



2022
Environmental, Social,
and Governance Report

Our mission is to actively connect people to their next great opportunity

ZipRecruiter was founded to simplify the job market for both job seekers and employers. We believe that every job seeker deserves to find fulfilling work, and with the right employees, every businesses can thrive. We're passionate about our mission: *to actively connect people to their next great opportunity.*

As a leading online employment marketplace, our powerful matching technology improves the job search experience for all and helps businesses of all sizes find and hire the right candidates quickly.

- 162M+ job seekers have used ZipRecruiter
- 3.8M+ businesses have used ZipRecruiter
- #1 Rated Job Seeker App on iOS and Android*
- #1 Rated Hiring Site in the U.S.**



*Based on job seeker app ratings, Jan 2022 to Jan 2023 from AppFollow for ZipRecruiter, CareerBuilder, Glassdoor, Indeed, LinkedIn, and Monster.

**Based on G2 satisfaction ratings as of December 13, 2022.

Our Values and Culture

We believe that ZipRecruiter employees are the driving force behind our culture, and they are essential for delivering value to job seekers and employers to fulfill our mission.

We are committed to providing an innovative, collaborative, and inclusive environment: one where diversity is embraced and everyone is positioned to succeed.

Our core values are the foundation for how we work. They reflect what matters most to us and enable our team to collaborate and achieve common goals:



We have the **courage** to do version 1.0. We accept that we won't always be right. We **believe** that we can build something better.



We **listen** well. We are open to **feedback**. We always believe there is more to **learn**. We are willing to both lead and follow. We are **inclusive** and **collaborative**.



We think **beyond** our own job responsibilities. We take **pride** in our work. We are willing to teach others. We operate like **owners**. For us, work is play.

ESG at ZipRecruiter

Our approach to ESG includes taking care of our team, the environment, customers, shareholders, vendors, and other stakeholders in the communities we proudly serve.

The [Nominating and Corporate Governance Committee](#) of our Board of Directors oversees the risks associated with corporate governance and sustainability, including the development and implementation of ESG policies.

Currently, we are in the process of reviewing our business activities in how they align with sustainability standards and reporting frameworks. We look forward to publishing future updates as we further integrate sustainability into our operations.

United Nations Sustainable Development Goals:

We've identified four goals within the United Nations Sustainable Development Goals (UN SDGS) where we can make meaningful impact:



SOCIAL

At ZipRecruiter, our work has the power to positively impact lives. We create social impact in two ways:

First, through our mission, and the products and services we provide to job seekers and employers.

Second, by investing in our employees. We offer a variety of professional development programs, benefits, and resources to help our team grow and stay engaged, happy, and healthy.



SOCIAL

Redefining the hiring process

Hiring the right talent helps businesses—and people—thrive.

Reaching millions of job seekers through our site, email, and #1 rated job-seeker app on iOS and Android*, once a job goes live in our marketplace, ZipRecruiter's powerful matching technology finds candidates with the right skills and experiences and actively invites them to apply.

With ZipRecruiter on their side, businesses of all sizes can find and hire the right candidates, quickly. Here's how we partner to make it easy:

- **Only Post Once**
ZipRecruiter automatically distributes jobs to 1,000+ top job sites
- **Enhanced Candidate Network**
Reach 12M+ job seekers weekly**
- **Invite to Apply**
Employers instantly see a list of qualified candidates for each job that they can proactively invite to apply

We are proud to share that four out of five employers who post on ZipRecruiter get a quality candidate within the first day.

We set employers up for success by providing tools, resources, and reach to help their jobs stand out

- Directs job seekers to live jobs from the very beginning of their search.
- Job Enhancements: Enable employers to showcase their values and benefits like Veteran-Friendly, Remote, Urgent, Training Provided, and more.
- 24/7 Customer Support: Our dedicated team is available via email, phone, and chat to answer customer questions and provide hiring support.

*Based on job seeker app ratings, Jan 2022 to Jan 2023 from AppFollow for ZipRecruiter, CareerBuilder, Glassdoor, Indeed, LinkedIn, and Monster.

**ZipRecruiter Internal Data, weekly average Jan. 1 - Dec. 31, 2022. Includes registered and non-registered users. May be non-unique.

SOCIAL

Empowering Our Job Seekers

We take deep pride in empowering job seekers with the tools they need to stand out and get hired. And we support economic inclusivity in the job market by providing a more personalized, transparent, and supportive experience for all job seekers.

This includes:

- Identifying relevant job opportunities in our marketplace that are a great fit for each job seeker
- Leveraging data and our matching algorithms to learn what job seekers want and like, to better serve their needs
- Improving transparency by delivering status updates so job seekers know where they stand in the application process

Our job seekers are introduced to Phil, our AI-powered personal recruiter who walks them through onboarding and aids in their search. Looking for a job can be a vulnerable time period for a candidate, and finding satisfying work can deeply affect their quality of life. Phil humanizes the experience by partnering with job seekers so they feel supported every step of the way.

We are committed to the success of our job seekers, and are proud to be rated the #1 easiest to use job site in the U.S.*

With Phil, job seekers can:

- Discover New Opportunities: Phil works 24/7 to deliver jobs that are a great match for a job seeker's skills and experience, so they never miss an opportunity.
- Get Invited to Apply to Jobs: Phil pitches job seekers' profiles to employers for jobs they'll love—so they stand out, and companies can reach out to them directly.
- Save time with 1-click Apply: Once job seekers provide Phil with key info, they can apply to most jobs with one click.



Meet Phil, Your Personal Recruiter

Phil will be by your side during your job search to help you discover new opportunities and stand out to employers.

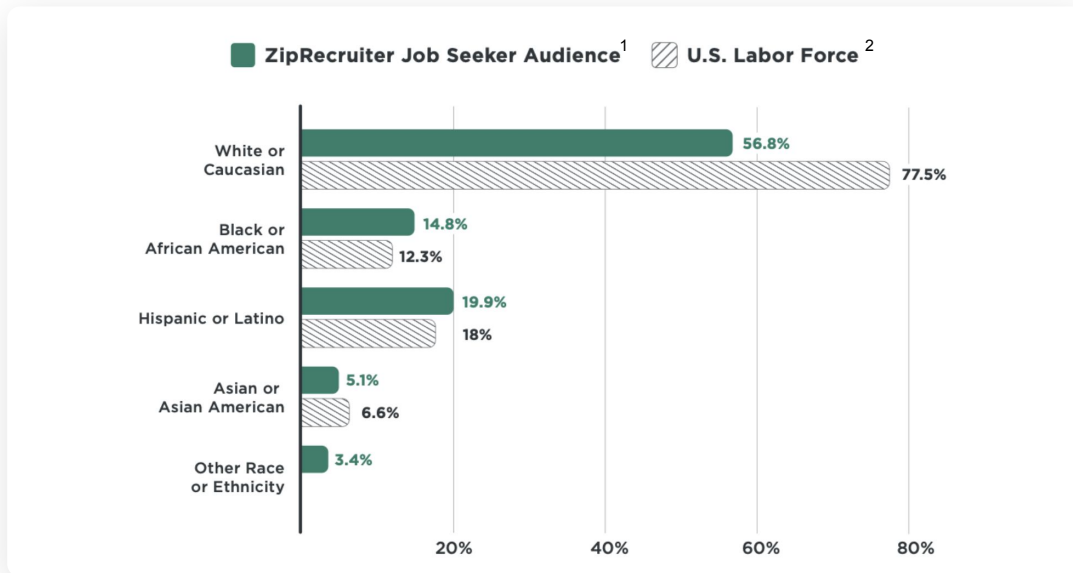
Who is Phil?

Discover Jobs

*Based on G2 ratings as of December 13, 2022

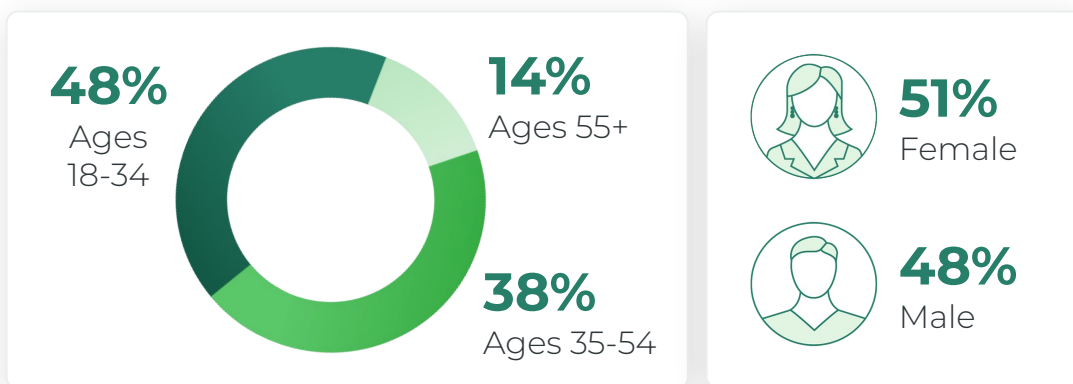
SOCIAL

We Help Job Seekers of all Kinds Find Work



The job seekers on ZipRecruiter are as diverse as the U.S. labor force. Job seekers come to us with unique experiences, skills, needs, and dreams, and our product gets to know what they are looking for and helps find the right opportunities, personalized for them. Our marketplace gives job seekers access to a variety of industries and roles, ranging from full-time, part-time, gig, and more—so job seekers can fulfill their work aspirations, whatever they may be.

ZipRecruiter Job Seeker Demographics³



1. Source of ZipRecruiter Job Seeker Audience data: ZipRecruiter monthly Job Seeker Confidence Survey based on online sample administered by Qualtrics on behalf of ZipRecruiter to 1,500 job seekers between the 10th and 16th of Feb 22 and weighted to the U.S. Census Bureau's American Community Survey. Respondents may be employed, unemployed, or not currently in the labor force, but must reside in the United States and have indicated desire to find a new job "in the next six months" in order to be included in the sample.
2. Labor Force data based on BLS' Current Population Survey for 2021. Estimates for the race groups (White, Black or African American, and Asian) do not sum to totals because data are not shown for all races (such as American Indian, Native Hawaiian etc). Persons whose ethnicity is identified as Hispanic or Latino may be of any race.
3. Age and sex distribution data based on SimilarWeb traffic & engagement report, Mar 2021 - Feb 2022, desktop and mobile traffic.

SOCIAL

Promoting Fair Hiring

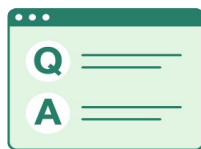
Our algorithms are intentionally designed to match job seekers to jobs primarily based on their skills and experience, thereby mitigating the potential for discrimination that can occur when certain indicators like age, race, gender, and surname are taken into account. From the design of our product to the resources available to our customers, we aim to reduce the potential for bias in hiring that has historically marred job search.



Our algorithms don't take into account explicit markers (age, race, gender, etc.) or implicit markers (surname, address, etc.) that may indicate a protected class



Our machine learning models do not differentiate between genders in titles of job postings or resumes (e.g. "waiter" vs. "waitress")



Resources are available to help employers write more inclusive job postings

SOCIAL

Reaching Underrepresented Groups

We partner with many of the top job sites in the market. When a job goes live on ZipRecruiter, it gets distributed to over 1,000 job sites*, including those that promote jobs to underrepresented job seeker communities. Our goal is to present the opportunity to qualified candidates, whoever and wherever they may be.



*ZipRecruiter does not guarantee placement on any specific job board for a specific job ad.

**Partner sites active as of 3/31/22

SOCIAL

Protecting our Job Seeking Community

We care deeply about protecting our job seekers. We set high standards for the jobs posted on ZipRecruiter and distributed via the ZipRecruiter marketplace. Our [Job Posting Rules](#) help guide employers to align with these standards.

We have a dedicated Trust and Safety (T&S) team that uses automated and manual tools to help proactively identify employer accounts being used in an unauthorized manner and terminate them. The T&S team also investigates complaints, continues to monitor customer accounts, and takes other steps to uphold the standards outlined in our [Terms of Use](#).

Our dedicated Job Quality (JQ) team, which is part of the T&S team, reviews all complaints concerning job ads that violate our Job Posting Rules and Terms of Use. The JQ team can suppress an individual job, or all jobs posted by an employer, when they do not comply with our Job Posting Rules.



SOCIAL

Human Rights

ZipRecruiter is committed to upholding strong ethical values and respecting human rights. All our employees are provided with an Employee Handbook which references our [Anti-Slavery and Anti-Human Trafficking Statement](#).



SOCIAL

Inclusion in our Workplace

We are an equal opportunity employer and are committed to maintaining an environment where all people are welcome and supported.



Fair Employment Practices

We provide equal employment opportunities for all applicants and employees. We do not unlawfully discriminate in employment opportunities (such as hiring or promotions) or practices (such as discipline, compensation or benefits) on the basis of any protected characteristic, including race, color, religion, sex, gender identity or expression, transgender status, genetics, marital or veteran status, age, national origin, ancestry, physical disability (including HIV/AIDS), mental disability, medical condition, pregnancy or childbirth (including breastfeeding), sexual orientation or any other characteristic protected by law. Additionally, every ZipRecruiter employee has a right to a work environment free from unlawful harassment. Harassment can include any behavior (verbal, visual or physical) that creates an intimidating, offensive, abusive or hostile work environment.

[Code of Business Conduct and Ethics](#)

SOCIAL

Diversity, Equity and Inclusion

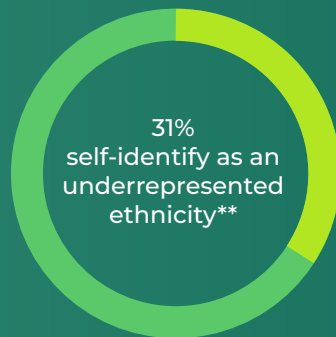
ZipRecruiter is committed to fostering an inclusive environment where every individual belongs and feels welcomed, valued, heard and respected. As an organization, we recognize that we have a responsibility to continuously evolve our approach to diversity, equity, and inclusion.

Our employee-led and executive-sponsored Diversity & Inclusion Council drives initiatives around training, education, recruiting, people analytics and our Employee Resource Groups.

We are excited to share our progress along the way as we continue to grow in this space.

Diversity by the Numbers:

Senior Leadership*
Ethnic Diversity



■ Underrepresented Ethnicity

Senior Leadership
Gender Diversity



■ Men ■ Women

Diversity, Equity, and Inclusion Trainings:

- **Unconscious Bias:** Helps employees develop skills and strategies for managing bias to create a more inclusive day-to-day work environment
- **Exploring Identities:** Supports our team in learning about how we each experience the workplace, cultivate empathy, and increase trust towards each other

*Senior Leadership = SVP+

**Individual who self-identifies as Black, African American, Hispanic, Latino, Asian, Native American, Native Hawaiian or other Pacific Islander, or Alaska Native, or two or more races

SOCIAL

Employee Resource Groups (ERGs)

We strive to support our employees and the communities to which they belong. Every day, and through our ERGs, we encourage our employees to engage with their colleagues and help grow an inclusive culture at our company.



The Black Professional Forum provides a platform for employees of color to elevate their voices and advance their careers.



The Zip Family ERG brings together employees with child caregiving responsibilities to share resources, experiences and provide guidance and encouragement.



LIT embraces the power of diverse thinking and building a community of employees who want to better engage the Latinx/Hispanic community.



Women in Leadership promotes the professional and personal growth opportunities for women.



QUIZ helps provide a community for LGBTQ+ employees, ensures LGBTQ+ employees' needs are met, and highlights their contributions.



ZAP is an inclusive community for AAPI employees and allies to celebrate their cultures, promote education initiatives, and provide development opportunities.

SOCIAL

Employee Growth & Development

At ZipRecruiter, we are committed to our employees' success, and to us that means supporting them from onboarding throughout the course of their career.

We welcome new hires to our team through an immersive orientation that includes a mix of live training and self-guided courses.

All employees have access to the Zip Learning Center, which houses hundreds of courses that teach our core competencies, product and systems, compliance, and more to support professional growth. We also partner with external organizations to provide leadership training.

Additionally, we offer opportunities for employees to teach and learn from their peers, colleagues, and leadership through informal "lunch and learns," presentations, and "fireside chats."

Example Trainings Available:

- **Cultivating a Culture of Accountability:** Fosters an understanding of behaviors in others, how to align goals, give feedback, have effective 1:1s, and create a culture of accountability.
- **People Management:** Designed to drive the execution and proficiency of behaviors, coaching processes, and tactical skills for manager development necessary to create workplace accountability.
- **Leadership Training:** For new, seasoned, and future people leaders. This curriculum builds skills that transcend people leadership (ie. psych safety, cross-team collaboration, etc.).

SOCIAL

Workforce Programs & Benefits

ZipRecruiter is focused on attracting and retaining results-oriented employees who are passionate about our mission. Benefits available to all or portions of our workforce are designed to support employees in their physical, financial and mental health.

We are currently working under a hybrid or fully-remote office environment which allows most employees flexibility to work where they are most comfortable and productive. We support work-from-home choices by providing ergonomic desk accessories and stipends to offset the cost of home internet.



Competitive Compensation

We take care of our employees with top market salaries, commissions and bonuses.



Health, Dental, Vision & Pet Insurance

Comprehensive healthcare benefits for employees and their families.



Paid Time Off

Generous paid time off plans to rest and rejuvenate including vacation, sick, holiday and recharge days.



Equity Compensation

We provide equity compensation in many of our roles, and offer a generous ESPP program open to all employees.



Retirement

We match a percentage of 401(k) and retirement contributions.



Health & Wellness

We provide healthy living resources to assist with mental health, mindfulness, fitness, well-being and more.



Financial Planning

We offer several benefits to support wealth management and financial advisory resources.



Parental Leave and Support

Time off to care for a baby or adopted child in addition to fertility benefits and family planning resources.



Social Team Building

We love spending time with one another! We offer in-person get togethers and parties so our colleagues can connect in person and build community.

SOCIAL

Employee Engagement

Hiring, retaining and supporting our employees is critical to fulfilling our mission.

In March 2022, our Employee Engagement Survey results showed that over 85% of employees had a favorable view of their management, felt a deep sense of ownership over their work, and have had positive, collaborative experiences across teams.

We are pleased with these results and regularly check in with employees on engagement topics to continue to build upon our culture, maintaining ZipRecruiter as a place where employees feel valued every day.

Recent Achievements & Recognitions

We are honored to be recognized as a great place to work and to receive awards that reflect our core values.

2022 Awards



INC. Best Place to Work Award 2022



[Built In Best Places to Work Awards](#)

Won: *Best Places to Work, Best Paying Companies, Best Large Companies to Work For in Los Angeles*



Newsweek's Top 100 Most Loved Workplaces list for 2022

SOCIAL

Community Support

We partner with nonprofit organizations in our communities and support them in meaningful ways that align with our mission.

Through ZipRecruiter.org, employees can donate their time and expertise to local nonprofits.

Additionally, we empower our nonprofit partners by helping them hire so they can further their programs and impact.

Employee Volunteer Opportunities:

- **For Youth** - Providing education and skill development for future employment opportunities. Engagements include: career fairs, resume workshops, back-to-school drives and mock interviews.
- **For Veterans** - We proudly employ and support veterans of our armed forces in addition to partnering with several foundations that support veterans' rights. Our marketplace also has a feature to help specifically connect veterans with the employers looking to hire them.

Past Partners Include:



SOCIAL

Health and Safety

We care about the safety and well-being of our employees and anyone who visits our offices. We comply with all health and safety laws, federal, state and local, that are applicable to our business. While rare, employees with work-related injuries are entitled to leave and benefits in accordance with applicable law.



COVID Response

While COVID-19 has impacted us in many ways, we put the health and safety of our employees and all who do business with us as a top priority.

At the beginning of the crisis, we acted quickly to implement a work-from-home program that enabled our employees to transition to a fully remote work environment. Mental health resources were expanded, comfortable work-from-home options were offered and we continue to support and be flexible to our employees' needs given all the change and stress in this environment.

In-office attendance is currently voluntary for most employees, but our offices are open for those who wish to use them.

We frequently update our in-office and meeting guidelines to remain aligned with applicable guidance from the U.S. Centers for Disease Control (CDC) in addition to state and local health orders.

GOVERNANCE

Strong corporate governance creates a business environment that is conducive to sustained economic growth, promotes the long-term interests of our shareholders and helps build public trust. Our commitment to the highest standards of professional and personal conduct is embedded in our culture and lived out through our daily interactions.

The Nominating and Corporate Governance Committee of our Board of Directors oversees the risks associated with corporate governance and sustainability, including the development and implementation of ESG policies.



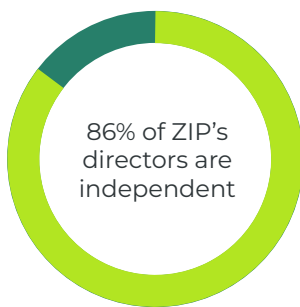
GOVERNANCE

Board of Directors

ZipRecruiter's Board of Directors (BOD) consists of seven accomplished professionals. All directors are independent, except for our CEO.

We value a diverse BOD that provides a wide range of viewpoints, experiences and perspectives. Our BOD members demonstrate leadership abilities, possess integrity, and represent our shareholder interests.

Independent Directors



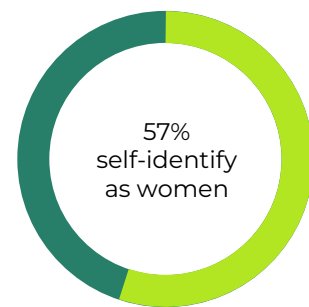
■ Independent

Board Minority Diversity*



■ Minority

Board Gender Diversity



■ Men ■ Women



Ian Siegel
Co-Founder & CEO



Brie Carere



Yvonne Hao



Cipora Herman



Blake Irving



Eric Liaw



Emily McEvilly

*Minority Diversity = an individual who self-identifies as Black, African American, Hispanic, Latino, Asian, Pacific Islander, Native American, Native Hawaiian, or Alaska Native

GOVERNANCE

Ethics & Compliance

We hold ourselves to the highest standards of business and ethical conduct. We maintain a comprehensive set of standards and policies that guide our actions.

Our [Code of Business Conduct and Ethics](#) applies to our employees, contractors, consultants, agents, representatives, officers, and our Board of Directors.

Our Whistleblower Policy outlines our expectations and commitments related to reports of actual or suspected violation of policies, laws or regulations. The policy provides employees with a confidential and anonymous method for reporting any improper activities, without the fear of retaliation.

Our Anti-Corruption Policy strictly prohibits any form of bribery or corruption, including authorizing, making, offering, promising, requesting, receiving, or accepting bribes or kickbacks in any form.



Data Privacy and Security

Our long-term success is dependent on employers and job seekers utilizing our services with confidence and trust. ZipRecruiter is committed to protecting the privacy of our users' data and safeguarding our systems, networks and services against cybersecurity risks, such as loss, unauthorized access, or other misuses.

We take that responsibility very seriously and maintain high standards of governance. Our Board of Directors provides oversight of all risk management issues, including information security and data privacy. The Board's Audit Committee is regularly updated by management and reviews cybersecurity and other information technology risks, controls, and procedures.

Highlights of our Security and Compliance Program

Our information security program is built and managed in accordance with industry-accepted standards, applicable laws and regulations, and corporate policies and procedures to help protect user data.

A few examples include:

- SOC2 Type 1 report for the ZipRecruiter.com, ZipRecruiter Marketplace and Jobboard.io applications
- Dedicated Security Engineering and Security Operations teams focused exclusively on proactively identifying and diffusing potential threats and vulnerabilities
- Cross-functional Compliance team that meets regularly to review our existing compliance programs and evaluate them in light of applicable privacy frameworks and new laws
- An Information Technology Security Policy governing the security, integrity, confidentiality, and availability of non-public information, software, services and infrastructure
- A Global Security Incident Response Policy providing guidance on the recommended procedures and actions if ZipRecruiter suspects there has been a security incident or breach
- Conducting annual security awareness and privacy training requirements for employees
- Providing information to our users on the number and types of requests received from law enforcement and public authorities in our [Transparency Report](#) page

For more information on our policies, procedures, and safeguards, please visit our [Security and Compliance](#) page and [Global Privacy Policy](#).

GOVERNANCE

Upholding Security with Our Vendors

Supply Chain and Vendor Management

At ZipRecruiter, we strive to conduct a fair, secure and data-driven approach to third-party vendors with whom we partner. We follow best practices to guide ZipRecruiter employees as they evaluate and select vendors, especially those that process data.

We have implemented a Procurement Policy to standardize and strengthen our internal processes to select, approve and manage suppliers. All vendors must be routed through the Procurement process, which consists of a series of reviews by internal teams who aim to ensure any new service will protect company, customer and job seeker data.

The Procurement review includes:

1. Legal Review
2. Budgetary Review
3. Security Review, which includes assessing vendor security documentation, security practices, and other relevant reports
4. If needed, IT Review, Compliance Review or People Team Review

Our Data Storage Partner:

ZipRecruiter contracts with Amazon Web Services (AWS) for the hosting and management of the systems necessary to support the ZipRecruiter.com and ZipRecruiter Marketplace applications, and for our Jobboard.io application.

AWS provides logical and physical access controls over these systems, as well as protections to the data environment, including encryption at rest.

AWS data centers are accredited to conform to at least the following industry standards:

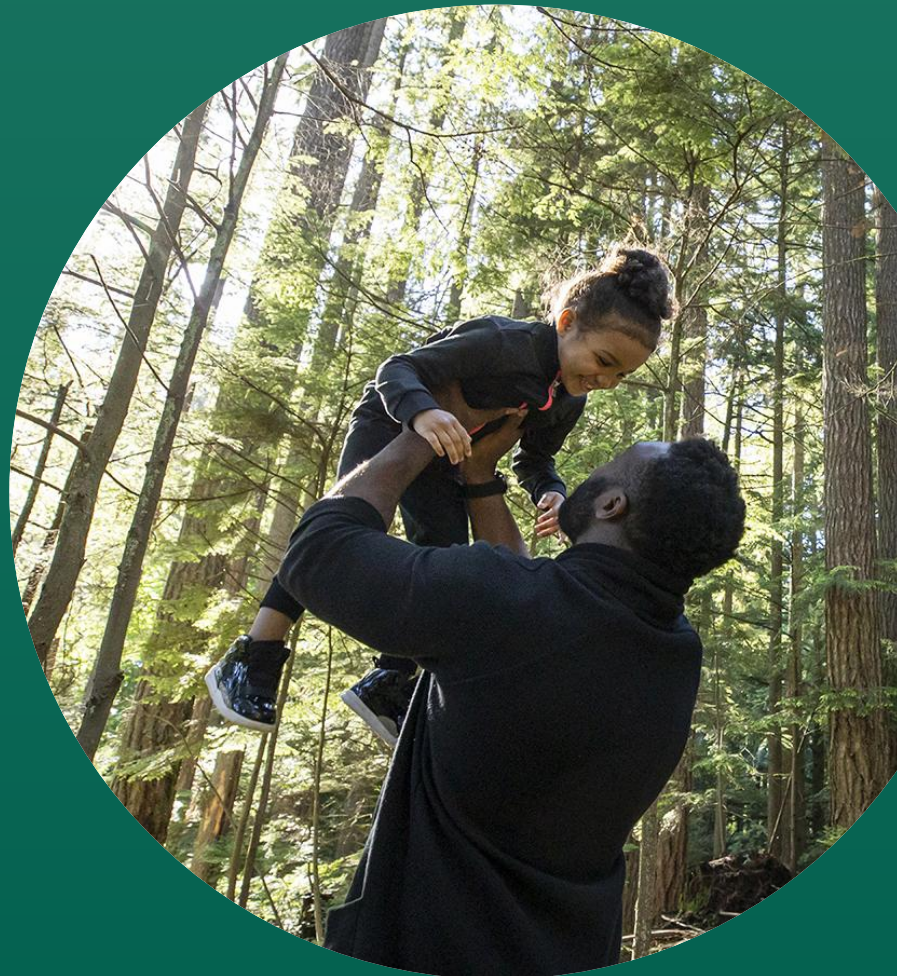
- ISO 27001
- SOC 1 and SOC 2
- PCI Level 1
- FISMA Moderate



ENVIRONMENTAL

We value business practices that promote a clean, healthy and sustainable environment for future generations. We are proud to have reduced our offices' environmental footprints through remote work, recycling efforts and reducing waste.

We will continue to evaluate and move forward with business practices that promote a healthy environment.



GOVERNANCE

Carbon Assessment

Our approach to environmental sustainability starts with measuring our Greenhouse Gas (GHG) emissions. We are currently in the process of conducting our GHG emissions inventory to establish a baseline carbon footprint. Our next steps include developing plans to reduce our carbon footprint.





[ZipRecruiter.com](https://www.ziprecruiter.com)