

Human Rights, Labor, & Business Practices Policy

SCOPE

This enterprise level human rights, labor, & business practices policy applies to all the operations of H&R Block, Inc. (the “Company”) and its direct and indirect subsidiaries (together, “H&R Block”), regardless of geographic location. We expect our suppliers, vendors, and business partners to uphold these principles and urge them to adopt similar policies within their own businesses. We seek to respect human rights across our operations, which is represented by many stakeholders, including but not limited to our associates, suppliers, contractors, and shareholders. Our stakeholders include many diverse groups, such as women, children, indigenous populations, people of color, other minorities, and people with disabilities.

ADMINISTRATIVE & GOVERNANCE

This Policy and all statements herein – including any recommended changes or updates – are (or, as applicable, must be) approved by relevant members of the H&R Block Executive team who oversee implementation of this Policy. A management committee monitors compliance with this Policy, developments within the industry, and is responsible for proposing any updates to this Policy. The committee lead, who is the head of Environmental, Social, & Governance (ESG) initiatives, reports directly to a member of the C-suite. The Company’s Board of Directors is responsible for oversight of the Company’s policies, programs, and strategies regarding significant ESG matters and regularly reviews H&R Block’s approach and progress on ESG matters.

BUILDING A CULTURE OF RESPECT

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 H&R Block 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. All our associates are required to complete a training program on the prevention of discrimination in the workplace annually.

LEARNING & DEVELOPMENT

H&R Block provides educational opportunities, including formal classes, training programs, personal and professional development programs, and peer groups and events which gives our associates an opportunity to learn about and build on the varying backgrounds of our colleagues and clients. In 2019 we established the Belonging Council to foster a culture of belonging across the enterprise. Our various associate-led Belonging groups create space for connection, dialogue, and shared purpose across our organization.

Our greatest asset is our people, and we strive to foster an environment that supports career enrichment and leadership development opportunities. Encouraging and rewarding professional development is a core part of our culture.

H&R Block also employs an ongoing listening strategy that includes gathering feedback from associates through our annual Associate Engagement Survey (AES), new hire, and exit surveys. Our executives regularly engage in “skip-level” interviews with associates deeper in their organizational structure, with the goal of receiving direct feedback and strengthening relationships. Consistent with our commitment to listening, we use the results and feedback to guide future decision making and strategies for improvement.

BUSINESS INTEGRITY

H&R Block is committed to conducting its business with uncompromising honesty and integrity. Our standards for fair and ethical behavior for our management, associates, and vendors are set forth in our policies.

H&R Block has a Code of Business Ethics & Conduct (Code of Conduct) which outlines how we conduct ourselves: the policies, expectations, and high standards everyone must follow. Our Code of Conduct is global and applies to everyone at H&R Block (from our Board of Directors to new hires).

FORCED LABOR & HUMAN TRAFFICKING

We believe that people should work because they want or need to, not because they are forced to do so. H&R Block does not use any form of forced labor, including prison labor, indentured labor, child labor, bonded labor, military labor, slave labor and any form of human trafficking.

LIVING WAGE

We comply with local minimum wage laws. We use market and industry standards to offer wages where no wage law is in existence.

WATER & SANITATION

H&R Block recognizes the right to water as a fundamental human right.

STATEMENT OF RESPONSIBLE MARKETING

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