



# Environmental Social Governance

2023



# iHeart's ESG Focus

**The purpose of our ESG report is to increase transparency around our ESG efforts, including diversity, equity and inclusion; understanding our impact on society and the environment; and identifying where we still have room to grow.**

## Dear Shareholders,

iHeartMedia's core mission is to give everyone in America a friend who is there anytime, anywhere, a mission that is in fundamental alignment with the goals of our Environmental, Social and Governance (ESG) efforts. Even in an increasingly digital world, Americans are drawn to radio because it is live, unscripted and hyper-local, and provides a sense of personal connection between listeners and on-air personalities. And because iHeartMedia reaches nine out of 10 Americans every month, we are passionate about, and committed to, connecting communities, building relationships and creating platforms for all of the diverse audiences we serve.

iHeart has the unique ability to make a difference every day in the communities we serve in ways no other company can. We have built a Corporate Social Responsibility program that effectively uses our unparalleled reach across multiple platforms and technologies, from broadcast radio to digital streaming radio, podcasting and data-infused ad tech; the most popular and engaging on-air personalities; nationally recognized marquee live events; the largest social footprint in audio; and our iHeart team across America in over 160 markets who make a positive impact on our world. Additionally, we continue to build upon our innate ability to reach deep into communities and make positive lasting change while also strengthening our approach to the most relevant environmental, social and governance (ESG) topics that allow us to better serve our listeners, our people, our partners and our shareholders.

Radio itself is synonymous with community, and iHeart's community outreach and engagement efforts are authentically tied to our business purpose and embedded in every aspect of our corporate culture.

To that end, over the last four years we have taken steps to formalize our ESG process to better understand our current position; to set appropriate goals to help measure our success and meaningful progress in these critical areas; and to improve our disclosures. We recognize that this is a continuing commitment that will constantly evolve as we strive to meet and exceed the increasingly important areas within ESG.

Additionally, we recognize the importance of minimizing our environmental impact and we have already implemented a number of important actions. We have begun to assess our Scope 1 and Scope 2 Greenhouse Gas (GHG) emissions in alignment with the GHG Protocol created by the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD). We place a priority on being responsible stewards of our planet and are opting to follow SASB's Implementation Supplement for Greenhouse Gas (GHG) Emissions in addition to the aforementioned guidelines (i.e. the GHG Protocol).

The purpose of our ESG report is to increase transparency around our ESG efforts, including diversity, equity and inclusion; understanding our impact on society and the environment; and identifying where we still have room to grow.

iHeartMedia has been at the forefront of defining service to our local communities in corporate America for decades, and together with our over 9,000 employees we will continue to use our resources and platforms to address the most pressing issues facing our country as we position ourselves to be leaders in all ESG areas. We will continue to update this report to reflect our progress and challenge ourselves to meet and exceed our goals as we aim to integrate ESG considerations through our entire company.



**Bob Pittman**  
Chairman and CEO

A handwritten signature in black ink, appearing to read 'Bob Pittman'.



**Rich Bressler**  
President, COO & CFO

A handwritten signature in black ink, appearing to read 'Richard Bressler'.

# ESG Statement

**At iHeart we take our commitment to serve our communities and our society very seriously. Our commitment to Environmental, Social and Governance, or ESG, initiatives stems from our deep and enduring ties to the communities in which we all live and work. And as a company whose relationships with consumers, advertisers, partners and stakeholders are critical to our success, an active approach to ESG is a vital part of our strategy.**

iHeart published our first ESG report in 2019 and we continually update the report to reflect our most recent ESG efforts and initiatives. Within the following pages you will find details on our efforts including initiatives and policies regarding the environment; diversity and inclusion; social justice; helping our communities navigate crises and natural disasters; our corporate values; and our high ethical and governance standards. In addition to this document, every year we also publish our Community Impact Report, which highlights a broad spectrum of the philanthropic efforts and initiatives of iHeart teams across America and how we as an organization use our position as America's #1 audio company to help make our world better.

ESG remains a top priority for the company, and we continue to work closely with our senior executives and board members on initiatives and strategies to enhance our ESG position.

- The company's Nominating & Corporate Governance Committee oversees the company's environmental, social and sustainability strategies, policies and practices.



- We used the Sustainability Accounting Standards Board (SASB) external reporting framework and guidance to inform our ESG report and identify a subset of sustainability issues most relevant to our business.
- Our CEO and President as well as other members of the senior management team play an instrumental role in our ESG strategy and efforts.
- Additionally, the company has formed a day-to-day ESG Strategy Committee that is centering all of iHeart's ESG activities and is led by some of our most senior executives, with a goal of reaching greater transparency and action around ESG.
- We have begun to assess our Scope 1 and Scope 2 Greenhouse Gas (GHG) emissions in alignment with the GHG Protocol created by the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD).

## **ESG Strategy Committee Leads**

Our ESG Strategy Committee Leads are responsible for identifying our long- and short-term goals and reviews and reports on all of these efforts periodically to our Board.

**Wendy Goldberg**  
Chief Communications Officer

**Jordan Fasbender**  
Executive Vice President, General Counsel and Secretary

**Michele Laven**  
Chief Human Resources Officer & Chief Diversity Officer

# Our Mission

**Give everyone in America a friend who is there anytime, anywhere.**

Using the power of audio and human companionship to create deep and engaged relationships in an increasingly fragmented and isolating world.



# Our Purpose

**Our responsibility begins with broadcast radio; we are available free over the air to all.**

As the number one audio company in the U.S., and the largest broadcast radio company, the most important responsibility we have is to the communities we serve.

Our purpose is to change the world through the power of audio, using our multiple platforms and diverse content to connect people through companionship, compelling storytelling and service to our communities.

We are committed to cultivating and fostering diversity at every level of our company to ensure that we reflect our broad and diverse audiences across the many communities in which we live and work.

Broadcast radio is the most trusted medium in America – and iHeartMedia is the most trusted radio company. 79% of Americans value the opinion and perspectives of their favorite radio DJ/personality, and Americans believe radio is two times more trustworthy than social media.

As the nation's largest broadcast radio company, our focus on targeted local programming and the deep connection on-air personalities have with listeners has led to iHeartRadio being considered the most trusted name in radio.

## Trusted Source of Information

As federally-licensed entities, iHeartMedia's 860+ radio stations are required to operate as public trustees of the nation's airwaves. Every one of our stations takes seriously its duty to serve its local communities and operate, as we must – and as we desire – "in the public interest."

In addition to the many voluntary ways iHeartMedia's stations improve, inform and safeguard the lives of our local listeners, iHeartMedia operates its stations in compliance with extensive federal regulations designed to ensure, among other things, that: (1) listeners are not exposed to obscene content; (2) listeners are not misled, including by hoaxes or intentionally rigged or slanted news coverage; (3) children are not exposed to indecent or profane content (which is prohibited between the hours of 6 am and 10 pm); (4) listeners have ready access to rules and limitations governing on-air contests; (5) listeners are informed whenever on-air content has been sponsored and who that sponsor is, be it a political ad or entertainment content; (6) political candidates have nondiscriminatory access to our airwaves; and (7) listeners are notified which station they are listening to, and instructed on how to participate in a station's license-renewal process. Additionally, every one of iHeartMedia's stations maintains a public file that is accessible online.

# Our Values



**Our values serve as a roadmap for the company and for our employees, and help us achieve our business goals while creating a company culture that sets the tone for how we operate.**

These values guide us as we continually adapt and respond to new consumer behaviors and the needs of our advertising partners; build for the future; focus on innovation; and stay on the cutting edge as the #1 audio company in America.

## Look To & Consider Dissent

We should never feel uneasy about expressing dissenting opinions (politely, please, and with specifics) as we develop new products, services and processes. Dissent forces us to examine possible flaws; we want to find the holes we need to plug to make the new ideas or existing products even better, and dissenters tell us where to look.

## Innovation & Curiosity

We are always in search of new ideas. Our success is built on continuing to foster new ideas and new insights. We need to be constantly looking further — driven by curiosity.

## Take Risks & Tolerate Well-Thought-Out Mistakes

Mistakes are often the byproduct of innovation — when we try new things, we have to be prepared that many will not work and accept that some mistakes made in the pursuit of new ideas are inevitable. If we're afraid to make mistakes, we will never take the chances necessary to achieve breakthrough ideas. When we invariably do make a mistake — yes, we will make some — it's critical to spot it quickly — and then change or fix it as soon as we can, so a bias toward quick decision-making is also important because it will keep mistakes from becoming problems.

## Urgency Wins & Quick Decisions

We need to make decisions as soon as we have enough information, not wait until we have "all the information." Everything is better done sooner. This is a strong competitive advantage for us.

## Honesty & Integrity

The only way to be great is to be reliable and the only way to make great decisions is to base them on truth. We must base everything we do, both internally and externally, on honesty and integrity.

## Respect Everyone

We should treat everyone as we'd like to be treated or as they want to be treated, and recognize that we are a company that serves all the diverse communities in America. We must both represent those communities internally and commit to serving them externally. As a company we value diversity and respect all voices, both inside and outside our company.

## Collaboration, Transparency & Precise Communications

Working as a team is always more powerful. Except for information we must keep confidential for competitive or legal reasons, let's be transparent about what we're doing. Additionally, take the time to use precise communications so that everyone will know what they need to do and why, which is the starting point for collaboration.

## Chaos Is Ok

As we develop new ideas, they're often so new and different that they don't yet have a structure around them. But we can't let the fear of chaos keep us from developing new ideas — they are our lifeblood.

## Look To Make A Difference

Our stations and our company are integral parts of their local communities, as are each of us. We should remember that, even as we work to make our company stronger, we must think about what we can do to make our communities stronger, both on-air and off, and recognize and represent the diverse voices in all our communities — and within our company.

# Company Policies & Guiding Principles

There are several policies that serve as a guiding principle for how our company operates and conducts business to ensure we are fair, ethical and transparent.

## Human Rights Policy Statement

Core to iHeart's values is creating an internal corporate culture of inclusion that is reflected externally into the communities in which we live and work. We are committed to doing business and engaging with partners that are working to diligently protect human rights domestically and globally. As part of our commitment to social and community responsibilities, we uphold and support individual human rights including but not limited to minority groups, children and women in all our operations, and we expect the same from all of our business partners.

We provide reasonable working hours and fair wages for those who work on our behalf. The company also has a zero-tolerance policy on the use of child or forced labor or human trafficking.

Additionally, we respect and support international principles aimed at protecting and promoting human rights, as described in the United Nations'

Universal Declaration on Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.

While we mainly operate domestically, we believe in supporting humanity globally. For the last 10 years we have advocated for basic human rights as a media ally to global rights organizations promoting action around sustainability, equality, poverty, access to healthcare and safe, affordable and reliable drinking water and sanitation services and more. We believe our media investment with advocacy groups including Global Citizen will lead to global policies and legislation that will greatly improve humanity.

## Code of Business Conduct and Ethics

At iHeart, we all share the conviction that we must continue to hold ourselves to the highest ethical standards. We know our company's success rests on building strong, lasting relationships with listeners to our radio stations, business partners, advertisers and local communities—by earning their trust, providing outstanding service and committing ourselves to acting ethically and with integrity in all that we do. The same holds true of our relationships with one another within the iHeartMedia, Inc. family.

[iHeart's Code of Business Conduct and Ethics](#) lays out the principles and high standards of behavior to which we must hold ourselves, both as a company and as individual employees. The report highlights employee behavior and expectations.

## Political Participation Policy

iHeart believes it has an obligation to participate constructively in the political process in the communities in which we operate. Moreover, the company respects the rights of its employees to support candidates and issues of their own choice. Political activities are heavily regulated, however, and it is therefore critical that employees adhere to company guidelines and seek advice where necessary. The complete iHeart political policy covers areas such as gifts to government officials and employees, lobbying, corporate political contributions and personal political activity.

All political activities conducted by or on behalf of the company are reviewed and approved by the Legal Department and the Government Affairs office and comply with all applicable laws and regulations.



# 2022- 2023 Company Highlights

**\$26.2M**

raised through  
2022 radiothons

**\$14M raised  
for LGBTQ+**

organizations in the  
past four years

**713M  
impressions**

across iHeartMedia's  
multiple platforms for  
iHeartRadio's Let's Talk  
mental health campaign



**+\$100M in  
media support**

For years, iHeartMedia has been one of  
the leading media companies supporting  
the incredible work of the Ad Council.

**\$1.6M in support  
of mental health  
in 2022 alone**

For the last several years, iHeart  
has worked with leading mental  
health organizations focused on  
improving mental wellness for both  
adults and children.

- Unveiled an all-new "Show Your Stripes" program that realigns with some of the most pressing issues facing veterans today, including a focus on wellness — from health and emotional wellness to environmental, financial, intellectual, occupational, physical, social and spiritual wellness.
- In 2022, iHeartMedia contributed over \$282 million worth of media to nearly 1,700 nonprofits locally and nationally through 3.9 million PSAs addressing critical issues including the opioid crisis; addiction; food insecurity; health and wellness; educational concerns; social justice; volunteerism and advocacy; and many others.
- To date, iHeart has committed \$7.9 million worth of media to leading organizations supporting our communities and fighting against hate and racism and promoting equality through "iHeartRadio Communities Spotlight Media Grant Program"
- In 2022 iHeartMedia employees took time off to volunteer, spending over 11,000 hours volunteering in their local communities, equating to an investment of over \$503,000 in those local communities as part of iHeart's Spirit Day benefit.

**\$1.7M**

For the past three years "iHeart's  
Recovery Month" media efforts have  
supported those in recovery, including  
their families and caregivers, and have  
helped inspire interventions to start the  
recovery journey.



**\$8.7M of  
media  
donated**

in support of our planet  
through iHeartRadio Earth

**\$6.2M  
reinvested in  
communities**

with the help of  
advertisers and the  
iHeartIMPACT program

Published our

**12th  
Community  
Impact  
Report**

# Key Topics Materiality Assessment

As we are committed to increasing transparency, and to inform our 2022 ESG report and strategy, we performed an evaluation of ESG topics and frameworks to identify topics and metrics that are important to our company and stakeholders. We began with interviews across multiple business functions which were designed to understand overall ESG strategy perspectives, by business functions, and inform the highest priorities for stakeholders. A peer analysis was also performed to deepen our understanding of ESG topics relevant across our industry. The results of the topic and framework analysis, business interviews and peer assessment were used to inform and identify the key ESG metrics that are relevant to iHeartMedia.

Further, the results of this evaluation identified a priority to align with the Sustainability Accounting Standards Board (SASB) Media & Entertainment industry standard and helped inform

the key topics relevant to iHeartMedia including consideration of SASB's Implementation Supplement for Greenhouse Gas (GHG) Emissions.

SASB provides an industry-focused approach to ESG reporting. iHeartMedia is in the "Media & Entertainment" industry and has begun following the 2018 version of the standard. In addition, SASB provides an implementation supplement for GHG emissions.



- 1. Our People**
- 2. Media Pluralism**
- 3. Corporate Diversity & Inclusion**  
Prioritizing a diverse, equal and inclusive workforce
- 4. External Diversity & Inclusion**
- 5. Contributions To ESG Causes and Community Engagement**
- 6. Privacy and Data Management**  
Protecting our listeners' privacy and information
- 7. Intellectual Property Protection & Piracy Privacy & Data**  
Protecting our listeners' privacy and information
- 8. Greenhouse Gas Emissions & Environmental Sustainability**
- 9. Journalistic Integrity**



# Our People

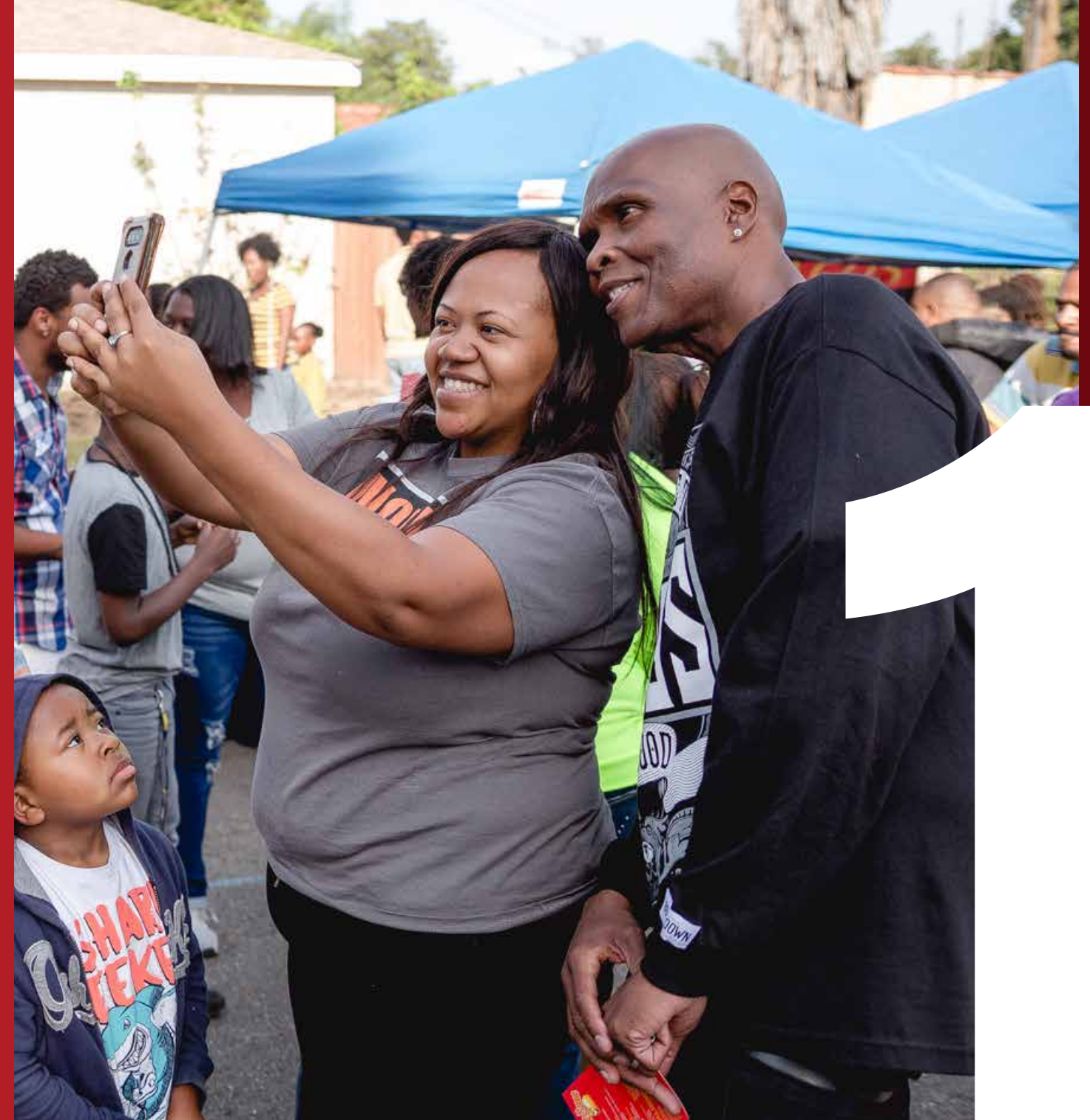
**Radio is synonymous with community. It is our employees' passion and dedication that drives our success, builds our communities and helps make the world better for us and future generations.**

We work to serve our communities through music, information and companionship and hire people who are effective communicators and share our purpose of improving the lives of children and families across the U.S. through our airwaves and other platforms.

We employ thousands of people across America who have dedicated their careers to serving the public – donating millions of volunteer hours annually, helping to raise

billions of dollars for a countless number of organizations and remaining on the front line when natural disasters occur.

Of the many strengths that iHeartMedia possesses, none is more valuable than our people. The commitment of our employees to serving the people in the communities in which they live and work is at the heart of our company.



**Our People**

# Human Capital

**One of iHeartMedia's top priorities is to create an inclusive organization, within which we employ almost 10,000 diverse individuals across the U.S. and nearly 900 employees internationally.**

Please refer to the 2021 SASB Disclosure at the end of this report for our DEI breakdown.

## Employee Benefits

Our people are the key to our success, and we have a responsibility to them. We believe that when we invest in our people, we invest in the communities they serve. This is why all full-time non-union employees are offered competitive non-pay benefits at iHeartMedia to support both the physical and mental health of our employees and their families, including:

- Employer-sponsored health insurance, dental insurance and vision with a variety of coverage options
- 100% company-paid condition management programs
- Company-provided and supplemental life insurance



- Paid sick and vacation days
- Paid parental leave for both primary and secondary caregivers
- Fertility assistance (January 2024)
- Affordable mental health care and resources
- 15 paid holidays, including one "spirit day" where our employees may volunteer in their community, and one personal day
- 401(k) plan
- An Employee Assistance Program, which is available to employees and their household members at no cost. This program provides services such as in-person and telephonic counseling sessions, consultation on legal and financial matters and referrals for services such as child-care and relocation.
- Various voluntary benefits including hospital indemnity, accident insurance, identify theft, pet health and legal insurance
- iHeartMedia established the iHeartMedia Disaster Relief Fund in 2005 to aid the families of our own team members who are impacted by natural disasters. The Fund is available to support iHeartMedia employees who require assistance as the result of a declared natural disaster, such as a tornado, flood, earthquake or hurricane.

## Own your own career

Career Navigation Program will foster an environment of equity and inclusion by making opportunities to learn and grow available to all.

### Learning & Development

iHeartMedia has an extensive learning and development program for employees, providing them with the support and guidance they need to be successful in their careers with us. Investing in employee training and compliance programs gives our employees the tools and information to make better decisions and to work more collaboratively as a team. iHeartMedia employees must engage in a series of extensive training modules throughout the year that include Code of Conduct, business ethics, political compliance courses and annual Federal Trade Commission (FTC) and Federal Communications Commission (FCC) guidance training.

iHeartMedia has concentrated efforts in Learning & Development in 2023, implementing a new onboarding experience to ensure that employees acclimate to the company and their role in order to reach full productivity more quickly.

iHeartMedia has begun deploying a Career Navigation Program comprised of a skill-based leveling structure and a Career Hub, that enables employees to "own their own career" by providing access to high quality skill-based training and internal job opportunities.

The Career Framework and Career Hub will foster an environment of equity and inclusion by providing making opportunities to learn and grow easily accessible and available to all iHeart employees.

# Anti-Harassment Policy & Resources

## Anti-Harassment Policy

iHeartMedia is committed to providing a work environment that is free of harassment. The company prohibits all forms of harassment against applicants and employees based on any legally recognized basis, including, but not limited to: race, color, age, sex, sexual orientation, gender identity or expression, religion, physical or mental disability, pregnancy, ethnicity, national origin or ancestry, marital status, veteran status, uniformed service member status, genetic information or any other legally protected classification or status in accordance with applicable federal, state and local laws. All such harassment is prohibited.

Our anti-harassment policy applies to all persons involved in our operations and prohibits harassing conduct by any employee of iHeartMedia, including nonsupervisory employees and supervisors. This policy also protects employees from prohibited harassment by third parties, such as vendors, clients or contractors.

iHeart only awards positions based on merit and never makes employment-related decisions based on a trait that is protected by law. "Employment related decisions" include:

- Hiring
- Placement

- Promotion
- Demotion
- Transfers
- Leave of Absence
- Training
- Compensation
- Benefits
- Company-sponsored programs
- Discipline

## Anti-Harassment Policy

iHeart will not retaliate against anyone who, in good faith, notifies us of a possible violation of our Code of Conduct, our policies or the law, nor will we tolerate any harassment or intimidation of any colleague who reports a suspected violation. The company will protect employees against retaliation. In turn, all employees are all expected to report through numerous channels available if they know or suspect that retaliation has taken place.

## The Company Hotline

iHeartMedia expects that all employees conduct themselves professionally and appropriately and takes all reports of discrimination and harassment



very seriously. Any employee who believes that he or she has been subjected to conduct in violation of the company's code of conduct, policies, or the law by a co-worker, supervisor, agent, client, vendor or customer of iHeartMedia, or who is aware of such conduct of others, is strongly encouraged to report such incidents by promptly notifying their manager, a member of the Human Resources Department or any other resource including the Company Hotline.

After a report is received, a thorough and objective investigation will be undertaken. If a complaint of prohibited harassment or discrimination is substantiated, appropriate corrective action, up to and including suspension and/or termination of employment, will be taken.

## Workplace Safety

Employee health and safety in the workplace is of utmost importance to our company. We believe that all employees, regardless of our job role or title, have

a shared responsibility in the promotion of health and safety in the workplace. We collectively are committed to providing and following all safety laws and rules, including internal policies and procedures. This means carrying out company activities in ways that preserve and promote a clean, safe and healthy environment.

Additionally, iHeart will never engage in or tolerate any form of violence. This includes threats, acts of violence, intimidation or attempts to instill fear in others. It is important that we maintain a sense of awareness in our workplace and spot the signs of potentially violent behaviors. Violence can often be prevented by noticing signs of erratic or significantly inconsistent behavior. Furthermore, weapons are not allowed in the workplace, consistent with local law.

# Media Pluralism

iHeart is dedicated to being a force for understanding and support for its entire audience population and we strive to provide plurality of voices, opinions and programming across our multiplatform media network.



Media Pluralism

# Pluralism in Programming & Content

**iHeartMedia reaches 90% of all Americans every month,**

so listening to, understanding and integrating input from diverse voices and views is innately embedded into our programming content decisions, executive management roles and advertising strategies – promoting a plurality of voices and diversity in all on-air content.

We create relevant content for multicultural communities across all our platforms, including radio stations and their programming, our diverse media brands, live events and celebrations and podcasting. We conduct ongoing community outreach for multicultural communities and we provide advertising support for multicultural-owned and targeted businesses. At iHeartMedia, we provide connection, companionship and compelling storytelling – particularly through our local and national on-air personalities. We believe that to provide the kind of quality radio programming that appeals to the interests and views of all our listeners, our lineup of on-air personalities must represent the diversity, opinions and perspectives of the many audiences and communities we serve.

Our company purpose is to connect people through companionship and compelling storytelling, and the main way that we do that is through our personalities – all of whom represent the specific communities they serve. As a company, we celebrate the opinions and differences that make our world unique, and the common element at all of our local stations is that our personalities are relatable and understand the specific interests and concerns of the people they are connecting with.

In service to this commitment, the company continually reevaluates its traditional processes, updates outdated language to be more inclusive and re-examines our company holidays. As important, we ask our programmers and hosts to reflect and respond to events and needs in their communities on a real-time basis.

iHeart is dedicated to being a force for understanding and support for its entire audience population. The company has prioritized programming to the Black, Latino and LGBTQ+ communities through over a hundred stations with targeted broadcast and digital programming and through special programming on our general market stations – and values a diverse set of creators to expose those audiences to more diverse points of view. The company also stresses service in time of need for our diverse communities. This has included a number of special programming initiatives specifically designed to address issues of racial and social justice and celebrate cultural and community traditions.

**More specific details can be found below and in the [iHeartMedia 2022 Impact Report](#).**

- **Executive Accountability:** Our 860+ radio stations are grouped by audience format with an appointed Format Lead/Brand Manager and a designated member of iHeartMedia’s corporate executive team who oversee all client on-air integrations, with the goal of ensuring that we are promoting media pluralism in both representation of voices and quality of content and advertising.
- **Personality Diversity Oversight:** The iHeartMedia Programming team works to ensure that personalities represent all of the diverse communities we serve and reflect their audiences. iHeartMedia’s Executive Vice Presidents of Programming are responsible for closely monitoring personality diversity across our stations.
- **BIN: Black Information Network** is run by senior Black employees of the company, and was founded on an innovative business model. Instead of being supported by traditional advertising, BIN is enabled by a group of well-known brands as Founding Partners who provide long-term support to allow BIN to focus solely on its mission of building an important platform for Black journalism, reporting on local and national issues from a Black perspective providing an objective, accurate and trusted source of continual news coverage with a Black voice and perspective, and focused on service to the Black community.



- **iHeartLatino:** iHeart’s Hispanic platform chaired by Enrique Santos, leading national Hispanic radio personality and Chairman and Chief Creative Officer of iHeartLatino, includes 25 on-air Spanish language stations, including TU 94.9 based in Miami and syndicated across the country; and 123 stations that have a substantial Latino target audience, including WKTU in New York City, Y100 and WMIA in Miami and KIIS FM and REAL in Los Angeles. Additionally, we are expanding our slate of original podcasts through the iHeartLatino Podcast Network, a joint venture with Enrique Santos.

# Pluralism in Advertising & Public Service

**iHeartMedia works to ensure our content, advertisements and public service announcements and programming represent the diverse audiences we serve.**

Our advertising is dictated by our client’s need to target specific audiences that are important to their businesses.

**Impact LABs Advisory Boards (LABs)** play an integral role in many markets guiding iHeartMedia’s support of the most relevant issues impacting individual communities. The diverse boards carefully monitor public opinion and assist iHeartMedia teams in identifying and implementing projects that enable meaningful public service in each community.

addressing the needs of marginalized groups, especially through our Spotlight Media Grant program. Our PSA policy specifically outlines that iHeartMedia will only support charities and other non-profit organizations that do not discriminate on grounds of race, sex, creed, sexual orientation, religion, gender identification, disability or age.

Our public service announcements (PSAs) are driven by LABS (where they exist) as well as local and national relationships with a broad spectrum of philanthropies and cause-based organizations. We are dedicated to ensuring that all groups are supported and that we are

By 2024 Our Goal is to have  
**100% LAB participation**



**Jeneane Ally**

BOARD OF DIRECTORS, CORPORATE ENGAGEMENT CHAIRPERSON, TELLIN’ TALES THEATRE Chicago, IL – LAB Member since 2019

*“Being part of the iHeartMedia Chicago LAB is like being part of an ‘elite force for good’ in the City of Chicago. There is no committee with a more profound impact on the greater good than LAB.”*



**Nestor Castillo**

PRESIDENT, PROSPANICA INDIANAPOLIS Indianapolis, IN – LAB Member Since 2021

*“I am honored to be a part of iHeartMedia’s LAB in Indianapolis. In being a LAB member, I look forward to the opportunity of giving back locally, while further developing my business acumen by solving local challenges facing our communities. It is a privilege to serve on this board with such great talent, spearheading initiatives in the Indianapolis area.”*



**Calmetta Coleman**

CHIEF OPERATING OFFICER, CHICAGO URBAN LEAGUE Chicago, IL – LAB Member Since 2020

*“Getting involved with iHeartMedia Chicago’s Local Advisory Board has been one of the highlights of the past two years for me. While the pandemic has limited many usual connection points, LAB has provided a great forum to connect with leaders at other local organizations and stay abreast of things they are doing that might be of interest to our clients, or even to identify opportunities for collaboration. I’m grateful that iHeart truly cares about the community and is proactive in lending its resources to understanding and bringing attention to our issues.”*



**Les Echols**

DIRECTOR OF MINORITY AND SMALL BUSINESS AFFAIRS, FLORENCE CHAMBER OF COMMERCE Florence, SC – LAB Member Since 2017

*“With LAB, iHeart has truly created an effective and inclusive platform for change and growth in Florence and across the Pee Dee. Working with LAB has been a great opportunity to collaborate resources, time and talents with other leaders to develop and unite the community.”*



**Marisa Giarnella, LCSW**

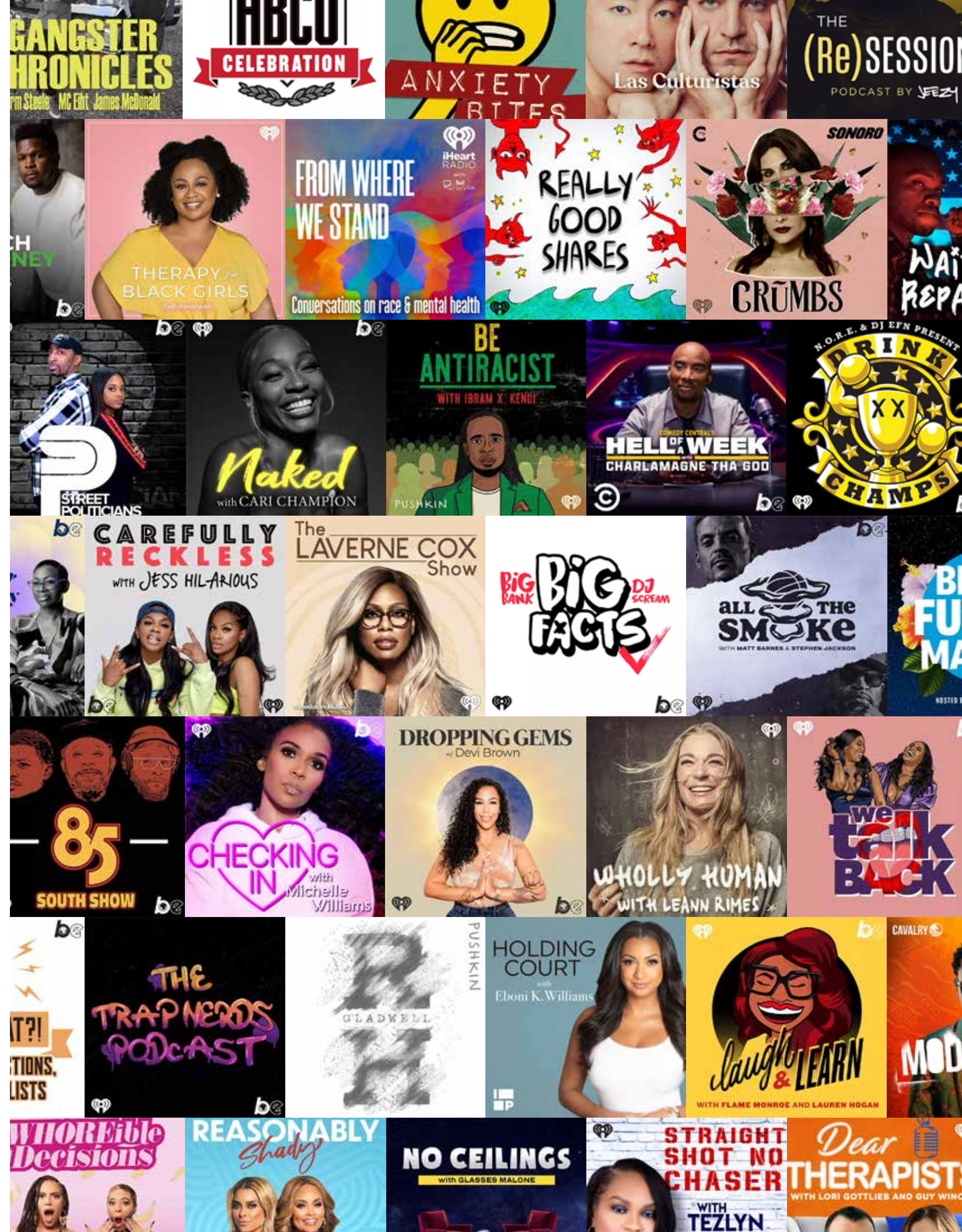
PRESIDENT AND CEO, JORDAN PORCO FOUNDATION FOR SUICIDE PREVENTION AND AWARENESS Hartford, CT – LAB Member Since 2012

*“I have had the most amazing professional experience working with Renee DiNino, Director of Community Affairs and the iHeart team over the past decade. The team always show up with enthusiasm and passion for whatever cause they are promoting.”*

# Pluralism in Podcasting

For the last several years iHeart has pledged that 50% of the new podcasts the company launches on the iHeartPodcast Network would be from female and diverse creators, and today that number is close to 70%.

This means partnering with the best and brightest creators to support their vision in podcasting, whether it's shows they host themselves or giving them a platform to discover and launch new talent.



# Celebrating Diversity Through Cultural Moments and Events

**iHeartMedia reaches our diverse audiences through over 20,000 local events every year-**

events that represent the members and voices of the many different communities we serve, including:



**The Black Effect Podcast Network** is majority-owned by leading media personality Charlamagne Tha God of iHeartMedia's nationally-syndicated show "The Breakfast Club." It is the world's largest podcast network dedicated to Black listeners, bringing together the most influential and trusted voices in Black culture for stimulating conversations around social justice, pop culture, sports, mental health, news, comedy and more. This year, the network celebrated its 3rd anniversary, launching over 30 new shows, as well as the inaugural Black Effect Podcast Festival, which brought together a vibrant community of thousands of podcast creators and enthusiasts to celebrate the power of storytelling. To date, The Black Effect Podcast Network has attracted over 800 million downloads and over 2.3 million monthly listeners.



**iHeartRadio's Living Black!:** Spotlighting the power of Black culture yesterday, today and tomorrow throughout Black History Month in February.



**iHeartRadio Fiesta Latina:** Celebrating the best in Latin culture and music during Hispanic Heritage Month.



**International Women's Day "SeeHer, Hear Her" Concert:** Presenting the largest global movement to celebrate women in music and eliminate gender bias in marketing, advertising, media and entertainment.



iHeart is also the leader in Hispanic podcast programming. iHeartMedia launched **My Cultura** in partnership with iHeartMedia's Enrique Santos, a standalone podcast venture dedicated to elevating Latinx voices and creators, as well as sharing the Latinx experience.



**"Can't Cancel Pride: A COVID-19 Relief Benefit**  
For the third consecutive year, iHeartMedia and P&G joined forces during Pride Month for "Can't Cancel Pride 2022 – Proud AND Together," a fundraiser for the LGBTQ+ community celebrating visibility and inclusivity for all.



## Celebrating Diversity Through Cultural Moments and Events



**Building Black Biz**, a program designed to support and grow local Black-owned businesses in a number of communities around the country, beginning with the New York metro area and rolling out in other markets as well. The company is donating hundreds of millions of media impressions to the program, which features local successful entrepreneurs explaining how they started their business and what advice they would give to those thinking of doing the same. The companion podcast will feature successful Black business owners, executives and other notable trailblazers offering advice and business guidance.



All of our stations and markets have deep relationships with thousands of local groups working locally to positively impact our communities. We stage over 100 **live and virtual events** targeted to diverse audiences, including Powerhouse in New York, WGCI Summer Jam in Chicago and REAL Street Fest in Los Angeles; iHeartRadio Fiesta Latina, one of iHeart's national tentpole events; and the iHeartRadio Music Festival, which includes all genres of music, including Hip Hop and R&B.



iHeart uses national and local PSAs to celebrate **annual observances** like Black History Month (Feb.), Hispanic Heritage Month (Sept.), National Pride Month (June), LGBTQ+ History Month (Oct.), World AIDS Day (Dec.), GLAAD Spirit Day (Oct.), International Women's Day (March), National Women's History Month (March) and others that honor and commemorate some of the most important people, groups and movements in our country's history.



Additionally, iHeartMedia's nationally produced **tentpole concerts** are a representation of the collective audiences we reach. In fact, the main purpose of the annual iHeartRadio Music Festival is to bring together the most diverse group of artists and fans across all genres to unite around their common passion — music.



iHeartMedia also offers a podcast network spotlighting women who have positively impacted and created change in partnership with **Seneca Women Podcast Network**.

# Nonprofit Partnerships

Over the years we have forged deep relationships with organizations that help inform and guide our efforts to represent diversity across all of our content and business units.

Longstanding relationships with organizations like GLAAD, United Negro College Fund (UNCF), Hispanic Promise and others help us to address the most important issues facing our diverse audience in the most accurate and effective way possible. We also work with organizations including NAACP, National Urban League, Shine a Light, Stop AAPI Hate and other organizations that are making a positive impact and that serve the full diversity of our country.



National Urban League



# Diversity & Inclusion

## Prioritizing A Diverse, Equal & Inclusive Workforce

At iHeartMedia, Inc., diversity and inclusion are key to our success, and as a company, we value diversity and respect all voices, from both inside and outside our company. Since our company reaches 90% of all Americans every month, listening to, understanding and integrating input from diverse voices and views is critical to our business success. Inclusion is about letting people in – and eliminating barriers that may keep people out. Inclusion is also about people working together, creating solutions for our many programming and advertising partners across our multi-media assets.

iHeartMedia is committed to cultivating diversity throughout our company. We strive to create an inclusive culture which includes and supports gender identity, sexual orientation, race, ethnicity, religion, socioeconomic background, age, disability, national origin and more – a culture that reflects the diversity of the many audiences we serve.

It is our goal to foster and embrace a culture that empowers our employees of all backgrounds at every level of our company to grow through creativity, curiosity and constant innovation in our everchanging industry.



**Corporate Diversity & Inclusion**

# Workforce Diversity Policy

**One of the company's top priorities is to create an inclusive organizational culture –**

and attracting and developing an inclusive workforce that is as diverse as the audiences and communities we serve.

At iHeartMedia we know that when we support our people internally, we're better equipped to execute on our mission of giving everyone in America a friend who is there any time, anywhere. Therefore, we are committed to a diverse, equitable and inclusive (DEI) workplace and see DEI as a key business strategy.

Workforce diversity, when defined as inclusion, drives a commitment to embrace our differences while creating solutions that serve both our partners and our listeners. We embrace those differences, and consider them to be one of our greatest strengths. We are dedicated to attracting and developing an inclusive and talented workforce that will create and deliver a broad spectrum of content for our diverse audiences across our multiple platforms and live events. We encourage company-wide input as part of our company's key organizational values, and continually provide opportunities for our team members to offer recommendations, insights and key learnings, as these are often representations of the diverse communities in which we live and work. We also value and ask for employee feedback when making creative and strategic business decisions.

We are dedicated to creating an environment where all have an opportunity to perform at their best – a diverse, inclusive and equitable culture where different perspectives, ideas and creative solutions thrive – and we believe an inclusive culture is key to attracting top talent, developing innovative products, maintaining our competitive advantage and building our company for the future.

Our company values include respect for everyone, collaboration, innovation, curiosity and an environment based on honesty and integrity. When we truly live our values, we are able to support our people internally and execute on our critical mission of serving the communities in which we live and work, giving everyone in America a friend who is there any time, anywhere.

We continually strive to do better and remain committed to continuing to make progress and to strengthening and accelerating our efforts around diversity, equity and inclusion.

Our latest steps to build a more inclusive and equitable



culture includes committing to more diversity on our company's Board of Directors. Additionally, to support our efforts around accountability, education, mentorship and recruitment we are deploying a Career Navigation Program to provide equal access to internal job opportunities and skills development to ensure employees have the tools to grow; and a universal onboarding process to help people quickly acclimate to our culture, including scheduled check in and performance conversations with their managers

to drive candid developmental conversations and build trust, These initiatives coupled with our commitment to continuous improvement of our recruiting practices under the direction of Michele Laven, Chief Human Resources Officer and the company's first Chief Diversity Officer, who reports directly to our Chief Executive Officer and our President, will work together toward an inclusive culture where all employee thrive.

# Strategic Visioning

**Our Executive Leadership Team has engaged in DEI strategic visioning and assessment sessions to determine our DEI vision, strategic priorities and DEI organizational alignment.**

The following strategic priorities are outcomes of those sessions:

- **Leadership Commitment:** Demonstrate commitment to a DEI culture through leadership engagement, demonstrated behaviors and accountability.
- **Workplace Culture:** Create a workplace culture where employees feel embraced, respected and valued with equitable opportunities to share ideas, for career pathways and skills development.
- **Workforce Diversity:** Recruit and retain a high-performing diverse workforce that represents the communities we serve and is aligned with organizational values.
- **DEI Sustainability:** Build and support an infrastructure and integrated process through the Career Framework for a long-term systemic approach to drive and enhance equity in advancement of career opportunities.

The following are in-progress initiatives aimed at creating a diverse, equitable and inclusive workplace. They include:

- Training and Education Programs
- DEI Integrated Process implemented for a Supplier Diversity Program
- Strategic Recruiting Programs
- Leadership Development

# Board Diversity Statement

## Board Representation

APPROXIMATELY

**40%** of our Board members are **Women** (3 of 8)

AND APPROXIMATELY

**40%** of our Board members are **BIPoC** (3 of 8)

iHeart's commitment to a diverse and inclusive workplace begins with setting an example from the top with our Board of Directors. The Board strives to ensure that its members reflect the diversity of our company and that each member brings a combination diversity of background and perspective, skills, life experience and professional and educational backgrounds.

Approximately 40% percent of our Board members are women (3 of 8) and approximately 40% (3 of 8) are BIPoC. We continue to strive to diversify our Board members to best represent the communities we serve.

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# Diversity and Inclusion

**As a company, iHeart values diversity and respects all voices, both inside and outside our company.**

Our stations and personalities are integral parts of their local communities and represent the many diverse voices of our listeners, and we are continually working to improve and increase representation across all genders, race and ethnicities.



**External Diversity & Inclusion**

# iHeart's Multicultural Influence

## Addressing the Specific Needs and Concerns Affecting Multicultural Communities.

iHeart reaches over 90% of all Americans across every demographic through our 860+ broadcast radio stations nationwide – including 92% of the Black community, 92% of the Latino community and 91% of women – in addition to the thousands of digital stations on our iHeartRadio platform across all genres and our broad and diverse reach as the number one commercial podcast publisher.

iHeart has a long and rich history of creating relevant content for multicultural communities. This includes radio stations and programming specifically targeted to those communities; ongoing community outreach and support for multicultural communities; and special programming and support for multicultural-owned and targeted businesses as well. We believe putting

diverse talent on the air creates role models for our audiences and fosters understanding among diverse audiences.

To that end, we create formats that serve diverse audiences including Black, Latino, LGBTQ+ and more; we create special forums, including virtual Town Hall meetings to examine key issues, especially at critical moments; and we use our podcast networks and live events (like the iHeartRadio Fiesta Latina and others) and our digital stations to super-serve all these communities.

Almost all our major morning shows on the radio are now either hosted by women or include a female cohost in a prominent position, and that kind of diversity also extends to the Black, Latino and LGBTQ+ communities.

iHeart reaches over **90%** of all Americans across every demographic including

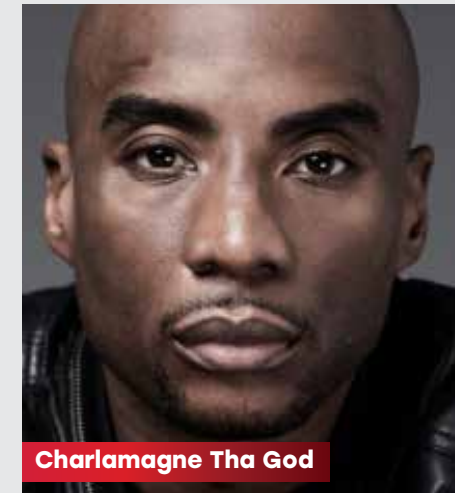
**92%** of the Black Community

**92%** of the Latino Community

**91%** of Women



DJ Envy



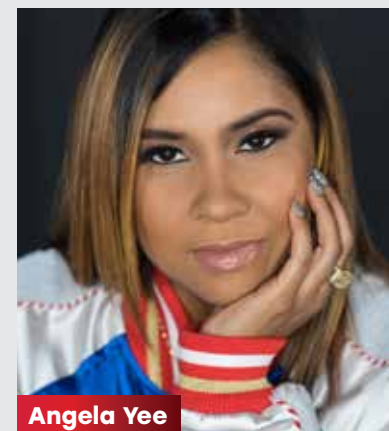
Charlamagne Tha God



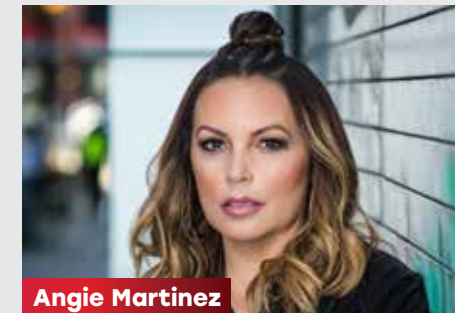
Steve Harvey



Delilah



Angela Yee



Angie Martinez



Enrique Santos



Big Boy

### Here are some examples of our diverse on-air talent:

- The Breakfast Club, with Charlamagne Tha God and DJ Envy on Power 105.1 in NYC and syndicated nationwide
- “Way Up with Angela Yee” features the iconic personality in a fast-paced, listener interactive show, as she connects directly with listeners on timely topics in which she’s garnered trust over her decades on air -- from relationships to Hip-Hop and R&B, headline news topics, and overall culture, both in and out of the music industry.
- Big Boy at Real 92.3 in Los Angeles
- Cruz, The Cruz Show, Real 92.3 in Los Angeles
- J Clue Power 105-1/NY
- The WGCI (Chicago) Morning Show with Leon and Zach Boog
- The Rise and Grind Morning Show on Power 99/Philadelphia
- Frankie Darcell on WDAS/Philadelphia
- Stan Bell WDIA & KJMS/Memphis
- T-Roy Power 99/Philadelphia
- Steve Harvey
- Keith Sweat
- Elvis Duran, the number one morning personality in the U.S. and the first openly gay major morning personality on the radio
- Angie Martinez
- Enrique Santos, leading national Hispanic radio personality and Chairman and Chief Creative Officer of iHeartLatino

# Pride Radio

**iHeartRadio is proud to support the LGBTQ+ community and strives to provide the most relevant LGBTQ+ news and information to its listeners every day.**

iHeartRadio's Pride Radio brings the best of music and programming to the LGBTQ+ community and its allies around the country and is featured on the iHeartRadio app as well as on 29 iHeart stations. Each station, hosted by leading LGBTQ+ on-air personalities, features a dynamic blend of music alongside its signature LGBTQ+ Audio Vignette series with top music artists such as The Chainsmokers, Ariana Grande, Sam Smith, Lizzo and the Backstreet Boys as well as influencers.

iHeartMedia proudly supports the LGBTQ+ community and actively participates in LGBTQ+ events and initiatives across the country including its partnership with NYC World Pride March, the largest Pride celebration in the world spanning the entire month of June.





# Social Justice

## iHeartMedia stands against racism and injustice

and as the number one audio company in America, we believe in using our resources – our reach, our multiple platforms, our programming, our industry-leading personalities, our relationships with our audiences and our commitment to serve all our communities – to have the greatest possible positive impact on our diverse audiences.

Our stations serve as voices for their communities, and since our company reaches almost everyone in America we believe we have a special responsibility to help bring the country closer together. We believe that the only way to drive lasting positive societal change is for people to come together, respect differences, listen to all voices and foster understanding.

Our listeners depend on us to help them make sense of what they are seeing and feeling during times of social upheaval, and to try and answer critical questions of how to help drive fundamental changes that positively impact how we treat each other. We are dedicated to helping our audiences create real and positive change; giving them the outlet they need to share their views, their ideas, their concerns and their pain; and perhaps most importantly, to using all our platforms to enable all voices to be heard.

We have listed highlights below outlining some of our stations' efforts; a more comprehensive look at these efforts can be found in our Annual Impact Reports.

- iHeart teams up with leading civic engagement organizations working to ensure Black

voter participation including When We All Vote, The National Urban League and the NAACP Legal Defense Fund.

- iHeartMedia joined forces with the NAACP to help launch Invisible Hate, an interactive digital and social education experience and tool aimed at exposing historical truths and contexts behind 700+ Confederate monuments and symbols across the United States.
- iHeart hosts a number of guests on the iHeartMedia Communities National Public Affairs Show that discuss various issues affecting communities of color including voting rights, police brutality, census participation and more.
- iHeartMedia Radio stations developed locally-driven initiatives to address the needs and concerns of their individual listeners.
- For the second consecutive year, iHeart helped promote the 2022 National Faith & Blue Weekend (Faith & Blue) and address an urgent yet long-standing need for authentic collaboration between law enforcement and citizens.



# Contributions to Causes & Community Engagement

**Our presence in, and responsiveness to, our communities enables us to deliver on our mission to give everyone in America a friend whenever they need one – especially in times of need.**

Serving all of our communities across America is the core of what we do, and we place great emphasis on serving the neighborhoods and communities in which we live and work through our diverse portfolio of platforms and assets – broadcast, digital, podcasts, personalities, influencers, social, live events and more. iHeartMedia is dedicated to inspiring and creating positive change that improves the lives of others. The company's community programs are built on the idea that through public awareness and education, we give Americans enough information for them to make informed decisions around important public issues.

iHeartMedia Communities, the community engagement division of iHeartMedia, Inc. launched in 2011, serves to focus the company's ongoing efforts by adding a layer of resources and commitment to address critical issues affecting the local communities we serve and to streamline all philanthropic commitments, ensuring consistent focus and messaging across all divisions and departments. iHeartMedia Communities amplifies the most pressing concerns facing each local community we serve and adds additional support and focus for stations working to address these local needs.



**Contributions to Causes & Community Engagement**

# Contributions to Causes

**iHeartMedia is committed to giving the microphone to important causes and bringing them center stage.**

For the year ended December 31, 2022, iHeartMedia contributed over \$282 million worth of media to thousands of nonprofits locally and nationally through 3.9 million PSAs on air. This amounts to over 22,000 hours of public affairs programming, allowing organizations that normally would not have the resources to reach a large portion of the public to have a voice. Through those 22,000 hours of programming provided, iHeartMedia supported over 1,700 national and local nonprofit organizations impacting both their causes and the communities they serve.

## Hyper-Local Engagement

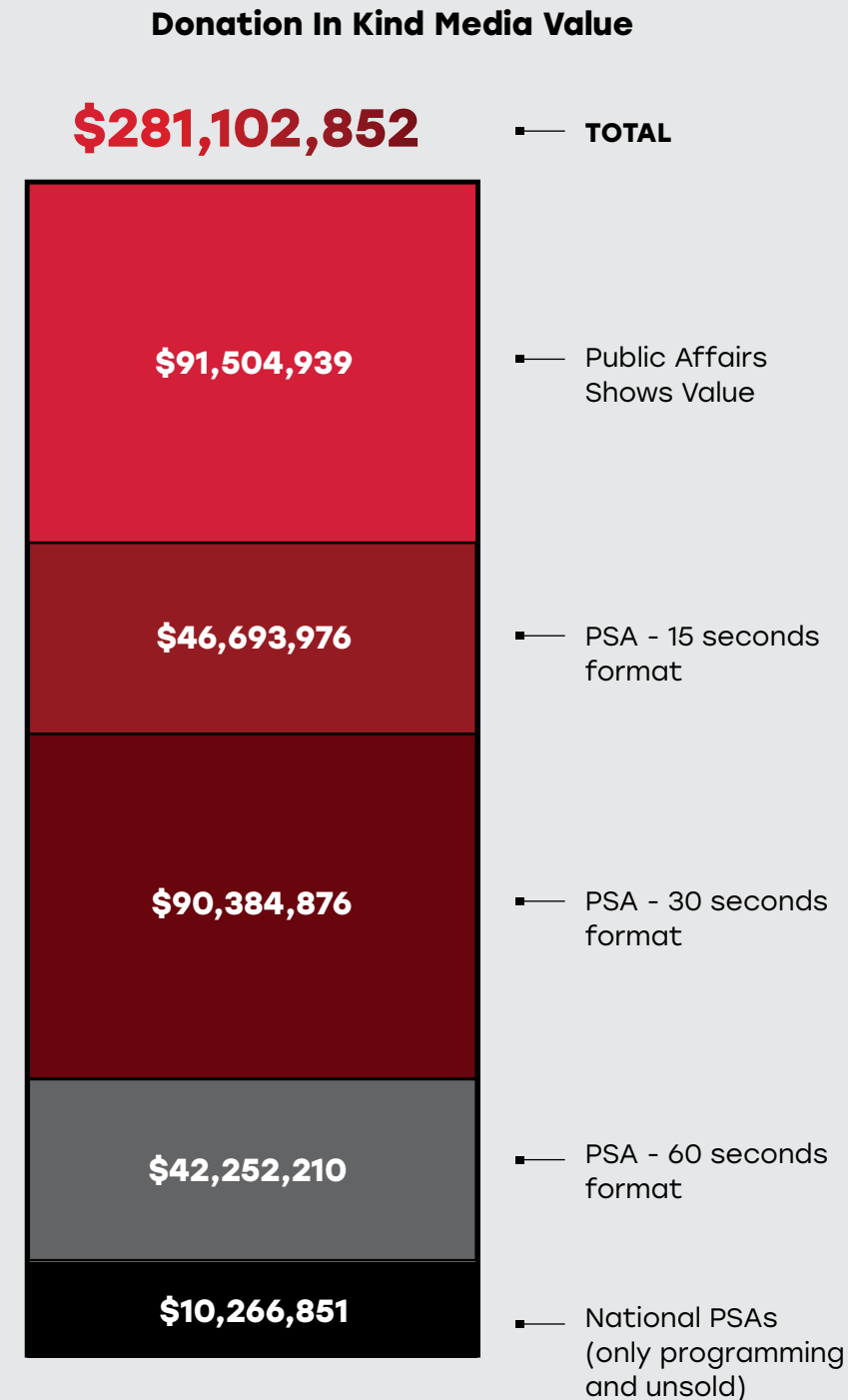
Over the course of every year, iHeartMedia supports thousands of local nonprofit organizations through:

- **Media Inventory** in the form of radio and digital PSAs and weekly long-form public affairs shows addressing specific local concerns
- **Taking Action** – on-air, digitally and onsite with our employees and personalities in communities facing disasters
- **Championing the Missions** of various nonprofit groups
- **Advocating the Issues** by engaging local officials and decision makers through their Local Advisory Boards
- **Supporting Locally Significant Events** like walkathons, fundraising events and supply drives
- **Disaster**

iHeartRadio Let's Talk (Mental Health) has resulted in **\$713M** impressions across the U.S. from iHeartMedia's multiple platforms including On-Air, Digital and Social...Equivalent to **\$8.7M** in ad value

## 2022 Media Grant Distribution by Media Type

In 2022, iHeart contributed over \$281 million in media to thousands of national and local organizations.



iHeartIMPACT has provided more than **\$6.2M in funding** to nonprofit across dozens of issue areas

iHeartMedia raised **\$26.2M** through Radiothons in 2021

iHeartRadio Earth has been the source for **+\$8.7M in media donations** from iHeartMedia across all its stations since the program's inception in April 2020

## Responsible Impact

We are committed to making our media accessible to nonprofit organizations, especially those making a significant difference in the communities in which our employees live and work. Our media grants are allocated thoughtfully, both at the national and local levels, and each nonprofit goes through a rigorous vetting process and must comply with our public service announcement and partnership oversight policy.

**iHeartMedia’s oversight policy states that the company will only support charities and other non-profit organizations that:**

- Are not involved in the abuse of human rights
- Do not have employment policies or practices that discriminate on grounds of race, sex, creed, sexual orientation, religion, gender, disability or age
- Do not discriminate unfairly in the allocation of their support according to religion, gender identification, disability or age
- Are not involved in gambling, recreational or illegal drugs, tobacco, weapons or alcohol (with the exception of those charities and organizations specifically dedicated to tackling addiction or drug abuse)
- Do not cause harm to animals for the purposes of either sports or entertainment
- Do not have, as their main purpose, the dissemination of political or religious information and do not otherwise use their charitable work to encourage support for political or religious causes
- Do not have activities that involve significant damage to the environment
- Fully disclose all relevant corporate and personal conflicts of interest



## iHeartRadio Communities Spotlight Media Grant Program

In December 2020, iHeart launched the “iHeartRadio Communities Spotlight Media Grant Program” — an initiative to support organizations that are making a positive impact within the communities iHeart serves – using iHeart’s multiplatform media network to deliver messaging that is timely, relevant and hyper-targeted to most effectively support underserved and impacted communities.

The inaugural Spotlight Media Grants provided a nationwide platform for Black-focused community organizations to inspire, educate and empower listeners to take a stand against systemic racism and promote social justice; celebrate Black excellence, achievement and culture; help members of the Black community express themselves and address the unique needs of their communities; and invest in educational programs and

individuals that are inspiring the next generation of Black journalists and leaders. To mark the launch of the grant program, long-time iHeart collaborator UNCF, an organization that helps fund 37 private historically Black colleges and universities (HBCUs), was named the initiative’s first partner and received the first ever Spotlight Media Grant.

Additionally, in 2021 iHeart expanded its portfolio of Spotlight Grants to include several other at-risk groups. In response to the increasing number of violent incidents and hate crimes against members of the Asian American and Pacific Islander (AAPI) community, iHeart issued its second wave of Spotlight Grants to AAPI-focused organizations including Stop AAPI Hate, Asian Americans Advancing Justice and the Ad Council’s “Stop the Virus, Stop the Bias” campaign to ensure that their critically important messages are heard in our communities nationwide and to help foster the understanding that is so critical to ending injustice and racial violence.

Since launching the Spotlight Media Grant program, iHeart has issued additional media grants to Big Brothers Big Sisters to empower the potential of youth through one-to-one mentoring, and the organization’s commitment to Justice, Equity, Diversity and Inclusion (JEDI); Operation HOPE, a nonprofit organization providing financial literacy empowerment and economic education to youth and adults; civil rights organization NAACP; Faith & Blue, an initiative focused on the reinforcement of connections between law enforcement professionals and the communities they serve through the reach of houses of worship; and Shine a Light, a comprehensive initiative to illuminate the dangers of antisemitism through education, community partnerships, workplace engagement, advocacy and media. In addition to the support we have given our existing partners, we introduced several new organizations to the Spotlight Media Grant program in 2022.

# Aligning with the UN Sustainable Development Goals

The company's local and national campaigns primarily fall into these categories:

- Family & Social Impact
- Education & Literacy
- Health & Wellness
- Music & Arts
- Disaster Response

with the vast majority of media grants distributed within the [United Nations Sustainable Development Goal framework](#).

For the year 2023, we have set the goal for **100% of all national media grants** to align with the UN SDG framework.



## Family & Social Impact

iHeartMedia addresses topical issues that will spur positive impact in local communities across the country (1,2,8,10,11,16)



## Health & Wellness

iHeartMedia works with an array of health-related organizations to bring attention to key health issues while promoting the importance of living an active and safe lifestyle. By addressing specific issues afflicting the U.S. population, we hope to improve the overall physical, mental and social well-being of our listeners, employees and those in the communities in which they live. (3)



## Education & Literacy Education

is at the heart of countless critical issues facing many Americans. iHeartMedia Communities is committed to shining a light on the importance of education and literacy by empowering young people to take control of their future; supporting local schools; enabling teachers; and providing the tools and educational services desperately needed in underserved areas of our country. (4)



## Music & Arts

iHeartMedia recognizes the power of inspiring creativity and is committed to encouraging society to embrace artistic development within their own neighborhoods. Through an array of local and national programs, we emphasize the importance of art and music education and the benefits of fostering imagination. It is our mission to improve and increase access to the arts across the United States. (4)



## Environmental

iHeartMedia continually looks for ways to rally the communities in which we live and work to protect the environment and to conserve energy and natural resources. From Public Service Announcements to local long-form shows and live events, local radio stations use their platforms to inform and educate its audiences and incite action. (7,11,12,13,14,15)



# National Community Partners

(RED)	CenterLink: The Community of LGBT Centers	DoSomething.org	Habitat For Humanity
100 Roofs PSA		Dress for Success	Hi, How Are You? Project
9/11 Day of Service	Centers for Disease Control and Prevention (CDC)	Drug Enforcement Administration (DEA)	HiDrB.com
ACLU		Easter Seals	Home Base
American Diabetes Association	Charcot-Marie-Tooth Association	Erase MS	I am a voter
American Heart Association	Charitybuzz	Exploring the Arts	It's On Us
American Red Cross	Child Mind Institute	Farmworkers Pandemic Relief Fund	Janie's Fund
AMEX Small Business Saturday	Children's Miracle Network Hospitals	Feeding America	JED Foundation
Asian Americans Advancing Justice	City of Hope	Fire Family Foundation	Jets Foundation
Big Brothers Big Sisters	Corporate Angel Network	First Responders Children's Foundation	Kidde
Big Green	Covenant House	GetUSPPE.org	Kode With Klossy
Blessings in a Backpack	Crisis Textline	GLAAD	LaLela
Bob Woodruff Foundation	Democracy Works	Global Citizen	Let Girls Learn
Boys and Girls Club	Department of Homeland Security	Greater Cincinnati Foundation	Let Girls Learn
Breast Cancer Research Foundation	Diabetes Research Institute	Green Schools Alliance	Lupus Research Alliance
CAA Foundation	Donors Choose	GreenLight Fund	Make-A-Wish
			Meals on Wheels America
			Media Saving Lives
			Milken Institute

Musicians on Call	Rock the Vote	The Trevor Project
NAACP	Ryan Seacrest Foundation	Thurgood Marshall College Fund
National Alliance for Mental Illness	SAGE	TJ Martell Foundation
National Association of Black Journalists	Salvation Army	Together for Safer Roads
National Association of Broadcasters (NAB)	Save The Children	UJA-Federation of New York
	Shine A Light	UNCF
National Black Justice Coalition	St. Jude Children's Research Hospital	Understood.org
National Faith and Blue Weekend	Stand Up To Cancer	United Cancer Front
National Police Week	Stop AAPI Hate	United Forest Service
National Summer Learning Association	Substance Abuse and Mental Health Services Administration	United Nations Development Programme
National Urban League	Sustainable Partners	United States Department of Health and Human Services
No Kid Hungry	Take Your Daughters & Sons To Work Day	United Way
Novartis/ Breast Cancer Screening for Black women	Thank America's Teachers	USO
Operation Hope	The Ad Council	Veteran Affairs
Outnumber Hunger	The Blue Boy Foundation	We Are All Human
OutRight Action International	The Dixon Center	We Day - Free the Children
Peace One Day	The Kristen Ann Carr Fund	When We All Vote
Peacemaker Corps Association	The Mental Health Coalition/ Kenneth Cole	Why I'm Voting
Pencils of Promise	The National Association of Black Owned Broadcasters	WIN
Project Yellow Light	The National Environmental Education Foundation (NEEF)	Women Heart
Prostate Cancer Foundation	The Partnership for a Healthier America	World Aids Day
Rainbow PUSH Coalition		World Central Kitchen
Red Nose Day		YMCA
Robin Hood Foundation		

# Focus on Veterans

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## **iHeartRadio Show Your Stripes:**

Ten years ago, iHeartRadio “Show Your Stripes” made a commitment to address the national veteran unemployment crisis. On Veterans Day 2021, iHeart unveiled an all-new “Show Your Stripes” program that realigns with some of the most pressing issues facing veterans today, including a focus on wellness — from health and emotional wellness to environmental, financial, intellectual, occupational, physical, social and spiritual wellness.

## **iHeartMedia participates in the Air Force’s Education with Industry (EWI) program.**

Through first-hand experience, the chosen officer will gain an understanding of iHeartMedia’s organizational structures, management methods, technology, operational methods and leadership perspectives.

Each year, our country unites on Veterans Day to celebrate and honor the courage and sacrifice of the brave men and women who serve. For the last five years on Veterans Day, iHeartRadio has brought together some of country music’s biggest stars during the iHeartCountry “One Night For Our Military” special broadcast to honor and salute our military heroes. The 2022 one-hour special featured a compilation of some of the biggest performances from previous iHeartCountry live events, including Morgan Wallen, Luke Combs, Jason Aldean, Maren Morris, Zac Brown Band, Thomas Rhett and many more. The special broadcast also included artists like Blake Shelton, Luke Combs, Lady A, Old Dominion, Miranda Lambert and many others discussing their personal connection to our military, the gratitude they have for our service members and the importance of remembering and commemorating our veterans. . McCreery, Dierks Bentley and Toby Keith.

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## **2.6M public service announcements**

have aired on iHeartMedia radio stations nationally

## **+7B media impressions**



# Focus on Mental Health

For the last several years, iHeart has worked with leading mental health organizations focused on improving mental wellness for both adults and children.

These partnerships with organizations including the National Alliance on Mental Illness (NAMI) and the Child Mind Institute are designed to raise awareness of mental health issues and foster a culture within communities that supports talking about mental health issues like anxiety and depression.

iHeart's long-term commitment to mental health began in 2019 with the launch of the company's signature mental health program — iHeartMedia's "Let's Talk" — which includes elements like weaving a virtual support system through iHeartMedia's 850 broadcast radio stations for people struggling with anxiety and depression to let them know they are not alone, and encouraging listeners to check in on the people in their lives by starting a conversation around mental health.

Today mental wellness is more important than ever, as the pandemic continues to impact individuals and families nationwide and mental crises, feelings of isolation, uncertainty and anxiety are at an all-time high. iHeart is dedicated to amplifying our focus on this important issue and will continue to respond to these mental health challenges by fostering relationships with the most impactful organizations addressing mental wellness across our country with a goal of reducing stigma through candid conversations, informing audiences about resources they can find in their communities and encouraging anyone suffering to seek help.

For more information on iHeart's mental health initiatives please visit our annual impact report.





# Disaster Assistance & Response Plan

## iHeartMedia plays a critically important role in our communities when disasters or traumatic events occur.

The iHeartMedia Technical Operations Center (iTOC) and its Emergency Response Team – made up of more than 300 iHeartMedia engineers and team members information, especially during emergencies. Class A AM stations operate at higher power levels and with FCC-mandated interference protections that enable their serve as Primary Entry Point (PEP) stations to the IPAWS network to provide official emergency alert and warning information to the nation in the event of major

During these times of crisis, iHeartMedia is essential to the lives of local residents, with our broadcast and digital platforms often serving as the sole information source for disrupted areas — providing news and critical information on everything from storm updates and evacuation routes to food banks, rescue and medical care. Because emergency broadcasting is an important element of iHeartMedia’s role in local communities, we have implemented a significant “Disaster Assistance and Response Plan,” which includes reserves of radio transmitters, emergency power generators and other news-gathering equipment positioned in locations around the country ready to travel — before, during and after disaster

strikes — to impacted communities as needed. This ensures that we are able to stay on the air and deliver critical news and information to impacted areas during the most damaging hurricanes and other natural disasters. We are dedicated to continually improving our innovative procedures around disaster response efforts to enable our stations to be ready to react at all times and can continue to serve the listeners and communities that depend on us.

### **First Informers: iHeartMedia Emergency Response Team**

iHeartMedia has forged a deep and ongoing partnership with the Federal Emergency Management Agency (FEMA), which recognizes that in times of emergency, there is no more reliable source of information than local radio broadcasters. Pursuant to the federal “SANDy Act,” which helps ensure the resiliency of the nation’s communications networks during emergencies, iHeartMedia is recognized as an essential service provider and must be afforded access to disaster sites to restore and repair essential services in an emergency or major disaster. By giving



broadcast radio stations official status during emergencies, the SANDy Act places iHeartMedia radio stations among a statutorily-select group of “essential service providers” – also known as “First Informers” – for public safety purposes. This statute recognizes the unique and essential role of radio stations in providing critical and often lifesaving information before, during and after man-made and natural disasters.

The iHeartMedia Technical Operations Center (iTOC) and its Emergency Response Team – made up of more than 300 iHeartMedia engineers and team members – monitors operations and coordinates emergency planning and response for the company’s 860+ radio stations across the U.S. to ensure that our local communities can be served even under the most dire circumstances.

### **Local and Nationwide Emergency Alert and Warning Capabilities**

iHeartMedia and FEMA continually partner to improve local and

nationwide alert and warning capabilities that are critical when disasters threaten public safety and national security.

AM broadcast radio stations are beacons of information for the public and are often the most listened-to stations for news and information, especially during emergencies. Class A AM stations operate at higher power levels and with FCC-mandated interference protections that enable their signals to be received reliably by millions of listeners and at great distances – especially at night, when changes in the ionosphere permit high-power AM signals to travel much farther distances, often hundreds of miles, than is possible during the day. iHeartMedia owns and operates 18 of the country’s Class A AM radio stations and as a result covers most of the United States with these strong signals at night.

FEMA’s Integrated Public Awareness and Warning System (IPAWS) relies heavily on Class A AM radio stations for rapid, nationwide dissemination of

emergency information. Seven iHeartMedia Class A AM stations have been designated and specially reinforced by FEMA to serve as Primary Entry Point (PEP) stations to the IPAWS network to provide official emergency alert and warning information to the nation in the event of major emergencies because of their reach and interference protections. FEMA has also designated iHeartMedia’s Premiere Networks for satellite-based redundancy for its PEP emergency warning system.

In 2018, FEMA collaborated with iHeartMedia to initiate an important PEP station modernization project at iHeartMedia’s NewsRadio 700 WLW-AM in Cincinnati, Ohio to improve alert and warning capabilities of FEMA’s Class A AM PEP stations. WLW-AM is the second station in the country to complete the upgrade, which includes specialized sheltering capabilities, expanded broadcast transmission capacity, and sustainable power generation to withstand virtually all types of hazardous events.

# Local Spirit Day of Service

Every full-time iHeartMedia employee receives one additional paid leave day each calendar year to volunteer at an organization of their choosing.

We believe that we have a profound obligation to help shape the way our entire company — from our markets to individual stations and talent across our multiple platforms interacts, educates and connects with the public and we have made it a company priority to use our reach into communities, our unparalleled connection to our listeners and our broad array of assets to positively touch the lives of others.

**In 2022, iHeartMedia employees took time off to volunteer, spending over 11,000 hours volunteering in their local communities, equating to an investment of over \$503,000 in those communities.**



# iHeartIMPACT

## iHeartIMPACT is the community impact division of iHeartMedia

designed to help corporate brands partner with nonprofits and invest in communities through their advertising spends with iHeartMedia.

Since its launch in 2019, iHeartIMPACT has worked with 60+ national and local brands to provide more than \$6.2M in funding for organizations across the country, including issue areas such as:

- Hunger relief
- Disaster response
- Education
- Social justice
- Environmental sustainability
- Mental health
- Chronic diseases
- Pets & animals



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# Privacy and Data Management

## Protecting Our Listeners' Privacy and Information

At iHeartMedia we believe it is our responsibility to respect and protect our listeners' and employees' identities and personal data and to comply with all government regulations. We continually take measures to mature our security standards and privacy practices and invest in technologically advanced systems and procedures.



**Privacy and Data Management**

# Data Security

**iHeartMedia, as well as our affiliates and subsidiaries, is committed to protecting our systems and data from cyberattacks and unintentional or malicious breaches.**

Our leadership receives regular updates about cybersecurity and data privacy initiatives. In 2021, we began new initiatives as part of our ongoing commitment to the highest standards for data security and privacy protection. We are dedicated to maintaining protections to ensure sensitive or private information and data about our business, employees, customers and consumers is not compromised. In addition, the company utilizes industry-leading software to receive consumer rights requests and manage cookies.

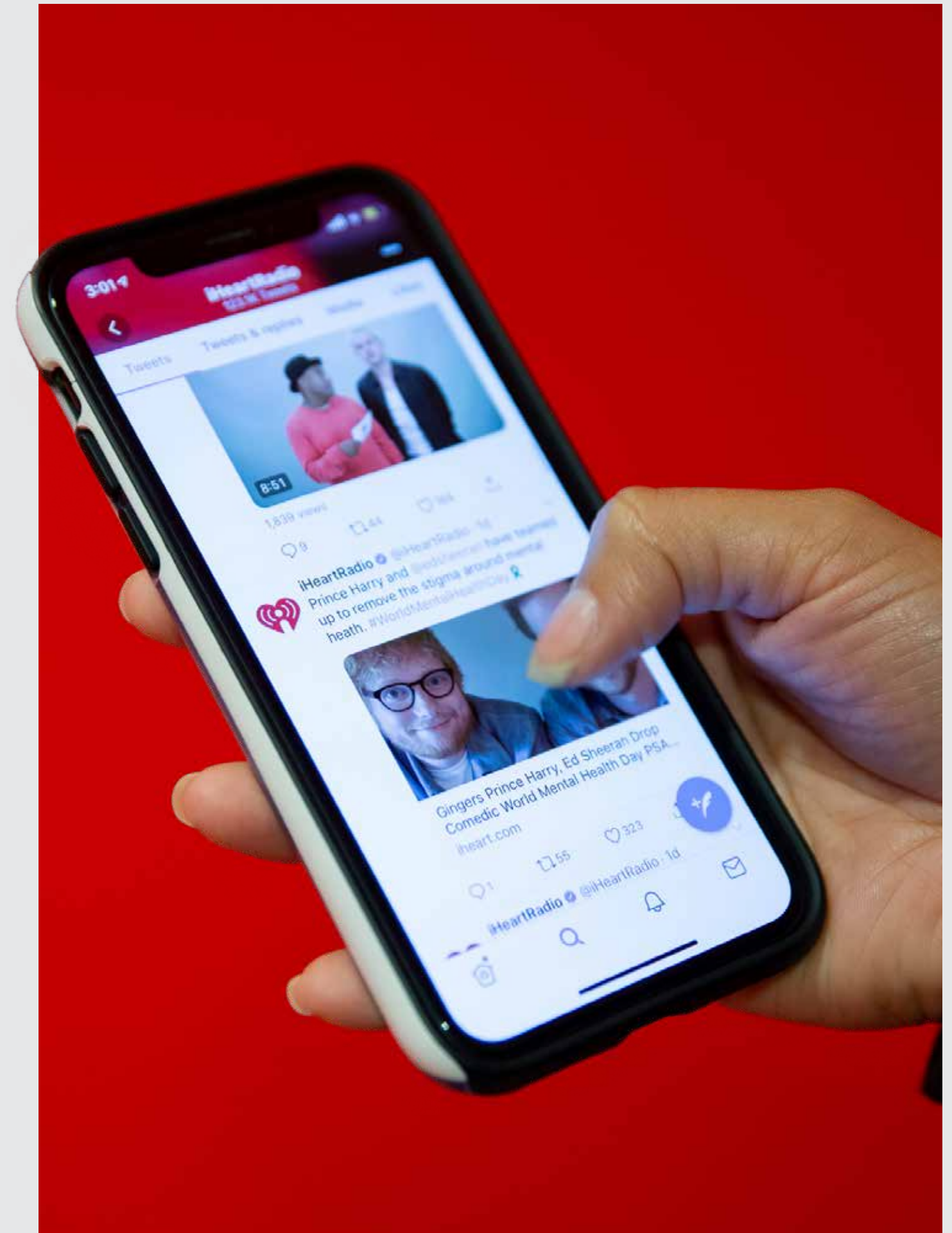
Our Chief Information Security Officer has oversight of our information security programs and risks. The iHeart Information Security program is led by the Global Chief Information Security Officer (CISO). The CISO reports directly to the CIO, who is part of the senior executive team and together, they provide quarterly updates to the Board and Internal Audit on our information security program, cybersecurity risk management strategy, and security incidents.

iHeartMedia's Information Security program follows the National Institute of Standards and Technology (NIST) Cyber Security Framework. We use a layered approach to security and rely on people, processes

and technology to accomplish our objectives. We continue to enhance technological solutions across the environment including, but not limited to, end-point protection, data loss prevention, secure remote access and modern authentication methods. Our Incident Response team provides 24/7 proactive monitoring and conducts investigations for all suspected incidents. We regularly test people, processes and technologies using internal risk assessments and externally through independent penetration tests and maturity assessments. We continue to raise employee awareness with monthly security and privacy awareness activities such as email phishing exercises, bulletins with security tips and annual security training.

#### When third parties handle our data:

- We review third parties to ensure they meet our security requirements.
- We negotiate contracts that describe the third party's permitted use of the data and data security requirements.



# Data Privacy

## iHeartMedia provides all individuals with rights required by statute.

Because the company operates in all 50 states, we provide one set of rights to all individuals, even where state law does not require the company to provide those rights. If a subsidiary operates internationally, we provide those rights required by the applicable jurisdiction.

Senior executives from operating business units, together with the Chief Privacy Officer, meet regularly to discuss privacy concerns. Together with the company's general counsel, they update the Board and Internal Audit on the company's privacy program.



### Our privacy principles follow recognized privacy tenets and best practices:

- Privacy focus: We consider privacy throughout our business and across the product lifecycle. Our privacy office, situated within the legal department, reviews new initiatives so that personal information is protected by design.
- Information collected on our platforms: Via various notice mechanisms, including our privacy policy and other timely notices, our listeners know the categories of information we collect about or from them. Where required, we obtain consent before collecting or using personal information.
- How we use the information we collect: Our listeners know how we use their personal information, and we only use information we collect for the purposes we disclose to our listeners.
- Sharing of information: Our listeners know the categories of other parties we share listener to whom we provide data.
- Privacy rights, choice and access: Our listeners know how to access the information we store about them, how to update that information, and how to make choices about that information—for example, our listeners can access and delete their personal information.
- Review: We regularly review our relationships with third parties who process our data.

# Training

iHeartMedia performs annual privacy and security awareness training for its employees and contingent workers. Additionally, we conduct the following:

- Monthly security awareness emails
- Quarterly privacy emails
- Monthly phishing campaigns
- Weekly Infosec-in-the-News emails
- Positions involved with handling sensitive information get additional detailed training



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# Intellectual Property Protection and Piracy

**We enforce and protect our valuable Intellectual Property as needed through court action, DMCA online filings or direct action.**

We also respect the Intellectual Property and proprietary information of others. Stations and divisions adhere to detailed Copyright and Trademark guidelines as it relates to all aspects of our business including on-air, digital, podcasting and social uses. The proper use of copyrighted or trademarked materials is overseen by our legal department.



**Intellectual Property Protection and Piracy**

# Greenhouse Gas Emissions and Environmental Sustainability

iHeartMedia recognizes the importance of minimizing our environmental impact. It takes energy to keep radio stations on the air 24/7 in order to fulfill our mission of giving everyone in America a friend who is there anytime, anywhere and to run our business, and companies like ours have a responsibility to take care of the environment and the communities we serve, and in which our employees live and work. iHeartMedia has already implemented a number of important actions, including transitioning from on-premise hardware systems to cloud-based platforms to decommission energy-intensive servers; using energy-efficient laptops instead of desktops; replacing fluorescent lighting with LED lights in offices across the country; and gaining Leadership in Energy and Environmental Design (LEED) certifications for iHeartMedia's executive offices and six other facilities, as well as strategically decreasing our overall real estate footprint.

We acknowledge the importance of our carbon footprint and the role it plays in minimizing our environmental impact. As a next step in our journey, we have begun to assess and calculate our Scope 1 and Scope 2 Greenhouse Gas (GHG) emissions in alignment with the GHG Protocol created by the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD). Though SASB does not require alignment to environmental metrics for companies in the Media & Entertainment industry, we place a priority on being responsible stewards of our planet and are working towards assessing our company's accurate carbon footprint. At iHeartMedia, we are opting to follow SASB's Implementation Supplement for Greenhouse Gas (GHG) Emissions in addition to the aforementioned guidelines (i.e. the GHG Protocol).

We will continue to assess the potential environmental impacts that face iHeartMedia and the many diverse communities we serve, as well as prioritize sustainable decisionmaking as a key element of our ESG strategy.



**Greenhouse Gas Emissions and Environmental Sustainability**



# Protecting the Future of Our Planet

**At iHeartMedia our commitment to the environment spans every area of our business**

and we are continually looking for ways to reduce our environmental footprint at our stations, executive headquarters and at our live events, and to model the proper behaviors for our employees.

Additionally, we support of a number of nonprofit organizations that are changing the world by helping solve pressing issues facing our planet. As a media company, our direct impact on the environment is mainly connected to our day-to-day operations, including but not limited to production of live events, office real estate, corporate IT systems and infrastructure and employee travel. We are closely monitoring our long- and short-term ability to reduce our office footprint and consolidate locations when possible -- to keep our employees healthy, to promote work-life flexibility and to diminish our consumption of environmental resources. We have been actively pursuing green building certification for existing office spaces and ongoing modernization projects. Additionally, as we begin to take a closer look at our direct and indirect greenhouse gas emissions, we will seek opportunities to create or improve efficiencies and set related targets.



# Environmental Policy and Commitment

## We Are Committed to a More Sustainable, Greener and Healthier Future.

At iHeart, we recognize that our biggest opportunity to improve the state of our world is through our quarter of a billion monthly listeners; our 10,000 employees, including our on-air personalities; and our partners. As the number one broadcast radio company in America, we are in the unprecedented position of being able to educate nearly nine out of 10 Americans every month, living in thousands of rural and urban communities across our country on initiatives and actions to help ensure the future of our planet. We firmly believe we can change behavior and make a difference for our environment through our media.

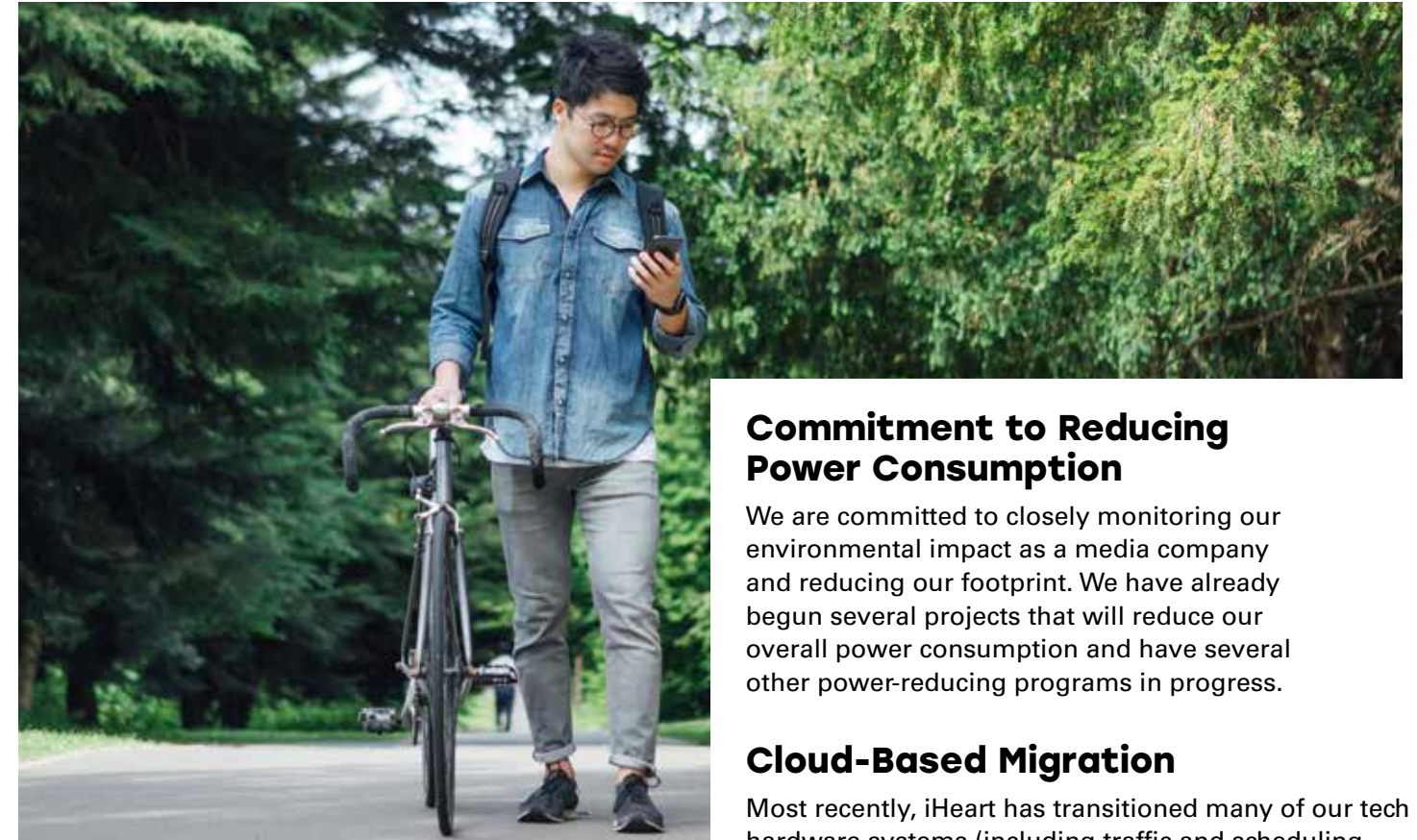
### Sustainability Messaging and Content

At iHeart, we are committed to harnessing the power of our multiple platforms to create an environmentally conscious culture – both internally and externally. Our main goal is to increase employees’ and listeners’ knowledge of simple actions they can take every day to help the environment, as well as educate the public on the most relevant and timely information around climate change.

iHeart creates significant content on environmental and sustainability issues through station reporting, podcast integration, long-form programming and donated media.

### Environmental Leadership & Oversight

iHeartMedia has long led the media and entertainment industry in the quantity and scope of community service programs at the local, regional and national levels and we strive to take an active role in bringing together leading environmental organizations and media companies to take action on climate and environmental issues. The Company’s Nominating & Corporate Governance Committee oversees the Company’s environmental, social and sustainability strategies, policies and practices.



### Commitment to Reducing Power Consumption

We are committed to closely monitoring our environmental impact as a media company and reducing our footprint. We have already begun several projects that will reduce our overall power consumption and have several other power-reducing programs in progress.

### Cloud-Based Migration

Most recently, iHeart has transitioned many of our tech hardware systems (including traffic and scheduling, streaming, playout and sales systems) from dedicated on-premises hardware to cloud-based platforms. By decommissioning more than 500 physical servers and moving corresponding workloads to more efficient cloud-based service providers, we have experienced a 41.5% reduction in power consumption this year compared to the same period in 2018.

### A Look Forward

At iHeart we believe in constantly looking into the future to help us be innovative and be the best corporate citizen possible.

We are working on several plans that will further reduce our environmental footprint.

- We will be transitioning our audio playout platform from NexGen to Sound+, which we anticipate will result in the elimination of more than 300 physical servers and more than 3000 physical PCs across our markets.
- We are reducing the scale of a number of our market facilities over the next 24 months. We expect that reductions in square footage in these facilities will reduce power consumption proportionately.
- Migrating to digital promotion and more virtual platforms has allowed for a reduction in station automobiles and less emissions and waste. This is an area we will be closely evaluating in the future.

# 41.5%

Reduction in Power Consumption This Year Compared to the Same Period in 2018

Date	Data kWh	Cooling kWh
June 2018	428	391
July 2021	233	246

# Journalistic Integrity

Everything we do at iHeart is centered around ensuring that we are providing trustworthy and valuable information for all of our audiences.

Ensuring accuracy, objectiveness and fairness allows us to build and maintain trust with all of our audiences and to deliver meaningful content that not only informs the communities we serve but allows us to create positive social change through the power of speech. As a broadcast radio company we are regulated by the FCC – so we abide by stringent editorial guidelines and standards across our daily radio broadcasts and podcasts and provide accurate and balanced journalism in compliance with federal regulations on all of our news talk radio stations. Additionally, we work hard to ensure that all advertising content we air adheres to a set of ethical and legal standards that is shaped by the rules and regulations of the FCC and FTC.



**Journalistic Integrity**

# Editorial Guidelines and Broadcast Standards

## Ensuring Trustworthy and Value Information for All Audiences.

We are licensed by the FCC which ensures community standards on all programming. The company employs a time delay to avoid inappropriate language on the air during live programming. Every radio station is headed by a Programming Director who reports to a Senior Vice President of Programming and through the organization that oversees all content. In addition, regularly scheduled listening sessions are required for all talent to manage outward messaging and inbound content. We have mandatory annual training on FCC, EAS and DMCA compliance as well as social media policy, and call screeners are used for all talk-based shows to filter incoming calls and remove any concerning callers. News and information provided by iHeartMedia follows the basic tenets of good broadcast journalism – our reporting is fair, accurate and balanced. Additionally, iHeartMedia operates its stations in compliance with extensive federal regulations designed to ensure, among other things, that:

- Listeners are not exposed to indecent content
- Listeners are not misled, including by hoaxes or intentionally rigged or slanted news coverage
- Listeners have ready access to rules and limitations governing on-air contests
- Listeners are informed whenever on-air content has been sponsored and who that sponsor is, be it a commercial or political ad or entertainment content
- Political candidates have equal access to our airwaves
- Listeners are notified which station they are listening to and instructed on how to participate in a station's license renewal process



### Responsible Advertising

At iHeart, we follow responsible business practices and work to ensure that all advertising content we air adheres to a set of ethical and legal standards that is shaped by the rules and regulations of the FCC and FTC. Local on-air and programming-related staff are regularly trained on FCC and FTC regulations related to advertising and work closely with the iHeart Legal Department so that all content complies with all state and local legal and regulatory requirements. Additionally, when it comes to children and young adults, we work with advertisers to ensure that the audience age composition guidelines established by certain industries are complied with.

We work with advertisers and maintain clear guidance for our local stations and sales teams to ensure any commercial content on our platforms meets legal and regulatory requirements,

voluntary industry guidelines and our brand sensitivities for community acceptability. Our advertising policies comply with governmental bans on advertisements for certain tobacco products and illegal drugs. We impose additional restrictions on advertising categories that are regulated by federal or state laws, such as gambling, weight loss, political and advocacy.

**Decency:** iHeart prohibits obscene, indecent and profane content from being broadcast on any of our radio stations and we closely comply with all FCC guidelines and our employees receive regular training.

**Sponsorship Identification:** All of iHeart's employees are trained to comply with the FCC's sponsorship identification rules for broadcast and the FTC's endorsement guidelines in all of our media forms, including in the digital space, which require clear identification of sponsorship.

**FTC Endorsement Guides for Social Media:** All of iHeart personalities follow the FTC Endorsement Guide that provides a roadmap for disclosure and truthfulness when endorsing products through social media, digital and broadcast, and compliance with laws against deceptive ads.

**Filing a Complaint:** Listeners are able to file a complaint through the FCC if they suspect the company has violated the FCC's rule.

# Governance

At iHeart, we are committed to operating our businesses with integrity and adopting governance policies that promote the thoughtful representation of our stakeholders' interests. The Company's Board of Directors is currently comprised of 8 Directors that encompass a diverse range of talents, skills, and expertise, including risk management. Strong corporate governance practices and policies ensure that iHeart operates in ways that support shareholders' long-term interests. These include

- **Independent Oversight:** A majority of the current directors of the Board (6 of 8) are independent directors, including a strong lead independent director and fully independent Board committees.
- **Board and Committee Self-Evaluations:** The Nominating and Corporate Governance Committee oversees an annual evaluation of the Board and its committees.
- **Stockholder Engagement:** The Company participates in investor conferences and holds numerous meetings with stockholders to discuss various topics, including its financial performance, strategy, response to COVID-19, corporate governance, ESG practices and executive compensation program.
- **Succession Planning:** The Board engages in periodic review of succession plans for members of senior management.
- **Prioritizing a Diverse, Equal and Inclusive Workforce:** At iHeartMedia, diversity and inclusion are key to our success; as a company, we value diversity and respect all voices, from both inside and outside our company. Since our company reaches 90% of all Americans every month, listening to, understanding and integrating input from diverse voices and views are critical to our business success. One of our top priorities at iHeartMedia is to create an inclusive organizational culture to attract and

develop a dynamic workforce that is as diverse as the audiences and communities we serve.

- **Independent, Anonymous Complaint Process:** The Company maintains a third-party managed hotline ("Hotline") that permits the anonymous reporting of violations of our Code of Business Conduct + Ethics and other concerns. All Hotline submissions are reviewed and investigated by appropriate members of management. The results of all such investigations are reported to senior management and the Audit Committee quarterly.
- **Stock Ownership:** Stock ownership guidelines for directors and executive officers.

## Prohibition on Hedging and Pledging

We prohibit all directors and executive officers from engaging in hedging transactions, including options (such as puts or calls) or other financial instruments (such as forward contracts, equity swaps, collars or exchange funds) that are designed to hedge or offset any decrease in the market value of our securities. We also prohibit all directors and executive officers from pledging Company securities, unless specifically pre-approved by the Company's General Counsel.

For more information about our corporate governance practices, please visit: [2023 Proxy Statement](#) and [10-K](#).



# 2021 SASB Index



SASB is a not-for-profit founded in 2011 overseen by the Value Reporting Foundation that provides an industry-focused approach to ESG reporting. The table below is aligned to the Media & Entertainment industry standard, and summarizes disclosures that align to our industry-specific standard.

## MEDIA AND ENTERTAINMENT

Topic	SASB Code(s)	SASB Requested Metric(s)	iHeartMedia Response
<b>Activity Metrics</b>	SV-ME-000.A	(1) Total recipients of media and the number of (2) households reached by broadcast TV, (3) subscribers to cable networks, and (4) circulation for magazines and newspapers	(1) 276 million (2) 191 million (3) 175 million (4) Magazines: 194 million Newspapers: 91 million
	SV-ME-000.B	Total number of media productions and publications produced	Broadcast radio shows: 2,170 Podcasts: 3,547 Websites: 971 Total: 6,688
<b>Media Pluralism</b>	SV-ME-260a.2	Description of policies and procedures to ensuring pluralism in news media content	Refer to "Media Pluralism" section on pages 12-14 above.

## MEDIA AND ENTERTAINMENT

Topic	SASB Code(s)	SASB Requested Metric(s)	iHeartMedia Response
<b>Journalistic Integrity &amp; Sponsorship Identification</b>	SV-ME-270a.1	Total amount of monetary losses as a result of legal proceedings associated with libel or slander	iHeartMedia has not experienced any material losses, individually or in aggregate, as a result of any such proceedings.
	SV-ME-270a.2	Revenue from embedded advertising	This information is not currently part of our public reporting.
	SV-ME-270a.3	Description of approach for ensuring journalistic integrity of news programming related to: (1) truthfulness, accuracy, objectivity, fairness, and accountability, (2) independence of content and/ or transparency of potential bias, and (3) protection of privacy and limitation of harm	At iHeartMedia, we engage in fair dealing practices at all times and follow Federal Trade Commission (FTC) and Federal Communications Commission (FCC) regulations and guidelines. Those of us involved in selling, advertising, promoting and marketing our products and services must ensure that our business conduct is always guided by honesty and integrity. This means we are accurate and truthful when representing the quality, features or availability of our products and services. It also means that we never take unfair advantage of anyone through any misrepresentation of material facts, manipulation, concealment, abuse of privileged information, fraud or other unfair business practice.  <a href="#">SV-ME-260a.2</a> : Pages 12-14 <a href="#">SV-ME-270a.3</a> : Pages 43-44 <a href="#">SV-ME-520a.1</a> : Page 39
<b>Intellectual Property Protection &amp; Media Piracy</b>	SV-ME-520a.1	Description of approach to ensuring intellectual property (IP) protection	iHeartMedia actively seeks to identify and protect the Intellectual Property Rights relating to its business assets. These Intellectual Property Rights include, but are not limited to, copyrights, trademarks, patents and trade secrets. In-house counsel in the iHeartMedia Legal Department, on behalf of its stations and business units, file and prosecute applications for copyrights, trademarks and patents with the U.S. Patent & Trademark Office. For trademarks and copyrights, iHeartMedia's Legal Department promulgates guidelines for its stations and business units for on-air, digital and social uses. To ensure iHeartMedia's patenting efforts are aligned with iHM's business goals, new patent applications must be approved by iHM's internal Patent Committee which consists of key business stakeholders. Written agreements, including non-disclosure and employment agreements, prohibit disclosure of iHeartMedia's trade secrets to third parties, and prohibit iHM employees from misappropriating a trade secret from third parties.

# Forward-Looking Statement Cautionary Statement

Concerning Forward-Looking Statements Certain statements herein constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Such forward-looking statements involve known and unknown risks, uncertainties and other important factors which may cause the actual results, performance or achievements of iHeartMedia, Inc. and its subsidiaries to be materially and adversely different from any future results, performance or achievements expressed or implied by such forward-looking statements. Words such as “may,” “will,” “anticipate,” “expect,” “intend,” “plan,” “believe,” “estimate,” “committed,” “desire,” “seek,” and similar expressions are intended to identify such forward-looking statement and involve known and unknown risks, uncertainties and other factors that are difficult to predict and which may cause our actual results, performance or achievements to be different from any future results, performance or achievements expressed or implied by these statements. While management believes these forward-looking statements are reasonable as and when made, forward-looking statements are not guarantees of future performance and involve risks and uncertainties that are difficult to predict. Therefore, actual results may differ materially from what is expressed in or indicated by the Company’s forward-looking statements or from historical experience or the Company’s present expectations. Factors that could cause these differences include, among others, socio-demographic and economic trends, energy and fuel prices, technological innovations, climate-related conditions and weather events, legislative and regulatory changes, our ability to gather and verify data regarding environmental and social impacts, our ability to successfully implement various initiatives throughout the Company under expected time frames, updates or other changes to the assumptions or methodologies associated with tools used to inform our decision-making, the compliance of various third parties with our policies and procedures and legal requirements, our dependency on certain third parties to perform, and other unforeseen events or conditions. Other unknown or unpredictable factors also could have material adverse effects on iHeartMedia, Inc.’s future results, performance or achievements. In light of these risks, uncertainties, assumptions and factors, the forward-looking events discussed in this report may not occur. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date stated, or if no date is stated, as of the date of this report. Additional risks that could cause future results to differ from those expressed by any forward-looking statement are described in the Company’s reports filed with the U.S. Securities and Exchange Commission, including in the section entitled “Item 1A. Risk Factors” of iHeartMedia, Inc.’s Annual Reports on Form 10-K and Quarterly Reports on Form 10-Q. iHeartMedia, Inc. does not undertake and specifically disclaims any obligation to publicly update or revise any forward-looking statements because of new information, future events or otherwise.

The Company has not and does not intend to independently verify third-party data contained in herein or used in the estimates and assumptions necessary to the matters discussed in herein. This report also contains matters that may be significant, however, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with

the U.S. federal securities laws, even if we use the word “material” or “materiality” herein or in other materials issued in connection with the matters discussed herein. We may have used definitions of materiality in the course of creating the disclosures contained herein and the goals discussed herein that do not coincide with or rise to the level of the definition of materiality for the purposes of U.S. federal securities laws. Moreover, given the uncertainties, estimates and assumptions inherent in the matters discussed in this report, and the timelines involved, materiality is inherently difficult to assess far in advance. In addition, given the inherent uncertainty of the estimates, assumptions and timelines associated with the matters discussed in this report, we may not be able to anticipate in advance whether or the degree to which we will or will not be able to meet our plans, targets or goals. Moreover, non-financial information, such as that included in parts of this report, is subject to greater potential limitations than financial information, given the methods used for calculating or estimating such information. Historical, current, and forward-looking environmental and social-related statements may be based on standards and metrics for measuring progress, as well as standards for the preparation of any underlying data for such metrics, that are still developing and internal control and processes that continue to evolve. In addition, while we may seek to align these disclosures with the recommendations of various third-party frameworks, such as the Sustainability Accounting Standards Board, we ultimately use such frameworks only as references for our disclosures and cannot guarantee strict adherence to these framework recommendations. Moreover, our disclosures based on such frameworks may change due to revisions in framework requirements, availability of information, changes in our business or applicable government policy, or other factors, some of which may be beyond our control.

