



ESG Report

AMERICA'S #1 AUDIO COMPANY

REACHING 9 OUT OF 10 AMERICANS EVERY MONTH

RADIO • PODCASTS • DIGITAL • SOCIAL • INFLUENCERS • DATA • EVENTS



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 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; (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.

OUR VALUES

Listen 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.

Respect... Everyone

We should treat everyone as we'd like 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.

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.

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.

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.

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.

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.

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.



Community Outreach

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.

Local Advisory Boards

Local Advisory Boards (LABs) play an integral role in guiding iHeartMedia's support of the most relevant issues impacting individual communities. iHeartMedia's LABs bring together community representatives with broad-based expertise. Quarterly meetings serve as a forum for iHeartMedia executives, local communities, government and educational leaders to discuss issues and solutions in an open, collegial environment. The diverse boards in each market carefully monitor public opinion and assist iHeartMedia teams in identifying and implementing projects that enable meaningful public service in each community. For over 15 years, these Local Advisory Boards have improved iHeartMedia's ability to effectively collaborate with community partners to meet important local needs.



Community Outreach

Continued

Hyper-Local Engagement

Over the course of every year, iHeartMedia supports hundreds 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 its 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

iHeartMedia Communities

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.

The company's local and national campaigns primarily fall into these categories: Family & Social Impact, Education & Literacy, Health & Wellness, Music & Arts and Disaster Response.





Community Outreach

Continued

Family & Social Impact

iHeartMedia addresses topical issues that will spur positive impact in local communities across the country.

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.

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.

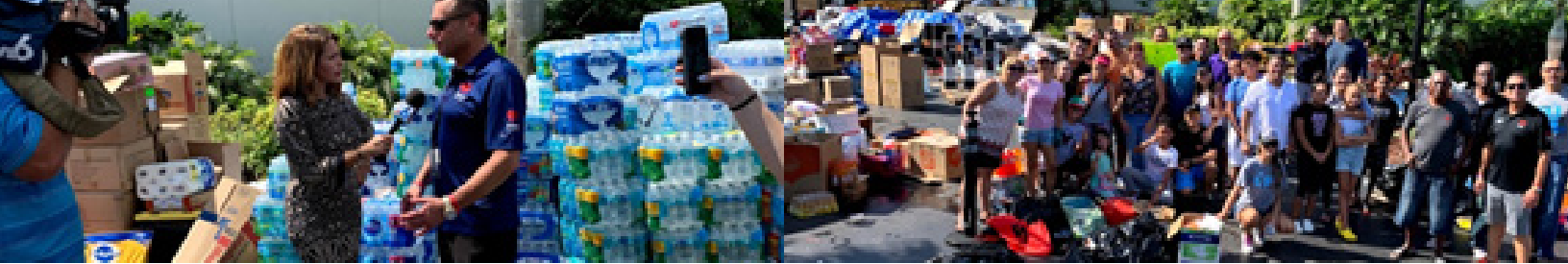
Music & Arts

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.

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.





Community Outreach

Continued

Disaster Assistance and Response Plan

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



Community Outreach

Continued

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 station 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.



Community Outreach

Continued

Public Service Media Grants

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 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 race, creed, sexual orientation, religion, gender, 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 which involve significant damage to the environment
- Fully disclose all relevant corporate and personal conflicts of interest

2019 Media Grant Distribution by Media Type

In 2019, iHeart contributed **over \$355 million in media** to thousands of national and local organizations.

| Donation | In Kind Media Value |
|----------------------------|---------------------|
| Public Affairs Shows Value | \$86,790,252.04 |
| PSA - 15 Seconds Format | \$27,148,567.50 |
| PSA - 30 Seconds Format | \$133,367,062.50 |
| PSA - 60 Seconds Format | \$107,588,488.00 |



Community Outreach

Continued

iHeartRadio Communities Spotlight Media Grant Program

iHeart recently 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 multi-platform media network to deliver messaging that is timely, relevant and hyper-targeted to most effectively serve impacted communities and serve the full diversity of our country.

The inaugural Spotlight Grants provided a nationwide platform for Black-focused community organizations to inspire, educate and empower listeners to take a stand against systemic racism and social justice; celebrate Black excellence, achievement and culture; help the Black community express themselves and the unique needs of their communities; and invest in educational programs and individuals that are inspiring the next generation of Black journalists and leaders.

Additionally, 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 Advocating 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 can help foster the understanding so critical to ending injustice and racial violence.

To date, the Company has committed nearly \$2M worth of media to these leading organizations supporting our communities and fighting against hate and racism.

National Community Partners

- (RED)
- 100 Roofs Project
- 9/11 Day Of Service
- American Heart Association
- American Red Cross
- AMEX Small Business Saturday
- Big Brothers Big Sisters
- Big Green
- Blessings in a Backpack
- Bob Woodruff Foundation
- CenterLink: The Community of LGBT Centers
- Child Mind Institute
- Children's Miracle Network Hospitals
- City of Hope
- Crisis Textline
- Department of Homeland Security
- DoSomething.org
- Easter Seals
- Erase MS
- Exploring the Arts
- Feeding America
- Fire Family Foundation
- First Responders Children’s Foundation
- GetUSPPE.org
- GLAAD
- Global Citizen



Community Outreach

Continued

National Community Partners

- Green Light Fund
- Green Schools Alliance
- Habitat For Humanity
- Hi, How Are You? Project
- I am a voter
- It's On Us
- Janie's Fund
- JED Foundation
- Kode With Klossy
- L'Oréal Women of Worth
- Let Girls Learn
- Lupus Research Alliance
- Make-A-Wish
- Meals on Wheels
- Milken Institute
- Musicians on Call
- NAACP
- National Alliance for Mental Illness
- National Association of Black Journalists
- National Black Justice Coalition
- National Police Week
- National Summer Learning Association
- National Urban League
- No Kid Hungry
- NOAC
- Outnumber Hunger
- OutRight Action International
- Peace One Day
- Peacemaker Corps. Association
- Police Week
- Project Yellow Light
- Prostate Cancer Foundation
- Red Nose Day
- Robin Hood Foundation
- Rock the Vote
- Ryan Seacrest Foundation
- SAGE
- Salvation Army
- Save The Children
- St. Jude Children's Research Hospital
- Stand Up To Cancer
- Take Your Daughters & Sons To Work Day
- Thank America's Teachers
- The Ad Council
- The Blue Boy Foundation
- The National Environmental Education Foundation (NEEF)
- The Partnership for a Healthier America
- The Trevor Project
- T-Mobile Changemaker Challenge
- Together for Safer Roads
- UNCF
- Understood.org
- United Cancer Front
- We Day - Free the Children
- When We All Vote
- WomenHeart
- World Aids Day
- World Central Kitchen
- YMCA



Community Outreach

Continued

Focus on Veterans

For the last eight years, iHeartMedia has been committed to addressing veteran unemployment and employment retention. To address the national veteran unemployment crisis, iHeartMedia launched the largest public service campaign in its history — iHeartRadio Show Your Stripes, which helps returning veterans find jobs. As a company, we also actively recruit and aim to hire veterans, as we recognize their highly-specialized skills and training.

Additionally, iHeartMedia also 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.

Lastly, for the last two years iHeartMedia has produced iHeartCountry One Night For Our Military -- an intimate performance for our military at the iHeartRadio Theater in Los Angeles, California. The country show is also broadcast across iHeartMedia's Mainstream Country radio stations on Veteran's Day.

Focus on Mental Health

For the last several years iHeart has worked with leading mental health organizations, including the National Alliance on Mental Illness (NAMI) and the Child Mind Institute, to raise awareness of mental health issues and foster a culture within communities that supports talking about mental health issues like anxiety and depression. Launched in 2019, iHeartMedia's "Let's Talk" campaign was designed to weave a virtual support system through iHeartMedia's 850 stations across the U.S. for people struggling with anxiety and depression and to let them know they are not alone while also encouraging the general population to check in on the people in their lives by starting a conversation around mental health.

Annual Community Impact Report

iHeartMedia publishes an annual [Community Impact Report](#) that provides a snapshot of the significant contributions made by iHeartMedia's employees and 860+ broadcast radio stations to the communities in which we live and work. As a company, we are very proud of our investment in the future of the thousands of neighborhoods in which we have a presence — using our unparalleled reach and local influence to address timely and relevant concerns facing our country and neighborhoods.



Community Outreach

Continued

iHeartIMPACT

iHeartIMPACT is a new philanthropic division of iHeartMedia that harnesses the power of advertising and channels it into tangible social change, utilizing media dollars to support nonprofit organizations globally. Our mission is to improve the quality of life for millions of Americans by leveraging advertising dollars to positively impact the communities in which we live and work.

iHeartIMPACT Community Impact Highlights (as of 2020 Q3 YTD)

- 60+ nonprofit partners engaged, including 21 organizations funded through IMPACT in 2020
- \$1.6M committed/provided to nonprofits YTD 2020
- **Issue areas supported to-date:**
 - Hunger relief
 - Disaster response & emergency supplies
 - Literacy & education supplies
 - Mental health resources
 - Music therapy
 - Social justice programs
 - Workforce development
 - Chronic disease research

People

iHeartMedia's community efforts are overseen by Wendy Goldberg, the company's Chief Communications Officer and a designated Corporate Officer and member of the company's leadership Operating Committee.



Corporate Culture of Inclusion

Prioritizing a Diverse, Equal and Inclusive Workforce

At iHeartMedia, Inc., 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. 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 ever-changing industry.

Our Core Values and Beliefs

Commitment to diversity is included in iHeart's core values, including:

Respect...everyone. We should treat everyone as we'd like 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.

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.



Corporate Culture of Inclusion

Continued

Workforce Diversity

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.

Workforce diversity, when defined as inclusion, drives a commitment to embrace our differences while creating solutions which 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.

At the beginning of 2020, we announced to our company our latest steps to enhance diversity and our goals at iHeart, ranging from committing to more diversity on our company's Board of Directors to now requiring diversity be a part of recruiting, hiring and promotion decisions. The company is also improving its interviewing process to include a wide representation of interviewers, and recently named Michele Laven as Chief Human Resources Officer and the company's first Chief Diversity Officer.

In addition, we have instituted a **Diversity, Equity and Inclusion Advisory Committee**, under the leadership of our Chief Diversity Officer, which will play a critically important role in strengthening and accelerating our efforts around diversity, equity and inclusion. iHeart's Diversity, Equity and Inclusion Advisory Committee will bring important and timely issues around diversity and inclusion to senior management for consideration; serve as a sounding board as company policies and decisions about diversity and inclusion are made; and help guide our efforts in four important areas: Accountability, education, mentorship and recruitment.



Corporate Culture of Inclusion

Continued

Training & Research

iHeart conducts daily research among our varied audiences which provides us with unique insights into all of our diverse communities, and we circulate that research to our creative employees (including our programmers) and management. We also have mandatory annual Code of Conduct training and conduct sensitivity training on a regular cadence for all employees. We regularly communicate with all employees about our core values, and will soon be rolling out a Diversity, Equality and Inclusion training program to the entire company. We have directly collected (and are continuing to collect) feedback from iHeart's Black employee community about their experiences, both inside and outside of iHeartMedia, to continue to build an engaging employee experience for all our employees. A recent example is the company's addition of an extra paid Day of Service before the end of the year to enable employees to help support the cause or organization most important to them.

Lastly, iHeart has mechanisms in place to track and receive employee feedback that allow for employee's voices to be heard by senior level management on an ongoing basis.

iHeart Women's Information Network

We are providing special support and services for our other internal communities, including the iHeart Women's Information Network (WIN), founded in 2018, which has provided special forums and activities for employees at all our locations.



Diversity, Equality and Inclusion

Promoting Acceptance and Equality Across All iHeart Products and Services

Diversity in Radio Programming

iHeartMedia seeks to provide quality radio programming that appeals to the interests and views of all of our listeners, and we believe in delivering a lineup of on-air personalities that represents the diversity, opinions and perspectives of our many audiences. 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, for example discarding outdated labels like “urban radio” and re-examining 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 2020 Impact Report](#).



Diversity, Equality and Inclusion

Continued

BIN: Black Information Network

In June 2020 we launched BIN: Black Information Network, the first and only 24x7 national and local all news audio service dedicated exclusively to 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. 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 own 91 R&B, Hip Hop, and Gospel stations and is provided as a service to other radio operators, including Black-owned stations. BIN: Black Information Network is run by senior Black employees of the company.

BIN 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 this important platform for Black journalism and trusted news.

Diversity in Podcasts

iHeart has pledged that 50% of the new podcasts we launch on the iHeartPodcast Network will be from female and diverse creators. 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. We also recently announced The Black Effect Podcast Network, majority-owned by leading media personality Charlamagne tha God of iHeart's Power 105.1 and the nationally-syndicated The Breakfast Club; this is the world's largest podcast publisher 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.

We are also the leader in Hispanic podcast programming. We have an exclusive distribution and sales deal with ReVOLVER, the biggest Latino podcast network in the country, and we are building a slate of original podcasts through the iHeartLatino Podcast Network, a joint venture with Enrique Santos, Chairman and Chief Creative Officer of iHeartLatino, starting with his own fully hosted show, *Hola My Name Is*.

Additionally, we partnered with Seneca Women Podcast Network, a new podcast network to connect and amplify women's voices worldwide, to co-produce and distribute a slate of high-quality, women-focused podcasts in the areas of women in business, leadership, current events, health and more, including Seneca's *Conversations on Power and Purpose*, *100 Women to Hear* and *Made By Women*.



Diversity, Equality and Inclusion

Continued

Diversity in Live Events

iHeartMedia produces over 20,000 local events every year that represent the diverse communities we serve. 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.

2020 Program Initiatives

Below is a sampling of iHeart events and programs serving our diverse audiences and communities:

- ▶ "Can't Cancel Pride: A COVID-19 Relief Benefit for the LGBTQ+ Community," a virtual relief benefit designed to help raise visibility and funds for LGBTQ+ communities most impacted by COVID-19. Can't Cancel Pride demonstrated that while in-person Pride events were interrupted around the world, nothing can cancel the heart of Pride and the spirit the LGBTQ+ equality movement embodies.
- ▶ In our 160 markets we do local programs and events, targeted toward understanding in communities, raising money and awareness for philanthropic causes associated with these communities. In each local market, iHeart leaders work closely with local leaders to identify and serve specific needs and connect these individual communities in times of crisis.
- ▶ 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.
- ▶ iHeart worked closely with organizations including When We All Vote, NAACP, The National Urban League and others to invest in ensuring Black voter participation in the 2020 presidential election. These campaigns included radio and digital PSAs; on-air interviews; and local activations encouraging voters to vote early and safely, if their state allows, and to have a plan to vote on Nov 3. iHeart also offered its platform and invited listeners, musicians, cultural influencers and athletes including Jason Derulo, John Legend, DJ Khaled and others through its "Why I'm Voting" campaign. Additionally, representatives for When We All Vote and the Urban League will appear on iHeartRadio's national long-form community affairs show for a live interview to air the weekend before election day discussing the importance of Black voter turnout at this critical moment in history.



Diversity, Equality and Inclusion

Continued

- ▶ iHeartRadio HBCU Homecoming, a month-long celebration of an important life event that can't take place in person this year and honors HBCU Homecoming, a time-honored tradition celebrating the rich histories and cultural impact of America's Historically Black Colleges and Universities. This fall, due to the COVID-19 pandemic, thousands of alumni and students are unable to gather in person as they usually would, so the iHeartRadio HBCU Homecoming Celebration will shine a light on student excellence through an uplifting, high energy celebration across multiple iHeart platforms, showcasing HBCU pride and Black excellence and achievement.
- ▶ 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 a diverse audience, 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.
- ▶ Every year iHeart supports with Public Service Announcements (PSAs) thousands of groups, initiatives and causes, including some of the biggest national nonprofits tirelessly working to advance the rights of all people, including UNCF, NAACP, National Black Justice Coalition, National Urban League, GLAAD, SAGE, The Trevor Project, CenterLink, OutRight Action International, Voto Latino, Maestro Cares and many others. In addition, 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 (October), World AIDS Day (Dec), GLAAD Spirit Day (October), 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.

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. In 2019, Pride Radio – iHeartRadio's digital entertainment destination for the LGBTQ+ community – expanded its footprint with the addition of 12 HD radio stations. 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 WorldPride March, the largest Pride celebration in the world spanning the entire month of June.



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.

Multicultural Programming & Content

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 (including 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. Here are some examples of our diverse on-air talent:

- The Breakfast Club, with Charlamagne Tha God, DJ Envy and Angela Yee on Power 105.1 in NYC and syndicated nationwide
- Big Boy at Real 92.3 in Los Angeles
- Cruz, The Cruz Show, Real 92.3 in Los Angeles
- DJ Clue Power 105-1/NY



Multicultural Influence

Continued

- The WGCI (Chicago) Morning Show with Leon Rodgers, Kendra G and Kyle
- The Rise and Grind Morning Show on Power 99/Philadelphia
- Frankie Darcell WMXD/Detroit and WDAS/Philadelphia
- Bobby O'Jay WDIA/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
- Enrique Santos, leading national Hispanic radio personality and Chairman and Chief Creative Officer of iHeartLatino

iHeartLatino

iHeartLatino, iHeart's Hispanic platform chaired by Enrique Santos, 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 building a slate of original podcasts through the iHeartLatino Podcast Network, a joint venture with Enrique Santos, starting with his own fully hosted show, Hola My Name Is.



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' actions during 2020; a more comprehensive look at these efforts can be found in the [iHeartMedia 2020 Impact Report](#).

- ▶ Leading up to the 2020 election cycle, iHeart teamed 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 has hosted a number of guests on the iHeartMedia Communities National Public Affairs Show that each discussed various issues affecting communities of color including voting rights, police brutality, census participation and more.
- ▶ Because the news impacted the entire country and transcended formats, our news coverage from 24x7 News Network was heard across all stations and formats. The coverage included special reports and live on-scene and ongoing coverage from Regional News Centers in the Midwest, Northeast, Southeast, Midsouth and Southwest Pacific Regions as well as New York City, Washington, DC, Ohio Valley and Florida.
- ▶ iHeartMedia Radio stations developed locally driven initiatives to address the needs and concerns of their individual listeners.



Our People

Radio is synonymous with community. It is our employees' passion and dedication that drive our success and build our communities and help 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.

Employee Training & Compliance

At iHeartMedia we invest in employee training and compliance programs that give our employees the tools and information needed to make better decisions and to work more collaboratively as a team. Every iHeartMedia employee must engage in a series of extensive training modules throughout the year that include anti-harassment training, code of conduct and business ethics.

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.



Our People

Continued

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



Our People

Continued

Commitment to Non-Retaliation

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.

Workplace Safety

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.

As part of our commitment to promoting a healthy and safe work environment for all employees, we proactively abide by all Federal Employment Laws and prominently display literature around labor employment laws and health and safety.

All iHeart facilities meet and often exceed the U.S. Department of Labor and the Occupational Safety and Health Administration's (OSHA) workplace safety guidelines which include:

- Providing employees, a workplace free from recognized hazards
- Complying with all applicable OSHA standards
- Notifying OSHA within 8 hours of a workplace fatality or within 24 hours of any work-related inpatient hospitalization, amputation, or loss of an eye
- Providing required training to all workers in a language and vocabulary they can understand
- Posting OSHA citations at or near the place of the alleged violations

Violence

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 potential 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.



Our People

Continued

Mental Health

The iHeartMedia Employee Assistance Program (EAP) is a service available to all employees and their household members at no cost. The EAP provides assistance to employees with personal as well as work related problems and includes a variety of service offerings spanning the gamut from mental health counseling to help with financial matters. The services available through the EAP include:

In-Person and Telephonic Counseling to Address Any Issue That's Causing You Concern, Such As:

- Relationships
- Family, parenting, or caregiving
- Work-life balance
- Life events or transitions
- Health, wellness, and wellbeing
- Stress, anxiety, and depression
- Bereavement and loss
- Alcohol and substance abuse

Consultation to Address Legal or Financial Matters, Such As:

- Budgeting, taxes, credit/debt, financial security
- Real estate law, family law, wills, immigration, divorce

Service Provider Location, Referrals, and Information to Help Employees With Things Such As:

- Care for children, family members, or pets
- Home maintenance and repair
- Housing and relocation
- Schools, tutoring, and education
- Travel, dining, and entertainment



Our People

Continued

General Benefits

iHeartMedia offers a competitive benefits package in order to support the health and wellbeing of our employees. Full time employees are eligible for medical, dental, vision, disability and supplemental life insurance benefits as well as the following company paid benefits:

- Paid company holidays, including floating holidays that enable our employees to celebrate the holiday of their choosing
- Paid vacation
- Paid sick and safe time
- Company provided life insurance
- Spirit days so that our employees may volunteer in their community
- A 401K plan with matching contributions (currently suspended due to COVID)

iHeartMedia places the health and wellbeing of our employees at the forefront. As COVID-19 swept across the nation we took immediate action to ensure that our employees were safe and had access to the resources they needed. Our actions included the following:

- Quickly implemented a Work from Home policy that enabled our employees to continue working while also keeping themselves and their loved one safe
- We expanded our sick leave benefits to include two additional weeks for employees who were themselves sick or needed time to care for a loved one impacted by COVID
- Recognizing that COVID especially affected parents of school aged children iHeartMedia made resources available, at a reduced price, to parents who were homeschooling their children
- We implemented a formalized flexible work policy to improve work/life balance. Our flexible work policy allows employees to choose the schedule that works for them, while still being productive
- iHeartMedia offered a special mid-year benefits enrollment so that employees could modify or elect benefits coverage to ensure that their families have the health coverage they need
- Made stress management training available to our employees through our Learning Center



Our People

Continued

iHeartMedia Disaster Relief Fund

In times of greatest need, our employees act as first responders -- often leaving their homes and living in studios for days, sometimes with family members, and with limited food and rest, to serve their listeners and communities at times when it is needed most. Our team's efforts during disasters truly highlight the commitment of our people and our company to the communities they serve.

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 Day of Service

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. Every full-time iHeartMedia employee receives one additional paid leave day each calendar year to volunteer at an organization of their choosing. In 2020 iHeart added an additional Day of Service to enable employees to help support the cause or organization most important to them.

People

Michele Laven is the company's Chief Human Resources Officer and Chief Diversity Officer. Michele's top priority is creating an inclusive organizational culture and attracting and developing a dynamic workforce that is as diverse as the audiences and communities we serve.



Navigating the Pandemic

The Collective Commitment to Serving Others Is at the Heart of Our Company

While the widespread outbreak of COVID-19 has impacted the lives of people around world, iHeart remains focused on identifying and addressing the most relevant concerns of our key stakeholders including our employees, listeners, partners, advertisers and shareholders while also engaging in partnerships that are working to combat the pandemic globally.

Since March, iHeart's Research Team has been closely monitoring the emotional and mental wellbeing of our listeners and has been sending daily company-wide COVID-19 and emerging trends research and analytics updates, specifically designed to help iHeart's on-air talent and programmers speak, in the moment, to the ever-changing mindset of the listener.

Our number one concern in this unprecedented time is the safety and well-being of our employees; we also have a vital responsibility to serve our listeners as an important information source and trusted voice providing companionship and calm through these times.

iHeart Employees

iHeartMedia has been providing various levels of support for our employees during the COVID-19 pandemic. The company continues to be a primarily work-from-home operation and has also added a series of COVID 19-related resources and healthcare benefits including:

- Extending the Employee Assistance Program (EAP) to all employees, regardless of benefits eligibility status
- Offering a special mid-year benefits enrollment period so employees could have the level of healthcare coverage they need for their families
- Procuring discounts with child education providers to assist employees with their child's educational needs while doing at home learning
- Providing the ability to do alternative work arrangements so they can customize their work schedules to fit the needs of their family
- Amending our medical plan so that telemedicine services would not be limited to a partnered vendor and can be obtained by any provider, in order to minimize exposure to COVID-19 by needing to go in person to a physician
- Offering COVID-19 Emergency leave to employees, along with an extra Spirit Day



Navigating the Pandemic

Continued

Listeners and Communities

Our company has a long history of serving communities in times of crisis and need, and our listeners depend on us as a vital service. Our stations and company were prepared and well-positioned to positively respond to the needs of our local communities since the very early days of the outbreak and continue our impactful work to inform and educate our listeners and communities about the most relevant COVID-19 information.

Every day our broadcast radio stations play an essential role in the lives of the communities in which we live and work, especially in times of crisis – and that has never been more critical than in the face of the COVID-19 pandemic. Throughout this unprecedented time our teams across the country are serving as the best examples of our mission – to give everyone a friend and trusted companion, especially in times of crisis and need.

In fact, our personalities, brands and platforms are more important in the lives of our listeners and communities than ever before, while our markets and stations are finding new, creative and vital ways to serve, reassure and strengthen their local communities.

Dedicated efforts have been taking place nationwide, and although we have listed some highlights below, [here](#) is a document with just a few of those efforts to provide an idea of the many different and important ways the iHeart team has gone above and beyond to support our communities – when the companionship we provide means more than ever.

- ▶ Stations continue to work closely with government and health organization including the Centers for Disease Control and Prevention to provide the most up-to-date information about COVID-19.
- ▶ As the first media company to create and broadcast a COVID-19 benefit special, iHeart in partnership with FOX raised over \$15 million for Feeding America and the First Responders Children's Foundation through The iHeart Living Room Concert for America, which paid tribute to the medical professionals and local heroes working on many aspects of the pandemic.
- ▶ Robin Hood and iHeartMedia partnered to produce "Rise Up New York!" Relief Benefit hosted by Tina Fey to support New Yorkers impacted by the COVID-19 pandemic. The event raised over \$115 million for New Yorkers in need.
- ▶ iHeartMedia helped raise over \$1 million dollars for various charities including NAACP and National Urban League as part of the iHeartRadio Living Room Concert Series Presented by State Farm.



Navigating the Pandemic

Continued

- ▶ In June 2020, P&G and iHeartMedia joined forces for “Can’t Cancel Pride: A COVID-19 Relief Benefit for the LGBTQ+ Community,” a virtual relief benefit designed to help raise visibility and funds for LGBTQ+ communities most impacted by COVID-19. Can’t Cancel Pride raised approximately \$4.07MM to benefit six LGBTQ organizations including GLAAD, SAGE, National Black Justice Coalition, The Trevor Project, CenterLink and OutRight Action International.
- ▶ iHeartMedia developed the ‘Small Business Crisis Resource’ – an initiative to help local small business owners across the country easily find available benefits and resources during the pandemic.
- ▶ iHeartMedia launched “Commencement: Speeches For The Class of 2020” – a special one-of-kind special podcast event for America’s 2020 graduates on May 15 featuring commencement addresses from some of the most inspiring and accomplished thought leaders impacting culture today including Bill and Melinda Gates, Chelsea Handler, Eli Manning, Hillary Clinton, John Legend, Tim Cook, DJ Khaled, Katie Couric and many more.
- ▶ Through the initiative **Businesses Doing Good**, iHeartMedia donated more than 250,000 on-air spots across the country to highlight our ad partners and other businesses going above and beyond to help the community during the pandemic.
- ▶ iHeartMedia partnered with various organization to carry broadcast events and help further their missions of doing good and helping the communities affected by COVID-19 pandemic. Specials included **Global Citizen Festival – Together at Home; Global Goal Unite and Every Vote Counts.**
- ▶ iHeartMedia launched *Coronavirus Explained* public affairs series featuring health care and nonprofit sector experts, as well as government officials. A new show airs each weekend across 850 stations and offers critical information for listeners regarding the COVID-19 the pandemic and other current pressing issues.



Environmental

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 a number of nonprofit organizations that are changing the world by helping solve pressing issues facing our planet.

Greener Offices/Studios

- HeartMedia executive offices are LEED certified.
- LED REFIT: iHeartMedia routinely conducts opportunity assessments to reduce electricity usage. In 2020, iHeartMedia will begin replacing fluorescent lighting with LED lighting across its facilities to reduce power consumption and ultimately long-term waste output.
- MDCL: iHeartMedia has implemented the use of MDCL technology which allows broadcasters to reduce the power consumption in radio transmitters during periods of low audio activity or silence -- resulting in a 25% reduction in electricity consumption.
- We are working to reduce the number of studios that we construct. That results in lower construction cost as well as reduced cooling and power needs which of course results in lower power consumption. Additionally, when we build or renovate existing studios we take measures to minimize our environmental footprint.

iHeartRadio Earth

In 2020, iHeartMedia launched iHeartRadio Earth, a long-term sustainability initiative designed to inspire iHeart's millions of listeners to take action to positively impact the environment. iHeartRadio Earth was developed in partnership with the National Environmental Education Foundation and VolunteerMatch and was designed to sharpen the company's focus on sustainability with the goal of increasing listeners' knowledge of simple actions they can take every day to help the environment. The campaign is rooted in the belief that millions of small actions have the potential to make a massive difference for the environment.

Since the program's inception in April, iHeart has contributed over \$2 million in donated media across all iHeartMedia stations.



Environmental

Continued

Reducing Our Office Footprint

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.

One of the key advantages to working at iHeart is the company's ongoing commitment to modernization, from software, platforms and technology to office space. Given what we have learned about remote working during the pandemic, we are now well-positioned to modernize and resize many of our office spaces and further reduce the impact of our environmental footprint.

Below Are Some Of The Core Focuses Of Our Office Modernization Effort:

- A workplace focus on active, branded environments with a combination of both individual and shared spaces, as new realities have given us the chance to re-evaluate our facilities in order to bring teams together in a different, more efficient way, while maintaining energy in a collaborative environment
- New "Studio of the Future" equipment, with flexible, shareable studios
- Relocations to new, branded spaces along with changes planned for those markets which will remain in the same place and which will benefit from the new look and technology
- Improving employee flexibility, productivity and quality of life (e.g., reduce time spent commuting)



Environmental

Continued

Human Environment – Transmitters

Every year we evaluate the effect of emissions from our FCC-regulated transmitters on the quality of the human environment. While at this time there are no federally-mandated radio frequency exposure standards, iHeartMedia complies with several non-government organizations which have all issued recommendations for human exposure to RF electromagnetic fields.

On-Air Media Support

iHeartMedia addresses environmental issues on-air through both nationally- and locally-targeted public service announcements, long-form programming and podcasts.

Public Service Announcement

While we currently support a number of leading environmental-focused organizations both nationally and locally, iHeartMedia will soon announce an umbrella brand for its on-air environmentally-focused initiatives, including radio public service announcements and long-form programming.

Environmental Podcasts

iHeartMedia is the number one commercial podcast publisher in America and as the industry leader we are creating a slate of podcasts that will focus on an array of environmental concerns and issues as well as adding in a layer of environment-related messaging within other relevant and popular podcasts.



Privacy and Security

Protecting Our Listeners' Privacy and Information

At iHeartMedia we believe it is our responsibility to respect and protect our listeners identity and personal data and we comply with all government regulations. We continually take measures to improve our security criteria and privacy tools and significantly invest in the most technologically advanced privacy systems and procedures.

Data Protection

iHeart's policy and operational implementation methodology is anchored in the National Institute of Standards and Technology (NIST) Cyber Security Framework. Policy and governance drive the use of various technologies to protect the company. These include but are not limited to: Anti-virus/malware, controls for remote access, password protection and data encryption. We regularly test people, process and technologies using internal assessments and externally through independent penetration tests and maturity assessments.

Privacy Policy

It is our policy and responsibility to comply with federal and state policy laws. We publish a robust user privacy policy on our website that addresses the following areas:

- Information collected on our platforms
- How we use the information we collect
- Sharing of information
- Advertising services
- Privacy rights, choice and access
- Children
- Security of your information
- Consent to processing and transfer of information

People

The iHeart information security organization and operations are led by the Global Chief Information Security Officer (CISO). The CISO is a direct report to the CIO who is part of the senior executive team. Similarly, privacy is led by the Chief Privacy officer under the General Counsel.



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 into 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 a 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 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
- ▶ 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

Intellectual Property Protection

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 are overseen by Lesia Skrypoczka, Senior Corporate Counsel.



Company Policies and Guiding Principles

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

Human Rights 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 individual human rights in all of 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. We will not knowingly do business with subcontractors, business partners or vendors who violate these practices.

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 ([link](#)) 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 & 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 policies covering 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.

