

Sustainability Abstract | 2024

# Shaping the Future with Responsibility





# Shaping the future with responsibility.

**CTS EVENTIM** is one of the leading international providers in ticketing and live entertainment. In 2024, we once again enabled millions of people worldwide to enjoy unforgettable experiences. Through our own events and ticketing platforms, we actively contribute to the cultural diversity and economic strength of the live entertainment industry.

**In doing so, we take responsibility:** for the environment and climate, as well as for our employees and partners along the entire value chain. Our **goal** is to **make our actions increasingly sustainable** – through concrete measures, reliable structures and long-term partnerships.

In line with the European Sustainability Reporting Standard (ESRS), we provide transparency regarding our sustainability strategy, key areas of action and initiatives already implemented. **Our aim is to ensure that future generations can also enjoy unforgettable live events.**

Please note the **important information** on the last page.

**#1**

**IN EUROPE**

Ticketing & Live Entertainment

**5000+**

**EMPLOYEES**

in more than 25 countries

**147+ M.**

**RETAIL TICKETS\***

per year

\* Tickets sold via EVENTIM-owned sales channels and partner shops;  
via EVENTIM ticketing platforms in total: 300+ million

# For more sustainable events in a connected world.

We are committed to a **sustainable and diverse event industry**. We support artists and creatives, reduce environmental impacts in the event sector, and promote a fair and inclusive working environment. **Our goal: Live experiences should be accessible to everyone.**

## Our Areas of Action



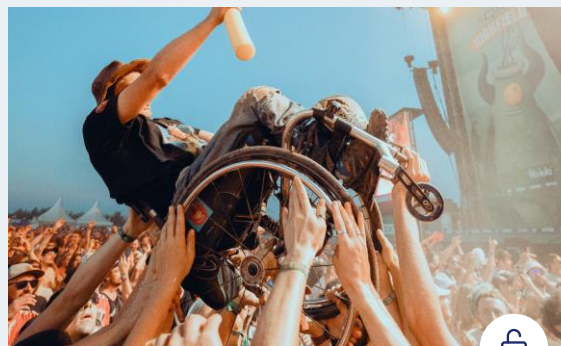
### Protecting the Climate

Both in ticketing and live entertainment, greenhouse gas emissions are generated. We aim to reduce these emissions and thus contribute to achieving the EU climate targets.



### Conserving Resources

Resources are consumed and waste is generated in our daily operations, especially at live events. We aim to promote the careful use of resources and increasingly operate according to the principles of the circular economy.



### Enabling Access

We want to ensure safe and easy access to live events – for our guests as well as for artists and performers.



### Showing Responsibility

We are committed to fair working conditions and responsible conduct – both towards our employees and throughout the entire value chain.





# Protecting the Climate

Climate action starts on site: with **green energy and efficient processes**. We are actively committed to **climate-friendly solutions in ticketing and at events**.



## Large-scale events, small footprint.

We see it as our responsibility to **continuously reduce our emissions** and help shape a climate-friendly event industry.

To achieve this, we focus on **climate-conscious** design of our events and ticketing processes. We systematically identify opportunities for reducing emissions along our value chain – for example regarding the **arrival and departure of our visitors**, the selection of **materials** and services, as well as the **energy consumption** of our event venues and office infrastructure.

In the area of ticketing, we are increasingly embracing digital solutions to streamline processes and reduce emissions.



**Objective:** Through a comprehensive climate risk analysis and the development of a transition plan with concrete climate targets, we aim to lay the foundation for a holistic climate strategy in 2025.



# Where emissions arise:

## Visitor Mobility

A significant proportion of greenhouse gas (GHG) emissions is generated by visitors travelling to and from events. These emissions can be reduced by using low-emission modes of transport:

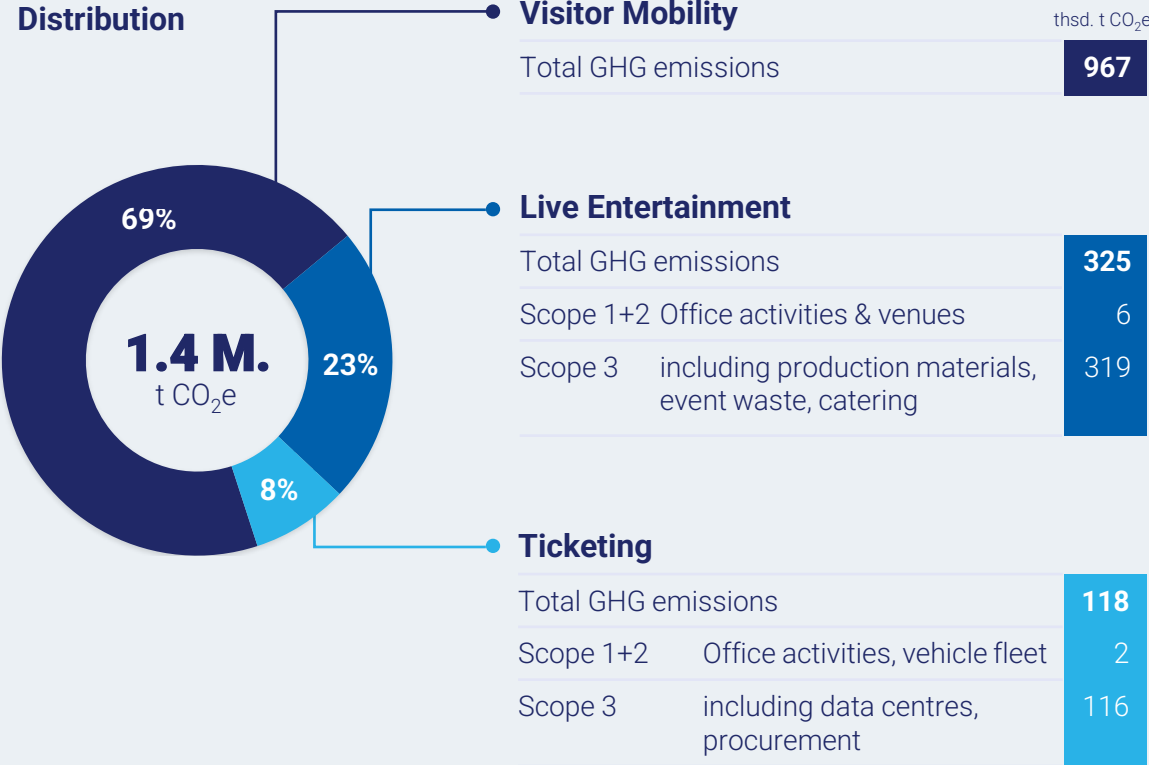
When traveling to a concert from Hamburg to Berlin, choosing the train instead of driving by car can save around **50.8 kg CO<sub>2</sub>e\***.

	0.04 kg CO <sub>2</sub> e per person
	50.8 kg CO <sub>2</sub> e per person

\*with an average occupancy of 1.4 persons per car, cf.: **DB CO<sub>2</sub> Compass**.

At the Hurricane Festival in 2024, around **7,000 fans** already travelled to and from the event using public transport.

## Distribution



## Our Commitment



Our data centres in Germany and Italy are already powered by **100% certified green electricity**.



Our tickets are printed on **FSC®-certified paper**, helping to protect forests and promote sustainable forestry.





## Conserving Resources

Resource conservation starts with the details: **with digital tickets and reusable concepts.** We promote circular economy practices at events.



## Doing more with less.

We see it as our responsibility to minimise **resource consumption** and **waste generation** throughout our business activities as much as possible, as well as to help develop a more **resource-efficient event industry**.

To achieve this, we focus on conscious **material selection**, efficient **processes**, and measures to **prevent waste** — both in our daily operations and in the planning and delivery of our events. We aim to systematically identify opportunities for a more **responsible use of resources** along our value chain — for example regarding the use of single-use and reusable materials, in event waste management logistics, and in the use of digital tickets.

Inspired by the principles of the **circular economy**, we are working to identify and implement more digital, reusable, or recyclable solutions across all areas of our business.



**Objective:** Through targeted analyses of our events, we aim to gain insights that will enable us to develop well-founded concepts for resource-efficient events.





# Where resources are used and waste is generated:

Waste:  
8,383 t

Office Activities	304 t	0.31 kg / working day
Events	6,388 t	0.33 kg / visitor
Festivals	1,691 t	0.84 kg / visitor day

## Waste at events and festivals

Thanks to regulated waste management systems, the introduction of comprehensive reusable concepts as well as deposit schemes for drinks and tents, waste volumes at **Open Air St. Gallen** have been significantly reduced over the past years.

Initiatives such as **Trasholution** by FKP Scorpio also promote responsible waste management. Here, festivalgoers can hand in their full rubbish bags at the festival's own waste collection points or use one of the many waste stations on site. For every rubbish bag handed in, FKP Scorpio donates to social projects and fans also have the chance to win free festival tickets as well as other great prizes with each bag.





## Enabling Access

Access begins with **transparent communication and cultural participation.** We are committed to fostering diverse encounters.



## Feeling welcome, being included.

As part of the live entertainment industry, we take our **social responsibility** seriously and strive to make art and culture as **accessible** as possible to a wide audience, while also ensuring a **safe** environment for everyone involved.

This includes **transparent information for conscious purchasing decisions**, the **protection of personal data and inclusive offerings**, as well as a **sensitive approach to language and imagery**.

We stand against all forms of discrimination or violence. At the same time, safeguarding freedom of speech and artistic freedom is important to us — it forms the basis for a diverse and vibrant cultural landscape.

We continuously review how we can make our ticketing processes, venues, and communication channels more accessible — whether through digital access, clear information or improved on-site orientation.



**Objective:** Our goal is to continuously improve our processes so that we can offer and design events that meet the highest standards of safety and customer satisfaction.





## Where access is enabled:



**Safety:** The safety and wellbeing of our guests is our top priority. Through standardised safety measures, cross-sector collaborations, and the creation of shared safety standards, we ensure a positive live experience for all fans.

**Access for all:** We are committed to making events as accessible as possible for people with disabilities. To this end, we have developed guidelines to raise awareness among promoters and encourage them to offer their events as accessible as possible via our platform.

**Providing the stage:** Art and culture thrive on creative talent: We actively support emerging artists, for example through newcomer competitions and slots at our festivals, by offering discounted conditions for regional club concerts on our ticketing platform, and by investing in young artists — for instance by hosting often loss-making concerts in small venues.





## Showing Responsibility

Responsibility starts with how we interact: with **fairness and appreciation**. We are committed to ensuring that all employees can reach their full potential.



## Passionately together.

For us, responsibility means creating a work environment that **motivates, connects and fosters personal development**.

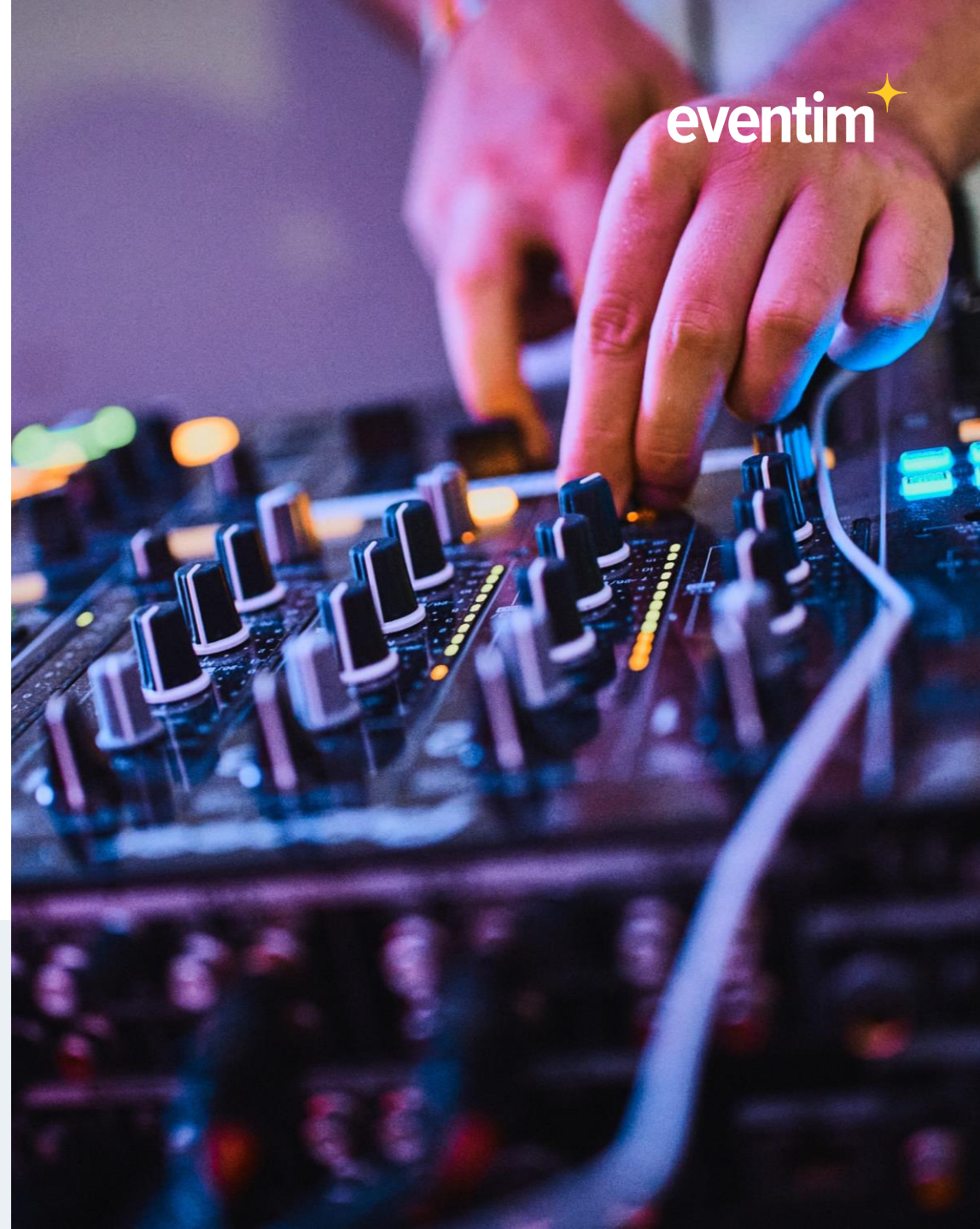
We want our employees not only to grow professionally, but also to identify with their work — with **passion** for exciting projects, through **collaboration** with dedicated colleagues, and with **trust** in a fair, supportive environment.

**Diversity and equal opportunities** are core values for us. We are actively committed to ensuring that all employees — regardless of background, gender, age, beliefs, or lifestyle — are valued and have equal opportunities. In addition, we revised our Code of Conduct in 2024.

We also stand for **fair treatment, good working conditions, and equal opportunities** throughout our **value chain**. Our Supplier Code of Conduct defines our ethical commitments for our business partners. It sets out the expectations we have of suppliers and contractors to ensure that our high standards of integrity and fairness are maintained throughout the supply chain.



**Objective:** Our goal is to establish an ESG committee by the end of 2025 to effectively oversee the implementation and further development of our sustainability strategy. At the same time, we have comprehensively revised our mandatory Code of Conduct training for all employees and are updating our training on other regulatory topics.

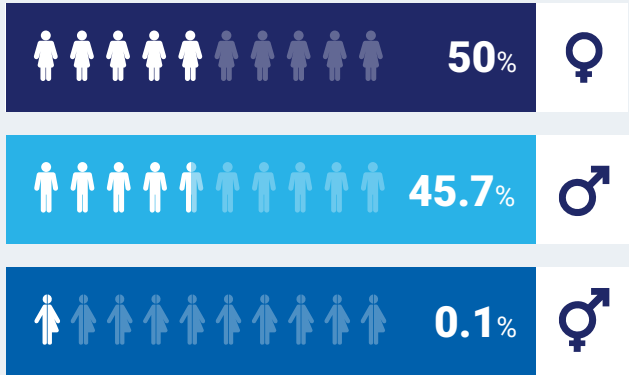




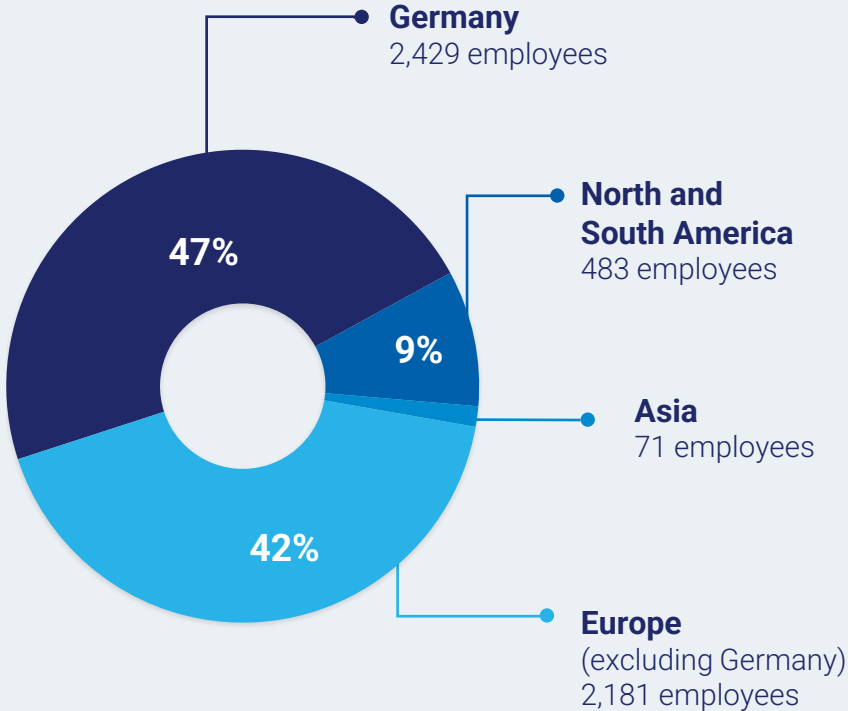
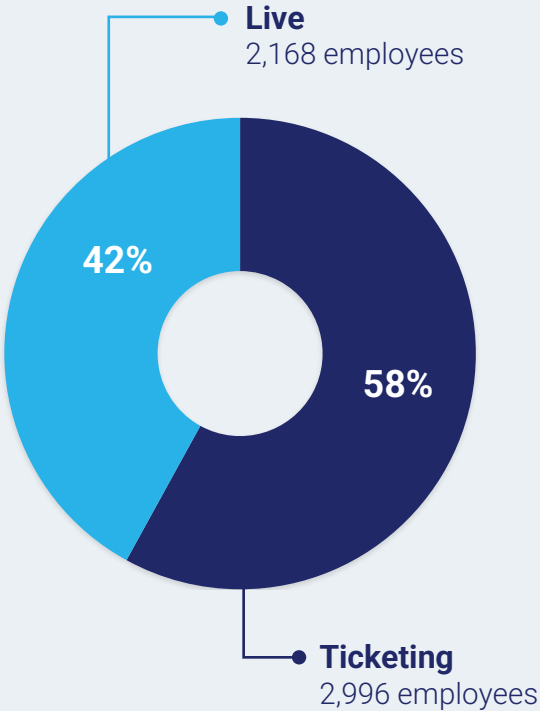
# Where collaboration is shaped:

**5,164**  
EMPLOYEES

**28**  
COUNTRIES



4.2 % of employees did not provide information





## CTS EVENTIM Whistleblowing System.

**Integrity, reliability, respect, and trust** form the basis of our cooperation with employees, customers, business partners, and shareholders. We adhere to rules and values and do not tolerate any violations of the law, internal guidelines, or our **CTS EVENTIM Code of Conduct**.

There is a confidential **whistleblower system** for reporting concerns, which is operated independently of Group Compliance and offers a secure framework for all parties involved. It meets all legal requirements and guarantees that reports are treated **fairly, anonymously, and confidentially**.

**Whistleblowers are fully protected** and do not have to fear any disadvantages. At the same time, the presumption of innocence applies until a violation is proven. Every report is examined **carefully, fairly, and promptly**.

Reports can be made via our Compliance Helpline, by email, telephone, post, or in person. It is also possible to contact the authorities directly at any time.



**Further information:**

<https://corporate.eventim.de/en/company/compliance>





## Actively shaping sustainability.

Sustainability is not a static goal, but an **ongoing process of learning and development**. We focus on measurable progress, collaborative partnerships, and transparency in implementation.

With our 2024 Sustainability Report, we are presenting our first steps — many more will follow: with a broader data base, consistent reporting in line with ESRS standards, and a continually growing understanding of the **impact of our actions**.

### EVENTIM — shaping the future with responsibility.





# Important Information

This Abstract has been prepared with due and reasonable care by CTS Eventim AG & Co. KGaA and provides a summary of the content of the Company's 2024 Non-Financial Group Report pursuant to Section 135b of the German Commercial Code (HGB), which is available on the Company's website.

The Abstract is provided for informational purposes only and should not be relied on for any other purpose. It does not purport to be a full or complete description of the Company's or the Group's sustainability-related efforts and activities. If you are interested to receive more information, please refer to the Company's Group Non-Financial Report 2024.

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# Imprint

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