



2019 SUSTAINABILITY REPORT



 FIDELITY NATIONAL FINANCIAL



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2019 At-A-Glance

Environmental Initiatives

- Our **Digital Strategy Initiative** promotes sustainability through paperless technology programs
- Agents can **process payments electronically**, reducing paper waste
- A majority of the technology deployed in our data centers are **Energy Star compliant**
- We **reduce our environmental impact** through energy efficiency, water conservation and waste management

Social Responsibility

- Our employees donate hundreds of thousands of dollars to **disaster relief efforts**
- Employees at our local operations donate thousands of hours annually to **serve their communities**, including feeding the hungry, volunteering at hometown charitable organizations, and fundraising for philanthropic efforts
- We **foster an inclusive workplace** by welcoming all people, regardless of race, ethnicity, sexual orientation, or gender identification
- Our Corporate Governance Guidelines for selecting new directors includes considering **a diversity of age, gender, nationality, race, ethnicity, and sexual orientation**.
- Our **Women in Leadership program** encourages and promotes women into active leadership roles
- 10% of the FNF Board of Directors, 25% of FNF's Executive Team, and **66% of our workforce are women**

Governance

Board of Directors highlights:

- **Led by Chairman William P. Foley, II**, who founded the company in 1984
- **80% of FNF's Board of Directors are independent** from management
- Our board is focused on **good governance practices**, which promote the long-term interests of our shareholders and support accountability of our board of directors and management.



Corporate Precepts

At FNF we're committed to upholding our company's core values, which inspire us to do our best each day. The six corporate precepts on which FNF was founded are:

1. **Autonomy and Entrepreneurship** – Provide employees with levels of authority based on their responsibilities, then empower them to make decisions and resolve problems as close as possible to the point of client contact.
2. **Bias for Action** – Analyze tasks, reach decisions and implement solutions as soon as possible. Challenge all assumptions and strive continuously for improvement. Be accessible, responsible and decisive. Take ownership of all problems and accept all challenges.
3. **Customer-Oriented and Motivated** – Offer clients meaningful, customized products and services, the expertise and passion for finding solutions to customers' problems, and the desire to establish long-term business relationships based on a mutual exchange of value.
4. **Minimize Bureaucracy** – Maintain a lean management structure in which performance, productivity and problem resolution are the priorities, as well as the basis, for success and achievement.
5. **Employee Ownership** – Encourage employee ownership of company stock to strengthen employee commitment and ensure a common purpose among shareholders, management and employees.
6. **Highest Standard of Conduct** – Adhere to all related laws, regulations and principles of conduct to protect the public's trust, ensure conscientious performance and preserve the Company's legacy of honesty and strong ethical standards.

Financial Strength

As a group, our title insurance underwriters issue more title insurance policies than any other company in the United States and collectively hold the top spot in market share in each of the top five residential real estate states.

- The **nation's largest title insurance** and settlement services company
- Ranked **#375 on the 2020 FORTUNE 500®** List
- **Most diversified competitor** from a geographic, product, and revenue channel perspective
- **#1 market share** in the residential purchase, refinance, and commercial markets
- FNF holds the **#1 or #2 market position in 40 states**
- **\$7.9 billion in gross revenue** in 2019
- Handled and **closed over 1.5 million transactions** in 2019



Introduction & Overview

COMPANY PROFILE

(December 31, 2019)

NAME

Fidelity National Financial

INDUSTRY

Financial Services & Insurance

HEADQUARTERS

Jacksonville, FL

WORLDWIDE EMPLOYEES

21,211

Fidelity National Financial is the leading provider of title insurance and settlement services to the real estate and mortgage industries. FNF is the nation's largest title insurance company through its title insurance underwriters – Fidelity National Title, Chicago Title, Commonwealth Land Title, Alamo Title and National Title of New York – that collectively issue more title insurance policies than any other title company in the United States. We are the most diversified competitor in the title insurance space from the geographic, product, and revenue channel perspectives.

Outside of our main product, the title insurance policy, we also offer closing and escrow services, as well as other title-related services. Our goal is to help lenders, builders, developers, attorneys, and real estate professionals grow and succeed.

FNF is consistently recognized as an industry leader by highly respected organizations. Accolades bestowed on the company over the past decade include:

- Named to the Fortune 500 on an annual basis
- Highest Ranked Fortune 500 in the Title Insurance Industry
- Selected by Fortune as one of America's Most Admired Companies
- Identified by Forbes as a Global 2000 Company
- Chosen by Forbes as one of The World's Best Companies
- Selected by Forbes as one of the Best Managed Companies in America
- Named by Forbes to the Platinum 400: America's Best Big Companies

Our corporate offices are located at 601 Riverside Avenue, Jacksonville, Florida 32204.





Protecting the Life-Changing Experience of Home Ownership

The Economic Value of Home Ownership

The housing sector is one of the largest and most important sectors of the U.S. economy. In addition to providing shelter, housing provides millions of Americans with jobs and generates hundreds of billions of dollars of economic output each year. Home ownership is also one of the key factors in upward mobility.

The state of the housing industry is a good barometer of the overall health of the U.S. economy. According to the National Association of Home Builders, the housing sector directly and indirectly accounts for about 15-18% of our nation's Gross Domestic Product (GDP) every year. The Bureau of Labor Statistics reports that nine of the 10 largest components of household spending increased during 2018, including food, transportation and housing. Those expenditures help support other sectors of the economy.

Healthy home price appreciation, in combination with robust sales, provides a strong tax base for local governments. According to the Tax Policy Center, local governments collected \$487

\$12 trillion

accounts for 15 to 20 percent of our nation's GDP

billion in property taxes in 2016 (the most recent data available), nearly half of their general revenue. In fact, property taxes are the largest source of revenue for counties, cities, townships, school districts, and special districts such as water and sewer districts. Because home prices historically have outpaced the rate of inflation by a couple of percentage points, the local tax base and tax revenue also keep pace with, if not exceed, the rate of inflation.

The economy depends on a robust housing market. Title insurance plays a key role in the U.S. economy by insuring the secure transfer of real estate and facilitating the growth of homeownership.





Property Rights Protection

Real estate has traditionally been a family's most valuable asset. It is a form of wealth that is protected by many laws that were enacted to safeguard the ownership of real estate and any improvements located on property.

However, as ownership of a piece of property changes through time, there are many places where rights or claims to that property may arise, including from previous owners, their family or heirs, contractors, creditors, or governmental authorities like the Internal Revenue Service. The real estate may be sold to you without the knowledge of the party having a right or claim to the property.

In addition, you may purchase the real estate without having any knowledge of these rights or claims. In either event, these rights or claims remain attached to the title to the property that you are buying until they are extinguished. Unlike other types of insurance, title insurance protects against past problems instead of future risk, such as the previous owner's debt, liens, or other claims of ownership that may have been in place prior to the purchase of the home.

The Importance of Title Insurance

For many families, their home is the single largest investment that they will make in their lifetimes. Homeowners depend on the strength and security of a reputable title insurance company to protect their investment for years to come.

Sometimes undiscoverable defects, forgery, fraud, or clerical errors can come up after the title search. An owner's title insurance policy, like those we issue in connection with the closing of a real estate transaction, is the best way for property owners to protect themselves from losing their property due to unforeseen or unexpected title claims. The title insurance policy protects the rights of the insured –either the property owner or the lender.

Commercial real estate involves complex transactions and complicated title histories, involving high risks for the buyer, seller and lender who have a vested interest in the transaction. During the title search process, defects such as forgeries, errors in public record, liens/encumbrances, and survey issues are uncovered and corrected.

As a title insurance underwriter, we protect the rights of both residential and commercial property owners against unexpected legal and financial claims that may arise after closing. Coverages can vary by state or locality, but our nationwide expertise can handle them all.

¹ <https://www.nahb.org/News-and-Economics/Housing-Economics/Housings-Economic-Impact/Housings-Contribution-to-Gross-Domestic-Product>

² <https://www.bls.gov/news.release/pdf/cesan.pdf>

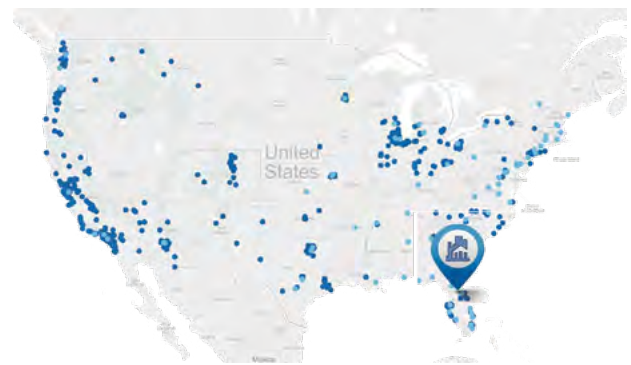
³ <https://www.taxpolicycenter.org/briefing-book/how-do-state-and-local-property-taxes-work>

Environmental Stewardship

At FNF, we believe that building a sustainable business means being transparent about our business practices, corporate governance, and commitment to environmental stewardship. Building a sustainable future is imperative to our long-term growth and to the well-being of our operations and the communities they serve.

Our mission is to advance, expand, and protect the life-changing experience of home ownership. To do this, we will leverage everything at our disposal to bring to market a truly reimagined, trusted, and transparent experience for agents, buyers, and sellers – from start to finish. But our commitment extends far beyond just the process of buying or selling a home or commercial real estate. We have a commitment to the communities our clients and policy holders live in every day. For this reason, Fidelity National Financial is committed to being a good community citizen and protecting the environment we all enjoy and depend upon.

With over 1,300 locations throughout the United States and Canada and over 21,000 employees living in these areas every day, we have a deep reach into these communities. Through local community involvement, corporate initiatives,



1,300
U.S. and Canada
Locations

21,000
Employees

and philanthropic giving – as well as an active community volunteer ethos – we work hard each day to make the communities we all live in better and preserve the environment for generations to come.



Driving Sustainability In Our Industry

FNF recognizes our duty to conduct our business in an environmentally responsible manner. From eliminating the use of water bottles in favor of filtered water dispensers to participating in recycling programs, all of our locations are helping to make a difference in the fight to save our environment.

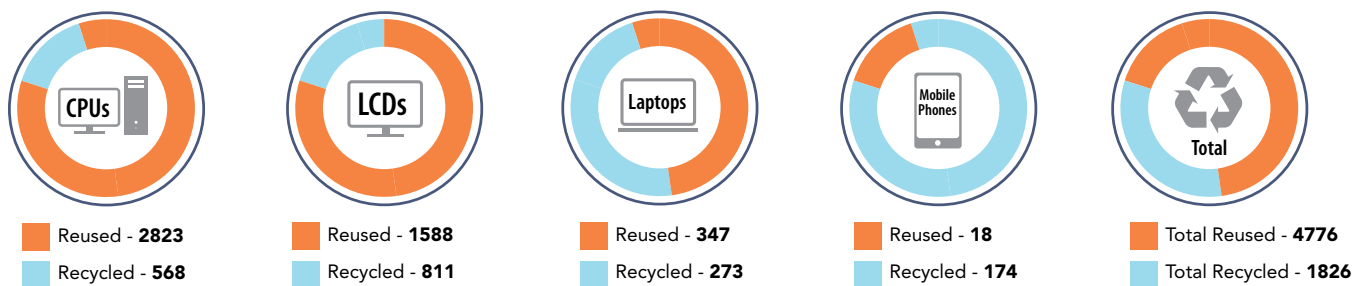
Other sustainability efforts include the digitization of records management and the use and disposal of IT equipment in an environmentally friendly manner. FNF partners with vendors that have a commitment to sustainability. Our Record Management Centers are undergoing a complete digitization effort to consolidate records facilities and reduce paper. Once paper records are securely destroyed in accordance with federal, state and industry regulations, our vendor disposes of the waste in an environmentally friendly manner.

Information technology asset disposal (computers, monitors, servers, mobile devices, etc.) is managed by an e-Steward certified vendor and process. After safely removing any data from the IT asset, it is either reused to maximize its lifecycle or securely recycled. Our vendor safely manages the waste stream of the thousands of pounds of electronics retired by FNF and ServiceLink each year.

Our commitment does not stop at our organization alone. Our Digital Strategy Initiative is another way FNF is making a commitment to moving the title insurance industry as a whole in a more sustainable direction. This initiative seeks to drastically reduce the amount of paper used in the closing process by using customer-focused technology at every point possible in the real estate transaction.

FNF 2019 Reuse and Recycling Statistics

Reused and Recycled amounts are reflected on an equivalent basis based on the devices retired and processed by our vendor in 2019.



Sustainability In Our Operations

Minimizing Environmental Risks to Our Organization

At FNF, we manage material risks, including environmental risks, through our Enterprise Risk Management (ERM) program. Our ERM program is overseen by our Chief Risk Officer. Our Enterprise Business Continuity (EBC) program is part of our ERM program and creates plans for our core products, processes and services that include predetermined actions to be taken, resources to be used, and procedures to be followed before, during, and after a disaster.

We maintain a dedicated Enterprise Business Continuity Office that is responsible for the implementation of the EBC program and reports to the Chief Risk Officer. Our Chief Risk Officer reports to the Audit Committee of our Board of Directors on a quarterly basis about our ERM and EBC programs, and the programs are approved by the Audit Committee annually.

Our ERM program identifies and conducts risk assessments on our material risks, including environmental risks. Our corporate offices are located in Jacksonville, Florida, an area at high risk of hurricane and flood damage. We have also taken steps to harden our corporate offices in Jacksonville, and have provided the vast majority of our employees with the tools they need to work from home. The success of the steps taken through our EBC program were evident in the minimal disruption in productivity experienced by our employees and our customers during Hurricane Irma, which resulted in extensive flooding in Jacksonville, and during the COVID-19 pandemic of 2020, when approximately 80% of our employees transitioned to work-from-home.

Minimizing Our Impact on the Environment

We have not identified any significant risks posed by our business to the environment. Our determination that there are no environmental risks posed by our operations that would have a substantive impact on the environment is consistent with and supported by the Sustainability Accounting Standards Board (SASB) Materiality Map, which indicates that environmental risks are generally not financially material for companies within the Insurance sector of the Financial Services industry, such as FNF. SASB is an organization that develops and disseminates sustainability accounting standards intended to help public corporations disclose sustainability information to investors that may be financially material to the company. SASB’s approach to determining materiality for the purposes of standard setting is informed by the provisions of the federal securities laws, court opinions, and the regulations, interpretations and guidance issued by the Securities and Exchange Commission.

Based upon the SASB Materiality Map, the table below depicts sustainability issues that are likely to affect the financial or operating performance of a company within the Insurance industry of the Financial Services sector compared to several other broad sector categories, including Consumer Goods, Extractives & Minerals Processing and Transportation. A checkmark (√) in the table indicates the issue is likely to be material for more than 50% of the companies in the industry or sector.

Sector or Industry					
SASB General Issue Category:	Financial Services: Insurance	Extractives & Minerals Processing	Food & Beverage	Transportation	Renewable Resources & Alternative Energy Mgmt.
Environmental					
GHG Emissions		√	√	√	
Air Quality		√		√	
Energy Management			√		√
Water & Wastewater Management			√		√
Waste & Hazardous Materials Management		√			
Ecological Impacts		√			

See Sustainability Accounting Standards Board (SASB) 2018. "SASB Materiality Map". Website: <https://materiality.sasb.org/>.

Even though there are no environmental risks in the Financial Services sector, FNF has implemented a number of sustainability initiatives throughout its corporate offices and operations in order to ensure we remain good stewards of the environment.

Energy Efficiency

FNF recognizes our duty to conduct our business in an environmentally responsible manner. We encourage our employees to incorporate sustainable solutions wherever possible, and we have a number of programs and initiatives in place directed at reducing environmental impacts through energy efficiency, water conservation and waste management. Our facilities team strives to implement new or improved energy and fuel efficiency projects at our home office campus on a regular basis. As a result of the emissions reduction activities set in place, our Jacksonville campus reduced combined Scope 1 and 2 emissions in 2019 compared to 2018.

We are constantly looking for ways to reduce our energy use. Our recent efforts to reduce our energy consumption and improve efficiency include:

- A majority of the technology deployed in our data centers is Energy Star® compliant. In addition, we replace aging and end-of-life equipment with energy efficient alternatives with the goal continuing to reduce our energy consumption over time.
- Retrofitting lighting in our parking garages with LED lighting, with a target of reducing energy consumption within our parking garage by up to 50%, while providing our employees with a bright, safe environment.
- We use energy-efficient LED and compact fluorescent lamps (CFLs) in the buildings on our corporate campus, and our offices and hallways are equipped with motion sensors that turn lights off if movement is not detected after a period of time in order to further reduce energy consumption.
- We maintain leases in LEED® certified buildings, which are recognized for their energy efficiency, meeting stringent standards as determined by the U.S. Green Building Council.

Due to these and other energy conservation efforts, we were able to reduce the amount of electricity used on our corporate campus by approximately 236,000 kilowatt-hours (kWh), or 4%, in 2019 compared to 2018.



A photograph of a person wearing a blue baseball cap and a blue t-shirt, kneeling on the ground. They are wearing white gloves and are in the process of putting a clear plastic bottle into a white plastic bag. The background is slightly blurred, showing other people in similar attire, suggesting a group activity like a community cleanup. The entire image has a teal/cyan color overlay.

Waste Reduction and Management

We are committed to moving our own operations and the title insurance industry as a whole in a more sustainable direction through our innovative paperless technology programs that enable us, our customers, and our business partners to drastically reduce the amount of paper used in the closing process through customer-focused technology at every point possible in the real estate transaction. Where we do produce waste in our operations, we seek to dispose of that waste in an environmentally-responsible manner. Our efforts with respect to waste reduction include:

- We provide employees with technological tools such as laptops and dual monitors so they can avoid printing altogether.
- We use an eSteward® certified end-of-life equipment disposal vendor so that disposed technology is responsibly recycled or repurposed and sold or donated.
- For the disposal of our sensitive documents, we partner with a third party that is committed to shredding and recycling in an environmentally responsible manner.
- We discontinued the use of Styrofoam cups and containers in our cafeteria and break rooms and have replaced them with recyclable paper and cardboard products. We also have reusable personal cups and lunch containers available for purchase in our cafeteria and provide a discount on food and drink purchases to employees who use their personal containers rather than disposable ones.
- We have removed plastic water bottles from our breakrooms in favor of filtered water dispensers. We encourage our employees to use personal reusable water bottles and coffee mugs.
- We provide recycling bins in common areas to encourage our employees to recycle paper, cardboard, glass, plastic bottles and aluminum or steel cans. In 2019, we partnered with a new waste disposal provider that utilizes Single Stream Recycling so that bottles, cans, magazines and plastics may be placed in a single container. The provider sorts all these materials at the recycling center and distributes them to various sources to repurpose.
- Certified Green Seal® paper products and green-friendly cleaning products are used where possible to reduce waste and environmental impact.

Water Conservation

We also take a responsible approach to water conservation and consumption, including:

- We use faucet flow restrictors in our breakrooms and restrooms to reduce water consumption.
- In the maintenance of our Jacksonville campus, we use soil-moisture managed campus irrigation and have a no-concrete watering policy.



A photograph of a man and a woman smiling and holding hands, overlaid with a teal gradient. The woman is on the left, looking towards the camera, and the man is on the right, looking off to the side. They are both smiling warmly. The background is blurred, suggesting an outdoor setting with lights.

Protecting Consumers From Wire Fraud During Electronic Transactions

Protecting Consumers from Wire Fraud During Electronic Transactions

The ability to conduct transactions electronically is a sustainable business practice that offer consumers convenience and efficiency, while reducing environmental impact. However, it does not come without risks. Wire fraud is one of the fastest growing cybercrimes in the U.S., according to the National Association of Insurance Commissioners. The Federal Trade Commission reported that consumers lost \$423 million from wire fraud in 2018 alone, the most of any payment method reported. Real estate transactions are often the biggest targets because they include multiple parties: buyer, seller, real estate agents, mortgage lenders, and title, closing and settlement agents. Fraudsters may seek out transactions ready to close, hack into accounts, and use that information to lure buyers into wiring them money.

At FNF, we have a number of programs in place to protect consumers from wire fraud and educate them about the risks and dangers.

WireSafe and startSafe Programs

FNF developed the WireSafe program to help educate consumers about wire fraud, inform them of what they can do to keep themselves WireSafe, and to formalize the receipt of wire instructions when buying and selling a home. We recently expanded this offering to include startSafe, a new digital opening package for consumers engaged in a home purchase with any one of the FNF family of title companies.

Historically, email has been the primary workspace of residential real estate transactions, but this comes with inherent risks. Consumers and real estate agents may not have taken the proper steps to protect their email against bad actors who want to infiltrate this treasure trove of personal data and access it with the intent to defraud an unsuspecting homebuyer or seller. FNF's startSafe opening package serves as an entry point into a more intuitive digital consumer experience when buying or selling a home. startSafe™ helps lessen the dependency on email and immediately introduces the consumer to an authenticated, digital portal. This portal requires multifactor authentication to identify the user and mitigate risk associated with collecting information as part of the first steps in a home sale or purchase.

Fraud Prevention Awareness

As part of our commitment to our Highest Standard of Conduct corporate precept, our Fraud Insights program underscores the importance of ensuring conscientious performance and preserving the Company's legacy of honesty and strong ethical standards. Our Fraud Insights program allows employees to share how they have detected and prevented fraud and forgery in their daily transactions. Not only do employees get the chance to win a cash reward of \$1,500, they are also featured in a monthly Fraud Insights newsletter that is distributed to all employees as well as many of our customers. Even for those not nominated or involved in the individual transactions, this program is an excellent educational resource to help our employees look out for fraud and forgery red flags. We have currently rewarded employees with over \$179,000 through the Fraud Insights Program.

⁶ https://content.naic.org/article/consumer_alert_wire_fraud_and_title_insurance.htm

⁷ <https://www.ftc.gov/news-events/blogs/business-blog/2019/02/top-frauds-2018>

⁸ https://content.naic.org/article/consumer_alert_wire_fraud_and_title_insurance.htm

Paperless Technology Programs

The closing of real estate transactions has historically been a paper-intensive process. Through our Digital Strategy Initiative, we are committed to moving the title insurance industry in a more sustainable direction through the use of technology. Our Digital Strategy Initiative centers around our innovative paperless technology programs, including TitleWave®, agentTRAX™ and startSafe™. These programs enable us and our customers and business partners to drastically reduce the amount of paper used in the closing process by using customer-focused technology at every point possible in the real estate transaction.



TitleWave®

TitleWave® gives FNF agents the ability to order, track and receive title search products, create commitments and policies, transfer data into third-party software packages, and monitor order progress, all online 24 hours a day, 7 days a week. The goal in development of the software was to create a platform by which we could deliver title search products quicker, better and cheaper than other service providers, with minimal environmental impact.



agentTRAX

FNF agents can issue Closing Protection Letters and Policy Jackets from this centralized web portal for FNF family web applications. Premium due reports are issued automatically, and agents can make premium payments electronically instead of having to send in paper checks.



startSafe™

Buyers and sellers desire a more secure and simple way to start their home closing experience. startSafe™ is a new digital opening process for the home closing experience that has been designed to maximize security and ease-of-use for consumers. Our startSafe™ digital opening process allows consumers to safely begin their transaction, share preferred contact methods, and review WireSafe wiring instructions and other forms without relying on potentially unsecure email inboxes. Whether you are on your mobile phone, tablet, or desktop, startSafe™ is simple and intuitive.



Corporate Social Responsibility

Community Involvement and Philanthropy

Fidelity National Financial believes in the importance of strengthening and engaging local communities through volunteerism and philanthropy. With over 1,300 offices nationwide, FNF is in a unique position to champion these efforts on both local and national levels, fostering a deep connection between FNF and its surrounding communities. Throughout the years, the FNF Family of Companies have supported national charitable organizations such as United Way, American Heart Association, The Folded Flag Foundation, Make-A-Wish Foundation, Habitat for Humanity, and The Leukemia & Lymphoma Society, among others. In times of crisis, FNF has set up donation campaigns to help those affected by fires, floods, and hurricanes, as well as those affected by national tragedies that have occurred in recent years.

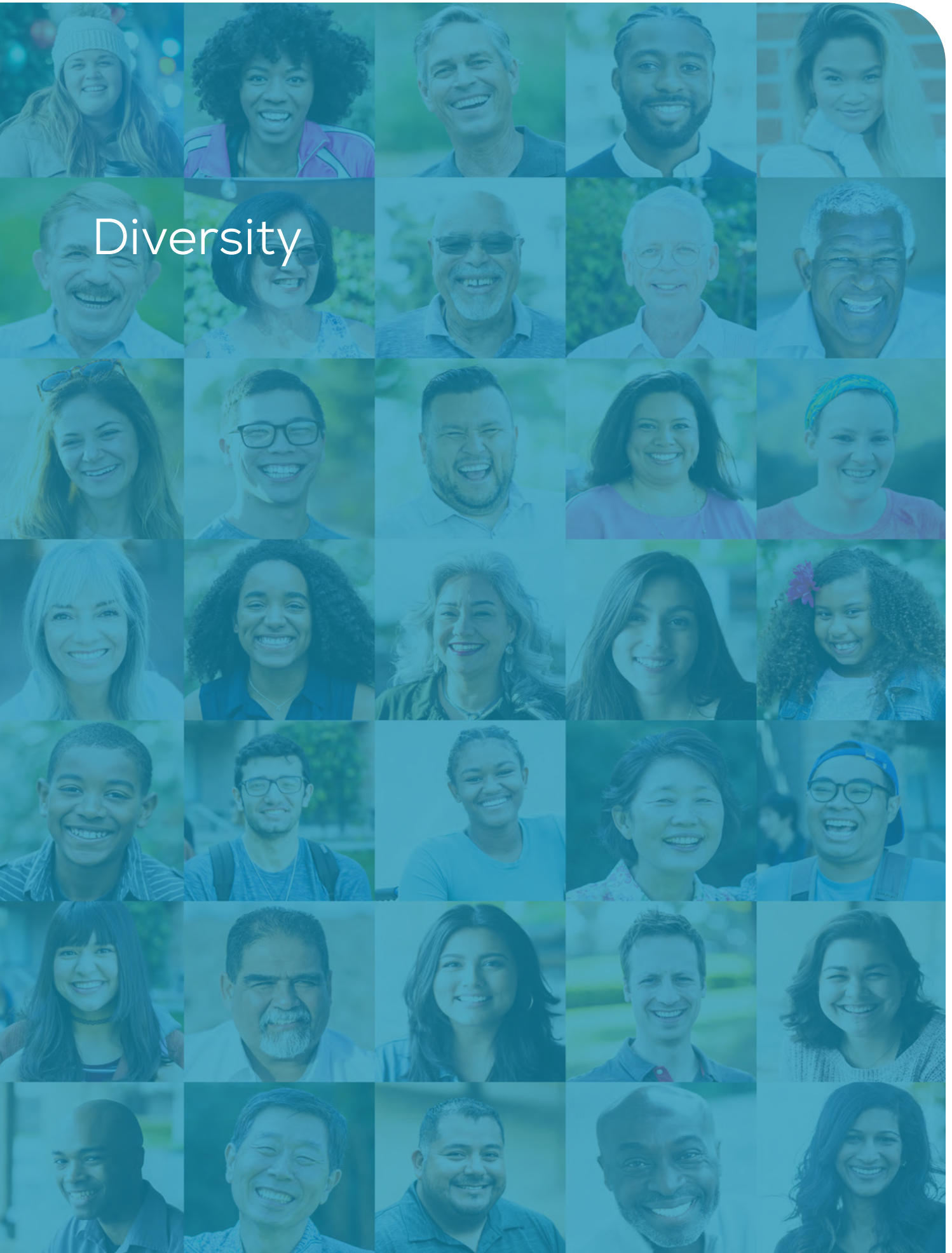
Our Jacksonville Campus has an annual United Way campaign that allows employees to contribute to the United Way through payroll deductions. During this campaign, employees are also encouraged to participate in several volunteer opportunities for various charities around the greater Jacksonville area through the United Way.

FNF makes the greatest impact in the cities and towns that our local operations call home. Employees gather school clothes and supplies, winter coats, shoes, and holiday gifts for many hometown charitable organizations that support families in need. Thousands of hours of employee volunteer time are given locally to help clean up communities, raise funds and awareness for various healthcare philanthropic causes, and feed the hungry. FNF strives to make a difference in all of the communities we serve.

Our local branch offices believe in being a part of the communities they serve and often drive fundraising campaigns to support their communities in times of crisis. Community involvement is another way we like to encourage fun and camaraderie among our employees. Many operations participate in charitable fun runs, Habitat for Humanity events, fundraising drives, and even an annual Bowl-a-Thon to support a beloved local charity.



Diversity



66%

of our workforce
are **WOMEN**

Diversity

FNF stands committed to its philosophy that all employees deserve an inclusive workplace, one where each employee feels heard and empowered. All employees – regardless of race, ethnicity, sexual orientation or gender identification – are given equal access to opportunities throughout the organization. We believe that having a variety of employee ideas, perspectives, and experiences are key components of our success. The diversity of our employees allows us to connect to our clientele in important ways and offer them meaningful, customized products and services that resonate with their unique needs. We have a written nondiscrimination policy that is distributed to all employees

as part of our employee handbook. Employees must acknowledge our employee handbook and specifically our nondiscrimination policy annually.

Our board of directors leads by example in its commitment to diversity. In 2017, Heather H. Murren joined our board, and in 2018, our board codified its commitment to consider all aspects of diversity when selecting new director nominees, including candidates with a diversity of age, gender, nationality, race, ethnicity, and sexual orientation by integrating it into the director selection criteria in our Corporate Governance Guidelines.

We have many women in leadership roles throughout our organization, and believe it is important to continue to develop our incredible pool of talent. Twenty-five percent of the members of FNF's Executive Team are women and 66% of our workforce are women. Our annual Women in Leadership Program for female executives, managers, and future managers is designed to encourage and promote women into more active leadership roles within FNF.

Lawyers Title of Arizona comes together to feed hungry children 2019



Chicago Title Portland goes casual to raise funds for international cause





Employee Engagement

Training and Personal Development

At FNF, we believe that our employees are our greatest asset, and we are committed to providing opportunities for them to expand their knowledge base and develop opportunities for advancement, which in turn results in improved employee performance and morale.

Continuing Education

We provide many opportunities for employees to receive training on escrow administration, title loss reduction, title underwriting, and fraud prevention. Many of our departments also provide the opportunity for our employees to receive official Continuing Education (CE) and Continuing Legal Education (CLE) credits for various state land title and legal associations. Our Commercial Sales University is a six-month training course with industry experts for new commercial sales reps.

Leadership Development Program

Our Leadership Development Program helps employees advance their careers through professional development. Candidates are nominated once a year by their manager to participate in this intensive program where they are asked to prepare and present a managers' report and to participate in the process of preparing an annual budget. In addition, the program includes thought-provoking discussions between candidates and our management team about leadership, business, the economy, and other industry-related topics. Not only do candidates gain a better understanding of our company culture and the expectations of management, they also receive an opportunity for mentorship and engagement with senior executives.

Skill Development

Employees also receive more general training on skills such as software training, soft skills, sales, and time management through their individual operations. We encourage our employees to join professional organizations that further their development, and provide financial assistance to do so. Some operations also offer the ability for employees to receive education reimbursement for courses or programs that they attend.

FNF Scholarship Program

Another way we facilitate employee engagement and support general talent development is through our annual scholarship program. Under the FNF Scholarship Program, legal dependents of full-time employees are eligible to apply for either the William P. Foley Scholarship or the Fidelity Executive Scholarship. These merit-based scholarship programs allow us to help students on their journey to attain their first Bachelor's degree at an accredited four-year college or university and to assist students attending accredited two-year community colleges.

Since its inception in 2007, the FNF Scholarship Program has awarded more than \$9.6 million in the form of 1,925 scholarships to highly qualified dependents of FNF employees. For the 2018-2019 scholarship year, FNF awarded 145 renewals scholarships, 50 new William P. Foley Scholarships in the amount of \$5,000 each and 60 new Fidelity Executive Scholarships in the amount of \$2,500 each. In total, 255 scholarships were given this year, a 13% increase in awards from the 225 given in the 2017-2018 scholarship year.

Quality of Life

FNF, we are dedicated to enhancing the quality of life for our employees by helping them enhance their financial security, health and well-being.

Employee Stock Ownership Plan

The company stock match provided by our Employee Stock Purchase Program allows employees to become owners of the company. On top of their contributions used to purchase company stock, the company provides a matching contribution one year later, subject to continued employment. Employees are truly incentivized to take pride in our company and to grow to their fullest potential. The inspiration doesn't stop at just knowing that they are an owner of the company – it extends to an opportunity to build personal wealth over time. The stock match program has helped employees put down payments on houses, send their children to college, and achieve other lifelong dreams.

Employee Assistance Program

When our employees face personal challenges, the FNF Employee Assistance Program (EAP) offers confidential, real-life solutions through counseling and relationship support services, legal services, financial services and other resources for living, 24 hours a day, 7 days a week. We have also partnered with Weight Watchers to provide discounted pricing for membership.

Military Caregiver Leave

FNF provides military caregiver leave for those

employees who are the spouse, son, daughter, parent, or next of kin of a covered service member. Up to 26 weeks of leave (within a single 12-month period) is available to care for service members who have a serious injury or illness or who are in recuperation or therapy for a serious injury or illness.

Fitness/Health Incentives

At our Jacksonville headquarters, we offer:

- Café Healthy Foods (Mindful Program)
- Fitness center
- Charitable walks/races
- On-site services such as electric vehicle charging stations, car wash, shoeshine and repair drop-off, and dry cleaning pick-up/dropoff

Because we maintain a lean management structure and our branch operations are allowed to make decisions about their operation, many of our offices take on caring for their employees at the local level, such as offering discounted access to local gyms to encourage health and fitness.

Consumer Discounts

We provide our employees discounts on many products and services that they use in their personal lives. Our ECPurchasing program provides discounts on everything from wireless plans to hotels and rental cars to online shopping. We also offer employees company-sponsored discounts for banking, mortgages, title insurance, car purchases, computers, identity theft protection, childcare, and vacation destinations.





Employee Recognition

At FNF, we foster a culture of employee recognition in order to retain top talent, increase employee motivation, and build a positive workplace culture. Some of the ways we recognize our employees include:

- **Maverick Award** – Given out quarterly at our Jacksonville headquarters, the Maverick program recognizes outstanding full and part-time employees who embody and support our Corporate Precepts, making the workplace more efficient and more welcoming for customers and co-workers. Winners of this program are honored at the quarterly Maverick Ceremony, receive a Maverick trophy, a designated reserved parking pass, \$500 in company stock, \$300 American Express gift card, \$200 in restaurant gift cards, a bottle of Foley Family Wine, and a framed Maverick certificate to commemorate their contribution and achievement.
- **Top Performers Awards Program** – Recognizes operations managers from across the country who meet certain criteria for not only pre-tax profit but also profit margin. Those chosen are treated to a number of incentives, including the opportunity to receive individualized mentorship from senior management during an all-expense paid excursion.
- **Annual Sales and Escrow Recognition Program** Sales and escrow professionals from across the country who are in the top 10% of their peers receive a company-paid trip, during which they are honored for their achievements.
- **Service Recognition Award Program** Recognizes full- and part-time employees for their contribution and commitment to our Company at designated increments of service.

Many of our operations reward their employees with time off, bonuses, special lunches, team outings, company picnics, among other incentives. Our employee news magazine, Brand News, works in many ways to thank our employees, highlight our successes, and commemorate employee anniversaries. Outside of feature stories that often highlight employees, our High Fives section publishes kudos we have received by customers about specific employees. This inspires other employees to go above and beyond, keeping full sight of our Customer-Oriented and Motivated Company Precept.

Governance

Fidelity National Financial, Inc. is a public company and our stock is traded on the New York Stock Exchange (NYSE) under the ticker symbol "FNF." As a public company, we are subject to the rules and regulation of the Securities and Exchange Commission (SEC), as well as listing standards for NYSE companies.

We provide regular communication to our investors and the public in the form of quarterly filings with the SEC that include our financial performance; risks that may impact our operations or financial results; the composition of our board of directors, board committees and executive management team and the compensation they receive for their service; our corporate governance practices; and other required information.

The company's public filings made with SEC can be found on the SEC's website at www.sec.gov or on the Investor Info page of our website at www.FNF.com.

Financial Strength

We are the nation's largest family of title insurance companies and underwriters and a leader in financial strength. As a group, our title insurance underwriters issue more title

insurance policies than any other title company in the United States and collectively hold the top spot in market share in each of the top five residential real estate states.

Part of the role of a title company is to safeguard the funds of all parties during the execution and closing of a real estate transaction. But not all title companies are structured the same. Below are a few of the ways we lead the industry in financial strength and are set up to help ensure the safety of your funds:

- #1 market share in the residential purchase, refinance, and commercial markets;
- Rigorous information security and internal auditing protocols and monitoring to help ensure the safety of your funds and private information when it is in our custody;
- \$5.8 billion investment portfolio;
- Highest ranked company in the title insurance industry on the Fortune 500® (ranked 375);
- \$7.9 billion in gross revenue in 2019; and
- The responsible handling and closing of over 1.5 million transactions in 2019.



Board of Directors

The management of our company is overseen by a highly qualified board of directors, 80% of whom are independent from management. Each member brings to the table a wide variety of skills and qualifications that contribute to our ongoing success.

Board of Directors											
Board Skill or Qualification:	William P. Foley, II (Chair)	Raymond R. Quirk (CEO)	Douglas K. Ammerman	Willie D. Davis*	Thomas M. Hagerty	Daniel D. Lane	Richard N. Massey	Heather H. Murren	John D. Rood	Peter O. Shea, Jr.	Cary H. Thompson
Board of Directors Experience	√	√	√	√	√	√	√	√	√	√	√
Industry Experience	√	√				√			√	√	
CEO/Business Head/Leadership	√	√		√		√	√	√	√	√	√
International	√				√		√				√
Human Capital Management/Compensation	√	√		√	√	√	√		√	√	√
Finance/Capital Allocation	√	√	√	√	√	√	√	√	√	√	√
Financial Literacy	√	√	√	√	√	√	√	√	√	√	√
Regulatory	√	√					√	√	√	√	√
Real Estate	√	√				√			√	√	√
Risk Management	√	√	√	√	√	√	√	√	√	√	√
Corporate Governance	√	√			√		√			√	√
Technnology/Systems	√	√			√		√	√	√		
Legal	√						√				√
Marketing/Sales	√	√	√	√	√	√	√	√	√	√	√
Board Tenure	14	3	14	14	14	14	13	3	6	13	14
Age	75	73	68	85	57	85	64	53	65	53	64
Ethnic, Gender, National or Other Diversity				√				√			

* Mr. Davis served on our board of directors from 2005 until his transition to Director Emeritus status in June 2018. He served as Director Emeritus, and was able to participate in but not vote at board meetings, until his passing on April 15, 2020.

Our board of directors has adopted Corporate Governance Guidelines that provide a framework for the functioning of our board and its committees, and establish a common set of expectations as to how the board of directors should perform its functions. Our board is led by our Chairman William P. Foley, II, a visionary who founded our company in 1984 and has been the driving force behind our successful strategy. Because Mr. Foley is not independent, our board has appointed Richard N. Massey to coordinate the activities of our independent directors and work with Mr. Foley and our CEO Raymond R. Quirk on various matters.

Board Committees

Our board of directors has appointed three standing committees to assist with the oversight of our company, which are described below. All of our board committees are composed of independent directors.

- **Audit Committee:** Responsibilities include oversight of the quality and integrity of our financial statements and related disclosures; our compliance with legal and regulatory requirements; the qualifications, independence and performance of our independent registered public accounting firm; the performance of our internal audit function; and oversight of our risk management plans and programs, including our business continuity and environmental and sustainability (ESG) programs.
- **Compensation Committee:** Responsibilities include reviewing and approving compensation matters for our Chief Executive Officer and other executive officers and our board of directors, and approving our compensation plans, programs and awards made to our executives thereunder.
- **Corporate Governance and Nominating Committee:** Responsibilities include identifying qualified individuals for our board of directors and reviewing matters relating to board composition, including director selection criteria, independence and diversity matters, and overseeing the annual evaluation of the performance of our board.

The responsibilities of each committee are generally described above but are laid out in detail in a committee charter. Our Corporate Governance Guidelines and each committee's charter are reviewed annually as part of our ongoing governance practices and are publicly available on the Investor Info page of our website at www.fnf.com.

Code of Business Conduct and Ethics



Code of Business Conduct and Ethics

Our reputation for integrity is one of our most important assets and each of our employees and directors is expected to contribute to the care and preservation of that asset.

Our Code of Business Conduct and Ethics, which is applicable to all our directors, officers and employees, is designed to promote honest and ethical conduct. This includes:

- The ethical handling of conflicts of interest
- Full, fair, accurate, timely and understandable disclosure
- Compliance with applicable laws and governmental rules and regulations
- Protection of our legitimate business interests, including corporate opportunities, assets and confidential information
- Deterrence of wrongdoing

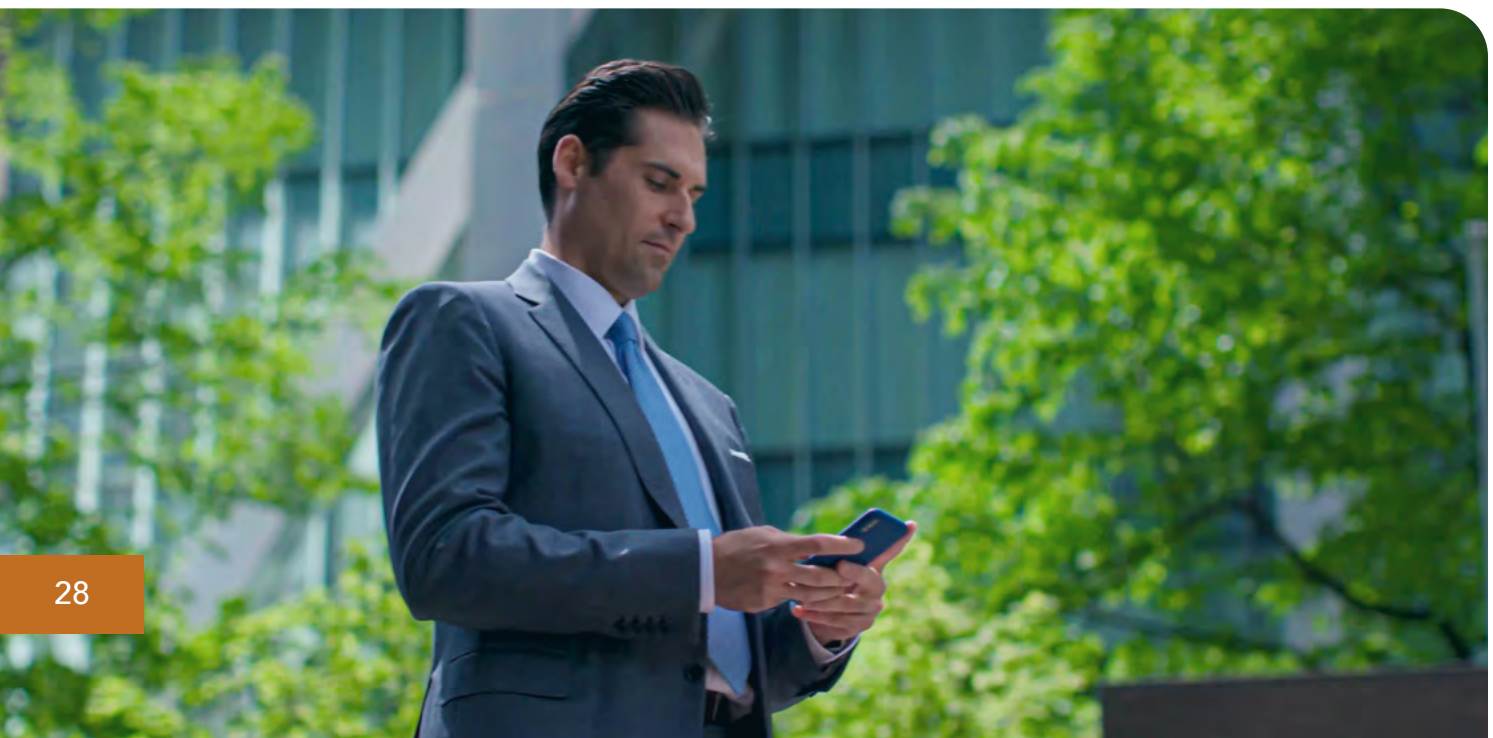
We also have a separate Code of Ethics for our Chief Executive Officer and Senior Financial Officers. As required by applicable law, we will disclose any waiver of our codes of ethics for an executive or director of the company on the Investor Info page of our website at www.fnf.com.

Compliance Hotline

We maintain a financial accuracy and compliance hotline, so that our employees and other stakeholders can anonymously report financial impropriety or other concerns without fear of reprisals or recrimination. Employees can use the hotline to report violations of our Code of Business Conduct and Ethics, company policy and the laws and regulations that apply to our business. The hotline is available toll-free, 24 hours a day, seven days a week. Reporting to the hotline is confidential and can be made on an anonymous basis, if desired.

Enterprise Risk Management

We maintain a comprehensive Enterprise Risk Management (ERM) program that, along with our compliance, audit, and governance functions, provide the risk framework to align our risk appetite and strategy to enhance management of enterprise risks, including ESG risks and risk response decisions. Through our ERM program, we analyze risk concentrations and risks inherent to our products, services and businesses and develop appropriate plans to mitigate those risks to an acceptable level.



With direct oversight by our board of directors through our Audit Committee, our ERM hierarchy/structure encompasses senior executive leaders from all facets of the business, including operations, finance, accounting, treasury, information technology and security, legal/regulatory, internal audit, compliance and human resources. The executive-level Enterprise Risk Committee meets quarterly to discuss matters relating to our enterprise risk position and risk management, including third party risk, phishing, security incident response, ESG risk, application resiliency and external and internal vulnerabilities.

The ERM program includes:

- **Compliance function** – Provides standards and policies to mitigate identified risks, as well as training for our employees on applicable privacy, security, legal and regulatory requirements that provide ongoing enhancement of our security and risk culture.
- **Internal Audit program** – Provides a level of checks and balances by conducting internal reviews to identify areas where process improvements are needed.
- **Audit Committee** – Oversees the ERM and Compliance programs, including as they relate to ESG risks, through regular reports from our Chief Risk Officer, Chief Information Security Officer and Chief Compliance Officer, and reports on these matters to our board of directors each quarter.

Information Technology and Security

We are highly dependent on information technology networks and systems to securely process, transmit and store electronic information. We focus on all areas of cybersecurity including threat and vulnerability management, security monitoring, identity and access management, phishing awareness, risk oversight, third-party risk management, disaster recovery and continuity management.

We make strategic investments in information security to protect our customers and our information systems. This includes both capital expenditures and operating expenses for hardware, software, personnel and consulting services. As our primary solutions and services evolve, we apply a comprehensive approach to the mitigation of identified security risks. We have established policies, including those related to privacy, information security and cybersecurity, and we employ a broad and diversified set of risk monitoring and risk mitigation techniques. We also participate in industry and governmental initiatives to improve information security for our clients.

Our Chief Risk Officer, Chief Compliance Officer and Chief Information Security Officer report to our Audit Committee on our cyber and data security practices, risk assessments, emerging issues and any security incidents. Our Audit Committee Chairman reports on these matters to our board of directors on a quarterly basis.





Business Continuity

Our Enterprise Business Continuity (EBC) program ensures that we have documented and tested business continuity plans in place for our core products and processes. These plans include actions to be taken, resources to be used, and procedures to be followed before, during, and after a disaster. The EBC also works to put risk mitigation measures in place to minimize the likelihood and/or impact of a disaster. In determining these plans, the EBC program incorporates risk management, crisis management, business operation, and information technology processes, and identifies essential services for each line of business to minimize the impact of interruptions to those services.

Additional Information

Detailed information about us can be found in our public filings on the SEC's website at www.sec.gov or on the Investor Info page of our website at www.FNF.com.



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www.fnf.com

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