

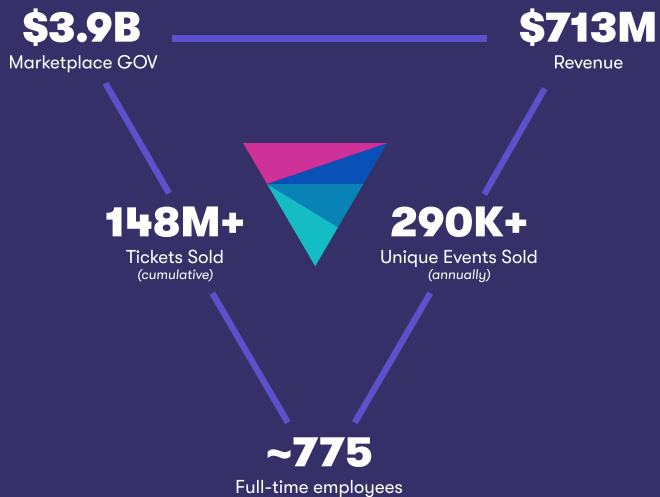
# 2024 ESG Fact Sheet

Our mission is to empower and enable fans to **Experience It Live.**

## About Vivid Seats

- We are a leading online ticket marketplace with a technology platform that seamlessly connects fans to the live events, artists and teams they love
- We provide a reliable, safe and secure experience through our award-winning customer service and our 100% Buyer Guarantee
- Our industry-leading Vivid Seats Rewards loyalty program allows live event fans to earn Reward Credits – and a free 11th ticket – enabling them to attend more of their favorite events

### AS OF DECEMBER 31, 2023



“At Vivid Seats, sustainability and corporate responsibility play a vital role in our business strategy. We continue to demonstrate our commitment to enabling exceptional experiences for all stakeholders through the ongoing support of our employees, customers and communities.”

**STAN CHIA**

CEO



# Environmental

As a digital marketplace, we are proud that our carbon footprint is already modest. Nonetheless, we continue to look for opportunities to improve and reduce our environmental impact.

## GREENHOUSE GAS EMISSIONS



In 2023, we began measuring our Scope 1 and 2 greenhouse gas (GHG) emissions to better understand our environmental impact and enhance transparency. We determined that the primary sources of our GHG emissions are the natural gas and electricity that support our offices in Chicago, Dallas, Las Vegas, Toronto and Tokyo.

In addition to absolute GHG emissions, we are disclosing our carbon intensity (defined as our GHG emissions per \$1M of Adjusted EBITDA) to help benchmark our progress as our business continues to grow.

In tandem with conducting these baseline GHG measurements, in 2023 we completed an assessment to determine other relevant environmental topics to incorporate into our sustainability strategy. We will continue to develop this strategy and assess new actions moving forward.

### 2023 Absolute Emissions

(tonnes of carbon dioxide equivalent, or tCO2e)

SCOPE 1 **769.5**

SCOPE 2 **400.0**

(location-based)<sup>1</sup>

### 2023 Carbon Intensity

(tCO2e per \$1M of Adjusted EBITDA)

SCOPE 1 **5.4**

SCOPE 2 **2.8**

(location-based)<sup>2</sup>

<sup>1</sup> Scope 2 market-based absolute emissions: 269.1.

<sup>2</sup> Scope 2 market-based carbon intensity: 1.9.

## OTHER INITIATIVES



- Our offices utilize bulk dispensers, water and seltzer fountains, lower-waste coffee machines, and biodegradable utensils, food and drinkware
- Our offices feature recycling stations, and in Chicago, Coppel and Toronto, we have implemented a composting program for food waste and coffee grounds
- We work with Golden Ratio Robotics to donate our used technology hardware to communities in need, giving a second life to hardware that would otherwise be disposed of or recycled; hardware that cannot be donated is safely recycled using an EPA-certified electronics recycling firm

## Social

We are committed to fostering a workplace that is inclusive. We are passionate about facilitating impactful experiences for our employees. Our culture is built on empowerment and individuality, and we have attracted incredible talent to our business.

### NUMBER OF EMPLOYEES

~775 employees

### OFFICE LOCATIONS

- Chicago, Illinois HQ
- Coppell, Texas
- Las Vegas, Nevada
- Toronto, Ontario
- Tokyo, Japan

### EMPLOYEE ENGAGEMENT

- 80% Employee Engagement Level
- 89% Employee Survey Participation
- 83% Agree That Vivid Seats Values Diversity

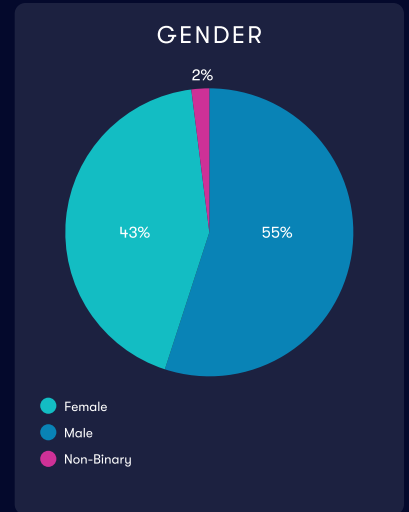
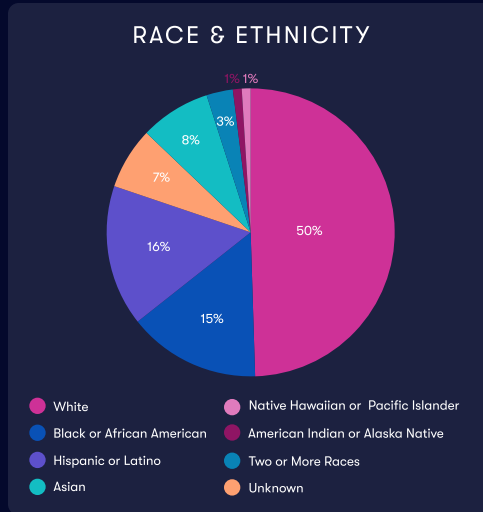
### OUR VALUES

We embrace change and that includes our commitment as a team to raising the bar in terms of diversity, equity and inclusion each year

### EMPLOYEE RESOURCE GROUPS

We strive to maintain a culture that empowers our employees to embrace challenges, collaborate freely and seek to constantly evolve. We are committed to fostering an environment that is inclusive and welcoming to a diversity of backgrounds, experiences and thoughts as a means toward achieving employee engagement, empowerment, innovation and good decision-making. We have corporate-sponsored Employee Resource Groups that strengthen this environment of inclusivity and autonomy while advancing cultural initiatives that reinforce our values.

### EMPLOYEE DIVERSITY<sup>1</sup>



### INCLUSIVE RECRUITMENT PRACTICES

We seek to hire talented, dedicated and diverse employees. Our hiring team seeks to mitigate bias through an equitable recruitment process and an intentional talent sourcing strategy aimed at attracting and engaging a broader candidate pool, which creates a diverse employee population.

### PHILANTHROPY

- Supporting & Enhancing Our Communities:** We are united in raising awareness around causes close to our hearts and are passionate about giving back. We are proud to partner with national and local community organizations, including The Miracle Center, Equality Illinois and Lurie’s Children Hospital in Chicago, Equality Texas and Children’s Medical Center Foundation in Dallas, and The 519 and Sick Kids in Toronto. Through these partnerships, we provide local support in the form of donations and employee-led on-the-ground assistance.
- Supporting Our Industry:** We are proud to support the efforts of MusiCares, the Recording Academy’s charity, to support and enrich the live events community. To date, we have donated more than \$2.8M through this partnership.
- Supporting Our Fans:** Vivid Cheers, our charitable foundation, is proud to partner with Make-A-Wish, the global organization responsible for creating life-changing wishes for children with critical illnesses. Through this partnership, we have pledged \$250K, as well as event tickets, to share once-in-a-lifetime experiences with children and families in their time of need.

<sup>1</sup> Excludes employees of Wavedash Co., Ltd., our wholly owned subsidiary headquartered in Japan, which we acquired in September 2023.

# Governance

Our management and board of directors use diverse skillsets, backgrounds and experiences to guide ethical decision-making across our organization. Our reliable and secure technology platform is supported by robust policies and procedures regarding conduct, cybersecurity, fraud and privacy that are endorsed by leadership.

## CODE OF CONDUCT

We are committed to the highest standards of integrity in all our activities and practices. All of our employees, officers and directors are required to abide by our Code of Business Conduct and Ethics, and we maintain an anonymous whistleblower hotline for the reporting of potential violations.

## CYBERSECURITY & PRIVACY

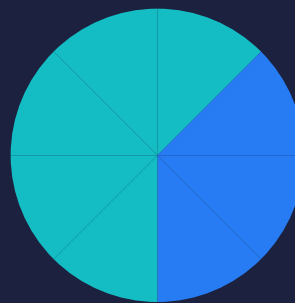
- We have developed and implemented a cybersecurity risk management program – led by an information security director and a dedicated team of cybersecurity professionals – intended to protect the confidentiality, integrity and availability of our critical systems, information, products and services
- We complete third-party audits and penetration testing, and our mature security infrastructure partners (e.g., AWS, Paypal, Braintree) maintain PCI, SOC 2 and other relevant compliance standards
- Our secure platforms use the latest technology to protect payments and help ensure transactions and information are safe
- Our privacy practices are disclosed in our Privacy Policy, and we use the information we collect to provide products, services and experiences to customers
- We monitor privacy laws to help ensure we are in compliance with this dynamic and evolving regulatory landscape

## FRAUD

Our comprehensive fraud detection program utilizes technologies that enable us to detect potentially fraudulent activity and includes a dedicated team reviewing listings and orders for legitimacy.

## LEADERSHIP DIVERSITY

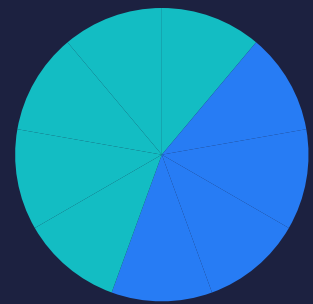
OFFICERS



5/8 Diverse  
4/8 Gender Diverse  
1/8 Racially Diverse

3/8 Non-Diverse

BOARD OF DIRECTORS



5/9 Diverse  
2/9 Gender Diverse  
3/9 Racially Diverse

4/9 Non-Diverse

## BOARD OF DIRECTORS SKILLS MATRIX

**9/9** 

Finance & Risk Management

**9/9** 

Strategy & Innovation

**9/9** 

Public Company Board & Governance

**8/9** 

Senior Management

**8/9** 

Technology Industry

**6/9** 

Sustainability & Corporate Responsibility

## BOARD INDEPENDENCE

- In 2023, all of our Board committees became majority independent
- By November 2024, all of our Board committees will be fully independent, and our Board will be majority independent