

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.

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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.

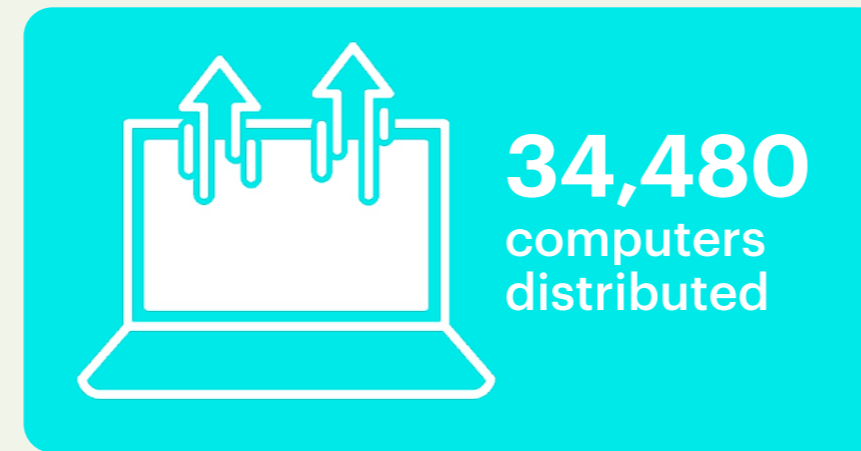
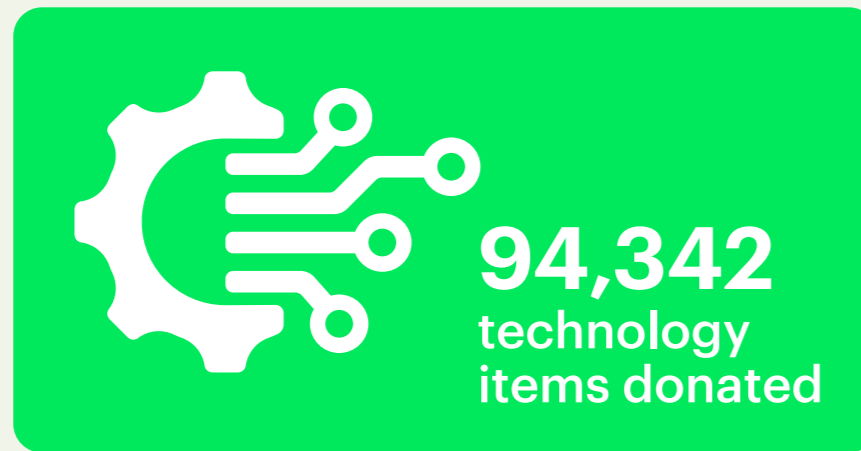


Recycling

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 Digitunity to help upcycle our computers and IT equipment. Digitunity’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.