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“At H&R Block, our Purpose is to provide help and inspire confidence in our clients and communities everywhere. As part of this Purpose, we believe in doing our part to be a responsible corporate citizen—which has been a part of our culture and aspirations from the very beginning—and we are making a positive impact.”

Fellow Stakeholders:

At H&R Block, our Purpose is to provide help and inspire confidence in our clients and communities everywhere. As part of this Purpose, we believe in doing our part to be a responsible corporate citizen – which has been a part of our culture and aspirations from the very beginning. This is our fifth annual ESG report, and I am pleased to share more about our intentional efforts to make a positive impact.

On the **Environmental** front, in FY24 our ‘Path to Print Less’ initiative reduced the number of total pages printed across our retail footprint by 36%. We also introduced a new associate-led composting program at the Chopping Block, our corporate headquarters’ public cafeteria, and sharpened our GHG emissions inventory by adding additional categories to our Scope 3 calculation.

Within the **Social** category, we furthered our commitment to easing the financial burdens of our clients, continued to honor our co-founders Henry and Richard Bloch’s legacy of service, and gave back to local communities through our Make Every Block Better impact platform. A few highlights include:

- Our mobile banking platform, Spruce, has continued to deliver on its mission to help people be better with money
 - In FY24 we rolled out several new features to make it even easier for users to save. Since launch through June 30, 2024, Spruce had 476K sign ups, and we are nearing a milestone of \$1B in customer deposits. We saw positive deposit trends, indicating Spruce is empowering clients to grow their financial health, and build financial literacy.
- The launch of our AI Tax Assist tool in all DIY Online paid SKUs
 - The genAI powered experience was designed to streamline the tax preparation process for individuals, the self-employed, and small business owners to file and manage their taxes confidently. The technology performed well as feedback indicated that the tool was easy to use, helpful in the tax prep process, and clients found value in it.

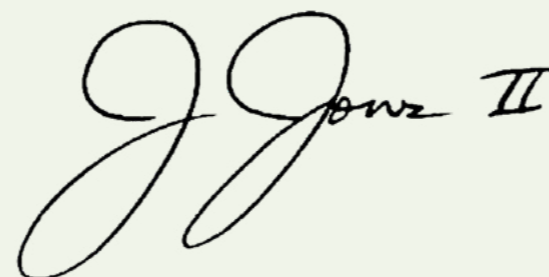
- The inaugural year of ‘Fund Her Future’, H&R Block’s small business grant program
 - In FY24, we provided \$100K in funds and services to empower select women-owned businesses—particularly those focused on making a difference in their communities—to reach their full potential.
- Supporting our Connected Culture and more in-person engagement through Block Party events
 - We introduced quarterly Block Party events at our corporate headquarters in Kansas City in FY24, centered around bringing local associates and teams together. Attendees had the opportunity to attend several Belonging events, networking sessions, professional panels, and other various engagement activities.

Regarding **Governance**, we strive to maintain a culture of integrity, transparency, and accountability throughout all levels of our organization. We are committed to strong ethical practices, responsible decision-making, and effective governance structures.

As a Purpose-driven company serving millions of clients around the globe, it is our responsibility to continually empower and inspire our associates, lead our business with integrity, help create vibrant communities with thriving entrepreneurship, champion belonging, and reduce our environmental footprint. Managing these efforts is key to forming beneficial relationships with our associates, clients, and business partners, and is key to our long-term success.

I invite you to learn more about our efforts within this report. Together, we can continue to deliver on our Purpose and make a positive impact. Thank you for your ongoing support and engagement.

Sincerely,



Jeffrey J. Jones
President and Chief Executive Officer



Our Purpose

At H&R Block, our Purpose is to provide help and inspire confidence in our clients and communities everywhere.



About H&R Block

H&R Block, Inc. (NYSE: HRB) provides help and inspires confidence in its clients and communities everywhere through global tax preparation services, financial products, and small-business solutions. We blend digital innovation with human expertise and care, helping people get the best outcome at tax time and be better with their money using our mobile banking app, Spruce. Through our Block Advisors and Wave brands, we help small business owners thrive with year-round bookkeeping, payroll, advisory, and payment processing solutions. For more information, visit [H&R Block News](#).

At H&R Block, we are making a positive impact. We care about our planet, clients, associates, communities, shareholders, and our corporate governance. With humble beginnings, our co-founders Henry and Richard Bloch launched H&R Block from a single office in Kansas City, Missouri in 1955. The Bloch brothers were intentional about creating a company based on strong values and a desire to serve. Decades later, we continue to build on our founders' legacy by living our Purpose every day.

About This Report

This marks H&R Block's fifth annual Environmental, Social, and Governance (ESG) report and we are pleased to share our initiatives and progress as part of this comprehensive review. This report aligns with the Sustainability Accounting Standards Board (SASB) Professional & Commercial Services and has consideration for other third-party agencies.

Fiscal year 2024: July 1, 2023–June 30, 2024


Publish date: September 2024





Awards and Recognition




We received recognition in FY24 from multiple organizations across different categories, including:


 Fortune Best (Large) Workplaces in Financial Services & Insurance 2023


 Fortune Great Place to Work Certified 2021, 2022, 2023, 2024

 Kansas City Business Journal's Champions of Business Award 2023

 Kansas City Chamber of Commerce's Champions of Diversity Award 2024


 Kansas City Business Journal's Kansas City's Best Places to Work 2024


 Latino Magazine's Top 100 Workplace for Latinos 2024

 Human Rights Campaign Corporate Equality Index-Equality 100 Award 2023

H&R Block India

 #1 in India's Great Mid-Size Workplaces 2024

 Great Place to Work Institute® Top 25 India's Best Workplaces Building a Culture of Innovation

 Great Place to Work Institute® Top 50 India's Best Workplaces in Health and Wellness





Environmental:

Making a Positive Impact on Our Planet

H&R Block is working to minimize our footprint and maximize our positive impact on our planet. Our comprehensive data collection process allows us to assess and gain a deeper understanding of our energy consumption, greenhouse gas emissions, and waste generation. Our commitment to reducing usage and recycling waste remains a key component of our positive impact.

Enterprise Level Environmental Policy

Our Enterprise Level Environmental Policy describes our commitment to conducting business in a manner that is as environmentally responsible as practicable, which includes understanding and managing our environmental impacts and risks. As we proceed with measuring and understanding how our operations interact with the environment, we remain committed to considering how we can reduce our impact over time. The full policy can be read [here](#).

To date, we have implemented various programs and initiatives to reduce our environmental impact and will continue to implement environmentally responsible business practices in our operations. Examples include converting our headquarters to energy efficient LED lighting, annual estimations of our Scope 1, Scope 2, and Scope 3 emissions, and associate-led recycling programs. As we continue to improve our understanding of our enterprise-wide environmental impact, we are coordinating with partners and vendors to improve our energy use, waste and water management, and sharpen our estimates.

Measuring our Footprint

Our approach to measuring and managing our environmental footprint has continued to evolve, with significant improvements in both our data and methodology to ensure that we accurately capture our impact and progress.

Two years ago, we developed our first greenhouse gas (GHG) emissions inventory for our U.S. operations. Last year, we expanded this effort to encompass our global operations, providing greater transparency into our operational impacts. Building on this, in FY24, we enhanced our assessment by adding three new Scope 3 emissions categories: Category 1 (Purchased Goods & Services), Category 2 (Capital Goods), and Category 11 (Use of Sold Products).

Our global energy consumption and GHG emissions have been calculated and reported in accordance with The Greenhouse Gas Protocol Corporate Standard. To understand our footprint, we look at the scopes they have defined. Scope 1 encompasses direct GHG emissions from stationary fuel combustion, and Scope 2 covers indirect emissions from purchased energy at our offices which are generated through our daily operations. Scope 3 includes all other indirect emissions in our value chain. In FY24, we reported on seven relevant Scope 3 Categories, including:

- **Category 1*** – Purchased Goods & Services
- **Category 2*** – Capital Goods
- **Category 3** – Fuel and Energy-related Activities
- **Category 6** – Business Travel
- **Category 11*** – Use of Sold Products
- **Category 13** – Downstream Leased Assets
- **Category 14** – Franchises

**Additional Scope 3 emissions categories for FY24*

We intend to continue expanding our inventory in FY25 to include additional Scope 3 categories.

Our total measured FY24 GHG emissions were:

302,700 metric tons of CO₂e

This includes estimated amounts of:

Scope 1	Scope 2 ¹	Scope 3
22,993 metric tons of CO ₂ e	50,730 metric tons of CO ₂ e	228,977 metric tons of CO ₂ e

By analyzing our emissions, we can identify key areas for improvement and implement effective measures to reduce our environmental impact. We intend to integrate this data into our carbon reduction strategies as we evaluate the feasibility of net-zero carbon operations in the future.



We remain committed to transparent environmental reporting and will be submitting our response to the 2024 CDP (formerly known as the Carbon Disclosure Project) Climate Change

Questionnaire, demonstrating our commitment to disclosing our environmental impacts.

¹ Location based

The Path to Print Less

We recognize that reducing paper consumption is vital to conducting business in harmony with the environment and is one of the core ways we can make a positive impact.

At the same time, we are focusing on improving the client experience with digital access to documents. Our journey began in 2020, when we took a significant step by implementing a centralized printing system at our corporate headquarters. This strategic move marked the beginning of a consistent decline in paper consumption each year, reducing our reliance on paper and aligning our practices with sustainable principles.

In FY22, we conducted a comprehensive audit of paper utilization throughout the company, leading to actionable insights. Building on these findings, in FY23, we established a dedicated working group focused on reducing paper consumption. After studying field operations and processes within our physical tax offices, we identified opportunities to minimize our clients' and our own carbon footprint. This initiative, known as "The Path to Print Less", became a major effort to significantly reduce our paper usage over the next several years.

This year, in FY24, we successfully brought our Print Less initiative to life, with strong results: we meaningfully reduced the number of total pages printed across our retail footprint by 36% and reduced paper and toner expenses by 38%, resulting in more than \$3 million in savings. Our success in achieving these milestones was made possible by focusing on key enablers: reducing print sets, encouraging client adoption of the MyBlock app, scanning documents, and automated paper inventory management.

As we look ahead, we remain committed to paper and print reduction. We are actively exploring print set alternatives, collaborating with our associates, and engaging in ongoing sustainability initiatives to further reduce our paper consumption and environmental footprint. By doing so, we aim to set a positive example for the industry, contribute to a greener future, and drive sustainable growth all while continuing to exceed our client's evolving expectations. Our dedication to environmental sustainability aligns with our ongoing digital transformation journey, reinforcing our commitment to conducting business responsibly.

36%
reduction in
the number of
pages printed

38%
reduction in
paper and toner
expenses

>\$3 million
savings from
2020-2024

Composting

In FY24, we introduced a new composting program for the Chopping Block, our corporate headquarters' public cafeteria. This associate-led initiative is another example of our efforts to reduce waste and promote sustainable practices, further solidifying our commitment to environmental stewardship.

We placed compost bins within the dining area and transitioned to using compostable containers and cups at the Chopping Block. We were excited to collaborate with [KC Can Compost](#), a local partner, who oversees and manages our composting operations.

By diverting food waste from landfills, we can make an impact in reducing our environmental footprint and contribute to the establishment of a circular economy. This initiative not only aligns with our environmental goals, but also effectively engages our associates in adopting and promoting sustainable practices throughout our organization.

Furthermore, the proceeds generated from our composting program are reinvested into our local community in Kansas City. Funds are directed towards educational and training initiatives for individuals facing barriers to employment, particularly within the green industry sector. We take immense pride in supporting these individuals and aiding their journey towards meaningful and sustainable careers.

We have been pleased with the success of the program in its inaugural year and believe this achievement serves as a testament to our ongoing commitment to responsible business practices and environmental consciousness.

In FY24, our composting initiative yielded:



1,775 lbs diverted

This is the total weight we have collected.



11 seedlings planted

Composting has a huge impact on the environment. From a greenhouse gas equivalency standpoint our composting efforts are equivalent to 11 urban trees seedlings grown for 10 years.



1,760 miles offset

Our composting efforts are equivalent to not driving 1,760 miles.



86,263 smartphones charged

The number of smartphones that haven't spent time charging.



784 fewer pounds of coal burned

We've avoided burning 784 pounds of coal.

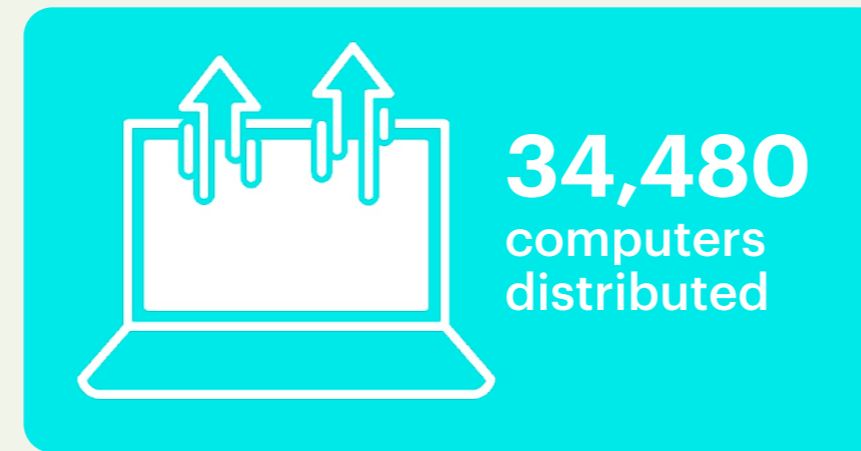
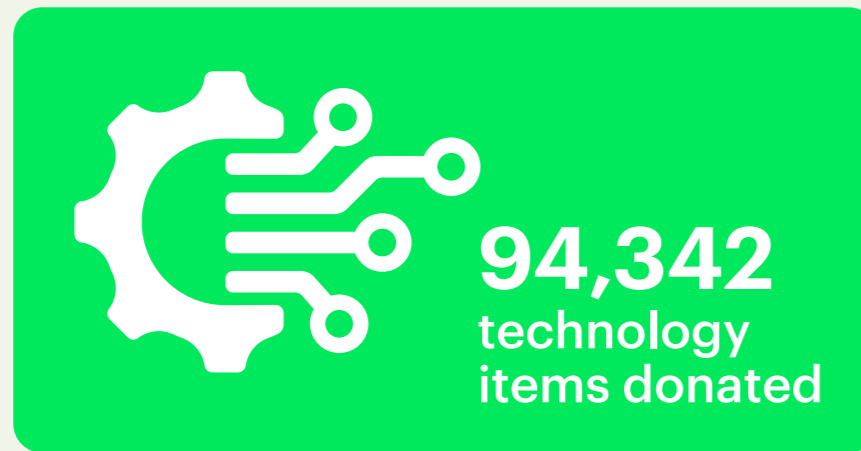


Recycling

We remain committed to integrating sustainable practices that mitigate waste and minimize our footprint. In February, we were pleased to roll out our revamped companywide recycling program at our corporate headquarters.

One of the prevailing challenges nationwide is the insufficient actual recycling of plastic, with less than 10% being properly recycled*. The requirement for items to be washed and cleaned is often not met by large companies, as it is challenging to enforce and monitor proper cleaning, resulting in rejected efforts for genuine recycling. We are pleased to partner with Lakemary, a local non-profit organization focused on empowering adults with intellectual and developmental disabilities, to enable our compliance. Through this partnership we are able to ensure that our recycled materials are meticulously sorted and washed before being delivered to a recycling center, resulting in a higher recycling rate.

* <https://www.earthday.org/plastic-recycling-is-a-lie/>



IT Equipment Recycling

This year marks the fourth year we have partnered with Digitnuty to help upcycle our computers and IT equipment. Digitnuty's mission is to make computer ownership possible for everyone and is dedicated to strengthening organizations that are working on areas within digital inclusion, including device acquisition, internet access, training, and technical support.

These upcycled devices are wiped, restored, and distributed to various nonprofit organizations across the U.S. This practice meaningfully extends the useable life of these technologies while at the same time providing resources to underserved families. This unlocks the opportunity to connect to the internet and other important services.

The results achieved from this multi-year partnership underscore the effectiveness of a holistic strategy that encompasses device donation and community empowerment through digital literacy and access. Since the inception of this partnership, H&R Block has donated a total of 94,342 technology items, including 34,480 computer devices. More than 444 communities have been positively impacted with local computer device donations in support of Make Every Block Better. The donated technology has empowered countless individuals and communities, enabling remote learning, job search, and digital literacy.

Software Packaging

While the majority of our tax returns are prepared in the Assisted and DIY Online channels, we continue to offer preparation via Desktop delivered through traditional software packaging. Our packaging contains materials that come from sources designed to support forest conservation, as certified by the Forest Stewardship Council, guaranteeing that products or goods come from responsibly managed forests that equitably provide environmental, social, and economic benefits.

Other Initiatives

At our world headquarters in Kansas City, we converted to energy efficient lighting four years ago and continue to see annual savings as a result. We also take pride in exemplifying our dedication to water conservation through the incorporation of electronic eye faucets. These sustainable infrastructure elements have aided in reducing water consumption and align with our environmental stewardship objectives by promoting resource efficiency.

As we work to Better the Block and evolve our corporate headquarters space to accommodate our hybrid work environment and cultivate a Connected Culture, in FY24 we donated seven 26-foot box trucks worth of corporate office furniture to local nonprofits and small businesses. This donation not only extended the usable life of the furniture but also had a significant positive impact on our local community. Notably, five of the trucks were donated to Lakemary to outfit an entirely new center for children and staff with disabilities in Paola, Kansas, as well as an existing location for adults in Johnson County, Kansas. Through this furniture recycling initiative, we demonstrated our commitment to sustainability, community engagement, and creating inclusive environments.

In Canada, our team at Wave relocated its headquarters last year to the Waterfront Innovation Centre (WIC), a building dedicated to innovation and sustainability. The WIC was designed and built to conserve energy, reduce carbon emissions, and improve indoor air quality and thermal comfort. The building is outfitted with a photovoltaic (PV) solar array system capable of generating 5% of the building's total energy, and the roof includes both PV infrastructure and a green roof, which helps reduce the urban heat island effect and increase local biodiversity.

In India, our Block Social Responsibility (BSR) group has spearheaded various green initiatives to address environmental challenges. In March, we organized a cleanup event at Menamkulam Beach where over 500 pounds of trash and debris were removed from the shoreline. This initiative not only improved the local ecosystem but also raised awareness about the importance of protecting our oceans and coastal areas. In April, the BSR group partnered with the Government Vocational Higher Secondary School for Deaf & Dumb, Trivandrum to establish an organic community vegetable garden. Volunteers worked alongside the students to plant a variety of vegetables, creating an inclusive space that promotes biodiversity and provides fresh produce for the school.

At H&R Block, we understand that our actions today shape the world of tomorrow. As a result, we continue to make a positive impact on our planet through the aforementioned initiatives and remain committed to reducing usage and recycling waste as we strive to minimize our footprint.

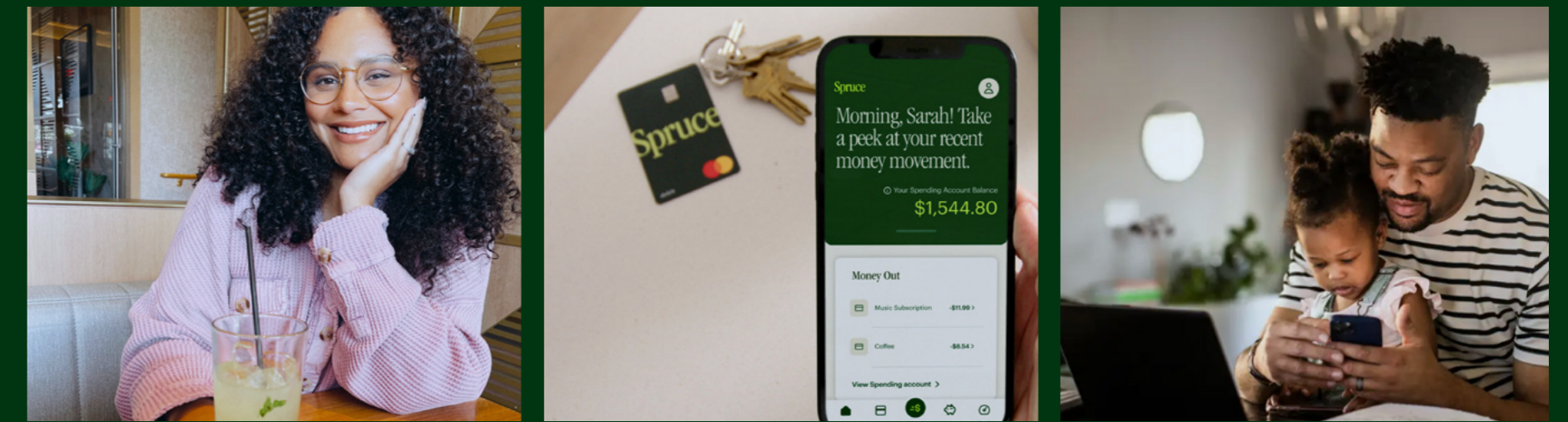


Social:

Our Clients, Our Associates, Our Communities

At H&R Block's core, we are a people business. Clients return to Block year after year and across generations because they trust us. We attribute this trust to the dedication of our associates and franchisees who go above and beyond to truly understand each individual client and how we can best help.

Social: Making a Positive Impact on Our Clients



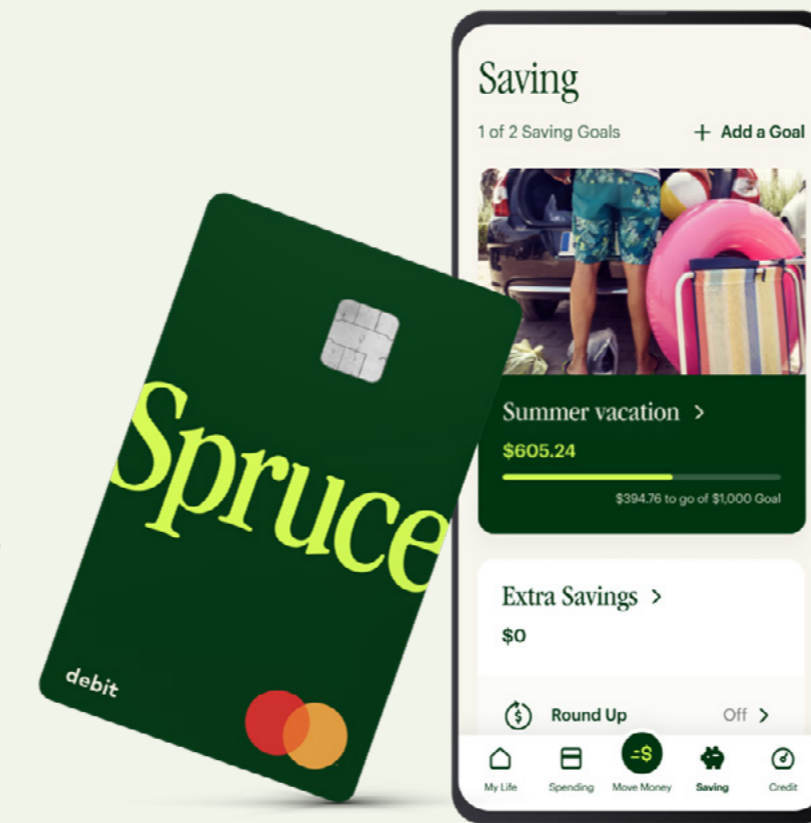
SpruceSM

We care about our clients' taxes and financial well-being. Our Financial Products imperative is focused on developing new solutions and experiences that inspire confidence and help ease financial burdens. Our mobile banking app, Spruce, represents an important step in our transformational journey to become a year-round financial services provider, as well as to help our clients be better with money.

Spruce came to market at a critical time - people are in more need of financial help than ever. Initially launched in FY22, it is uniquely and purposefully designed to support the nearly two-thirds of Americans that are financially vulnerable and financially coping—meaning they are struggling with one or more aspects of their financial lives including spending, saving, borrowing, and planning. That is more than 166 million people who are not financially healthy across all incomes, geographies, ages, and dimensions of identity.

We spend millions of hours in conversations with clients every year about their financial challenges and dreams. These understandings, as well as our decades of experience in financial services, and extensive market research, revealed that there are strong needs of the financially unhealthy population that we can answer. Spruce bridges the gap in the market by providing a robust financial technology platform, alongside H&R Block's trusted brand name, to provide a mobile banking solution to the underserved and those who need access to bank accounts in the increasingly digital world.

Nearly half of Americans do not have enough savings to cover emergency expenses in part because they lack access to affordable savings accounts and the tools to help them plan and manage their budgets. Unlike many financial products on the market, Spruce provides a transparent mobile banking experience without sign-up or monthly fees or minimum balance requirements and equips individuals with a suite of tools to help them be better with money. Prior to joining Spruce, where a savings account is automatically created for every user, 50% of customers indicated they did not have a savings account.



In FY24, we continued to make important progress with Spruce providing users with features designed to enhance their financial health:

- **Compounding Interest:** With Spruce, after opting-in to earn interest, users can benefit from daily compounding interest and earn 3.50% APY¹ on every penny saved. With the ability to establish two separate saving goals in addition to their Extra Saving account, it is easy to set and track specific saving goals.
- **Saving Goals That Work:** From paying for school to buying a car, clients can set personalized goals to save for what is most important to them. Spruce makes reaching goals easier than ever with “nudges.” Spruce

clients can add and withdraw from savings as often as they would like without penalties. Users also can enjoy automatic savings through Round Up, an optional feature that automatically rounds up transactions to the next dollar amount and deposits the spare change into their Extra Saving account.

- **Personalized Budget Trackers:** With tools like the Watchlist, which tracks month-to-date spending and lets customers set spending limits by customizable categories, Spruce makes improving financial health easier.
- **Cash Back Rewards:** Even while spending money, Spruce customers can still make money with automatic cash back rewards when they shop across the 10,000 participating retailers.
- **Fee Transparency:** With Spruce there are no sign-up or monthly fees, and no minimum balance requirements. Additionally, there is no ATM service fee if clients withdraw money at one of the more than 55,000 Allpoint ATMs available nationwide, which can be located easily through the Spruce app. Courtesy overdraft coverage is provided, which allows qualifying customers who opt in to overdraft their account by up to \$20 without a penalty fee.

Spruce is making a positive impact. It is clear the product demonstrates our Purpose of providing help and inspiring confidence in clients and communities everywhere. Feedback from users indicates that these tools give them the visibility and control that they have been missing in their financial lives. Spruce has empowered clients to be better with money, grow their financial health, and build financial literacy. We look forward to rolling out new features and innovations to meet our clients' needs.

Note: Banking products offered by Pathward®, N.A., Member FDIC.

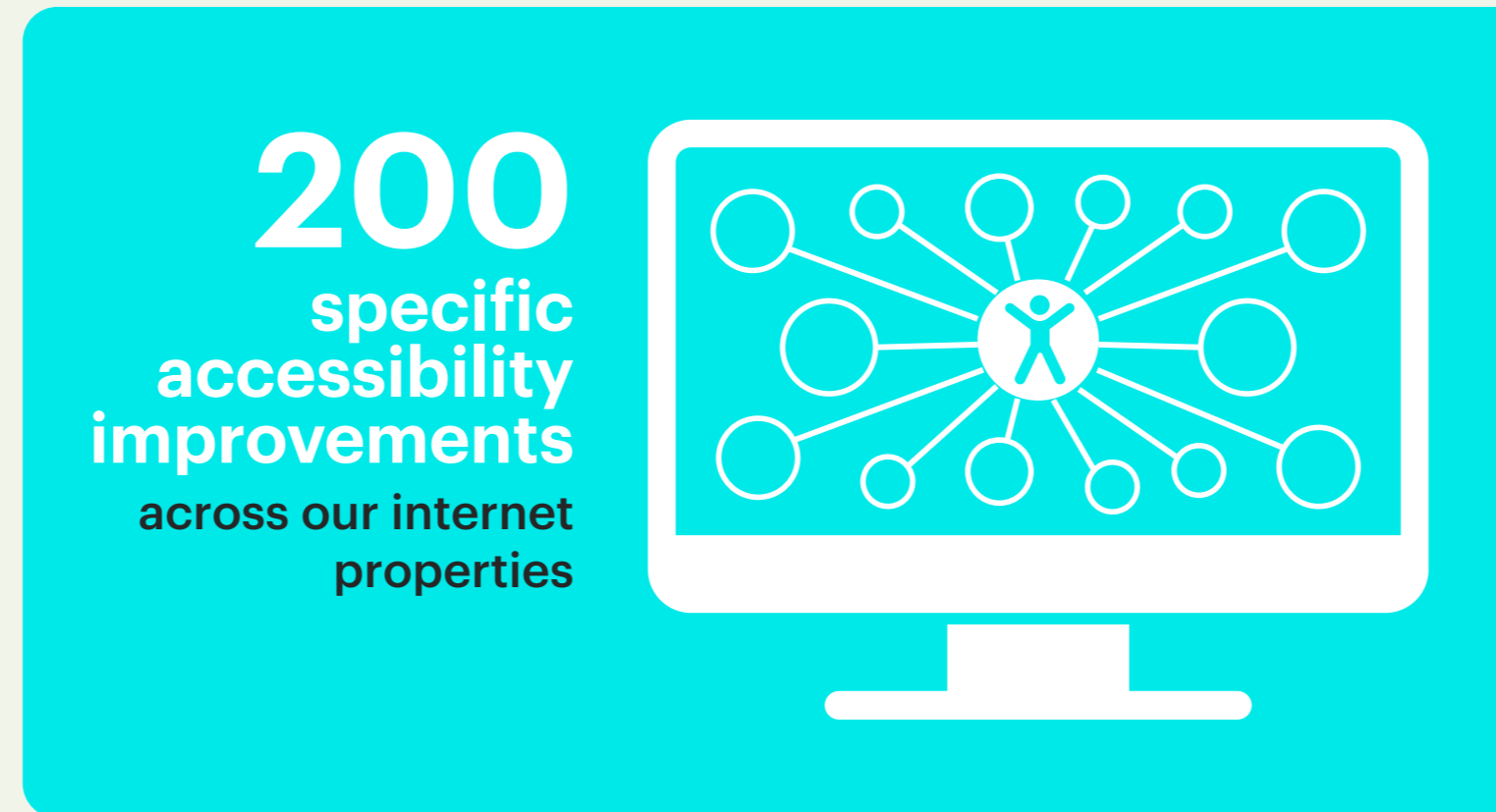
¹The Annual Percentage Yield (APY) is accurate as of 9/12/24. This rate is variable and can change without notice. Fees may reduce earnings. To start earning interest on your Spruce Savings Account, simply opt in through the Spruce app or at <https://www.sprucemoney.com/>.

Product Accessibility, Inclusive Design, & Responsible Marketing

On an annual basis, we conduct an audit and work to identify, improve, and launch opportunities around our product accessibility and design. In FY24 alone, we identified and have incorporated nearly 200 specific accessibility improvements across our internet properties. These efforts have resulted in enhanced color contrast compliance, improved readability, and optimization in our primary call to actions across the application to be WCAG AAA compliant—the highest possible conformance level as measured by the Web Content Accessibility Guidelines.

Our photography and illustrations are crafted to convey a strong message of inclusivity. Also, our internal company Content Style Guide contains inclusive guidelines on preferred first names and pronouns, ensuring that we address our diverse client base with care, using a compassionate and respectful tone.

In addition, H&R Block is committed to the responsible marketing of our products and services.



GenAI: Unlocking Benefits for Clients through Innovation

AI technology boosts productivity and unleashes the innovation of H&R Block's engineers to deliver new solutions designed to provide more dynamic, humanized, and personalized experiences at scale. Thousands of machine learning models trained with millions of anonymized tax returns, AI algorithms, and generative AI technology together are key drivers in developing more robust real-time advice, and efficient filing processes. We are committed to finding responsible ways to integrate these technologies into our business while maintaining the security of our systems and providing clients with innovative user experiences.

In the spirit of innovation, H&R Block partnered with Microsoft to leverage its Azure OpenAI services and leading genAI technology to build faster and more consultative tax experiences, unleashing higher levels of innovation to inspire even more confidence in Block clients at tax time. H&R Block was the only company in the tax industry to be selected by Microsoft to participate in its AI 100, an exclusive group of industry-leading companies that are prioritizing the development and deployment of solutions using Azure OpenAI services. With this move to usher in faster ways to deliver tax help at scale, H&R Block gained access to leverage advanced AI models while continuing to maintain a focus on data security.

In FY24, we introduced our AI Tax Assist tool in all DIY Online paid SKUs for the first time. The genAI experience was designed to streamline the tax preparation process for individuals, the self-employed, and small business owners to prepare and file their taxes confidently. The technology combines the expertise H&R Block has provided since 1955 with the power and efficiency of AI to provide real-time, reliable tax filing assistance backed by our 100% accuracy and maximum refund guarantees. AI Tax Assist performed well as feedback indicated that the tool was easy to use, helpful in the tax prep process, and clients found value in it.

We are continuing to disrupt the tax industry as part of our long-term growth and transformation strategy and look forward to new innovations ahead.

Our Associates are Making a Positive Impact



At H&R Block, we foster a culture of belonging, where every voice is heard and our associates feel safe, included, and inspired. We are committed to a fair and respectful workplace culture, free of discrimination; and we work to foster a Connected Culture that ensures all associates, tax pros, and franchisees have a strong sense of Belonging across the organization.

Connected Culture is a relationship centered principle at H&R Block that puts associates, franchisees, and clients at the heart of our strategic focus. It creates an environment of clear accountability, partnership, and trust—all focused on common goals, allowing for accelerated business and personal progress. Relationships are at the heart of how we work with each other, our customers, and in our communities.

We care, we trust, we connect, and we are making a positive impact.

Belonging@Block

In the workplace we are committed to creating an environment where everyone feels they belong and we believe that our commitment to diversity and inclusion makes us a stronger, more successful company. We continually reflect on our management approaches to improve the workplace, including discussions with our Board of Directors, to review how we can provide a sense of belonging within the company for our associates - what we call Belonging@Block.

One of the many ways we work to foster a Connected Culture across the organization for all associates, tax professionals, and franchisees to connect, support, motivate, and inspire is through our associate-led Belonging Groups. Our Belonging Groups celebrate diversity through educational programming and celebrations meant to uplift and inspire our entire enterprise.



COLORS (Community Organizing for LGBTQ+ Opportunity, Resources and Support) provides an inclusive space for and supports LGBTQ+ in our company. The Belonging Group looks to cultivate understanding and build an inclusive community.



The Cultura Belonging Group empowers and celebrates Hispanic/Latino/a/x professionals, fostering a collaborative environment through cultural awareness and professional development. The Belonging Group amplifies the voices of the Hispanic/Latino/a/x community, contributing to a more inclusive workplace for all.



The Elevate Belonging Group was created in 2022 as a resource to elevate, improve, and champion the professional development of Black associates and advance cultural awareness.



The H&R Block Women's Network connects, helps, and motivates women in their pursuit of professional success and personal fulfillment.



Neurodiversity@Block is for Block associates who are looking for information and inspiration while navigating life in a world where neurodiversity is increasingly common but has not caught up to the needs of neurodivergent individuals.



The Veterans Belonging Group provides a common and acknowledged voice for military veterans ensuring support for their concerns, issues, and inclusion. The Belonging Group welcomes anyone who is currently serving or has served in the armed forces of the U.S. or other nations, as well as those who wish to honor or support those serving or have served.



The Young Professionals (YP) Network seeks to foster professional and personal growth for young professionals, helping them become change agents and thought leaders by providing development, volunteer, and mentorship opportunities.

Belonging Council

Our Belonging Council exists to cultivate a culture of belonging within our organization. Comprising members from various departments selected through an application process for a two-year term, Council members work to empower associates, enhance communication, and break down barriers. Their guiding principle is to create a culture where every voice is heard, and associates feel included and inspired. The Council is tasked with providing learning opportunities, communications, events, and celebrations to all associates through various channels of engagement such as virtual, in-person, and hybrid events. Often, the Belonging Groups and Council co-sponsor events to illustrate the intersectionality between many different communities. We believe we are truly Better Together.

In addition to Belonging Groups and the Council, our Block Buddy early mentorship program pairs new associates with tenured associates for guidance and assistance where needed. The Block Buddy program is designed to help new associates navigate their initial three months on the job by matching them with a more seasoned colleague. In FY24, we enhanced the program, enabling experienced associates to create customized profiles where they can share their interests and hobbies. This integration also allows new associates to select their own Block Buddy from listed profiles. All corporate, non-seasonal associates have the option to sign up for a Block Buddy during the onboarding and orientation process.

Further demonstrating our commitment to the well-being of our associates, our corporate headquarters has a dedicated sensory room which provides a safe, quiet place that can help reduce stress and improve creativity and focus. The carefully curated room includes a calming sound machine, a tranquil environment, bean bags, sensory fidgets, and dim lighting; and provides a space for associates to check-in and acknowledge their mental health and well-being throughout the workday.

Unconscious Bias Training

In FY24, we extended our Unconscious Bias Training opportunity to multiple groups and departments within our organization. The training has helped our leaders and associates deepen their understanding of one another and has further developed a greater appreciation companywide for the unique qualities that define each individual within our organization.

Pay & Gender Equity

Following best practices, H&R Block regularly conducts a pay equity analysis by race and gender. We actively promote diversity in our recruitment, development, and leadership practices to ensure fair representation across the organization.

Our remuneration practices include regular assessments of compensation policies and data to ensure that our practices are optimally focused on merit, responsibilities, experience, and performance, rather than any factors not related to legitimate business concerns. These assessments have shown no meaningful gaps in pay by race or gender. Where there are questions about whether compensation is equitable in an individual situation, the company makes pay adjustments to ensure appropriate compensation for all associates. Additionally, H&R Block obtains regular legal advice with a view towards ensuring its compensation practices comply with all legal requirements.

By promoting gender diversity at all levels, we strive to create a workplace where everyone is fairly represented and has robust support for career advancement. This commitment enriches our Connected Culture and drives creativity, innovation, and success. In FY24, nearly half of the leaders who served on our Board of Directors, and corporate company managers, were women.

By promoting gender diversity at all levels, we strive to create a workplace where everyone is fairly represented and has robust support for career advancement.

Engagement

Block Party & Associate Appreciation

To support our Connected Culture and foster more in-person engagement at our corporate headquarters in Kansas City, in FY24 we introduced quarterly Block Party events centered around bringing local associates and teams together and strengthening our inspiring culture. Attendees had the opportunity to attend several Belonging events throughout the workday, including networking sessions, professional panels, and other various engagement activities.



In March, H&R Block celebrated Associate Appreciation Week, a dedicated time to recognize and honor the hard work and contributions of our corporate and field associates, tax professionals, and franchisees. While there is a national Employee Appreciation Day, our expanded weeklong timeframe gave leaders and associates the freedom to create special recognition moments that worked best for their teams, diverse office schedules, and hybrid work environments. We recognize that showing appreciation and care goes a long way in boosting motivation, increasing engagement, and supporting the overall well-being of our associates. This initiative reflects our commitment to fostering a positive and inclusive workplace, and reinforces recognition, which is an important part of our Connected Culture.

Remote Work

H&R Block embraces a flexible work environment and supports remote work arrangements for eligible associates. We highly encourage associates local to Kansas City to work from our downtown headquarters building on Tuesdays, Wednesdays, and Thursdays, but this in-person participation is not required. We believe our Connected Culture comes to life with these intentional in-person connections. Every associate has the autonomy to choose the right work environment for themselves. By providing this level of latitude for our associates, a highly engaged workforce is enabled as associates can operate at their best in an environment that is most suited for them.

Associate Engagement Survey

Our annual Associate Engagement Survey (AES) continues to be one of the most important ways we measure associate satisfaction and our progress in growing our Connected Culture. The AES gives associates the opportunity to confidentially communicate, challenge, and share straightforward feedback about their experiences. Each year, we ask all eligible associates for feedback through the AES and work together to take action toward improvement based on results. Both regular non-seasonal and seasonal associates are eligible to participate, and geographically, associates from India, Ireland, Canada, and the U.S. take part in the survey. At Block, our associates' voices, insights, and opinions matter, and this year, we were pleased that our AES results remained strong. Collectively, seasonal and non-seasonal associates shared more than 86,000 comments, ideas, and suggestions.

In response to our associates' feedback from last year's AES, we implemented a Tax Office Associate Experience Survey in FY24 to facilitate more frequent feedback opportunities. This survey was distributed to tens of thousands of tax office associates throughout the season, significantly

accelerating our listening strategy. During tax season, we received input from over 46,000 tax associates, generating more than 20,000 comments. Product owners, key stakeholders, and leaders utilized this feedback to address real-time challenges and communicate continuous improvement actions back to our associates.

Associate Recognition

Recognition is a fundamental aspect of our Connected Culture. We believe in celebrating the achievements and contributions of our Block family through regular recognition programs, appreciation events, and awards such as:



- **The Henry Bloch Excellence in Client Service Award:** This program acknowledges and rewards tax office associates and franchise employees who consistently go above and beyond in delivering exceptional client service and fostering teamwork.
- **The Best of Block Award:** This program recognizes outstanding individuals who have demonstrated extraordinary accomplishments during the fiscal year, making a significant positive impact. Recipients of this award exemplify Block Behaviors in their everyday work. All company regular, corporate seasonal, and international associates are eligible to be nominated.
- **Franchise-specific Awards:** Within our franchise network, we have the Featured Franchisee of the Year (FFOY), Elite 25, and Top 100. These programs identify and celebrate the top-performing franchisees based on predetermined criteria, highlighting their exceptional performance during the fiscal year.

Development

Square One Onboarding Experience

Our Square One Onboarding Experience is designed to integrate new associates smoothly and effectively into our Connected Culture. The experience guides and supports new associates and their leaders throughout their onboarding journey, providing leaders with checklists and resources for the first week, and the critical first 30, 60, and 90 days at Block. Through our support platform, GreenSpace, new associates can connect with one another and interact with members of the Senior Leadership Team during exclusive monthly connection events. Additionally, the “Let’s Understand Block’s Business” podcast offers new associates insights into the company’s inner workings. This year, Square One received the 2024 Kansas City ATD Excellence in Practice Award for Best Integrated Talent Management Program, highlighting its crucial role in ensuring a successful onboarding experience.

Talent Development

Our people are the number one enabler for living our Purpose, and we recognize the importance of attracting, developing, and retaining top talent. Our goal is to provide continuous development opportunities to our associates in order to help them grow both personally and professionally. We do this through a robust offering of programs, educational courses, and learning journeys offered virtually and in person. For example, LinkedIn Learning (LIL) is a user-driven learning platform with high-quality expert content on thousands of subjects that all regular and seasonal associates have access to. Learners can set their own weekly learning goals and share content with others, and many courses also include the option to complete a certification.

Career Development

H&R Block is dedicated to fostering professional growth and career advancement for all associates at all levels and stages by offering a variety of formal and informal development programs. Through these initiatives, we aim to develop future leaders, further strengthen associate retention, actively cultivate new talent pools, and establish robust talent pipelines for sustained organizational success.

Manager Level Career Development

Ignite Program: The nine-month program focuses on a select group of high-performing Managers who represent our shared Behaviors. They act boldly, demand high standards, crave tough problems and value winning as a team. Ignite participants engage in curated content designed to support continued high performance. This content encompasses coaching sessions, roundtable discussions with our Senior Leadership Team and Vice Presidents, a comprehensive Korn Ferry 360 Behavior Assessment, as well as opportunities for fostering business acumen through peer sharing and engagement in community service.

Spark Program: In the inaugural year, Spark is a one-time development program for high potential retail district leaders where participants explore and develop critical thinking skills, emotional intelligence, personal brand, and invest their time in a team capstone project focused on identifying the right problem and working their way to a proposed solution.

Early Career Development

Rotational Financial Analyst (RFA) Program: The two-year program exposes participants to major areas of finance through six-month rotations that include accounting, internal audit, financial planning and analysis, treasury, and investor relations. Supported by seasoned mentors, continuous learning opportunities, volunteer events, and networking, the RFA program equips recent college graduates with the knowledge and expertise necessary to thrive at work and develops our next generation of leaders at Block.

IT Accelerate Program: In 2022, we launched the 12-month program to fast-track technology talent development. The program engages participants and provides an immersive onboarding experience, introducing candidates to the variety of technology opportunities at H&R Block and training them for long-term success within the company.

Director Level Career Development

Pivot: The nine-month leadership development program is designed for high-performing Directors across multiple functions and business units. The program challenges participants to model calculated risk-taking and bold thinking through group discussions, bespoke individual development plans, and engagement with the community.

People Leader Development

New People Leader Program (NPLP): Equips leaders recently promoted or leaders new to Block to be bold Connected Leaders of the present and future.

The NPLP for Leads and Managers builds foundational skills for becoming Connected Leaders. The Program connects big picture strategy to daily work and gives best practices for sharing and seeking Straightforward feedback to foster development and empower teams.

The NPLP for Directors focuses on the transition from managing people to leading other leaders and seasoned associates. This includes empowering bold thinking, leading leaders through Talent Routines, career development and success planning as well as strategic thinking.

Starting Blocks: A four-week onboarding program aimed at orienting retail network district leaders to the unique business rhythms of Block in a blended learning environment. New leaders learn Block systems and processes along with the contextual interpersonal situations they will encounter from high performing district leaders who already excel in their role.

Regular Formal Performance Reviews

Regular formal performance reviews are conducted on a quarterly basis to assess performance, provide feedback, and set goals for professional growth. These reviews play a vital role in fostering a culture of continuous improvement and ensuring alignment between individual achievements and organizational objectives.

In addition, our Talent Routines include annual goal setting, quarterly, mid-year, year-end, one-on-one, and skip-level conversations. Mid-year conversations clarify performance expectations and help to refine priorities for the rest of the year. They provide an opportunity for open communication, encourage action for greater success, and ensure focus on objectives, actions, and key results, in line with our Objectives & Key Results (OKR) goal format.

These discussions, along with our other Talent Routines, including career development, feedback and coaching conversations, and annual talent planning - which includes succession planning and development - promote a Connected Culture of accountability, partnership, and trust.

Seasonal associates also participate in end-of-season performance conversations to celebrate tax season successes and discuss continued growth opportunities for potential future seasons.

Business Continuity Planning

Business continuity planning is integral to maintaining resilience during unforeseen events. Our comprehensive strategy involves risk assessments by our Enterprise Risk Management team, the development of detailed response plans for both our mission critical business processes and technology disaster recovery plans, and regular reviews by management and associates. By proactively preparing for potential disruptions, we seek to safeguard our stakeholders' interests, uphold our commitments, and reinforce our dedication to long-term stability. This approach not only protects our business but also demonstrates our commitment to responsible governance and operational excellence.

Connected Leadership

H&R Block is committed to developing strong, connected leaders who care deeply about their teams, peers, and our organizational strategy. Relationships are at the heart of how we work with each other and being a people leader at Block is both a privilege and a significant responsibility. A critical aspect of this is committing to our [Connected Leadership Pledge](#), which we introduced for the first time in FY23. The Pledge exhibits our leaders' dedication to fostering a Connected Culture within their teams. To support our leaders in upholding the Pledge, in FY24 we introduced the Connected Leadership Playbook as a resource to assist leaders in their personal growth and development, equipping them with tools and activities to create actionable plans for their leadership journey.

Annual Compliance & Required Training

We are committed to creating a Connected Culture where every voice is heard and our associates feel included, as well as empowered, to make decisions in the best interest of the business.

We prioritize privacy and information security awareness through annual comprehensive associate compliance training programs. By equipping our associates with the knowledge and tools to protect sensitive data, we ensure the integrity of our operations and the trust of our stakeholders. Part of cultivating our Connected Culture is providing annual learning and compliance training so that we:

- Fulfill our commitment to ethical behaviors and integrity in every decision we make.
- Ensure our business interests are protected through understanding the privacy and security responsibilities we all have in every task and customer interaction.
- Understand what constitutes discrimination or sexual harassment in the workplace, what we can do to prevent it, and how to report it if we see it.
- Adhere to legal, regulatory, and banking partner requirements, including those from federal, state, and local levels.

Enabling our talent at H&R Block includes a commitment to providing our associates with impactful and meaningful training. Within thirty days of hire, all corporate regular, seasonal, and field associates are required to take the Discrimination-Free Workplace and Workplace Harassment trainings and review our Anti-Discrimination and Anti-Harassment Policies.

Tax Professional Training

Our expertise is delivered each year through our tax professional network. We provide best-in-class training and continue to expand our development programs to offer a variety of opportunities for our associates. This includes in-person classes, online courses, assessments, and a learning library. These resources ultimately enable us to continue enhancing our services and better our client experience.

Last year, we added almost 120 new and updated tax theory courses, all offered in a variety of delivery methods, expanded our expertise by providing support for the Enrolled Agent (EA) Exam with the IRS, invested in tools and resources for our associates, and enrolled more than 1,000 participants in EA study groups.

In FY24, we continued to evolve by redesigning our more than 420 courses into microlearnings for easier small increment consumption. Our new assessment designs enabled us to create customized learning paths for each of our seasonal learners for the first time ever. This innovative curriculum resulted in training cost savings of \$3.1 million, reduced calls for assistance by more than 30%, and achieved a learner satisfaction score of 4.8 out of 5. Additionally, we implemented AI simulations, allowing our Tax Professionals to practice scenarios and conversations before serving clients, resulting in over 400,000 practice sessions. Our revolutionary curriculum earned us the prestigious ATD Award for Excellence in Practice as the best in Learning and Development.

Health & Well-being

“At H&R Block, we strive to ensure that all of our associates, regardless of their background or personal circumstances, feel valued, supported, and empowered to thrive,” said Tiffany Monroe, H&R Block’s Chief People and Culture Officer. “By offering comprehensive and inclusive benefits, we not only promote well-being and job satisfaction but also foster a diverse and dynamic workplace where everyone can contribute to their fullest potential.”

Inclusive Benefits

Our total rewards programs are designed to attract and retain top talent.

We offer comprehensive mental and behavioral health support through robust well-being programs, ensuring our regular associates and their families have access to therapists, coaching, and holistic mental health services. We also offer a holistic well-being platform with incentives for participating in healthy activities, and digital solutions to help manage chronic health conditions.

Our benefits package includes paid parental leave for both birth and non-birth parents, paid caregiver leave, and support programs for working caregivers. We also provide extensive family-building benefits, including adoption, surrogacy, and infertility support, as well as neurodiversity resources for families.

Our Inclusive Care program helps connect eligible associates and dependents with culturally competent providers who are knowledgeable about their unique

needs and can provide guidance to navigate complex procedures and ensure their care team is aligned on the appropriate treatment plans.

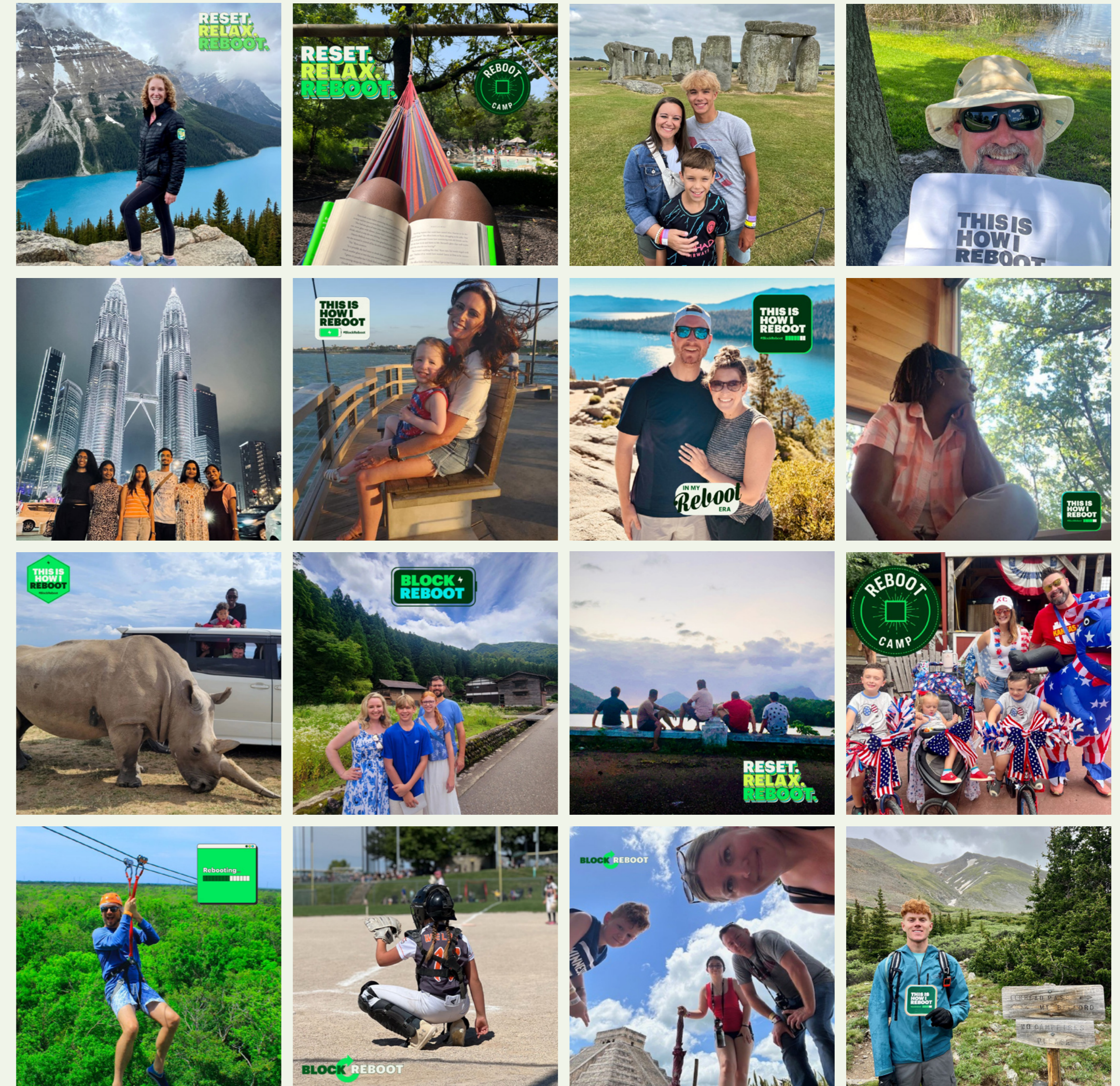
We also provide a suite of benefits, tools, and resources to support the well-being of our seasonal associates.

Collectively, these programs promote and support the holistic well-being of our associates.

Reboot Health and Wellness Week

To thank our associates for their resiliency and hard work, each year H&R Block takes an “Annual Reboot”—a paid week of time off offered during the first week of July—as an important time for our associates to disconnect, recharge, and reboot. During Reboot Week, we encourage associates to completely disconnect from work to truly take advantage of uninterrupted time away.

We provide associates with new and fun ways to share how they spend their Reboot Week on LinkedIn using #BlockReboot, special text, and social stickers so we can all see and celebrate together.



Human Rights

We remain committed to our associates' total well-being—physical, mental, financial, career, team, and community—and seek to uphold human rights and equal opportunity across our operations. This is demonstrated by our efforts to compensate associates appropriately, treat everyone with dignity and respect, and provide a workplace that is free from discrimination and harassment based on race, sex, religion, and other demographics. These rights are extended to all full-time, seasonal, franchise, and corporate associates. Last year, we updated our Human Rights, Labor, and Business Practices Policy which can be viewed [here](#).

At H&R Block, we believe every associate deserves fair access to certain opportunities. We are committed to promoting equity through fair access to workplace resources and benefits, full participation in our organizational culture for all associates, and elimination of barriers that prevent participation in organizational work life and opportunities.

We are committed to creating a safe and secure workplace for all associates that is free from discrimination, which includes a zero-tolerance policy toward sexual harassment. All associates are required to complete a training program on the prevention of sexual harassment as part of new associate orientation and on an ongoing yearly basis. It is an online, scenario based, interactive learning program that

focuses on the impact of behavioral misconduct and emphasizes each associate's responsibility for maintaining a respectful and inclusive culture in the workplace.

H&R Block does not tolerate discrimination based on a person's race, color, religion, ancestry, age, sex/gender, sexual orientation, gender identity or expression, service in the Armed Forces, national origin, physical or mental disability, genetic information, citizenship status or any other status protected by law. Our associates are required to complete and pass a training program on the prevention of discrimination in the workplace annually as previously mentioned in this report.

Children of Associates Premier Scholarship (CAPS)

Since 2012, H&R Block has awarded more than \$1.3 million in scholarships through the Children of Associates Premier Scholarship (CAPS) program. The program reflects our company's Purpose and seeks to reward those students who give back to and build connections in their local community. This year, we evolved by expanding eligibility to include international candidates, continuing to make the program more equitable, fit with trends in higher education, and align to employee scholarship best practices.

In FY24, H&R Block awarded 20 scholarships for \$5,000 each to help children and grandchildren, age 24 and under, of associates, franchisees, and franchise employees in the U.S., Australia, Canada, Ireland, and India who plan to continue their education in college or vocational school programs.

H&R Block works with Scholarship America to administer CAPS. Scholarship America is the largest private scholarship and student support organization in the nation, administering more than 13,000 unique scholarship and education assistance programs. Scholarship America manages the application, awardee selection, and fund disbursement processes, ensuring a fair and objective evaluation and selection process.

Social: Making a Positive Impact In Our Communities



Make Every Block Better

Our commitment is to build connections among neighbors and support small business owners from coast to coast. With nearly 9,000 offices nationwide, we are able to find unique ways to give back and connect people to possibility. Our community impact

platform, [Make Every Block Better](#), helps us effectively demonstrate our Purpose in the communities where we live and serve. We regularly review and evaluate our community involvement activities, and are proud to give back in many ways including both time and financial investment.

Volunteering

Helping others is what we do best. As part of our Block Horizons 2025 transformation journey, we have a goal that includes Making Every Block Better by committing to 1 million volunteer hours and supporting 500,000 small business owners by 2025.

Since the start of Block Horizons:

- **>427,000 hours volunteered:** Our associates are the driving force behind our momentum. Through their efforts, we continue to progress toward our goal of 1 million volunteer hours by 2025.
- **1,845 communities impacted:** We are making it easier for neighbors to connect by improving the spaces and places where neighbors come together in communities across all 50 states.
- **>1,300,000 small business owners served:** This includes small business owners reached through our Make Every Block Better programs and partnerships.

100 Volunteer Hour Club

The 100 Volunteer Hour Club recognizes and celebrates H&R Block associates, franchisees, and franchise employees who record at least 100 volunteer hours to date from the beginning of our Block Horizons journey. Achieving this milestone demonstrates how our associates are living our Purpose and working to Make Every Block Better across the country.

Frontline Forum & Town Hall Give Back Events

Each year, we host our Annual Frontline Forum and regular company-wide Town Halls to gather and foster transparent communication, engagement, and alignment with our organization and shared goals. These gatherings serve as a catalyst for leadership to share important updates, recognize achievements, and address questions from associates. Our primary focus is to cultivate a sense of community and collaboration, fostering a positive and cohesive work environment.

In line with our Purpose, we prioritize creating opportunities for our associates to give back to our clients and communities. In FY24, we had the privilege of partnering with the [Color A Smile Foundation](#) at our Frontline Forum events in Kansas City, San Diego, and Orlando. Through this partnership, we were able to distribute nearly 10,000 coloring sheets to those in need of a smile.

During our winter Town Hall event, we witnessed the incredible generosity of hundreds of our associates as they volunteered with [Soldiers' Angels](#). Together, we created several essential items aimed at providing aid, comfort, and support to military veterans and their families. Our collective efforts resulted in the creation and donation of 400 no-sew blankets, 200 paracord bracelets, and 800 hygiene Fly Away Kits.

In addition to these in-person give back initiatives, we also extended virtual event opportunities. In collaboration with [St. Jude Children's Research Hospital](#), we organized a letter writing campaign, resulting in the contribution of nearly 450 cards to be sent to hospitalized children and their families. Additionally, during Frontline Forum, we actively encouraged fundraising for the American Red Cross, leading to a monetary donation.

National Guac Day

In FY24, H&R Block celebrated National Guacamole Day in San Diego, partnering with Taco Love, a local restaurant, to offer free tacos and guac alongside expert tax professional tips and advice. By celebrating the holiday, we made completing taxes more accessible and reminded taxpayers of the upcoming extended season deadline and benefits of filing their taxes on time. "H&R Guac" taco truck takeovers created memorable moments supporting hundreds of California residents who had not yet filed.

In addition, recognizing the impact of weather events on avocado farmers in the state, we made a monetary contribution to the California Avocado Society to help support this vital industry in the state.

Supporting Small Businesses

We believe communities thrive when its entrepreneurs are equipped for success and can provide valuable services that meet neighborhood needs. At H&R Block we are committed to supporting and helping small business owners thrive. Through our Block Advisors and Wave brands, we provide year-round bookkeeping, payroll, advisory, and payment processing solutions to empower small business success.



Fund Her Future, H&R Block's small business grant program, provides funds and services to empower women-owned businesses—particularly those focused on making a difference in their communities—to reach their full potential.

Women are one of the fastest-growing segments of new small business owners. However, women often face unique barriers to accessing the funding and resources required to truly succeed in their ventures when founding businesses.

Block Advisors by H&R Block is helping to address these challenges and in 2024 provided \$100,000 in grants and a year of small business services to five women-owned businesses. More than 6,000 applicants submitted to the grant program. Narrowing down the winners from the thousands of submissions was a rigorous process handled by a selection committee comprised of more than 40 Block associates, including members of H&R Block's Women's Network Belonging Group. The winners stood out for their entrepreneurial tenacity and history of community connection, well-developed plans to leverage the grant to grow their businesses, and their intent to create positive change in the world, amongst other factors.



Heather Jiang | Allégorie based in New York City, NY: Provides leather alternatives through vegan-based fashion accessories, ultimately helping to reduce food waste and GHG emissions. The company repurposes discarded produce from landfills and recycled plastic into durable, stylish bags, backpacks and wallets, bringing innovative sustainability practices to the fashion and food industries.

We believe communities thrive when its entrepreneurs are equipped for success and can provide valuable services that meet neighborhood needs.



Erica Cole | No Limbits based in Richmond, VA: As someone with a limb difference, Erica created her company to provide stylish but functional options for those with different mobility, sensory, and functional needs.



Addie Gundry | Pluie based in Keller, TX: As a new mom, Addie experienced firsthand the challenges of changing diapers in unhygienic public bathrooms, so she created a patent-protected self-sanitizing changing station.



Ashley Ugarte | Hijita based in Austin, TX: Using regenerative and agroforestry practices in her small-batch chocolate company, Ashley, a first-generation American, shares her rich Mexican heritage and passion for chocolate with her customers.



Ameka Coleman | Strands of Faith based in Pearl, MS: A former healthcare professional, Ameka started her company to end texturism. Her non-toxic products address common issues for those with textured hair including dryness, breakage, and environmental damage.

All recipients will receive access to Block Advisors small business services, including business structure analysis, bookkeeping, payroll, Beneficial Ownership reporting, and tax preparation in the upcoming year. This program aligns with our aforementioned Block Horizons commitment to support 500,000 small businesses in the U.S.

H&R BLOCK FOUNDATION



As evidenced throughout this report, giving back to the community is part of our culture. The Foundation hosts several programs that encourage and recognize the participation of associates who help enhance the communities where they live and work. Through the Cash for Champions program, when an eligible associate provides a minimum of 25 hours of volunteer service to a nonprofit organization within a 12-month

Henry and Richard Bloch began the H&R Block Foundation as a way to give back to the community that supported their business and to recognize associates for contributions to their own neighborhoods. Since its inception, the Foundation has been committed to assisting low-income, underserved individuals in communities across the country and supporting nonprofit organizations that increase access to the arts, build stable neighborhoods, offer diverse learning opportunities, and expand access to services that respond to all individuals' physical and emotional needs.

consecutive period, the Foundation matches that commitment with a gift of \$100 to the organization. Each qualified associate is eligible to have a maximum of \$400 (100 volunteer hours) matched by the Foundation during any calendar year. Additionally, through the Matching Gift Program, the Foundation matches associate monetary support of private secondary schools, colleges, and universities.

The Foundation continues to support H&R Block's Connected Culture by aligning resources and leadership to create positive social change. To learn more about the Foundation, click [here](#).

Disaster Relief

During times of great need, we stand ready to live out our Purpose with quick and impactful responses.

Associate Relief Fund (ARF)

The ARF provides short term financial assistance to seasonal and non-seasonal associates, franchisees, franchise employees, and international associates, in moments of personal need and gives associates the ability to help one another. Associates may apply for financial relief if they have experienced financial difficulties as a result of a declared disaster or during a time of personal hardship. Now in its fourth year, the fund has awarded over 205 grants totaling more than \$143,000 in financial relief to our associates across the U.S., Canada, and India.

Maui Wildfire Relief

In August of 2023, wildfires devastated the island of Maui in Hawaii, causing catastrophic damage. Many lives were lost, countless homes were destroyed, and hundreds of thousands of people were left without power for weeks. H&R Block was deeply connected to these communities through our associates, franchisees, clients, and community partners in the affected areas. In response, we donated \$25,000 to the American Red Cross of Hawaii to support relief and recovery efforts in rebuilding the impacted regions.

Visit the Make Every Block Better [website](#) to learn more about our partnerships nationwide designed to help connect neighbors and support small business owners, including our interactive map to see how we are helping Make Every Block Better in every state. We also invite you to visit our [News Center](#) to find out more about the ways we are making an impact in communities coast to coast.

Hometown Impact: South Loop Link

In February of 2023, H&R Block, the H&R Block Foundation, and the Marion and Henry Bloch Family Foundation pledged a \$10 million investment towards the South Loop Link project in downtown Kansas City. The proposed green space project has continued to make progress in the past year and will reshape the surrounding area of H&R Block's world headquarters. Once completed, the South Loop Link will empower a more sustainable and connected downtown with improved air quality, reduced noise, and a commitment to prioritize pedestrians, cyclists, and multimodal transportation.

Global Impact: Our commitment to helping communities is wide reaching. As a global company, our teams are hard at work around the world delivering our Purpose.

India

Our BSR group in India stands as a beacon of hope through their commitment to community outreach, educational support, and healthcare assistance; building a brighter future for all.

In a world where many face homelessness, "Block Shelter" was established to offer shelter and hope to those in greatest need. Initially aiming to construct one new house annually, the initiative is now on its 10th build in less than four years.

We are dedicated to fostering the growth and success of aspiring athletes through the "SpoTalent" initiative. To date, our BSR group has provided various sporting equipment to 143 talented individuals, including 11 national players. This initiative goes beyond supplying equipment; it embodies our commitment to nurturing the resilience, determination, and potential of these athletes. By offering necessary resources and support, we aim to empower them to overcome challenges and achieve their highest aspirations, both in and outside their respective athletics.

Each year, our associates in India volunteer for the "Sponsor a Kid" program, an initiative designed to provide comprehensive support in the areas of tuition and admission fees, career guidance, and mentorship to underprivileged students. In FY24, 12 students were sponsored, including three medical and three engineering undergraduates.

The H&R Block India team spread joy and excitement ahead of the first day of school for more than 700 students by building and distributing laundry hampers filled with essential items. The reach of this give-back effort expanded to six different government schools, including two schools for disabled children and three orphanages.

Our H&R Block India team has forged a long-term partnership with the Ahalia Eye Foundation, providing ongoing assistance to those in need across Kerala. "B The Vision" was born from the partnership that gives the gift of sight to socially and economically disadvantaged individuals by offering free cataract surgeries. Through eye test camps, H&R Block India has completed 944 eye checkups, provided spectacles for 305 citizens, and conducted 106 cataract surgeries through seven medical camps.

Canada

Now in its second year of the Make Every Block Better program, H&R Block Canada increased its focus on and made significant improvements in community giving in FY24. During the annual Giving Campaign alone, hours volunteered increased by 14%, events hosted increased by almost 20%, and Associate participation increased by 70% year over year.

In addition, multiple independent giving programs were hosted by franchisees, district managers, and associates throughout the tax season. The "Warming Up the Block" campaign collected over 5,000 cups of soup for the homeless, and the "Block Hunger" program collected over 400 pounds of food and cash donations for Community Care of West Niagara.

H&R Block Canada's commitment to poverty reduction in the country has been seen coast to coast, and we are proud of our passionate associates for living our Purpose and making a positive impact in the lives of those who need us most.





Governance:

Proactive, sound, and ethical practices

The following section highlights our commitment to strong ethical practices, responsible decision-making, and effective governance structures. We strive to maintain a culture of integrity, transparency, and accountability throughout all levels of our organization.

Governance

As a Purpose-driven company serving millions of clients around the globe, it is our responsibility to continually empower and inspire our associates, lead our business with integrity, help create vibrant communities with thriving entrepreneurship, champion diversity, inclusion and belonging, and reduce our environmental footprint. Managing these efforts is key to forming beneficial relationships with our associates, clients, and business partners, and is key to our long-term success.

Compliance and Ethics

We are committed to being a trusted partner by acting with integrity in all that we do. This can only be achieved through the honest conduct of every team member—from our associates to the Board of Directors.

Annual mandatory training for our [Code of Business Ethics and Conduct](#) (“the Code”) underscores our commitment to ethics and provides associates with consistent, company-wide guidance on expectations of ethical behavior within our operations. The Code also describes the behaviors the company expects and the resources the company has and will provide to help ensure that we conduct business honestly, ethically, and with the highest degree of integrity.

Reports of violations of the Code may be made anonymously 24/7 via the Company’s ethics hotline. Additional channels for asking questions and reporting violations are identified in the Channels for Reporting Violations section of the Code. International associates may contact the Chief Ethics Officer, or the applicable country-specific resource listed in the appendix included at the end of the Code. Associates can raise ethics-related concerns anonymously, and the Company is committed to non-retaliation and whistleblower protection for associates who report these types of complaints in good faith.

Stakeholder Engagement

We regularly and openly communicate with external stakeholders through press releases, our corporate website, the annual report, the annual ESG report, SEC filings, shareholder outreach, investor conferences, and other regular discussions. In addition to the Investor Relations team, members of the Board of Directors, Senior Leadership Team, and other internal stakeholders participate in these efforts. We value and regularly seek and incorporate feedback from associates, investors, clients, and other key stakeholders.

Board of Directors

The responsible operation of our company begins with our Board of Directors (“Board”), who are committed to upholding ethical corporate governance practices that foster independent and effective oversight, which helps promote strong leadership. All Board members, with the exception of our CEO, are independent under applicable standards. Board members sit on a variety of committees, including the Audit, Compensation, Finance, and Governance and Nominating Committees, and must exercise their responsibilities in accordance with our [Corporate Governance Guidelines](#). H&R Block believes representation is key to inclusion and we remain committed to a diverse Board. Meet the leaders who serve on our Board [here](#).

Our Corporate Governance Guidelines provide that our Board is responsible for oversight of the company’s policies, programs, and strategies regarding significant ESG matters, which include, among other things, corporate social responsibility, environmental sustainability, and human capital management. The Board receives, at least annually, an ESG update from management and reviews ESG policies, programs, strategies,

risks, and trends. The Board also has regular annual discussions on other human capital management topics, including diversity, inclusion and belonging, top talent, succession planning, and associate engagement. The Governance and Nominating Committee will review and make recommendations regarding ESG matters when requested by the Board. View the Company’s Bylaws, the Corporate Governance Guidelines, the Board of Directors Independence Standards, applicable committee charters, and the H&R Block Code of Business Ethics and Conduct [here](#).

Political Activities

At H&R Block, we believe we have a responsibility to our shareholders, associates, and clients to be appropriately engaged in the political process to both protect and promote shared interests. Our business and the industry in which we participate are subject to extensive regulation, and the possibility exists that additional regulations could be adopted that impact the manner in which we serve our clients. We believe it is in our best interests, as well as those of our shareholders, associates, and clients, for us to be an effective participant in the political process by making prudent political contributions consistent with applicable laws. Additionally, some of our associates and directors may voluntarily fund a political action committee (“BlockPAC”) that is authorized to make political contributions to state and federal candidates, political party committees, and political action committees. We also participate in certain trade and industry associations to benchmark best practices and share knowledge, and we work with governments, others in our industry, the broader business community, and our clients to educate, protect, and promote shared interests.

As part of a comprehensive effort to ensure compliance with applicable laws relating to our political activities, we have established internal controls, policies, and management oversight concerning our political contributions and expenditures. We also devote internal resources to ensuring that any political contributions are undertaken and disclosed in compliance with applicable laws and regulations. Our Board has adopted a Political Activities Policy that sets forth H&R Block’s policies and practices regarding our political activities, and the Board must approve any revisions.

In order to help ensure that any political contributions are made in compliance with the Political Activities Policy and applicable law, the H&R Block Code of Business Ethics and Conduct prohibits any payment, gift, or contribution with company funds to any candidate for public office, campaign fund, political party or organization without prior authorization by the CEO. View the full Political Activities Policy [here](#).

H&R Block publicly discloses its political contributions and activities consistent with applicable laws and regulations. To enable interested parties to review our political contributions made during each fiscal year, we voluntarily post on our company website and annual report with details. View our Voluntary Report of Fiscal 2024 Political Contributions [here](#).

Data Security & Privacy

Given the sensitive nature of the information that our clients share, we are dedicated to protecting their privacy through responsible management approaches and data security procedures. We utilize administrative, technical, and physical safeguards to secure client data and conduct regular annual training for all associates.

In addition to regular oversight through briefings to the President & CEO, the Audit Committee of H&R Block’s Board has oversight of data security and receives regular reports on these matters from the Chief Information Officer and the Chief Information Security Officer. The full Board is also updated on a periodic basis. In addition, data security is a top priority for ongoing oversight by the Company’s Enterprise Risk Committee, and it monitors the Company’s efforts to identify, review, and remediate potential data security risks and vulnerabilities. The Enterprise Risk Committee also provides information and reports to facilitate data security briefings for the Company’s Audit Committee and full Board.

We seek to be as transparent as possible when it comes to client information we utilize, and how it is collected, used, shared, retained, and secured. We do not sell or rent our clients’ information (including social security numbers) under any circumstances. We use a multi-layered, zero-trust approach to secure systems and information while following the National Institute of Standards and Technology

Cybersecurity Framework. We protect our systems with critical security updates and perform penetration tests to identify and mitigate potential areas of weakness. Learn more about our privacy practices in our Privacy Notice.

Supplier Diversity

We are committed to fostering an inclusive supplier base that reflects the diverse communities we serve. Together, we are shaping a future where everyone thrives. In 2021, we embarked on an exciting journey—the creation of our Diverse Supplier Program. We have continued to focus on developing the Program and today we are celebrating its third anniversary with pride and enthusiasm.

Since its inception, our Diverse Supplier Program has achieved remarkable milestones including a 15% increase in new diverse suppliers, each bringing unique perspectives and talents. We actively engage with organizations like the Mountain Plains Minority Supplier Development Council (MPMSDC) and the Supplier Diversity Committee of the Kansas City Procurement Roundtable (KCPRT).

SASB Index

Below is a table that references the topics from the Sustainability Accounting Standards Board’s (SASB) ‘Professional and Commercial Services’ industry standards (part of the IFRS Foundation).

“H&R Block,” the “Company,” “we,” “our” and “us” are used interchangeably to refer to H&R Block, Inc., to H&R Block, Inc. and its subsidiaries, or to H&R Block, Inc.’s operating subsidiaries, as appropriate to the context.

Topic	Code	Accounting Metric	Response	Page
Data Security	SV-PS-230a.1	Description of approach to identifying and addressing data security risks	<p>The Company is committed to a risk-centric, layered information security approach to secure our data, systems, and services. We prioritize our data security initiatives and processes based on our assessment of known and anticipated threats to the Company’s data security. Utilizing the National Institute of Standards and Technology (NIST) Cybersecurity Framework, we strive for continuous improvement and utilize a metrics-based approach to identify and mitigate data security risks that could potentially impact our business operations or clients.</p> <p>In addition to regular oversight through briefings to the President & CEO, the Audit Committee of H&R Block’s Board of Directors (“Board”) has the primary responsibility of assisting our Board in the oversight of data security and receives regular reports on these matters from the Chief Information Officer and the Chief Information Security Officer. The full Board is also updated on a periodic basis. In addition, data security is a top priority for ongoing oversight by the Company’s Enterprise Risk Committee, and it monitors the Company’s efforts to identify, review, and remediate potential data security risks and vulnerabilities. The Enterprise Risk Committee also provides information and reports to facilitate data security briefings for the Company’s Audit Committee and full Board.</p> <p>We maintain multiple levels of protection to mitigate data security risks, and we regularly test our systems to discover and address potential vulnerabilities, including without limitation:</p> <ul style="list-style-type: none"> • using a multi-layered, Zero Trust principled approach to secure systems; • systematic monitoring of our sites and services to detect and respond to unauthorized activity; and • regular security audits and vulnerability assessments conducted by our dedicated internal information security team, our internal auditors, and by external third parties. <p>H&R Block engages in a broad range of activities to secure and protect the data that we obtain through our business operations including, but not limited to:</p> <ul style="list-style-type: none"> • continued development and enhancement of our controls, processes, and practices designed to protect our systems, computers, software, data, and networks from attack, damage, or unauthorized access; • security and business controls to appropriately limit access to and use of personal information, including adaptive and multifactor authentication; • comprehensive data protections, including encryption, to facilitate the secure storage, use, and transmission of sensitive data; • annual privacy/data security training to all employees and contractors and regular awareness and testing activities year-round regarding social engineering threats, such as phishing, for employees; • background checks on our employees, as permitted; • due diligence requirements and controls for third parties (e.g., service providers) with access to sensitive data throughout the lifecycle of the relationship; and • a dedicated global information security team that partners with all technology groups to monitor, prioritize, and remediate risks to the enterprise. <p>A description of H&R Block’s data security and privacy risks and how they are addressed are disclosed in H&R Block’s FY24 Form 10-K in Item 1A. Risk Factors on pages 8-19 and in Item 1C. Cybersecurity on pages 20-21.</p>	25

SASB Index

Topic	Code	Accounting Metric	Response		Page
Data Security	SV-PS-230a.2	Description of policies and practices relating to collection, usage, and retention of customer information	<p>H&R Block’s policies regarding the collection, usage, and retention of customer information comply with the applicable data privacy laws in all applicable jurisdictions. We seek to be transparent when it comes to customer information and how we utilize it. For instance, we do not sell or rent our customers’ information. The privacy notices for our products and services explain our practices relating to customer information, including where applicable how we collect, use, and safeguard customer information. In addition, our privacy notices and consent forms explain the choices customers have relating to such data. All employees and contractors are required to take annual privacy/data security training.</p> <p>H&R Block’s privacy notices are publicly available online here.</p> <p>A description of H&R Block’s data security and privacy risks and how they are addressed are disclosed in Item 1A–Risk Factors of H&R Block’s FY24 Form 10-K on pages 8-19.</p>		25
	SV-PS-230a.3	(1) Number of data breaches, (2) percentage involving customers; confidential business information (CBI) or personally identifiable information (PII), (3) number of customers affected	<p>Given the sensitivity of this data, H&R Block will only disclose information in this area to the extent required by applicable law. Please see H&R Block’s privacy notices to learn more about our approach to customer privacy.</p> <p>H&R Block’s privacy notices are publicly available online here.</p>		25
Workforce Diversity & Engagement	SV-PS-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	<p>In our US operations:</p>		13
			<p>Executive Management 2024</p>		
			<p>Women 33%</p>		
			<p>Executive Management 2024</p>		
			<p>White 67%</p>		
			<p>Black 11%</p>		
			<p>Hispanic 0%</p>		
			<p>Asian 11%</p>		
			<p>Prefer not to Identify 0%</p>		
			<p>Native Hawaiian / Pacific Islander 0%</p>		
			<p>2 or more Races 11%</p>		
			<p>American Indian / Alaska Native 0%</p>		

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Topic	Code	Accounting Metric	Response		Page
Workforce Diversity & Engagement	SV-PS-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management and (2) all other employees	All Other Employees ¹	2024	13
			Women	75.9%	
			All Other Employees ¹	2024	
			White	50.7%	
			Black	17.9%	
			Hispanic	13.2%	
			Asian	7.6%	
			Prefer not to Identify	5.8%	
			Native Hawaiian / Pacific Islander	0.3%	
			2 or more Races	3.7%	
			American Indian / Alaska Native	0.7%	
	SV-PS-330a.3	Employee engagement as a percentage	Associates at H&R Block have an engagement score of 77 (on a 100-point scale). Glint, our survey provider, is a part of Microsoft's Viva Employee Experience platform that provides best in industry survey solutions for over 1,000 companies.		24

¹ Includes all full-time, part-time, and seasonal associates of the company and company-owned office locations as of March 31, 2024.

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Topic	Code	Accounting Metric	Response	Page
Professional Integrity	SV-PS-510a.1	Description of policies to ensure professional integrity	<p>H&R Block maintains a Code of Business Ethics and Conduct (the “Code”), which requires all members of the Board of Directors, officers, and associates of the Company to act ethically and in accordance with the policies set forth in the Code. The Code includes guidelines relating to the ethical handling of actual or potential conflicts of interest, compliance with domestic and foreign laws, accurate financial reporting, and procedures for promoting compliance with, and reporting violations of, the Code. In support of the Code, we have established several channels for reporting potential ethics violations or similar concerns or for guidance on ethics matters, including via email, telephone, or in-person communications. All individuals have the ability to report concerns or discuss ethics-related matters anonymously through our Ethics hotline. The Company will not take adverse action against anyone who, in good faith, reports an actual or perceived violation of the Code.</p> <p>Mandatory annual training for the Code underscores our commitment to ethics and provides associates with consistent, company-wide guidance on expectations of ethical behavior within our operations.</p> <p>The Code is overseen by the Company’s Chief Ethics Officer, who is appointed by the Company’s Audit Committee. To help ensure the Audit Committee’s effective oversight of our ethics and compliance program, the Audit Committee regularly receives reports from the Chief Ethics Officer and reviews matters related to the Company’s ethics and compliance program.</p> <p>Additional details regarding our approach to ensuring professional integrity can be found in the full Code of Business Ethics and Conduct, which is available here.</p>	24
	SV-PS-510a.2	Total amount of monetary losses as a result of legal proceedings associated with professional integrity.	In FY24, the Company did not have any material monetary losses as a result of legal proceedings associated with professional integrity that required disclosure.	N/A
Activity Metric	SV-PS-000A	Number of employees by: (1) full time and part time, (2) temporary, and (3) contract	In our Company owned offices including international locations, we had approximately 4,200 regular full-time associates as of June 30, 2024. Our business is dependent on the availability of a seasonal workforce, including tax professionals, and our ability to hire, train, and supervise these associates. The highest number of persons we employed during the fiscal year ended June 30, 2024, including seasonal associates, was approximately 70,900.	N/A
	SV-PS-000B	Employee hours worked, percentage billable	Not applicable to the Company’s business, as employees do not work on a billable basis.	N/A

