

Equity Action Plan

Since the murder of George Floyd and the resulting protests demanding an end to systemic racism, we have been intentional in listening to and discussing racism experienced firsthand by our associates.

These discussions led us to examine our own practices and policies, and in [June 2020 we outlined our plans to take action and do our part to end racism in the U.S.](#) Here is an update on our progress toward meeting those plans:

Hiring Commitment:

We expanded our hiring practices to be more inclusive and result in a more diverse candidate pool for all positions within our company.

- Despite the pandemic, H&R Block associates, who are HBCU alumni, led our participation in HBCU events with Fayetteville State University and Lincoln University, with several more scheduled throughout 2021.
- We initiated a talent diversity and inclusion strategy that includes partnerships with organizations such as the Heartland Black Chamber of Commerce, DisabilityIN, and Mid America LGBT Chamber of Commerce to continue to create a more diverse candidate pool.
- We continue to focus on racial and ethnic diversity of our associates, with racial and ethnic diversity of more than one-third of our C-suite leadership and 40% of our summer interns. We've made improvements since announcing our plan and continue to make diversity a priority with our hiring managers.

Education and Training Commitments:

We created new opportunities for our associates to educate themselves and each other about racism, bias, and the importance of diversity, inclusion, and belonging. We also enhanced existing trainings and provided new mandatory experiences to educate our leaders about racial equity.

- Dozens of Block associates kicked off our equity book club with, How to be an Anti-Racist by Ibram X. Kendi, followed by a discussion led by Dr. Nicole Price, CEO of Lively Paradox, a leadership development company focused on diversity, inclusion and bringing the whole self to work.

Policy Commitment:

We reviewed our policies and business practices to ensure they are explicit that any form of racial equity is not tolerated within our company, and we will increase our efforts to promote and recognize important aspects of Black culture.

- In addition to our Diversity, Inclusion and Belonging Council, Belonging@ Block, we formed a subcommittee, Actions We Take, to address structural racism and create a space where diverse voices are heard.
- We reviewed all our policies, making sure they are explicit about equality.
- For the first time in 2021, we made Martin Luther King, Jr. Day a paid, corporate holiday that was recommended to use as a day of service.
- We worked with Dun & Bradstreet to review our current minority-owned business spend and took a leadership role in Kansas City to increase diversity among suppliers, including a CEO pledge to sustain the improvement.

Community Commitment:

We are committed to helping create vibrant neighborhoods in underserved urban areas and generating opportunities for Black business owners to thrive, especially in our hometown of Kansas City.

- In the first year of [Make Every Block Better](#), we worked with the Urban Neighborhood Initiative to repair dozens of homes—from new gutters and furnaces, to retaining wall and foundational repairs—in a 10-neighborhood area on the east side of Kansas City, MO.
- We announced a new partnership with the Urban League of Greater Kansas City to improve financial management and confidence among Black small business owners. Our small business certified tax pros will provide free one-on-one coaching and counsel to Black small business owners to help them gain access to capital, while the Urban League will also provide free credit-building services as needed. While we are piloting this in Kansas City, we plan to expand quickly to work with Urban League affiliates and Black small business owners across the U.S.