



Hyland 2024 environmental, social and governance report



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Letter from our CEO

Hyland's 2024 environmental, social and governance (ESG) 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 ESG goals enables us to make an even greater impact.

Prioritizing data governance, supporting diversity and minimizing environmental impact

We aim to be good stewards of our resources, and our ESG 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 and diversity drive 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 ESG journey

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

In 2024, we documented a reduction in 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 ESG strengths and areas of future focus, Hyland earned an EcoVadis certification as an organization committed to ESG.

By pursuing Hyland's ESG 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 ESG journey, and I extend my gratitude to all who support these efforts. Through collaboration and shared values, we can truly make a difference.

A handwritten signature in black ink, reading "Jitesh S. Ghai". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jitesh S. Ghai
President and CEO, Hyland



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 diverse content to improve, accelerate and automate operational decisions and workflows.



Mission

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.



Vision

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

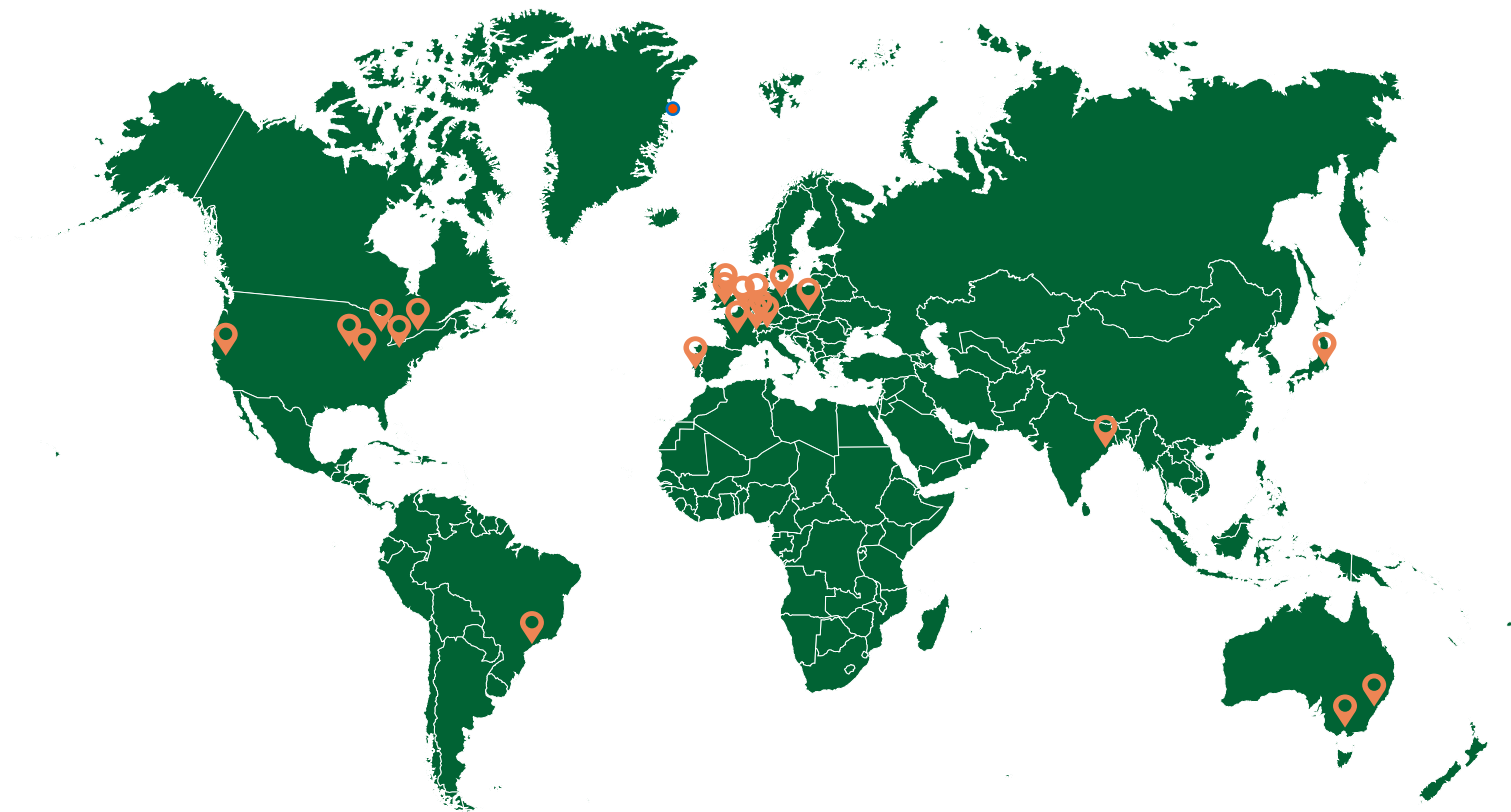


Hyland operations and workforce

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.



22
Offices




12
Countries



3,500
Employees
worldwide

Awards and recognition


2018–2024



Victory Media Military Friendly® Employer

First published in 2003, the Military Friendly Employers list is the most comprehensive and powerful resource for veterans seeking new career opportunities in corporate work environments.


Since 2023



Smart Culture Award

Smart Business recognizes leading organizations that have built positive cultures and prioritize happy, engaged employees.

2019–2023




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)


2023



Tech Cares Award

Hyland is one of 165 companies recognized by TrustRadius for volunteerism, workplace culture, charitable giving, environmental sustainability and robust diversity, equity and inclusion programming.


2023



Best Employers for Women

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

2023



Human Rights Campaign's Corporate Equality Index

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



Our approach

At Hyland, we are committed to pursuing ESG initiatives in a manner that is both right and logical. We believe that ESG 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. By consistently evaluating and refining our practices, we aim to do what is right, making proactive and tangible progress.

Our ESG program is executed on a global scale, underscoring our identity as one cohesive company, regardless of our widespread international presence. While we diligently adhere to local regulations and requirements in the diverse regions in which we operate, our overarching goal remains to present a unified and consistent ESG 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 ESG 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.

ESG highlights

This year, we proudly made significant strides forward in our ESG journey and were recognized by EcoVadis as an organization committed to ESG. Our EcoVadis assessment enabled us to evaluate our business through an ESG 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 ESG 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 ESG goals.



EcoVadis

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

- 1 Environmental impact
- 2 Labor and human rights standards
- 3 Ethics
- 4 Procurement practices

In 2024, Hyland completed our first EcoVadis assessment, receiving the EcoVadis Committed Badge.

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



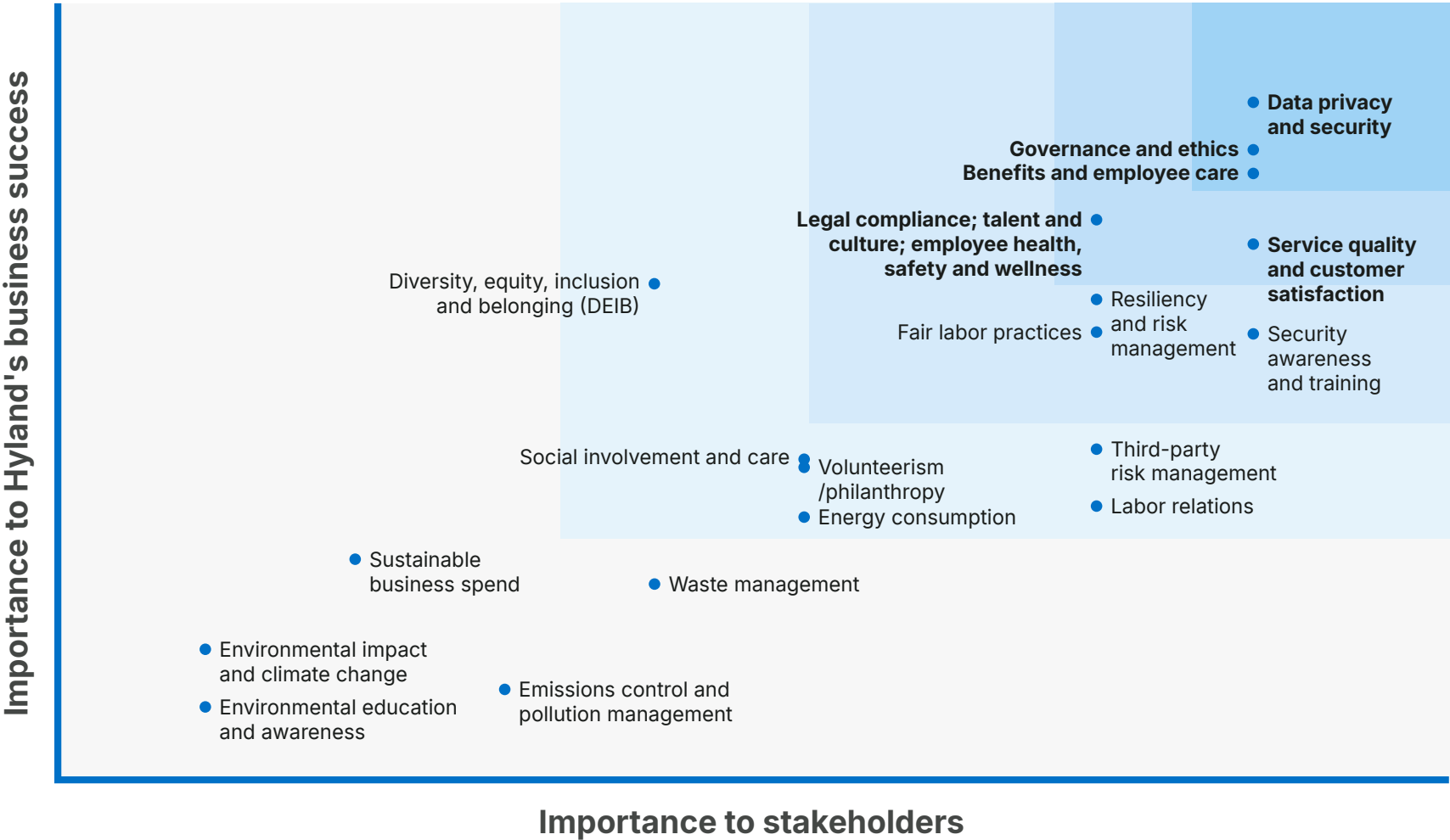
Materiality assessment and strategic framework

Our ESG 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.

We utilize this matrix to guide our strategy and decision-making. We prioritize what is most material to our work force first, many of these being social and governance factors.

As we continue to evolve, we monitor 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.

Hyland materiality matrix



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 ESG 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 ESG 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.

ESG is a key business priority with direct oversight by Hyland's executive leadership and board of directors.



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

ESG 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.

ESG and DEIB committees

Hyland drives its environmental and social impact initiatives through centralized committees: ESG Executive Steering Committee and DEIB Executive Committee. Our ESG Executive Steering Committee is comprised of senior leaders from across the organization and led by our CEO. They are responsible for setting strategic direction, making key decisions and guiding our focus.

ESG team

In addition to our investment in a dedicated ESG-focused analyst, we have the broad support and engagement of individuals from across the business. Our cross-functional ESG team provides both deep expertise and encourages widespread engagement for our efforts, enabling them to formulate strategy, drive implementation and ensure rigor, 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 diversity, equity, 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, to experiential opportunities meant to grow and develop curiosity, to those intended to engage and retain students and advance their skills. Examples of these opportunities include:

Field trips

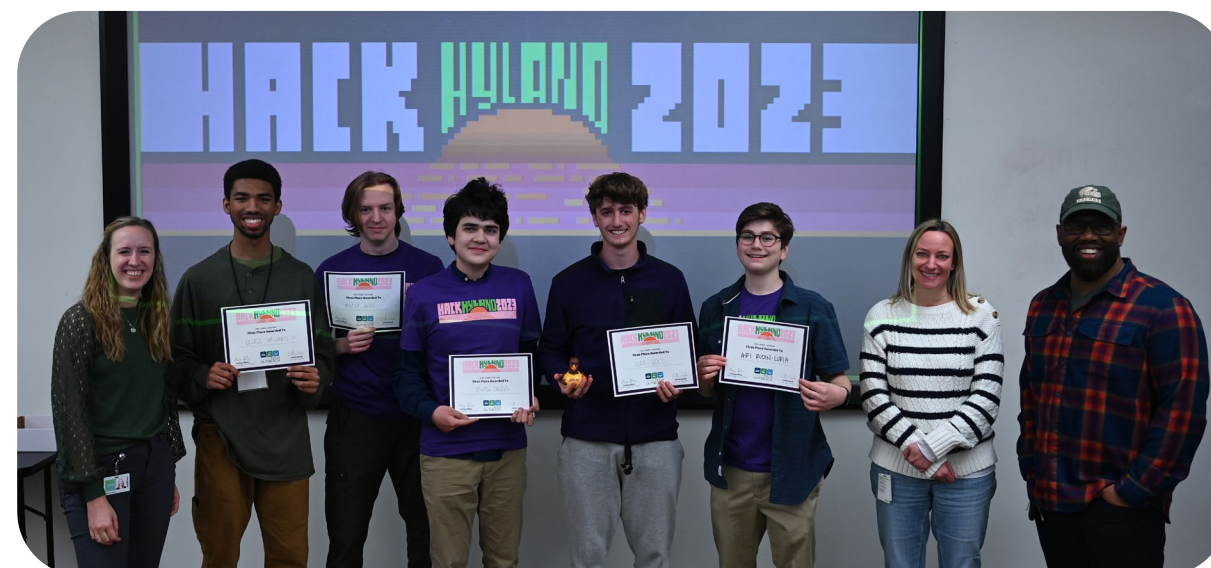
Groups of students visit Hyland's campus to get a first-hand look at what a career in the technology industry can be. They tour Hyland's headquarters and check out some of the fun perks that employees enjoy — including the diner and pickleball court. Students will also participate in a coding activity 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 Hy-Tech Club is for students in grades 9–12 who want to learn how to code. The club offers virtual and in-person options for beginner- to advanced-level classes and meets weekly during the school year. Examples of class offerings include HTML & CSS, Introduction to C#, Advanced Python Possibilities 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

97
Total attendees

69
In-person
28
Virtual

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.

Ohio Tech Day

Ohio Tech Day, designed to include and inspire students to pursue futures in tech, brings high school students (from MC2STEM High School and Euclid Middle School) to Hyland headquarters in Westlake. Students participate in a coding activity using MakeCode Arcade 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

Interns 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.

We continue to focus on networking events, classroom presentations and panels with local school diversity groups, and Historically Black Colleges and Universities (HBCUs).

1

Seizing Every Opportunity (SEO)

SEO connects talented Black, Hispanic and Native American undergraduates with internship opportunities. We hired two students from this program for our 2023 summer internship program.

2

Cristo Rey Network

We have a longstanding relationship with the Cristo Rey Corporate Work Study program. For the 2023–2024 school year, we supported eight students from Cleveland-based St. Martin de Porres High School and four students from the Kansas City-based Cristo Rey High School in a year-long, in-person work study program.

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 2023, our grantees included Cleveland State University and TECH CORPS.

Cleveland State University's Hyland STEM Program prepares high school students for college-level math courses and encourages them to pursue degrees in STEM.

Hyland's five-year partnership with TECH CORPS includes the development of new science data analytics curriculum as well as pilot curriculum for new Techie Camps in northeast Ohio, with programming expanding 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 companywide volunteer days across the globe. Our largely employee-nominated 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.

Diversity, equity, inclusion and belonging

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

Through our commitment to diversity, equity, 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 diverse 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 diversity of our global customers to best support their success and deliver an exceptional customer experience.

DEIB vision & mission

- **Vision:** We empower all voices and embrace diversity while unleashing innovation to positively impact society.
- **Mission:** Cultivate a culture of equity, inclusion and belonging that enables employees and customers to realize their full potential.

DEIB infrastructure

We have built a solid infrastructure to support our ongoing efforts and ensure an organizational approach to DEIB. Hyland's commitment to DEIB is supported by C-suite executives, HR and employees across the organization.



- **Hyland's DEIB Executive Council:** The DEIB Executive Council provides corporate oversight of DEIB strategy, programs and progress. The formation of this group demonstrates a commitment to Hyland's DEIB journey at the highest levels of the organization. Responsibilities include:
 - Define DEIB goals and establish organizational priorities
 - Oversee development and implementation of the DEIB strategic plan
 - Ensure companywide progress and accountability
- **Dedicated DEIB team:** Hyland's Corporate Social Responsibility team is dedicated to supporting Hyland's day-to-day responsibilities and progress.
- **Hyland's diversity consulting firm:** Hyland partners with V. Randolph Brown Consulting for DEIB strategic consultation, education and communication best practices.
- **DEIB policy:** In 2023, we established a DEIB policy to support our commitment to creating a workplace environment that values and respects diversity, promotes equal opportunities and contributes to the long-term success and sustainability of the organization.

Employee resource groups

Employee resource groups (ERGs) connect 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 AccessABILITY 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.



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



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.



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



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 open to all employees and is committed to supporting caregivers, allies and anyone facing a mental health challenge.



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

Workforce commitment and action

Education

We maintain a commitment to delivering DEIB 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 DEIB concepts and principles, develop an understanding of other cultures and insights into global business best practices and provide the opportunity for skill building for employees. As a global and diverse team, ongoing education is an integral part of our path forward, ensuring that DEIB principles 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 diverse 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 diversity is celebrated, equity is embraced and inclusion is the heartbeat of our success, driving Hyland toward greater innovation and creativity.

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.



Melissa Monter
Director, Global Documentation

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.



Trina Jones
Instructional Designer, Revenue Enablement

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.



Rob Nordman
Director, IS Global Support & Operations

Workforce development

Hyland recognizes the value of diversity in the workforce. Our recruiting team utilizes a number of diverse recruiting strategies in order to ensure we are actively seeking a broader candidate pool with the unique skills required to meet our business needs.

We partner with HBCUs and diverse student groups including National Society of Black Engineers, Society of Women Engineers and Women in Business organizations. We connect with students through career fairs, presentations and networking events. We partner with national associations as well as DiversityJobs to post open positions on hundreds of job boards and reach a larger, more diverse candidate audience.

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.



Workforce commitment and action

We continuously review policies, practices and procedures, as well as their impacts on the employee experience life cycle. This strengthens our systematic approach to recruiting, onboarding, developing, advancing and retaining a diverse workforce.

Marketplace commitment and action

We aspire to achieve accessibility for all products and provide full and equitable opportunities when procuring goods and services.

Product accessibility

Hyland's R&D team helps to provide education and resources to nurture a culture of accessibility through Hyland's products.

Supplier diversity

Hyland's Sourcing department actively seeks out and develops vendor relationships with small businesses and diverse businesses, including, but not limited to, women- and veteran-owned small businesses and LGBTQIA+-owned businesses, to ensure full and equitable opportunities when procuring goods and services.



Commitment to human rights

Hyland believes that all humans should be treated with dignity, fairness and respect. In practice, this means Hyland adheres to all environmental, worker safety and human rights laws applicable to our global workforce. Further, 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 human rights laws.

Hyland uses a risk-based approach for the management of our suppliers, which includes prequalification due diligence, performance requirements and commitments, and a right to audit and review to ensure 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](#).



Code of conduct** (As/if comes becomes available)



Environmental

We care deeply about the planet and are dedicated to helping our customers reduce their environmental footprint while simultaneously minimizing our own. 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 reducing 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 achieving environmental neutrality and demonstrating corporate responsibility through a staged approach.

With the support of our employees, we strive to foster a diverse, inclusive and engaging work environment where sustainability considerations are at the forefront. Our collective efforts are directed toward creating meaningful, long-lasting change that aligns with our values and responsibilities as a global corporate citizen.

Commitment to sustainability

Carbon reduction plan

Hyland has published its inaugural [carbon reduction plan](#), outlining the steps we intend to take on our journey toward enhancing our environmental footprint and achieving net-zero emissions by 2050. This framework underscores our commitment to prioritizing sustainable business practices across our global operations, thereby reducing 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
- Powering our headquarters with carbon-neutral natural gas and 100% renewable electricity through carbon offsets and renewable energy credits
- 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:

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

2023 emissions

Emissions*

51,961 tCO₂e**

Headcount intensity***

12 tCO₂e/\$1m

Revenue intensity****

46 tCO₂e/\$1m

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.



Scope 1

746 tCO₂e **1.4%**

Direct release of greenhouse gases from sources you own or control (e.g. company-owned vehicles or furnaces).

Scope 2

2,875 tCO₂e **5.5%**

Emissions from the generation of electricity, steam, heat or cooling that you purchase from companies (like your power utility).

Scope 3

48,339 tCO₂e **93.0%**

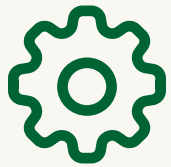
Upstream emissions of products and services you purchase, and downstream emissions when customers use/dispose of your products.

* 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.



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.

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 complies 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.



Our commitment

Hyland is unwavering in its commitment to creating a sustainable, responsible and ethical business environment. Our dedication to environmental, social and governance (ESG) principles is at the core of our values. This report serves as a testament to our ongoing commitment and transparency, encapsulating our journey toward a 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 ESG principles; it encompasses a relentless pursuit of continuous improvement. Each year, we strive to enhance our ESG 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.

By consistently evaluating and refining our practices, we aim to do what is right, making meaningful and measurable advancements in our ESG 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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