

MODERN SLAVERY STATEMENT

TICKETMASTER AUSTRALASIA PTY LTD

ticketmaster

INTRODUCTION

This is our first Modern Slavery Statement. This statement is made pursuant to the Modern Slavery Act 2018 (Cth) (the 'Act') by Ticketmaster Australasia Pty Ltd (ACN 089 258 837) (referred to as 'Ticketmaster' from hereon) which is a mandatory reporting entity for the purposes of the Act in respect of the financial year ending 31 December 2023.

We acknowledge and pay our respects to Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia whose ancestral lands and waters we work and live on. We honour the wisdom of, and pay respect to, Elders past, present and future. We also acknowledge the historical lived experience of First Nations Peoples who have endured injustices and various forms of slavery in this country.

Slavery and human trafficking is a blight on our society and can affect anyone, regardless of age, gender, race or nationality. We believe that there is no place for such practices in today's world and we recognise our responsibility, as a global company, to tackle such risks. We are committed to working ethically and with integrity in our business dealings to ensure that all individuals are treated with dignity and respect. Our aim is to continue to scrutinise and enhance the policies that we have in place to, one day, eradicate such practices altogether.

We are part of a group of companies that make up Live Nation Entertainment, Inc., which has approximately 14,700 full-time employees globally and operates in 57 different countries.

We always work to the highest standards to ensure compliance with all applicable laws and regulations and expect these standards to be mirrored by anyone that we work with. We are committed to ensuring that there is no modern slavery in our diverse and expansive supply chain.

STRUCTURE, OPERATIONS AND SUPPLY CHAIN

Structure

Ticketmaster Australasia Pty Ltd is a private limited company registered in Australia, with its registered office at 111 Cambridge Street, Collingwood, VIC, 3066.

Our business also has offices in Sydney, Brisbane, Perth and Adelaide, while our controlled entities also have offices in Auckland and Wellington. Approximately 385 people are employed by Ticketmaster in Australia.

Ticketmaster's ultimate parent company is Live Nation Entertainment Inc, an NYSE listed business (Symbol: LYV) with Corporate Headquarters located in Beverly Hills, California, United States. More information about our global business can be found at www.livenation.com

Operations

Live Nation Entertainment Inc. is the world's leading live entertainment company comprised of global market leaders: Ticketmaster, Live Nation Concerts and Live Nation Media & Sponsorship. Live Nation Entertainment Inc. is dedicated to helping live music fans find concert tickets and information about their favourite artists and venues across the globe.

Ticketmaster's core operation is the sale of tickets for live music, sports, theatre, comedy and family entertainment events throughout Australia and New Zealand. Ticketmaster acts as agent for a number of clients, including promoters and venue operators which appoint us to sell tickets on their behalf.

Supply Chain

We are committed to working with suppliers who share our values and uphold high ethical standards.

In the financial year ending 31 December 2023, we sourced goods and services from more than 300 suppliers.

Key elements of our supply chain include:

- Event day service providers - These include contracted labour hire providers who contract specialised staff to help us deliver our services safely and to a high standard, such as box office and access control staff. These contracted staff members are sourced exclusively from within Australia and/or New Zealand (dependent on the location of the event).
- Non-event related service providers - Ticketmaster works with a number of third-party service providers, some of which may be located outside Australia and New Zealand.

These include:

- Banking, Accountancy, Audit and Tax;
- Equipment suppliers such as suppliers of turnstiles and scanners;
- Payment platforms, who provide the infrastructure to process payments;
- Cloud hosting providers, who provide the IT infrastructure on which our global products and systems are built;
- Outsourced customer service teams, who support in responding to customer queries;
- Information security providers, who help us keep our platforms safe and secure;
- Marketing providers, who power our data analytics, marketing communications and advertising; and
- Office related cleaning and maintenance staff.

In addition, we work with "Event Partners" (including venue operators, promoters, sporting teams or leagues and other persons) on whose behalf we sell tickets. Those event partners are responsible for holding the events, and Ticketmaster is a supplier of services to them.

MODERN SLAVERY RISKS IN OUR OPERATIONS AND SUPPLY CHAIN

Ticketmaster recognises that the live entertainment industry, like many other industries, carries inherent risks of modern slavery. We are committed to identifying and addressing these risks to ensure that our operations and supply chains remain free from any form of modern slavery.

We have assessed our business operations and suppliers during the reporting period for modern slavery risks.

This section outlines some of the key risks that we have observed associated with our industry that could potentially arise in our operations.

- **Event day service providers:** Event day service providers can utilise seasonal or temporary staff leading to potential vulnerabilities for workers who may have limited job security and lack awareness of their rights. We are committed to ensuring that such staff are treated fairly and with respect and that any risks are minimised and eradicated in a timely way.
- **Non-event related service providers:** Subcontracting or outsourcing arrangements can increase the risk of hidden exploitation within the supply chain. We are committed to ensuring each of our subcontractors or service providers adhere to our high standards.

Our Event Partners may also encounter risks given there are often complex sub-contracting and outsourcing arrangements inherent in organising or hosting the events we ticket, including in sourcing event and venue-related services (e.g. engaging performers and staff, cleaning, security and merchandise).

ASSESSING AND ADDRESSING MODERN SLAVERY RISKS IN OUR SUPPLY CHAIN AND OPERATIONS

Actions taken to assess modern slavery risks

To identify and understand modern slavery risks in our business, we have conducted risk assessments within our operations and supply chains. These assessments include:

- **Supply Chain Mapping:** We have mapped our supply chains to gain visibility into the various tiers of suppliers, subcontractors, and intermediaries involved in our operations. This mapping allows us to identify potential areas of vulnerability and prioritise our due diligence efforts on an ongoing basis.
- **Supplier Due Diligence:** We recognise that suppliers play a crucial role in our efforts to combat modern slavery. To ensure responsible sourcing and mitigate risks, we have begun to implement supplier onboarding due diligence procedures.

We used a tailored risk-based approach in considering potential modern slavery risks in our operations and supply chains. High risk suppliers such as staffing agencies that provide event day services are subject to review and approval in accordance with our global Third Party Risk Management Policy.

During this first reporting period we issued questionnaires to those current suppliers identified in our Supply Chain Mapping process as carrying a high to moderate risk of potential engagement in modern slavery. The questionnaire sought confirmation that they had appropriate policies and practices related to labour rights and modern slavery.

The questionnaire responses are intended to help us assess our suppliers' commitment to ethical business practices and to identify any areas of concern that should be addressed. This is an expansion of our existing Third Party Risk Management practices for onboarding suppliers.

Actions taken to address modern slavery risks

Policy Adoption

During this first reporting period we implemented a business-wide Modern Slavery Policy. Ticketmaster has an established policy framework in place, including for the purposes of business conduct and procurement, and our Modern Slavery Policy has been added to this framework. These policies are monitored by our Global Compliance team and are reviewed periodically. All policies are made available to staff on the intranet, and include the following policies that are also relevant to addressing modern slavery risks:

- Code of Business Conduct and Ethics
- Third Party Risk Management Policy
- Whistleblower Policy

Additionally, a Business Integrity Hotline is available to all employees to report any concerns that they may have regarding any improper business or accounting practices within the company. Reports are handled discreetly by our Global Compliance team.

Training

Staff undertake mandatory training on the Live Nation Code of Conduct, which must be refreshed annually.

In our first Reporting Period, Ticketmaster has conducted mandatory staff training on identifying and reporting modern slavery which included coverage of modern slavery risks, indicators and reporting mechanisms, and was aimed at developing staff awareness of their role in addressing those risks. New staff are also required to complete this training as part of induction processes.

Contractual Arrangements

During this reporting period, we drafted modern slavery provisions for inclusion in standard supplier contractual language. These contractual provisions are intended to enable us to communicate our expectations and enable us to hold our suppliers accountable for assessing, addressing and communicating modern slavery risks in their business.

Working Group

We continue to look for ways to improve our modern slavery identification and risk mitigation processes and to develop and refine our modern slavery policies across the business. As part of this, we have formed a dedicated working group and commenced consultation with relevant controlled entities and stakeholders across the business locally and internationally.

Next Steps

We are committed to refining and embedding our modern slavery assessment process in our next reporting period, including by way of:

- Inclusion of our Modern Slavery Policy and our supplier questionnaire in supplier onboarding processes more broadly.
- Further implementation of our modern slavery provisions in contractual arrangements with suppliers, including by way of including the provisions in key contracts and, as appropriate, our Modern Slavery Policy.
- Continuing to engage with key stakeholders, such as contractors, subcontractors, Event Partners, and business partners, to raise awareness of modern slavery risks and promote responsible practices throughout the supply chain. We will continue to encourage open dialogue and collaboration to address any concerns or issues that may arise.
- Continuing to consult with controlled entities on modern slavery risk within their business processes, targeting alignment across the entities of modern slavery risk assessment and issue resolution.

ASSESSING THE EFFECTIVENESS OF ACTIONS TAKEN TO ADDRESS MODERN SLAVERY RISKS

As this is Ticketmaster's first reporting period, Ticketmaster's focus was to gain a better understanding of modern slavery risks across our operations and supply chains, and to identify risk treatments and process improvements.

At this early stage, we have not been in a position to fully assess the effectiveness of all the measures we have undertaken during this reporting period.

Based on our initial review it appears that many of our actions have been effective. We successfully implemented our Modern Slavery Policy and mandatory training, with a high completion rate across our staff.

However the response rate to our supplier questionnaires was lower than anticipated. While we continue to follow up these suppliers for their responses, we will further review our procurement process and determine an appropriate method of embedding modern slavery risk management procedures into that process.

ANY FURTHER RELEVANT INFORMATION

As noted above, this is our first Modern Slavery Statement. We will continue to assess our business's approach to reducing modern slavery risks and will further refine our policies and processes across the business during the next reporting period.



Gavin Taylor
Managing Director
Ticketmaster Australasia Pty Ltd

This statement was approved by the board of directors of Ticketmaster Australasia Pty Ltd on 28 June 2024. It is made pursuant to Modern Slavery Act 2018 (Cth) and constitutes Ticketmaster Australasia Pty Ltd's modern slavery statement for the financial year ending 31 December 2023.