with empathy, kindness and inclusion.

It is important that we continually evolve to meet the changing needs of our associates. Our associates are valued members of our team and we seek to demonstrate this through the breadth of our total rewards offerings provided around the globe.

### Associate Benefits and Well-being Offerings

We are committed to offering a full suite of competitive benefits that support the total well-being of our people. We believe a competitive and comprehensive benefits offering is a key component to the employer value proposition and that our offerings help us attract and retain talent and support our D&I initiatives.

We offer a global benefits package with a variety of medical plan choices and coverage for family members, dental and vision plans, life insurance and disability, time off and more. Our philosophy is that the more an associate earns, the more they should pay for medical coverage. We believe this is not only equitable, but also assists with the affordability of coverage for all associates. Additionally, we have not increased the cost of healthcare benefits to our associates over the past two years despite the increased cost of such benefits to the company.

We care about creating an environment where every associate feels supported and has the tools and resources to be at their best both at work and in their personal lives. This includes a health care strategy that emphasizes preventative healthcare and overall well-being. That is why we continue to build our wellness program with offerings that meet people where they are on their wellness journey, align with their goals, and reward them for their accomplishments. We also take care in creating benefits and wellness programs that address the needs of our associates and those of their families. We know that how an associate defines their family can vary from one associate to another and we are proud to provide benefits that cover spouses and domestic partners regardless of gender.

In 2022, we continued to respond to the changing needs and priorities of our associates by adding additional well-being resources and benefits. For example, we added enhanced support for gender reassignment surgery in the U.S. and India. We also added new caregiver resources and expanded parenthood benefits.

We are proud of the package we have put together for our full- and part-time associates.

For more information about our U.S. associate benefit offerings, please visit [Fiserv Benefits](#).



Creating a sense of belonging, community and equity for all employees is what I love about being an ERG leader. Building a safe space for our LGBTQ+ employees that allows them to bring their whole self to work, be authentic and focus on the good stuff is extremely gratifying. The intersectionality within all our ERGs provides a unique lens that helps drive innovation and change. Together, ERGs reflect commonalities of diversity and inclusivity and represent something within the core of all of us."

**Karen Feliciano**  
Vice President, Credit Risk & Global Leader for Unity



For a Black, millennial woman, the corporate world can often be seen as difficult but being part of SOAR has provided a connection and sense of family that truly allows me to be myself. I am also humbled to have the platform of a SOAR leader to encourage others, expand networks, help members reach their full potential, and increase participation in the community.”

**Baranda Dixon**  
Director, Partner Relationship  
Management & SOAR Chapter Leader



### Caregiving Benefits

Fiserv provides a subsidy to our associates in India for day care near the office. This helps support our working parents as they come to the office to collaborate and grow their careers.

In the U.S., Fiserv provides care resources to help our associates who are caregivers for a loved one, child or adult. This support ensures our associates have the support they need at home to allow them to continue to grow their careers.

### Supporting Mental Health

When life’s challenges become too much to handle, we provide programs to assist associates and their families with concerns impacting their home life, work life and emotional well-being. We initiated special programs around the globe in 2022 to help associates build resilience and avoid burnout, with a special focus on educating people managers with a Mental Health First Aid training to help them identify warning signs and refer associates to appropriate resources.

### Saving for Healthcare

Employees in the U.S. who are enrolled in one of our healthcare plans have access to either a Flexible Spending Account (FSA) or a Health Savings Account (HSA). Through participation in our Fuel Your Life Wellness program, U.S. associates and their spouses and partners can earn hundreds of dollars in annual wellness incentives.

### Enhanced Benefits

In addition to our competitive healthcare and wellness platform, we further a culture of inclusion by providing benefits that specifically cater to women and the LGBTQ+ community around the globe.

Our global paid parental leave policy supports all new parents, providing primary caregivers with a minimum of 12 weeks of paid parental leave and secondary caregivers with two weeks of paid leave.

In the U.S., medically enrolled associates have access to a national network of providers. This network helps associates get the care they need, including travel and lodging in qualifying situations.

Juneteenth (June 19) honors the end of slavery in the U.S. and is considered the longest-running African American holiday. Starting in 2022, Juneteenth was made a paid holiday for U.S. Fiserv associates. This allows many of our associates the opportunity to observe Juneteenth in a more significant way than in years past.

## Total Compensation Philosophy

We believe that offering a competitive total rewards and compensation package, in addition to our health and well-being benefits, is critical to attracting and retaining talent.

We understand that meeting the financial needs of our employees enables them to focus on what is most important and that is why our total compensation package consists of both competitive base pay and an incentive opportunity, which is typically delivered in a mix of cash and equity. We believe that as equity owners we share in the value we create together, and when we all work toward one outcome, we deliver on the promise of one Fiserv and accelerate our ability to deliver excellence for our clients, our shareholders and each other.

### Pay Equity

We are committed to providing fair pay to our associates regardless of gender, race, ethnicity or any other protected characteristic, and we conduct periodic pay audits to track, measure and evaluate our pay equity. In addition to pay equity, we also consider minimum pay and seek to have our minimum pay for non-commission eligible U.S. associates at \$16 per hour.

### Country-Specific Pay Audits

In Ireland and the U.K., we conduct and publish country-specific pay audits.

### Financial and Retirement Benefits

Our financial benefits package includes programs to support associates as they plan and save for the future and includes an Employee Stock Purchase Plan (ESPP), a 401(k) retirement savings plan in the U.S., pension plans in various countries around the globe, and equity awards.

Our ESPP is broadly available to associates both in and outside of the U.S. Eligible employees can contribute between

1% and 10% of their annual compensation through payroll deductions. The ESPP offers eligible associates the opportunity to purchase shares of our common stock at a discount on a quarterly basis. In the U.S., equity awards, such as restricted stock units, may be granted depending on career progression. Equity generally vests ratably over three years. In non-U.S. regions, eligibility varies based on local laws, regulations and markets.

Retirement savings programs are available to associates inside and outside the U.S. In the U.S., we offer a Roth 401(k) retirement savings plan and a traditional 401(k) savings plan. In other countries, such as the U.K. and Ireland, we provide a traditional defined contribution with employer contributions. In Germany and Poland, our defined benefit pension offering is more aligned to the market. While the type of retirement savings program may vary across markets, the intent does not. We believe it is important to support associates in their financial preparation for life after work.



### Financial Wellness Education

At work and at home, we want to equip our associates with the tools and resources needed to take their financial knowledge and well-being to the next level. We provide a voluntary, confidential and no cost benefit to our U.S. associates through a digital learning platform that enables them to access valuable financial knowledge and skills. This platform offers financial coaching and other resources to help associates make informed financial decisions in many areas of their life. Through various partnerships around the globe, our associates have the support and education to promote their own financial wellness.

### Student Loans Assistance

We understand the impact student loan debt can have on the financial well-being of our associates and believe it is important to offer a student loan debt repayment solution. Our ongoing partnership with Candidly provides U.S. associates with an innovative solution to accelerate student debt repayment. As part of the program, we enable associates to use points earned in our Living Proof recognition program to repay student loans through the Candidly platform.

**Perks at Work** provides our associates and their family members with the opportunity to save on items that are important to them, including health and fitness items, personal travel, retail brands, dining and more.

# Advance communities and society

We recognize the important role Fiserv plays in the communities in which we live, work and do business.

Through innovation, we can expand access to systems for merchants, entrepreneurs and institutions. We also play a role in helping our communities through innovation, investment and philanthropic engagement. We believe we do well by doing good and our communities are key stakeholders in our mission.





## Access to Finance

As a leading global provider of payments and financial technology, Fiserv seeks to provide our clients and their customers with innovative product offerings that increase financial inclusion, assist the unbanked and underbanked and provide value-added services that help our clients and the communities in which they do business succeed.

### Products and Services

Our prepaid card program is utilized to deliver funds for state and federal government programs, such as Economic Impact Payments. Building upon our existing prepaid products, we can provide faster and more secure access to funds than payments via traditional checks, and we can deliver funds to individuals who do not have access to traditional banking products.

We also facilitate the acceptance of online Electronic Benefits Transfer payments in support of the U.S. Department of Agriculture's Supplemental Nutrition Assistance Program (SNAP). Through Carat, our global omnichannel commerce platform, our innovative technology makes it possible for underserved Americans who rely on SNAP benefits to purchase groceries for their families online. This growing program supports participating states and territories through multiple grocers in the U.S.

Clover Capital, our cash advance solution, provides both Clover and non-Clover merchants with access to working capital based on their future credit card sales. Merchants can use this capital to help invest in and expand their business. For Clover merchants, the application can be accessed through their Clover Dashboard and working capital can be deposited in their account in as little as 3-5 days.

In addition to providing working capital to merchants, we also enable small and medium-sized merchants to provide "Buy Now Pay Later" solutions to consumers through Carat. These solutions allow merchants to meet growing consumer demand for additional purchase options and help drive in-store and online transactions.

To increase access to payment acceptance, we have updated our Clover® Go mobile point-of-sale system. Designed for small merchants, Clover Go now offers a free app and an optional reader that connects to mobile devices. This convenient payment platform has made it easier than ever for merchants to grow their business with our convenient payment solutions.

From small community banks and credit unions to large financial institutions, our products help financial institutions serve their customers better. Whether the need is quicker access to funds, digital banking access, or card access and management, we offer a range of products that improve the speed at which, and control over how, consumers access their funds.

Our banking solutions can also help drive efficiencies and enhance the offerings available to consumers. For example, our CardHub® solution puts more financial control in the hands of consumers. CardHub enables credit and debit cardholders to digitally manage their cards and monitor their spending by bringing together multiple capabilities under one unified platform delivered through an online or mobile banking app. Cardholders benefit from greater control of their cards and enhanced visibility of their financial transactions, helping them make smarter spending decisions. CardHub also allows consumers to add cards to their digital wallets, which means they can start using cards without waiting days or weeks for a physical card to arrive by mail.

### Supporting Minority-Owned Financial Institutions

We embrace our responsibility to support the economic inclusion of mission-driven financial institutions. Minority Depository Institutions (MDIs) and Community Development Financial Institutions (CDFIs) have long played a key role in closing the wealth gap by providing access to financial services in low-income, underserved and rural communities as well as providing access to capital for minority-owned small businesses and entrepreneurs.

Our community banking and credit union MDIs and CDFIs understand their communities better than anyone and recognize how critical they are to the economic vitality and financial well-being of those they serve. That is why we continually explore ways to better serve our clients and help them deliver products and services to their customers. We are invested in building partnerships with our MDI and CDFI clients and enabling their digital modernization efforts to help facilitate their ability to have a positive impact in growing and empowering their communities.

To support our commitment to MDIs and CDFIs, we established a new senior leadership role in our CSR group to focus on these institutions and work cross-functionally across the business to support and strengthen our relationship with them. We also expanded our partnership with the National Bankers Association – an important trade group that has been the voice of minority banking for nearly 100 years.

Our products  
help financial  
institutions  
serve their  
customers  
better.



### Our 2022 Commitment to Community Investment

global community investment

**\$10M+**

**>\$100K**

in grants to support associates globally

**\$500K**

to COVID-19 and other declared disasters

global associate donations and matching

**>\$650K**



### Philanthropy & Community Engagement and Investment

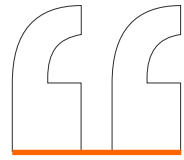
Our approach to philanthropy, community investment and community engagement encourages thoughtful, strategic investment in deploying our time, resources and talent. We engage our communities through outreach and partnerships, philanthropic donations, humanitarian and disaster recovery relief, and employee engagement and outreach. In 2022, global community investment totaled more than \$10 million.

### Community Partnerships

We actively partner with outside organizations to increase the reach of our support. We work with our partners to focus on topics such as financial inclusion; science, technology, engineering and mathematics (STEM); inclusive entrepreneurship and diversity; and innovation to help improve opportunities for traditionally underserved groups.

#### Community Partners

- Boys & Girls Clubs of America
- Disability:IN
- Girl Scouts of the USA
- Nancy Lieberman Charities
- The National Black Chamber of Commerce®
- National Veteran-Owned Business Association
- Points of Light
- Russell Innovation Center for Entrepreneurs
- Student Veterans of America®
- The Trevor Project
- United States Hispanic Chamber of Commerce
- Women in Technology



Through the creation of a new consultant position funded by Fiserv, our Morehouse center has been able to serve a diverse set of businesses – 88% are African American-owned and 69% female-owned. Fiserv support is making a difference for the business owners in Metro Atlanta.”

Allan Adams  
State Director  
The University of Georgia  
Small Business Development Center

### Supporting Diverse Entrepreneurs

Developed by Howard University in partnership with Humble Ventures, the GrowHU accelerator program unites diverse entrepreneurs from Howard University and other HBCU communities and supports them in taking their businesses to the next level. At the end of the program, scheduled for completion in 2023, Fiserv will have award a total of \$30,000 in Back2Business grants.

### Supporting Female Entrepreneurs

Fiserv is proud to support the Girl Scouts of the USA in boosting financial inclusion and entrepreneurship by sponsoring the Girl Scout Cookie Business badges. The Cookie Business badges help girls think like entrepreneurs as they run their own cookie businesses and incorporate online sales and the Digital Cookie® platform as well as Clover Go.

### Financial Inclusion

Fiserv partnered with the Georgia Institute of Technology’s Financial Services Innovation Lab on a new initiative to better understand consumer financial health. The three-year partnership, funded by Fiserv, has a goal of increasing financial and payments inclusion. Through this new initiative, Georgia Tech researchers will use Fiserv data to generate insights into household financial behavior relevant to policy makers, consumers and small businesses.

### STEM

Our Global Services team in India, as part of Fiserv Gives Back, initiated a journey to promote science and technology across underserved segments of the population. During 2022, they were able to establish an inaugural STEM laboratory at the Government Model Higher Secondary School in Saidapet, Chennai. This is the first of eight planned STEM labs.

### Diversity in Tech

Fiserv has partnered with Girls Who Code to support its virtual Summer Immersion Program for the past six years. Students in the program learn from some of the best minds at Fiserv in interactive discussions and panel sessions about building a personal brand, succeeding as a woman in tech and becoming established in the tech industry.

### Diversity and Innovation

Fiserv is proud to partner with Rutgers University-Newark (RU-N) to fund a new program designed to drive diversity and innovation within the financial technology field. The Fiserv RU-N Program for Inclusive Innovation will create a center on campus that will serve as a research and incubation space for the RU-N community and local businesses, provide annual scholarships for undergraduate students over a five-year period, and support career modules to prepare students for internships and jobs.



### Veteran Business Support

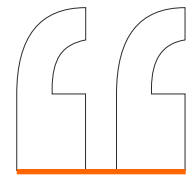
We provide a variety of small business solutions and resources designed to support veterans and military-connected entrepreneurs. In 2022, we launched a series of Military Entrepreneurship Forums. These forums - leveraging our partnerships with the Institute for Veterans and Military Families (IVMF), the Small Business Administration, regional chambers and others – bring together local public and private sectors in large cities to create connectivity, networking opportunities and resources for veteran and military-spouse business owners.

We also support veteran entrepreneurship and veteran small business through our philanthropic commitment to IVMF and leadership as founding members of the IVMF Coalition for Veteran Owned Business. Our annual celebration of the Vet 100 recognizes the fastest-growing veteran-owned businesses in the country. We also honor military service with special business offers for veteran and military-spouse business owners through our Clover product suite, including free processing on Independence Day and Veterans Day.

### Veteran Education and Development in India:

In Bengaluru, our Global Services team supports retiring non-commissioned and junior-commissioned officers with entrepreneurship development. These veterans are eligible for training up to six months prior to retirement. After training, interested veterans with a business idea are mentored and assisted with business plan development.

In Pune, we have partnered with other companies to offer a similar skills-development program for ex-servicemen from the Indian Army who have retired in the past 24 months. The program helps support business start-ups and freelance opportunities for these veterans.



My experience with Fiserv as a Back2Business recipient has been more than amazing. The team at Fiserv has engaged us beyond the funding and has worked to create a bond and relationship that has helped me grow my business. I am grateful for the team, all that they have done and how they continue to show up!"

Kris Hale  
Founder and CEO  
Dope Pieces Puzzle Company

## Back2Business – Retrospective

**>\$1.5 Million**

in Back2Business funding in 2022

**140+**

Back2Business Grants in the U.S. and U.K. in 2022

**50+**

Back2Business Pop-Ups in 2022

In mid-2020, Fiserv launched its Back2Business program to support small, minority-owned businesses impacted by the COVID-19 pandemic. Since the program's inception, we have provided more than 1,400 grants in the U.S. and nearly 200 grants in the U.K., totaling approximately \$16 million to date. In addition to financial and technology support, Back2Business offers educational forums for small businesses through our Clover Academy.

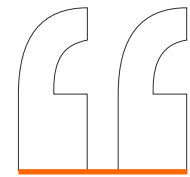
In 2022, we evolved the program by partnering with our community partners to co-host Small Business Pop-Ups, where we engage small, diverse businesses to provide associates with goods and services. These events allow us to continue to reach small, diverse businesses beyond our standard grant process. To date, we have conducted more than 50 of these pop-ups.

As part of our Back2Business New Jersey launch in December 2022, we hosted a Clover Marketplace in Berkeley Heights, NJ, where we presented three merchants with grants. Local Clover merchants were also able to market their goods on our campus. Using our Clover devices, associates were able to support a community in which we operate and conveniently shop for the holidays.

Through Back2Business, we have leveraged our relationships with community partners to help identify and connect with small, minority-, woman-, disabled-, veteran- and LGBTQ+-owned businesses.

### Back2Business Community Partners

- African American Credit Union Coalition
- Association of Military Banks of America
- Howard University
- IVMF
- National Asian/Pacific Islander American Chamber of Commerce and Entrepreneurship
- National Diversity Council
- National LGBT Chamber of Commerce
- The Spirit of Huntington Art Center
- U.S. Black Chamber of Commerce®



The \$10,000 grant is a much-needed cash injection into our company at a time when we are investing heavily in sales operations and manufacturing. We will use the proceeds from the grant to employ a local sales rep and continue our local marketing efforts."

Michael Loyd  
Marine Corps Veteran,  
CEO and Co-founder of Dope Coffee



### Humanitarian and Disaster Recovery

The health, safety and well-being of our communities is vital. When humanitarian or natural disasters occur, we seek to mobilize our resources to help people and businesses.

When the war in Ukraine started, we acted locally and globally to support our associates and families in the region. To support our colleagues, we provided grants to our associates in financial need resulting from the conflict. For the many civilians impacted by the events, we mobilized to support humanitarian programs in the region, including direct donations to Polish Humanitarian Action and Nadácia Integra to support their respective on-the-ground efforts. We also matched associate donations to the American Red Cross.

The 2022 hurricane season in the U.S. impacted both our clients and associates. In response, we donated to the American Red Cross to support Florida Hurricane Ian disaster relief and to the Volunteer Florida Foundation. Associates donated time and money through our global donation and volunteer portal, Fiserv Gives Back. Associates who were impacted by the disaster also benefited from our Employee Assistance Program and Fiserv Cares Fund.

### Employee Engagement and Giving

We encourage our associates and ERGs to pursue community engagement that is meaningful to them. Through our Fiserv Gives Back portal, associates can track volunteer hours, make global donations to community organizations and find volunteer opportunities year-round. Additionally, throughout the year, we sponsor matching campaigns. In 2022, more than 1,500 associates volunteered over 8,000 hours and contributed to more than 1,200 different charities.

#### U.S.

Our associates put their Fiserv values into action every day donating their time and talent to causes that help those in need and make the world a better place. During 2022, our Unified Banking Finance team in Georgia teamed up with the National Park Service to remove invasive grasses in the Chattahoochee River National Recreation Area. Without this intervention, the grass crowds and prevents the growth of native plants and vegetation that mammals and pollinators depend on for food and habitat.

#### LATAM

During 2022, Fiserv associates in LATAM donated to nongovernment organizations across Argentina, Colombia, Mexico and Panama to help provide educational, psychological and medical support for children and to reduce the gender gap in technology.

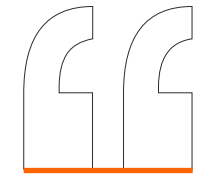
#### EMEA

In June 2022, U.K.-based associates took part in the Race4Business. Participation in the event, coordinated by YoPro, helped raise money for a local hospice charity. The collaborative effort among our EMEA ERGs and U.K. Culture Circles helped make the team one of the largest at the event.

#### APAC

During our Season of Giving programming, our associates in APAC participated in awareness and learning sessions; blood donations; and toy, game and clothing drives.

Our associates in New Zealand volunteered with Sea Cleaners, a nonprofit organization with the goal of preserving New Zealand's coastline for the benefit of the marine life and those that visit these areas. Associates traveled to local beaches and harbors in West Auckland to assist with the cleaning and removal of trash.



Giving back aligns to who we are at Fiserv. Across Asia-Pacific, our associates are motivated by initiatives that make a significant, direct impact to local communities with a focus on sustainability, education, empowering women and people with disabilities, and supporting people suffering with hunger and in poverty. Our associates embrace every opportunity we give them to give back and create positive impact in their communities."

**Ivo Distelbrink**  
Executive Vice President  
and Head of APAC



### Supplier Diversity

We believe integrating diverse suppliers into our strategic sourcing and procurement processes generates efficiency and innovation, and increases opportunities for diverse-owned or -controlled businesses to grow and thrive.

Over the past year, we have continued to expand our relationships with supplier diversity partners and certifiers as a way to gain access to, and ultimately do business with, a greater number of qualified and certified minority-, woman-, disabled-, veteran- and LGBTQ+-owned businesses as well as small, local businesses. We also encourage diverse suppliers to submit their names for consideration on our [Fiserv supplier diversity](#) website.

In 2022, as part of our commitment to identify and increase spending with qualified diverse vendors, we:

- Increased our focus on promoting diverse supplier spending within Tier I and Tier II suppliers (suppliers of Tier I suppliers)
- Improved usage of data and analytics to provide insights for program performance and improve efforts to better recognize spend from designated diverse supplier groups
- Created Supplier Diversity Champions within business units to embed and action diverse supplier considerations during the procurement process

We are focused on executing a Diverse Supplier Impact program that will deliver supplier development programming with a quantifiable impact on communities and supplier ecosystems.

#### Certifiers

- Disability:IN
- National LGBT Chamber of Commerce (NGLCC)
- National Minority Supplier Development Council (NMSDC)
- National Veteran-Owned Business Association (NaVOBA)
- Women's Business Enterprise National Council (WBENC)

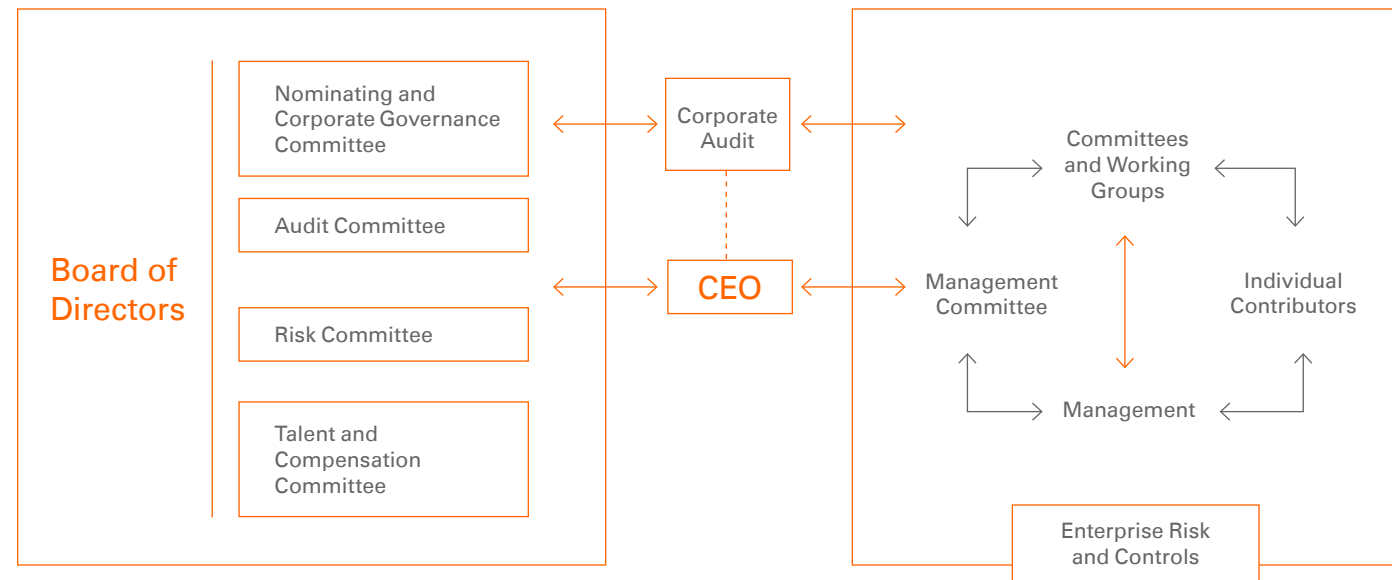
# Champion responsible business practices

At Fiserv, we recognize the importance of strong governance as part of our overall ESG strategy.

Our commitment to governance starts at the top and is embedded throughout the organization. The board of directors is responsible for providing advice and oversight of the strategic and operational direction of the company to support our and our shareholders' long-term interests. Our board is also responsible for ensuring Fiserv conducts its business in a highly ethical manner and considers ESG matters to create an environment that respects and values all employees and promotes corporate responsibility.



## ESG Governance at Fiserv



The Fiserv board of directors has ultimate oversight of our approach to ESG throughout the organization. Our board of directors has four standing committees, all comprised of solely independent directors: an audit committee; a nominating and corporate governance committee; a talent and compensation committee; and a risk committee. In 2022, we expanded the

scope of the board committee focused on risk by converting our technology risk committee to a risk committee to enhance board oversight of a wide range of operational risks.

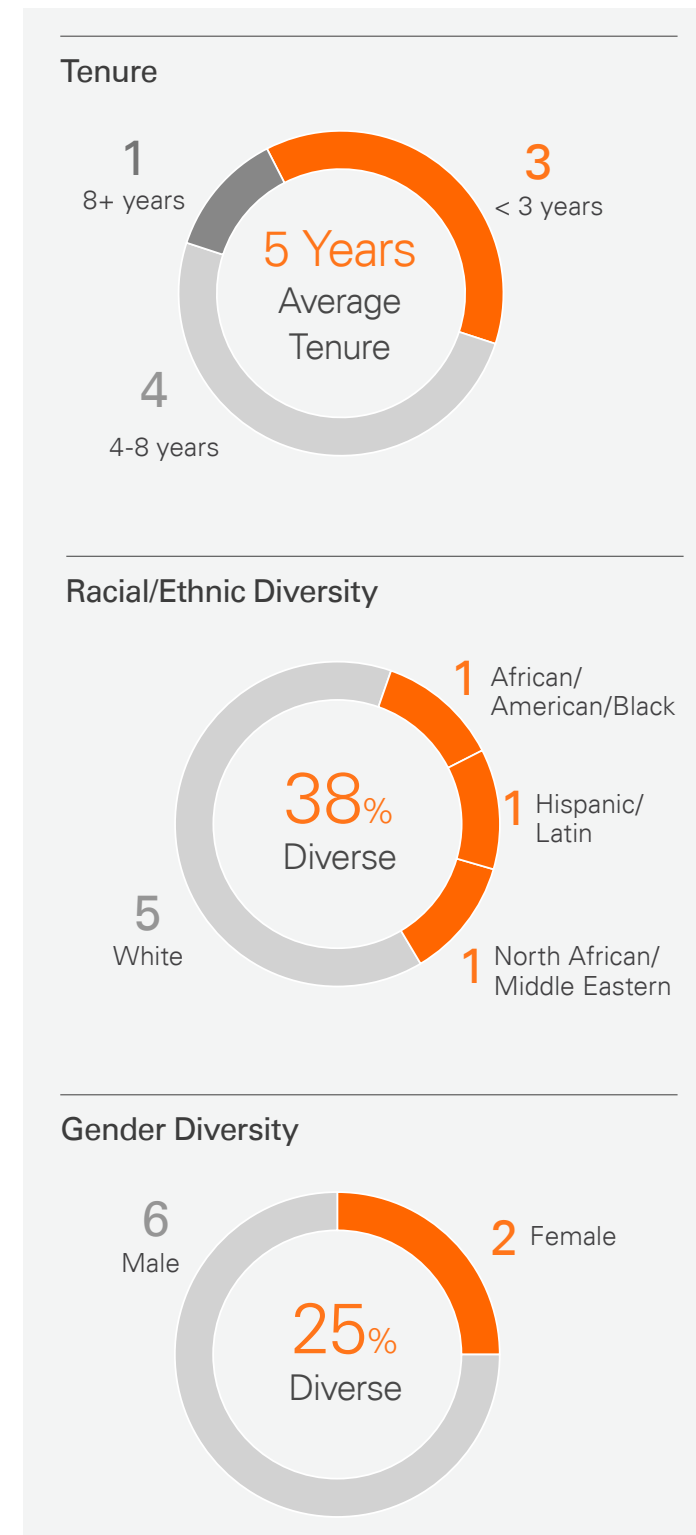
In its role overseeing risk management, the board, as a whole and at the committee level, is provided regular updates from Fiserv leadership about the risks

faced by the company, including those pertaining to ESG topics, which may include climate-related topics as needed. Additional information regarding the board's role in risk oversight is included below, within the discussion of our risk management approach, and in our proxy statement.

ESG Oversight			
Audit Committee	Nominating and Corporate Governance Committee	Risk Committee	Talent and Compensation Committee
→ Enterprise risk management program review	→ ESG programs and practices	→ Enterprise risk management	→ Diversity, equity and inclusion
→ Code of conduct and business ethics	→ Community engagement	→ Risk assessment and management	→ Talent engagement, including recruiting, development and retention
→ Legal and regulatory compliance	→ Government relations	→ Regulatory exams	→ Organization culture
→ Financial risks		→ Cybersecurity	→ Compensation and benefits strategy
→ Internal and external auditor oversight		→ Data privacy	
		→ Technology	
		→ Information security	

## Board At-A-Glance

In accordance with our governance guidelines, the board is committed to actively seeking qualified female and racially/ethnically diverse candidates to enhance the diversity of the board. The tenure and diversity of the nominees for director at our 2023 annual meeting of shareholders are as follows.



The Fiserv board of directors has ultimate oversight of our approach to ESG throughout the organization.



As we mature our ESG program, we expect to continue to grow our engagement with internal partners to continue to drive our ESG programming.

### Management Oversight

In 2021, Fiserv created the role of Head of Corporate Social Responsibility (Head of CSR). The Head of CSR reports directly to the CEO. This position is responsible for establishing and implementing our ESG program and climate-related strategies. The Head of CSR provides ESG updates to the board and management committee on a quarterly basis or as needed by the nominating and corporate governance committee.

While the creation of the Head of CSR role reflects the importance of ESG at Fiserv, other executives and senior leaders within Fiserv play an important role in the management and execution of our ESG and climate-related strategies. The Head of CSR collaborates with and informs business units and functional leaders on ESG topics through a variety of forums, including management committee meetings, senior leadership meetings, outreach and partnerships. As we mature our ESG program, we expect to continue to grow our engagement with internal partners to continue to drive our ESG programming. Some of our internal ESG partners are:

#### ESG Internal Partners

- Chief Accounting Officer
- Chief Audit Officer
- Chief Data Ethics and Privacy Officer
- Head of Global Real Estate
- Head of Government Relations
- Chief Human Resources Officer
- Chief Information Security Officer
- Chief Legal Officer
- Chief Marketing Officer
- Chief Risk Officer
- Head of Strategic Sourcing
- Chief Technology Officer

### ESG Roles and Working Groups

Across Fiserv, there are associates, committees and working groups that contribute to our ESG and climate-related strategies.

A corporate citizenship team and an ESG team report to the Head of CSR. These teams work with peers across Fiserv to execute, inform and implement our broader ESG strategies. The ESG team works closely with the Head of Sustainability on our climate-related strategies.

In developing our ESG programs, we have identified our real estate footprint and facility management strategy as an area where we can make immediate and meaningful advances with respect to our environmental impact. With this in mind, our Head of Sustainability reports to the Head of Global Real Estate and has an energy and sustainability (E&S) team. The E&S team, including a full-time E&S coordinator, works on our real estate initiatives. The Head of Sustainability also oversees our developing Sustainability Ambassador program, which will provide many of our locations with an on-site sustainability contact. The Head of Sustainability also meets regularly with the Head of CSR to coordinate on our climate strategy. This approach to collaboration allows for a broad contribution of expertise across the organization to address the challenges associated with ESG.

In addition to our teams working on ESG initiatives, there are also committees and working groups across the organization that also consider ESG topics. For example, the Head of CSR chairs the CSR Committee. This committee meets throughout the year and is responsible for developing and promoting the implementation of our CSR strategy which include people, products, and planet. The committee includes senior leaders and executives from across the organization, including our Chief Risk Officer. In 2022, the CSR committee created a working group tasked with focusing on sustainability efforts and programming. This working group is co-led by the Head of Sustainability and a member of the ESG team. It looks at our climate-related data and reporting and provides input and guidance on the development and execution of sustainability programming and initiatives.

Other examples of committees and working groups, and their functions, are discussed in later sections.

## Risk Management Approach

Fiserv recognizes the importance of a strong risk management and oversight framework. We maintain an enterprise risk management (ERM) program with a structured risk assessment process that supports strategic planning and decision making. The ERM program, overseen by our risk committee and reviewed annually by the risk and audit committees of the board of directors, provides the foundation for controls and governance necessary to manage risk such as those related to climate.

The risk committee of the board of directors is responsible for oversight of key company risks, including cybersecurity, risk appetite, risk governance structure, regulatory exams, risk management and other select risk topics. The risk committee regularly reviews and discusses with management key risks, as well as the guidelines, policies and processes for monitoring and mitigating such risks, and periodically reviews and approves a list of top enterprise risks. In addition, the risk committee monitors and reports to the board regarding any issues arising with respect to the risk governance structure and performance of the risk management function, and regularly engages with the Chief Risk Officer to ensure that the risk management function has the appropriate resources and authority to fulfill its responsibilities.

Our management is responsible for managing risk and our board is responsible for overseeing management. To discharge this responsibility, the board seeks to be informed about the risks we face so that it may evaluate actual and potential risks and understand how management is addressing such risks. To this end, the board, as a whole and through its committees, regularly engages with management and outside advisors about the risks we face. The audit committee of the board of directors annually reviews our ERM program jointly with the risk committee and monitors our internal control process, including disclosure controls and procedures with respect to corporate communications containing material risk-related disclosures.

### Enterprise Risk Management Overview

Our approach to risk management includes a global coverage model. The ERM function is responsible for maintaining and monitoring the risk profile of the enterprise. ERM processes are designed to identify and qualify, capture, manage and monitor, and report on risks across all areas of Fiserv, and across all Fiserv businesses. The ongoing risk profile is reviewed with leadership and the risk committee of the board of directors on a quarterly basis.

## Risk Philosophy & Culture

Governance

### Risk Aggregation and Reporting

Enterprise Risk Profile

Risk Register

Risk Appetite

Risk Assessments

Risk Tolerance

Risk Events

Risk Metrics

Risk Management  
Programs

Issue Management  
Programs

Risk Universe

| Financial

| Extended Enterprise

| Operational

| Strategic

| Reputational

| Technological

| Regulatory

Training, Awareness & Communication

Risks are considered based on the impact and likelihood of the risks to occur, and our ability to manage those risks through mitigating controls. We evaluate the various ways these risks may affect our business, including the potential impact to operations, financial performance, clients, technology and regulatory environment. The risks are considered independently and scored based on likelihood and impact. The flexibility of our risk framework currently allows us to consider ESG risks within the same processes as other risk considerations. Climate-related risks are considered within our current processes and identified in our business risk universe and are evaluated, recorded, rated and managed like any other risk.

Our global risk coverage model also includes senior risk officers (who are assigned to each line of business to support the consistent execution of policy requirements) and risk domain subject matter experts (who provide firm-wide expertise and guidance for specific categories of risk). This model – strengthened by engaged business leaders, an executive-level risk committee and comprehensive board oversight – reflects an integrated approach to risk management that supports a culture of accountability and oversight.



In our current ERM program, climate-related risks are considered in the following assessments and programs:

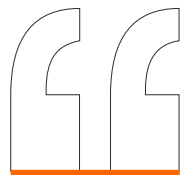
- Location-Based Risk Assessments (LBRAs): Performed at a site level across geographic locations, these assessments look at the likelihood of occurrence and potential impact of disruptive scenarios – such as environmental, physical, and technological – to the various types of Fiserv facilities. Impact and likelihood ratings are determined through LBRA meetings held with the appropriate subject matter experts with knowledge of the facility and/or relevant risk domains. The LBRA also assesses the effectiveness of certain expected controls that may be in place to prepare and protect the facility with regards to the in-scope scenarios. The outcome of the LBRA informs the Business Resiliency and Disaster Recovery programs.
- Global Business Resiliency (GBR): Our GBR program seeks to foster a culture of resiliency through governance, standards, procedures and activities to ensure our organization can function before, during and after disruptions. Fiserv promotes resiliency and manages incident responses through active collaboration among all relevant stakeholders. This federated model leverages the subject matter expertise of internal entities within their respective risk or functional domains such as technology, cybersecurity, physical security, enterprise risk and controls and compliance, government relations and legal. Business resiliency planning considers LBRAs, where available, to take into consideration risks associated with a location and recovery strategies likely to be available during these scenarios.
- Country and Geopolitical Analysis: Our geopolitical analysis team takes into account various environmental developments as part of country infrastructure reviews. Country trends, such as drought, flooding, weather and climate, and energy, would be considered as a part of the overall review.

Climate risks take many forms, and our understanding of these risks will continue to grow and evolve. While we are still early in our environmental journey, we recognize the importance of integrating potential climate-related impacts into our risk frameworks. We expect that we will continue to leverage the Task Force on Climate-related Financial Disclosures (TCFD) as a framework for assessing, managing and integrating climate risks into our ERM model.

## Cybersecurity

As a global leader in fintech and payments, cybersecurity is a top priority for Fiserv.

Our Fiserv global cybersecurity services team is responsible for understanding emerging cyber threats and evolving cyber threat capabilities. In doing so, we focus on identifying safeguards to protect information technology and services from cyber threats, discovering cyber weaknesses in technology and associated business processes, and implementing protective processes and technical defenses. Our security posture is designed to allow us to efficiently detect and respond to cyber events, and continually improve the effectiveness of cyber security controls, technology and culture. Our program permits us to dynamically respond to the ever-evolving threat landscape.



We partner with the business and our clients to protect against ever-present and evolving cyber threats. We are committed to delivering secure business solutions and trusted digital experiences.”

Jason Dewez  
Chief Information  
Security Officer

### Cyber Standards for Security

To comply with applicable cybersecurity-related laws and regulations in jurisdictions where we conduct business, we have established a Global Cybersecurity Policy using recognized industry standards from the National Institute of Standards and Technology (NIST) including the Cybersecurity Framework and Special Publication 800-53 Security and Privacy Controls for Information Systems and Organizations. The Global Cybersecurity Policy, subordinate functional policies and standards have been designed to meet applicable industry and regulatory requirements such as:

- EU General Data Protection Regulation (GDPR)
- Fair Credit Reporting Act (FCRA)
- The Gramm-Leach-Bliley Act (GLBA)
- Health Insurance Portability and Accountability Act (HIPAA)
- International Organization for Standardization (ISO) 27001 and 27002 Cybersecurity Controls
- NIST Cybersecurity Framework
- Payment Card Industry Data Security Standard (PCI DSS)
- Numerous state privacy and security laws

Fiserv also maintains PCI DSS certification globally, TSP/P2PE/PINS/Card Production certifications where applicable and SOC1/SOC2/ISO 27001-2013 within certain geographic areas.





While ultimate oversight of cybersecurity at Fiserv resides with the board of directors, the Security Steering Committee which is chaired by the Deputy Chief Information Security Officers, sponsored by the Chief Operating Officer and joined by the Chief Risk Officer and Chief Information Security Officer, is charged with overseeing the management of cybersecurity across Fiserv.

**Cybersecurity Operations**

Our 24/7 security operation center monitors security data using response playbooks and response automation to address security-related issues when identified. Monitoring for threat signals across the globe is an essential function for detecting unauthorized activities and unusual behaviors that require an appropriate response to minimize any impact on our clients and customers. Fiserv monitoring relies on a cohesive set of technologies to discover vulnerabilities, protect systems from abuse and exploitation, and detect real-time threats. We use authentication, next-generation anti-virus/malware defenses, security posture management, advanced detection and response, and modern analytics as one of many deployed solutions in our toolkit.

Fiserv Global Cybersecurity receives up-to-the-minute intelligence pertaining to newly emerging adversarial campaigns and known vulnerabilities, which are sourced from the private sector, public partnerships such as the Financial Services Information Sharing and Analysis Center, government agencies such as the Cybersecurity and Infrastructure Security Agency and Department of Homeland Security, and open source communities. Our cybersecurity teams merge this information with internal intelligence and analytical functions to evaluate the nature of the risk and the potential impact on Fiserv in order to respond to threats.

**Employee Training**

People play a vital role in keeping Fiserv and our clients' data safe. The traditional requirement for associate cybersecurity training is complemented by frequent security education and awareness campaigns, referred to as Cyber Smart. Each month, Cyber Smart features a different security topic such as data loss prevention, phishing and ransomware. In 2022, we also launched a Cyber Savvy campaign, which is a combination of live events as well as training modules available on different cybersecurity topics such as the "Anatomy of an Attack" and "Demystifying the Dark Web." The campaign is designed to humanize and internalize cybersecurity, helping our associates understand that cybersecurity is not just a technology solution.

**Assisting Our Clients**

In 2022, Fiserv introduced AuthHub, a first-of-its-kind solution that enables financial institutions to enhance their ability to detect and prevent account takeover fraud, one of the fastest growing forms of fraud. With AuthHub, financial institutions gain a more holistic view of customers, resulting in better informed transaction authentication, reduced consumer friction and improved fraud detection.



While ultimate oversight of data and privacy at Fiserv resides with the risk committee of the board of directors, the Data Management and Privacy Risk Committee chaired by the Chief Data Ethics and Privacy Officer is charged with overseeing the management of all data-related risks across Fiserv. The Data Management and Privacy Risk Committee reports to the Fiserv Executive Risk Committee, the senior-most management committee responsible for risk oversight.

## Data Privacy

We take our obligation to handle data responsibly and ethically seriously.

The responsible and ethical handling of data at Fiserv, including preserving the privacy and security of data, is central to building and maintaining trust with our clients, associates and other stakeholders.

Our global privacy program continues to evolve to meet the standards for ethical behavior set forth in our privacy program, contractual obligations with clients and partners, and the changing legal and regulatory frameworks around the world. Through a cross-functional, collaborative effort among privacy, compliance, technology, security and legal experts, we maintain robust processes for risk assessment, cookie compliance, data retention and disposal, and incident management, among other things, to manage customer, consumer and associate data use in compliance with internal policies and global privacy and data protection laws.

We regularly monitor our existing processes and controls regarding the collection, use and disclosure of data to meet the expectations defined by our legal requirements, ethical framework and obligations to stakeholders. We also build new processes and controls as circumstances arise to adapt to the changing environment.

## Data Privacy Governance

The role of data, particularly in product and service development, continues to expand. While data can help clients succeed and benefit consumers around the world, we recognize a strong data ethics framework is needed to meet this growth. To that end, we continue to focus on a global data ethics framework to manage client and consumer data.

1. We Know Our Data
2. We Are Accountable for Our Handling of Data
3. We Are Transparent in Respect of Data
4. We Take Action to Uphold Our Data Ethics Framework

**Our global privacy programs are subject to privacy regulations and standards around the world, including, but not limited to:**

Gramm-Leach-Bliley Act

Health Insurance Portability and Accountability Act (HIPAA)

U.S. State Privacy Laws (e.g., California Privacy Rights Act, Virginia Consumer Data Protection Act, and Colorado Privacy Act)

General Data Protection Regulation

Brazil's General Data Protection Law

Quebec Bill 64

Transfer Impact Assessments for cross-border EU data transfers

In addition to outlining the core principles we expect of our business units and associates when handling data for any purpose, we have also built upon the global data ethics framework program guidelines that help shape what we consider the right way to handle data – particularly important as we continue to innovate using advanced data analytics and techniques. Recent improvements to our framework include:

- Established an Enterprise Data Oversight function reporting to the Chief Data Ethics and Privacy Officer. This role is tasked with building and growing the tools and processes used to support the responsible and ethical handling of data, firm-wide.
- Established a cross-functional Data Use Review Committee and supporting processes that reviews products and services leveraging data.
- Addressed the responsible use of artificial intelligence and machine learning through a collaborative effort with Model Risk Management to establish principles to guide the business in utilizing AI/ML in its business models.
- Expanded our Incident Management program to identify and investigate suspected mishandling of data of all types, in addition to person data.

### Platform and Transaction Risk

We take our role in preventing and reducing payment fraud seriously. We enable merchants to connect to payment networks around the globe and, as such, operate a global controls and compliance function to ensure the integrity of the payments ecosystem and comply with network, clearing bank, and local regulations and laws. We often monitor both sides of payment transactions to help protect our clients and consumers from fraud and consumer harm and to prevent prohibited or illegal activity on the network.

Fiserv uses sophisticated models and tools, cutting-edge technology and world-class expert risk and controls personnel to prevent, detect and remediate fraud and prohibited activity across payment networks. We regularly take action to address both illicit merchants and prevent negative impact to victimized merchants or consumers. Our fraud and risk teams are considered industry thought leaders and regularly engage with law enforcement, regulators and industry partners to refer investigations, provide information on unique new schemes and shape new regulation or provide training.

Fiserv is proud to be involved with the Financial Coalition Against Child Sexual Exploitation (FCACSE), an organization formed to disrupt the economics of child sexual abuse material (CSAM). The FCACSE continues to expand its mission and focus as the landscape of CSAM and missing and exploited children changes and evolves. Members of FCACSE include dozens of banks, electronic payment networks, card brands, and payment and internet companies.

Fiserv jointly developed and currently co-chairs the Rapid Response program to help enrich and expedite critical research and recovery of abducted and exploited children. This program has helped lead to the safe recovery of many children.

### Merchant Processing

The Fiserv risk monitoring program is designed to identify credit risk, fraud risk, unqualified/prohibited activity and potential money laundering-based typologies prevalent within a merchant processing environment. Our underwriting policies are designed to make sure we know our customers. We are committed to preventing unqualified and prohibited businesses from boarding our systems.

### P2P Payments

We work with financial institutions to minimize risks associated with person-to-person payments. We use a multiphase model for risk management that includes prevention, detection, resolution and recovery, and we maintain a robust set of tools to accomplish this.



Rapid Response is a team effort. Associates come together and collaborate from all different divisions at Fiserv globally to volunteer their time and expertise as soon as an urgent situation arises. This can mean in the middle of a workday, after hours, or over a weekend. I am proud to be working alongside such a talented and committed group of individuals for such an important cause.”

**Lauren Freeman**  
Director of Technical  
Fraud Investigations

## Ethical Foundation at Fiserv

Our [Code of Conduct and Business Ethics](#) (the “Code”) serves as the foundation for ethical behavior across our company and governs us as associates, representatives and affiliates of Fiserv.

It explains how we, through our actions, personify the Fiserv Values and interact with our clients, business partners, each other and the communities in which we operate. In addition to Fiserv associates, we also expect our business partners, service providers and vendors to comply with the principles of the Code.



## Code of Conduct and Business Ethics

We regularly review the Code and update it to ensure we continue to uphold the highest standards expected of us as an industry leader.

Ethics are a top priority at Fiserv, and our Code is the basis of our ethics and compliance program. The Code addresses topics such as human rights, discrimination and harassment, business ethics and honest business dealings, anti-bribery and antitrust. The Code is translated into eight languages for our global associate population and all associates are required to complete training on the Code every year to remain vigilant regarding ethical business practices and our expectations.

## Human Rights

As reflected in our Code of Conduct, we are committed to supporting the 10 principles of the United Nations Global Compact. This means that our associates have a duty to meet responsibilities in the areas of human rights, labor, environment and anti-corruption.

## AML/CTF Program

Fiserv maintains an ongoing Anti-Money Laundering and Counter Terrorist Financing Compliance (AML/CTF) program. Fiserv has a designated Global Financial Crimes Compliance Officer, appointed by the Chief Compliance Officer. The Global Financial Crimes Compliance Officer is responsible for the implementation and operation of Fiserv AML policies and procedures including the Global Anti-Money Laundering and Counter Terrorist Financing Policy and Global Know Your Customer Policy and Minimum Standards.

The AML/CTF program includes comprehensive and mandatory annual training as well as policies and procedures to comply with applicable AML/CFT laws, rules and regulations in relation to combating money laundering and terrorist financing activities. The program also includes a periodic risk assessment, monitoring and reporting of suspicious activity, and response to law enforcement and other inquiries.

In the event an associate suspects, has reason to suspect or knows that a transaction or activity is potentially suspicious, also known as a “red flag,” they must immediately report this through the appropriate Fiserv channels. All reported matters are reviewed by the compliance team, reported as necessary to senior management and, where required, reported to the appropriate law enforcement or regulatory agencies.

## Human Rights and Labor Responsibilities

### Human Rights:

Support and respect the protection of internationally proclaimed human rights

Never be complicit in human rights abuses (examples include slavery, torture, human trafficking)

### Labor:

Respect diversity

Stand up against forced and compulsory labor

Stand up against child labor

Eliminate workplace discrimination



We continue to look for enhancements in our review of our vendors' programs to support ESG best practices.

### Responsible Sourcing and Vendor Management

We recognize that suppliers play an important role in the day-to-day operations of our business and that we have relationships with vendors around the world.

These vendors provide a wide variety of products and services and often have large and diverse supply chains. Our Third-Party Risk Management program sets forth the guiding principles, standards and associated governance structures to identify, assess, monitor, and mitigate risks associated with vendor engagements and our sourcing team and third-party risk management team work to ensure suppliers are in compliance with our policies and principles and that risk assessments of their policies and business practices are conducted. Where issues are identified, we either select a different vendor or, if possible, work to address the identified issue with the vendor.

### Third-Party Risk Management

As part of our Third-Party Risk Management program, all vendors are required to go through a risk assessment process prior to onboarding. Assessment requirements are tailored to the type of services provided, geographic location, and overall level of risk the vendor presents to our organization and our clients, and are designed to identify operational risks. We also conduct ongoing monitoring and annual assessments of our vendors based on level of risk presented to us and our clients.

Our risk assessment program also includes due diligence related to modern slavery and human trafficking. If a concern regarding modern slavery practices is identified during the initial risk assessment or through ongoing monitoring, associates are required to promptly escalate the matter to management, their line of business risk officer or the enterprise risk function. Any identified and validated issues may result in termination of the relationship.

We generally require vendors to contractually agree to comply with all laws relating to modern slavery, affirmatively agree not to engage in modern slavery, and to conduct due diligence of their own supply chain to ensure that their suppliers are not engaging in behavior that would support modern slavery.

Our U.K. and Australian Modern Slavery Statement can be found [here](#).



### Topics Reviewed by the Third-Party Risk Management Team:

- Confidentiality and data protection
- Conflict minerals usage
- Financial stability
- Foreign corrupt practices policies
- Human trafficking
- Modern slavery
- Quality
- Reputation
- Third-party risk management capabilities

### Working With Vendors and Suppliers

We continue to look for enhancements in our review of our vendors' programs to support ESG best practices. In 2022, we conducted surveys with select vendors to better understand their ESG programs and, in 2023, we plan to further integrate ESG and climate considerations into our annual vendor assessment processes. We seek to partner with our vendors to improve our collective ESG programs.

# Invest in sustainable systems

At Fiserv, it is important that we operate with environmental sustainability in mind.

We are committed to acting as responsible stewards of our environment and operating our businesses in a sustainable manner because we understand the importance of protecting our environment and managing our footprint and the significance of climate change and its impact on our business and our communities.

## Environmental Reporting

We recognize that climate science continues to evolve, and we believe that aligning with the Task Force on Climate-Related Financial Disclosures (TCFD) framework (see our TCFD table in the appendix) and continuing to build out our sustainability programming will allow us to better address our potential climate impacts as well as climate-related risks and opportunities in the future. We are in the early stages of our journey and we continue to look for ways to improve our programming.

### Actions taken in 2022:

#### Governance

- Established a working group focused on operational sustainability and climate data
- Began alignment of reporting with TCFD framework
- Published our Environmental Policy

#### Strategy

- Applied for LEED Platinum certification in our Berkeley Heights, NJ, Innovation Center
- Applied for LEED Gold certification in our Dublin, Ireland office
- Achieved LEED Gold certification in our One Broadway office in New York City
- Continuous work on consolidation of office locations into major hub locations

#### Risk Management

- Added the Chief Risk Officer to the CSR Committee
- Contemplation of climate-related considerations in our risk processes

#### Metrics and Targets

- Released three years of GHG data, including expanded Scope 3 reporting
- Released three years of energy consumption data



## Energy and Emissions Data and Metrics

Over the past three years, we have worked to collect and disclose our greenhouse gas (GHG) emissions. In 2021, as part of our first CDP submission, we gathered 2019 and 2020 GHG emissions data and energy usage data. While we only submitted the 2020 data, we captured our 2019 data to internally assist with baselining and trending.<sup>5</sup>

With three years of data, we now believe we have a foundation for measuring the impact of our ongoing GHG and energy initiatives. Our work over the past year has also included improvements to our data capture processes and ability to report on additional Scope 3 GHG categories. We will look to continue to improve and evolve our reporting in the coming years so we can track and assess improvements at a more granular level.

### Metrics

With our CDP submission in 2022, we now have a three-year dataset to analyze and use. As such, we are providing the 2019, 2020 and 2021 data to show our GHG emissions and energy consumption data. As we improve our program and data capture processes, we will continue to assess our ability to report on different data points and the impact differing variables, such as post-pandemic return to office, have on our data.

### Goals and Targets

At this time, we are taking a measured approach to GHG and energy consumption targets and goals, given external factors such as proposed regulation. We believe such an approach will provide us with a strong foundation for setting targets once we have more clarity on the regulatory landscape.<sup>5</sup> Over the coming year, we will leverage our operational sustainability working group through the CSR Committee to identify quantifiable sustainability goals and targets and potential timelines for implementation.

In the short term, our goal is to establish a recycling program in North America by the end of 2023. We are also seeking to increase the scope of our e-waste sent to our vendor. We anticipate providing more details on these goals and other sustainability objectives later in 2023.

<sup>5</sup> The 2019 data was gathered in partnership with external consultants using the same processes for gathering the 2020 data that was submitted to CDP. The 2019 data was not ready in time to submit to CDP for that year and was not previously disclosed. The 2019 data is included here for tracking and trending purposes.

Global GHG	2019	2020	2021
Total Scope 1 & 2 (MT CO <sub>2</sub> e)	147,277	135,438	121,760
Scope 1	15,733	13,470	15,987
Scope 2 (Location Based)	131,544	121,968	105,773
Total Scope 3 (MT CO <sub>2</sub> e)	182,682	123,494	1,460,498
Category 1	Not captured	Not captured	1,233,987
Category 3	30,242	27,761	25,152
Category 4	Not captured	Not captured	80,412
Category 5	Not captured	Not captured	716
Category 6	70,061	13,866	13,977
Category 7	74,800	74,800	75,856
Category 13	7,579	7,067	3,474
Category 15	Not captured	Not captured	26,924
<b>Total Scope 1 &amp; 2 (MT CO<sub>2</sub>e)</b>	<b>147,277</b>	<b>135,438</b>	<b>121,760</b>
<b>Total Scope 1, 2 &amp; 3 (MT CO<sub>2</sub>e)</b>			<b>1,582,258</b>

Global Energy Consumption	2019	2020	2021
Renewable energy (MWh)	385	541	165
Electricity (MWh)	291,883	270,978	252,043
Natural Gas (MWh)	43,715	36,394	31,387
Diesel, gasoline, fuel oil, LPG (MWh)	12,826	10,060	5,685
Steam (MWh)	2,312	2,521	–
<b>Total non-renewable (MWh)</b>	<b>350,736</b>	<b>319,953</b>	<b>289,115</b>

Scope 1 emissions values represent approximately 85% of our total square footage, as estimations are not applied for sites where data on Scope 1 is missing. Scope 2 emissions represent 100% of the total Fiserv portfolio, based on square footage, as estimations are applied for sites with missing data.

Scope 1 emissions have been restated for 2019 and 2020 due to an identified calculation error, resulting in a -25% and -30% change for 2019 and 2020 total Scope 1 emissions values, respectively.

All scopes of emissions are calculated in alignment with the GHG protocol.

## 2021 Scope 1 and Scope 2 GHG Emissions





### Climate-Related Risks and Opportunities<sup>6</sup>

As a financial technology company, our global customer base and operations may mitigate some of the direct risks associated with climate change on our business. However, we recognize that the pace of climate change is accelerating, and the potential impacts are evolving in ways that may present risks and opportunities to our business beyond what we foresee at this time.

We currently consider risks independently and score them based on potential impact and their likelihood to occur. At the enterprise level, we take a global approach to address potential risk to business strategies (which can include potential physical and transition climate-related impacts to our operations, employees and customers) by identifying and managing risks and opportunities. Regulatory, physical and other risks and opportunities, including those that are climate-related, are assessed across the enterprise by line managers and leadership, using a combination of top-down and bottom-up approaches.

We continue to refine our understanding of climate-related risks and opportunities to help inform our broader ESG strategy and our ability to assess potential impacts.

<sup>6</sup> In the text that follows, Fiserv utilizes the TCFD categories of transition and physical climate risks. Transition risks arise from actions associated with a transition to a low-carbon economy, such as the introduction of new climate policies or low-carbon technologies, the filing of lawsuits against entities perceived as contributing or having contributed to climate change, or changes in market sentiments. Physical risks arise from the physical impacts of climate change; these can be chronic (such as changing weather patterns and rising mean temperature and sea levels) or acute (such as extreme weather events like cyclones and floods).

### Climate-Related Risks

Climate-related risks can take multiple forms. For example, there are regulatory, reputational and physical risks that may require attention and consideration.

Some examples of risk types and considerations are detailed in the table below.

Risk Type	Category	Risk Example	Consideration
Transition Risk	Changing Regulatory Landscape	→ Enhanced climate-related requirements resulting from a changing regulatory landscape	→ Our government relations team monitors legislative and regulatory proposals that affect the company or its products and services. Once regulatory measures are finalized, the government relations team works with the legal and compliance team to implement the applicable provisions.
Physical Risk	Acute and Chronic Weather	→ Increase in severity and frequency of weather events due to acute and chronic weather pattern changes	→ Our ERM assessments, such as LBRAs, consider unique risks to our sites including climate-related risks. Risks are assessed for likelihood and impact, and measured, monitored and managed in the same way as other site-specific risks
Transition Risk	Market Risk	→ Energy costs	→ Our real estate consolidation strategy and green building design principles incorporate overall footprint and energy efficiency as considerations
Transition Risk	Reputation Risk/Technology	→ Shift in consumer preferences	→ We continue to innovate and apply technology to meet the business needs of the customers we serve. For example, we offer digital products and services in our Digital Payments business – including biller and bill pay solutions – that replace processes that once required paper checks or paper bills
Transition Risk	Reputation Risk	→ Stakeholder focus on sustainability	→ Reputational risks, including those associated with climate, can be assessed and managed as part of our brand management strategy

## Climate-Related Initiatives

As part of our ongoing sustainability programming, we are working on multiple strategic climate-related initiatives.

### Data Centers and Offices

Our offices and data centers make up a considerable portion of our environmental impact, and there is an opportunity to reduce GHG emissions and improve energy usage through our real estate strategy. Since 2017, we have been working on reducing our energy and emissions footprint by eliminating or consolidating data centers and offices.

#### Data Centers

In 2022, we continued executing on our data center strategy. We consolidated seven data centers and, as part of our consolidation efforts, data centers are either moved to larger, more established facilities or transitioned to the cloud. We anticipate these efforts will result in both monetary and energy savings, and we will continue to look for opportunities to consolidate data centers in the future.

In addition to consolidation and cloud migration, we also update our data center assets as part of asset life-cycle management. Newer equipment, such as servers, can be less energy intensive compared to outgoing equipment. This newer equipment can help increase capacity at existing sites, improve energy consumption and enable us to consolidate more into existing data centers.

As part of our equipment updates, we negotiate take back provisions with vendors. These provisions can reduce the percentage of end-of-life products and product waste sent to landfills.

#### Offices

Our real estate strategy includes developing state-of-the-art campus environments in strategic locations across the U.S. For new real estate projects, Fiserv prioritizes the incorporation of green building design principles and consideration of LEED certification (the rating system for the Leadership in Energy and Environmental Design). To date, our New York office has been designated LEED Gold and our New Jersey technology campus has been submitted for LEED Platinum. We are also currently seeking LEED certification in our new Dublin, Ireland, office and will use these same green building design principles in our newly announced Milwaukee, WI, office. In addition to LEED accreditation, we also assess our office portfolio for Energy STAR status and energy-efficiency opportunities. We continuously evaluate our site strategy and expect to continue doing so as part of our longer-term sustainability strategy.



With the opening of our Innovation Center in Berkeley Heights, NJ, we added features that incorporate our sustainability efforts. Some of our key initiatives include:

- Solar panels in the parking lots and electric vehicle chargers
- Reusable cups and biodegradable plates and utensils
- Building monitoring system and LED lighting
- Elevation terraces and a green roof

The Park – home of our Innovation Center – is committed to a holistic approach to sustainability. With a campus-wide bike share program, locally sourced food, environmentally conscious buildings and more, the Park is dedicated to prioritizing sustainable design and operating methods throughout the 185-acre campus.

#### Environmental Management System in U.K.

Our Basildon office has implemented an environmental policy and an Environmental Management System registered to the ISO 14001 standard.

## Vendor Engagement

Fiserv maintains relationships with vendors around the world that can play a key role in our sustainability efforts.

We have improved the way we measure and report on our category 1 (purchased goods and services) reporting in Scope 3 emissions and we plan to engage with our vendors as part of our sustainability strategy. We believe that, together, we can make a positive impact.

In the coming year, we hope to expand our engagements with vendors through incorporation of additional social and environmental questions in our vendor assessment processes. We also expect to further engage with our technology vendors on how to better measure climate-related benefits associated with our engagements.

In EMEA, we recently partnered with a vendor to assess how we could reduce energy costs and increase our use of renewable/green energy. Through this vendor, we were able to reduce our total kilowatt hour costs and move our information technology (IT) power to 100% renewable/green power. Based on current rates, we anticipate this will help us realize significant annual energy cost savings.

## Employee Travel

GHG emissions associated with employee travel (category 6 of Scope 3) have been impacted by the COVID-19 pandemic. As we transition back to business as usual, we see an opportunity to strategically manage our travel. While we recognize that business travel may be necessary, technology has enabled us to engage without travel in some instances. In addition to focusing on travel itself, we have also enabled our travel booking tool to provide associates with the approximate emissions associated with their travel. We believe this data can be used to educate and encourage our associates to optimize their travel.





## Waste and Recycling

We are building out our waste management and recycling programming.

While recycling is important to any waste management program, we believe a holistic waste management program should also focus on reducing, re-using and taking back. We believe this approach will drive impact in our sustainability strategy.

As we grow our program, we will continue to refine our tracking and reporting of waste streams.

### Reduce

Reducing the amount of raw materials needed for our processes can result in potential cost savings associated with material sourcing and a reduction in the volume of materials that need to be scrapped or recycled. Our operations look to continuously improve processes, and the sustainability working group is looking to better partner with our operations to support these initiatives because they are good for the environment and good for business.

- **Reducing Plastic Use.** In our Output facility in Nashville, TN, our industrial engineers identified an opportunity with the amount of scrap being generated during card production. They recognized that we were wasting time, money and resources with our current processes and, through some innovative solutions, were able to find card waste savings that we estimate will reduce approximately 25,000 pounds of PVC waste.
- **Paper Reduction in Action.** In our Output facility in Omaha, NE, our industrial engineers were tasked with reducing paper usage from our printers. They were able to isolate high-usage jobs and move them to a different set of printers at another site to increase job efficiency. After testing and implementation, we have seen paper waste from these jobs reduced by almost 1 ton of paper every day.

We believe a focus on operational efficiency projects like these will continue to provide benefits to our operations and the environment.

### Reuse

Where we have the ability and where it makes sense, we look to repair and refurbish equipment. For example, our hardware services team has processes in place to take back POS devices and refurbish them when possible. When refurbishment or resale is not practical for older technology, we use accredited recycling vendors for disposal.

### Take Back

In many instances, our suppliers are uniquely qualified to dispose of old equipment and technology. Additionally, these suppliers may have existing processes to securely and safely recycle, reuse or refurbish the hardware. That is why Fiserv is working with vendors to have old equipment taken back as part of hardware refreshes. While these types of take backs have been included in the past, the sustainability working group is collaborating with the technology team to formalize these kinds of provisions in our contracts, where appropriate, so we can better track and measure progress.

### Recycle

While we do not currently have detailed data on all our recycling waste streams, we are working to close the gaps and unify operational recycling data with office recycling data. We believe proper waste disposal, including recycling, is an important part of our corporate citizenship, and we want to make sure we are taking steps to improve year over year. As part of our 2023 initiatives, we plan to improve data collection associated with vendor initiatives, increase recycling awareness in our offices, and improve our ability to report waste and recycling metrics.

### Blue Flag Recognition in Costa Rica

In 2022, Fiserv Costa Rica was recognized by the Ecological Blue Flag Program. The Costa Rican Blue Flag is an award that is given annually to recognize the efforts and volunteer work of local communities that seek to improve hygienic and environmental conditions around them and use the Blue Flag program as an instrument to mitigate and adapt to climate change. This award was the result of efforts delivered by the local environmental program – Carbon.less, Global Services Costa Rica’s environmental program in the areas of awareness, recycling, composting, waste segregation, energy and water conservation, and environmental education.

In 2022, we sent more than 355 short tons of paper to our third-party document storage providers to be shredded and recycled. Through our e-waste program vendor, we were able to divert more than 380,000 pounds of e-waste via recycling and resell and have more than 280,000 pounds of materials recovered.

6856974 7912778 7805348 7175074 7711626 7415610 7426638 7702585 8812388 7797224 5896298 5893078 5689579 7522760 7617156 6928640 7249080 00 6932268 7251656 73 3226 7302411 7395319 7640197 7729996 7636686 7809624 7822667 7729969 7660766 7653598 7809617 7702583 8010424 7146338 7526448 7502749 7606787 8332317 7792749 8612342 7809639 7930248 7953660 7177846 8073773 7330831 7302408 6055567 6289322 6327577 6856974 7912778 7805348 336 7203845 7657761 7536340 8762194 8874480 8433659 8626659 2471604 7120602 7392223 7657484 7366696 7778901 6948063 7334128 7366697 7636688 7933826 7853524 09617 7702583 8010424 7146338 7788172 7526448 7502749 7606787 8332317 7792749 8612342 7809639 7930248 7953660 7177846 8073773 7330831 7302408 6055567 98 5893078 5689579 7522760 7617156 6928640 7249080 8463831 7752286 7379978 6871789 8417630 7996311 8244646 8275683 8290835 7930239 8595100 8620782 8005754 8543501 9983 8229850 7013310 8266065 7873677 8255336 7203845 7657761 7536340 8762194 8874480 8433659 8626659 2471604 7120602 7392223 7657484 7366696 7778901 6948063 5893078 5689579 7522760 7617156 6928640 7249080 8463831 7752286 7379978 6871789 8417630 7996311 8244646 8275683 8290835 7930239 8595100 8620782 8005754 8543501

### Product Innovation

The substitution of existing products and services with more environmentally friendly options and reduced demand for products and services deemed to not be environmentally friendly are affecting businesses everywhere.

The speed at which our industry is changing means we must be both agile and quick. We balance and are strategic with research and development that focuses on in-house development, partnerships and acquisitions, and we continuously seek to identify ways to innovate and apply technology to meet the business needs of the customers we serve.

Going forward, we will continue to seek out ways to provide enhanced product offerings that meet the growing and changing demands of our clients.

### Digitization of Previously Paper-Based Processes

We know that consumers continue to want to manage their billing and payments how, when and where they want. For years, we have offered solutions that help to shift once-paper-based processes to digital solutions. From digital document storage and delivery to electronic billing and payments, our solutions leverage omni-channel delivery - including via financial institutions - to allow for reduced paper consumption and transportation by enabling end-users to receive, view and pay their bills digitally. These products reduce costs, enable digital, real-time payments, and delight and retain customers. We continue to find opportunities to increase the number of items eligible for these services.

#### Paper Reduction at Scale

In 2022, our Bill Pay solution processed more than 80 million checks per month. Nearly 80% were delivered electronically.

### Enhanced Credit Card Offerings

Consumer interest in alternative debit and credit card solutions is increasing. Our Output business partners with plastic procurement partners and suppliers to provide clients with a range of plastics offerings for credit card production. Fiserv currently supports three environmentally friendly product options, all manufacturing completed in U.S. plastic facilities. Our three offerings are:

- Recycled PVC. Industrial plastic waste and scrap can be recovered and used for card production, reducing the proliferation of plastic in landfills and adverse effects to the environment. Recycled PVC can be used with any of our standard chip options for contact and contactless cards
- Recovered Ocean-Bound Plastics. Plastic waste can also be recovered from land areas where it otherwise would be likely to enter the ocean. The recovered material can be turned into high-density polyethylene and used to construct the card core in certain contactless cards. This process reduces both single-use plastic and the amount of plastic entering the ocean
- Bio-Sourced Plastic Substitute. Polylactic acid (PLA), which is derived from renewable resources, such as cornstarch, can replace 80% of the petroleum-based PVC in any of our standard contact or contactless chip cards. By consuming less energy to produce, PLA results in lower carbon footprints and GHG emissions than PVC. Fiserv also offers environmentally responsible disposal of used cards

## Employee Engagement

Our associates play an important role in our sustainability journey and giving them a platform to be seen and heard remains a priority.

At Fiserv, employee engagement with respect to environmental topics is led by our E&S team. Our current programming is focused on educating employees on our sustainability initiatives, including recycling and waste, real estate strategy, and GHG emissions and energy data. We are also in the process of rolling out our Sustainability Ambassador program to provide associates with a sustainability resource at their local site.

In 2022, our associates in India participated in tree planting initiatives and local clean-up efforts in Pune, Chennai, Noida and Gurgaon. These efforts are helping to enhance green spaces in local communities, clean up stretches of beaches and improve tree coverage in urban areas.

Associates around the world participated in our virtual Global Earth Day celebration on April 22. The celebration touched on sustainability efforts at Fiserv and local initiatives and volunteer efforts available to associates. Activities ranged from donating bee bombs in EMEA, to urban afforestation projects in India, to planting trees in LATAM.

## Impact of Climate-Related Risks and Opportunities on Operations

We are still in the early stages of our TCFD journey and this Report discusses many of the climate-related initiatives we have in progress. We currently consider potential climate-related risks in our overall risk assessment process in the same way we would consider any other risk and at this time we have not yet conducted a climate-related scenario analysis. We expect to continue to leverage TCFD as the primary framework for assessing, managing and integrating climate risks into our ERM model, as well as evolving our current processes for potential climate-related scenario planning and analysis in the future.



# Appendix

We used the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) and the Task Force for Climate-Related Disclosures (TCFD) to help guide the development of this Report. We have mapped to relevant disclosures to assist stakeholders, but some indicators may be partially disclosed.



## United Nations Sustainable Development Goals

The Sustainable Development Goals (SDGs) are a group of interlinked goals that were adopted in 2015 by the United Nations (UN). The focus of these goals is to use sustainable economic and environmental practices to create a more just world by 2030. To achieve the goals set out by the UN, there needs to be a joint effort among businesses, society and government.

Fiserv supports the SDGs and acknowledges the importance of the goals. Below, we have linked several of the SDGs to various Fiserv initiatives and programs.

UN SDG	Description	Reference
	End poverty in all its forms everywhere	→ Financial Wellness Education – Page 45
	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	→ Products and Services – page 48
	Ensure healthy lives and promote well-being for all at all ages	→ WELL Health-Safety – Page 39 → Associate Benefits and Well-being – Page 40 → Global Engagement and Giving – Page 57
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	→ Kiriku Program – Page 25 → Apprenticeship Program – Page 34 → Community Partnerships – Page 52
	Achieve gender equality and empower all women and girls	→ Kiriku Program – Page 25 → Enterprise Leadership Development – Page 30 → Pay Equity – Page 44 → Community Partnerships – Page 52
	Promote sustained inclusive and sustainable economic growth, full and productive employment and decent work for all	→ Empower People – Page 20 → Kiriku Program – Page 25 → EMEA D&I Career Mentoring Program – Page 32 → Apprenticeship Program – Page 34 → Hiring our Heroes – Page 37 → Supporting Minority-Owned Financial Institutions – Page 49 → Community Partnerships – Page 52 → Veteran Business Support – Page 53 → Back2Business – Page 54 → Supplier Diversity – Page 59

UN SDG	Description	Reference
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	<ul style="list-style-type: none"> <li>→ Products and Services – page 48</li> <li>→ Supporting Minority-Owned Financial Institutions – Page 49</li> <li>→ Community Partnerships – Page 52</li> <li>→ Back2Business – Page 54</li> </ul>
	Reduce inequality within and among countries	<ul style="list-style-type: none"> <li>→ Empower People – Page 20</li> <li>→ Employee Resource Groups – Page 22</li> <li>→ Kiriku Program – Page 25</li> <li>→ Professional Development – Page 29</li> <li>→ Leadership Development – Page 31</li> <li>→ Pay Equity – Page 44</li> <li>→ Back2Business – Page 54</li> <li>→ Supplier Diversity – Page 59</li> </ul>
	Make cities and human settlements inclusive, safe, resilient and sustainable	<ul style="list-style-type: none"> <li>→ Back2Business – Page 54</li> <li>→ Global Engagement and Giving – Page 57</li> <li>→ Supplier Diversity – Page 59</li> <li>→ Ethical Foundations at Fiserv – Page 79</li> <li>→ Third-Party Risk Management – Page 80</li> <li>→ Employee Engagement – Page 100</li> </ul>
	Promoting sustainable consumption and production patterns	<ul style="list-style-type: none"> <li>→ Climate-Related Initiatives – Page 92</li> <li>→ Waste and Recycling – Page 96</li> <li>→ Product Innovation – Page 98</li> </ul>
	Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> <li>→ Environmental Reporting – Page 84</li> <li>→ Climate-Related Initiatives – Page 92</li> <li>→ Waste and Recycling – Page 96</li> <li>→ Product Innovation – Page 98</li> </ul>
	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	<ul style="list-style-type: none"> <li>→ Product Innovation – Page 99</li> </ul>

UN SDG	Description	Reference
	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	<ul style="list-style-type: none"> <li>→ Employee Engagement – Page 57</li> <li>→ Employee Engagement – Page 100</li> </ul>
	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	<ul style="list-style-type: none"> <li>→ Ethical Foundation at Fiserv – Page 79</li> </ul>

## SASB Table: Software and IT Solutions

Topic	Accounting Metric	Category	Unit of Measure	Disclosure	SASB Code
Environmental Footprint of Hardware and Infrastructure	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Quantitative	Gigajoules (GJ) Percentage (%)	Metrics: Page 87	TC-SI-130a.1
	(1) Total water withdrawn (2) Total water consumed, percentage of each in regions with high or extremely high baseline water stress	Quantitative	Thousand cubic meters (m³) Percentage (%)	Fiserv does not currently have this data	TC-SI-130a.2
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion & Analysis	N/A	Data Centers: Page 92	TC-SI-130a.3
Data Privacy & Freedom of Expression	Description of policies and practices relating to behavioral advertising and user privacy	Discussion & Analysis	N/A	Data Privacy: Page 75 and <a href="#">here</a>	TC-SI-220a.1
	Number of users whose information is used for secondary purposes	Quantitative	Number	We do not report on this data but our Privacy Notice can be found <a href="#">here</a>	TC-SI-220a.2
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	Reporting Currency	Any material proceedings would be disclosed in our annual filings with the SEC	TC-SI-220a.3
	(1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	Quantitative	Number Percentage (%)	While we do not disclose the number of law enforcement requests, our approach to these types of requests was discussed on page 59 of our 2021 CSR report	TC-SI-220a.4
	List of countries where core products or services are subject to government required monitoring, blocking, content filtering, or censoring	Discussion & Analysis	N/A	None	TC-SI-220a.5

Topic	Accounting Metric	Category	Unit of Measure	Disclosure	SASB Code
Data Security	(1) Number of data breaches (2) Percentage involving personally identifiable information (PII) (3) Number of users affected	Quantitative	Number Percentage (%)	We do not publicly disclose this metric	TC-SI-230a.1
	Description of approach to identifying and addressing data security, including use of third-party cybersecurity standards	Discussion & Analysis	N/A	Cybersecurity: Page 70	TC-SI-230a.2
Recruiting & managing a Global Diverse & Skilled Workforce	Percentage of employees that are (1) Foreign nationals and (2) located offshore	Quantitative	Percentage (%)	Global Footprint: Page 16	TC-SI-330a.1
	Employee engagement as a percentage	Quantitative	Percentage (%)	Employee Engagement: Page 21	TC-SI-330a.2
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Quantitative	Percentage (%)	Empower People: Page 20 We also publish our EEO-1 on our website	TC-SI-330a.3
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting Currency	Any material proceedings would be disclosed in our annual filings with the SEC	TC-SI-520a.1
Managing Systemic Risks from Technology Disruptions	Number of (1) performance issues and (2) service disruptions, (3) total customer downtimes	Quantitative	Number, Days	We do not publicly disclose this metric	TC-SI-550a.1
	Description of business continuity risk related to disruptions of operations	Discussion & Analysis	N/A	Cybersecurity: Page 70	TC-SI-550a.2

## GRI Table

<b>Statement of Use</b>	Fiserv has reported the information cited in this GRI content index for the period January 1, 2022 to December 31, 2022, with reference to the GRI Standards.
<b>GRI 1 Used</b>	GRI 1: Foundation 2021

GRI Standard	Disclosure	Location/Reference
GRI 2: General Disclosures 2021	2-1 Organizational details	Fiserv <a href="#">Form 10-K</a> : page 2; About Fiserv: pages 8-9
	2-2 Entities included in the organization's sustainability reporting	Fiserv <a href="#">Form 10-K</a> : page 2; About Fiserv: pages 8-9
	2-3 Reporting period, frequency and contact point	CSR reporting period: January 1, 2022 – December 31, 2022  Reporting cycle: Annual  Publication date: April 2023  Contact point for questions: <a href="mailto:CSR.Inquiry@fiserv.com">CSR.Inquiry@fiserv.com</a>
	2-4 Restatements of information	In working with our external consultants, we have restated Scope 1 emissions for 2019 and 2020 due to an identified calculation error
	2-5 External assurance	This report has not been externally assured
	2-6 Activities, value chain and other business relationships	Fiserv <a href="#">Form 10-K</a> : page 2-5; About Fiserv: pages 8-9
	2-7 Employees	Global Footprint: Page 16; Empower People: Page 20; we also publish our EEO-1 on our website
	2-8 Workers who are not employees	Global Footprint: Page 16
	2-9 Governance structure and composition	<a href="#">2022 Proxy Statement</a> : Pages 5-17; ESG Governance at Fiserv: Page 62
	2-10 Nomination and selection of the highest governance body	<a href="#">2022 Proxy Statement</a> : Pages 13; <a href="#">Governance Guidelines</a>
	2-11 Chair of the highest governance body	<a href="#">2022 Proxy Statement</a> : Pages 15
	2-12 Role of the highest governance body in overseeing the management of impacts	<a href="#">Governance Guidelines</a> : Page 1; ESG Governance at Fiserv: Page 62
	2-13 Delegation of responsibility for managing impacts	ESG Governance at Fiserv: Page 62
	2-14 Role of the highest governance body in sustainability reporting	ESG Governance at Fiserv: Page 62
	2-15 Conflicts of interest	<a href="#">Governance Guidelines</a> : Page 7
	2-16 Communication of critical concerns	ESG Governance at Fiserv: Page 62
	2-17 Collective knowledge of the highest governance body	<a href="#">Governance Guidelines</a> : Page 8
	2-18 Evaluation of the performance of the highest governance body	<a href="#">Governance Guidelines</a> : Page 6

GRI Standard	Disclosure	Location/Reference	
	2-19 Remuneration policies	<a href="#">2022 Proxy Statement</a> : Pages 19-24	
	2-20 Process to determine remuneration	<a href="#">Governance Guidelines</a> : Page 7; 2022 Proxy Statement: Pages 19	
	2-21 Annual total compensation ratio	<a href="#">2022 Proxy Statement</a> : Pages 54	
	2-22 Statement on sustainable development strategy	A message from Frank J. Bisignano: Page 3; A message from Neil Wilcox: Page 4	
	2-23 Policy commitments	<a href="#">Fiserv Code of Conduct and Business Ethics</a>	
	2-24 Embedding policy commitments	Ethical Foundation at Fiserv: Page 78	
	2-25 Processes to remediate negative impacts	<a href="#">Fiserv Code of Conduct and Business Ethics</a>	
	2-26 Mechanisms for seeking advice and raising concerns	<a href="#">Fiserv Code of Conduct and Business Ethics</a> page 8  Both associates and external parties can report concerns anonymously through our 24-hour Alertline, which is a global comprehensive and confidential reporting tool administered through a third party, by which matters of concern can be reported anonymously or through self-identification, or by accessing EthicsPoint. In addition, associates can contact our Ethics Office through an external web link, internal link on our intranet site, a 24-hour phone line, or by talking directly with a manager or HR business partner.	
	2-27 Compliance with laws and regulations	Fiserv <a href="#">Form 10-K</a> : page 21	
	2-28 Membership associations	Fiserv maintains memberships in organizations such as: Business Roundtable, Chief Executives for Corporate Purpose®, Boston College Center for Corporate Citizenship, DiversityInc, The Executive Leadership Council	
	2-29 Approach to stakeholder engagement	About this Report: Page 8;  Our stakeholder engagement process includes input from employee surveys, customer business reviews and shareholders. Information collected from these engagements is shared, as appropriate, with our management team and board of directors and considered as we improve reporting and develop additional programming.	
	2-30 Collective bargaining agreements	We do not have collective bargaining agreements in our U.S. operations but do have agreements in our regions	
	GRI 3: Material Topics 2021	3-1 Process to determine material topics	About this Report: Page 8; We also completed an ESG materiality assessment in 2021
		3-2 List of material topics	This report and GRI Table contain the topics relevant to our ESG program
3-3 Management of material topics		A discussion on our ESG materiality assessment can be found in our <a href="#">2021 CSR Report – Materiality and ESG Strategy</a>	

GRI Standard	Disclosure	Location/Reference
<b>GRI 200: Economic Topics</b>		
<b>GRI 203: Indirect Economic Impact (2016)</b>		
<b>GRI 103: Management Approach (2016)</b>		
103-1/103-2/103-3		Advance Communities and Society: Page 46
203-2	Significant indirect economic impacts	Products and Services: Page 48
<b>GRI 204: Procurement Practices (2016)</b>		
<b>GRI 103: Management Approach (2016)</b>		
103-1/103-2/103-3		Supplier Diversity: Page 59
204-1	Proportion of spending on local suppliers	We do not disclose the exact percentage spent on local suppliers, but we do consider suppliers local if they are within the metropolitan region of a Fiserv campus
<b>GRI 205: Anti-Corruption (2016)</b>		
<b>GRI 103: Management Approach (2016)</b>		
103-1/103-2/103-3		<a href="#">Fiserv Code of Conduct and Business Ethics; Governance Guidelines</a>
205-1	Operations assessed for risks related to corruption	Ethical Foundation at Fiserv: Page 78
205-2	Communication and training about anti-corruption policies and procedures	Associate Learning and Training: Page 29
205-3	Confirmed incidents of corruption and actions taken	Any material proceedings would be disclosed in our annual filings with the SEC
<b>GRI 206: Anti-Competitive Behavior</b>		
<b>GRI 103: Management Approach (2016)</b>		
103-1/103-2/103-3		<a href="#">Fiserv Code of Conduct and Business Ethics; Governance Guidelines</a>
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Any material proceedings would be disclosed in our annual filings with the SEC
<b>GRI 207: Tax (2019)</b>		
<b>GRI 103: Management Approach (2016)</b>		
103-1/103-2/103-3		An overview of our approach to tax can be found on page 55 of our 2021 CSR Report
207-1	Approach to tax	An overview of our approach to tax can be found on page 55 of our 2021 CSR Report
207-2	Tax governance, control, and risk management	Fiserv <a href="#">Form 10-K</a> pages 18 & 19; we also publish our U.K. Tax Strategy on our website
207-3	Stakeholder engagement and management of concerns related to tax	An overview of our approach to tax can be found on page 55 of our 2021 CSR Report

GRI Standard	Disclosure	Location/Reference
<b>GRI 300: Environmental Topics</b>		
<b>GRI 103: Management Approach (2016)</b>		
103-1/103-2/103-3		Invest in Sustainable Systems: Page 83; ESG Governance at Fiserv: Page 62
<b>GRI 302: Energy (2016)</b>		
302-1	Energy consumption within the organization	Energy and Emission Data and Metrics: Page 87
302-4	Reduction of energy consumption	We provide our year-over-year energy data in Energy and Emissions Data and Metrics: Page 87 but we do not currently provide holistic reporting on reductions as a result of initiatives
302-5	Reductions in energy requirements of products and services	Data Centers and Offices: Page 92
<b>GRI 303: Water And Effluents (2018)</b>		
303-1	Interaction with water as a shared resource	Not currently tracked
303-2	Management of water discharge-related impacts	Not currently tracked
303-3	Water withdrawal	Not currently tracked
303-4	Water discharge	Not currently tracked
303-5	Water consumption	Not currently tracked
<b>GRI 305: Emissions (2016)</b>		
305-1	Direct (Scope 1) GHG emissions	Energy and Emissions Data and Metrics: Page 87; We also submit to CDP
305-2	Energy indirect (Scope 2) GHG emissions	Energy and Emissions Data and Metrics: Page 87; We also submit to CDP
305-3	Other indirect (Scope 3) GHG emissions	Energy and Emissions Data and Metrics: Page 87; We also submit to CDP
305-5	Reduction of GHG emissions	Energy and Emissions Data and Metrics: Page 87
<b>GRI 306: Waste (2020)</b>		
306-1	Waste generation and significant waste-related impacts	Waste and Recycling: Page 96
306-2	Management of significant waste-related impacts	Waste and Recycling: Page 96
306-4	Waste diverted from disposal	Waste and Recycling: Page 96
<b>GRI 308: Supplier Environmental Assessment (2016)</b>		
308-1	New suppliers that were screened using environmental criteria	Responsible Sourcing and Vendor Management: Page 80



GRI Standard	Disclosure	Location/Reference
<b>GRI 400: Social Topics</b>		
<b>GRI 103: Management Approach (2016)</b>		
103-1/103-2/103-3		Empower People: Page 20
<b>GRI 401: Employment (2016)</b>		
401-1	New Employee hires and employee turnover	Performance and Career Management: Page 32
401-3	Parental Leave	Total Rewards and Well-Being: Page 43
<b>GRI 403: Occupational Health And Safety (2018)</b>		
403-1	Occupational health and safety management system	Workplace Safety: Page 39
403-2	Hazard identification, risk assessment, and incident investigation	Workplace Safety: Page 39
403-6	Promotion of worker health	Total Rewards and Well-Being: Page 40
<b>GRI 404: Training And Education (2016)</b>		
404-1	Average hours of training per year per employee	We do not track training in this way. You can see our approach in Professional Development: Page 26
404-2	Programs for upgrading employee skills and transition assistance programs	Professional Development: Page 29
404-3	Percentage of employees receiving regular performance and career development reviews	Performance and Career Management: Page 26
<b>GRI 405: Diversity And Equal Opportunity</b>		
405-1	Diversity of governance bodies and employees	Empower People: Page 20; Board At-A-Glance: Page 63
405-2	Ratio of basic salary and remuneration of women to men	Pay Equity: Page 44
<b>GRI 406: Non-Discrimination (2016)</b>		
406-1	Incidents of discrimination and corrective action taken	<a href="#">Fiserv Code of Conduct and Business Ethics</a>
<b>GRI 412: Human Rights Assessment (2016)</b>		
412-1	Operations that have been subject to human rights reviews or impact assessments	Human Rights: Page 79
412-2	Employee training on human rights policies and procedures	Human Rights: Page 79
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Responsible Sourcing and Vendor Management: Page 81

GRI Standard	Disclosure	Location/Reference
<b>GRI 413: Local Communities (2016)</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	Community Partnerships: Page 52
<b>GRI 414: Supplier Social Assessment (2016)</b>		
414-1	New suppliers that were screened using social criteria	Supplier Diversity: Page 59
<b>GRI 415: Public Policy (2016)</b>		
415-1	Political contributions	<a href="#">Political Contributions and Expenditures Policy</a>
<b>GRI 418: Customer Privacy (2016)</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	We do not Publicly disclose this figure but our approach to Data Privacy can be found on page 75
<b>GRI 419: Socioeconomic Compliance (2016)</b>		
419-1	Non-compliance with laws and regulations in the social and economic arena	<a href="#">Fiserv Code of Conduct and Business Ethics</a> <a href="#">Modern Slavery Statement</a>

## TCFD Table

TCFD Standard	Description	Reference
<b>Governance</b>		
<b>Governance A</b> – Describe the board’s oversight of climate-related risks and opportunities	In describing the board’s oversight of climate-related issues, companies should consider including a discussion of the following:	
	Processes and frequency by which the board and/or board committees are informed about climate-related issues	Page 64
	Whether the board and/or board committees consider climate-related issues when reviewing and guiding strategy, major plans of action, risk management policies annual budgets, and business plans as well as setting the company’s performance objectives, monitoring implementation and performance, and overseeing major capital expenditures, acquisitions and divestitures	Page 66
	How the board monitors and oversees progress against goals and targets for addressing climate-related issues	Fiserv does not currently set climate-related goals and targets
<b>Governance B</b> – Describe management’s role in assessing and managing climate-related risks and opportunities	In describing management’s role related to the assessment and management of climate-related issues, companies should consider including the following information:	
	Whether the company has assigned climate-related responsibilities to management-level positions or committees; and, if so, whether such management positions or committees report to the board or a committee of the board and whether those responsibilities include assessing and/or managing climate-related issues	Page 64
	A description of the associated organizational structure(s)	Page 62
	Processes by which management is informed about climate-related issues	Page 64
	How management (through specific positions and/or management committees) monitors climate-related issues	Pages 62-65

TCFD Standard	Description	Reference
<b>Strategy</b>		
<b>Strategy A</b> – Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	Companies should provide the following information:	
	Describe what is considered the relevant short-, medium-, and long-term time horizons, taking into consideration the useful life of the company’s assets or infrastructure and the fact that climate-related issues often manifest themselves over the medium and longer terms	Pages 90-91
	Describe the specific climate-related issues potentially arising in each time horizon (short, medium, and long term) that could have a material financial impact on the company	Fiserv currently considers risk based on impact and likelihood to occur and our ability to manage the risk. For climate-related issues, our considerations of financial impact are limited. Examples of climate-related issues considered can be found on page 91
	Describe the process(es) used to determine which risks and opportunities could have a material financial impact on the company	Fiserv does not currently have a specific methodology for assessing financial impact of climate-related risks and opportunities
	Companies should consider providing a description of their risks and opportunities by sector and/or geography, as appropriate	Pages 66-69

TCFD Standard	Description	Reference
<b>Strategy B</b> – Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	Building on recommended disclosure (a), companies should discuss how identified climate-related issues have affected their businesses, strategy, and financial planning	
	Companies should consider including the impact on their business, strategy, and financial planning in the following: products and services, supply chain and/or value chain, adaptation and mitigation activities, investment in research and development, operations, acquisitions or divestments, and access to capital	Pages 92-99
	Companies should describe how climate-related issues serve as an input to the financial planning process, the time period(s) used, and how these risks and opportunities are prioritized	At this time, climate-related issues do not directly serve as an input to the financial planning process
	Companies should describe the impact of climate-related issues on their financial performance and financial position	
	Companies that have made GHG emissions reduction commitments, operate in jurisdictions that have made such commitments, or have agreed to meet investor expectations regarding GHG emissions reductions should describe their plans for transitioning to a low-carbon economy, which could include GHG emissions targets and specific activities intended to reduce GHG emissions in their operations and value chain or to otherwise support the transition	Fiserv has not made an emissions reduction commitment
<b>Strategy C</b> – Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	Companies should describe how resilient their strategies are to climate-related risks and opportunities, taking into consideration a transition to a low-carbon economy consistent with at 2°C or lower scenario and, where relevant to the company, scenarios consistent with increased physical climate-related risks	At this time, we do not conduct climate-related scenario analysis

TCFD Standard	Description	Reference
<b>Risk Management</b>		
<b>Risk Management A</b> – Describe the organization's processes for identifying and assessing climate-related risks	Companies should describe their risk management processes for identifying and assessing climate-related risks.	Page 66-69
	Companies should describe whether they consider existing and emerging regulatory requirements related to climate change as well as other relevant factors considered	Page 91
	Companies should also consider disclosing the following <ul style="list-style-type: none"> <li>a) Process for assessing the potential size and scope of identified climate-related risks</li> <li>b) Definitions of risk terminology used or references to existing risk classification frameworks used</li> </ul>	Pages 66-67
<b>Risk Management B</b> – Describe the organization's process for managing climate-related risks	Companies should describe their processes for managing climate-related risks, including how they make decisions to mitigate, transfer, accept, or control those risks. In addition, companies should describe their processes for prioritizing climate-related risks, including how materiality determinations are made within their company	Pages 66-67 and 91
<b>Risk Management C</b> – Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	Companies should describe how their processes for identifying, assessing, and managing climate-related risks are integrated into their overall risk management	Pages 66-69

TCFD Standard	Description	Reference
<b>Metrics and Targets</b>		
<b>Metrics and Targets A –</b> Disclose the metrics used by the organization to assess climate-related risk and opportunities in line with its strategy and risk management process	Companies should provide the key metrics used to measure and manage climate-related risk and opportunities. Companies should consider including metrics on climate-related risks associated with water, energy, land use, and waste management where relevant and applicable	Pages 87-89, 92 and 98
	Where climate-related issues are material, companies should consider describing whether and how related performance metrics are incorporated into remuneration policies	Performance metrics are not incorporated into remuneration policies
	Where relevant, companies should provide their internal carbon prices as well as climate-related opportunity metrics such as revenue from products and services designed for a low-carbon economy.	Fiserv has not set an internal carbon price
	Metrics should be provided for historical periods to allow for trend analysis. Where appropriate, companies should consider providing forward-looking metrics for the cross-industry, climate-related metric categories, consistent with their business or strategic planning time horizons. In addition, where not apparent, organizations should provide a description of the methodologies used to calculate or estimate climate related metrics	Page 87; at this time, we do not have forward-looking metrics
<b>Metrics and Targets B –</b> Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risk	Companies should provide their Scope 1 and Scope 2 GHG emissions independent of a materiality assessment, and if appropriate, Scope 3 GHG emissions and the related risks. All companies should consider disclosing Scope 3 GHG emissions	Page 87
	GHG emissions should be calculated in line with the GHG protocol methodology to allow for aggregation and comparability across companies and jurisdictions. As appropriate, organizations should consider providing related, generally accepted industry-specific GHG efficiency ratios	Page 87
	GHG emissions and associated metrics should be provided for historical periods to allow for trend analysis. In addition, where not apparent, companies should provide a description of the methodologies used to calculate or estimate the metrics.	We provide historical metrics on page 87. For Scope 3, we continue to expand our ability to capture and calculate and do not have consistent, comparable data over a historical time-frame

TCFD Standard	Description	Reference
<b>Metrics and Targets C –</b> Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	Organizations should describe their key climate-related targets, such as those related to GHG emissions, water usage, energy usage, etc., consistent with the cross-industry, climate-related metric categories, where relevant, and in line with anticipated regulatory requirements or market constraints or other goals. Other goals may include efficiency or financial goals, financial loss tolerances, avoided GHG emissions through the entire product life cycle, or net revenue goals for products and services designed for a low-carbon economy	Page 86
	In describing their targets, organizations should consider including the following: <ul style="list-style-type: none"> <li>→ Whether the target is absolute, or intensity based</li> <li>→ Time frames over which the target applies</li> <li>→ Base year from which progress is measured, and</li> <li>→ Key performance indicators used to assess progress against targets</li> </ul> Organizations disclosing medium-term or long-term targets should also disclose associated interim targets in aggregate or by business line, where available. Where not apparent, organizations should provide a description of the methodologies used to calculate targets and measures	Page 86

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