



# Code of Business Ethics and Conduct

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## **Report violations of the Code to the Chief Ethics Officer by:**

Sending an email to

[ethics@hrblock.com](mailto:ethics@hrblock.com)

or

Calling +1 855-ETHICS-3

(+1 855-384-4273)

**Reports may be made anonymously.**

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 using either of the methods above, or the applicable country-specific resource listed in the appendix included at the end of the Code.

# Message from the President & CEO



Dear fellow associates,

At H&R Block, our Vision is to empower financial freedom for our clients through trust and technology, and our Purpose is to provide help and inspire confidence in our clients and communities everywhere. Doing the right thing is how we earn our clients' trust and confidence – one conversation, one return, one decision at a time. Our Code of Business Ethics and Conduct (our “Code”) turns that belief into everyday practice. It's not just a policy; it's a set of commitments that shape how we serve clients, work with others, and partner across our communities.

## **What the Code means for you**

- It sets clear expectations for conduct across every role and location.
- It offers practical guidance when the right answer isn't clear.
- It points you to resources so you can get help when you need it.

## **Speaking up – always the right step**

When something doesn't look or feel right, raise it. You are encouraged to use the channels provided in the Code: your manager, our Chief Ethics Officer, or the country-specific resources listed in the appendix. We protect those who raise ethics-related concerns, which can be reported anonymously and without fear of retaliation. Asking questions and raising concerns is part of how we safeguard our business and keep our promises to clients.

## **What I ask of every associate**

- Read the Code and understand how it applies to you.
- Use the Code as a guide when you face tough choices – if you're unsure, pause and ask.
- Model integrity in the small moments, not just the big ones.

Our clients invite us into important aspects of their lives, and we honor and reinforce that trust by making ethical, thoughtful, and respectful decisions in every aspect of our business.

Thank you for living our Vision and Purpose and for holding one another to the highest standards.

Sincerely,

A handwritten signature in black ink, appearing to read 'Curtis Campbell', written in a cursive style.

Curtis Campbell

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# Introduction

## Our Purpose and the Code

At H&R Block, our Purpose is to provide help and inspire confidence in our clients and communities everywhere. Our continued success in living that Purpose depends upon acting with integrity in all that we do. That success can only be achieved through the ethical business conduct of every member of our team. This Code of Business Ethics and Conduct (the “Code”) reinforces our commitment to ethical business conduct and provides guidelines for our associates and our business partners to follow, resulting in a consistent, company-wide approach to business ethics issues.

No code of ethics can address every situation that may arise, but by following both the letter and the spirit of this Code, we can maintain our strong reputation and achieve continued success. If the Code does not specifically address a situation and you are unsure about the right course of action, ask your manager or others identified in the Code before acting.



One of your obligations under the Code is to be familiar with the policies applicable to the position you hold within the Company. Most Company policies can be found on the Policies & Procedures page on the Company’s intranet, Amp. Please ask your manager if you cannot locate a particular policy.

## Who is Subject to the Code?

- The Code applies to all associates, officers, and members of the Board of Directors of H&R Block, Inc. and all of its subsidiary companies throughout the world.
- When this Code says “the Company” or “H&R Block” it means H&R Block, Inc. and all of its subsidiaries.
- References to “associates” include full-time, part-time, and seasonal associates at all levels of the Company and in all jurisdictions in which we operate, up to and including executive officers.
  - All contingent worker agreements must require adherence to the Code as a condition to the agreement, and all contingent workers, including consultants and independent contractors, must abide by the Code when providing services to the Company.
- We expect our suppliers, vendors, and business partners to learn and support the Code as well.

## Responsibilities of Everyone

In addition to the specific requirements identified in the Code, you must follow these basic obligations:

- Conduct all Company business honestly, within the law, and with the highest integrity.
- Conduct yourself in a professional manner at all times, especially when you are identifiable as an associate, representative, or agent of the Company, including in any electronic or social media communications.
- Comply with all laws and government regulations applicable to your position with the Company.
- Learn and follow the Company's policies and procedures applicable to your position with the Company.
- Seek advice from your manager or others when you have questions about the law, the Code, or other Company policies.
- Remind others of their responsibilities when they appear to be at risk of violating the law, the Code, or other Company policies.
- Promptly report all violations (whether witnessed or reasonably believed, and whether accomplished or attempted) of the law, the Code, or other Company policies to the Chief Ethics Officer at [ethics@hrblock.com](mailto:ethics@hrblock.com) or via telephone toll free at +1 855-ETHICS-3 (+1 855-384-4273) or to the applicable country-specific resource listed in the appendix to the Code.
- Truthfully and fully cooperate with Company and governmental investigations.
- Do not retaliate against anyone for reporting violations or cooperating in investigations.
- Do not destroy, alter, falsify, or conceal evidence of violations of the law, the Code, or other Company policies.
- Avoid participating in illegal, unethical, or other activities that might reflect unfavorably upon you or the Company, including filing untimely or inaccurate personal tax returns, or failing to pay required taxes.

## Additional Responsibilities of Managers and Leaders

The Company's managers and leaders are in a unique position to help set an appropriate "tone at the top." In addition to complying with obligations applicable to all associates, managers and others in leadership roles must:

- Help to ensure that all direct reports receive a copy of the Code, understand the Code, and sign an Acknowledgment and Certificate of Compliance annually when requested by the Chief Ethics Officer.

- Ensure that direct reports understand the legal requirements and Company policies applicable to their positions with the Company. Promptly identify and address any compliance issues that arise.
- Lead by example by modeling appropriate conduct for associates.
- Be straightforward: establish a work environment that supports open communications with associates and provides guidance in response to their concerns.
- Foster compliance with the Code by reinforcing that business results are never more important than acting with integrity and by encouraging associates to ask questions, suggest improvements, and report violations.
- Immediately report any known or potential violations of applicable securities laws (including those related to the trading of H&R Block stock) to the Corporate Secretary at [corporatesecretary@hrblock.com](mailto:corporatesecretary@hrblock.com) or via telephone at +1 816-854-4288.
- Report any potential violation of the law, the Code, or other Company policy to your immediate manager, the Chief Ethics Officer, or the applicable country-specific resource listed in the appendix to the Code.

## **Administration of the Ethics and Compliance Program**

Our commitment to ethics starts at the top with the Board of Directors. The Audit Committee (“Committee”) of the Board of Directors has ultimate responsibility for overseeing our Ethics and Compliance program. The Committee appoints a Chief Ethics Officer, whose primary responsibilities are to lead and administer the program, to investigate complaints or potential concerns, and to periodically report to the Committee concerning compliance with the Code by the individuals to whom it applies, and other material issues regarding the Ethics and Compliance program. While the Chief Ethics Officer is fully supported in this role by the Chief Executive Officer, the Chief Legal Officer, and other members of senior management, the Chief Ethics Officer has direct access to the Audit Committee, independent of other members of management, if that is necessary in his or her judgment. The Committee may conduct or authorize investigations into any matters within the scope of its responsibilities and may engage outside advisors as it deems appropriate. The Company may revise the Code at any time at its discretion and without advance notice.

## **Employment Status**

- Acknowledgment of and compliance with this Code is a condition of your employment with the Company.
- The Code is not an employment contract between you and the Company.
- Unless you have an individual written employment contract stating otherwise or applicable law in the jurisdiction in which you are employed provides otherwise, your employment with the Company is at-will and can be terminated at any time by either you or the Company.

# Compliance and Enforcement

## Acknowledgement and Certificate of Compliance

In order to abide by the Code, we must fully understand it. Accordingly, everyone subject to the Code must read the Code and sign an Acknowledgement and Certificate of Compliance (“Acknowledgement”) at initial hire, annually, and at any other time as requested by the Company.

**Each time you are asked to sign an Acknowledgement, you will be asked to report** (1) any conflict of interest or potential conflict of interest (as described beginning on page 14 of this Code, called “Conflicts”); and (2) any other attempted or actual violation of the law, this Code, or other Company policy (called “Violations”). A Violation also includes any request for you or others to engage in conduct that would constitute a Violation.

- You must report all possible Conflicts or Violations involving you or others that are known to you to the manager, the Chief Ethics Officer, or the applicable country-specific resource listed in the appendix to the Code.
- Each report will be reviewed on an individual basis to determine whether a Conflict or Violation exists and, if so, if a waiver of the applicable Code provision(s) is appropriate, based upon the individual facts and circumstances. Waivers for executive officers and members of the Board of Directors may be made, if at all, only by the Board of Directors.
- Failure to sign an Acknowledgment or to promptly disclose a known Conflict or Violation is in itself a Violation.
- Failure to read the Code or to sign an Acknowledgment will not relieve you of your obligations under the Code.
- Knowingly making false allegations is a Violation of the Code and also may be a violation of the law.

## Asking Questions and Reporting Violations

Speak up if you have questions or concerns about the Code or other Company policies, and seek advice from your manager or others identified in the Code before acting if you are unsure about the right course of action.

It is imperative that you promptly report all Violations. If you are uncertain whether a particular situation constitutes a Violation, you should report it and allow the Chief Ethics Officer to make a determination after a thorough investigation. Early reporting may help avoid or mitigate serious harm to you, your co-workers, clients, or shareholders. Some Violations can result in awards of civil damages or assessments of criminal penalties against the Company or individual associates, and early reporting is crucial in helping to avoid such situations.

Never attempt to dissuade others from reporting Violations either internally or to appropriate law enforcement or governmental authorities. Any such action is itself a Violation. Similarly, if you are asked not to report a Violation, either internally or to appropriate law enforcement or governmental agencies, immediately report the request to the Chief Ethics Officer (which can be done anonymously).

## Channels for Reporting Violations

We provide a number of channels for you to ask questions and report Violations. **Your next-level manager will often be in the best position to address your concerns, and you may report Violations directly to your manager.** The Company recognizes, however, that this may not always be practical and could make you uncomfortable. As an alternative, you may contact any of the following sources at any time to report a Violation, ask questions, or raise concerns:

- The Chief Ethics Officer at [ethics@hrblock.com](mailto:ethics@hrblock.com) or via telephone toll free at +1 855-ETHICS-3 (+1 855-384-4273)
- For International associates, the Chief Ethics Officer or the applicable country-specific resource listed in the appendix to the Code.
- For matters involving employment issues, such as questions or concerns regarding work schedule, hours, or pay, the H&R Block People Resource Center at 877-222-5547 or at [PeopleResourceCenter@hrblock.com](mailto:PeopleResourceCenter@hrblock.com).
- For matters involving human resources issues, such as manager or co-worker relations, concerns about discrimination, corrective actions, or reasonable accommodations, Associate Relations at 877-222-5547, or through the self-service option on Amp.  
*- For International associates, the country-specific People & Culture department.*
- For matters involving accounting, internal controls, auditing, or corporate tax, the Corporate Secretary at [corporatesecretary@hrblock.com](mailto:corporatesecretary@hrblock.com) or via telephone at +1 816-854-4288.
- If your ethics concern is not resolved to your satisfaction, you may report it again through another person or channel without fear of retaliation.

## You May Report Violations Anonymously

You may report Violations orally or in writing and, in most cases, you will not be required to identify yourself. There may be certain limited circumstances where it will be necessary for you to identify yourself if you wish to have the Company fully investigate and resolve your concern.

To report Violations anonymously, contact the Chief Ethics Officer at [ethics@hrblock.com](mailto:ethics@hrblock.com) or via telephone toll free at +1 855-ETHICS-3 (+1 855-384-4273).

## Non-Retaliation and Whistleblower Protection

Notwithstanding any other provision of the Code, Company policy, or any agreement with the Company, no person subject to the Code will be permitted to take any adverse action to retaliate against anyone who, in good faith, reports an actual or perceived Violation, or who cooperates in the investigation of a Violation. This statement applies whether the Violation is reported internally or to law enforcement or other governmental authorities, such as the Securities and Exchange Commission or the Department of Justice. Any such adverse action is itself a Violation and could result in serious disciplinary action, up to and including termination. This section does not prohibit the Company from taking disciplinary action against anyone who does not act in good faith, such as by knowingly making false allegations or providing misleading information.

## **Investigation**

We will investigate all reported Violations as promptly as reasonably possible. Depending upon the nature of the alleged Violation, the investigation and any corrective action may be handled by the Chief Ethics Officer, the relevant manager, the country-specific ethics contact, the People & Culture department, or by a member of another appropriate department within the Company. In some cases, we may engage outside parties to assist with the investigation.

In most circumstances, the Internal Audit department is responsible for investigating Violations pertaining to accounting, internal controls, auditing, or corporate tax matters. If Internal Audit is the subject of an investigation, the investigation will occur under the direction of the Audit Committee, which is empowered to designate a management representative and to hire its own outside counsel if it deems that necessary or appropriate. The Corporate Secretary will maintain a log of all reported Violations pertaining to accounting, internal controls, auditing, or corporate tax matters, along with the investigative status and resolution, and will report any Violations to the Audit Committee on a regular basis.

We value our associates' privacy and, while we cannot guarantee complete confidentiality in all circumstances, we will investigate all reported Violations as confidentially as is practicable.

## **Discipline**

Any associate, regardless of his or her position in the Company, who violates the letter or the spirit of the Code, the law, or other Company policies, is subject to discipline up to and including termination of employment. Certain Violations may also result in criminal penalties and civil judgments against the associate.

Associates should never take any action that is a Violation of the Code, even if directed to do so by a manager or because such action may provide a financial benefit to the Company.

## **Contact by Law Enforcement, Governmental Agencies or Third Parties**

Associates should not make statements on behalf of the Company unless specifically authorized to do so. If you are contacted by law enforcement, a governmental authority, or by another third party about actual or suspected improper or illegal activity, you must immediately notify your manager and the Legal department (unless such notification would be prohibited under or protected by applicable law or would not be appropriate under the circumstances, such as notifying your manager if your manager is the subject of the investigation). While it is generally our policy to cooperate with governmental inquiries or investigations, any time a government official wishes to speak with you, you should first notify him or her that you are required by Company policy to inform the Legal department of the inquiry and that, while the Company has a policy of cooperation, the Legal department will coordinate a time for an interview that does not interfere with your duties.

## **Contact by Media Outlets**

If you are contacted by the media, you should not answer any questions, but should instead simply refer them to the Company's Media Desk at: +1 816-854-4287 or MediaDesk@hrblock.com. Employees outside the United States can contact the Company's Media Desk or their local media relations contact if applicable.

# Q:

Lucy, a Tax Professional, told her friend Janet to e-mail her W-2 and other tax documents. Since Janet and Lucy are friends, can Lucy ask that Janet's tax documents be sent to Lucy's e-mail account?

# A:

No. H&R Block associates should not ask clients to send tax documents to their personal or work e-mail accounts. Documents should be securely transferred by approved resources.

## Our Clients

Our business requires clients to entrust us with their personal and financial information. Because our clients depend on us to manage and safeguard this highly sensitive and private information, we are committed to maintaining that trust by exercising the utmost integrity in all aspects of our client relationships and in the handling of all client information.

### Client Information

Protecting confidential client information from unauthorized use or disclosure is fundamental to our business, our reputation, and our clients' satisfaction. Everyone with access to client information is responsible for protecting it. Protecting client privacy is not only the right thing to do, it is required by various laws and regulations around the world. Misuse of client information can result in civil and criminal penalties against you and the Company.

Importantly, Section 7216 of the Internal Revenue Code limits the ability of a "tax return preparer" to use or disclose tax return information without client consent for most purposes other than the preparation of a tax return (limited exceptions apply). Jurisdictions outside the United States also impose certain privacy obligations on associates. It is important that we take our responsibilities under Section 7216 and other similar laws and regulations seriously. Any questions regarding compliance with Section 7216 or any other laws or regulations should be referred to the Legal department at [legalquestions@hrblock.com](mailto:legalquestions@hrblock.com).

### Key Requirements

- Client information should only be stored on Company-approved devices and securely transferred by approved resources, and should not be downloaded to unapproved devices (such as personal computers, e-mail or cell phones, USB drives, external third party servers, etc.) without appropriate authorization.
- Client information, including physical tax returns and related documents, must not be removed from the office and should be accessed only from approved locations using Company-approved devices and systems.
- Only use client information for authorized business purposes and in compliance with law, and never in settings where inadvertent disclosure could occur.
- Except for authorized Company associates or third parties, do not disclose information about clients, including the identity of clients, without the written consent of the client or the approval of the Legal department.

# Q:

James assists with the Company's purchases of computer equipment. A Company vendor calls James one day and asks him if he would like to attend an exhibition the vendor is hosting, all expenses paid, including travel, meals, and entertainment. Can James accept the invitation?

# A:

It depends on the facts and circumstances. Prior to accepting the vendor's invitation, James is required to seek approval from the Chief Ethics Officer under the Company's Entertainment, Gifts and Gratuities

## Key Requirements (cont'd)

- Client information should only be shared with authorized vendors that have been approved to receive client data and should only be transferred after securing Legal approvals and by using approved, secure methods.
- If you receive a subpoena, court notice, garnishment, or other legal document, please scan and email the document immediately to the Legal Department at [legalquestions@hrblock.com](mailto:legalquestions@hrblock.com). Alternatively, you may fax the document to 816-802-1038. Please include any relevant envelopes with your submission.
- Any intentional or inadvertent disclosure of client information in violation of the Code or other Company policies should be immediately reported to your manager or through one of the reporting channels described in the Code, as well as through Incident Management. Incident Management matters may be opened through the My Support Tickets feature on Amp. Associates outside the United States should contact the incident management personnel for their countries.
- Associates should immediately report to their District General Manager any notice or communication received from the Internal Revenue Service or any state taxing authority related to tax preparation practices or tax preparation penalties.
- Do not enter, upload, or share client information with artificial intelligence ("AI") tools unless the AI tool and the use case are Company-approved for that type of client data and handled using approved, secure methods. See the Company's Global Responsible AI Use Policy for more information and resources to contact if you have questions.

## Client Misconduct

Our clients are our primary focus and we are passionate about serving them. Occasionally, however, we encounter clients who attempt to use our services for unlawful purposes, such as filing a false tax return. You must never assist a client in any unlawful activity or prepare any tax return or other document that you believe to be false.

If you encounter this, you must report it to your manager or through one of the reporting channels described in the Code, as well as through Incident Management by accessing the My Support Ticket feature on Amp. Associates outside the United States should also contact the incident management personnel for their countries.



## Gifts and Gratuities

In order to avoid conflicts of interest and maintain an unbiased decision-making process, associates are prohibited from seeking or accepting gifts, gratuities, or tips from clients. This prohibition extends to both monetary offerings (cash and cash equivalents) and tangible items of value (such as event tickets or travel arrangements). It is crucial to avoid any situation where the acceptance of such gifts could be perceived as influencing your business judgment or endangering the Company's reputation. Likewise, it is impermissible to give gifts, gratuities, or cash to a customer, supplier, or outside entity in exchange for business or a business opportunity for the Company. If there are any questions regarding the possible value or worth of gifts and gratuities, associates should discuss the matter with the Chief Ethics Officer.

See the Company's Entertainment, Gifts, and Gratuities Policy for more information.

- If you have questions about whether or not you can accept a potential gift, please reach out to the Chief Ethics Officer at [ethics@hrblock.com](mailto:ethics@hrblock.com).

## Client Solicitation

- Unless expressly authorized, **do not**:
  - promote or sell to clients any product or service not offered by the Company;
  - promote to clients any business other than that of the Company;
  - promote to clients any political cause or candidate; or
  - seek from clients any political, charitable, or other contributions.

Soliciting clients for such purposes without authorization is a Violation of the Code and may also be a Violation of applicable laws.

- Never use, disclose, or access client information obtained through the Company, including client names, addresses, telephone numbers, or income information for any purpose not approved by the Company. Client consent may also be required.



# Our People and Environment

We are committed to achieving an inclusive business culture and to providing a workplace that is free from unlawful discrimination and harassment. We are also committed to following all applicable labor and employment laws, to respecting employee privacy, and to providing a safe and healthy work environment. This commitment goes beyond simply complying with the law; we are committed to a culture of belonging and equity where every voice is heard and everyone feels safe, included, and inspired. Those in leadership roles are expected to foster this culture and set a positive example.

## Associate Privacy

Protecting the privacy of our associates is an important matter that must be taken seriously. Any personal or confidential information about fellow Company associates, which becomes accessible to you in the course of your employment, must be used solely for legitimate business purposes and should not be revealed to anyone, unless explicitly authorized by the Company. The unauthorized disclosure of certain associate information, such as medical or financial information, to either internal or external parties may violate the law and subject you or the Company to civil or criminal penalties.

In addition, associate personal or confidential information must not be entered into AI tools unless the tool and use are authorized for legitimate business purposes and handled consistent with Company requirements. See the Company's Global Responsible AI Use Policy for more information and resources to contact if you have questions.

If you disclose associate information in violation of this subsection or other Company policies, or learn that someone else has, whether intentionally or inadvertently, immediately report the disclosure to your manager or through one of the reporting channels described in the Code, and through Incident Management by accessing the My Support Ticket feature on Amp, so the Company can take steps to protect the information. Associates outside the United States should contact the incident management personnel for their countries.

While we respect the privacy of our associates, we retain the right to monitor and inspect Company property to the full extent permitted by applicable law, including internet activity, e-mail, instant messaging, and any other communications made, received, accessed, or stored through the use of Company property. See the Company's Communications Systems Usage Policy for more information.

Where law permits, we also reserve the right to inspect personal property that is on Company premises. Refusal to allow such an inspection is a Violation of the Code. The Company has the right, without notice, to access all tax returns prepared or stored on the Company's computer systems, including associate tax returns prepared through the Company's software and those that are password-protected.

### Key Requirements

- Do not provide references, either positive or negative, to persons outside of the Company for current or former associates. See the Company's Associate Records Policy for more information.
- Outside requests for references and/or records of associates or former associates are to be referred to TALX – The Work Number® at [www.theworknumber.com](http://www.theworknumber.com) or 1-800-367-5690.
- Forward all subpoenas, court orders, search warrants, and other legal demands for associate records to [legalquestions@hrblock.com](mailto:legalquestions@hrblock.com). Alternatively, you may fax the document to 816-802-1038. Please include any relevant envelopes with your submission.

## Environment, Health, and Safety

Protecting the health and safety of our associates is one of our highest priorities. Our commitment to providing a safe and healthy working environment includes a commitment to protecting the environment of the communities in which we do business by striving to minimize any adverse impact of our operations. We comply with all applicable health and safety laws, and work to develop the best feasible operations, policies, procedures, and technologies conducive to a safe and healthy work environment. These may include prohibiting the use and possession of weapons and illegal drugs on our premises and restricting the use of alcohol on our premises.

It is the responsibility of associates to promptly inform their managers, security personnel, or People & Culture about any workplace activity that appears suspicious or poses a potential safety risk. This may include situations or incidents associates observe, or are aware of, involving other associates, former associates, clients, or visitors that appear problematic. Timely reporting of such matters is essential to ensure a secure and productive work environment for all.

## Equal Employment Opportunity

Discrimination and harassment based upon legally protected characteristics, including race, color, religion, creed, national origin or ancestry, sex, pregnancy, sexual orientation, gender identity or expression, marital status, age, disability, veteran status, and any other consideration protected by federal, state, or local laws are illegal and strictly prohibited. Harassment includes, among other things, offensive statements and jokes, physical contact, and displaying offensive materials. Please refer to the Company's Anti-Discrimination and Anti-Harassment Policy for more information. You can access this policy on the Company's intranet or any other designated platform accessible to associates located outside the United States.

### Key Requirements

- Treat everyone you encounter during your workday with respect and dignity.
- Make all employment decisions, including those concerning recruiting, hiring, training, compensation, evaluation, promotion, discipline, and termination, based on business merit without regard to characteristics protected by law.
- Foster a professional work environment that is free from all forms of harassment, including harassment based on characteristics protected by law.
- Promptly report all Violations to your manager, a member of the People & Culture department, the People Resource Center at 877-222-5547, the Chief Ethics Officer at [ethics@hrblock.com](mailto:ethics@hrblock.com) or via telephone toll free at +1 855-ETHICS-3 (+1 855-384-4273) or the applicable country-specific resource listed in the appendix to the Code. Cooperate fully in all investigations relating to an alleged Violation.

## Relationships with Supervisors, Co-workers, and Subordinates

Though we want to foster a collegial company culture, we recognize that personal relationships between associates can negatively impact our work environment. Thus, we do not permit direct reporting relationships between family members and do not permit any associate to be employed in a position that may impact the terms and conditions of the employment of a family member. In addition, managers must not engage in sexual or romantic relationships with their subordinates. See the Company's Relationships in the Workplace Policy for more information.

## Definitions

The following definitions apply for purposes of this "Conflicts of Interest" section of the Code.

**Field Seasonal Associate** means a seasonal associate that prepares tax returns or supports associates that prepare returns and serve financial clients.

**Immediate family** means spouse, parents, siblings, and children, including in-laws and step-relationships, and the equivalent relationships for domestic partners.

**Member of your household** means any person living in your household or any person, whether living in your household or not, to whom you provide substantial financial support.

**Material financial interest** means a partnership interest, ownership of stock, options to buy stock, or other ownership of an equity interest or debt securities of a company, but generally does not include investments of less than one percent of a publicly held company's stock unless it is one of your material assets. Investments in mutual funds and other investment portfolios where investment decisions are made by a fund manager typically will not be deemed a material financial interest. An interest is material if it is material to the business in which the investment is made or if it is one of your material assets.

**Provide services** means to provide services as an employee, owner, consultant, member of a board of directors, or committee, or in any other capacity whether paid or unpaid.

## Conflicts of Interest

Your activities on the job or in your free time must not conflict with your obligations to the Company. While we respect your right to engage in legitimate financial, business, and other opportunities outside of your position with the Company, you must avoid even the appearance of a conflict.

### Employment, Consulting, and Volunteering

**If you are employed as a field seasonal associate**, all tax returns you prepare must be processed through BlockWorks Online or other authorized Company system used with Company permission by the Company's tax professionals, in accordance with the Company's policies, procedures, and fee schedules (including the Company's pricing and discount policies). This includes tax returns prepared pursuant to any program providing discounted or free tax return preparation for friends or family members. You may not prepare or assist in the preparation of any other tax return, either for a fee or free of charge, except as follows:

- Your own personal tax return; or
- Tax returns prepared through the Volunteer Income Tax Assistance (VITA) program or other approved voluntary programs provided that:
  - you obtain advance written authorization from your manager;
  - you do not solicit clients for the volunteer program;
  - you are not compensated by the volunteer program or the taxpayer;
  - the program does not charge any fee to the taxpayer; and
  - the volunteer work is performed outside of your scheduled hours, offsite, and without the use of Company property.

*Managers may not approve any other exception to this policy.*

**If you are employed in any role other than a field seasonal associate**, you may not prepare or assist in the preparation of any tax return, either for a fee or free of charge, except as follows:

- Your own personal tax return;
- Tax returns prepared through BlockWorks Online or another authorized Company system for Company clients, in accordance with the Company's policies, procedures, and fee schedules (including the Company's pricing and discount policies);
- Tax returns prepared through the VITA program or another approved voluntary program, subject to the criteria stated above; or
- Tax returns prepared free of charge for friends and family members up to a limit of five returns.

*You must seek a written exception from the Chief Ethics Officer to prepare any other tax return.*

# Q:

Mary is a tax pro and her son has an EFIN which he operates out of Mary's home. Should Mary disclose this?

# A:

Yes, since Mary's son is an immediate family member and lives in her household, she must disclose this to the Chief Ethics Officer and report as a conflict on COBE.

**All Associates:** Unless you have the prior written authorization of the Chief Ethics Officer, you may not provide any services to any of the following:

- The Internal Revenue Service or any other national, state, or local tax agency in the U.S. or other countries in which we operate;
- Any enterprise or organization that competes with the Company;
- Any enterprise or organization that provides services to competitors of the Company, if those services constitute more than one percent of the annual revenues of the enterprise or organization providing the services;
- Any enterprise or organization that does business with the Company, or that seeks to do business with the Company, if such business constitutes more than one percent of the annual revenues of that enterprise or organization; or
- Any enterprise or organization that is a customer of the Company (other than individual income tax preparation clients).

You must promptly disclose to the Chief Ethics Officer by email to [ethics@hrblock.com](mailto:ethics@hrblock.com) if:

- You have, or own a business that has, an IRS electronic filing identification number or the local equivalent for international associates ("EFIN");
- You are listed on your spouse's EFIN;
- Any member of your immediate family or household is employed by a competitor of the Company, has his or her own business that is competitive with the Company or an EFIN, or provides services to any enterprise or organization identified in this section of this Code; or
- You are a government official, employee, or agent.

*Note: Even if your position with the government is determined not to present a Conflict, you must refrain from mingling your public duties and your employment with the Company.*

- If you have questions about whether or not something is or may be a conflict of interest, please reach out to the Chief Ethics Officer at [ethics@hrblock.com](mailto:ethics@hrblock.com).

*The Chief Ethics Officer, in consultation with other members of management, will determine whether such activity constitutes a Conflict on an individual basis. You must seek the authorization or provide the disclosure described above on an annual basis, regardless of whether prior authorization was provided.*

## Investments and Other Financial Opportunities

You must disclose in writing to the Chief Ethics Officer by email to [ethics@hrblock.com](mailto:ethics@hrblock.com), immediately and annually thereafter, if you or any member of your immediate family or household:

- has any material financial interest in any company that is a client of the Company, any company owned by an individual client of the Company, any competitor of the Company or any enterprise or organization that does or seeks to do business with the Company;
- has a personal or business relationship with any competitor of the Company or any enterprise or organization that does or seeks to do business with the Company (excluding individual tax preparation clients);
- acquires an interest in an investment in which the Company has or is considering acquiring an interest; or
- receives an offer for preferential allocations of stock or to participate in an initial public offering from any company, organization or financial advisor with which the Company does business or could be expected to do business.

In addition to their corporate and fiduciary duties, officers and members of the Board of Directors cannot have any material financial interest in any entity with which the Company has a material relationship or has entered into a material transaction, if such interest could be expected to give rise to a Conflict. Such interests must be reported promptly to the Company's Chairman of the Board and Chief Legal Officer.

If you influence purchasing decisions or engage outside firms, you must promptly disclose to the Chief Ethics Officer (via email to [ethics@hrblock.com](mailto:ethics@hrblock.com)) any relationship you or your immediate family or household members have with current or prospective Company suppliers.

You, your immediate family, and members of your household may not receive loans from nor have loans guaranteed by the Company, clients, or companies with which the Company does business, unless such loans are made in the ordinary course of business, are of a type that is generally made available to the public, and are made on market terms or terms that are no more favorable than those offered to the general public.



## Political Contributions and Activities

We respect and encourage your participation in the political process, but it must occur on your own time and without the use of Company resources. We also respect your right to your own political viewpoint, but when expressing that view, you must avoid the appearance that you are speaking or acting for the Company.

### Key Requirements

- If you or a member of your immediate family or household currently holds, intends to run for or becomes appointed to any local, state, national or foreign public office (even if only in an advisory capacity), you must promptly notify the Chief Ethics Officer by email to [ethics@hrblock.com](mailto:ethics@hrblock.com). The Company will then assess potential Conflicts or limitations that may arise regarding the Company's operations due to your position.
- Do not make statements on matters of public policy or politics in the name of the Company unless specifically authorized by the Chief Executive Officer of H&R Block, Inc. or if doing so is within the scope of your specific job duties with the Company.
- Do not make or authorize any payment, gift, or contribution with Company funds to, or otherwise use Company resources for, any candidate for public office, campaign fund, political party, or organization except as authorized by the Chief Executive Officer of H&R Block, Inc. Further, all payments using Company funds for events or activities involving government officials must be reported to the Company's Chief Legal Officer.

## BlockPAC

The Company sponsors BlockPAC, a political participation fund, which pools contributions from eligible personnel and contributes them to candidates. Participation in BlockPAC is voluntary; eligible participants must not be given favor for participating or penalized for electing not to participate.

## Supplier Relationships

H&R Block's relationships with suppliers are based on ethical and lawful practices. Following our requirements helps ensure that our supplier relationships benefit H&R Block while also protecting the Company's reputation.

### Key Requirements

- Provide competitive opportunities for suppliers to do business with the Company.
- Protect our confidential and proprietary information with a confidentiality agreement and protect any supplier-provided information protected by a confidentiality agreement. Please contact the Legal department for approval of any confidentiality agreements with vendors.
- Vendor management is centrally controlled by our Sourcing Team. Limited exceptions may be granted in writing from the Chief Financial Officer. See our Sourcing, Supplier Risk & Procurement policy for additional information.
- Do not solicit or accept loans from companies with which the Company does business other than loans made in the ordinary course of business on an arms-length basis.
- In the event you are involved in selecting or managing a vendor in which you have a business interest or with which you have a relationship, you must report it to the Chief Ethics Officer by email to [ethics@hrblock.com](mailto:ethics@hrblock.com).

See our Entertainment, Gifts and Gratuities Policy for full guidance on accepting items from vendors or potential vendors.

# Our Assets

We are all responsible for protecting the Company's assets, which include both tangible assets such as buildings, furniture, computers, equipment, and materials as well as intangible assets such as proprietary data and information and goodwill associated with our brands.

The Company prohibits theft, misuse, or deliberate or negligent damage to its assets. Unless expressly authorized by the Company, never use Company assets for personal reasons or to promote any business, product, or service that is not offered by the Company or that competes with the Company.

## Books and Records and Related Processes

The creation and maintenance of fair and accurate business records and management procedures is an integral part of our business and we are committed to the highest standard of accuracy and comprehensiveness. We are obligated to make and keep books, records, and accounts that accurately and fairly reflect our business transactions, and to prepare financial reports and financial statements that are full, fair, accurate, timely, and understandable. All associates are responsible for preparing and maintaining accurate business records. Accurate records include not only accurate numbers but accurate descriptions sufficient to provide full and complete information about the nature of transactions and other circumstances.

### Key Requirements

- If you are involved in the preparation of Company financial statements, you must apply generally accepted accounting principles and other applicable accounting standards and rules so that the statements accurately and fairly reflect the financial condition of the Company. You must not attempt to improperly influence any auditor during a review or audit of the Company's financial statements. Follow Company procedures when retaining auditors.
- Everyone must comply with all financial review and approval processes, including the Company's Enterprise Fiscal Authority Policy and Travel & Expense Policy. All financial budgets, performance forecasts, investment decisions and related business cases should be completed, timely, accurately and in an unbiased manner following appropriate Company processes.
- If you are involved in approving payments by the Company, do not approve any payment if any part of it is to be used for a purpose other than described by the supporting documents. If you have a question about the authenticity or accuracy of supporting documents, or if you have concerns about the propriety of the payment, do not approve the payment until your concerns are resolved by your manager, another senior member of management, or the Legal department.
- If you have any reason to believe that the Company's books and records are being maintained in an inappropriate manner, that the true nature or amount of any transaction is being concealed, or that the Company is otherwise misrepresenting its financial condition, budgets, projected performance, forecasts, or related analysis (whether intentionally, negligently or due to a deficiency in or noncompliance with internal accounting controls), you must report it.

Corporate credit cards are for business use only. Do not use your corporate credit card for any personal charges. Personal use of your company credit card can lead to termination.

Any complaints or concerns regarding accounting, internal controls, auditing, or corporate tax matters must be reported to the Corporate Secretary at [corporatesecretary@hrblock.com](mailto:corporatesecretary@hrblock.com) or via telephone at (816) 854-4288, and may also be reported to the Chief Ethics Officer at [ethics@hrblock.com](mailto:ethics@hrblock.com) or via telephone toll free at +1 855-ETHICS-3 (+1 855-384-4273). Any such reports will be treated confidentially. Federal law protects "whistleblowers" who report these types of complaints in good faith and prohibits retaliation against such individuals.

## Records Retention

Comply with all Company policies and procedures regarding the retention of documents including e-mail and electronic documents. Preserve all documents that relate to any anticipated, imminent, or ongoing investigations, audits, or litigation, including those subject to a legal hold. See the Company's Records Management Policy for full information. Note that AI-generated output may be a Company record, and if so, must be retained and preserved consistent with the Company's Records Management Policy. If you have any questions about whether a document may be destroyed, you must seek advice from the Legal department before destroying it.

## Securities Laws

The Company's practice is not only to comply with applicable securities laws, but to avoid even the appearance of noncompliance. We are prohibited by law and our own commitment to integrity from attempting to manipulate the market, trading, or price of any securities of H&R Block.

If you have any reason to believe that the Company or anyone acting on the Company's behalf is violating securities laws (whether intentionally, negligently, or due to a deficiency in or noncompliance with internal accounting controls), you must report it immediately to the Corporate Secretary.

## Computers, Electronic Devices, and Social Media

All computers, telephones, and other electronic or wireless devices provided by the Company are the property of the Company, as are all communications received or generated on such devices. The use of H&R Block's communication systems should be primarily for H&R Block business and should always be conducted in a professional manner. Reasonable or occasional non-business use of H&R Block communication systems is permitted, provided it does not conflict with H&R Block business objectives and policies or violate applicable law. Any and all communications accessed through the Company's devices may be monitored as described under "Associate Privacy" above. Display professional judgment, responsibility, and consideration for others when using any electronic or wireless device provided by the Company or using online communications or social media. See our Online Communication Policy for full guidance.

## Company Information

Some of the Company's most important assets are its proprietary data and information, such as business and marketing plans, designs, databases, records, and nonpublic financial data or reports. The Company has adopted an information governance program to ensure we understand the proper use and management of the Company's proprietary data and information, including the correct classification of each data set or system.

### Key Requirements

- Unless information has been classified as public, you should consider the information to be classified as confidential and take steps to avoid its disclosure.
- Do not discuss the Company's confidential information in public settings or other settings where inadvertent disclosure may occur.
- Do not input Company confidential information into AI tools unless the tool and the use are approved for the classification level of the information and handled consistent with Company requirements. See the Company's Global Responsible AI Use Policy for more information and resources to contact if you have questions.

## Video Meeting Recording

Recording of a meeting is permitted only by the host of the meeting using technology provided by H&R Block, and associates should use professional judgment to determine if a meeting recording is necessary. Recordings should be made sparingly and only when there is an essential business purpose. See our policy on Video Meeting Recording for full guidance on recording meetings.

## Trade Secrets

Trade secrets are a type of intellectual property, which are a subset of the Company's proprietary information that is commercially valuable because it is secret, is known only to a few within the Company and is subject to reasonable steps to maintain its secrecy. Trade secrets can include, among other things, client lists, technical developments, operational data, and marketing strategies. You must use the utmost care to protect these assets during and after your employment with the Company. However, an individual will not be held criminally or civilly liable under Federal or State trade secret law (including the federal Defend Trade Secrets Act) for the disclosure of a trade secret that is made either: (1) to a government official or attorney in confidence and disclosed solely for the purpose of reporting or investigating a suspected violation of law; or (2) in a complaint or document filed in a lawsuit or other proceeding, as long as that filing is made under seal. Additionally, an individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of that individual if the individual both: (i) files a document in the lawsuit containing the trade secret, as long as that filing is made under seal; and (ii) does not otherwise disclose the trade secret, except under a court order.

### Key Requirements

- Never provide access to or otherwise disclose any trade secrets of the Company, including through the use of AI tools, without first consulting the Legal department.
- If you disclose trade secrets or learn that someone else has, whether intentionally or inadvertently, immediately report the disclosure to the Legal department so that steps can be taken to minimize the harm to the Company.



## **Copyrights, Patents, and Trademarks**

H&R Block's copyrights, patents, and trademarks, including the Company's name and logos, are intellectual property owned by the Company. All associates must use the utmost care to protect these vital assets and ensure their use is consistent with Company policies and requirements. You should never use the Company's name or logos in a manner that would damage the Company's reputation and goodwill, and you should take steps to protect the Company's name, logo, and its copyrighted, patented, and trademarked assets from being misused by others. Any requests for third parties use of Block marks must be approved by the Media Desk.

Inventions, ideas, and works that you author, create, discover or develop which relate to the Company's current or prospective business, which result from, are suggested by, or relate to any work performed by you for the Company or which are developed using Company resources ("Intellectual Property"), are the property of the Company and must be used consistent with the Code and all other Company policies. To the extent that such Intellectual Property is not automatically owned by the Company, you agree to assign all intellectual property rights in them to the Company. You also agree to execute any documents to effectuate or ratify the foregoing assignment.

## **Inside Information**

Applicable securities laws prohibit you from trading or recommending the purchase or sale of the securities of any company on the basis of material inside information. The Company maintains an Insider Trading Policy that applies to all Company officers and associates, members of the Board of Directors, and all consultants and contractors to the Company who receive or have access to material inside information regarding the Company, as well as any persons who receive material inside information from such individuals. Our practice is not only to comply with securities laws, but to avoid even the appearance of noncompliance. Accordingly, as further described in the Insider Trading Policy, you are required to wait one full trading day after public disclosure of any material inside information before trading the Company's securities. See the Company's Insider Trading Policy for full information.

Consult the Company's Corporate Secretary and Securities Compliance Officer at [corporatesecretary@hrblock.com](mailto:corporatesecretary@hrblock.com) or via telephone at (816) 854-4288 or your own legal counsel if you have questions about the legality of any stock transaction or any recommendation involving H&R Block or any company with which we do business. The Company's attorneys, including the Corporate Secretary, represent the Company and do not provide personal legal advice to individual associates.

## **Artificial Intelligence**

H&R Block may provide access to and permit the use of Company-approved artificial intelligence to help associates work more efficiently and support approved business purposes. When using AI tools, associates remain responsible for complying with the law, the Code, and all Company policies, including with respect to confidential information and human oversight. See the Company's Global Responsible AI Use Policy for more information and resources to contact if you have questions. Any suspected misuse of AI should be reported through the channels described in the Code.

# Fair Business Practices

The Company is subject to antitrust laws and fair competition laws, which are intended to encourage competition and to protect consumers from anti-competitive activity. We are dedicated to complying with all laws relating to competition and to dealing fairly with competitors and suppliers.

## Antitrust

The Company is subject to laws and regulations which prohibit practices that unfairly eliminate competition, including agreements and communications between competitors that eliminate or discourage competition. The Company's business must be conducted in compliance with these laws.

### Key Requirements

- Do not propose or enter into any agreement or understanding with any competitor regarding prices, restrictions, refusals to sell, allocation of business, bidding, market share, or boycotts of customers or suppliers.
- Avoid contacts with competitors that could create the appearance of improper agreements or understandings, including all conversations with competitors regarding prices, products, services, and customers.
- Do not make false statements about competitors.

## Anti-Corruption and Improper Payments, Gifts, and Gratuities

All of the Company's business affairs and negotiations with external parties must be conducted on an ethical, legal, and arm's-length basis without even the appearance of impropriety. Business decisions must be based solely on commercial merit and not personal interest. It is against Company policy to offer or accept anything of value for the purpose of securing business, services, or preferential treatment. This does not prohibit gifts of minimal value intended to memorialize an occasion, reasonably build or maintain appropriate business relationships to advance the interests of the Company, or occasionally offering to cover or accepting the cost of meals of moderate expense for or from persons outside the Company. See the Company's Global Anti-Corruption Policy and Entertainment, Gifts, and Gratuities Policy for more information.

The United States and other countries in which we do business prohibit bribery of public officials. Under United States law, it is also a crime to mislead or lie to the government or any United States official, regardless of whether the statement is made under penalty of perjury.

The United States Foreign Corrupt Practices Act ("FCPA") makes it a felony crime to offer, promise, or give anything of value to a "government official" for the corrupt purpose of influencing a government decision, to improperly obtain business for the Company, or otherwise to obtain an improper business advantage. The FCPA also requires the Company to maintain accurate financial books and records. Any effort to undermine the accuracy of these records or to circumvent the internal controls the Company has put in place to ensure accurate records can result in significant sanctions.

All associates are required to report any Violation or suspected Violation of the "anti-bribery" or the "books and records" provisions of the FCPA and this Code.

The laws of many other jurisdictions also prohibit bribery or giving or receiving things of value in exchange for favorable treatment or an improper business advantage. In certain circumstances, these laws may be applicable to associates or to the Company as a whole.

All of these laws, whether enforced by the United States government, state or local governments, or foreign governments, are known collectively as “Anti-Corruption” laws. These Anti-Corruption laws and many related anti-fraud laws have severe penalties for both individuals and companies. It is the policy of the Company to always avoid payments or gifts or the provision of other things of value that could even create the appearance of corruption or suggest the violation of Anti-Corruption laws. If local laws, customs and business or social practices differ from the standards contained in the Code, you should immediately seek guidance through one of the channels specified in the Code to discuss the situation and determine the best course of action under the circumstances. See the Company’s Global Anti-Corruption Policy and Procedures for full information.

## Intellectual Property of Others

Just as we seek to protect our own intellectual property, we respect the intellectual property rights of our competitors and others. We will not knowingly infringe upon those rights. Comply with the terms of all license agreements and policies that the Company has with respect to computer software and other copyrighted materials, patents, trademarks, and trade names of others. Violation of intellectual property rights could result in civil or criminal penalties against the Company as well as individual associates.

### Key Requirements

- Do not obtain or possess improperly obtained trade secrets and confidential information belonging to a competitor or others.
- Do not encourage others to reveal trade secrets of a former employer, a competitor, or others.
- If you are offered or obtain a competitor’s trade secret, or information that you suspect may be a competitor’s trade secret, notify the Company’s Legal department immediately.
- Do not copy licensed computer software that is on your work computer.
- Do not copy or distribute copyrighted materials without appropriate authority under the circumstances. The occasional copying of a single article for distribution to a colleague will, generally, not violate the law or this Code. Mass copying and distribution, however, is not permitted. Consult the Legal department if you have questions.
- Do not use AI tools in a way that infringe on third-party intellectual property rights or that could introduce improperly obtained confidential information or trade secrets into Company work. See the Company’s Global Responsible AI Use Policy for more information and resources to contact if you have questions.



# Acknowledgement and Certificate of Compliance

I hereby acknowledge that I have received the **H&R Block Code of Business Ethics and Conduct (the “Code”)**, that I have read and understand the Code, and that I am expected to comply fully with the Code as well as all other Company policies. I further understand and agree as follows:

- I will promptly notify my manager or other persons identified in the Code if I become aware of a **known or potential conflict of interest described in the Code (a “Conflict”)** or **any other violation of the law, the Code, or Company policy (a “Violation”)** during the course of my employment with the Company.
- Failure to observe and comply with the Code could result in disciplinary action up to and including termination of employment as well as civil and criminal prosecution.
- If I manage others, I will ensure that all of my direct reports, including contingent workers, are made aware of their responsibilities and obligations under the Code.
- The Code does not prohibit me in any way from reporting concerns, making lawful disclosures, or communicating with any governmental authority about conduct I believe violates any laws or regulations.
- Failure to read and/or sign the Code or any other Company policy in no way relieves me of the responsibility to comply with the policies, practices, and standards stated in the Code or other such policies.
- The term “Company” means H&R Block, Inc. and all of its subsidiaries and, if I am employed by a subsidiary that has policies in addition to those stated in the Code, I must also comply with those policies.

I acknowledge that (check only one of the following):

\_\_\_\_\_ I am **not** currently aware of any Conflict or Violation (as defined above).

- This means that you **are not** aware of any situation that is an actual or possible violation of the Code or other Company policy.

\_\_\_\_\_ I **am** currently aware of a Conflict or Violation (as defined above) .

- This means that you are aware of a situation that is an actual or possible Conflict or Violation of the Code or other Company policy. Even if you have previously disclosed this information, you must disclose it again on this Acknowledgment. If you select this option, you must describe the situation below or otherwise report it to the Chief Ethics Officer.

Description of Conflict or Violation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ Date

\_\_\_\_\_ Signature

\_\_\_\_\_ Employee ID Number

\_\_\_\_\_ Printed Name

# Appendix

## Contact Information for Ethics Matters

<b>Country</b>	<b>Contact Information</b>
Australia	Phone: +61 2-9479-6319 Fax: +61 2-9483-3201 Email: <a href="mailto:mattwood@hrblock.com.au">mattwood@hrblock.com.au</a> 1/265 Pennant Hills Rd Thornleigh NSW 2120
Canada Tax Operations	Phone: +1 587-956-1984 Email: <a href="mailto:shannon.rennie@hrblock.ca">shannon.rennie@hrblock.ca</a> Suite 2600, 700-2 Street S.W. Calgary, Alberta T2P 2W2
Canada Wave	Email: <a href="mailto:hr@waveapps.com">hr@waveapps.com</a> 500-155 Queens Quay East Toronto ON, M5A 0W
India	Phone: +91 471 4151501 Email: <a href="mailto:manoj.elanjickal@hrblock.com">manoj.elanjickal@hrblock.com</a> 11th Floor, Yamuna Building, Technopark Phase 3 Trivandrum, India
Ireland	Phone: +353 1-4160-473 Email: <a href="mailto:heather.evans@hrblock.com">heather.evans@hrblock.com</a> 75 Merrion Square Dublin 2, Ireland
United States	Phone: +1 855-ETHICS-3 Email: <a href="mailto:ethics@hrblock.com">ethics@hrblock.com</a> One H&R Block Way Kansas City, MO 64105

