

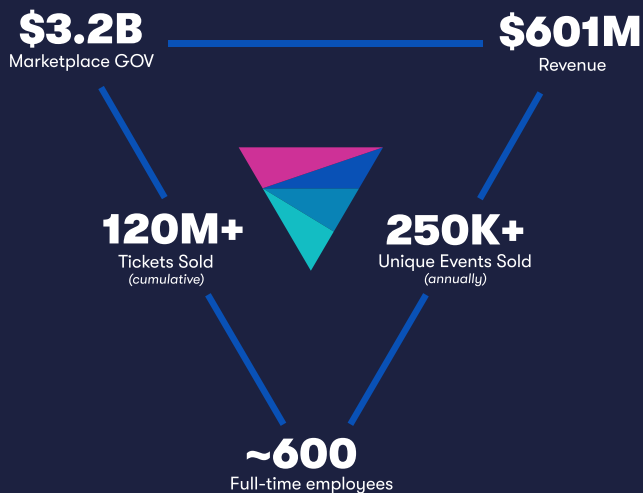
2023 ESG Fact Sheet

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 rewards program allows live event fans to earn Reward Credits to spend on future orders and attend more of their favorite events.

AS OF DECEMBER 31, 2022



“We are passionate about enabling exceptional experiences for all of our stakeholders, whether they are a fan, seller, shareholder, partner or employee. We are committed to facilitating that experience in a sustainable, fair and responsible manner.”

STAN CHIA

CEO



Environmental

While our greenhouse gas (GHG) emissions are relatively minor for a technology company, we continue to focus on efficiency initiatives and cost reduction opportunities that reduce our environmental footprint.

INITIATIVES

> Reduce Paper Tickets

- We advocated for the ticketing industry’s shift to electronic ticketing.
- In 2022, we had a **79% reduction** in paper and physical tickets shipped, compared to five years ago.



> LEED Silver Certification (new Chicago headquarters in 2022)



> Reduce, Re-use & Recycle

- We installed bulk dispensers, purified water and seltzer fountains, and lower waste coffee machines at all of our offices.
- All offices stock biodegradable utensils, food and drinkware and are equipped with multiple recycling receptacles for employee use.
- We work with Golden Ratio Robotics to donate our used technology hardware to communities in need. We give a second life to hardware that would otherwise be recycled or end up in a landfill; our donations in 2022 included approximately 75 laptops.
- For technology hardware that cannot be donated, we use a firm that is certified by the Environmental Protection Agency as a Certified Electronics Recycler to recycle safely.

THESE COMBINED EFFORTS

Led to a **54% decrease** in single use waste in 2022.

Social

We are committed to fostering a workplace environment 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

as of 12/31/22

~600 employees

10% increase in headcount from pre-pandemic

OFFICE LOCATIONS

Chicago, Illinois HQ

Coppell, Texas

Toronto, Ontario

EMPLOYEE ENGAGEMENT

74% Employee Engagement Level

88% Survey Participation

79% Favorable View of DEI Initiatives

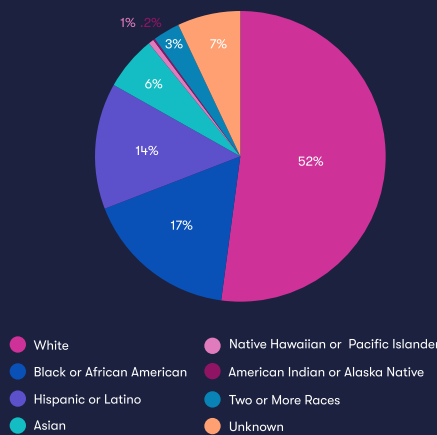
OUR VALUES

We want to raise the bar in terms of our diversity, equity and inclusion each year. We embrace change and that includes a change to increase our diversity, equity and inclusion each year. And, we commit as a team to do this.

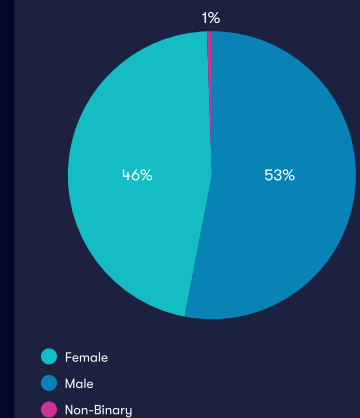
ERGS - VIVID COMMUNITIES

We welcome diversity in background, experience and thought as a means to achieving employee engagement, empowerment and innovation. We have corporate-sponsored Employee Groups, which we call communities. They strengthen our environment of inclusivity and autonomy while advancing cultural initiatives that reinforce our values.

EMPLOYEE DIVERSITY
RACE & ETHNICITY



EMPLOYEE DIVERSITY
GENDER



INCLUSIVE RECRUITMENT PRACTICES

Our hiring team mitigates bias through an equitable recruitment process and an intentional talent sourcing strategy. We attract and engage a broader candidate pool, which creates a diverse employee population.

PHILANTHROPY

We believe in the power of shared experiences to connect people & create change.

- **Supporting our communities:** We are proud to partner with local charities dedicated to our communities like Lurie's Children Hospital in Chicago, Children's Medical Center Foundation in Dallas and Sick Kids in Toronto where we provide care packages, donate wish list gifts, and host patients and families at live events.
- **Supporting our industry:** For three years, we have partnered with MusiCares, the Recording Academy's charity, to provide relief for the live events community, donating \$2M+ to date.
- **Supporting our fans:** In 2022, we partnered with Make-A-Wish®, the global organization responsible for creating life-changing wishes for children with critical illnesses to share once in a lifetime experiences at live events.

Governance

Our management and board, with diverse skillsets and backgrounds, guide ethical decision-making across our organization. Our reliable and secure platform is backed by strong policies and procedures for conduct, cybersecurity, fraud and privacy that are endorsed by strong leadership.

CODE OF CONDUCT

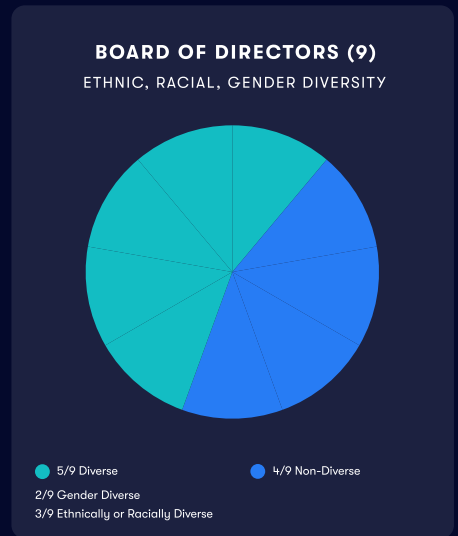
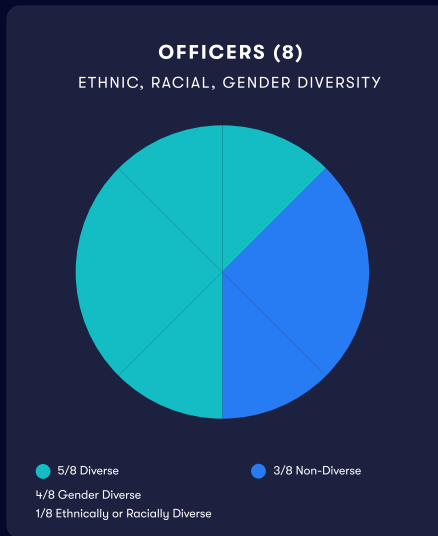
We are committed to the highest standards of ethical and financial integrity in all our activities and practices. All of our employees, officers and directors are required to abide by our Code of Conduct. We maintain an anonymous hotline to report potential violations. In 2021 and 2022, we did not receive any reports of fraud.

CYBERSECURITY

- We have a cybersecurity program based upon the NIST Cybersecurity Framework that is led by a cybersecurity director with a dedicated team of cybersecurity professionals.
- We complete third party audits and penetration testing annually with our Payment Card Industry (PCI) compliance and SOC 2 Type 2 audit process.
- We rely upon mature security infrastructure partners (such as AWS, Paypal, Braintree) that maintain PCI, SOC 2 and other cybersecurity compliance standards.

FRAUD

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



BOARD OF DIRECTORS (9) SKILLS MATRIX

<p>9 </p> <p>Financial and Risk</p>	<p>8 </p> <p>Strategy and Innovation</p>	<p>7 </p> <p>Public Company Board & Governance</p>
<p>7 </p> <p>Senior Management</p>	<p>4 </p> <p>Technology Industry</p>	<p>4 </p> <p>Consumer and Brand</p>

PRIVACY

- Our secure platforms use the latest technology to protect payments and ensure transactions and information are safe.
- We disclose our privacy practices via a [Privacy Policy](#) and use the information we collect to provide products, services and experiences to our customers.
- We monitor federal, state and international laws regarding privacy to ensure we are in compliance with this dynamic landscape.