



2020

JACK HENRY SUSTAINABILITY REPORT

jack henry
& ASSOCIATES INC.®

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A MESSAGE FROM DAVID FOSS, PRESIDENT & CEO



DAVID FOSS

President and Chief Executive Officer

Our company was founded on three guiding principles: do the right thing, do whatever it takes, and have fun. This approach comes alive in our commitment to corporate responsibility by:

- Enabling our associates to engage in meaningful work they love
- Providing innovative financial solutions to our customers to support responsible business decisions and keep their clients connected
- Delivering a strong return on investment to our stockholders while maintaining long-term sustainability for our business model
- Encouraging our communities to flourish by connecting people with technology
- Pursuing environmentally friendly practices to support a strong future for us all

Publishing a Sustainability Report is fairly new to Jack Henry & Associates, Inc.[®] (Jack Henry), but sustainability has been, and will always be, an important part of Jack Henry's culture and commitment to developing strong client relationships and sound technology. Our commitment enables our associates, clients, and communities to succeed – not just for today, but for tomorrow. This report is our way of summarizing the standards and practices we've been dedicated to for more than 40 years.

We recognize that corporate responsibility is a journey and that we'll never really "arrive." However, we are committed to making progress over time and being transparent with the progress we make. A few highlights in our corporate responsibility journey include:

- In August 2020, we named a Director of Corporate Responsibility, a role focused on advancing our corporate responsibility strategy and initiatives. We also conducted a materiality survey to identify our top priorities based on importance to Jack Henry, determined by both internal respondents and external peer benchmarks.
- Recently, as part of our environmental risk management strategy and commitment to environmental stewardship, Jack Henry engaged a third-party consultant to conduct a Scope 1 and 2 Greenhouse Gas (GHG) inventory.
- Over the last several years, we consolidated our data centers into two primary locations. In 2020, we assessed our environmental compliance obligations at our primary data centers in Allen, Texas, and Branson, Missouri, in support of our commitment to environmental stewardship.
- We have been consistently recognized in various areas where we employ associates as a "best place to work." We have continued that focus on our teams through expanded Diversity and Inclusion (D&I) programs, enhanced benefit programs, and support for five unique Business Innovation Groups (BIGs).

- In late 2020, I joined the CEO Action for Diversity & Inclusion – a movement of more than 1,400 CEOs and presidents committed to supporting a more inclusive workplace for not only our associates, but also the communities in which we all live.
- This past year, because we viewed the U.S. Paycheck Protection Program (PPP) as an opportunity to help community-based financial institutions save “Main Street” America, we developed solutions to help these institutions strengthen relationships with small businesses. We helped people get the paychecks they needed and helped to keep businesses – and our economy – afloat during the coronavirus pandemic.
- In early 2020, we reviewed and updated our Corporate Governance Guidelines to ensure that we were transparent regarding the expectations of our Board of Directors (Board) and leadership team in key areas of corporate oversight.
- Also this year, to strengthen our stockholders’ rights our Board recommended, and our stockholders approved, an amendment to our [Certificate of Incorporation](#) to require only a simple majority, rather than a supermajority, to approve an acquisition of Jack Henry by another person or entity.

We exist in a world that is ever-changing, and we continually find ourselves adapting. Despite the changing times, one thing that remains constant is Jack Henry’s commitment to championing corporate responsibility and ensuring that the actions we take today benefit the world tomorrow. I am confident that together, we can face any challenge before us. I look forward to maturing our sustainability efforts by empowering our associates, communities, and business to prosper while respecting the environment we work in and the Earth’s resources we share.

After all, doing the right thing is a key component of our culture.



ABOUT JACK HENRY

In 1976, Jack Henry was founded on the premise that strong relationships and sound technology go together. Today, with approximately 9,000 customers and approximately 6,800 associates, we continue to combine this idea with the pursuit of one common goal – excellence in financial services.

Through an exceptional service culture built on trust, doing the right thing, and doing whatever it takes, we confidently partner with our customers to achieve success. Whether they want to enable end-users, drive efficiencies, improve compliance, better integrate their platforms, customize their systems, or change operating environments, we offer the proven technology and uncompromising support to transform their businesses and move them forward.

Jack Henry provides products and services that enable our customers to process financial transactions, automate their businesses, and succeed in an increasingly competitive marketplace. Visit jackhenry.com to learn more.



**JACK HENRY'S
GUIDING
PRINCIPLES**

DO THE RIGHT THING.
DO WHATEVER IT TAKES.
HAVE FUN.



41
Offices in the
United States

2
Primary Data
Centers

approximately
6,800
Full-Time
Employees

\$1.70B
In Revenue
in FY20

approximately
9,000
Customers

OUR APPROACH TO CORPORATE RESPONSIBILITY

OUR COMMITMENT

Jack Henry's focus on corporate responsibility is rooted in our guiding principles to *do the right thing, do whatever it takes, and have fun.*

We endeavor to empower our associates, communities, and business to prosper while respecting the environment we work in and the Earth's resources we share.

JACK HENRY IS COMMITTED TO:



Enabling our associates to engage in meaningful work they love



Providing innovative financial solutions to our customers to support responsible business decisions and keep their clients connected



Delivering a strong return on investment to our stockholders while maintaining long-term sustainability for our business model



Encouraging our communities to flourish by connecting people with technology



Pursuing environmentally friendly practices to support a strong future for us all

WE DO IT BECAUSE DOING THE RIGHT THING IS A KEY COMPONENT OF OUR CULTURE.

OUR JOURNEY

This inaugural Sustainability Report highlights operations during calendar years 2019 and 2020 and provides insight into our management practices, sustainability metrics, and commitment to corporate responsibility. Our sustainability metrics are reported with consideration given to Sustainability Accounting Standards Board (SASB), Global Reporting Initiative (GRI), and Task Force for Climate-related Financial Disclosures (TCFD) reporting standards. Jack Henry engaged with a third-party consultant to qualitatively review and assess the accuracy of our sustainability disclosures.

Although corporate responsibility has long been a part of how we conduct business, in 2018 we formalized our commitment with the formation of a cross-functional working group comprised of individuals within the Human Resources, Investor Relations, Legal, Procurement, Risk Management, and Technology Services departments. This group made considerable progress laying the foundation for Jack Henry's approach to corporate responsibility. Notable accomplishments include:

- Identifying resource needs including internal leadership and a third-party consultant with environmental expertise
- Reviewing environmental, social, and governance (ESG) scoring factors developed by Institutional Shareholders Services to identify areas of strength and opportunity
- Developing a [Human Rights Commitment](#), publishing a [Vendor Code of Conduct](#), and enhancing our [Vendor Safety Program](#)
- Benchmarking our relative maturity in corporate responsibility topics against peers

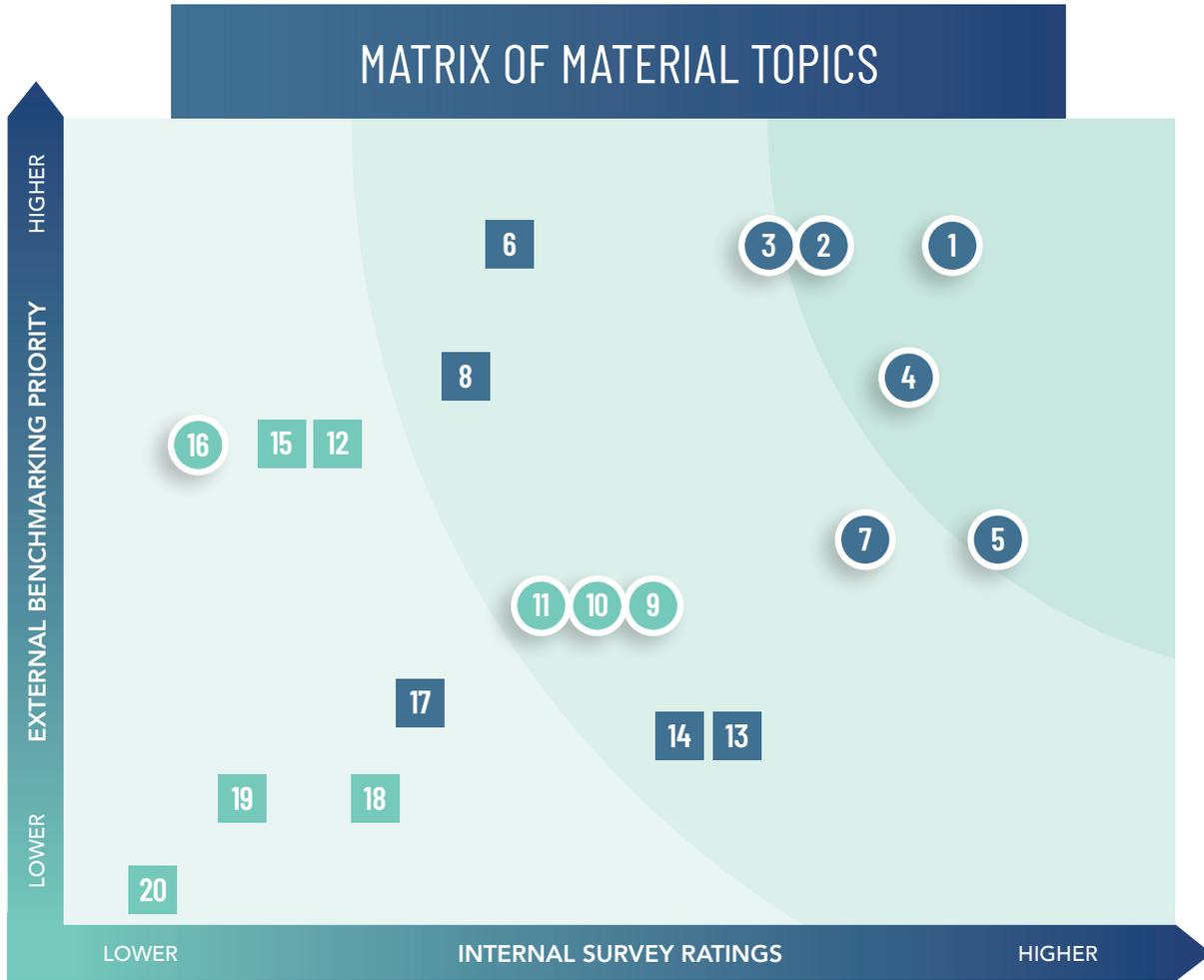
This year, we named a Director of Corporate Responsibility, a role focused on advancing our corporate responsibility strategy and initiatives. This position reports to the General Counsel and Secretary of the company with regular reporting delivered to the Board and its Governance Committee.

In early 2020, we identified environmental and social sustainability topics most relevant to our business. Standards developed by SASB Technology and Communications sector, TCFD, and GRI were used to develop our materiality assessment. Through this process, we selected 10 priorities based on importance, which were determined by both internal respondents and external peer benchmarks. We are committed to focusing our efforts on matters that have the greatest impact on our stakeholders: associates, customers, stockholders, communities, as well as the environment in which we live.

The Matrix of Material Topics graphic on the next page depicts the topics considered and the priorities identified. For the majority of our 10 priorities, we have mature practices in place (e.g., employee benefits and compensation) and have outlined our approach in this report. Those topics are included in our priorities because we do not want to lose sight of their importance. Other topics were included because we have less mature practices that we intend to enhance over time (e.g., GHG emissions). Review the appendix for further explanation of the topics considered.



MATRIX OF MATERIAL TOPICS



KEY



SOCIAL

ENVIRONMENTAL

JACK HENRY PRIORITY

- 1 Diversity & Inclusion
- 2 Talent Attraction & Retention
- 3 Employee Benefits & Compensation
- 4 Corporate Values
- 5 Non-Discrimination & Protection of Civil Rights
- 6 Training & Education
- 7 Human Rights & Fair Labor Practices
- 8 Corporate Citizenship & Philanthropy
- 9 Environmental Compliance
- 10 Data Center Environmental Considerations
- 11 Environmental Risk Management/ Strategy Development
- 12 Energy Efficiency
- 13 Employee Wellness
- 14 Occupational Health & Safety
- 15 Energy Consumption & Management
- 16 GHG Emissions
- 17 Social Strategy Development & Management
- 18 Hazardous Waste & Chemical Management
- 19 Non-Hazardous Waste Management
- 20 Water Stewardship

COMMITMENT TO PEOPLE

OUR CULTURE

Ask our associates why they love Jack Henry and many will tell you it is because our culture is exceptional. We do great things together. Rising to meet challenges and seeking opportunities is part of who we are as an organization. Our culture has helped us stay strong through challenging times and we credit our dedicated associates for our success. We take our commitment to preserving and enhancing our corporate culture so seriously that company culture is one of the criteria used when considering potential acquisitions.

ethics and integrity. Keeping ethics top of mind for our associates is a priority. This year, we reminded associates about the importance of ethics, how to report ethical concerns, and shared ethical training vignettes with our leadership teams.

OUR CORE VALUES



PASSION FOR CUSTOMER SERVICE | RELATIONSHIPS
INTEGRITY | DRIVE FOR RESULTS | EXCELLENCE

From day one, we provide new associates with a reliable and motivated single point of contact for basic questions, training, and encouragement through the PRIDE Ambassador program. We continue to reinforce our commitment to our culture by recognizing our associates through our Dedication to Excellence program, which is centered on our core values. Our associates continually demonstrate, through word and deed, the importance of our core values.

ETHICS AND HUMAN RIGHTS

Our [Code of Conduct](#) is one of Jack Henry's most important documents and guides our standards of

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I recently celebrated my twelfth year with Jack Henry! I came to Jack Henry through an acquisition. I was impressed with the people and culture from day one. It was clear that the corporate leadership team promoted a family-oriented culture and tenure of the employees averaged more than seven years. This spoke volumes to me, as it provided an avenue to feeling connected to our strategic direction.

TARA NEBEL
Senior Director of Enterprise Product Management

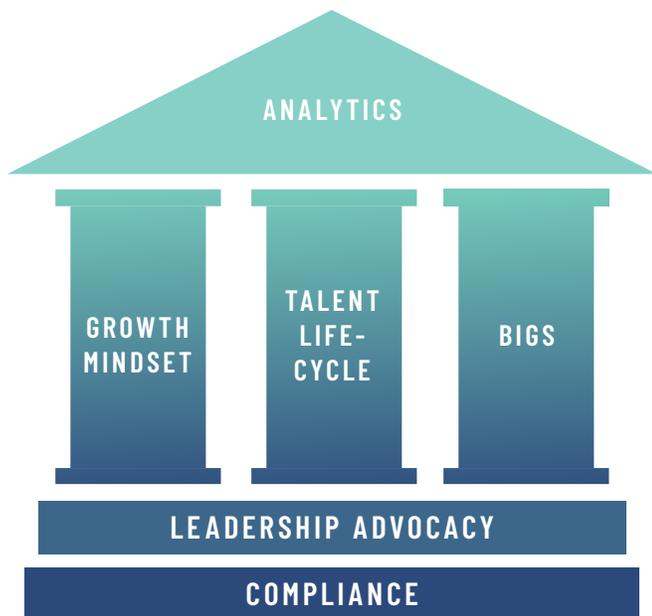
At Jack Henry, we are committed to fostering a work environment free of discrimination, harassment, and retaliation, and where associates feel comfortable reporting unethical behavior. In 2020, to further that pledge, we enhanced our Equal Employment Opportunity Statement (see page 30) and our associates' ability to anonymously report ethics and human rights concerns. We have instituted a 24/7 hotline managed by an independent third-party that is open to our associates, customers, vendors, and stockholders.

	2020	2020	2020	2020	2019
	#13 in <i>Financial Insights' IDC FinTech</i> Rankings	<i>American Banker</i> Best Place to Work in FinTech	<i>Computer World</i> 100 Best Places to Work in IT	11 location-specific Best Place to Work awards	<i>Forbes' Best Employers List</i> 3rd consecutive year

In 2020, we also published a [Human Rights Commitment and Policy Statement](#), which outlines Jack Henry's promise to respect the fundamental rights and freedoms of all individuals regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, genetic information, pregnancy, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, military and veteran status, or any other protected status by local, state, or federal law. We expect our vendors to act in accordance with our [Vendor Code of Conduct](#), [Vendor Safety](#), and [Human Rights policies](#).

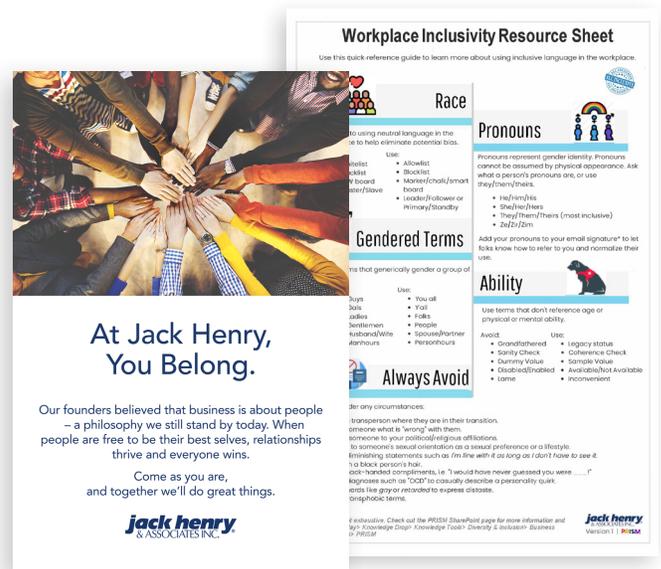
DIVERSITY AND INCLUSION

As a business, we have been on an intentional diversity and inclusion (D&I) journey for more than two years. We put to paper a multi-faceted approach to achieving our D&I aspirations, depicted in the visual *D&I Framework*. The framework is designed to help us achieve increased representation of underrepresented groups (e.g., female, minority) at all levels of the workforce, including senior leadership.



Above: D&I Framework

The foundation of the approach, of course, is compliance. We have standard practices in place, including affirmative action plans, policies, and required training. All associates take part in *Preventing Sexual Harassment* and *Valuing Diversity* training, and managers undergo additional training titled *Valuing Diversity: Manager's Edition*.



Above: Diversity & Inclusion Resource Materials

However, our strategy does not stop at compliance. Our commitment to a diverse and inclusive environment starts at the top. David Foss, President and CEO of Jack Henry, has joined more than 1,400 CEOs and presidents across the globe by signing the [CEO Action for Diversity and Inclusion](#) pledge to take action that supports a more inclusive workplace for our associates, communities, and society at large.

In response to recent events bringing racial injustice and systemic racism to the forefront, Foss sent a letter to all associates reiterating his personal commitment to racial justice and equality and Jack Henry's commitment as a company. He invited our associates to have crucial conversations about racial injustices, listen to one another, build each other up, and create an online platform for those conversations. We invited our customers to join us in our journey and offered a live webinar where we discussed race, inclusion, and the ways we can work together to better serve and support our associates, customers, and the communities in which we all live.

Our associates are encouraged to embrace a "growth mindset" with a posture of continuous learning. This includes how we approach D&I. Having a growth mindset helps us become more culturally aware and inclusive. It improves our effectiveness as individuals, teams, and as a company. We are invested in growing our associates' cultural competency through:

- Several on-demand elearnings on topics like stereotyping and microaggressions and workshops such as *Cultural Intelligence in the Workplace*
- Numerous targeted, experiential leadership development and mentoring opportunities for associates who are members of traditionally underrepresented groups
- A panel discussion during our internal technology conference about the benefits of neurodiversity in the workplace
- The introduction of an *Inclusive Manager Toolkit* for leaders and an *Inclusive Recruiting Toolkit* for the Talent Acquisition team
- The formation of our Diversity and Inclusion Education Advisory Council to help develop, test, review, train, and guide decisions regarding D&I education efforts

The talent lifecycle is a primary way we influence the diversity of our talent pipeline, and we are enacting a strategy to diversify and strengthen the quality of talent. We cast a wide net to attract qualified, diverse talent including job posting platforms like Women Who Code and Disability IN. Increasingly, our hiring managers are open to hiring employees in any U.S. location including remote, broadening our market of available talent.

Our internship program is another avenue we use to identify and cultivate the next generation of Jack Henry talent. Our recruitment efforts target underrepresented groups. Throughout the 10-week program, we provide college



BUSINESS INNOVATION GROUPS

Women at Jack Henry



MISSION

To promote a culture where all women at Jack Henry are empowered to reach their fullest potential and their authentic contributions drive our business to new heights.

STRATEGIC PROJECT

Identify the barriers and accelerants to advance women at Jack Henry.

NOTABLE ACCOMPLISHMENT

Hosted *Interrupting Gender Bias at Work*.

Mosaic



MISSION

To cultivate a diverse corporate environment where all input is valued, the power of differences is embraced, and diverse ideas drive market growth through innovation.

STRATEGIC PROJECT

Provide D&I education and training to Jack Henry associates.

NOTABLE ACCOMPLISHMENTS

- Hosted equity and inclusion panel.
- Raised \$20,000 for Equal Justice Initiative.

students with on-the-job training and direct interaction with leadership and a mentor. They complete various projects that provide educational benefits, as well as meet business-unit needs. These talented individuals are often placed into associate-level positions upon successful completion of the program.

Our Business Innovation Groups (BIGs) are company-sponsored, associate-driven groups that provide a collaborative platform for people, ideas, and thoughts to intersect and help address business challenges. In 2020, our BIGs expanded as part of our diversity and inclusion strategy, with more than 2,000 Jack Henry associates participating in at least one BIG. These

groups are open to all associates, no matter their characteristics or personal traits. Today, Jack Henry has five active associate-led BIGs with a mission to foster a culture of diversity and inclusion across our organization and in the communities in which we live and serve. They create opportunities for increased visibility and connection, and their insights inform our diverse recruiting strategy.

A major point of distinction from a typical affinity group is our BIGs' commitment to addressing bona fide business problems. Each group is tasked with an annual strategic project and has guidance from an executive sponsor. The BIGs are invited to provide updates to our executive leadership, and the Women at Jack Henry BIG presented to the Board.

Additionally, BIGs provide ongoing training, live panel discussions, and collaboration with leadership to support a psychologically safe work environment where associates can thrive. The work that these groups are doing to engage fellow associates and tackle meaningful topics – including gender and race equality and workplace efficiency – is inspiring and commendable.

In February 2020, we held our inaugural BIGs summit in Dallas, Texas, where more than 50 associates comprised of BIG leadership teams and executive sponsors gathered. The leaders spent time in a cultural intelligence workshop designed to equip them to be more effective



BUSINESS INNOVATION GROUPS

PRISM



MISSION

To promote a culture of inclusion and innovation through continual education and provide a space for LGBTQ+ community members, allies, friends, and anyone interested in learning more.

STRATEGIC PROJECT

Provide education and training on LGBTQ+ topics for Jack Henry associates.

NOTABLE ACCOMPLISHMENTS

- Hosted two LGBTQ+ events.
- Trained five associates through *PRIDE of San Diego*.
- Modified our style guide to include pronouns.

Veterans



MISSION

To foster the relationship between veteran and civilian associates to drive innovative thought, leadership, and business strategies to support the veteran community within Jack Henry.

STRATEGIC PROJECT

Enhance the sourcing and recruiting opportunities for Jack Henry's Talent Acquisition strategy.

NOTABLE ACCOMPLISHMENT

Hosted *Co-Creating Connective Tissue: Uniting our Jack Henry Family*.

JHAnyWhere



MISSION

To create a community for remote associates, foster engagement, and provide development opportunities for our members.

STRATEGIC PROJECT

Increase remote associate engagement.

NOTABLE ACCOMPLISHMENT

Hosted the two-part series workshop, *Transitioning to Remote Working*.

leaders. Read more about our Business Innovation Groups in our [FY20 Annual Report](#).

We are deeply invested in understanding the demographics of our workforce and striving to mirror the market of qualified, diverse talent. We recently upgraded our technology to allow for a deeper level of data analysis. We regularly review demographic data with executive leadership and the Board. These analytics are used to inform our recruiting strategies and guide our talent lifecycle practices.

TOTAL REWARDS AND WELL-BEING

We offer a competitive total rewards package to our associates to help them build and maintain well-being within and outside of the workplace. In FY19, we implemented an associate bonus plan, giving all associates a reward opportunity when the company achieves operating targets.

We introduced a concierge approach to wellness by partnering with “care coordinators.” Care coordinators serve as our associates’ primary contact for benefit support and questions and simplify navigating the health care system. This change makes it easier for our associates to take care of their health.



We recognize the value of our associates and believe much of our company’s strength and success depends on their well-being. As such, we have developed *Four Pillars of Wellness* that help support our associates with their well-being goals.

The COVID-19 pandemic presented significant challenges in both the professional and personal lives of our associates. We made meaningful improvements to our benefits program which were highlighted in our [FY20 Annual Report](#). The BIGs were instrumental in collecting data and highlighting the importance of mental health, as well as acknowledging the often-associated stigma. These groups helped promote mental health resources made available by Jack Henry. Beginning in January 2021, we are improving our mental health programs within our Employee Assistance Program (EAP) to ensure coverage through medical plans once EAP benefits expire. We are introducing Real Talk, a digital mental health app, and Sanvello™, a mental well-being support tool, to increase the convenience of these services for our associates.

PROFESSIONAL DEVELOPMENT

Jack Henry cares about what our associates think. Our listening strategy includes gathering feedback from associates through pulse, bi-annual engagement, new hire, and exit surveys. Our executives routinely engage in “skip-a-level” interviews with staff deeper in their

FOUR PILLARS OF WELLNESS



FITNESS

Jack Henry encourages associates to stay active with fitness challenges and fitness center discounts.



PHYSICAL

We offer weight loss and management programs and medical coverage to care for the physical health of our associates.



MENTAL

Counseling services and learning assistance are available to support mental health and wellness, and advance our associates’ education.



FINANCIAL

Our 401(k) and employee stock purchase plans help our associates invest in their financial future.

organizational structure, with the goal of receiving direct feedback and strengthening relationships. Consistent with our commitment to listening, we surveyed all Jack Henry associates to identify learning preferences and training needs. In 2020, we used the results to guide our learning development strategy and future offerings.

Jack Henry Learning and Development provides a wide range of development opportunities, including:

- In-person and virtual instructor-led courses
- On-demand courses through our Jack Henry University learning management system
- Resource sites dedicated to development
- On-demand learning playlists, curated by associates, for associates to easily share knowledge with others

We provide technical training content through Microsoft® Learn and Microsoft's Enterprise Skills Initiative learning platform. We offer recurring lunch-and-learns and partner with teams to develop technical training plans through our strategic workforce planning efforts.



The best part of my group mentoring experience was the creation of an individual development plan [IDP]. The IDP serves as a sort of vision board that shows where you are, where you want your career to go, and what action steps you need to take to get there. ... Achieving those targets opened up career opportunities for me and was a key part of helping me move into the Technical Writing Project Manager position that I'm in today.

ENOCH FREEMAN

Technical Writing Project Manager

Jack Henry's *Mentorship Marketplace* is a place for prospective mentors and mentees to connect and self-initiate matches based on areas of interest to them. A mentoring resources site complements the marketplace to prepare mentors and mentees to engage in effective and strategic partnerships. The Internal Mobility Marketplace offers a career coaching series along with

Right:
Jack Henry's
Leadership
Framework



SELF-DEVELOPER WEEKS

Self-Developer Weeks offered associates the chance to build skills without the carbon footprint associated with commercial travel. Classes offered included leadership coaching, career mobility, adapting to change, giving and receiving feedback, leveraging the Jack Henry leadership framework, and several others. In FY20, this experience was offered at 20 office locations, affording 1,045 associates increased access to professional learning and interactions with colleagues.

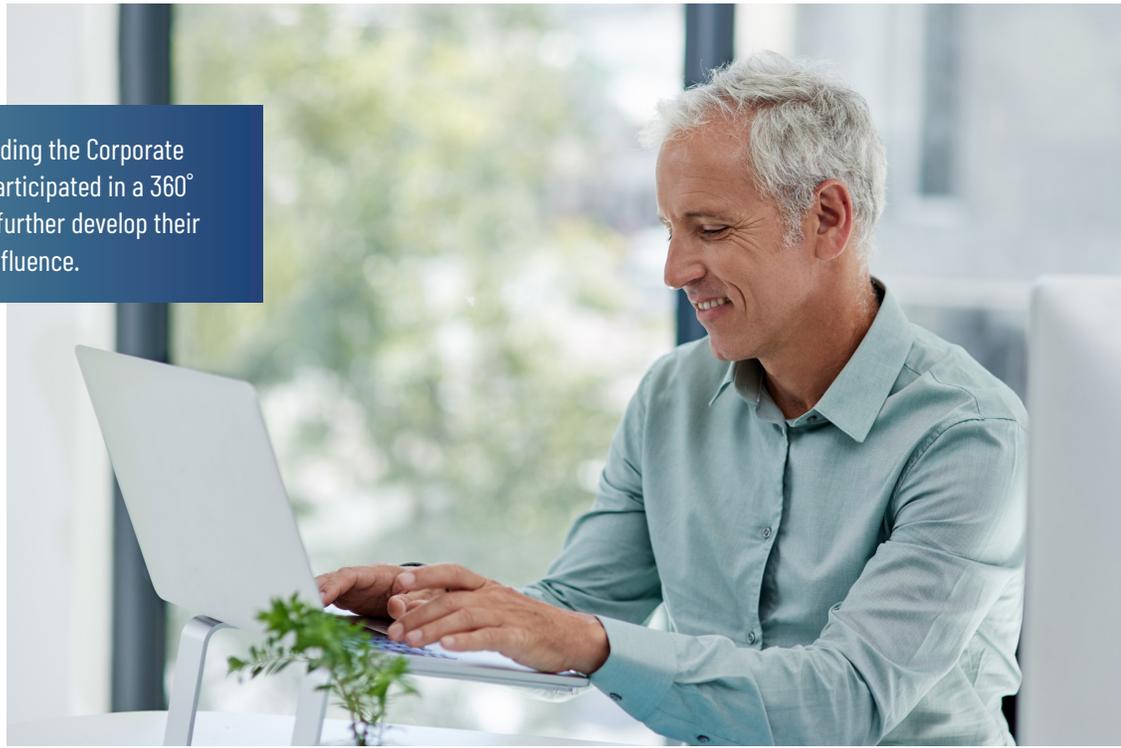
It is estimated that Jack Henry saved more than \$100,000 by reducing the need for associates to travel to another office for key training, which also reduced our environmental footprint. Seventeen of these Self-Developer Week events were conducted on-site, and three were converted to virtual experiences due to COVID-19. The virtual events were so successful, we plan to continue offering this format in the future to extend the environmental and cost benefits.

tools to create personalized development plans, expand skills, and build strong peer connections. We are deeply committed to supporting our associates as they seek meaningful work and pursue their career aspirations.

Our Leadership Framework, which was designed by Jack Henry associates, outlines expectations for leaders at every level, serves as our core competency model, and acts as a career development guide. The

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senior leaders, including the Corporate Leadership Team, participated in a 360° feedback survey to further develop their effectiveness and influence.



Leadership Framework plays a prominent role in our performance management practices. Our approach is designed to promote personal ownership of business targets and professional development, and every associate has at least one developmental target included in their performance assessment.

We emphasize continuous feedback and encourage managers and associates to meet regularly for an intentional performance conversation. In 2019, 46% of our people leaders attended a *Coaching Clinic* to grow their skill and comfort with delivering actionable feedback. In addition to *Coaching Clinics*, we have a myriad of development experiences designed to support our people leaders:

- *Foundations for New Managers* focuses on processes, policies, and cultural priorities to support the success of new managers.
- *Garage Talks* provide helpful tools and resources each month to support effective leadership practices. Notable topics include *Being an Inclusive Leader During the Holidays*, *Leading a Virtual Team*, and *Multicultural Teams*.

- Eighty-nine senior leaders, including the Corporate Leadership Team, participated in a 360° feedback survey and received an individualized and detailed report on ways to further develop their effectiveness and influence.
- *Emerging Leader Labs* provide mid-level managers opportunities to develop practical leadership skills in a hands-on environment while learning from and networking with other Jack Henry leaders.
- Jack Henry provides targeted executive education through a partnership with an accredited university to provide short, intense bursts of learning and opportunities to build relationships with peers across industries.



COMMITMENT TO CUSTOMERS

CUSTOMER ENGAGEMENT

Our Customer Experience Program is committed to providing value to our customers through the delivery of our brand promise: partnership, openness, and customer-centricity. We strive to understand our customers' business strategies and requirements when they decide to purchase our products and services. We invest in continually enhancing all aspects of their customer experience with us throughout the customer life cycle.

A significant part of this commitment is timely and effective communication with our customers so they, in turn, can provide financial services that improve the financial health, security, and prosperity of their customers. At the heart of our Customer Experience Program is the "voice of the customer," which allows us to listen, understand, act, improve, and adjust to the evolving needs of our customers.

Through our established customer listening framework, we gather feedback via our partnership surveys and direct conversations. The customer feedback we receive allows us to quickly respond to our customers' tactical and strategic needs. Our Customer Experience Program focuses on establishing and strengthening long-term customer partnerships by regularly engaging with them through communication channels like advisory boards, regional user groups, customer meetings, annual reports, virtual conferences, and newsletters.

RESPONSE TO COVID-19

COVID-19 obviously created many challenges, but Jack Henry remained committed to providing the quality service our customers expect. Our response to the pandemic and how we shifted to best support our customers was outlined in our [FY20 Annual Report](#).

DATA PRIVACY AND CYBERSECURITY

We take extensive measures to ensure our associates, customers, and data are properly protected. As a provider of products and services to financial institution clients, we process and store sensitive, personally identifiable information. Jack Henry has established

JACK HENRY ANNUAL CONFERENCE & SYMITAR EDUCATIONAL CONFERENCE

Each year, we bring together more than 1,000 of the best and brightest in financial services to provide customers an opportunity to explore emerging business trends, savvy strategies, and innovative solutions for financial services.

Through interactive educational sessions, training classes, roundtable discussions, and product demonstrations, customers can experience firsthand the solutions provided by Jack Henry Banking®, Symitar®, our strategic partners, and select solutions providers.

We hosted a panel discussion titled *Building a Community of Belonging* to more than 700 viewers during our virtual Jack Henry Annual Conference. The panelists explored how diversity and inclusion can build morale and relationships as well as improve business outcomes.



security and privacy programs that incorporate industry standard policies and practices designed to protect the confidentiality and privacy of this information.

We equip our data centers and facilities with security systems that follow strict protocol. All our data centers and many of our technology solutions undergo regular reviews, performed in the same manner and by the same agencies that review financial institutions. We are reviewed by the Consumer Financial Protection Bureau, Federal Financial Institutions Examination Council, Federal Deposit Insurance Corporation, National Credit Union Association, and the Office of the Comptroller of the Currency, among others. They test for flaws in operations, procedures, coding, and other areas that could lead to a breach. Critical services provided to our customers are subject to annual System and Organizational Controls (SOC) for Service Organizations reviews by our independent auditors. Reports are made available via the *For Clients* portal to all customers.

Systems are monitored 24/7 by internal personnel and tools, and external companies are contracted to monitor our distribution network. Additionally, Jack Henry associates and external contractors with sophisticated hacking backgrounds and skills regularly test our systems to identify potential vulnerabilities. As one of the largest technology service providers to banks and credit unions, our contingency plans are regularly reviewed by a broad spectrum of regulatory agencies. Internally, we have mandatory, quarterly cybersecurity training for all associates including “live” testing (e.g., if an associate clicks on a suspicious link in an internally generated email, they are required to undertake additional training).



 SYSTEMS ARE MONITORED
24/7

COMMITMENT TO STOCKHOLDERS

CORPORATE GOVERNANCE

Jack Henry is managed under the direction of the Board. The Board is the primary driver of corporate governance and sets high standards for our associates, officers, and directors. It is the duty of the Board to serve as a prudent fiduciary for stockholders and to oversee the management of Jack Henry's business.

The members of the Board, as well as the executive officers and all other employees, contractors, vendors, and business partners of Jack Henry are subject to and responsible for compliance with the Jack Henry Code of Conduct. The [Code of Conduct](#) contains policies and practices for the ethical and lawful conduct of our business, as well as procedures for confidential investigation of complaints and discipline of wrongdoers. It is Jack Henry's policy to comply with all applicable laws, including – without limitation – employment, discrimination, health, safety, securities, and environmental laws. The Board and the [Governance Committee](#) have oversight responsibility for matters related to ESG issues, while the executive leadership team is held accountable for compliance through their lines of business.

RISK OVERSIGHT

Our Board performs risk oversight primarily through the [Risk and Compliance](#), [Audit](#), and [Compensation](#) committees as outlined in our [Corporate Governance Guidelines](#). The Board assesses major risks facing Jack Henry and reviews options for their mitigation. The Risk and Compliance, Audit, and Compensation committees provide periodic reports to the Board regarding their risk assessments.

STOCKHOLDER RIGHTS

The Board and the Governance Committee regularly evaluate the need for revised corporate governance measures. For example, in FY18 Jack Henry's Board adopted a *Proxy Access for Director Nominations* bylaw. This permits a stockholder, or a group of up to 20 stockholders, owning 3% or more of the company's outstanding common stock continuously for at least three years, to nominate and include in the company's



AUDIT COMMITTEE

Oversees risks relating to the financial statements and financial reporting process, key credit, market and liquidity risks, and the policies and processes for mitigating such risks.



COMPENSATION COMMITTEE

Oversees risks related to the company's compensation policies and practices.



GOVERNANCE COMMITTEE

Identifies, evaluates, and recruits qualified individuals to stand for election to the Board, and recommends corporate governance policy changes, reviews executive succession planning, and evaluates Board performance.



RISK AND COMPLIANCE COMMITTEE

Oversees all other enterprise risks attendant to business operations, including but not limited to, risks associated with laws and regulations, disaster recovery, and data security.

proxy materials up to two director nominees or 20% of the Board (whichever is greater) provided that certain requirements specified in our bylaws are satisfied. Furthermore, at our recent 2020 Annual Meeting of Stockholders, the Board recommended and our stockholders approved, an amendment to our [Certificate of Incorporation](#) to require only a simple majority, rather than a supermajority, to approve an acquisition of Jack Henry by another person or entity. Both of these revisions represent a strengthening of stockholder rights and a commitment to director accountability and responsiveness to stockholders.

Our Board has adopted the [Corporate Governance Guidelines](#), which outline certain governance practices of Jack Henry, including the following:

FAILURE TO RECEIVE A MAJORITY VOTE

If a nominee who is currently serving as a director is not re-elected with a majority of the votes cast, they are required to submit a resignation to the Board. The Governance Committee will make a recommendation to the Board as to whether to accept or reject the tendered resignation.

MANDATORY DIRECTOR RETIREMENT

A director may not stand for re-election after age 70.

HEDGING PROHIBITED

Our policy on trading in company securities prohibits all employees, officers, and directors from engaging in hedging transactions, short sales, pledges, and trading in any publicly traded options involving the company's stock.

STOCKHOLDER VOTING ON POISON PILL AND OPTION REPRICING

It is the policy of the Board that no poison pill plan will be adopted and no outstanding stock options be repriced, without a vote of the majority of the stockholders of the company.

SUCCESSION PLAN REPORTING

To assist the Board in its planning for the succession to the position of chief executive officer, the chief executive officer provides an annual report on succession planning to the Governance Committee.

ADDITIONAL GOVERNANCE MATERIALS

We seek to ensure oversight and correction of our operations by using grievance mechanisms, tracking incidents and corrective action, carrying out remedial action processes regularly, and enforcing our Affirmative Action Plan. Jack Henry has posted several of its significant corporate governance documents on our [website](#). There you will find copies of the current Corporate Governance Guidelines, the Code of Conduct, the Compensation Committee Charter, the Governance Committee Charter (with attached Nomination Policy), Audit Committee Charter, and the Risk and Compliance Committee Charter, as well as Jack Henry's Certificate of Incorporation and Bylaws. Other [investor relations materials](#) are also posted, including SEC reports, financial statements, and news releases.

INVESTOR ENGAGEMENT

We use an open-door approach when communicating with our investors and analysts, engaging in near daily one-on-one calls to keep communications flowing, while also observing communication restrictions during blackout periods. We attend many conferences throughout the year for domestic and international investors and host Jack Henry's Analyst Day presentation annually, providing a view of our company's operations. Executive leadership invests considerable time in our investor engagement efforts to ensure that we are growing as a company in a direction that benefits our investors as well.



COMMITMENT TO COMMUNITIES

BUSINESS AS A FORCE FOR GOOD

Our belief that business can be a force for good is aligned with the *Statement on the Purpose of the Corporation*, developed in August 2019 at the [Business Roundtable](#), and signed by 181 CEOs who are committed to leading their companies to the benefit of all stakeholders. Jack Henry understands the importance of considering all our stakeholders when pursuing our business goals, and there are notable examples of Jack Henry doing good in the communities in which we operate.

For example, [our products enable financial institutions like The Bank of Missouri](#) who helped major food service businesses manage their cashflow during the COVID-19 pandemic. Our solutions allowed this bank to help businesses pay employees, optimize profit margins, and sustain steady cashflow.

The Coronavirus Aid, Relief, and Economic Security (CARES) Act was signed into law as an economic stimulus package with provisions for tax, health care, cash payments, and other economic relief designed to help businesses and their employees due to the COVID-19 pandemic. In response, our associates took an all-hands-on-deck approach, believing that this was our opportunity to help community-based financial institutions help save “Main Street” America. More information about Jack Henry Lending’s support was detailed in our [FY20 Annual Report](#).

Financial Institutions like [Guilford Savings Bank leveraged Jack Henry’s Paycheck Protection Program \(PPP\)](#) lending solution to help businesses during a time of great need. The bank was able to process more than double the amount of PPP loans in less time with Jack Henry’s solution. The added efficiencies enabled the bank to extend loans to non-customers, supporting its community when other institutions would not or could not, which ultimately led to new customer acquisition and an influx of deposits.

[Jack Henry is partnering with the American Bankers Association \(ABA\)](#) to kick off a program to use for the “unbanked” customer and participating in an initiative to equip banks nationwide with [Bank On](#)-certified accounts. These accounts are designed to serve the unbanked and underbanked population with modern banking services, including robust transaction capabilities – such as debit or prepaid cards and bill pay – all at a low cost and without overdraft fees. According to the FDIC National Survey of Unbanked and Underbanked Households, millions of Americans still operate their everyday lives and businesses on the sidelines of the financial mainstream. The Bank On movement aims to extend access and improve financial stability for Americans across the country. Jack Henry will provide banks with detailed guidance on meeting Bank On requirements, as well as documentation, elearning opportunities, and consulting services.

Our centralized payments hub provides access to multiple payment networks and is a turnkey solution for financial institutions and fintech partners. A large number of Early Warning Services’ Zelle Network[®] clients and more than half of the nation’s The Clearing House’s RTP[®] clients are live today through JHA PayCenter[™]. It provides the required components for network integrations, leverages an operational infrastructure, and eliminates the need for banks and credit unions to build and maintain their own network connections. More than 240 institutions are contracted to join the new payment networks through Jack Henry, and we are on target to onboard approximately 25 financial institutions each month.



MORE THAN

96,000

SMALL BUSINESS
ADMINISTRATION APPROVALS

COMPLETED 2X FASTER WITH
JACK HENRY’S SOLUTION.

We are excited about the growth opportunities with our faster payment solution. Considering that the prolonged pandemic environment has intensified the need to improve cash flow and expedite funds availability, industry experts estimate 70% of domestic demand deposit accounts will be connected to a real-time payments network by the end of 2020.

Access to user-centric and secure financial services continues to be a challenge for banks, credit unions, their customers, and members. It is critical for financial institutions to ensure access to financial services and resources for all people. Jack Henry's Banno ConversationsSM minimizes the need for branch visits. This solution makes it easy for financial institutions to provide human-centered service regardless of where the customer or employee is located.

JHA OpenAnywhereTM allows customers to open a new account in less than five minutes, whether the individual has access to a mobile phone, branch office, or kiosk. With Geezeo[®], financial institutions keep customers educated about their financial performance by alerting them to critical changes or behaviors, including spending, goal progress, bill reminders, and more. Digital Quality Management helps financial institutions meet Web Content Accessibility Guidelines to ensure web content is usable and accessible to all.

Through these efforts, our bank and credit union clients have had the opportunity to strengthen relationships with small businesses, while getting people the paychecks they desperately needed and helping keep businesses – and our economy – afloat.

CORPORATE CITIZENSHIP

We understand the importance of extending our services outside of our day-to-day business to help contribute to the greater good. For this reason, Jack Henry regularly engages with the communities where we operate through volunteer events, engagement initiatives, and donations. In accordance with our Code of Conduct, we choose to direct corporate donations to accredited 501(c)(3) organizations and have not directed donations toward political purposes.

In 2020, Jack Henry associates generously supported more than 90 different philanthropic organizations through payroll deduction. Corporately, we have

matched funding for many organizations, including but not limited to, the American Red Cross, United Way, Convoy of Hope, and the Equal Justice Initiative.

Our bereavement program is designed to provide comfort to associates when they lose a loved one. Jack Henry donates to the associate's choice of one of our approved philanthropic organizations to honor the life of the loved one.

We have used our corporate aircraft for emergency and humanitarian situations impacting our associates and customers. We partner with organizations like the Corporate Angel Network to provide much needed transportation for cancer patients traveling to and from treatment.



\$10K donated to Feeding America by Jack Henry Annual Conference participants as part of the Run with Jack Henry 5k.

We participate in the Missouri-based GO CAPS programs. These Centers for Advanced Professional Studies programs are nationally recognized, innovative high school programs. Our associates work with these students to help them gain hands-on experience and explore careers in technology. A key component of the program is the job shadowing opportunity, which has turned into a solid talent pipeline for the Jack Henry call center.



JACK HENRY BELIEVES IN GIVING BACK TO OUR INDUSTRY.

We are involved with organizations like the Association for Financial Technology, Financial Managers Society, U.S. Payments Forum, Mid-America Technology Alliance, Financial Services Information Sharing and Analysis Center, EPCOR, and Charlottesville Women in Tech.

Community stewardship initiative teams are in place at 15 of our largest office locations. These teams of volunteers organize events and donation opportunities to give associates an avenue to give back to their communities. This year, our associates reported that they contributed more than 47,000 hours of volunteer time to Jack Henry BIGs, industry groups, local community organizations, and other community causes they value. According to the [Value of Volunteer Time Methodology](#), the economic impact of our volunteer time equates to approximately \$1,278,000.

In addition to tracked hours, many teams report they participate in team building events centered around philanthropy, like serving together at a local food bank or donation center. For example, our sales team was challenged to a friendly volunteer competition by leadership. Collectively, 95 associates served 1,251 volunteer hours as part of the challenge. Jack Henry's Payments division annually spends half a day volunteering at a local park conservancy mulching, removing invasive plants, and picking up trash. In our Elizabethtown, Kentucky location, the team filled backpacks and boxes with food items to help address local food insecurity in children and the elderly.



APPROXIMATELY

47K

hours of community
volunteer time

APPROXIMATELY

\$1.2M

in economic
impact



MAKING A DIFFERENCE IN OUR COMMUNITIES

COMMITMENT TO THE ENVIRONMENT

We recognize that environmental stewardship is an ongoing journey, and at Jack Henry, we pledge to pursue environmentally friendly practices to support a strong future for us all. We are committed to operating and maintaining our offices and data centers in a manner that protects human health and the environment. To demonstrate our commitment, we are:

- Integrating environmental considerations into our risk management strategy, including climate-related risk, in accordance with TCFD guidance
- Evaluating our Scope 1 and Scope 2 GHG emissions in accordance with the Greenhouse Gas Protocol to establish reduction targets
- Assessing our primary data centers and operations for compliance with local, state, and federal environmental compliance regulations
- Continuously integrating process improvements in our operations
- Actively promoting a culture of environmental stewardship and conservation

ENVIRONMENTAL RISK MANAGEMENT STRATEGY

We recognize that the decisions we make today will affect future generations and every individual. Our organization has a role to play to reduce climate pollution and build climate resilience. As we mature in this space, our approach considers both how our operations impact the environment and how changes to the climate will impact our business. Through this journey, we will take steps to refine our environmental risk management strategy and further align with leading frameworks, such as TCFD. Our long-term strategy is to make decisions that build resiliency into our business operations so that we adapt and succeed when confronted with the direct and indirect effects of climate change.

*Emissions were estimated from facilities that are part of lease agreements where Jack Henry does not pay invoices.

GHG EMISSIONS INVENTORY

As part of our environmental risk management strategy and commitment to environmental stewardship, Jack Henry engaged a third-party consultant to conduct a Scope 1 and 2 GHG inventory for FY19 and FY20. The project was completed in accordance with the Greenhouse Gas Protocol and served to establish the foundational data set for the company's annual emissions tracking, goal setting, and GHG mitigation opportunities. Jack Henry established a GHG inventory management plan to provide a consistent and documented framework for how we calculate GHG emissions from our operations. The GHG inventory management plan will drive consistency and support incremental improvements over time.

As part of our journey to lessen the environmental impact of our operations, our next step is to evaluate where operational and business travel efficiencies can be prioritized and implemented. While we do not have all the answers, we will set realistic and achievable GHG reduction goals aligned with our business strategy.

This year, we gathered data from our offices, data centers, and our tracked business travel data. The boundary of our inventory includes*:

- **Scope 1:** Direct GHG emissions that Jack Henry generates from fuel combustion at facilities, in the vehicle fleet, and in the aircraft fleet.
- **Scope 2:** Indirect GHG emissions created by electricity, heat, and steam that is purchased by Jack Henry.



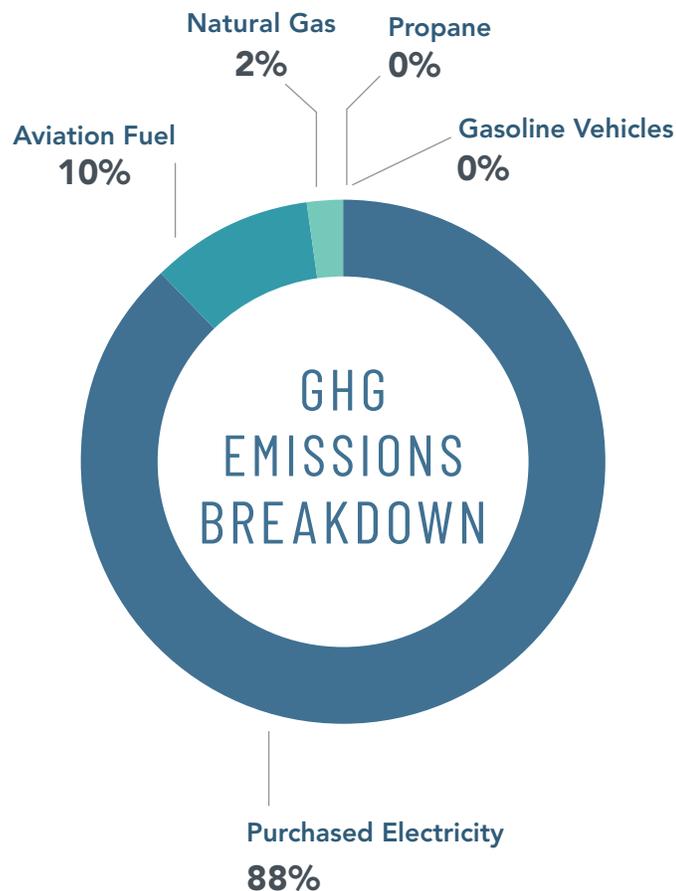
The results of our FY19 and FY20 GHG emissions inventory are as follows:

TOTAL GHG EMISSIONS* [MTCO ₂ e]		
	FY19	FY20
Scope 1	5,365.44	4,522.88
Scope 2	36,099.27	35,561.70
Total	41,464.71	40,084.59
% change from FY19	---	-3.3%

*Refrigerant emissions are excluded from this inventory.

*Vehicle fuel emissions were estimated using miles driven divided by estimated vehicle MPG.

*Office emissions were estimated where primary data was not available.



BUSINESS TRAVEL

Our associates meet with customers and stakeholders across the U.S., sometimes requiring travel by road and by air. We conduct our travel operations with four main pillars in mind.



ENVIRONMENTAL HEALTH AND SAFETY

Safety is the highest priority of Jack Henry Travel. Operationally, achieving the highest level of certification – Stage 3 – from the International Standard for Business Aviation Operators, ensures that flight operations are executed at a world-class level. Routinely cleaning and sanitizing all airport facilities and aircraft ensures that associates and customers are transported in the safest environment possible. We make environmentally conscious decisions that minimize our environmental impact and limit our production of waste. A few examples include using efficient LED lighting and windows in all buildings, installing high-efficiency fans, using closed-cell spray foam insulation in aircraft hangars, using an all-electric aircraft tug, and reclaiming and recycling used or expired petroleum products.



BUSINESS TRAVEL

Our owned aircraft are extremely fuel-efficient jets, burning up to 19% less fuel per flight hour than their closest competitors, while also providing the largest cabin in their category with room for up to nine passengers. The aircraft make use of light weight composites in their construction and advanced avionics that allow for greater payload carrying capacity, increased range, and improved runway performance. This allows the aircraft to fly at higher altitudes, providing more efficient and safe routing, and greater access to remote locations not served by commercial travel. We operate our aircraft for efficiency and financial benefit, not for ego, status, or as a perk. Serving financial institutions all over the country, many of whom are in small communities distant from major airports, makes the use of our private aircraft critical and enhances efficiency, especially when consideration of employee time and driving safety are factors.



ASSOCIATE WELL-BEING

Many of our associates travel in a typical year. We encourage work-life balance and improving quality of life wherever possible. On average, associates using the corporate aircraft save roughly 18 hours (not including delays, etc.) versus the same trip flown on commercial aircraft. This contributes to higher quality of life and our low rate of attrition. It reduces unnecessary hotel nights, rental cars, and a myriad of other impacts that go along with the burden of commercial travel.



EMISSIONS

Crew members are trained from day one to prioritize fuel management and fuel optimization and as a result, Jack Henry consistently experiences lower fuel burns than manufacturer performance specifications. Our pilots exercise operational techniques such as single-engine taxiing and use of electric power when on the ground. Where possible, we perform noise abatement procedures to not only reduce noise exposure to airport tenants and surrounding communities, but also to reduce fuel use and CO₂ output. We developed unique climb and descent profiles that maximize the performance capabilities of the aircraft and reduce overall time spent in lower- and mid-altitudes where fuel burns are highest. We partnered with local and regional Air Traffic Control facilities to amend Letters of Agreement and improve communications, leading to greater in-aircraft efficiencies and overall reduced emissions. Jack Henry pilots spend considerable time carefully planning flight routing and fuel strategies that limit the overall duration of trips and optimize the flight schedule to the benefit of travelers and the company.

ENVIRONMENTAL COMPLIANCE AND DUE DILIGENCE

Jack Henry is committed to promoting a clean environment, and we understand that compliance in this area is the cornerstone of environmental sustainability. In 2020, we voluntarily engaged an external consultant to assess our primary data centers in Allen, Texas, and Branson, Missouri, for environmental compliance.

We also are mindful that we uphold environmental standards during the purchase and transfer of property. We conduct Phase I and II Environmental Site Assessments to identify current or future liabilities when evaluating potential real estate acquisitions.

DATA CENTER ENVIRONMENTAL SUSTAINABILITY

Our primary data centers were designed with environmental sustainability and operational efficiency in mind. Both data centers have raised floors which reduce the amount of air needed to cool equipment, require less energy, and improve temperature distribution across the racks. They use cold-aisle containment, which is very efficient regarding the amount of energy used in the cooling process. The design allows for increased cold air supply temperatures and the warmest possible return air back to the cooling unit for better heat exchange, increased cooling capacity, and overall higher efficiency.

Jack Henry places considerable importance on the efficiency of our data centers. This year, we started collecting the necessary data to calculate our Power Usage Effectiveness (PUE) and Water Usage Effectiveness (WUE).

Operational efficiency is considered during every equipment changeout. As we work toward reducing our impact on the environment, we are replacing older hardware with more efficient models to improve our PUE. To that end, we are mindful of the e-waste generated from this turnover and we are committed to recycling our tech material in accordance with international guidelines for disposal of electronic waste. As part of our vendor due diligence process and ongoing commitment to corporate responsibility, we ensure that our e-waste management vendor is following the Responsible Recycling/Recycling Industry Operating Standards (R2/RIOS™), which represent the highest industry standards for worker health and safety, environmental protection, and data security.

OFFICE ENVIRONMENTAL STEWARDSHIP INITIATIVES

Jack Henry's focus on environmental stewardship predates our formal commitment to corporate responsibility. The journey of "going green" began nearly four years ago with encouragement from our executive leadership and the Board. Starting at our

Monett and Springfield, Missouri locations, a small team began exploring the best approaches to introduce environmentally friendly practices. Since then, we have expanded this effort to our facilities nationwide. Most offices have a formal recycling policy that aligns with local recycling infrastructure. At our Monett and Springfield locations, we went one step further: we collect and donate our aluminum cans and cardboard to a local organization that employs individuals with disabilities to recycle them. Many other offices have similar practices.

We are actively removing single-use plastics and styrofoams from our breakroom supplies. Across our top 12 largest locations, we estimate that annually we will be able to prevent more than 1.5 million single-use items from ending up in landfills through this initiative. As we mature, our goal is to remove items from all our breakrooms and cafeterias that cannot be recycled (e.g., cutlery, to-go containers) and replace them with reusable or biodegradable options.

Jack Henry is investing in more energy- and water-efficient appliances for our owned equipment. We removed the majority of our air-cooled ice machines at our Monett and Springfield locations and replaced them with more efficient alternatives, saving approximately 216 gallons of water and approximately 2.3 kilowatt hours of energy per hundred pounds of ice produced, while also increasing sanitation. We upgraded the vending machines in many breakrooms to high energy efficient options. As we refresh our breakrooms, we will introduce chilled, filtered water coolers – saving water and the need for single-use plastic bottles. We are upgrading breakrooms in our next 12 most populated offices with more efficient appliances.

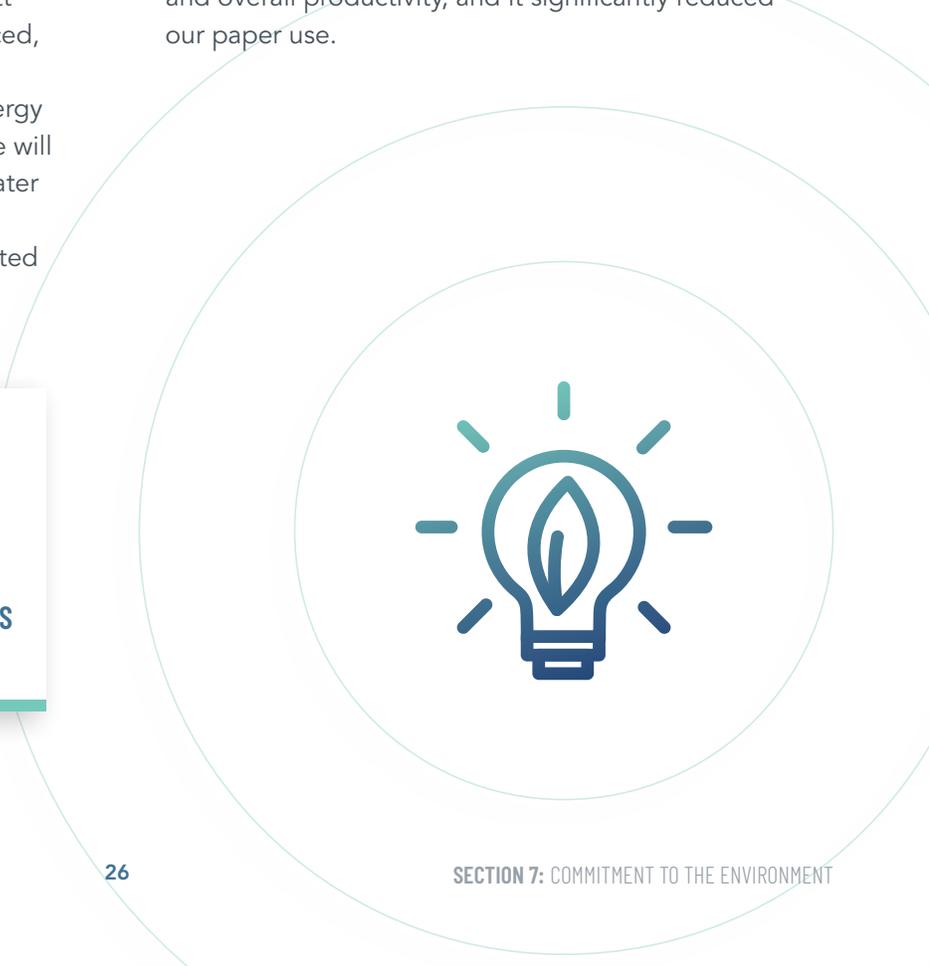
Jack Henry introduced sustainable products to our company store, including reusable steel straws to encourage environmentally friendly habits. As 100% recycled clothing products have become available, we have introduced those to our inventory.

APPROXIMATELY
84,000
PRINTED PAGES PER MONTH WERE ELIMINATED
THANKS TO A CONTINUOUS PROCESS IMPROVEMENT PROJECT RELATED TO POWERLINK DISPUTES.



Several of our continuous process improvement initiatives have resulted in reduced environmental impact practices as well. One Jack Henry team was heavily reliant on printed paper to process bank and credit union Powerlink disputes. The team designed a paperless process, trained all the dispute processors accordingly, and began full production. The improvement was tremendous in terms of capacity gains and overall productivity, and it significantly reduced our paper use.

PROJECTED
1.5 MILLION +
SINGLE-USE ITEMS WILL BE PREVENTED FROM ENDING UP IN LANDFILLS BY REMOVING PLASTICS AND STYROFOAMS FROM BREAKROOM SUPPLIES.



PROJECTED

60,000

SHEETS OF PAPER IN ANNUAL SAVINGS



THANKS TO SYNERGY eSIGN™ DOCUMENT PRESENTMENT SOLUTION FOR STATE-OF-THE ART SIGNATURE CAPTURE.

We take pride in using our own technology to support our business operations. Synergy eSign™ is a browser-based document presentment solution for state-of-the-art signature capture. This module of Synergy, powered by Integrated Media Management, digitally captures legally binding signatures and permanently and securely embeds them into non-editable and auto-indexed PDF files, eliminating the time and resources required

to scan, copy, and file paper documents. This efficient solution enabled us to reduce operating expenses and the time typically required for online document availability from days to minutes while providing an environmentally friendly alternative to paper files and records. Jack Henry implemented this solution in July of 2020, and we project an annual savings of 60,000 sheets of paper.

We are exploring a more permanent work-from-home approach for our associates. Prior to the pandemic, our remote workforce numbers were trending up toward full-time remote. While the vast majority of our workforce is currently remote due to COVID-19 precautions, 35% of our associates are formally full-time remote. We support our associates who are productive working from home and celebrate the reduced environmental footprint through fewer commutes and fewer resources used in offices.



WE SUPPORT OUR ASSOCIATES WHO ARE PRODUCTIVE WORKING FROM HOME.



CLOSING REMARKS

At Jack Henry, we design products that help our customers, so that they in turn can help their customers. We also understand that our stakeholders and the relationships we build with them are at the forefront of how we operate. We seek opportunities to collaborate with our associates, customers, investors, suppliers, and communities to help improve our operations and exhibit high standards of business. We are committed to incorporating feedback from our stakeholders into our work and providing clear, consistent communication about our priorities and progress.

Jack Henry is proud of the progress we have made to date – and we recognize that corporate responsibility is a journey, not a destination. We are focused on the future and keeping people at the heart of everything we do. For more information, please visit us at jackhenry.com. If you have questions or comments, please [contact us](#).



Jack Henry was founded on principles of integrity, trust, and doing the right thing. Not just when it's convenient, but through every facet of the relationships we cultivate, the communities we serve, and the environment in which we all live.

TARA BROWN

Director of Corporate Responsibility

KEEPING PEOPLE AT THE HEART

APPENDIX

FURTHER EXPLANATION OF TOPICS CONSIDERED

SOCIAL TOPICS

- **Corporate Citizenship and Philanthropy:** community service/philanthropy; community meetings; impact assessments; employee match programs
- **Corporate Values:** mission statement; long- and short-term goals; code of conduct
- **Diversity and Inclusion:** diversity among employed workers and new hires; equal remuneration for men and women; equal opportunity for all age, race, and gender
- **Employee Benefits and Compensation:** benefits provided to employees; percentage of employees receiving annual performance reviews or career development reviews; frequency of compensation reviews or performance-based adjustments
- **Employee Wellness:** medical screenings; incentives; behavior change interventions; fitness programs; employee resource groups; social support or competitions
- **Human Rights and Fair Labor Practices:** human rights policies; alignment with international standards; supplier and business partner code of conduct
- **Non-Discrimination and Protection of Civil Rights:** grievance mechanisms; corrective actions taken; remediation plans being implemented
- **Occupational Health and Safety:** impacts for employees; types of injury/illness reports disclosed; safety committees
- **Social Strategy Development and Management:** streamlining and expansion of grassroots (facility-driven) initiatives
- **Talent Attraction and Retention:** values-based culture; employee empowerment; leadership development programs
- **Training and Education:** average hours of training per year, per employee; programs for skill development

ENVIRONMENTAL TOPICS

- **Data Center Environmental Considerations:** the effect that business operations have on the environment (e.g., water availability, renewable energy, energy efficiency) and managing possible related risks such as regulation, litigation, or affected brand image
- **Energy Consumption and Management:** total energy use; energy intensity metrics; percentage of electricity from renewable sources
- **Energy Efficiency:** reducing energy consumption as a direct result of conservation and efficiency initiatives such as solar installations, renewable energy credits, etc.
- **Environmental Compliance:** instances of non-compliance with environmental laws and regulations and environmental fines paid
- **Environmental Risk Management/Strategy Development:** environmental targets; streamlining and expansion of grassroots (facility-driven) initiatives
- **Greenhouse Gas Emissions:** absolute GHG reduction during operations in offices and/or data centers; employee commutes and business-related travel (including travel on company-owned aircraft; emissions reductions, targets, and emissions intensity)
- **Hazardous Waste and Chemical Management:** ensuring that e-waste (computers, tablets, cell phones, servers, etc.) is not transported for unsafe processing
- **Non-Hazardous Waste Management:** using independently certified recyclers; waste reduction/recycling efforts (i.e., food waste from office canteens)
- **Water Stewardship:** total water withdrawals, consumption (e.g., office use, data center use); water discharge; water reuse and recycling

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

At Jack Henry, we know we are better together. We value, respect, and protect the uniqueness each of us brings. Innovation flourishes by including all voices and makes our business—and our society—stronger. Jack Henry is an equal opportunity employer and we are committed to providing equal opportunity in all of our employment practices, including selection, hiring, performance management, promotion, transfer, compensation, benefits, education, training, social, and recreational activities to all persons regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, genetic information, pregnancy, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, and military and veteran status, or any other protected status protected by local, state, or federal law.

No one will be subject to, and Jack Henry prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

DISCLAIMER

This report includes ESG data that are non-financial, non-GAAP, and non-audited. The Company does not make any express or implied representations or warranties and shall not assume any liability for providing guidance or for any errors, mistakes, or omissions in this report. Any use of the concept of materiality in this report is not intended to correspond to the concept of materiality associated with disclosures required by the Securities and Exchange Commission. This report covers the Company's owned and operated businesses and does not address the performance or operations of any suppliers, contractors, customers, or partners unless otherwise noted.

FORWARD-LOOKING STATEMENTS

Certain statements made in this report, other than purely historical information, including estimates, projections, statements relating to our business plans, ESG initiatives and ESG metrics as a result of such initiatives, objectives and expected operating results, and the assumptions upon which those statements are based, are "forward-looking statements." Forward-looking statements generally are identified by the words "believe," "project," "expect," "seek," "anticipate," "estimate," "future," "intend," "plan," "strategy," "predict," "likely," "should," "will," "would," "could," "can," "may," and similar expressions. Forward-looking statements are based only on management's current beliefs, expectations and assumptions regarding the future of the Company, future plans and strategies, projections, anticipated events and trends, the economy, and other future conditions. Because forward-looking statements relate to the future, they are subject to inherent risks and uncertainties that could cause actual results to differ materially from those expressed or implied by such statements. Such risks and uncertainties include, but are not limited to, those discussed in our most recent Annual Report on Form 10-K and Quarter Report on Form 10-Q, and those discussed in other documents we file with the Securities and Exchange Commission. Any forward-looking statement made in this report speaks only as of the date of the report, and the Company expressly disclaims any obligation to publicly update or revise any forward-looking statement, whether because of new information, future events, or otherwise.

