

Crisis Communication Process Flow

If an event occurs impacting the FIS site and business operations



Employee Calls Enterprise Command Center (ECC) number on Wallet card: at +1.800.322.2741 option 4.



ECC contacts the Continuity Program Office (CPO). CPO invokes the Emergency Operations Center (EOC), Crisis Management Center (CMC) and contacts the site managers.



Site Management team executes the Site Plan Call Tree and opens the Local Operations Center (LOC).

Site Management and Site Responders discuss current situation and the Site Responders (BCP /
DRP owners) invoke their recovery plans

Site Management
provide updates to
EOC



Employee and Client Communication

The **Crisis Management Center (CMC)** is staffed with **Continuity Program Office** personnel and **executive management**. The **CMC** is responsible for strategic decisions and communication messaging to provide a unified response during a disaster event. Regular updates are provided to senior management while approved messages are routed to the appropriate teams responsible for disseminating information. This includes communication to:

- ✓ FIS Executive Management and employees
- ✓ Media
- ✓ Regulatory and Law Enforcement Agencies
- ✓ Clients and Investors
- ✓ Insurance Carriers and other interested parties

Time of Communication

Corporate Communications develops standard messaging to provide to FIS, clients and vendors and communicates the message to **EOC**

Business owners then provide approved message to support teams and share with client using normal channels



CPO updates the employee and client hotlines as directed by Corporate Communications and Human Resources



Employees will call the employee hotline by referencing their Employee Notification wallet card