

# Human Treatment Statement

Version 4.0

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# I. What We Believe

Triumph Financial (together with its subsidiaries, the “Company”) is a firm supporter of human rights. The fundamental principle is to treat others the way we want to be treated. As a result, it is our desire to implement practices across our enterprise that encourage and respect the dignity of all of our team members and customers. It is part of our stated commitment of “Helping People Triumph.”

# II. How We Translate Our Beliefs Into Results

We believe that the right people, in the right roles, with the right skills, immersed in the right culture will lead to our collective success. We act on this belief by investing in the growth and development of our team members, who in turn will deliver exceptional results for our customers and shareholders.

Having the "right people" on our team means that we maintain an awareness of diversity, equity and inclusion ("DEI"). Doing so makes us a better company, a better employer, a better neighbor and a better investment. To that end, we have made specific efforts. Over the past few years, we have done the following:"

- Institutionalized a CEO Council on Diversity and Inclusion that reflects the demographic make-up of the Company.
- Developed underrepresentation goals to help strengthen our human capital representation amongst women and people of color at our executive, mid-level management, and sales workers positions.
- Created specific intranet content to raise awareness our internal DEI programs and initiatives.
- Developed a Diversity Creed to express Triumph’s commitment to our communities, team members, customers, and vendor partners.
- Created a Triumph Champion Program to recognize and celebrate team members who go above and beyond to promote DEI and overall team member engagement.
- Designed and developed ethnic and cultural observance communications to celebrate the contributions of people of color.

We have an open door management policy. Our team members have access to and the freedom to speak to senior management, including the CEO, about any topic of concern. We also maintain a whistleblower hotline for employees to report behaviors or conditions they don’t feel comfortable



sharing directly to their managers. Finally, we work to ensure that our team members are aware of all their legal rights both federally and within the states in which we operate.

We are an Equal Employment Opportunity (EEO) employer, and we proudly display our commitment to diversity on our websites and job boards. We expect these same standards to apply to all stakeholders, including our interactions with customers, vendors, and independent contractors, regardless of geography. Triumph expects these values to be applied globally and include those with whom we do business, this includes business operations free from human rights abuses, including those directed at minority groups, women's rights, forced labor, unreasonable working hours, human trafficking, child labor, slavery and those characteristics protected by law.

### **III. How We Ensure Compliance With Our Beliefs**

We have a responsibility to our customers, communities, and each other as team members. We, therefore, intend our support for these measures to apply broadly to all persons. It is a tangible expression our company culture and core values. We hold all team members accountable for behavior in accordance with these beliefs.

