

human rights commitment and policy statement



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Human rights are fundamental rights and freedoms that all people are entitled to without regard to 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. These standards of fair treatment and non-discrimination are set forth in the [Universal Declaration of Human Rights \(UDHR\)](#), [UN Guiding Principles on Business and Human Rights](#), the [International Labour Organizations \(ILO\) Declaration on Fundamental Principles and Rights at Work](#), and the [Organization for Economic Co-operation and Development \(OECD\) Guidelines for Multinational Enterprises](#).

While it is generally recognized that governments have the duty to protect and uphold human rights, Jack Henry & Associates (“Jack Henry”) is committed to respecting and promoting human rights. Through proactive due diligence, we seek to prevent or mitigate adverse human rights impacts from our own operations. Where we are directly linked to human rights impacts through our business relationships, we will seek ways to positively influence the human rights actions of our business partners, including our suppliers. This commitment applies to all geographic locations where Jack Henry operates or conducts business.

Core Focus Areas

The following constitute our primary focus areas and implementation mechanisms:

1. **Associates:** We recognize that Jack Henry associates are our greatest asset and our business is most successful when associates are treated with dignity and respect. We enact our human rights commitment through our [Code of Conduct](#), our Human Resources policies, and our [Occupational Health and Safety Policy](#). Additionally, Jack Henry associates are responsible for upholding the company’s commitment to human rights across our business operations. We foster compliance with these policies through thorough training for all associates.
2. **Supply Chain Workers:** We believe that working with supply chain partners that share in our human rights commitment is critical to the success of our business operations and brand integrity. We expect our suppliers and licensees to provide fair and safe working conditions for all workers and to treat their employees with dignity and respect. We implement our human rights commitment in our supply chain through our [Vendor Code of Conduct](#), which prohibits all forms of forced labor, including human trafficking and modern slavery.

Implementation

Jack Henry is committed to:

- Meeting or exceeding applicable laws and regulations where Jack Henry does business and applying international standards where laws are less stringent.
- Complying with applicable laws while seeking ways to meet the underlying human rights principles when local laws are in conflict with international human rights standards.

- Monitoring and assessing risks to avoid actual and potential human rights violations in our operations and supply chain.
- Providing access to [independent and confidential grievance mechanisms](#) without fear of retaliation.
- Investigating allegations of human rights violations and remediating any violations that are identified.
- Engaging with stakeholders regarding human rights, including governments, non-governmental organizations, business and industry partners, investors, associates, vendors, clients, and consumers.

Governance

Oversight for this human rights statement resides with the Board of Directors. In addition, the Office of the General Counsel regularly reviews and updates the policy in close collaboration with the functional teams.



Reporting and Addressing Concerns

Jack Henry has various channels to report and address human rights concerns.



1. Your manager is usually the best place to start
2. Website: <https://www.lighthouse-services.com/jackhenry>
3. Toll-Free Telephone:
 - » English speaking USA and Canada: **833-222-4159**
 - » Spanish speaking Mexico: **01-800-681-5340**
 - » French speaking Canada: **855-725-0002**
 - » Contact us if you need a toll-free # for North American callers speaking languages other than English, Spanish, or French
4. Email: reports@lighthouse-services.com (must include “Jack Henry & Associates” with report)
5. Fax: **215-689-5885** (must include “Jack Henry & Associates” with report)

Non-compliance with this policy or Jack Henry's Code of Conduct may result in disciplinary action up to and including termination of employment. Additionally, non-compliance with the Vendor Code of Conduct may result in termination of business if a third-party is unwilling or unable to remediate.

Policy Development

The development of our policy was informed by direct and indirect stakeholder input, including feedback and/or information from our supply chain, monitoring organizations, governmental and non-governmental organizations, and investors. This policy is intended to be a living document that will be evaluated and revised as circumstances change and as our business evolves.