Transforming tomorrow:

Our commitment to positive change



Horizontal



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Introduction

Executive summary

We believe in building a sustainable future while delivering innovative solutions to meet our customers' needs and we are dedicated to fostering positive change through responsible environmental practices, social impact and strong governance. ***Transforming tomorrow: Our commitment to positive change*** outlines our approach to sustainability and details the progress made across our environmental, social and governance initiatives throughout 2023 and 2024.

In this report, we highlight key achievements and future goals that underscore our dedication to sustainable business practices, community engagement and ethical governance. Some key highlights include tracking and reducing our carbon footprint through Scope 1, 2 and 3 emissions data, fostering a culture of continuous learning and development, focusing on internal and external diversity, equity, inclusion and accessibility (DEIA) efforts, volunteering in all the communities we operate in and adhering to the highest standards in policies, commitments and responsible leadership.

This report serves as both a reflection of our current sustainability efforts and a roadmap for how we will continue to contribute to a more equitable and sustainable world.

A word from our founder

At Horizontal, we believe that change starts from within. As we share our first-ever ESG report, ***Transforming tomorrow: Our commitment to positive change***, I am proud to reflect on the foundation we've built and the future we are helping to shape. Since Horizontal's inception in 2003, I've witnessed firsthand how impactful transformation begins with a clear purpose and a commitment to continuous improvement.

Our company's journey toward greater environmental, social and governance responsibility is rooted in the same values that have guided us since day one. As a professional services and digital consultancy firm, we may not immediately come to mind when thinking about organizations leading the charge on sustainability, but we know that every business, regardless of industry, has a role to play. For us, that role begins with looking inward and refining our internal efforts, while equipping our customers to do the same.

Customers today are looking for more than just a service provider—they want a partner that shares their values and are committed to making a positive impact. At Horizontal, we've made it our mission to align internally while ensuring our services align with changing needs. Our unique position allows us to help companies implement their ESG strategies—whether it's through responsible hiring practices, building teams that can lead sustainability efforts or leveraging digital tools to reduce environmental footprints. These conversations are becoming more frequent and more meaningful, and I'm proud to see how our customers are embracing the future alongside us.

As we continue to expand our efforts, I invite you to join us on this journey. Every action, no matter how small, can contribute to a brighter, more sustainable future. Together, our commitment to positive change will transform tomorrow.

Sabin Ephrem

Co-Founder, President & CEO | Horizontal Integration Inc.

DBA Horizontal Digital and Horizontal Talent



2023-2024 highlights

Established ESG Advisory Board

Launched DEIA, Horizontal Cares and sustainability committees

Created new diversity and belonging, anti-harassment and cybersecurity training for all employees

Reported ESG efforts to CDP and EcoVadis

Measured Scope 1, 2 and 3 emissions for the first time

Aligned with U.N. Sustainable Development Goals (SDGs)

Made progress towards the ISO 27001 and ISO 14001 certifications

Enhanced diverse hiring and supplier diversity through the adoption of new technologies and practices

13

Material issues identified in alignment with the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB).

20+

Hosted 20+ DEI-related events

30+

Organizations we've volunteered with or donated to

4

Employee Resource Groups (ERGs) launched

Awards

Platinum Partner
2024

Experience Platform
CDP
Personalize
OrderCloud
XM Cloud
Content Hub

Specialized Partner
2024

Our history

Founded in 2003, Horizontal is a minority-owned professional services company with two distinct lines of business: Horizontal Talent and Horizontal Digital. Horizontal Talent focuses on the hiring needs of small, medium and Fortune 500 organizations with an emphasis on IT, marketing, creative and business strategy needs. Horizontal Digital is a consultancy offering end-to-end strategic digital transformation programs. With offices around the world, we are proud to provide talent, team and project solutions to small, medium and Fortune 500 organizations.



Sabin Ephrem
Co-founder, President & CEO
Horizontal Integration Inc.



Chris Staley
Co-founder & Chief Digital Officer
Horizontal Digital



Jeremy Langevin
Co-founder & CEO
Horizontal Talent

Our values

Since Horizontal Talent and Horizontal Digital serve distinct purposes, each is guided by its own unique values that reflect the focus and strengths of our missions. As partner companies, we are united by a shared dedication to delivering exceptional results and creating meaningful connections, while embracing the distinct principles that drive our individual approaches. Together, this balance of shared purpose and differentiated values ensures a cohesive yet tailored experience across our complementary lines of business.

Horizontal Digital



Lock arms



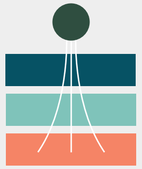
Elevate empathy



Show hustle



Embrace change



Never settle

Horizontal Talent



Collaboration



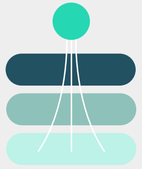
Greater good



Hustle



Integrity



Positive energy

Our services

Horizontal has two distinct lines of business: Horizontal Digital and Horizontal Talent.

Horizontal Digital

Horizontal Digital is a consultancy offering end-to-end strategic digital transformation programs. With over 20 years of experience in the space, Horizontal Digital has delivered best-in-class experiences for some of the very best healthcare, financial services, manufacturing and hospitality organizations in the world. Some of Horizontal Digital's capabilities include:

CX strategy

Experience design

Digital operations

Analytics & AI

Digital transformation

Horizontal Talent

Horizontal Talent focuses on the needs of small, medium and Fortune 500 organizations with an emphasis on IT, marketing, creative and business strategy needs. To deliver on those needs, we offer:

Talent solutions – Contract, contract to hire and direct hire consultants

Team solutions – You provide the vision and retain control over deliverables while we build your team or delivery center of experts

Project solutions – We oversee all project objectives and source the consultants including enterprise development, application managed services, SAP, AI & Cloud services, testing as a service, project management as a service

Horizontal is a company with global reach, headquartered in Minneapolis, MN.

United States
Minneapolis
Chicago
Denver
Dallas

India
Bengaluru
Hyderabad
Jaipur
Pune
Vadodara

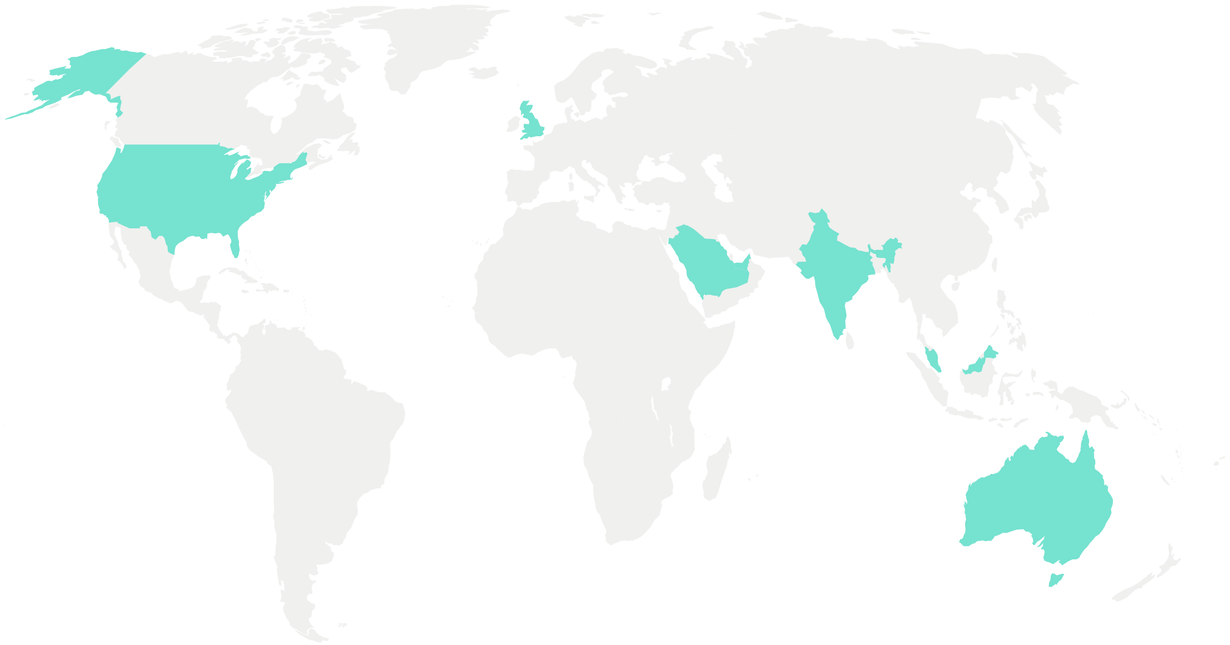
Malaysia
Kuala Lumpur

Saudi Arabia
Riyadh

United Arab Emirates
Dubai

United Kingdom
London

Australia
Melbourne



Our approach to sustainability

Horizontal is in the people business. We recognize that if we do not commit to furthering environmental efforts, social initiatives and governance compliance, we will not have communities to support. Not to mention, ESG is an integral part of our core pillars, specifically greater good, integrity, lock arms, elevate empathy and never settle.

We are taking a multifaceted approach to becoming a more responsible company. Our sustainability manager, ESG advisory board and sustainability committee help drive initiatives, set goals and establish our mission, promise and objectives. By embedding sustainability into our business and starting our initiative focusing on the three pillars below, we are confident in our future outlook.

- **Reporting**
- **Global alignment**
- **Stakeholder involvement**



“Treat your clients, consultants and internal employees well, and never stop innovating”

Jeremy Langevin
Cofounder & CEO
Horizontal Talent



Our ESG mission statement

At Horizontal, we embrace our responsibility to drive positive change through our ESG practices, and we are committed to making a positive impact on the communities we serve and the environment. Our dedication to endless self-improvement is reflected in our proactive approach to listening, reporting, innovating and engaging with our internal and external stakeholders.

Global alignment

To best understand our impact as an organization, we have aligned with various global organizations. As part of our global alignment, we will be committing to the UN Global Compact, along with our current DEI, environmental sustainability and volunteer efforts aligning with the UN Sustainable Development Goals. In addition to our EcoVadis reporting and Greenhouse Gas (GHG) emission tracking, we are implementing the ISO 14001 Environmental Management System and will be striving to receive their certification in the coming years. Following the completion of our emission tracking, we will be committing to the Science-Based Targets initiative (SBTi) by the end of 2026.

Horizontal actively aligns its ESG initiatives with international frameworks, including the UN Sustainable Development Goals. By addressing key global challenges, we contribute to creating a more sustainable and equitable world. In fulfilling these commitments, we strive to not only meet but exceed the expectations of our stakeholders. Horizontal is dedicated to being a catalyst for positive change, fostering a culture of responsibility and shaping a more sustainable, equitable world for everyone. Our initiatives align with the following UN Sustainable Development Goals:



End hunger, achieve food security and improved nutrition and promote sustainable agriculture.



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



Achieve gender equality and empower all women and girls.



Ensure access to affordable, reliable, sustainable and modern energy for all.



Reduce inequality within and among countries.



Make cities and human settlements inclusive, safe, resilient and sustainable.



Ensure sustainable consumption and production patterns.



Take urgent action to combat climate change and its impacts.

ESG Advisory Board

At the start of 2024, our key ESG stakeholders hosted an initiative kickoff meeting, discussing strategy and vision in alignment with Horizontal's values. Our advisory board oversees the goals, mission, promise, stakeholder engagement and operational efficiency. The board ensures that there is proper reporting and that it is shared both internally and externally. The main goals of this board are to align with global guidelines, report progress and ensure alignment with Horizontal's greater mission and vision.

Advisory board members:

Alma Allen
Director of Channel Sales

Nick Bartlett
Marketing Director

Tracy Beckmann
Sr. Director, HR Business Partner

Isabella D'Burke
Digital Content & Sustainability Manager

Rachel Enstrom
Sr. Director, Global Marketing, Product & Tech

Jeremy Langevin
Co-founder & CEO

Tracy Schuck
Human Resources Director

Sarah Sheeley
Vice President, Global Operations

Joyce Zincke
Global Chief Operating Officer

Stakeholder engagement and materiality

We value the relationships with our clients, candidates, suppliers and employees. Through open communication and collaboration, we seek to understand and address the needs and expectations of all our stakeholders. We actively engage with our clients, candidates, employees and the broader community, valuing their input and considering their perspectives in our decision-making processes.

In alignment with the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB), we identified 13 material issues for our company.

We then surveyed internal stakeholders to determine which of these material issues were going to be our priority in 2024. These issues were:

Financial stability and growth

Business ethics and integrity

Diversity, equality and inclusion

Innovation and emerging technologies

Talent attraction, retention and development

These issues were the guide for our 2024 ESG strategy. In the coming years, we are planning to survey external stakeholders for a more accurate materiality assessment and matrix.



Environmental

Recognizing the impact of our operations, we are dedicated to minimizing our environmental impact by adopting sustainable business practices and continually seeking innovative solutions to reduce our carbon footprint. By tracking our Scope 1, 2 and 3 emissions, reducing waste, investing in energy efficiency and sustainable technology and engaging with knowledgeable environmental organizations and guidelines, we will contribute to a healthier planet for present and future generations.

Our impact

Throughout the history of Horizontal, our team members have felt passionately about environmental stewardship, but haven't understood how our organization could have a larger impact considering we are a services-based organization. Over the past year, our team has learned about the valuable role we play in positive environmental change, which led to our environmental initiatives at Horizontal.

Prior to 2024, our environmental efforts included:

- **Sustainable technology**
  Microsoft Azure, Oceantech e-waste recycling
- **Office sustainability**
  Energy-efficient automatic lighting and eco-friendly restroom features
- **Work from home and hybrid work models**

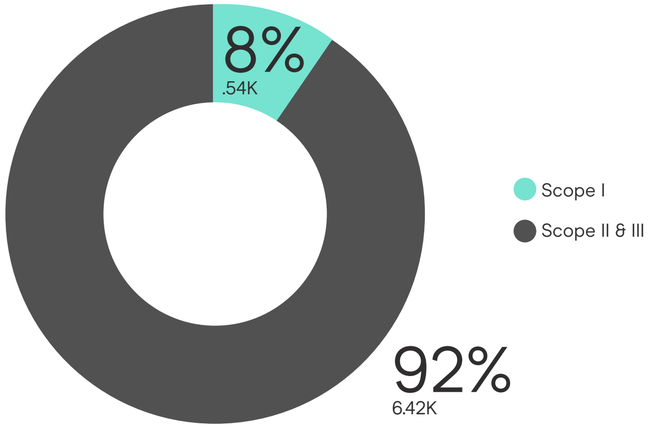
Horizontal + Workiva

This year, we started measuring our Scope 1, 2 and 3 emissions with the help of Workiva Carbon. Both sides of our company across various operations came together to compile initial data on our emissions.

So far, we've tracked our Scope 1 & 2 data and compiled data of our largest Scope 3 emissions, our flight data and purchased goods/ services. Our Scope 1 & 2 data documents our emissions from the office, such as electricity and gas. Our Scope 3 data is our largest contributor to our environmental impact, as detailed in our Workiva carbon report.

Our growth plan for the measurement of our emissions started with evaluating our headquarters' emissions and our other U.S. offices. Next year, we will expand our U.S. measurements further, specifically by evaluating how to better track our data through resources like Concur and by engaging top suppliers on our emissions data to improve upon our Scope 3 emissions. We will also start measuring our emissions on a global scale.

Total emissions by scope





Environmental sustainability committee

In July of 2024, we officially launched our environmental sustainability committee, with 28 members from both sides of the company, Horizontal Talent and Horizontal Digital. Our committee meets monthly to work on 10 sustainability-related objectives and their subsequent goals. The committee is led by our Sustainability Manager Isabella D'Burke and Human Resources Director Tracy Schuck, with Horizontal Talent CEO and co-founder Jeremy Langevin as the executive sponsor.

Mission statement

The Horizontal Environmental Sustainability Committee promotes a culture of environmental positivity through education, innovation and collaboration. We aim to reduce our ecological footprint, conserve resources and conduct business in a way that protects our planet—creating a healthier and more resilient future for all.

01

Community engagement

Engaging with the community and other stakeholders to promote environmental sustainability and collaborate on initiatives

02

Sustainable practices

Encouraging and facilitating sustainable practices within the organization, such as recycling programs, sustainable procurement and green building initiatives

03

Education and training

Providing education and training opportunities for employees and stakeholders to enhance their understanding and implementation of sustainable practices

04

Promoting awareness

Raising awareness about environmental issues and sustainability practices among employees, stakeholders and the community

Environmental policies

To further define our commitment to environmental stewardship, we have developed a set of comprehensive policies that align with our sustainability strategies and goals. These policies serve as foundational guidelines to integrate environmental responsibility into our operations. Moving forward the policies will guide our ongoing engagement with suppliers and stakeholders to foster collaboration and drive meaningful change.

Climate action policy

At Horizontal we acknowledge that human activity is a driving factor in climate change and that urgent action is required to avert catastrophic outcomes. It is our policy to integrate best practices for climate change prevention, mitigation and adaptation across our operations to the extent possible.

Responsible purchasing policy

At Horizontal, we aim to reduce our environmental impact across our value chain. Our policy is to purchase goods and services that minimize negative and enhance positive impacts on the environment and society while meeting our business needs. We accomplish this by incorporating social and environmental criteria into purchasing decisions. When a supplier's conduct does not align with this policy, we will seek to engage with the supplier to encourage performance improvements. If this cannot be achieved within a reasonable timeframe, we are prepared to terminate the relationship.

Supply chain policy

Our supply chain presents an opportunity to impact environmental performance where we have influence, rather than direct control. We encourage environmentally responsible practices by:

- Communicating our policies and expectations to supply chain partners
- Assessing supplier environmental performance
- Favoring suppliers certified to globally recognized standards or adhering to globally recognized environmental management and reporting frameworks
- Favoring products with eco-labels, recycled content and sustainable design features
- Purchasing equipment and systems designed to optimize use of natural resources
- Purchasing environmentally preferable supplies



Learning and development

Past

We host various trainings and initiatives to drive sustainability. As part of our stakeholder engagement, we've hosted numerous Lunch and Learn events that educate employees on sustainability and ESG, and we provide ESG updates in our quarterly business reviews and monthly all-hands meetings. In addition to our regular trainings, we host volunteer opportunities and Earth Day educational events, like our session with Associate Professor in Climate Change and Business Strategy at the University of Edinburgh Dr. Sarah Birrell. We also have provided employees with multiple digital resources, include ESG 1-sheeters, PowerPoints and external learning tools.

Future

As detailed in future goals and commitments:

- Work with Learning & Development to develop and promote environmental sustainability/ ESG courses.
- Create a quarterly newsletter for internal employees.
- Conduct 2 awareness campaigns through social media and supplementary company-wide awareness events focusing on different environmental issues and sustainability practices.
- Increase participation in environmental awareness events by 25% by the end of 2025.
- Increase the number of employees with sustainability certifications by 20% by the end of 2025.
- Publish 2025 ESG Report.
- Refresh sales materials.
- Share employee stories and best environmental sustainability practices on social and via email.

Goals

2024

Measuring

Measure scope 1, 2 and 3 emissions for the first time.

Establish 2025 measurement goals.

Receive a bronze score on EcoVadis assessment.

Receive a B rank on CDP assessment.

Continued growth on social and governance reporting.

Employee awareness and engagement

Host introductory Lunch and Learns for the digital and talent teams.

Launch environmental sustainability committee.

Community engagement

Host Earth Day volunteer events (Oceantech, local cleanups).

Marketing materials

Develop ESG 1-sheeter and PowerPoint materials.

Write 1-4 awareness blogs.

Run 1 awareness campaign on social media with ESG Report.

Publish 2024 ESG Report.

In-office sustainability

Encourage recycling and less single-use product usage, make recycling more accessible, send out internal email materials and add slides to screens in local and global offices to promote our research and initiatives.

Certifications

Implement ISO 14001 Environmental Management System.

2025-2026

Measuring

Set environmental reduction goals in alignment with SBTi commitment.

Increase EcoVadis assessment score.

Increase CDP assessment score.

Start measuring global impact in offices outside the U.S..

Continued growth on social and governance reporting.

Employee awareness and engagement

Work with Learning & Development to develop and/or promote environmental sustainability/ESG courses.

Create a quarterly newsletter for internal employees.

Conduct 2 awareness campaigns and supplementary company-wide awareness events focusing on different environmental issues and sustainability practices.

Increase participation in environmental awareness events by 25% by the end of 2025.

Increase the number of employees with sustainability certifications by 20% by the end of the 2025.

Community engagement

Host Earth Day volunteer event.

Host fall volunteer event.

Achieve a 20% increase in community volunteer hours for sustainability projects compared to the previous year.

Marketing materials

Publish annual ESG Report.

Run 2 awareness campaigns on social media.

Share employee stories and best environmental sustainability practices on social media, email and website.

In-office sustainability

Reduce single-use products in the office by 50%.

Establish a company-wide recycling program with a 75% participation rate within 6 months.

Ensure that 20% of procurement is from sustainable sources by the end of 2025.

Complete at least 3 green building initiatives, such as energy-efficient lighting or water-saving fixtures by the end of each year.

Sponsorships

Choose one environmental cause to contribute to in 2025.

Partner with 1 new organization to contribute to reduction goals.

Commit to the UN Global Compact.

Certifications

Receive ISO 14001 Environmental Management System certification.

Social

Diversity, equity, inclusion and accessibility (DEIA) has been a key focus at Horizontal from the beginning. As a certified MBE and the largest certified minority-owned staffing company in the Twin Cities, we take great pride in being a welcoming home for our employees, clients, candidates and vendors. We strive to create an environment where everyone feels respected and empowered when they come to work, and as a staffing firm, we are devoted to helping companies hire talented employees from all backgrounds.

Social empowerment promise

Horizontal is committed to being a responsible corporation. We prioritize the well-being, growth and development of our employees. Through fostering an inclusive and diverse workplace, we aim to create an environment where every individual can thrive both personally and professionally. Our commitment extends beyond our organization as we actively engage with and support initiatives that uplift local communities, reduce hunger, contribute to better education and reduce inequalities. We strive to create an environment where everyone feels respected and empowered when they come to work.

Diversity mission statement

Horizontal is committed to promoting a diverse, equitable and inclusive world by uplifting all the individuals and communities we serve. As a minority-owned business that connects talented individuals and teams with some of the most innovative organizations in the world, we understand that fostering a diverse workforce that treats people equally and is inclusive of all is paramount to moving our society forward.

- Company culture
- Growing a work environment that's inclusive and welcoming
- Innovation
- Diverse backgrounds usher in new and creative ideas
- Business growth
- A variety of perspectives makes for smarter and more forward-looking decisions

Diversity spread

Horizontal uses Power BI for all it's reporting, business intelligence and decision support. We have real-time reporting that illustrates the diversity of our consultant base and helps us understand the trends in our workforce. By leveraging these comprehensive measurement strategies, we ensure that our DEIA efforts are impactful, transparent and continuously improving to foster a more inclusive environment for our employees, clients, candidates and vendors.

Here is a breakdown of what we measure using Power BI:

Applicant data collection

We voluntarily ask each applicant to disclose their diverse background. This data is crucial in tracking the diversity of our candidate pool and ensuring we are reaching and engaging with a broad spectrum of talent.

Sub-vendor diversity

We measure the diversity of our sub vendors, with 25% being diverse currently. This metric helps us assess our supply chain diversity and identify areas for improvement.

Supplier diversity program

We actively seek to add new diverse suppliers that can meet our purchasing needs. The effectiveness of this program is measured by the percentage of diverse suppliers we partner with and the value they add to our operations.

Internal DEIA metrics

Internally, we track the diversity of our workforce across various dimensions, including race, gender and ethnicity. We also monitor retention rates and employee satisfaction among diverse groups to ensure an inclusive workplace culture.

DEIA training impact

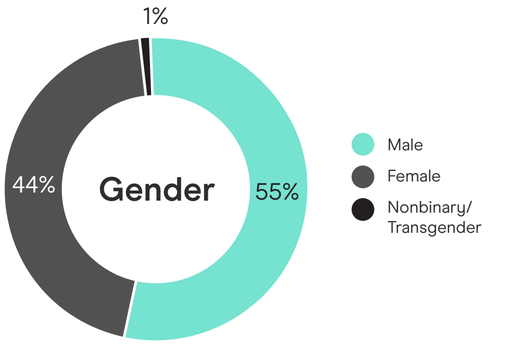
We measure the impact of our DEIA and unconscious bias training programs by assessing changes in staff behavior, awareness and inclusivity practices.

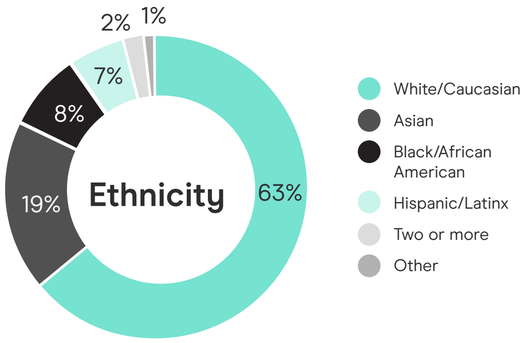
Client & candidate feedback

We regularly collect feedback from our clients and candidates regarding their experiences with our DEIA initiatives. This feedback provides valuable insights into the effectiveness of our efforts and areas for enhancement.

Annual DEIA reports

We publish annual DEIA reports that detail our progress, achievements and areas for improvement. These reports include quantitative data on diversity metrics and qualitative insights from our DEIA initiatives.







DEIA initiatives

New hire DEI-focused training

All new employees who join Horizontal take the course “Cultivating a Culture of Belonging”. Providing access to training to new employees helps widen our team’s understanding on how to cultivate an accessible culture where people feel they belong and foster an inclusive culture at Horizontal. It is important to create a culture of awareness of DEIA concepts and provide strategies and practices to promote belonging in the workplace, so all employees feel welcome, safe and accepted.

Full course description

This course will widen the concept of Diversity, Equity, Inclusion & Accessibly (DEIA) to include that of belonging and explain how DEIA practices, policies and efforts try to cultivate an accessible culture where people feel they belong. It’ll also provide a foundation for understanding belonging, and what you can do to promote it in the workplace.

Explain why belonging is an important goal of DEIA practices, policies and efforts

Describe what belonging is

Articulate the benefits and value of an accessible culture of belonging

Practice ways to foster belonging in a workplace

DEIA committee

We are dedicated to maintaining create an environment where everyone has access to equal opportunities, resources and support and where everyone is treated with dignity, respect and fairness. We strive to create a workplace that reflects the diversity of our world, fosters inclusion, ensures accessibility and where everyone has an equal opportunity to contribute and to succeed.

We believe that by embracing and celebrating our differences, we can create a more innovative, creative and inclusive environment. DEIA is not only a moral imperative, but also a strategic advantage, and we are committed to embedding it in everything we do. We are dedicated to creating a culture where everyone feels valued, respected and empowered to be their authentic selves.

We recognize that systemic inequalities and discrimination exist in our society. We are committed to continuously learning and adapting to better serve all individuals and communities and are committed to working together with our stakeholders to create a better, more equitable environment for all.

Mission statement

Create an inclusive and diverse workplace that provides equal opportunities and resources, celebrates differences and ensures accessibility, paired with the commitment to continuously learning and adapting to better serve all individuals and communities. Make a concentrated effort on both our people and our processes in order to remove systemic bias and inequality in all programs, practices, policies and protocols.

Goals

- Build a global DEIA steering committee
- Engage organization globally and increase employee participation
- Build a DEIA foundation and framework for scalable growth
- Increase diversity in our workforce
- Foster a culture of inclusion
- Promote equity
- Enhance accessibility
- Establish and implement cross-cultural competency training



"Better Together"

"Better Together" is a monthly call hosted by the DEIA committee for our Horizontal community. This initiative provides an open forum for meaningful discussions and serves as a safe space where everyone can talk, share, and be heard. The goal is to empower individuals to positively impact the world we live in through collaboration and understanding.

Each session invites participants to engage in conversations on a variety of topics, including feedback or questions stemming from DEIA meetings, reflections on current events, and the sharing of open questions, comments, or personal feelings. These discussions foster connection and learning across our community.

Past themes have explored a wide range of topics that highlight diversity and inclusivity, such as cross-cultural learnings, Black history, and women's history. We have also delved into subjects like mental health awareness, the HR benefits available to support mental health, and APAC region-focused events like yoga sessions. Additionally, "Better Together" has celebrated moments of identity and pride through thoughtful conversations on LGBTQ+ experiences and advocacy.

Employee resource groups (ERGs)

Horizontal has committed to establishing employee resource groups (ERGs) who come together based on shared characteristics or life experiences. At Horizontal, ERGs are a channel to provide support, enhance career development, discuss shared experiences and strive toward personal growth in the work environment. We currently have the following ERGs open to our employees:

Women of Horizontal Empowerment Network (WHEN)

The Women of Horizontal Empowerment Network (WHEN) seeks to make a difference for the company by creating a safe and inclusive community for women to feel supported and heard (empowerment), raise awareness and provide solutions to issues that women face in the workplace (create positive change) and provide opportunities for women to develop leadership skills and expand their network (contribute to overall equity and inclusivity).

Military Heroes

The Military Heroes ERG seeks to embrace our proud community of employee + consultant veterans and active-duty military through the sharing and highlighting of mutual experiences; recruiting veterans internally and providing them with opportunities for career development and professional growth; and partnering with outside organizations to understand the needs of veterans and active military to provide support where possible.

LGTBQ+ employees & allies (Horizontal Talent)

Horizontal Queer (Horizontal Digital)

The Horizontal LGBTQ+ and Allies ERG is a safe space for members and allies of the LGBTQ+ community at Horizontal to conduct open discussions, raise awareness and build camaraderie within the Horizontal network. It also serves as a venue for allies to learn, support those in the community and grow in their allyship.

Women Power (India)

Mission statement is forthcoming.

Coming soon

Horizontal Inclusive Culture & Advancement Network (HICAN)

Horizontal Parents



Horizontal Cares

Volunteerism and giving back to the communities we work and live in is central to who we are.

In alignment with our greater good core pillar, “We serve local communities through charitable actions, education and training, environmental programs and a commitment to diversity,” we launched Horizontal Cares, our initiative dedicated to giving back. Over the years, we’ve volunteered or donated to over 50 different organizations.

Every year, we allocate 2 full days of Volunteer Time Off (VTO) to each employee. This allows team members to volunteer outside of our Horizontal Cares initiatives, without having to worry about using PTO. Based on our total employees, our Volunteer Time Off totals to 1,150 hours of additional time off granted each year.

Mission statement

We are committed to making a positive impact on the world through our Horizontal Cares program. Our mission is to leverage our resources, expertise and global reach to address pressing social and environmental challenges in alignment with the United Nations Sustainable Development Goals (UN SDGs) and our Horizontal core values. We strive to foster a culture of compassion, responsibility and sustainability within our company and communities worldwide.

For the past 5 years, we've supported the Sree Siddaganga Rural High School, specifically by creating a computer lab, donating computers, staffing a teacher, providing sports kits and exercise equipment, providing books and other supplies, mentoring students, welcoming them into the Horizontal office and taking them on field trips.

We've **provided supplies, food and volunteered** at the Shri Vallabh Acharya Primary School for the past 6 years.

Over the years, **we've packed 45,438 meals** for organizations like Second Harvest Heartland and Feed my Starving Children.

We’ve **volunteered with Dallas Life** for the past 2 years.

We’ve supported veterans for the past 3 years, by sending care kits overseas, writing thank you letters and **donating over $2,000 to Stop Soldier Suicide**.

Volunteered and donated to the Food Bank of the Rockies for the past 3 years.

We’ve hosted multiple blood drives in partnership with the American Red Cross.

From 2018-2024, we’ve donated toys to **Toys for Tots**, participated in **Adopt-a-Family**, donated and wrapped presents for **Beyond the Yellow Ribbon** and packed backpacks f or the **Kids in Need Foundation**.







Sustainable development efforts



In honor of Republic Day, the team distributed 400 food packets and took part in a flag hosting ceremony with Shri Vallabh Acharya Primary School students

Dallas team served lunch at Dallas Life

Minneapolis team packed 15,184 meals at Second Harvest Heartland



Laptop donation to school in Africa

School goods donation in the U.S. and India (bikes, laptops, sewing machines)

Bangalore team and visiting U.S. leaders took Sree Siddaganga Rural High School students to the Visvesvaraya Industrial and Technological Museum to explore and discover the world of innovation and technology

In honor of Republic Day, the team distributed 400 food packets and took part in a flag hosting ceremony with Shri Vallabh Acharya Primary School students



Corporate partnership with Cristo Rey Work Study program

Packed hygiene kits for TGTHR Youth Homeless Shelter Denver

Hosted 30-day mental wellness challenge and fundraising opportunity with Stop Soldier Suicide

Wrote notes in support of trans youth and adults with Point of Pride

Donated and wrapped over 30 gifts for a military family of five that we adopted through Beyond the Yellow Ribbon



Earth Day Pick up the Park, MN

Minneapolis team hosted a sustainable technology recycling drive with OceanTech

Strategic alliances

We assess strategic alliances to ensure we're partnering with organizations that promote, support and attract diverse talent.

ANITA B.ORG

NMSDC
National Minority Supplier Development Council

Dallas/Fort Worth Minority Supplier Development Council

NORTH TEXAS LGBT CHAMBER OF COMMERCE

GOVIT LEADERSHIP SUMMIT & SYMPOSIUM

QUORUM

IIBA International Institute of Business Analysis™

SIA 2024 Diversity-Owned Staffing Firms in the US & Canada

MnCMN Minnesota Change Management Network

USPAACC

mntech Minnesota Technology Association

uxpa international

nglcc National LGBT Chamber of Commerce

WBENC

nmdp FIND CURES. SAVE LIVES.

women@work

Goals

2024

- Attend 3 diverse career fairs annually
- Incorporate unconscious bias and awareness training for all new and existing employees
- Monthly trainings on DEIA topics including (these are what we've done last 2 years) cross-cultural business etiquette, Black history, Stop Soldier Suicide, women's history, Juneteenth, intersectionality in business, allyship training, mental health awareness
- Unconscious bias training for all employees
- Scorecard diversity partnerships to track measurable growth
- Measure supplier vendor spend with aggressive goals to increase year over year
- Identify 3 Diverse Career Centers to partner
- Launch 3 new ERGs

2025

- Continue unconscious bias and awareness training for all new and existing employees
- Monthly trainings on DEIA topics
- Unconscious bias 2.0 for all employees
- Host 4 guest speakers to discuss DEI-related topics with all employees and consultants
- Increase diversity hires by 5%
- Measure supplier vendor spend
- Add 5 new diverse suppliers

2026

- Continue unconscious bias and awareness training for all new and existing employees
- 10+ voluntary trainings around DEIA topics
- Unconscious bias 3.0 for all employees
- Host 4 guest speakers to discuss DEI-related topics with all employees and consultants
- Improve supplier vendor spend by 5%

Governance

We uphold the highest standards of governance, transparency and accountability in our operations. Our governance framework ensures compliance with regulations, ethical conduct and fair treatment for all stakeholders. Continuous improvement is at the core of our governance practices, as we strive to evolve with emerging best practices and industry standards.

We adhere to the highest ethical values in all aspects of our business. Our commitment to transparency, integrity and accountability ensures that our operations align with the expectations of our stakeholders and the broader society. By fostering a culture of fairness and respect, we aim to create positive employment experiences for both our clients and candidates.

We have HR team members dedicated to each line of business and dedicated to supporting the values, goals and employees of each.

Our values

Since Horizontal Talent and Horizontal Digital serve distinct purposes, each is guided by its own unique values that reflect the focus and strengths of our missions. As partner companies, we are united by a shared dedication to delivering exceptional results and creating meaningful connections, while embracing the distinct principles that drive our individual approaches. Together, this balance of shared purpose and differentiated values ensures a cohesive yet tailored experience across our complementary lines of business.

HORIZONTAL DIGITAL

- Lock arms
- Elevate empathy
- Show hustle
- Embrace change
- Never settle

HORIZONTAL TALENT

- Collaboration
- Greater good
- Hustle
- Integrity
- Positive energy

Raise the bar

Every week, we host “Raise the Bar”, where team members have the opportunity to reflect and take a moment to express their gratitude to those who have gone out of their way to be great team members. Team members select a Horizontal core value that aligns with a co-worker’s outstanding efforts, submits their nomination for recognition in our All-Hands meetings and is entered into a quarterly drawing for prizes.



Accessibility

Ensuring accessibility in and out of the office is essential at Horizontal, and we are always evaluating ways to make our practices more accessible. Horizontal is committed to complying with all applicable provisions of the Americans with Disabilities Act and provide reasonable accommodations to individuals with disabilities to perform the essential functions of the job.

Horizontal accessibility statement

Last updated: September 28, 2023

Accessibility assistance & alternate method: If you have difficulty using or accessing any page, element, or function of this website or any digital property provided by Horizontal (referred to as “Horizontal,” “us,” “we,” or similar terms), please feel free to call us at (612) 392-7580 or email us at talent@horizontal.com and we will work with you, using reasonable measures consistent with applicable law, to provide the information, item, or transaction you seek through an alternate communication method or technology that is accessible for you (for example, through telephone support or by directing you to an alternate accessible on-line resource).

Goal of accessibility for all actions: Horizontal seeks to provide a positive experience to all individuals who visit our website or other digital property, and we aim to promote accessibility and inclusion.

Whether you are using assistive technologies such as a screen reader, a magnifier, voice recognition software, or captions for audio / videos, or other assistive tools, our goal is to make your use of our digital property a successful and positive experience.

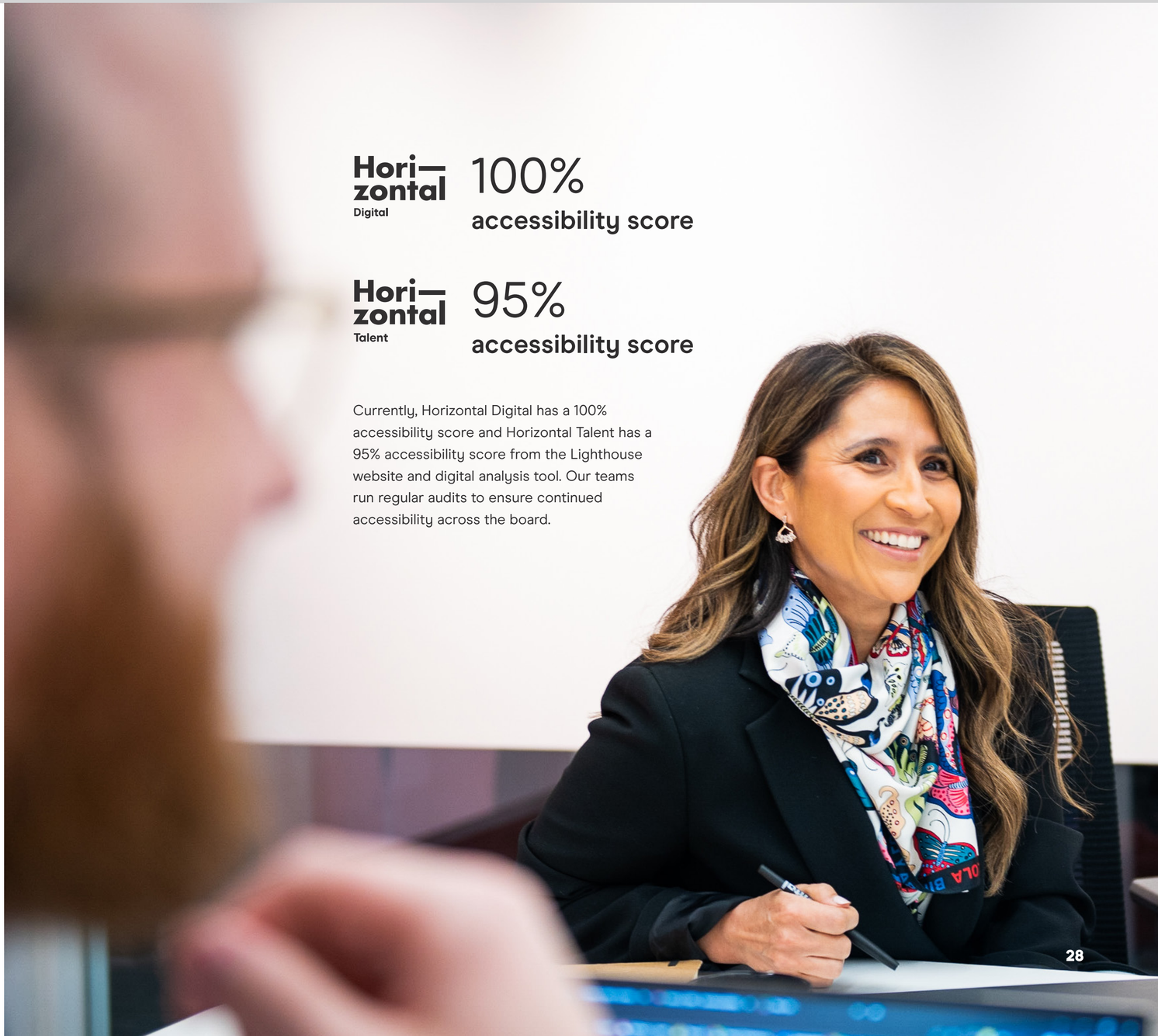
In support of this goal, Horizontal continues to invest and take action to provide an accessible digital experience, including testing of the site against the Web Content Accessibility Guidelines (WCAG), as well as live-user review and automated testing.

Feedback: We conduct ongoing website accessibility audits and provide regular training to our staff on digital accessibility. Please contact us at talent@horizontal.com or (612) 392-7580 if you have any feedback or suggestions as to how we could improve the accessibility of this website or our other technology.

Horizontal Digital 100% accessibility score

Horizontal Talent 95% accessibility score

Currently, Horizontal Digital has a 100% accessibility score and Horizontal Talent has a 95% accessibility score from the Lighthouse website and digital analysis tool. Our teams run regular audits to ensure continued accessibility across the board.



Data privacy and cybersecurity

There are a number of measures that Horizontal has implemented to maintain the integrity of not only Horizontal data but also our customers. Please keep in mind that as a standard practice, Horizontal does not store customer data for project-related initiatives. We employ approved third party hosting providers to deploy production environments where applicable.

Data encryption

Data is encrypted both in transit and at rest. Transport Layer Security (TLS) or Secure Sockets Layer (SSL) protocols are used to encrypt data during transmission. Scoped customer data should also be encrypted when stored on servers or databases in customer approved hosted environments.

Access controls

Strict access controls policies in place for authorized personnel to access customer scoped data where applicable and defined in either an SOW or MSA. This involves but not limited to user authentication, role-based access and strong password policies.

Multi-factor authentication (MFA)

Required for authentication (e.g., password plus a unique code sent to a mobile device) to ensure that only authorized individuals can access customer scoped data where applicable and defined in either an SOW or MSA.

Regular auditing and monitoring

Perform regular audits and monitoring of systems and processes to detect any unauthorized access or suspicious activities. This helps in identifying and addressing security breaches promptly.

Employee training

Provide training to employees about the importance of data confidentiality, security best practices and the potential risks associated with mishandling scoped member data.

Data minimization

Only collect and retain the minimum amount of scoped customer data necessary for the organization's operations. Avoid collecting excessive or unnecessary data and store in approved third party-hosted environments.

Anonymization and pseudonymization

When possible, anonymize or pseudonymize member data to reduce the risk of identifying individuals from scoped customer data.

Secure development practices

Follow secure coding practices during the development of software systems to prevent vulnerabilities that could be exploited by attackers.

Vendor security

Ensure that approved third-party vendors or partners who may be required to handle scoped customer data also adhere to stringent data security standards and practices.

Data breach response plan

Develop and maintain a well-defined plan for responding to data breaches. This includes steps to contain the breach, assess the impact, notify affected parties and take corrective actions.

Legal and regulatory compliance

Adhere to relevant and appropriate data protection laws and regulations such as GDPR, HIPAA or other industry-specific standards to ensure that where required, scoped customer data is handled in accordance with legal requirements.

Privacy policies

Clearly communicate your organization's data handling practices to members through privacy policies, terms of service and consent forms.



Compliance

At Horizontal, compliance is not just a requirement, it's a cornerstone of our talent identification processes. We are committed to ensuring fairness, diversity and ethical practices throughout our entire recruitment journey.

By integrating the following measures, we build trust with our clients and candidates, ensuring a compliant and ethical recruitment experience.

Non-discrimination

From diverse candidate pools and inclusive job descriptions to blind resume reviews and unconscious bias training, we strive for fairness at every step.

Work authorization

We meticulously verify work authorization, adhering to the INA and I-9 regulations.

Data privacy

We adhere to stringent data privacy regulations and obtain informed consent from candidates.

Fair labor standards

Jobs are classified in accordance with the FLSA standards ensuring accurate pay and overtime compliance. All jobs are reviewed on a regular basis to ensure accurate and consistent classification.

State & local laws

We comply with specific labor laws and local regulations and maintain required registrations, licenses and permits.

Continuous monitoring

We regularly audit our processes, update policies and provide training to ensure ongoing compliance.

Information security board

The Information Security Board exists to oversee cybersecurity management, including appropriate risk mitigation strategies, systems, processes and controls. The board will communicate to Horizontal key stakeholders and staff regarding Horizontal Information Security. The board also coordinates and communicates the direction, current state and oversight of the formal Information Security Management System.

The members who participate in the Horizontal Information Security Board are critical to the success of the Horizontal Information Security Management System. The Horizontal Information Security Board is a cross-functional group comprised of employees representing key roles in the organization.

Members

Chris Gregory
Corporate, IT Manager

John Murdoch
IT Engineering Manager

Joyce Zincke
Global Chief Operating Officer

Matt Tremain
Vice President, Finance & Accounting

Sarah Sheeley
Vice President, Global Operations

Dave Michela
Sr. Vice President, Global Strategy & Growth

Rachel Enstrom
Sr. Director - Global Marketing, Product & Tech

Tracy Beckmann
Sr. Director, HR Business Partner

Tracy Schuck
Human Resources Director

Ariel Villanea
Director of Managed Services

Responsibilities

Formulate, review and recommend Information Security Policies

Review the effectiveness of policy implementation

Provide clear direction and visible management support for security initiatives

Initiate plans and systems to maintain information security awareness

Ensure that security activities are executed in compliance with policy

Identify and recommend how to handle non-compliance

Approve methodologies and processes for information security

Acknowledge significant threat changes and vulnerabilities

Assess the adequacy and coordinate the implementation of information security controls

Promote information security education, training and awareness throughout Horizontal

Evaluate information received from monitoring processes

Review information security incident information and recommend follow-up actions

Educate the team and staff on ongoing legal, regulatory and compliance changes as well as industry news and trends

Meetings

The Horizontal Information Security Board will meet either in-person or through electronic means (teleconference, video conference, etc.) on a regular basis (monthly).

Decision making

All decisions and recommendations made by the Horizontal Information Security Board must be decided by quorum. If a quorum cannot be attained, the board will present the decision and/or recommendation to the CEO for intervention and final decision-making. Horizontal will also recognize final decisions made by a quorum of 7. If 7 members are not present and decisions presented cannot be decided unanimously, the topic will be presented to the CEO for a final decision.

Code of conduct and ethics

This Code of Conduct, based on Horizontal company values, sets the basic standards of ethical and responsible business conduct that must be followed. All Horizontal officers, employees, contractors and consultants must act in accordance with this code in daily work and interactions.

Horizontal employees will maintain the highest ethical standards in conducting Horizontal business activities. Each employee will conduct business with integrity, honesty, respect and comply with all applicable laws in a manner that excludes considerations of personal advantage or financial gain.

Horizontal employees represent the company, especially when interacting with our clients. Horizontal promotes and expects exceptional customer service. All interaction with employees, clients, vendors and guests must be courteous, prompt, professional, respectful and helpful.

Horizontal is committed to fair, accurate and transparent accounting of company financial matters and expects all employees, officers and other Horizontal representatives to act in accordance with the highest ethical standards in performing company responsibilities. Horizontal is dedicated to conducting business with the highest possible standards of ethical, moral and legal conduct; all representatives are to abide and comply with all laws and regulations. Dishonest or fraudulent conduct, manipulation of decisions and other acts of corruption are prohibited.

Horizontal fully complies with all laws and regulations in regions and world areas where it conducts business. Horizontal does not directly or indirectly pay any bribe, kickback, improper gift, sensitive transaction or other payoff to any vendor or customer, or to their employees or representatives. In addition, the use of an employee's personal funds or assets with respect to Horizontal activities for any unlawful or improper purpose is strictly prohibited.

In addition, Horizontal employees, contractors, consultants and affiliates must not accept anything of value in order to provide an improper benefit.

Horizontal takes the confidentiality of its proprietary information very seriously. Therefore, Horizontal requires each of its employees to agree to and sign a confidentiality agreement upon hire and honor the terms as a binding contract between the employee and Horizontal during and after the employee's employment with Horizontal. Employees will hold Horizontal confidential and proprietary information in strict confidence and will exercise reasonable care to prevent non-authorized disclosure to others. Employees may not disclose or divulge confidential information to others unless authorized in writing to do so.

Horizontal is committed to providing a safe and secure work environment for its employees and guests. Violence in the workplace will not be tolerated. Firearms, weapons, explosives and other dangerous devices are strictly prohibited from company grounds.

Horizontal is a drug-free work environment. Use, possession, transfer or sale of illegal drugs, narcotics or controlled substances by employees on Horizontal property or during work hours is absolutely forbidden. For the safety of all employees, Horizontal maintains a work environment that is free of illegal drugs, narcotics and other improper materials.

Horizontal is an Equal Employment and Affirmative Action Employer and is committed to providing equal opportunity to qualified individuals seeking employment, promotion, training or participation in any benefit program or activity.

Horizontal does not tolerate harassment of any kind and is committed to providing a work environment that is free from harassment and unlawful discrimination, including harassment based on any legally protected status.

Duty to report violations

Employees are expected and encouraged to report any conduct or activity that violates this policy and/or may result in financial loss, damage to reputation, or harm to an individual(s) or the company. Horizontal does not retaliate against any employee who, in good faith, reports suspected violations of our policies.

Corrective action

While it is not possible to explicitly list all forms of behavior that is considered acceptable or unacceptable in the workplace, the expectation is that employees act with integrity and behave in accordance with this policy. Violation of or acting outside the terms of this policy is subject to disciplinary action up to and including termination. This is not intended to prohibit employees from exercising legal rights; employees will not be disciplined for engaging in protected activities.

Anti-corruption

Horizontal's Code of Conduct policy sets the basic standards of ethical and responsible business conduct that must be followed. In addition, as a global organization we have a unique challenge of observing local customs while remaining compliant with laws prohibiting corruption and bribery. By adhering to this Anti-Bribery and Corruption policy, Horizontal strives to maintain its reputation for integrity, transparency and ethical business practices and to contribute to the global fight against corruption.

Compliance & commitment

As part of our commitment to conducting business with the highest ethical standards and maintaining transparency in all operations, Horizontal expects employees, partners, consultants, vendors and suppliers to comply with the U.S. Foreign Corrupt Practices Act (FCPA), the UK Bribery Act and all applicable anticorruption and anti-bribery laws in each world area, to engage in ethical and legal practices and to exercise due diligence to detect and prevent corruption in all business operations, transactions and arrangements worldwide.

Prohibited conduct

Horizontal strictly prohibits bribery or other improper payments in any business operations. This prohibition applies to all business activities, arrangements and transactions in all world areas. The receipt, payment and promise of monies or anything of value, directly or indirectly intended to exert undue influence or improper advantage is prohibited. A bribe or other improper payment to secure a business advantage is never acceptable and can expose the individual and the company to possible criminal prosecution or other serious consequences. Improper payments prohibited by this policy include bribes, kickbacks, excessive gifts or entertainment, or any other payment made or offered (in any amount) to influence persons, retain business, or obtain an undue business or personal advantage. "Excessive" may be defined as amounts in excess of $50 USD or the foreign equivalent. These improper payments should not be confused with reasonable and limited expenditures for business meals, entertainment and other legitimate activities directly related to the conduct of our business.

Reporting

Any transaction that might give rise to a violation of the FCPA, the UK Bribery Act, or any anti-corruption law must be promptly reported to the executive leadership team. All such reports will be treated as confidential Anti-Bribery and Corruption Policy Global Version 1.0 Published 07/31/2023 and will be shared only with authorized individuals on a need-to-know basis. Failure to report known or suspected wrongdoings of which you have knowledge may subject you to disciplinary action.

Compliance

Non-compliance with this policy and anti-corruption laws can result in disciplinary action, termination of employment or business relationship and potential civil or criminal liabilities as determined by appropriate authorities. Horizontal will fully cooperate with law enforcement agencies and authorities in investigations related to corruption or bribery.

Questions

Any questions concerning the FCPA, the UK Bribery Act and any anti-corruption law may be addressed to the executive leadership team

Confidentiality and privacy

The protection of confidential business information and trade secrets is vital to our interests and success. Such confidential information includes, but is not limited to, the following examples:

- Benchmarks
- Computer codes, passwords and processes
- Computer programs
- Copyrighted material
- Client & prospect data and information
- Client & prospect initiatives
- Client & prospect lists
- Client & prospect marketing plans
- Client & prospect preferences and practices
- Client & prospect strategies
- HR & corporate financial information
- Client financials
- Market information and marketing strategies
- Any client data stored on company servers or personal computers or other mediums
- Methods and protocols
- New materials research
- Patents
- Pending projects and proposals
- Pricing data
- Product design information
- Protected health information
- Research and development strategies
- Sales data
- Technological data
- Techniques
- Trade secrets

In addition to the items above, you must not improperly obtain or disclose without authorization any confidential team member or consultant data, or information related to any team member or consultant. This information has actual and/or potential independent economic value, and we make all reasonable efforts to maintain its confidentiality. We intend that any such information provided or disclosed to you is to remain confidential and protected from disclosure until such time as we specifically declare such information to be no longer confidential.

Unless we specifically direct otherwise, you shall not disclose any confidential materials or information, except as required or provided by law. Similarly, you shall not duplicate or otherwise copy any confidential materials or information. You must return all confidential materials or information in your possession immediately upon separation of employment or upon request. We may require that you sign a confidentiality and non-disclosure agreement as a condition of employment. If you improperly use or disclose trade secrets, confidential business information, or other information protected by law, you will be subject to disciplinary action, up to and including termination of employment and legal action, even if you do not actually benefit from the disclosed information. Nothing in this policy is intended to restrict you from exercising legal rights under any state or federal law, nor will you be subject to discipline for engaging in legally protected activity.

Minnesota's Wage Disclosure Protection law enables Minnesota Team Members to share the amount of your own wages without retaliation. For remedies, contact MN DOL. Your remedies for a violation of the Wage Disclosure Protection law are to bring a civil action against your employer and/or file a complaint with the Minnesota Department of Labor and Industry at http://www.doli.state.mn.us/.



Labor & human rights policy

Respect for human rights is fundamental to the sustainability of Horizontal; Horizontal is committed to ensuring that all people are treated with dignity and respect, and to developing an organizational culture which implements a policy of support for all human rights. Horizontal supports the elimination of all forms of illegal, forced or compulsory labor, including child labor.

Horizontal's Human Rights Policy (HRP) is guided by international human rights principles, is fully compliant with the United Nations Universal Declaration of Human Rights and applies to Horizontal and all entities and subsidiaries. Horizontal's HRP focuses on fostering open and inclusive workplaces based on human rights and includes nine components:

Respect for human rights

Horizontal believes every person should be treated with dignity and respect and is committed to identify, prevent and mitigate adverse human rights impacts resulting from or caused by our business activities before they occur.

Valuing diversity

Horizontal has a long-standing commitment to equal opportunity and intolerance of discrimination and harassment.

Safe and healthy workplace

Horizontal provides a safe and healthy workplace and complies with applicable safety and health laws, regulations and internal requirements.

Workplace security

Horizontal is committed to maintaining a workplace free from violence, harassment, intimidation and the threat of the same.

Forced labor and human trafficking

Horizontal prohibits the use of all forms of forced labor and human trafficking.

Child labor

Horizontal prohibits the employment of employees under the age of 18.

Work hours, wages and benefits

Horizontal compensates employees appropriately and competitively relative to industry and local labor markets. Horizontal is fully compliant with applicable wage, work hours, overtime and benefit laws.

Guidance and reporting for employees

Horizontal has a formal process for dealing with any employee issue or concerns related to human rights.

Freedom of association and collective bargaining

At Horizontal, it's every employee's responsibility to maintain a work environment that reflects respect and is free from all discrimination and harassment. Horizontal has processes in place for providing remedy to anyone who is harmed where the business caused or contributed to that harm.

Inclusion

Equal employment opportunity

We are proud to be an equal opportunity and affirmative action employer. Committed to diversity, equity and inclusion in the workplace, we prohibit discrimination and harassment of any kind, and provide employment opportunities to all Team Members and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, pregnancy, citizenship, national origin, age, disability, military service, protected veteran status, genetic information, union membership, creed, marital status, familial status, status with regards to public assistance, membership in a local human rights commission, or any other protected characteristic as outlined by federal, state and local laws. To provide equal employment and advancement opportunities to all individuals, employment decisions are based on job knowledge, skills, abilities, capabilities, merit, qualifications, integrity, behaviors in support of our company values, and business need at that time. We will not request or require a genetic test or collect or use any protected genetic information in connection with employment-related decisions. This applies to all terms and conditions of employment, including recruiting, hiring, compensation, selection, job assignment, promotion, discipline, termination, layoff, recall, transfer, access to benefits, leaves of absences and training. If you have a question or concern about any type of discrimination in the workplace, you are encouraged to bring these issues to the attention of your immediate manager or the Human Resources Department. You may raise concerns and make reports without fear of reprisal. Anyone determined to be engaging in any type of unlawful discrimination will be subject to disciplinary action.

Affirmative action

We strongly support the principles of Equal Employment Opportunity and Affirmative Action in all of our employment policies and practices. We administer our employment policies and practices without regard to race, color, religion, sex (including sexual orientation and gender identity), pregnancy, citizenship, national origin, age, disability, military service, veteran status, genetic information, union membership, creed, marital status, familial status, status with regards to public assistance, membership in a local human rights commission, or any other characteristic protected by law. We comply with the letter and spirit of applicable federal, state and local laws concerning non-discrimination and equal opportunity employment. We pledge to make a determined and sustained effort to prevent and eliminate any discrimination within the organization, in part by implementing the affirmative action measures described in our Affirmative Action Plan, as well as those outlined below. In the case of individuals with disabilities, this commitment includes the provision of any reasonable accommodations that may be necessary to enable an individual to perform the essential functions of a position or to be considered for hire into a position. To review a copy of the current Affirmative Action Plan, please contact HR.

Accommodations in the workplace

We will not discriminate against any qualified Team Member or applicant regarding any terms or conditions of employment because of such individual's disability (physical, mental, cognitive or sensory) or sincerely held religious beliefs. This includes, but is not limited to, discrimination with respect to hiring, promotion, discharge, compensation, benefits, training and all other aspects of employment. We are committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA").

In addition, we provide reasonable accommodations that enable qualified individuals with disabilities to perform the essential functions of the job and enable employees with strictly held religious beliefs to observe and practice their religion. If you have a condition that negatively impacts the performance of one or more of your essential job functions, or if you have a sincerely held religious belief that may impact your ability to perform the tasks or scheduled hours of your job, immediately contact the Human Resources Department to begin the interactive accommodation request process. Consistent with this policy of nondiscrimination, where appropriate we will provide reasonable accommodations to qualified individuals, provided that such accommodations do not constitute an undue hardship to our organization.

On receipt of an accommodation request, a member of the Human Resources Department will meet with you to discuss and identify the precise limitations resulting from the condition or religious beliefs, and the potential accommodation that we might make to help you overcome those limitations. We may request reasonable documentation to help us better understand any limitations and necessary reasonable accommodations.

We will determine whether the requested accommodation constitutes an undue hardship by considering various factors, including but not limited to the nature and cost of the accommodation in light of our financial resources and the accommodation's impact on the operation of our company, including its impact on the ability of other Team Members to perform their duties and our ability to conduct business.

The ADA does not require us to reallocate essential job functions, or approve indefinite leave of absence, or to provide personal use items such as eyeglasses, hearing aids and wheelchairs. We retain sole discretion to determine the reasonableness of requested accommodations.

You must always comply with safety rules. We make every effort to place applicants and Team Members in positions for which they are qualified. However, if you are placed in a position where, with or without a reasonable accommodation, you would create a direct threat to the safety or health of yourself or others, we may remove you from the position until we can obtain medical documentation regarding your ability to safely perform the essential functions of the position.

Information obtained or provided in connection with the existence of a disability, or the need for an accommodation, will be kept strictly confidential and will only be disclosed to those individuals who have an actual need to know about them, and then, only to the degree necessary.

If you have a question or concern about this policy, you are encouraged to bring these issues to the attention of the Human Resources Department. You will not be subject to any form of discipline, reprisal, intimidation or retaliation for requesting an accommodation under this policy. Anyone found to be in violation of this policy will be subject to disciplinary action.

ISO certifications

Horizontal is working towards the ISO 27001 and ISO 14001 certifications.

Horizontal's security program was developed from the ISO 27001 framework where appropriate administrative and physical controls have been implemented to mitigate risks across all aspects of systems that could potentially store customer data. Horizontal does not typically host customer data in production environments. Hosting is typically provided by 3rd party hosting providers.

For Horizontal internal systems, security protocols and policies include but are not limited to the following:

- Intrusion Protection System for all Ingress and Egress traffic w/24x7 monitoring and notifications by 3rd party vendor
- Virus and Malware protection for all server and endpoint devices
- Annual vulnerability assessments conducted by a 3rd party Info Security Vendor resulting in remediation where gaps are identified
- Internal auditing and analytics running 24x7 on corporate Entra Tenant
- MDM enforced for all endpoint devices
- SSO/MFA enforced for all employees
- Annual training provided to all employees on data handling and data classification
- Data Breach policy to identify any found or reported potential data breeches with procedures to report and remediate

ISO 14001 details

Horizontal has aligned with ISO 14001 practices since the inception of our ESG and environmental initiative. Utilizing the PDCA model, our ESG team is able to better manage risk and achieve continual improvement. Through our alignment with ISO 14001, we strive to become certified in the coming years.

More about the standard

ISO 14001 is the internationally recognized standard for environmental management systems (EMS). It provides a framework for organizations to design and implement an EMS and continually improve their environmental performance. By adhering to this standard, organizations can ensure they are taking proactive measures to minimize their environmental footprint, comply with relevant legal requirements and achieve their environmental objectives. The framework encompasses various aspects, from resource usage and waste management to monitoring environmental performance and involving stakeholders in environmental commitments.

Sustainability-related training & education

Courses offered

All employees, at time of hire and annually, are required to complete the following training: Anti-Harassment, Cybersecurity, Diversity and Belonging as well as read and acknowledge the Corporate Employee Handbook and the Global Information Security policy.

In addition, our Learning Management System (LMS), Litmos, offers a variety of soft skills and compliance courses available to all Horizontal employees. Topics include Communication, Conflict Management, Customer Service, Digital Transformation, DEIA, Ethics and Conduct, Finance Skills, Health and Wellbeing, Leadership and Management, Project Management, Sales Mastering, Sustainability and much more.

In addition to content offered through Litmos, we have several courses built out that support the roles and responsibilities of internal team members. New hires who join the organization are assigned courses as it relates to their specific role to learn our best practices, systems, processes and more. We believe proper and thorough new hire onboarding and training is important to the success of each team member but also to the wider organization's efficiency, employee satisfaction and employee retention.

Leadership academy

In 2023, Horizontal invested in curating a tailored Leadership Training Program for a group of 37 leaders within the organization. This program's goal was to provide leaders an opportunity to develop skills and traits that promote employee engagement and efficiency, while reinforcing a positive and inclusive company culture based our values. Creating an organization that supports growth and development at all levels demonstrates our commitment to employees and culture enrichment.

Topics included: Understanding Individual Strengths, Servant Leadership, Employee Development, Using Radical Candor in Difficult Conversations, Giving Feedback, Emotional Intelligence, Performance Management, Effectively Motivating Teams, Managing Cultural Differences, Adapting to Change.



Thank you

As we close our report, ***Transforming tomorrow: Our commitment to positive change***, we want to thank you all for taking the time to learn about our journey. We all play an important role in preserving the environment—both personally and professionally. Even if you don't work for a company solely focused on sustainability, every job and every business can make a meaningful impact.

At Horizontal, we're proud of the progress we've made and recognize there is still much to accomplish. Through our efforts in staffing, digital solutions and professional services, we're committed to driving positive change alongside all of our team members, partners and clients. Thank you for joining us on this journey and for considering the ways we can each make a difference.

Together, we can transform tomorrow.

Horizontal

horizontal.com

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