



# 2026 Corporate Responsibility & Governance Snapshot



Vivid Seats is a leading online ticket marketplace committed to being the most rewarding ticket company and the ultimate partner for connecting fans to the live events, artists, and teams they love.

## AT A GLANCE

Marketplace GOV

**\$2.7B**

(year ended 12/31/25)

Revenue

**\$571M**

(year ended 12/31/25)

Tickets Sold

**190M+**

(cumulative through 12/31/25)

Fans Rewarded

**25M+**

(cumulative through 12/31/25)

Full Time Employees

**~565**

(at 12/31/25)

This Snapshot has been prepared for a broad range of stakeholders, including our employees, customers, partners, investors, and other third parties. Unless otherwise indicated, the information herein is as of December 31, 2025. The inclusion of information herein (which has not necessarily been audited or verified by any third party) is not an indication that such information is material in the context of our financial statements, Securities and Exchange Commission filings, or otherwise.

## Sustainability Initiatives

We recognize that minimizing environmental impact is an ongoing responsibility, and we are committed to continuously identifying opportunities to improve our performance and reduce our resource consumption.



Across our offices, we have implemented practical measures to reduce waste and promote more sustainable workplace practices. These include the use of bulk dispensers, water and seltzer refill stations, low-waste coffee systems, and biodegradable utensils, food packaging, and drinkware, helping to limit single-use materials and overall waste generation.



We maintain comprehensive recycling infrastructure in all office locations, with enhanced programs in Chicago, Coppell, and Toronto that include composting for food waste and coffee grounds. These efforts support landfill diversion and contribute to more responsible waste management.



We prioritize responsible technology lifecycle management. Through our partnership with Golden Ratio Robotics, we donate decommissioned hardware to underserved communities, extending the useful life of equipment and supporting digital access initiatives. Equipment that is not suitable for donation is processed through an EPA-certified electronics recycling provider, ensuring safe and environmentally responsible disposal.



We will continue to evaluate and expand our sustainability initiatives as part of our broader commitment to environmental stewardship.

# Our Employees & Communities

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.

## Employee Resource Groups & Recruitment Practices

We strive to maintain a culture that empowers 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. Corporate-sponsored Employee Resource Groups strengthen this environment of inclusivity and autonomy while advancing cultural initiatives that reinforce our values.

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. This practice results in a talented, dedicated, and diverse employee population.

## Operating Principles

Our Operating Principles ground employees in all that they do.



We are intentional about where we compete and how we will win.

We move fast by doing the right things the right way.

We take ownership from start to finish.

We win as a team or we don't win at all.

# Philanthropy



**SUPPORTING & ENHANCING OUR COMMUNITIES:** We invest in our communities across Chicago, Dallas, Las Vegas, and Toronto through a combination of charitable contributions, in-kind donations, and employee volunteerism. Our efforts focus on advancing healthcare, education, environmental efforts, the arts, and technology access, and more. We are proud to partner with national and local community organizations, including Make-A-Wish, MusiCares, and Chicago’s Lurie Children’s Hospital. Through Vivid Cheers, our charitable foundation, we help deliver meaningful impact, supporting the music community, contributing to critical healthcare initiatives, and creating memorable, once-in-a-lifetime experiences for individuals and families in need.



**SUPPORTING OUR INDUSTRY:** As a participant in the live events ecosystem, we recognize our responsibility to support the professionals who make these experiences possible. We are a longstanding partner of MusiCares, the Recording Academy’s philanthropic arm, which provides critical health, financial, and rehabilitation resources to music industry professionals. To date, we have contributed more than \$3.4M through this partnership, helping to strengthen and sustain the broader live events community.



**SUPPORTING OUR FANS:** We believe in the power of live experiences to inspire and uplift. Through Vivid Cheers and our partnership with Make-A-Wish, we help bring these moments to children facing critical illnesses and their families. Through donations and event tickets we are enabling life-changing experiences that provide joy, connection, and lasting memories during challenging times.



# 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 & Ethics, and we maintain an anonymous whistleblower ethics hotline for the reporting of concerns.

## Cybersecurity & Fraud

- Our cybersecurity risk management program, which is led by a dedicated team of cybersecurity professionals, is designed to protect the confidentiality, integrity, and availability of our critical systems, information, products, and services.
- 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.

## Board of Directors

Our majority-independent Board is composed of directors with a diversity of expertise, experiences, backgrounds, and perspectives, including the following skill sets:

	<b>STRATEGY &amp; INNOVATION</b>	<b>8/8</b>
	<b>PUBLIC COMPANY BOARD &amp; GOVERNANCE</b>	<b>8/8</b>
	<b>SENIOR MANAGEMENT</b>	<b>7/8</b>
	<b>FINANCE &amp; RISK MANAGEMENT</b>	<b>7/8</b>
	<b>TECHNOLOGY INDUSTRY</b>	<b>5/8</b>
	<b>SUSTAINABILITY &amp; CORPORATE RESPONSIBILITY</b>	<b>5/8</b>