Horizontal



Progress in practice:

our 2025 ESG journey

ESG REPORT | 2025



Table of contents

Introduction

- Executive summary
- A word from our founder
- 2025 highlights
- About Horizontal
  - History
  - Our services
  - Our values and reach
- Our approach to sustainability
  - Our ESG mission statement
  - Global alignment
  - ESG Advisory Board

Environmental

- Our impact
- Sustainability committee
- Environmental policies
- Goals

Social

- Diversity measurement
- DEIA committee
- Employee Resource Groups (ERGs)
- Horizontal Cares
  - Initiatives and programs

Governance

- Raise the Bar
- Labor and human rights
- Equal employment, affirmative action and workplace
- Code of conduct and ethics
- Anti-corruption
- Accessibility
- Data privacy and cybersecurity
  - Compliance
  - Information security board
  - Confidentiality and privacy
- ISO certifications

Learning & Development

- L&D overview
- Onboarding and annual training
- Sustainability-related training and education

Introduction

Executive summary

Progress in practice: our 2025 ESG journey reflects how we are building on the foundation established in our first dedicated year of ESG reporting. While our organization has long invested in social and governance efforts, 2024 marked the beginning of a more formal, measurable, and globally aligned approach to sustainability. This year's report highlights the progress we have made across our environmental, social, and governance priorities as we continue to integrate responsible practices into the way we operate and support our customers.

Throughout 2025, we strengthened our data, advanced our reduction planning, and expanded the programs that shape our culture and community impact. This includes completing our second year of global emissions measurement, expanding learning and development around sustainability, enhancing our DEIA efforts, deepening our volunteer engagement, and maintaining strong governance practices rooted in accountability and transparency.

This report offers a clear view of where we stand today and the actions underway that will guide our continued progress. It demonstrates how we are putting our commitments into practice and outlines the goals that will move us closer to a more equitable, resilient, and sustainable future.

A word from our founder

As we present ***Progress in practice: our 2025 ESG journey***, I am proud to reflect on how far we have come since sharing our first ESG report last year. That report marked an important milestone for Horizontal. Although we have always invested in social responsibility and strong governance, 2024 was the first time we brought those efforts together under a unified ESG framework. This year we built on that foundation with clear intention and measurable progress.

Our journey continues to be guided by the values that shaped Horizontal from the beginning. We believe meaningful change starts inside our own organization. By strengthening our internal practices, expanding our sustainability knowledge, and equipping our teams with the tools they need, we are better positioned to support customers who are navigating similar goals. More companies are looking for partners who share their priorities and can help them advance responsible business practices. I am encouraged by how our teams are leaning into these conversations and how our customers are embracing this collaborative approach.

The work ahead remains important and full of opportunity. Every step we take reinforces our commitment to creating a positive impact for our people, our communities and the world we operate in. Thank you for joining us as we continue to turn progress into practice and shape a future grounded in purpose and responsible growth.

Sabin Ephrem

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

DBA Horizontal Digital and Horizontal Talent



2025 highlights

Scored a B on our 2024 & 2025 CDP assessments, the highest SME score given

Completed the definition, development, implementation; and internal audit of all policies, procedures, manuals, and training required for the ISO 27001 certification

EcoVadis improvement year over year – 2024 score increased by 6 points to a 54/100, 2025 score increased to a 57/100

Expanded Scope 1, 2, and 3 emissions measurements globally

Contributed to 9 U.N. Sustainable Development Goals (SDGs)

Enhanced ESG initiatives 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).

18x

Volunteered or donated with an organization

4

Employee Resource Groups (ERGs)

Awards

Sitecore's Agentic AI Partner Challenge Winner 2025

Sales Performance Partner Execution Award 2025

Experience Platform
CDP
Personalize
OrderCloud
XM Cloud
Content Hub

Our history

In 2003, Horizontal's three founders, Chris, Sabin, and Jeremy found themselves working for the same customer, on the same project, from 3 separate companies. The 3 thought, "Wouldn't it be better if clients could get digital and staffing expertise from under the same roof?"

With that thought, Horizontal was born.



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 services

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

Horizontal Digital

Horizontal Digital is an intelligent, connected experiences consultancy that builds exceptional website, mobile, ecommerce and portal experiences that meet customers with the right message at the right moment.

We deliver on this promise by fusing every digital touchpoint with customer data from sales, service, eCommerce, and marketing programs we design and implement.

These connected experiences create and continue conversations for customers across all departments and channels — empowering organizations to build stronger relationships with them in the process. Our unwavering focus on delivering meaningful digital experiences at every touchpoint has allowed us to successfully solve complex challenges for some of the world's most recognizable brands.

Horizontal Talent

Horizontal Talent delivers workforce solutions across technology, marketing, creative, and business strategy areas of expertise. 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 plan, execute, and deliver your outcome-driven projects

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

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

United States
Minneapolis
Chicago
Denver
Dallas

India
Bengaluru
Hyderabad
Jaipur
Pune
Vadodara

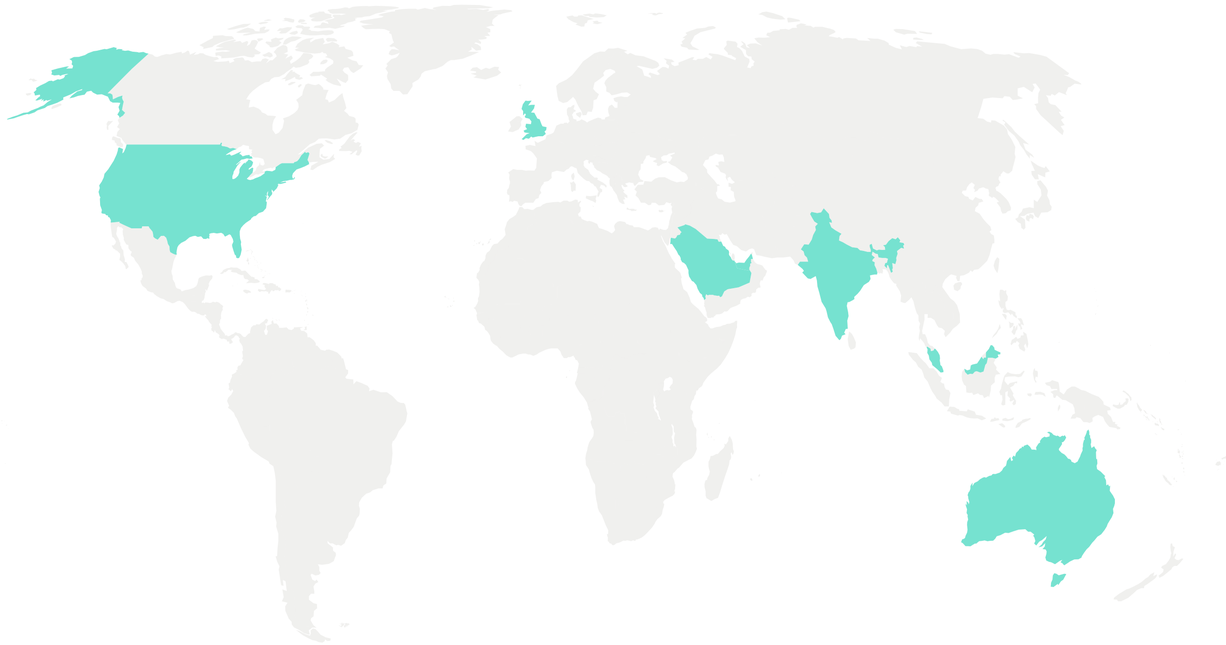
Malaysia
Kuala Lumpur

Saudi Arabia
Riyadh

United Arab Emirates
Dubai

United Kingdom
London

Australia
Melbourne



Our approach to sustainability

Horizontal is in the people business and 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 our ESG efforts. Our sustainability manager, ESG advisory board, and sustainability committee 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





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. In addition to our EcoVadis reporting and Greenhouse Gas (GHG) emission tracking, we are aligning strategically with 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.



Guarantee healthy lives and promote well-being for all at all ages.



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

Our advisory board oversees ESG 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 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:

- Co-founder & CEO
- Global Chief Operating Officer
- Sustainability Manager
- Global VP, People, Culture & Operations
- Vice President, Global Operations
- Sr. Director, Global Marketing, Product & Tech
- Global Director, Human Resources
- Marketing Director

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. 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 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.

Company initiatives:

- **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 model**

2025 Sustainability Committee impact:

- **Monthly activities:**
  Pick up the Park, Tiny Climate Acts, Lunch n Learn, OceanTech recycling drive
- **Kitchen recycling**
- **Open discussions:**
  Sustainability gardening, energy monitors, and electric vehicles
- **Zero Waste Week awareness and education**
- **Green holiday contest**



Environmental sustainability committee

In July of 2024, we officially launched our environmental sustainability committee, with 20 members from both sides of the company, Horizontal Talent and Horizontal Digital. Our committee meets monthly to work on 4 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

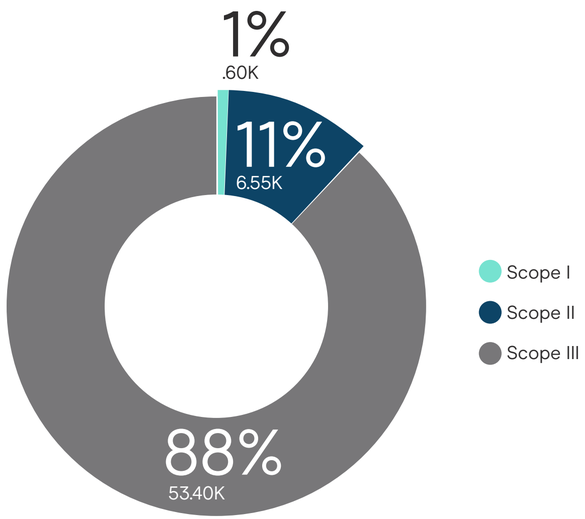
Horizontal + Workiva

This is the second year we've measured our Scope 1, 2, and 3 emissions with the help of Workiva Carbon. Both sides of our company across various operations come together to compile data on our emissions.

In 2024 we collected U.S. data, and in 2025, we expanded our data collection globally. Now, we can create an accurate long-term sustainability strategy and emission reduction plan.

Our Scope 1 & 2 data documents our emissions from the office, such as electricity and gas. Our Scope 3 data, which includes business travel and purchased goods and services, is our largest contributor to our environmental impact, as detailed in our Workiva carbon report.

Total emissions by scope



Our assessments

Due to our emissions collection, we have improved our 2024 and 2025 CDP scores, previously scoring a D- to now scoring a B two years in a row. B is the highest SME rank awarded.

Our 2024 EcoVadis total score increased by 6 points to 54/100. Notably, our individual environmental score jumped 20 points and our individual sustainable procurement score improved by 12 points.

Our 2025 EcoVadis score increased to 57/100, seeing improvement across the board.

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



Goals

- Continue gathering global emissions
- Create emissions reduction plan and goals in alignment with global standards such as SBTi and Net Zero
- Make progress towards ISO 14001 certification
- Conduct 2nd materiality assessment & matrix
- Conduct supplier assessments and establish supplier expectations

Committee goals

- Complete at least 3 green building initiatives annually (ex: trash minimization and composting)
- Host 2 volunteer events & subsequent awareness activities/communication
- Choose one environmental cause to contribute to in 2025
- Find ways to partner with other teams to expand sustainability efforts
- Continue networking and finding guest speakers for educational sessions

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.

Diversity measurement

Horizontal believes in the transformative power of leveraging the right data at the right time to drive meaningful impact. Through our enterprise-wide use of Power BI for reporting, business intelligence, and decision support, we enable real-time visibility into the health and diversity of our workforce.

We measure what matters most — representation across our consultant base, hiring and promotion trends, pay equity indicators, retention patterns, and engagement insights — to ensure our actions align with our commitments. These insights empower leaders to make informed, equitable decisions and hold ourselves accountable for continuous progress.

By embedding transparent, data-driven measurement into our DEIA strategy, we move beyond intention to measurable outcomes — fostering a more inclusive environment for our employees, clients, candidates, and vendors while driving sustainable business results.

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 committee

We are dedicated to maintaining 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 a universally 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.

Goals

Strengthen inclusion, accessibility, and equity across all employee touchpoints

Enhance community impact through prosocial activities

Cultivate an inclusive, accessible, vibrant, and connected workplace culture



DEI feedback drives more intentional engagement

This year, the Horizontal Talent team conducted surveys and focus groups to gain insight about the team's experiences, observations, ideas for engagement, and to provide input on past and future DEI programing.

In response to the feedback and to align with our hybrid work model, we switched to a blend of asynchronous and live events. We also leaned into monthly educational emails about relevant holidays and events: Black History Month, Women's History Month, Mental Health Month, and more. We are currently evaluating a balance of efforts to continue promoting inclusivity and awareness.

Employee Resource Groups (ERGs)

Horizontal is committed to supporting Employee Resource Groups (ERGs). Individuals with similar interests, values, characteristics, identities, or life experiences come together to provide support, engage in productive discussions, enhance personal and professional development, discuss shared experiences, and promote diversity, inclusion, and a sense of acceptance and belonging within the workplace.

Horizontal Queer (HQ) - U.S.

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.

Military Heroes - U.S.

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.

Women of Horizontal Empowerment Network (WHEN) - U.S.

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).

Women Power (India)

Mission statement is forthcoming.



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.

Through the collective efforts of our Horizontal Cares committee, regional teams, and dedicated employees, we are committed to driving positive change and creating a more sustainable and equitable world for current and future generations.

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.





Horizontal Cares pillars

Empowering ERGs and committees

Support the impactful volunteer and donation efforts of our ERGs and committees (Ex: Volunteering and donating efforts around Veteran’s Day, Pride Month, Earth Day, Women’s History Month, etc).

Aligning with the Sustainable Development Goals

Continue purposeful alignment with the United Nations Sustainable Development Goals that we are already committed to (2, 4, 10 and 11).

#2 Zero Hunger: End hunger, achieve food security and improved nutrition and promote sustainable agriculture. Ex: Packing meals for Second Harvest Heartland and Feed my Starving Children.

#4 Quality Education: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. Ex: Providing resources, donating goods and volunteering with students at Shri Vallabh Acharya Primary School and Sree Siddaganga Rural High School.

#10 Reduced Inequalities: Reduce inequality within and among countries. Ex: Supporting veterans through Operation Gratitude and Stop Soldier Suicide and supporting children through organizations like Toys for Tots, Adopt-a-Family, and the Kids in Need Foundation.

#11 Sustainable Cities and Communities: Make cities and human settlements inclusive, safe, resilient and sustainable. Ex: Volunteering with organizations like Dallas Life that support homeless people.

Building long-term partnerships

Establish and nurture sustainable, long-term partnerships to ensure our charitable and community initiatives deliver lasting impact.

Horizontal Cares 2025

Feed the Hungry - India

Distribute food packets to the students on Indulal Yagnik Primary School

Feed the Hungry - Dubai

Food packing for Dubai Municipality & Dubai Ramadan

Horizontal's Got Talent student event - India

Hosted 2 blood drives - India

BestPrep 2-month e-mentoring program - US

17 employees supported Minnesota high school students through mentorship, mock interviews and resume preparation

Pick Up the Park clean-up event - US

Oak Hill Park near Horizontal HQ in Minneapolis

OceanTech electronics recycling drive - US

Quality education - India

Bicycle donation to children at the school we sponsor

Dress for Success Twin Cities - US

Donated more than 16 large bags of professional clothing donated

Habitat for Humanity - US

Water filtration for school - India

School water purification system donation

Feed the Hungry - US

Packed food at Feed My Starving Children

EBrelle laptops - Malaysia

Donated eBrelle laptops for blind students

Local Veterans hospital - US

Wrote thank you letters for veterans and delivered to local veteran hospitals

Quality education - US

Donated school supplies to under priveleged kids

Strategic alliances

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

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.

Raise the bar

Raise the Bar is our initiative 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 quarterly meetings and is entered into a quarterly drawing for prizes.





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.

Equal employment, affirmative action and workplace accommodations

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 team members have a question or concern about any type of discrimination in the workplace, they are encouraged to bring these issues to the attention of their immediate manager or the Human Resources Department. They 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 team members have a condition that negatively impacts the performance of one or more of their essential job functions, or if they have a sincerely held religious belief that may impact their ability to perform the tasks or scheduled hours of their job, they are encouraged to 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 the team member to discuss and identify the precise limitations resulting from the condition or religious beliefs, and the potential accommodation that we might make to help them 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.

Team members 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 they are placed in a position where, with or without a reasonable accommodation, they would create a direct threat to the safety or health of themself or others, we may remove them from the position until we can obtain medical documentation regarding their 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 team members have a question or concern about this policy, they are encouraged to bring these issues to the attention of the Human Resources Department. They 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.

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

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: website and digital property

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%
website accessibility score

Horizontal Talent

93%
website accessibility score

Currently, Horizontal Digital has a 100% accessibility score and Horizontal Talent has a 93% 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 are 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)

MFA is required for authentication 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

We perform regular audits and monitor systems and processes to detect any unauthorized access or suspicious activities. This helps in identifying and addressing security breaches promptly.

Employee training

We 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

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

Secure development practices

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

Vendor security

We 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

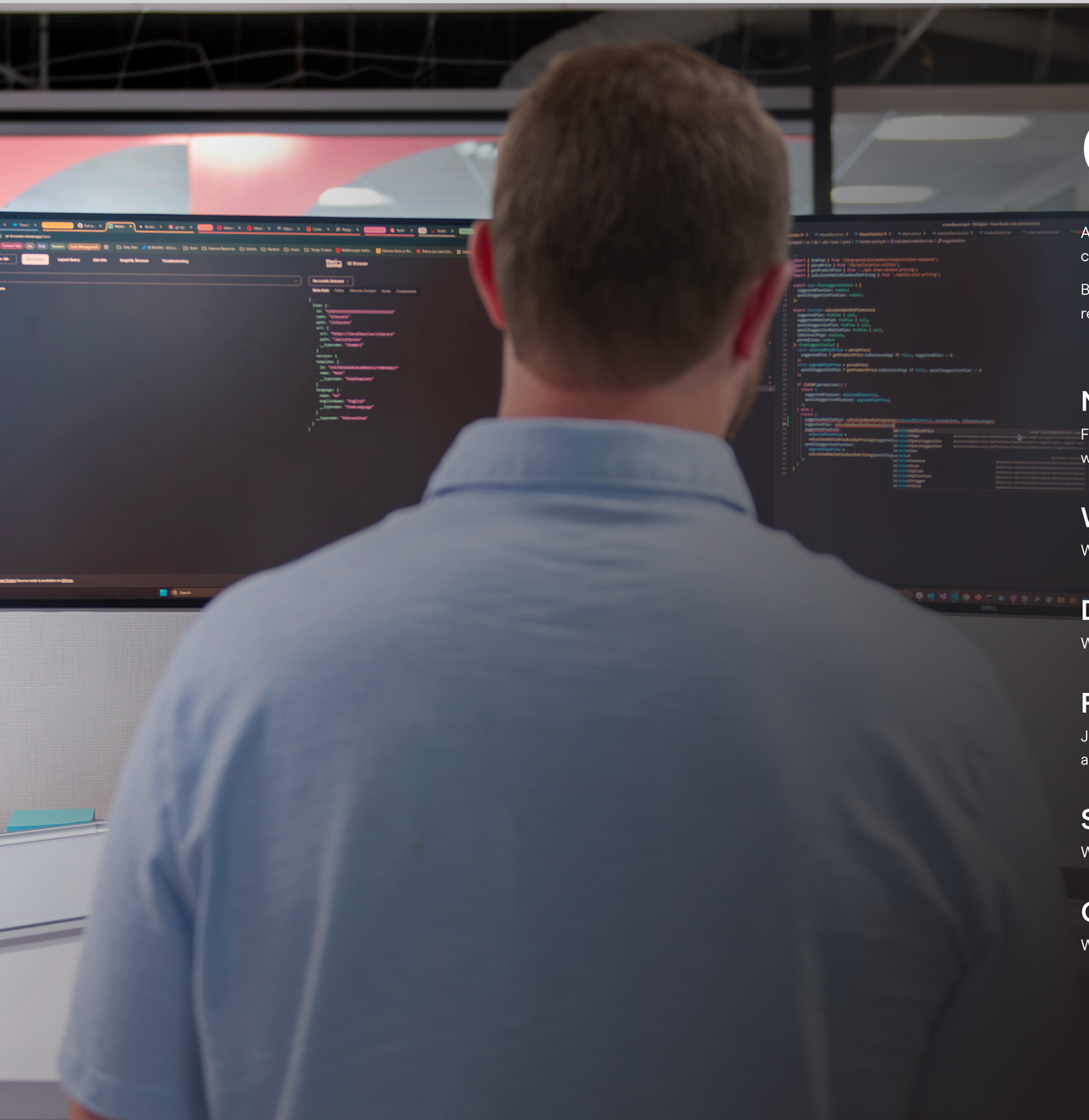
We develop and maintain a well-defined plan for responding to data breaches. This includes steps to contain the breach, assess the impact, notify affected parties, and take corrective actions.

Legal and regulatory compliance

We 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

We clearly communicate 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

Director, IT / CISO

Global Chief Operating Officer

Vice President, Finance & Accounting

Vice President, Global Operations

IT Engineering Manager

Sr. Director - Global Marketing, Product & Tech

Global Human Resources Director

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.

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, team members 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 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, team members shall not disclose any confidential materials or information, except as required or provided by law. Similarly, team members shall not duplicate or otherwise copy any confidential materials or information. Team members must return all confidential materials or information in their possession immediately upon separation of employment or upon request. We may require that team members sign a confidentiality and non-disclosure agreement as a condition of employment. If team members improperly use or disclose trade secrets, confidential business information, or other information protected by law, they will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information. Nothing in this policy is intended to restrict team members from exercising legal rights under any state or federal law, nor will they 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 their own wages without retaliation. For remedies, contact MN DOL. Team member's remedies for a violation of the Wage Disclosure Protection law are to bring a civil action against their employer and/or file a complaint with the Minnesota Department of Labor and Industry at http://www.doli.state.mn.us/.

ISO certifications

ISO 27001

This year, Horizontal completed the definition, development, implementation, and internal audit of all policies, procedures, manuals, and training required for ISO/IEC 27001:2022 certification. Stage 1 and Stage 2 external audits, and certification issuance to be complete by end of Q1, 2026.

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.



Learning & Development

Horizontal follows a comprehensive and structured approach to promoting Learning & Development (L&D) across the organization. Our training programs are designed to ensure accessibility, engagement, and continuous professional growth for all employees.

Through our multi-channel, proactive approach, we ensure that learning remains accessible, relevant, and aligned with both employee growth and business objectives.

L&D overview

Litmos – Learning Management System

A Learning Management System (LMS) serves as a strategic platform that enhances both organizational capability and employee growth. Enhance community impact through prosocial activities

Access provided to all employees

Centralized hub for hyper-personalized, role-specific courses, self-paced learning, compliance, and skill-building courses

Includes a mix of content such as customized learning paths, certifications, leadership modules, microlearning, and industry-relevant resources

Enables consistent learning experience across teams and locations

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.

Monthly Instructor-Led Trainings (ILT)

Live, facilitator-led sessions designed to drive skill development, engagement, and real-time learning.

- Regular live training sessions conducted every month
- Focus on role-specific skills, leadership development, and industry trends
- Encourage interaction, collaboration, and real-time learning
- Topics include: fraudulent candidate and identification, social media & branding best practices, candidate experience & engagement

L&D Digest

A curated learning communication that keeps employees informed, inspired, and engaged.

- Periodic learning newsletter shared with employees
- Highlights upcoming trainings, learning resources, and success stories
- Keeps learning top-of-mind and drives program participation

Certifications & professional development opportunities

Structured support for continuous upskilling and career advancement.

- Support for industry-recognized certifications
- Encouragement for continuous upskilling and career growth
- Aligns individual development with organizational goals

Corporate memberships – SIA & ASA

External learning partnerships that provide industry exposure and thought leadership.

- Access to webinars, research reports, and industry insights
- Exposure to best practices and market trends
- Enhances professional credibility and industry knowledge

Technologies & tools

Practical learning focused on improving digital capability and efficiency.

- Training on internal and external tools used across the business
- Focus on productivity, efficiency, and digital capability building
- Ensure employees stay current with evolving technologies

Manager-led learning advocacy

Manager involvement that reinforces learning and accountability.

- Managers reinforce learning during team meetings
- Learning goals integrated into performance discussions

HR-related onboarding and annual trainings

In addition to reading and acknowledging the Corporate Employee Handbook and the Global Information Security policy, all employees, at time of hire and annually, are required to complete the following trainings:

Cultivating a Culture of Belonging

This course will widen the concept of Diversity, Equity, Inclusion & Accessibility (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.

Anti-Bribery & Anti-Trust

This training focuses on how to compete in an ethical manner in our society's open marketplace, which in turn keeps your company from violating related laws. This course includes discussions on federal regulations, ways to comply with anti-bribery and antitrust laws in your everyday business activities, how to spot red flags, and report behaviors that can put your company at legal risk.

Anti-Harassment

Designed as a series of concise and easy-to-follow chapters, this one-hour Anti-Harassment training dives into the different types of discrimination and harassment, their effects, and response strategies to handle inappropriate and unacceptable behaviors.

Cyber Security Awareness

Cyber security is a serious issue for today's organizations. Employees can help reduce the threat of cyber-crime if they know what they are looking for and the steps that can be taken to prevent it. This course helps employees understand, recognize, and help protect companies and their customers from falling victim to cyber criminals. In addition to helping employees prevent data loss, this course also guides employees to respond to any incidents that occur.



Role-based onboarding drives retention

We also 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.

Environmental sustainability-related training & education

We host various trainings and initiatives to drive sustainability.

Environmental and ESG onboarding materials

Training & sales materials: 1-sheeters, PowerPoints, external tools

Quarterly updates via QBR meetings and email newsletters

Annual Earth Day educational training

Sustainability Committee hosted discussions

- Sustainable gardening with guest speaker Liz Sinclair, owner of Aster & Lupine Garden Consulting
- Electric vehicle and energy monitor educational session with Dan Sinclair

Conclusion

Learning & Development is not a standalone initiative at Horizontal. It is a core pillar of how we build a resilient, future-ready organization. We believe that investing in our people is one of the most meaningful ways we create long-term value for our clients, our communities, and our business. By continuously expanding access to education, certifications, leadership training, and industry insights, we empower our employees to grow alongside a rapidly evolving workforce landscape. As technologies, regulations, and market expectations shift, we remain committed to staying ahead of change and equipping our teams with the tools and knowledge they need to lead it. Our approach to L&D reflects our broader ESG commitment: progress is ongoing, growth is intentional, and our people are always at the center.





Thank you

As we conclude ***Progress in practice: our 2025 ESG journey,*** we appreciate the time you have taken to engage with our work and our progress. Advancing sustainability is a shared responsibility, shaped by everyday decisions and long-term commitments across every role and every industry. Meaningful impact does not require perfection, but intention, accountability, and continuous improvement.

At Horizontal, we are encouraged by the progress we have made and recognize there is still more work to do. Each year brings new opportunities to strengthen our practices, deepen our partnerships, and expand the ways we contribute to our communities and the environment.

Through our staffing, digital, and professional services, we remain committed to supporting positive change alongside our team members, partners, and clients. Thank you for being part of this journey and for continuing to explore how progress, when put into practice, can create lasting impact.

Together, we move forward with purpose.

Horizontal

horizontal.com

©2026 Horizontal