



# iHeartMedia Corporate Responsibility





# Executive Letter

## 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 Corporate Responsibility 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 the 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 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 topics that allow us to better serve our listeners, our people, our partners and our stockholders.

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, we have taken steps to formalize our process to better understand our current position; to set appropriate goals to help measure our success and progress in these critical areas; to ensure we prioritize our communities and listeners when setting these goals; and to improve our disclosures.

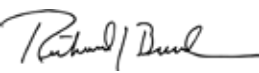
iHeartMedia has been at the forefront of defining service to our local communities in corporate America for decades, and together with our employees we will continue to use our resources and platforms to address the most pressing issues facing our communities. We will continue to update this report to reflect our progress.



**Bob Pittman**  
Chairman and CEO



**Rich Bressler**  
President, COO & CFO





# Corporate Responsibility Statement

At iHeart we take our commitment to serve our listeners and our communities seriously.



Our commitment to our Corporate Responsibility 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 Corporate Responsibility is a vital part of our strategy. The purpose of this report is to increase transparency around our Corporate Responsibility efforts; understand our impact on society and the environment; and identify where we still have room to grow.

iHeart published our first Corporate Responsibility report in 2019 and we continually update the report to reflect our most recent efforts and initiatives. Within the following pages you will find details on our efforts including initiatives regarding our work with our local communities, our programming and on-air personalities; how we help our communities navigate crises and natural disasters; our community impact and engagement; our corporate values; our content,

ethical and governance standards; the environment; and more. 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.

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

We used the Sustainability Accounting Standards Board (SASB) external reporting framework and guidance to inform our report and identify a subset of issues most relevant to our business, and our CEO and President as well as other members of the senior management team play an instrumental role in our Corporate Responsibility strategy and efforts.

## Corporate Responsibility Strategy Committee Leads

Our Corporate Responsibility 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

**Ronny Donovan**  
Chief Human Resources 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 and to bring value to our broad range of 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 iHeart being considered the most trusted name in radio.





# 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## 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.

## Respect Everyone

We should treat everyone as we’d like to be treated, and recognize that we are a company that serves communities across America. We must both represent those communities internally and commit to serving them externally. As a company we respect all voices, both inside and outside our company.

## 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 also 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.



# 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 accordance with federal regulations designed to ensure, among other things, that:

- Listeners are not exposed to obscene content
- Listeners are not misled, including by hoaxes or intentionally rigged or slanted news coverage
- Children are not exposed to indecent or profane content (which is prohibited between the hours of 6am and 10 pm)
- 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 political ad or entertainment content
- Political candidates have nondiscriminatory 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. Additionally, every one of iHeartMedia's stations maintains a public file that is accessible online





# 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

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 strive to 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 strive to 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 opportunity 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 and the Government Affairs Departments as part of our efforts to comply with all applicable laws and regulations.



# 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.**

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.

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.

Since our company reaches 90% of all Americans every month, listening to, understanding and integrating input from different voices and viewpoints is critical to our business success, as is attracting and developing a 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, and we 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 culture where different perspectives, ideas and creative solutions thrive.

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 better 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.



**Our People**



# Employee Benefits

One of iHeartMedia’s key priorities is to create an organization that reflects the communities we serve, within which we employ over 9,000 individuals across the U.S. and nearly 900 employees internationally.



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
- 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, identity 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.

## Local Spirit 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. 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 impact the lives of others.

In 2024, iHeartMedia employees who took time off to serve their local communities spent over 12,000 hours volunteering, equating to an investment of over \$500,000 in those local communities.



# 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 and operate with integrity.

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.

## The Career Navigation Program

The Career Navigation Program makes opportunities to learn and grow available to all through access to both on demand and virtual classroom training courses. The program is skill-based and incorporates the core skills required to perform a job as well as the skill progression to advance to the next level.

## iHeart Internship Program

We also reimagined our internship program by expanding the roles available to interns and centralizing the program to ensure that all interns achieved a consistent experience. The centralization enabled us to ensure that interns learned new skills and are prepared for post graduate life.

We also leveraged the internship program as a development experience for high-potential individual contributors by giving them the opportunity to manage the interns. The program is a vehicle to create a strong pipeline for potential employees as well as create opportunities for interns to share valuable perspectives that positively impact our business.

## Employee Recognition & Mentoring

**Recognition** - iHeartMedia is piloting a peer-to-peer recognition program to increase visibility into employees' individual contributions to the success of the team.



**Skill based mentoring** - In 2025 iHeartMedia will launch a skill-based mentoring program that uses technology to connect people who want to further develop their skills and abilities to people who have expertise in those areas.

**Developing the leaders of tomorrow** - iHeartMedia will launch a New Leader Journey, which is comprised of training, tasks and information to help a new leader quickly build rapport and trust with their teams. This journey, coupled with our already launched New Hire Journey, will give new leaders the knowledge and information they need to quickly make meaningful contributions to iHeartMedia.

**Performance Management** - iHeartMedia will expand our performance management process

to include all full-time employees. Employees will be assessed on key skills as well as progress against objectives.

## Ethical Standards

All 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.



# Anti-Harassment Policy & Resources

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’s policy is to award positions based on merit and the company does not make 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 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.



# Operating Responsibly

## Responsible Advertising & Public Service

iHeartMedia works to ensure our content, advertisements and public service announcements and programming represent the broad range of audiences we serve.

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

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.



Operating Responsibly



# 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 responsibly represent our audiences in both the quality of our content and relevance and appropriateness of the advertising.

# Privacy & Data Management

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

# Journalistic Integrity

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.



# Editorial Guidelines & Broadcast Standards

## Ensuring Trustworthy and Valuable 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



# Data Security

iHeartMedia is committed to protecting our systems and data from cyberattacks and unintentional or malicious breaches.

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.

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 regular updates to the Board and Internal Audit on our information security program, cybersecurity risk management strategy, and security incidents.

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.

**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 Chief Legal Officer, 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 and Assess:** We regularly review and assess 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



# 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.

## iHeart's AI Policy

iHeart is committed to adopting new technologies as they emerge and implementing them to serve our specific purposes, as with Artificial Intelligence (AI), which is an important new technology that we expect will add value to our company, both for our products and in how we operate.

As a Company, we have adopted an AI policy that prioritizes responsible use and security and states:

- All proposed AI tools are vetted by our AI counsel.
- Engagement, development or specific project work which involves AI technology is not permitted without explicit direction from a team lead and approval from the AI counsel. All projects require a plan for monitoring and evaluating and prior documented approval from the Legal and Information Technology divisions.
- All AI tools are prohibited on company devices; in relation to company work; and with regard to inputting any company documents unless specifically approved by the AI counsel and your team lead.





# Broadening the Scope of Audio Engagement

iHeart is committed to understanding and supporting its entire audience population, with the goal of providing a broad range of voices, opinions and programming across all of our assets.

At iHeartMedia, we provide connection, companionship and compelling storytelling – particularly through our local and national on-air personalities and podcasts. We believe that to provide the kind of quality programming that appeals to the interests and views of all our listeners, it is critical to the success of our business that our lineup of on-air programming, podcasts and live events must represent the voices, opinions and perspectives of the many audiences and communities we serve. We create relevant content for communities across all our platforms, including radio stations and their programming, live events and celebrations

and podcasting, and we conduct ongoing community outreach.

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. As important, we ask our programmers and hosts to reflect and respond to events and needs in their communities on a real-time basis.



Broadening The Scope of Audio Engagement



# Addressing the Needs and Concerns of Our Communities

iHeart reaches over 90% of all Americans across every demographic through our 860+ broadcast radio stations nationwide and 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. We therefore must create content that is relevant and appeals to all of our listeners.

iHeart has a long and rich history of creating relevant content for all our audiences. This includes radio stations and programming specifically targeted to the communities we serve; ongoing

community outreach and support; and special programming. We believe putting a wide range of talent on the air creates role models for our audiences and fosters understanding among our audiences.

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

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

**90%**  
of the Black Community

**90%**  
of the Latino Community

**88%**  
of Women





# Programming



**BIN: Black Information Network:** Launched in 2020, our BIN: Black Information Network is the first and only 24/7 national and local all news audio service dedicated to providing an objective, accurate, and trusted source of continual news coverage with a Black voice and perspective. BIN includes both a national digital footprint and an increasing number of broadcast radio stations, with the flagship station in Atlanta. BIN is also the news source for our 96 R&B, Hip Hop, and Gospel stations and is provided as a service to other radio operators, including Black-owned stations.



**The Black Effect Podcast Network:** The Black Effect Podcast Network, which is majority-owned by leading media personality Charlamagne Tha God of iHeartMedia's nationally-syndicated show "The Breakfast Club," 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.



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



**iHeartLatino:** iHeart's Hispanic platform, chaired by Enrique Santos, leading national Hispanic radio personality and Chairman and Chief Creative Officer of iHeartLatino, includes 30 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 My Cultura Podcast Network, a joint venture with Enrique Santos. 125 iHeart stations have at least 30% Hispanic composition, led by Spanish-language stations and English stations in Hispanic-dominant markets.



The **Women's Sports Audio Network (WSAN)** is the first-ever audio platform dedicated exclusively to women's sports. The network, which celebrates women's sports competitions and explores athletes' stories on and off the field, is a free, ad-supported network that includes podcasts, daily sports reports, spotlights and audio vignettes, social content, promotion and industry event presence, and is available across iHeartMedia's broadcast, digital and podcast platforms.



**Pride Radio:** iHeartRadio's PRIDE Radio brings the best music and programming to the LGBTQ+ community and its listeners around the country. It is featured on the iHeartRadio app as well as on 30 other iHeart stations. Each station features a dynamic blend of music alongside its signature LGBTQ+ audio vignette series with top music artists such as Lady Gaga, Charli xcx, Ariana Grande, Sabrina Carpenter, Troye Sivan, as well as influencers and also provides relevant LGBTQ+ news and information to its listeners every day.



**Outspoken** is iHeartPodcasts' podcast network that amplifies, elevates and reflects the diversity, richness and humanity of the voices throughout the LGBTQ+ community.



# 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:



**iHeartRadio Women Take the Mic:**  
For the third consecutive year, in honor of International Women's Day, iHeart launched Women Take the Mic" across iHeart's broadcast radio stations, where some of iHeart's most influential female personalities hosted popular iHeart radio shows during the day for conversations about equality and inspiration and shared their ideas and thoughts on how to help more women be heard.



**"Can't Cancel Pride:**  
For the fifth consecutive year, iHeartMedia and P&G joined forces during Pride Month for Can't Cancel Pride 2024 - The Future Starts Now, a fundraiser for the LGBTQ+ community celebrating visibility and inclusivity for all in honor of Pride month.



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



**The Black Effect Podcast Festival:**  
In 2024, Charlamagne Tha God and iHeartMedia teamed up for the second annual Black Effect Podcast Festival to celebrate, uplift and amplify Black voices in the podcast industry. Charlamagne Tha God joined the festival alongside some of The Black Effect Podcast Network's most popular personalities for a day full of live podcast tapings and informative discussions.



**Mental Wealth Alliance Expo:**  
Charlamagne Tha God and iHeartMedia hosted the annual Mental Wealth Alliance Expo in October for World Mental Health Day. The 2024 expo featured expert-led panels, live podcast sessions and breakout rooms to discuss topics like anxiety, depression, PTSD and child and teen mental health within Black communities.



**Live Events:**  
Additionally, iHeartMedia's nationally recognized live marquee events are a representation of the collective audiences we reach. In fact, the main purpose of the annual iHeartRadio Music Festival is to bring together a group of artists and fans across all genres to unite around their common passion — music.



# Our Talent

**The company creates a broad spectrum of programming for all of its listeners and communities**

through its broadcast, digital and podcast programming and through special programming on our general market stations – and values creators who expose their audiences to different points of view.

Our personalities and podcast hosts create relevant content for their audiences; conduct ongoing community outreach; and develop special programming, advertising and events.





# 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.



**Community Engagement**



# 2024 Community Engagement Highlights

**\$287M**

worth of media contributed by iHeartMedia to nearly 1,300 nonprofits locally and nationally in 2024.

**4.9M**

PSAs aired in 2024.

**+25.3K**

hours of public affairs programming.



**+\$100M in media**

support donated to the Ad Council since partnership inception

**\$26.6M**

raised through 2024 radiothons.

**840M impressions**

for iHeartRadio’s Let’s Talk mental health campaign.

**\$15.5M worth of media**

in support of mental health since 2018.

**\$2.3M worth of media donated**

to iHeart Recovery and Addiction efforts in the last 5 years.

**\$15M media donated**

through “iHeartRadio Communities Spotlight Media Grant Program” since 2020.

**12K hours volunteered**

by Employees through Spirit Day

**\$13.5M of media**

donated in support of our planet through iHeartRadio Earth since 2020.

**\$10.8M**

reinvested in communities through iHeartIMPACT program to date.

Published our  
**13th Community Impact Report**



# Community Engagement

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

For the year ended December 31, 2024, iHeartMedia contributed over \$287 million worth of media to thousands of nonprofits locally and nationally through 4.9 million PSAs on air. This amounts to over 25,360 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.

### Hyper-Local Engagement

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

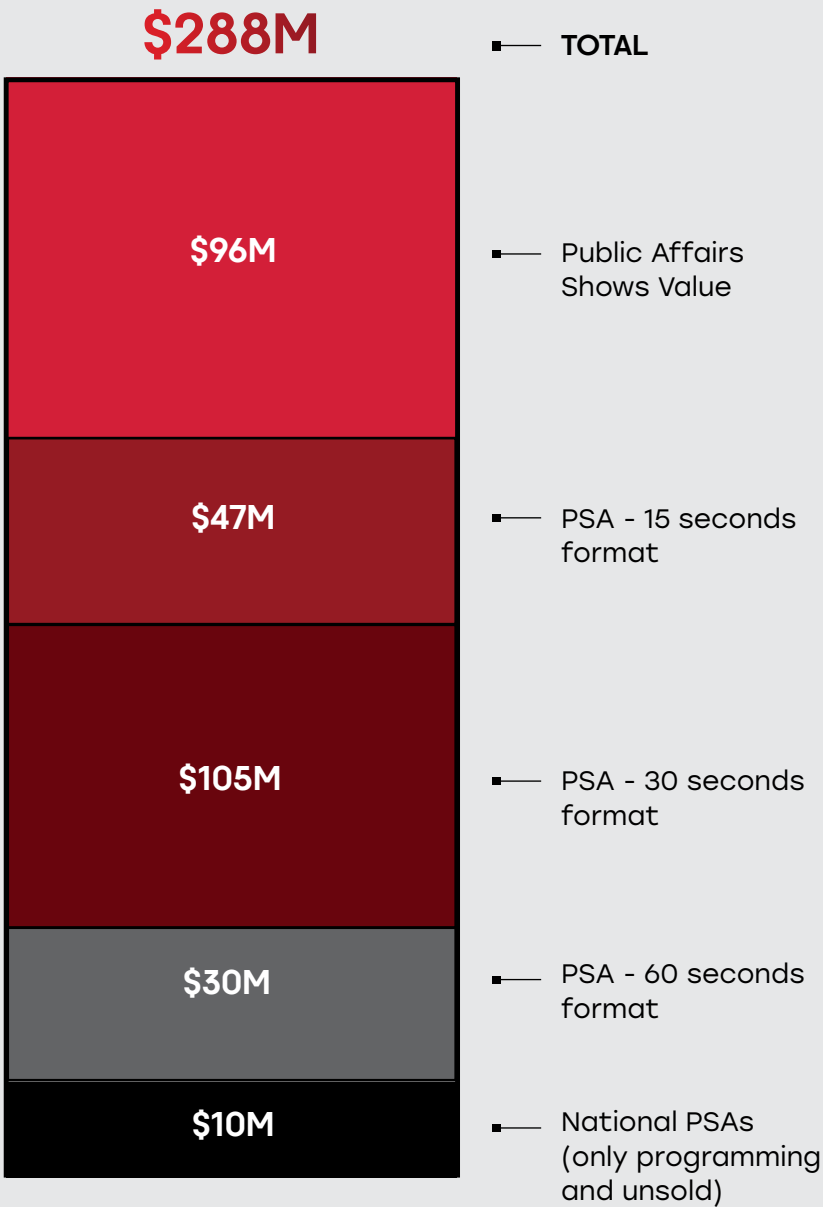
- **Media Inventory** in the form of radio and digital PSAs and weekly long-form public affairs shows addressing specific local concerns
- **Taking Action** – on-air, digitally and onsite with our employees and personalities in communities facing disasters
- **Championing the Missions** of various nonprofit 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 Response** iHeartMedia plays a critically important role in its communities when disasters or traumatic events occur



## 2024 Media Grant Distribution by Media Type

In 2024, iHeart contributed over \$288 million in media to thousands of national and local organizations.

Donation In Kind Media Value



iHeartIMPACT has provided more than **\$10.8M** to nonprofit across dozens of issue areas

iHeartMedia raised **\$26.6M** through radiothons in 2024

iHeartRadio Earth has been the source for **+\$13.5M 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





# 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
- Environmental
- Disaster Response

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

For the year 2024,  
**100% of all national media grants**  
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)





# Disaster Assistance & Response

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

iHeartMedia is essential to the lives of local residents during times of crisis and disaster. iHeartMedia’s broadcast and digital platforms often serve as the sole information source for disrupted areas – providing news, support, companionship and critical information on everything from storm updates and evacuation routes to food banks, rescue efforts, medical care and health safety guidelines.

Recent Large-Scale Response Efforts include:

Hurricanes Helene and Milton

The 2024 hurricane season proved to be the most challenging we have ever seen in terms of its impact on, and devastation of, local communities. iHeart’s local teams were fully prepared to serve their listeners, and went into immediate action before, during and after Hurricanes Helene and Milton; they remain committed to helping impacted communities rebuild in the aftermath of both hurricanes.

LA Wildfires

Our teams immediately sprung to action to help the people and communities of Los Angeles who have been affected by the devastating wildfires that swept the area. We immediately partnered with local philanthropy The Dream Center to offer immediate and long-term support and resources to those in the community affected by the devastating fires. Additionally, iHeart was the national audio partner of FireAid, a benefit concert to help raise funds for relief in the wake of the devastating Los Angeles wildfires.





# National Community Partners

Over the years, we have built strong and lasting relationships with organizations that represent and advocate for our broad listener base. These partnerships help us address and support the key issues that impact the different communities we serve.

iHeart plays a critically important role for – and in – its communities, providing support, information, resources and companionship, and helping to

create positive change in partnership with some of the most impactful nonprofits in the country.

We have forged deep and ongoing relationships by supporting the work of nonprofit organizations and philanthropic causes that shine a light on the critical issues of our times, many of which have come to rely on our partnerships to connect to their communities.

(RED)	Black Mammas Matter Alliance	Charcot-Marie- Tooth Association	Donors Choose
100 Roofs PSA			DoSomething.org
9/11 Day of Service	Black Music Action Coalition	Charitybuzz	Dress for Success
ACLU	Blessings in a Backpack	Child Mind Institute	Drug Enforcement Administration (DEA)
American Diabetes Association	Bob Woodruff Foundation	Children’s Miracle Network Hospitals	Easter Seals
American Heart Association	Boys and Girls Club	City of Hope	Erase MS
American Red Cross	Breast Cancer Research Foundation	Corporate Angel Network	Exploring the Arts
AMEX Small Business Saturday	CAA Foundation	Covenant House	Every Mother Counts
Asian Americans Advancing Justice	CenterLink: The Community of LGBT Centers	Crisis Textline	Farmworkers Pandemic Relief Fund
Big Brothers Big Sisters	Centers for Disease Control and Prevention (CDC)	Democracy Works	Feeding America
Big Green		Department of Homeland Security	Fire Family Foundation
		Diabetes Research Institute	First Responders

Children’s Foundation	National Police Week	The Blue Boy Foundation
GetUSPPE.org	National Summer Learning Association	The Dixon Center
GLAAD	National Urban League	The Kristen Ann Carr Fund
Global Citizen	No Kid Hungry	The Mental Health Coalition/ Kenneth Cole
Greater Cincinnati Foundation	Novartis/ Breast Cancer Screening for Black women	The National Association of Black Owned Broadcasters
Green Schools Alliance	Operation Hope	The National Environmental Education Foundation (NEEF)
GreenLight Fund	Outnumber Hunger	The Partnership for a Healthier America
Habitat For Humanity	OutRight Action International	UNCF
Hi, How Are You? Project	Peace One Day	Understood.org
HiDrB.com	Peacemaker Corps Association	United Cancer Front
Home Base	Pencils of Promise	United Forest Service
I am a voter	Project Yellow Light	United Nations Development Programme
It’s On Us	Prostate Cancer Foundation	United States Department of Health and Human Services
Janie’s Fund	Rainbow PUSH Coalition	United Way
JED Foundation	Red Nose Day	USO
Jets Foundation	Save The Children	Veteran Affairs
Kidde	Shine A Light	We Are All Human
Kode With Klossy	St. Jude Children’s Research Hospital	We Day - Free the Children
LaLela	Stand Up To Cancer	When We All Vote
Let Girls Learn	Stop AAPI Hate	Why I’m Voting
Lupus Research Alliance	Substance Abuse and Mental Health Services Administration	WIN
Make-A-Wish	Sustainable Partners	Women Heart
Meals on Wheels America	Take Your Daughters & Sons To Work Day	World Aids Day
National Association of Black Journalists	Thank America’s Teachers	World Central Kitchen
National Association of Broadcasters (NAB)	The Ad Council	YMCA
National Black Justice Coalition		
National Faith and Blue Weekend		

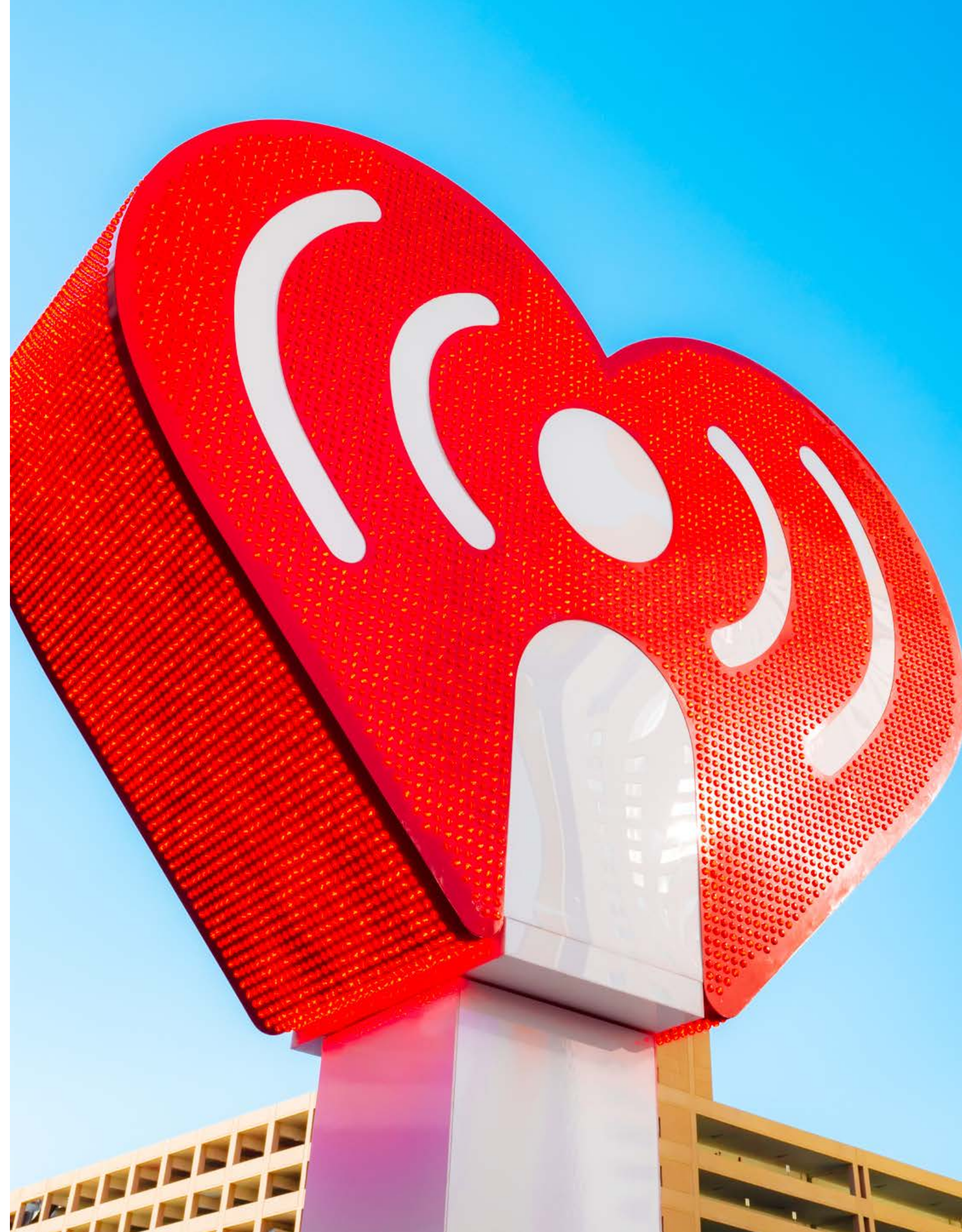


# Addressing Timely and Relevant Issues

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**iHeart is dedicated to developing and evolving both new and existing campaigns with a focused commitment to exploring broad subjects that also deeply affect specific groups of listeners.**

By implementing a more targeted approach to these campaigns, we collaborate with leading organizations to address the issue from various perspectives, utilizing different messaging and media over an extended period to ensure long-term impact.





# 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 openly 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 860+ 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 mental crises, feelings of isolation, uncertainty and anxiety are at an all-time high. iHeart is dedicated to amplifying our focus on this critical issue, and we will continue to foster and strengthen our relationships with the most impactful organizations addressing mental wellness across our country with the goal of reducing stigma through candid conversations, informing audiences about resources they can find in their communities and encouraging anyone suffering to seek help.

## Children & Young Adults

iHeart is especially focused on addressing the unique mental health needs of young people through our deep relationship with the Child Mind Institute and the Inspiring Children Foundation. According to a recent study, 17.1 million young people in the U.S. will have a mental health disorder by age 18 -- more than the number with AIDS, asthma, diabetes, cancer and peanut allergy combined. Common diagnoses include depression, anxiety, ADHD, dyslexia, autism and eating disorders.

## Marginalized Communities

iHeart is also focused on addressing the specific and unique mental health struggles faced by communities such as veterans, LGBTQ+ individuals, women and men of color -- who often face additional barriers to seeking mental health treatment. These groups are less likely to access mental health resources due to factors like stigma, cultural norms, and a lack of specified support services.

iHeartRadio Let’s Talk (Mental Health) has resulted in

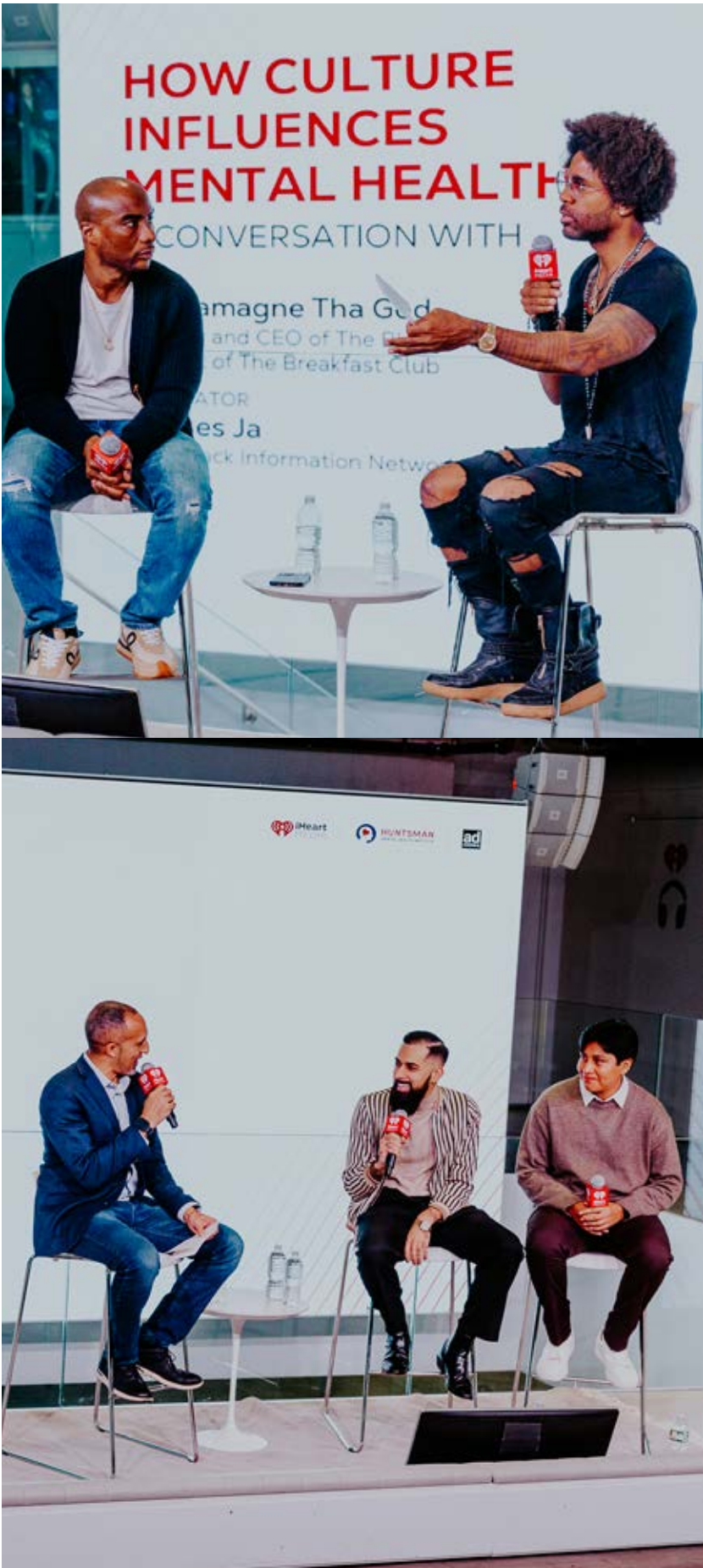
**850M impressions**

across the U.S. from iHeartMedia’s multiple platforms including On-Air, Digital and Social

Equivalent to

**\$10.5M**

in ad value





# 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 and which are serving the full scope of our country – 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 program is designed to enable iHeart to address the many facets of

timely issues facing vulnerable communities while offering multiple outlets for action.

The program continues to be a major focus of iHeart’s annual pro social efforts, and the company has contributed over \$14 million in media to partner organizations, using iHeart’s multiplatform media network to deliver messaging that is timely, relevant and hyper-targeted in order to most effectively support underserved and impacted communities.

## Spotlight Media Grant Recipients

UNCF	Black Music Action Coalition	The Ad Council’s “Stop the Virus, Stop the Bias”	National Association of Black Journalists (NABJ)
NAACP			
Big Brothers and Big Sisters of America	Asian Americans Advancing Justice	Hispanic Promise	Reform Alliance
Stop AAPI Hate	Operation Hope	GLAAD	Realizing the Dream
The National Black Justice Coalition	National Faith & Blue	OutRight Action International	Reform Alliance
CenterLink	SAGE	The Trevor Project	Every Mother Counts
	National Urban League	Shine a Light	





# Commitment to our Veterans

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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.

**2.6 million public service announcements**

have aired for iHeartRadio ‘Show Your Stripes’ on iHeartMedia radio stations nationally

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**+7 billion media impressions**





# Focus on Recovery and Addiction

**For the past 6 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.

As part of this initiative, iHeart partners with Mobilize Recovery to bring together a diverse cross-sector cohort of advocates, allies, and stakeholders to drive measurable, sustainable, and action-oriented solutions that create resilient communities of recovery.

2024 efforts included a national bus tour that advocates for community-based recovery solutions and ending preventable overdose deaths through grass roots education and distribution of resources and tools like free naloxone.

As a corporate leader in battling the opioid epidemic, iHeart continues its support of young people in recovery and working to eliminate public stigma.





# Civic Engagement

**As a company we respect all voices, both inside and outside our company.**

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 audiences

Our stations serve as voices for their communities, and since our company reaches almost everyone in America, 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 change, and to try and answer critical questions of how to help drive thinking and discussions 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 perhaps most importantly, to using all our platforms to enable all voices to be heard.

Additionally, at iHeartMedia, we believe every eligible American citizen should have the information and tools they need to vote. In 2024, iHeart supported a broad range of nonpartisan voting organizations to increase voter turnout for the 2024 election cycle and to ensure that all voices were heard.





# iHeartIMPACT

iHeartIMPACT is a community impact division of iHeartMedia designed to help corporate brands partner with nonprofits through their advertising spends with iHeartMedia

iHeartIMPACT works with brands to achieve marketing goals on iHeart platforms, but also to invest in community organizations addressing critical social causes. To-date, this program has provided more than **\$10.8 million** in funding to nonprofits across dozens of issue areas.



**Advertising with Purpose**

Brands with goals to give back to the community advertise with iHeartMedia.



**Community Partnerships**

Heart reinvests a portion of an advertising spend back into the communities in which we live and work to help address pressing challenges within our communities.



**Storytelling & Awareness**

iHeartIMPACT creates awareness and recognition to showcase work being done in the community made possible by our advertisers.

Since its launch in 2019, iHeartIMPACT has worked with 90+ national and local brands to provide more than \$10.8 million 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





# Local Advisory Boards

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

**Local 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.

Our public service announcements are driven by LABs as well as local and national relationships with a broad spectrum of philanthropies and cause-based organizations.

**100% LAB  
Participation  
in every area.**

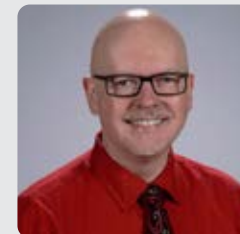
## Local Advisory Board Member Spotlight



### Jeffrey L Jackson

BOARD CHAIRMAN – 100 BLACK MEN OF CHICAGO, INC.  
Chicago, IL – LAB Member since 2022

*"Participation in the iHeartMedia Chicago Local Advisory Board has been an invaluable experience! The LAB has afforded opportunities to collaborate with a phenomenal network of like-minded organizations, and with the support of iHeartMedia Chicago, we have significantly enhanced our ability to inform, attract and most importantly serve our target audiences and stakeholders."*



### Robert Patterson

CHIEF EXECUTIVE OFFICER - KIDS CAN COMMUNITY CENTER  
Omaha, NE – LAB Member Since 2020

*"Being a member of the iHeartMedia Local Advisory Board has been such a rewarding experience. Not only does it provide a platform for nonprofits to amplify the voices of our community, but it gives us a chance to connect and learn from each other. I look forward to our meetings and seeing the great impacts being made in our city."*



### Julie Juey

PRESIDENT - VOLUNTEERS OF AMERICA- ALASKA  
Anchorage, AK – LAB Member Since 2022

*"As a behavioral health non-profit, VOA Alaska is grateful for the support of the Local Advisory Board. iHeart listeners around Alaska hear PSAs on local radio stations that encourage them to reach out for help, share opportunities to get involved in supporting their community, and raise awareness of the life-saving services VOA Alaska offers to our state's youth, young adults, and families."*



### Dr. Felisa Bryant

EXECUTIVE DIRECTOR - THE IF PROJECT SEATTLE  
Seattle, WA – LAB Member Since 2023

*"The iHeart Local Advisory Board understands the importance of helping communities that are the least resourced and most stigmatized, such as homeless, the incarcerated, people battling addiction, trauma and more. I look forward to continuing to participate in the important conversation and seek solutions for our community."*



### Janelle McGregor

DIRECTOR OF COMMUNITY ENGAGEMENT AND PARTNERSHIPS, NEIGHBORHOOD & COMM AFFAIRS - CITY OF TAMPA; Tampa, FL – LAB Member Since 2023

*"Thank you so much for inviting me to be apart of the exciting and important work iHeartMedia is doing in our community. From emergency responses to general community outreach, radio broadcast has served as an invaluable tool for City staff to inform and engage our diverse community. I look forward to sharing and listening to how we can leverage our collective resources to have an even greater impact on listeners across the Tampa Bay."*



# Environmental Sustainability & Commitment

iHeartMedia recognizes the importance of minimizing our environmental impact. It takes energy to keep radio stations on the air 24/7 and to run our business, and companies like ours have a responsibility to help the environment and the communities we serve.

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 several other facilities, as well as strategically decreasing our overall real estate footprint.

We will continue to assess the potential environmental impacts that face iHeartMedia and the many communities we serve, as well as include sustainable decision making as a key element of our Corporate Responsibility strategy.



Environmental Sustainability & Commitment



# Protecting the Future of Our Planet

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**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 continually looking for ways to reduce our environmental footprint at our stations, executive headquarters and at our live events, and we support a number of nonprofit organizations that are helping to solve pressing issues facing our planet.

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.





# Environmental 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 9,000 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 and 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.



### 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.

- Our initiative to transition servers from NexGen to Sound+ has successfully moved nearly 39% of our radio stations to the Cloud. Over the last 36 months, we have reduced the scale of our real estate portfolio by roughly 50% -- from 4.5M SF to 2.5M SF. That reduction in occupied square footage has proportionately reduced utility power consumption across our portfolio.
- Since 2020, our portfolio rationalization initiative has reduced energy-consuming technology by 75%
- Since 2021, we have reduced our station promotional vehicles by over 32% and have started the process of transitioning our diesel vehicles to electric.

### 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.

39%

of radio stations are utilizing cloud servers.

75%

Reduction in Power Consumption since 2020.



# 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 stockholders’ 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, corporate governance and executive compensation program.
- **Succession Planning:** The Board engages in periodic review of succession plans for members of senior management.
- **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 General Counsel.

## Our Board

iHeart’s commitment to an inclusive workforce 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.

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





# SASB Index



The Sustainability Accounting Standards Board (SASB) Standards, which is overseen by the IFRS Foundation’s International Sustainability Standards Board (ISSB), 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. We have excluded indicators that are either not applicable or not material to iHeart.

## MEDIA AND ENTERTAINMENT

Topic	SASB Code(s)	SASB Requested Metric(s)	iHeartMedia Response
Activity Metrics	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	Media Monthly Reach (2024) (1) 276M (2) 168 million (3) 163 million (4) Magazines: 76 million Newspapers: 85 million
	M	Total number of media productions and publications produced	Radio Stations: 2,163 Podcasts: 4,545 Websites: 997 Total: 7,705

## MEDIA AND ENTERTAINMENT

Topic	SASB Code(s)	SASB Requested Metric(s)	iHeartMedia Response
Journalistic Integrity & Sponsorship Identification	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
Intellectual Property Protection & Media Piracy	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

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. All statements other than statement of historical facts contained in this Report, including statements concerning our strategy and corporate responsibility efforts, future operations and financial results, and industry and cultural trends, are 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 statements 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, regulatory and enforcement 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.

