

Hyland 2024 global corporate responsibility (GCR) report



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Letter from our CEO

Hyland's 2024 global corporate responsibility (GCR) report reflects our commitment to conducting business in a sustainable and responsible way that serves our stakeholders and communities.

As the leading global provider of intelligent content solutions, Hyland is committed to helping our people achieve their full potential while improving the communities and environment around us. Evolving our technology and advancing our business is integral to our mission, and we also understand and embrace our role in addressing environmental and social challenges. Following through on our GCR goals enables us to make an even greater impact.

Prioritizing data governance, supporting inclusion and minimizing environmental impact

We aim to be good stewards of our resources, and our GCR strategy focuses on areas that are most important to Hyland and those we serve.

Recognizing the trust our customers place in Hyland to secure their mission-critical content, we adhere to rigorous standards for data and information governance.

Because we care deeply for our employees and understand that inclusion drives innovation, we are focused on building a workplace where all belong and thrive. We support the diverse communities who contribute to and depend upon Hyland's success.

We also care about our planet and are dedicated to helping our customers reduce their environmental footprint while simultaneously minimizing our own.

Progressing on our GCR journey

As Hyland grows and expands its global reach, we are also making measurable progress toward our GCR goals.

In 2024, we documented our carbon footprint and published our first carbon reduction plan. We also established a new Hyland Code of Conduct, which serves as an important set of guidelines to help us remain compliant and uphold our Core Values. Most notably, after assessing our GCR strengths and areas of future focus, Hyland earned an EcoVadis certification as an organization committed to GCR.

By pursuing Hyland's GCR practices and programs, we reinforce who we are: An engaged, global team dedicated to each other, to our customers, partners and stakeholders, and to the communities we serve. I invite you to explore this report and join Hyland on our GCR journey, and I extend my gratitude to all who support these efforts. Through collaboration and shared values, we can truly make a difference.



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Jitesh S. Ghai President and CEO, Hyland



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Our company

We provide intelligent content solutions that empower our customers to transform the way they work and deliver exceptional experiences to those they serve. Our solutions capture, process and manage high volumes of content to improve, accelerate and automate operational decisions and workflows.



We provide solutions that empower our customers to

maximize the value of their enterprise content, transform the way they work and deliver exceptional experiences to those they serve. We partner with organizations in industry sectors around the world.

Customers choose us because our solutions are enterprise-class, comprehensive, flexible and tailored for specific industries. They view us as an innovator shaping the future of our market and value the passion, expertise and service-orientation of our people.

We work together for the benefit of our employees, customers, partners, shareholders and communities. We strive to provide a supportive and inspirational environment that enables our employees to create, achieve and thrive.



Purpose

We empower our customers to do amazing things for people.



We will be the number one company organizations partner with to maximize the value of their enterprise content.



Hyland operations and workforce

Hyland is headquartered in Westlake, Ohio, with offices around the world and thousands of remote employees. Our operations span across North and South America, Europe, Asia and Australia.

The COVID-19 pandemic accelerated Hyland's transition toward a remote-first working culture. We have gradually phased out offices that are not core to our customer-facing operations, which has reduced our environmental footprint.

Certain subsidiaries have achieved ISO 14001 certification for environmental management best practices.



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Awards and recognition





Great Place to Work Awards

This award acknowledges the best-in-workplace culture for companies of all sizes and industries around the world.

2023: Great Place to Work India's Best Workplaces for Women
2021: #30 in *Fortune* Best Workplaces in Technology™ (Large)
2020: #100 in Great Place To Work's Best Workplaces for Parents™
2019: #72 in *Fortune* 100 Best Companies to Work For[®]
2019: #20 in Best Workplaces in Technology™ (Large)





Best Employers for Women

Forbes recognized Hyland based on criteria such as parental leave, family support, flexibility, pay equity and representation and career.





Human Rights Campaign's Corporate Equality Index

This marked Hyland's second year being included in the Corporate Equality Index (CEI).

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engaged employees.

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Our approach

At Hyland, we are steadfast in our commitment to pursuing GCR initiatives in a manner that is both right and logical. We believe that GCR factors play an important role in our success, from an opportunity and risk-mitigation perspective.

Our approach is not only meaningful but also measurable, ensuring we learn and improve our stance with each passing year.

Our GCR program is executed on a global scale, underscoring our identity as one cohesive company, regardless of our widespread international presence. While we work to diligently adhere to local regulations and requirements in the regions in which we operate, our overarching goal remains to present a unified and consistent GCR strategy. This global perspective not only strengthens our corporate integrity but also enhances our ability to make a meaningful impact across all our markets.

By harmonizing our GCR efforts worldwide, we ensure our values and actions are aligned, demonstrating our dedication to sustainable practices and ethical governance as a singular, globally integrated entity.



GCR highlights

This year, we proudly made significant strides forward in our GCR journey and were recognized by EcoVadis as an organization committed to GCR. Our EcoVadis assessment enabled us to evaluate our business through a GCR lens, identifying strengths as well as areas for future focus. Additionally, we successfully completed our second year of emissions calculations. Those calculations, together with several internal GCR audits, empowered us to create and publish our first carbon reduction plan.

These steps are more than just milestones; they reflect our ongoing dedication to sustainability and ethical governance. As we continue to refine our strategies and implement innovative solutions, we remain committed to making tangible progress toward our GCR goals.



EcoVadis

EcoVadis is a globally recognized certification that rates businesses' sustainability based on four key categories:



In 2024, Hyland completed our first EcoVadis assessment, receiving the EcoVadis Committed Badge, which acknowledges our position as one of the top businesses in our industry.

The EcoVadis Committed Badge recognizes Hyland's commitment to sustainability and demonstrates that we are taking our GCR journey seriously.

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Materiality assessment and strategic framework

Our GCR strategy focuses on the highest value and most impactful priorities determined by a 2023 materiality assessment. As part of this process, we conducted survey interviews with executive leadership and key external stakeholders, including customers, partners and investors. This allowed us to better refine and extend our GCR strategies.

As we continue to evolve, we are also monitoring metrics in the SASB standards to guide materiality. In the future, we will review our material priorities to consider our business growth, changing stakeholder needs and environmental impact as we establish a benchmark and timelines for future social and environmental performance improvements.

Data privacy and security Governance and ethics Benefits and employee care Legal compliance; talent Service quality and culture; employee and customer health, safety and wellness Inclusion and belonging • satisfaction Resiliency Fair labor practices • and risk Security awareness management and training Third-party Social involvement and care **\$** Volunteerism risk management /philanthropy Labor relations Energy consumption Sustainable business spend Waste management Environmental impact and climate change Emissions control and Environmental education pollution management and awareness

Hyland materiality matrix

Importance to stakeholders

Governance and oversight

As a trusted partner, we believe in strong governance practices and are committed to reducing risks in global supply chains through risk management, data privacy, security and ethical conduct.

In support of our refined GCR strategy, we will optimize and document Hyland's corporate social responsibility and environmental management systems. This includes processes and programs impacting social matters and systems already in place to monitor, measure, track and improve our environmental performance, including waste management, recycling and energy conservation.

In addition to establishing key GCR priorities and creating reporting mechanisms to hold ourselves accountable, we have expanded our organizational capacity to support our goals. Building upon our foundation and organizational momentum, we have made significant resource investments to accelerate our impact.

Stakeholder engagement

Hyland delivers value for customers, employees, suppliers, business partners, investors and the communities in which we operate, live and serve. We engage stakeholders through various channels to build collaborative relationships and gather feedback to inform our approach and identify purpose-focused opportunities.

Board of directors

GCR is a priority for our board of directors, who maintain oversight, review our carbon footprint and annual audits, and approve key commitments. In 2024, they reviewed and approved our carbon reduction plan.

GCR committee

Hyland's centralized GCR Executive Steering Committee drives our environmental and social impact initiatives. This committee is comprised of senior leaders from across the organization and led by our CEO. It is responsible for setting strategic direction, making key decisions and guiding our focus.

GCR team

In addition to our investment in a GCR-focused analyst, we have the broad support and engagement of individuals from across the business. Our crossfunctional GCR team provides both deep expertise and encourages widespread engagement for our efforts, enabling them to formulate strategy, drive implementation and ensure rigorous reporting and tracking.





Social

At Hyland, we build communities where every one of us can reach our full potential and ignite a sense of purpose in our lives. We support this mission by:

- Building and inspiring careers in technology
- Engaging and supporting our employees in meaningful ways
- Fostering inclusion and belonging for all

Building and inspiring careers in technology

Education can change the world. That's why Hyland is committed to bridging the technology gap, especially for students who may not otherwise have access to the opportunities to build these skills. Our programs range from those designed to spark and inspire an interest in technology, experiential opportunities meant to grow and develop curiosity, to those intended to engage and retain students and advance their skills. Examples of these free opportunities include:

Field trips

Groups of students visit Hyland's campus to get a first-hand look at what a career in the technology industry can be. They tour Hyland's headquarters and check out some of the fun perks that employees enjoy — including the diner and pickleball court. Students will also participate in a coding activity or hear from guest speakers.

CSEdWeek

In partnership with our nonprofit partner, TECH CORPS, Hyland supports the annual Computer Science Education Week (CSEdWeek) by creating and delivering computer science curriculum to students around the country.

Hy-Tech Club

Hyland's Hy-Tech Club is for students in grades 7-12 who want to learn how to code. The club offers beginner- to advanced-level classes and meets weekly during the school year. Examples of class offerings include HTML & CSS, Introduction to JavaScript and more.

Hyland Hackathon

A weekend-long event aimed at high school and college students, the Hyland Hackathon moved to a hybrid setting in 2022. Students are encouraged to be creative and innovative in their projects, and Hyland professionals serve as mentors from project ideation throughout.

2023 Hyland Hackathon



50 Hyland mentors

First place high school project details the process of an influenza virus infiltrating the human body. It's a top-down game where you dodge elements of the immune system and build up a swarm of viruses.

First place college project, Save the Trees, is a program that connects nature and technology to appeal to younger audiences, creating a community and providing education.

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Ohio Tech Day

Ohio Tech Day, an OhioX event designed to include and inspire students to pursue futures in tech, brings students to Hyland headquarters in Westlake. Students participate in a coding activity and learn more about coding languages. Hyland employees speak to students about their roles, career paths and department overviews.

Local partnerships

We continue to partner with organizations in Northeast Ohio to deliver in-person computer science programs. Examples of these partnerships include Urban Community School, Youth Opportunities Unlimited and NASA Glenn's SCaN program.

Internship programs

College-aged students gain real-world experience by collaborating with experienced professionals during our summer internship program. An assigned mentor offers guidance, and there are even opportunities to learn directly from Hyland's leaders. Throughout the program, interns work on real projects, network, develop skills and have fun with fellow interns and Hylanders. In 2023, we had 100 interns working with us in U.S.-based Hyland offices (virtually and in-person), 15 interns working in India, eight interns in Poland and one intern in Germany.



Volunteerism and philanthropy

Hyland Fund

In 2022, Hyland partnered with the Cleveland Foundation to establish the Hyland Fund. This charitable fund enables us to be more intentional and impactful with our giving, while closely aligning philanthropic efforts with our Hyland values and goal of building and inspiring careers in technology globally. Specifically, the Hyland Fund will:

- Leverage the deep knowledge and expertise of the world's first community foundation, the Cleveland Foundation, to build an effective, scalable and sustainable grantmaking program for Hyland
- Improve how we source, review and approve funding decisions by the establishment of a formal review and annual approval process
- Enable Hyland to invite employees, stakeholders and the community at-large to participate in our philanthropic efforts to make a more significant impact in our communities through charitable giving

In 2024, our grantees included BDPA Cleveland; Girl Scouts of Northeast Ohio; Great Lakes Science Center; Mosaic Tech Movement; LEARN Science & Math Club; MAGNET Cleveland; RePlay for Kids; Youth Opportunities Unlimited (Y.O.U.).

Hyland maintained its five-year partnership with TECH CORPS, which includes the development of new science data analytics curriculum as well as pilot curriculum for new Techie Camps in northeast Ohio, and program expansion to Atlanta and other locations.

Community engagement

Hyland employees are active in their communities, and we want to support them and the organizations they support. By facilitating employees' involvement in causes, they are more likely to remain engaged and passionate in their work. In 2023, we made corporate donations to over 600 nonprofits on behalf of employees.

Matching gifts

Our matching gifts program provides a dollar-for-dollar match of employees' personal contributions to the nonprofit(s) of their choice. If an employee is more engaged as a volunteer, we will match their volunteer time with a financial donation.

Leadership gifts

Hyland is proud to support employee leadership in the nonprofit space and to provide a financial gift on behalf of those employees serving nonprofits at the board level.



Volunteerism

We're Hylanders and we're here to help. Service is an inherent part of Hyland's culture, and we strive to create an environment that encourages an active and engaged employee base. Our intention is to support our communities by enabling Hyland employees to share in our effort to give back — personally, departmentally or through company-wide initiatives.

Volunteer time off

Our volunteer time off (VTO) program enables employees to take up to 24 hours of annual paid time off to use at nonprofits of their choice.

2023 by the numbers:

- 5,570 VTO hours used
- 487 Hylanders used VTO
- Hylanders from 13 different countries

Global days of service

We host annual company-wide volunteer days across the globe. Our largely employeenominated projects are based on the causes and organizations with which many are already involved.

Season of giving

Every year, Hyland employees collectively give back during the holiday season. We provide Hyland employees with a platform to advocate for the causes and nonprofits they're passionate about. Our holiday giving campaign raises funds for a variety of nonprofits that benefit from employee-initiated and peer-supported fundraisers.



Inclusion and belonging

Hyland is committed to cultivating a culture of inclusion and belonging that supports and empowers people to deliver their best. Our workplace culture supports a global workforce where perspectives are valued, and our employees can make a positive impact for Hyland and our communities.

Through our commitment to inclusion and belonging, we:

- Enrich the employee experience: We cultivate an inclusive workplace culture to empower and motivate employees to contribute to their fullest and achieve their highest potential.
- **Foster innovation and enhance business decisions:** We seek a set of perspectives and ideas to fuel innovation and creativity, as well as to help achieve positive outcomes for all.
- Effectively support customer success: We value the way in which our global customers and employees work together to best support their success and deliver an exceptional customer experience.



We create a culture of inclusion and belonging where all employees can thrive.

Employee resource groups

Employee resource groups (ERGs) are open to all employees and serve as a resource to foster awareness, respect and inclusion within the workplace. These groups give employees a forum to share experiences, provide learning opportunities, hear from experts and facilitate professional development.



The ACCESS

The ACCESS ERG (Accessibility Centered Change Education Service and Support) seeks to create and nurture a culture of accessibility throughout Hyland, giving voice to employees with disabilities through awareness, education, collaboration and change.



WeMERG

The Multicultural ERG (WeMERG) provides employees with a forum where they are encouraged to showcase their identities, learn from fellow employees about unfamiliar cultures and introduce solutions to obstacles that people and underrepresented cultures experience.

Hyland PRIDE ALLIANCE

Hyland Pride Alliance

The Hyland Pride Alliance ERG aims to strengthen Hyland's active, inclusive culture to attract LGBTQIA+ talent while providing a network of support for employees, their families and allies. The group promotes LGBTQIA+ awareness and is a safe and supportive forum for discussing community issues.

PEACE • f MIND

Peace of Mind

The Peace of Mind Mental Wellbeing ERG provides a safe space for employees to gather, learn more about mental health challenges, understand the broad spectrum that is mental health and have access to resources. Peace of Mind is committed to supporting caregivers, allies and anyone facing a mental health challenge.



HylandWIN

The Hyland Women in Networking (HylandWIN) ERG is a community of females and female supporters encouraging and inviting each other to build one another up to their full potential. The group provides resources for employees to be courageous, charismatic and knowledgeable.



VERG

The Veteran ERG is a community for all veteran and military employees and supporters at Hyland. The group provides resources that promote and support military individuals.

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Education

We maintain a commitment to delivering inclusive education and training to increase awareness and demonstration of inclusive behaviors across the organization.

This includes education through various learning formats to provide foundational knowledge, establish a collective understanding of inclusive concepts and principles, develop an understanding of other cultures and insights into global business best practices and provide the opportunity for employee skill building. As a global team, ongoing education is an integral part of our path forward, ensuring that best practices are woven into the fabric of our daily operations and long-term strategies.

In 2023, we launched an inclusion learning journey. This immersive experience spans six weeks, with a flexible time commitment ranging from 30 to 120 minutes per week, accommodating the schedules of our global employee base. The program includes:

- Brief weekly online learning modules
- Two live instructor-led virtual workshops
- Short journal entries to reflect on personal growth
- One in-person or virtual one-on-one conversational interview to deepen understanding of inclusion concepts
- Online discussions to share insights and experiences

This blend of interactive and reflective elements ensures a rich, engaging learning experience for all participants.

Together, we can continue to build a workplace where differences are celebrated, equity is embraced and inclusion is the heartbeat of our success, driving Hyland toward greater innovation and creativity.

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One of the biggest takeaways was the power of the pause — to recognize in a meeting that others have not spoken, or that the same people speak up every time. By being able to distinguish when this happens, I can bring visibility to this and create a more inclusive dialogue.



One of the main things I took away was the 'power of the pause' — taking a seven second pause before you respond to make sure your response is appropriate... that you're willing to learn new things.



One of my key takeaways is remembering the role we each play in how others show up making an effort to ensure that others feel included is never wasted.



Melissa Monter Director, Global Documentation



Trina Jones Instructional Designer, Revenue Enablement



Rob Nordman Director, IS Global Support & Operations

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Workforce advancement

In 2023 we identified an opportunity to strengthen our equitable practices related to employee advancement within the organization. Through newly developed standards and documentation around the promotion process, both employees and leaders can better understand criteria for advancement and ensure our promotion practices are transparent, equitable and consistently applied across the organization.

Employees benefit from enhanced clarity around what is expected of them and how they can progress in their careers, while the organization strengthens employee satisfaction, organizational stability and long-term success.



Commitment to human rights

Hyland believes that all humans should be treated with dignity, fairness and respect. In practice, this means Hyland works to adhere to all environmental, worker safety and human rights laws applicable to our global workforce. Furthermore, Hyland expects its resellers, partners, customers, contractors and vendors to share this commitment to the health and safety of their workers and operate in compliance with all applicable human rights laws.

Hyland uses a risk-based approach for the management of our suppliers, which generally includes prequalification due diligence, performance requirements and commitments, and a right to audit and review to establish our suppliers are suitable and remain committed to human rights.

Hyland does not use or condone slave labor or human trafficking and denounces any degrading treatment of individuals and unsafe working conditions.

Read more about our commitment in Hyland's modern slavery and human trafficking statement.





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Environmental

We prioritize understanding our direct impact, particularly focusing on Scope 1 and Scope 2 emissions. Through our sustainability and data tracking programs, we actively manage these impacts and have implemented company-wide policies aimed at understanding our environmental footprint and waste.

In response to unprecedented environmental and social challenges that threaten the economy and local communities, we formally integrated sustainability into our operations in 2018. This integration reflects our commitment to supporting an accelerated transition toward a more sustainable global economy. We are committed to reducing our environmental footprint and demonstrating corporate responsibility through a staged approach.

With the support of our employees, we strive to create meaningful, long-lasting change that aligns with our values and responsibilities as a global corporate citizen.

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Commitment to sustainability

Carbon reduction plan

Hyland has published its inaugural <u>carbon reduction plan</u>, outlining the steps we intend to take on our journey toward improving our environmental footprint and achieving net-zero emissions by 2050. This framework underscores our commitment to prioritizing sustainable business practices across our global operations, and working to reduce the environmental footprint of both Hyland and our customers.

Reducing our impact

Since 2022, Hyland has undertaken numerous environmental management measures and projects, both large and small, including:

- Achieving ISO 14001 certification for environmental management best practices at select subsidiaries
- Utilizing a distributed workforce to further reduce our environmental footprint
- Phasing out offices that are not central to our customer-facing operations
- Eliminating corporate private aircraft and divesting real estate that was not essential to customer-facing operations
- Implementing a usage monitoring initiative for contractors to reduce energy consumption during periods of inactivity
- Equipping select locations with electric vehicle (EV) chargers
- Providing e-recycling options at certain locations
- Attaining the EcoVadis Committed Badge

Future measures

Looking ahead, we aim to implement additional measures, such as:

- Providing appropriate training and resources to employees in support of our sustainability priorities
- Developing a detailed roadmap for achieving our net-zero commitment
- Completing third-party sustainability evaluations
- Exploring additional sustainability programs, including the expansion of recycling initiatives



2023 emissions



Scopes

The GHG Protocol splits emissions into scopes based on the party directly emitting. During Jan - Dec 2023, 93.0% of Hyland's footprint came from Scope 3 emissions.



- * Calculations based on GHG protocol standards
- ** Tons of carbon dioxide equivalent
- *** Headcount intensity measures how much CO₂e your company emits for each person it employs. It helps distinguish between the growth of your company and the growth of your emissions.
- **** Revenue intensity measures how much CO₂e your company emits for each unit of revenue it earns. It helps distinguish between the growth of your business and the growth of your emissions.

Scope 3 categories include Waste, Business travel, Employee Commuting, Downstream T&D, Upstream T&D, Upstream lease assets, fuel and energy related activities, and purchased goods and services.

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Governance

At Hyland, we believe all great companies have one thing in common — they are trusted.

We believe trust is built by being ethical, passionate, kind, customer-focused and relentlessly innovative. Our core values reflect these aspirations and guide our actions every single day.

We aim for the highest ethical standards in the conduct of our business. The integrity of each employee, officer and director is of critical importance. Our Code of Business Conduct and Ethics and our company policies reflect our core values.

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Data privacy and security

Hyland is dedicated to fostering stakeholder trust through secure, compliant and transparent data handling practices. In demonstration of our commitment, we make privacy and security information publicly available via our Trust Center.

Hyland regularly educates our employees on the latest security requirements and practices as part of the enterprise Security Awareness Training and Education (SATE) program. Required SATE courses include social engineering, phishing, malware and ransomware, insider threats, link and browser safety, protecting personal data, spoofing and more. All employees are required to complete regular security awareness trainings to ensure they are informed about ongoing risks to the confidentiality of data that is stored, processed and/or accessed. All employees and contractors are required to follow Hyland's policies for the security and confidentiality of our corporate and customer data. Hyland also ensures all third parties are contracted and reviewed according to access and processing activities, including confidentiality commitments.

Hyland's security organization is comprised of multiple cross-departmental teams of dedicated professionals with direct and dotted line reporting to Hyland's CISO. The teams are focused on areas including, but not limited to, security operations, enterprise vulnerability management, security engineering, threat intelligence, security incident response, application security and systems security architecture.

Hyland's privacy team is led by the global privacy officer and consists of certified privacy professionals, an external data protection officer and privacy champions throughout the organization. Hyland works to comply with relevant privacy laws including, but not limited to, the EU and UK General Data Protection Regulation, Brazil's General Data Protection Law, the Health Insurance Portability and Accountability Act, and the California Consumer Privacy Act.

We integrate privacy principles into Hyland's overall business operations through comprehensive data privacy policies, procedures and notices, regular data privacy awareness training, data mapping exercises and privacy impact reviews. The global privacy landscape is rapidly evolving. Hyland's dedicated privacy team constantly monitors privacy developments and adapts our business practices to ensure compliance.

The governance, risk and compliance team manages risk across our organization and maintains Hyland's external and internal audit and assessment programs. Compliance programs and audits supported by Hyland include: ISO27001, SOC2 and HITRUST for specific offerings or practices in our portfolio. Hyland operates a standing committee that provides executive leadership with regular reports on cybersecurity, industry updates, threat intel, privacy and risk management.





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Our commitment

Hyland is unwavering in its commitment to creating a sustainable, responsible and ethical business environment. Our dedication to GCR is at the core of our values. This report serves as a testament to our ongoing commitment and transparency, encapsulating our journey toward a more sustainable and responsible future.

We express our gratitude to our stakeholders — including employees, customers, partners, investors, and the broader community — for their support and collaboration. Together, we are shaping a better, more sustainable future.

Our commitment extends beyond mere adherence to GCR principles; it encompasses a relentless pursuit of continuous improvement. Each year, we strive to enhance our posture and ensure we are not only meeting but exceeding our sustainability goals. As highlighted in this report, our initiatives, such as the EcoVadis assessment, carbon reduction plan, internal audits and emissions calculations, demonstrate our proactive approach and tangible progress.

By consistently evaluating and refining our practices, we aim to do what is right, making meaningful and measurable advancements in our GCR efforts. This dedication to continuous improvement ensures we remain at the forefront of sustainable business practices, paving the way for a brighter, more responsible future.



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↗ Learn more about <u>Hyland</u> today.



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