

# Hyland 2023 Environmental, Social and Governance report



## Contents

*(Click to jump to a chapter)*

### **3 Letter from our CEO**

### **4 Our company**

Mission, vision and core values

Our operations and workforce

Awards and recognition

### **9 Our approach**

Materiality assessment

Governance and oversight

Stakeholder engagement

### **13 Social**

Building and inspiring careers  
in technology

Volunteerism and philanthropy

Diversity, equity, inclusion  
and belonging (DEIB)

Workplace commitment and action

### **23 Environmental**

2022 Emissions Estimates

Commitment to human rights

Waste

### **27 Governance**

Data privacy and security

Cybersecurity training

### **30 Our commitment**

# Letter from our CEO

I am pleased to introduce Hyland's Environmental, Social and Governance (ESG) report. This report reflects our commitment to conducting business in a sustainable and responsible way that aligns with our core values.

As a global company trusted by thousands of organizations worldwide, our impact is far reaching.

Since our founding in 1991, we've been deeply committed to helping our people achieve their full potential while improving the communities and environment around us. Our commitment to evolving our technology and advancing our business has been integral to our journey, and it's equally important that we understand and embrace our role in addressing today's global challenges. Formalizing Hyland's commitment to ESG represents a critical opportunity for us to make an even greater impact.

## Empowering our people to make a difference

We care deeply for our employees and are focused on building a workplace where all belong and thrive. We understand that inclusion and diversity of thought drives innovation by inviting more ideas and fueling creativity. We acknowledge our differences as a strength as we pursue our vision to be the world's leading intelligent content services provider.

We recently launched organization-wide diversity, equity, inclusion and belonging (DEIB) education to establish a common understanding of DEIB and strengthen inclusive behaviors. More than 90% of our executive team have already demonstrated their commitment by participating in this education, and the entire organization will follow in 2024.



## Formalizing our commitment to ESG

As Hyland continues to grow — and as environmental and social issues continue to impact the way we and our stakeholders do business — it's increasingly important that we share how we're investing in our communities and the world around us. Formalizing our commitment to ESG enables us to highlight past and present efforts while setting goals that sharpen our focus and signal our ongoing dedication to these important topics going forward.

By bringing a new level of rigor to Hyland's ESG practices and programs, we're reinforcing 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. To all those who support these efforts, thank you for everything you do. Through collaboration and shared values, we can truly make a difference.

**Bill Priemer**  
President and CEO  
Hyland



# Our company

Hyland provides intelligent software and services that help organizations in every industry seamlessly integrate content, data and processes — providing the right information to the right people, when and where they need it. Hyland puts today's enterprise information to work in ways that empower people to deliver their best.

We make information smarter and more accessible so our customers can provide better experiences to the people they serve.

# Mission, vision and core values

Driven by our values, we have consistently prioritized doing the right thing by our customers, our employees, our communities and our world, but have not systemically tracked and reported on these efforts.

Hyland's core values, established by our executive team in 2003, are not just what we aspire to be — they're at the core of who we are, every day.

Hyland thrives on new ideas and diverse perspectives. We believe our people can accomplish anything. To help them get there, we provide the freedom to innovate, a license to be creative and leadership that supports and empowers each team member.

<b>Integrity</b>  We conduct ourselves with honesty, integrity and fairness	<b>Family</b>  Our employees are our family	<b>Partnership</b>  Customers are our partners	<b>Solutions</b>  We deliver innovative solutions	<b>Passion</b>  We bring passion to all we do
----------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------

# Our operations and workforce

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

The COVID-19 pandemic accelerated Hyland's movement 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.

We continue to operate responsibly, minimizing our environmental impact and working toward creating longer-term goals. In the future, these goals will relate to energy consumption, carbon emissions and waste. Today, our headquarters is powered by carbon neutral natural gas and 100% renewable electricity via carbon offsets and renewable energy credits.



# Workplace awards and recognition

## Human Rights Campaign's Corporate Equality Index (2022)

This marked Hyland's second year being included in the Corporate Equality Index (CEI), a time during which we enhanced our benefits to ensure transgender coverage and increased corporate social responsibility support for the LGBTQ+ community.

## NorthFace ScoreBoard Service Award (2021)

Every year, the Customer Relationship Management Institute audits and measures customer satisfaction and loyalty levels in categories including tech support and field service. This seventh-consecutive honor for Hyland demonstrates our ongoing commitment to building long-term customer loyalty by continuously exceeding customer expectations.

## LinkedIn's Top Companies in Cleveland (2021)

Hyland was recognized as part of the 2021 LinkedIn top companies in the greater Cleveland area based on career-advancement facets that include ability to advance, skills growth, company stability, external opportunity, company affinity, gender diversity and educational background.

## Tech Cares Award (2023)

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

## Great Place to Work Awards (2016–2023)

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®
- #20 in Best Workplaces in Technology™ (Large)

### 2018

- #75 in Fortune 100 Best Companies to Work For®
- #16 in Best Workplaces in Technology™ (Large)

### 2017

- #34 in Best Workplaces for Women
- #77 in Best Workplaces for Millennials
- #75 in Fortune 100 Best Companies to Work For®
- #10 in Best Workplaces in Technology (Large)

### 2016

- #48 in Best Workplaces for Millennials
- #48 in Fortune 100 Best Companies to Work For®
- #5 in Best Workplaces in Technology (Large)



### **Employee Experience Leader of the Year: Hyland Chief People Officer Debbie Connelly (2021)**

This award recognizes the work of senior leaders who are pioneers in the field of employee experience, which *Reworked* defines as the culmination of workplace programs, management processes, technology and culture that foster a positive and engaging workplace experience for employees.

### **Victory Media Military Friendly® Employer (since 2018)**

This designation recognizes exceptional recruiting initiatives and commitment to connecting service members, veterans and spouses with meaningful careers. 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.

### **50 Best Workplaces for Flexibility (2016)**

Hyland ranked #2 by Fortune for its flexible work environment in which employees are encouraged to achieve work-life balance.

### **50 Best Workplaces for Giving Back (2016)**

Hyland ranked #41 by Fortune for its philanthropic focus and dedication to giving back to the communities where employees work, live and play.

### **Best Employers for Women (2023)**

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

### **Medical Mutual Pillar Awards (2013)**

Hyland was selected for its employee-driven community service for the Pillar Awards, presented to companies for outstanding contributions to the community and for embracing philanthropy or volunteerism.

### **Smart Culture Award (since 2023)**

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





# Our approach

We believe that ESG factors play an important role in the success of our business, from both an opportunity and a risk-mitigation perspective.

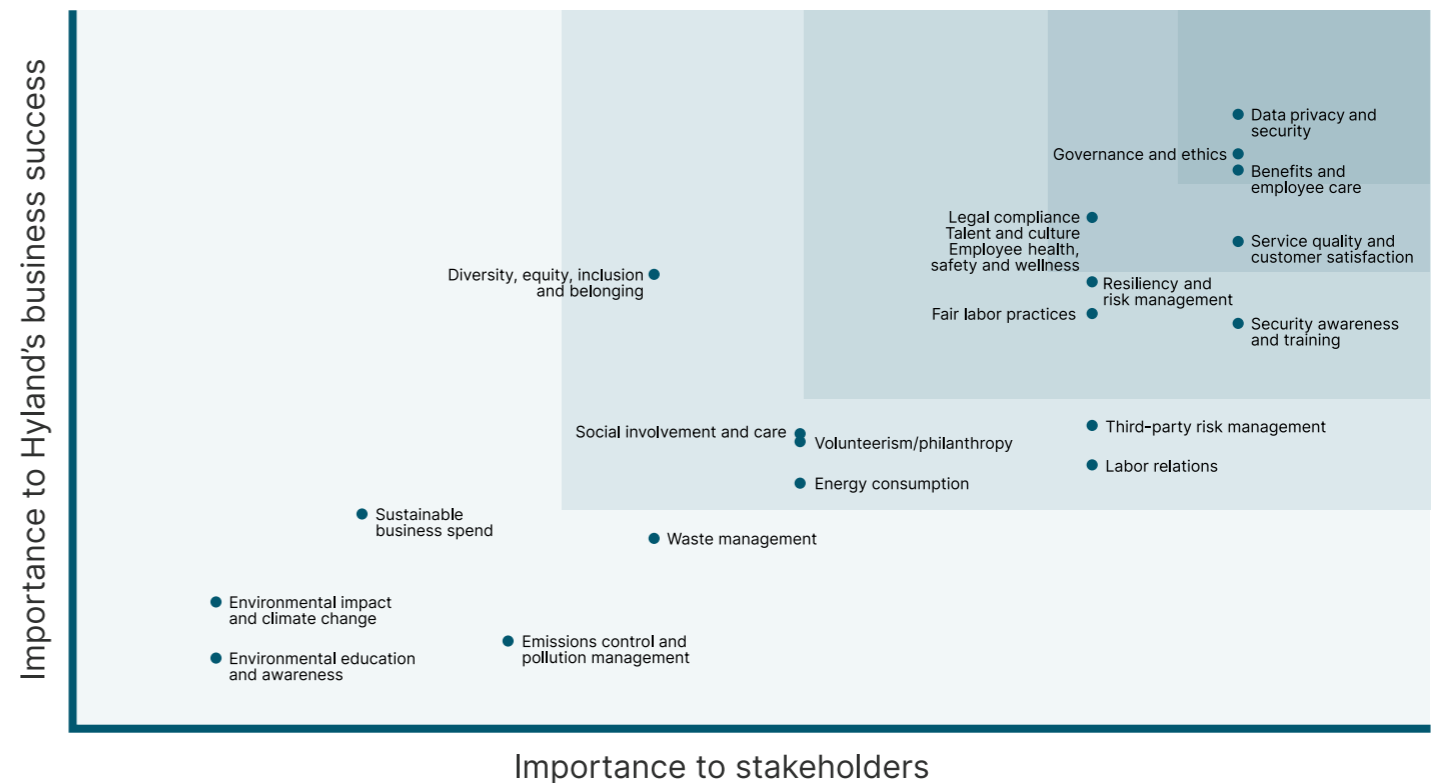
We seek to further extend our core values to better assess, address and monitor our impact on the environment; our relationships with employees, suppliers, customers, partners and the communities in which we operate; and our governance of ESG issues.

# 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. This determined our priorities and enabled us to refine and extend our ESG strategies.

In 2024, we will review our material priorities to take into consideration 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



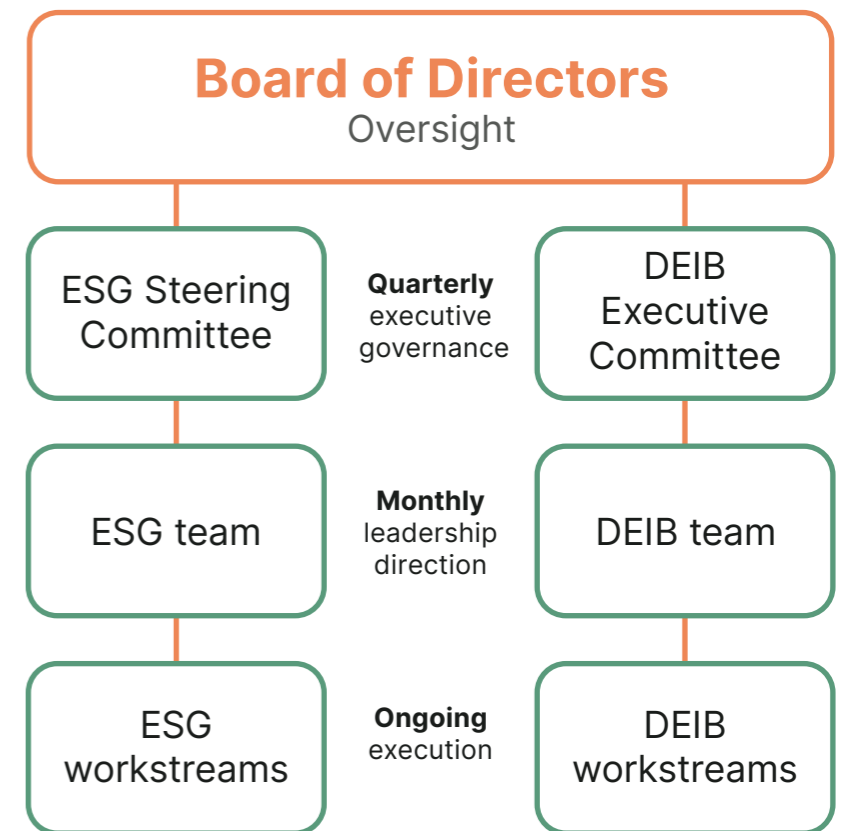
# Governance and oversight

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 the 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 organizational capacity to support our goals. Building upon our foundation and organizational momentum, we've 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 investors, employees, customers, suppliers, business partners 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

In 2023, we have created direct alignment with our Board of Directors and executive leadership to oversee our ESG initiatives through quarterly executive meetings, providing oversight and receiving regular updates on the program's progress.

## ESG and DEIB committees

We've expanded our social impact initiatives through centralized committees: ESG Executive Steering Committee and DEIB Executive Committee. We've centralized our security and privacy under a newly formed chief information security officer. Our ESG Executive Steering Committee is responsible for decision-making on key areas of focus and meets quarterly with an expanded focus

## ESG team

We have a cross-functional ESG team and working groups to formulate strategy, drive implementation and introduce rigor, reporting and tracking to hold ourselves accountable.



# Social

At Hyland, we build communities where every one of us is able to 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 software industry can be. They tour Hyland's headquarters and check out some of the fun perks that employees enjoy — including the diner and volleyball 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 Camps

Virtual and in-person Hy-Tech Camps are designed to introduce students to a wide range of technology topics — some of which they didn't even know exist. Students in grades 7–12 are included in these programs. Examples of camps include Machine Learning for Kids, Computers & Society, Cyber Security Fundamentals and more.

## 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.

## High school Innovation Showdown

The High School Innovation Showdown is a virtual or in-person team competition that tasks students to use their creativity to come up with an innovative concept that could solve a real-world problem. Teams conduct brainstorming sessions, develop project plans and work together to showcase their idea effectively to a panel of judges at Hyland.

## Hyland Hackathon

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

## 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 and Youth Opportunities Unlimited.

## Internship program

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.

## Creating opportunities

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

- **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.

- **Cristo Rey Network**

We have had a longstanding relationship with the Cristo Rey Corporate Work Study program. For the 2022–2023 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. This was in addition to the OnBase training Hyland has offered to all 400 students at St. Martin de Porres High School since 2020.



# 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 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

Our 2022 grantees included the Boys and Girls Clubs of Northeast Ohio, HIT in the CLE and NeoSTEM.



## Community engagement

Our community engagement programs support our employees in meaningful ways. If we can facilitate and support our employees’ involvement in causes, then they are more likely to stay at Hyland and be engaged and passionate in their work. Hyland employees are active in their communities, and we want to support them and the organizations they support. In 2022, 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 and supports 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 companywide initiatives.

- **Volunteer time off**

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

- **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 in which they're already involved. Hundreds of Hyland employees participate, and this program continues to expand year over year.

- **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 over \$65,000 annually for a variety of nonprofits that benefit from employee-initiated and peer-supported fundraisers.

## Hylanders for Hylanders

Our core values are brought to life through our employee relief fund, Hylanders for Hylanders. This fund provides an opportunity for Hyland employees to anonymously support their fellow colleagues through one-time or recurring donations. The fund is available for employees in times of need or when facing unforeseen hardships. Hylanders for Hylanders enables us to care for, and respond to, the needs of our employees in times of crisis.

# Diversity, equity, inclusion and belonging

Hyland is a global and diverse workforce committed to building a workplace where we all belong and thrive. When we feel like we belong, our voices are empowered and our diverse skills, experiences and perspectives can be heard, valued and unleashed to make a positive impact. Through our diversity, equity, inclusion and belonging (DEIB) commitment, we:

- **Attract, engage and retain a diverse, global workforce**  
Build a workplace where employees feel like they belong, can thrive and are supported to deliver their best.
- **Embrace diversity to foster innovation**  
Create more opportunities for collaboration and invite more ideas, fueling innovation and creativity.
- **Support our global customers**  
Value the diversity of our customers to best support their success and deliver an exceptional customer experience.

## DEIB vision and mission

- **Vision**  
Empower all voices and embrace diversity while unleashing innovation to positively impact society.
- **Mission**  
Cultivate a culture that enables employees and customers to realize their full potential.

# Workplace commitment and action

Hyland's commitment to DEIB is a team effort and championed by our CEO, executive team, HR and employees across the organization.

- **DEIB Executive Council**

Provides corporate oversight of DEIB strategy, programs and progress. The formation of this group demonstrates a commitment to Hyland's DEIB at the highest levels of the organization. Responsibilities include:

- Define goals and establish organizational priorities
- Oversee development and implementation of strategic plan
- Ensure companywide progress and accountability

- **Dedicated DEIB team**

Hyland's Corporate Social Responsibility team is dedicated to supporting our day-to-day DEIB responsibilities and measuring progress.

- **Diverse by Design Strategy team**

This cross-departmental strategy team supports the development and implementation of Hyland's DEIB strategy. They offer perspective and points of view that are key to the successful adoption of our strategy and serve as positive, proactive champions for DEIB.

- **Diversity consulting firm**

Hyland partners with V. Randolph Brown consulting to support DEIB strategy, education and communications best practices.

## Hyland's DEIB strategic plan

Working with our diversity consulting firm, we have created a five-year plan to align and uplift our current DEIB initiatives. These actions include:

- **Assessment**

We conducted an extensive qualitative and quantitative assessment to deeply understand Hyland's current DEIB climate. With a data-driven, strengths-based approach that valued all voices, our goal was to inspire possibility thinking and creative strategies.

- **Audit**

We hosted an audit of HR policies, practices and procedures and their impact on the employee life cycle experience to support Hyland in successfully identifying, selecting, onboarding, developing, advancing and retaining a diverse and inclusive workforce of leaders and talent.

- **Strategic plan**

Hyland has created a data-driven and sustainable DEIB strategy focused on internal and external opportunities that aligns with and supports the organization's key business priorities, objectives and values.

- **Education plan**

A top priority of the DEIB strategic plan is a long-term action plan to create a common language and understanding of DEIB, its benefits to the organization and to all employees.

## Employee resource groups

Employee resource groups (ERGs) at Hyland connect employees and serve as a resource to develop a diverse and inclusive work environment. Hyland ERGs 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.

- **ACCESS**

Hyland's accessibility ERG is dedicated to honoring and celebrating differences through education, improved access, increased awareness and opportunities, and acceptance. The group strives for equal access and usability in a manner that respects dignity and independence such that no individuals with disabilities are excluded or otherwise treated differently.

- **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.

- **HylandWIN**

Hyland's Women in Networking ERG empowers women and supporters of women by providing educational resources and opportunities for personal development. The group enables the entire Hyland community to recognize and support the diverse strengths of our female colleagues.



- **WeMERG**

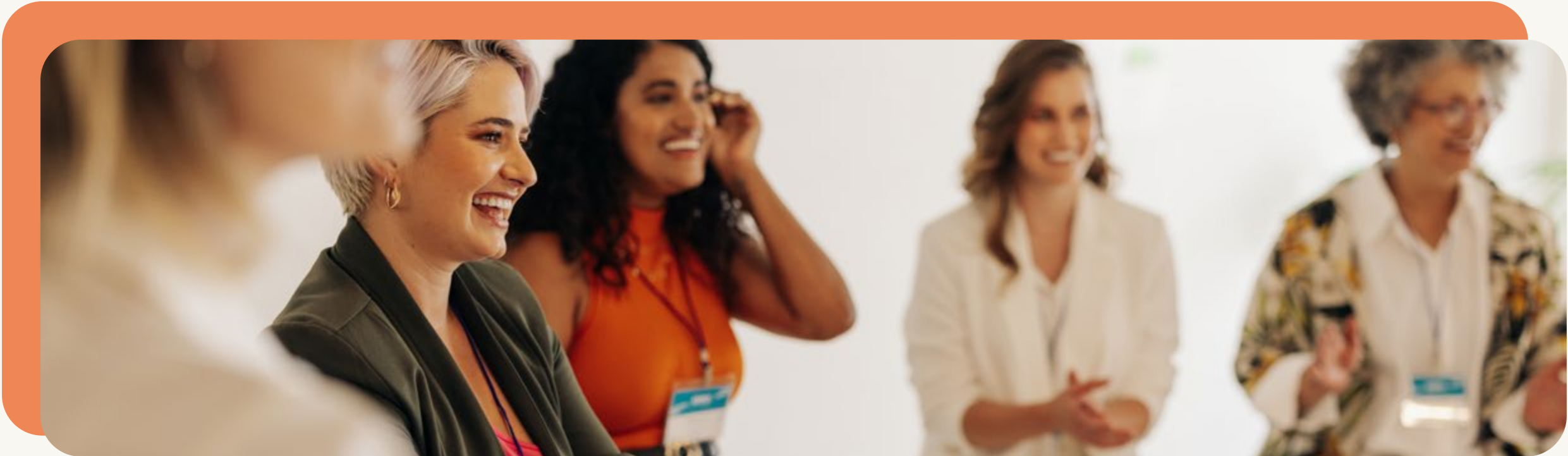
Hyland's multicultural ERG endeavors to create a fun and connected culture by fostering opportunities for employees to share, inform, learn from and invest in one another's success. The group focuses on the pillars of family, community, belonging and exposure to move their mission forward.

- **Peace of Mind**

Hyland's mental health ERG is a community free of judgement for employees to learn, share and listen with the intention of eliminating stigma associated with mental health.

- **VERG**

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



### Education

We recognize that DEIB education is essential to provide foundational knowledge, establish a common understanding and begin skill building for employees.

Nearly 200 of Hyland’s executive and senior leaders completed an Intrinsically Inclusive Leader education session that provided a common DEIB language and tools to better understand and proactively leverage intrinsically inclusive behaviors. We recognize that employees are looking to leaders to model inclusive behaviors and lead in a way that fosters inclusion and a sense of belonging.

In 2023, we partnered with our DEIB consultant to offer organization-wide education.

### Accommodations and benefits

Accessibility and accommodations are supported by members of Hyland’s HR, Facilities, IS and R&D teams. When an employee or a candidate has an accommodation request, they reach out to HR to help support their needs.

We continue to strengthen our systematic approach to recruiting, onboarding, developing, advancing and retaining employees.

### Workforce development

Hyland’s campus recruiting strategy focuses on partnering 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 also partner with national associations to attract diverse talent to Hyland.

## Community commitment and action

We connect, support and strengthen our relationship with organizations that share the same values.

- **CEO Action pledge**

In 2017, Hyland committed to the CEO Action pledge to advance DEIB in the workplace. Through this cohort, Hyland has exposure to other organizations and collaborative resources on DEIB programming and how to better evolve operations.

Since 2019, Hyland has been involved in the CEO Action's Day of Understanding, sharing resources with employees to support their own personal education on DEIB tactics including:

- Building a trusting environment where employees can have complex conversations about diversity and inclusion
- Implementing educational programs to inform employees about bias and how to address it
- Sharing diversity and inclusion best practices with the greater business community

- **Benchmark assessments**

Hyland enrolls in national assessments to gain a better understanding of how we can improve and evolve our policies and procedures. These assessments include Human Rights Campaign Corporate Equality Index assessment and the Military Friendly Employer.



## Marketplace commitment and action

We ensure our products are suited for all.

- **Product accessibility**

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

- **Diversity supplier**

Hyland's Sourcing department actively seeks out and develops vendor relationships with women- and veteran-owned small businesses and LGBTQ+-owned businesses to ensure full and equitable opportunities when procuring goods and services.

**[Learn more about how we're addressing supplier diversity on page 25 of this report.](#)**



# Environmental

We care about the planet and strive to help our customers reduce their environmental footprint while reducing ours. We actively manage this through sustainability and waste management programs and have implemented companywide policies to reduce our environmental impact and waste consumption.

With unprecedented environmental and social challenges that threaten the economy and local communities, we formally integrated sustainability into our operations in 2018.

As an organization, we support an accelerated transition toward a more sustainable global economy and will work in stages to achieve environmental neutrality and demonstrate corporate responsibility. With employee support, we will foster a diverse, inclusive and engaging work environment that holds sustainability considerations at its core.

# 2022 emissions

Emissions\*

**55,744** tCO<sub>2</sub>e\*\*

Headcount intensity\*\*\*

**12** tCO<sub>2</sub>e/\$1m

Revenue intensity\*\*\*\*

**50** tCO<sub>2</sub>e/\$1m

## GHG scope breakdown: Emissions and scopes

The GHG Protocol splits emissions into scopes based on the party directly emitting.



### Scope 1

1,138 tCO<sub>2</sub>e

**2.0%**

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

### Scope 2

5,667 tCO<sub>2</sub>e

**10.2%**

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

### Scope 3

48,940 tCO<sub>2</sub>e

**87.8%**

Upstream emissions of products and services you purchase

\* Calculations based on GHG protocol standards

\*\* Tons of carbon dioxide equivalent

\*\*\* Headcount intensity measures how much CO<sub>2</sub>e 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 CO<sub>2</sub>e 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.





# Commitment to human rights

Hyland believes that all humans should be treated with dignity, fairness and respect. In practice, this means that 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 pre-qualification 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.](#)**



# Waste

## Phase one goals



Decrease overall waste generation



Create long-term sustainability goals

## Phase two goals

Improving accuracy and efficiency of in-office waste management to achieve environmental neutrality within Hyland includes the measurement and improvement of:

- Performance related to GHG emissions
- Energy efficiency
- Water intake
- Unused paper and plasticware
- Waste vs. recycling pickup



# 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. By following them, we are a great company.

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.

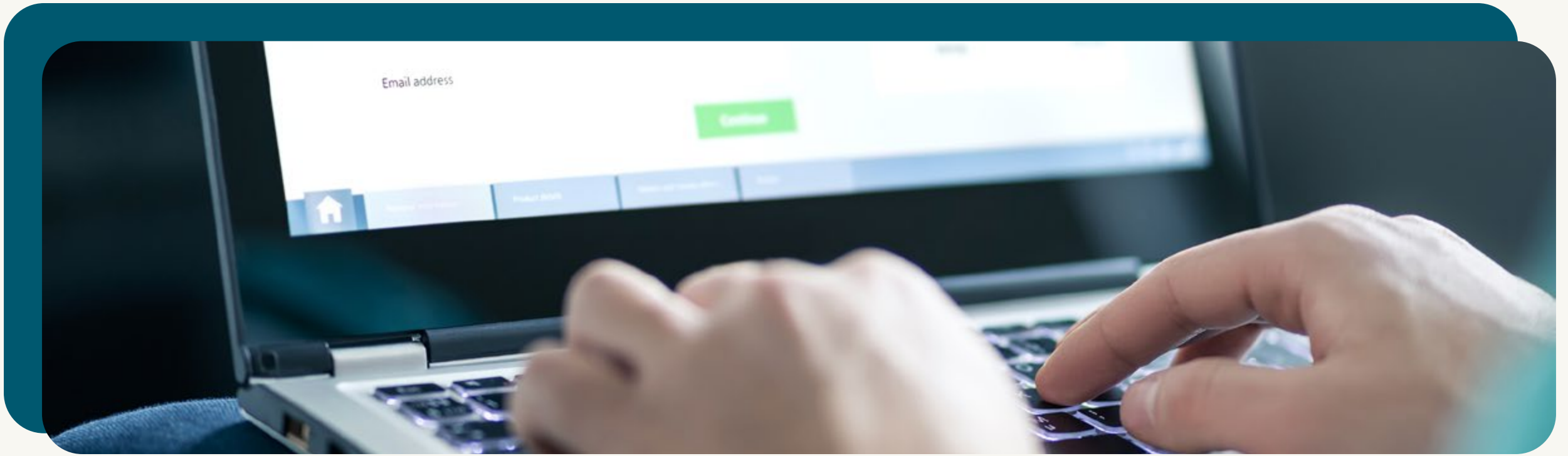
Hyland's Security Organization is comprised of multiple cross-departmental teams of dedicated professionals with direct and dotted line reporting to Hyland's CISO. The teams are focused on areas including, but not limited to, security operations, enterprise vulnerability management, security engineering,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

The Privacy team is led by Hyland's Global Privacy Officer and consists of certified privacy professionals, an external Data Protection Officer and cross-departmental Privacy Champions. 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. The Hyland Privacy team integrates privacy principles into Hyland's overall business through comprehensive data privacy policies, procedures and notices, regular data privacy awareness training, data mapping exercises and privacy impact reviews.



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, privacy and risk management.



# Cybersecurity training

Hyland has a security-first culture and regularly educates our employees on the latest security requirements and best 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.

We expect each employee or contractor to be responsible for the security and confidentiality of our corporate and customer data. All associates 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. Hyland also ensures that all third parties are contracted and reviewed according to access and processing activities, including confidentiality commitments.



# Our commitment

Hyland is committed to creating a sustainable, responsible and ethical business environment. Our dedication to Environmental, Social and Governance principles is at the core of our values. This report serves as a testament to our ongoing commitment and transparency and encapsulates our journey toward a sustainable and responsible future. We express our gratitude to our stakeholders, including employees, customers, partners and investors, and our community for their support and collaboration. Together, we are shaping a better, more sustainable future.

# Hyland™

Learn more at [Hyland.com](https://www.hyland.com).