



Bezeq

# Human Rights Policy





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## Human Rights Policy

Bezeq – The Israel Telecommunication Corporation Ltd.

**This document reviews Bezeq's main commitments in terms of human rights. The document was approved by Bezeq's management in September 2020 and reviewed by the Board of Directors. The latest revision was updated in October 2021.**



### PREFACE

As the leading telecommunications company in Israel, Bezeq takes proactive measures to promote and safeguard human rights in several areas and ways as it conducts its ongoing activities. Full adherence to the rights to which a person is entitled, as a person and by law, is a key value for the Company. Accordingly, Bezeq complies with all legal requirements related to human rights and takes proactive measures to promote human rights beyond what is prescribed by the law.



### APPROACH AND GOALS

Bezeq believes in the need and duty to defend human rights - to protect people's freedom, dignity, freedom of movement, property, security, bodily integrity, and to prevent any kind of discrimination. Bezeq believes in equality between people. Therefore, the Company takes extra care to comply with all the relevant legal provisions and its code of ethics requirements, and ensures that its customers, employees, and stakeholders are treated properly. Safeguarding human rights strengthens the Company in many other areas.



### MANAGEMENT AND INCORPORATION OF HUMAN RIGHTS

Bezeq is committed to responsible, transparent, and fair management when it comes to protecting human rights. Accordingly, it fully complies with all legal requirements, including Basic Law provisions such as Human Rights on Dignity and Liberty, and Freedom of Occupation. Bezeq places great emphasis on the incorporation of international standards that are relevant to the Company's business activities, such as:

The International Bill of Human Rights

OECD Guidelines for Multinational Enterprises, Human Rights chapter

UN Universal Declaration of Human Rights, 1948

and some of the United Nations' Sustainable Development Goals (SDGs), which are relevant, among other things, to the promotion and safeguarding of human rights.



Our human rights policy together with our commitments and transparency include a special reference when it comes to the telecommunications sector, underlining the unique challenges arising in this sector. To ensure the implementation and integration of the approved policy at the most senior levels of the organization, we ensure that all of our employees are familiar with our human rights approach and goals. Furthermore, our actions include the relationships with other stakeholders, such as our suppliers.



## EMPLOYEE RIGHTS

**We, at Bezeq, look after our employees, and are committed to safeguarding their rights, even beyond the legal requirements.** We are committed to maintaining a safe working environment, free of racism, bullying and sexual harassment. We are absolutely committed to preventing any kind of discrimination, be it on the basis of race, sexual orientation, gender, language, religion, political views, nationality, or otherwise. If we identify a violation of our employees' rights, we immediately take action to rectify it and to prevent its recurrence, while collaborating with external entities if necessary. We allow anonymous reporting - without fear of retribution - to the officer in charge of sexual harassment in the Company while we provide training for our employees in this subject.

**Diversity and equality** – in order to promote equality among our employees, we operate in a wide geographical area. We promote women in employment from various population sectors and employ workers from ultra-Orthodox and Arab communities. We offer opportunities to employees with special needs and older workers and maintain nearly identical base wages for women and men at all levels.

**Compliance with all legal requirements related to workers' rights** – we are committed to providing our employees the rights they are entitled to by law, allowing them to organize through employee committees, ensuring compliance with agreements and protecting employees' privacy. Every employee is entitled to their own political opinions. However, engagement in political activities inside the Company is forbidden.

**Prevention of child labor and forced labor** – we comply with all legal requirements regarding employment age and work conditions. We strongly oppose forced labor and child labor. As part of our activities to support underprivileged groups, we employ at-risk youth in accordance with the provisions of any law.

**Bezeq advances health and occupational security** – we are committed to protecting our employees' health and to promoting wellness in the community, both by making donations to health organizations and by making digital health services more accessible. Furthermore, we are committed to advancing freedom of occupation in the Company and seek to promote successful integration of diverse employee groups.



#### BEZEQ'S ACTIVITIES IN SUPPORT OF HUMAN RIGHTS

As part of its many activities, Bezeq seeks to safeguard human rights. Bezeq provides high-quality services to all citizens of the State of Israel without any kind of discrimination. The Company renders services in a range of languages, including Hebrew, Arabic and Russian.

Bezeq does not operate in the Palestinian Authority territories as determined by the Oslo Accords. However, the Company has fair and proper business relationships with Palestinian telecommunications companies that operate in the said territories for the purpose of providing communication services, including services to allow the Palestinian communication services suppliers to provide communication services to their customers. As part of this activity, Bezeq provides high-quality and highly professional interconnection between networks as well as transmission lines to local communications suppliers, connecting suppliers to ISP license holders in Israel, and regularly settling accounts related to interconnection between the Company's network and the Palestinian communications companies: Paltel (landline), Ooredoo (formerly Wataniya), and Palcell (cellular), as part of the commercial agreements entered into between the parties.

**Bezeq in support of children and the elderly** – we act to expose youth to the advantages of technology, but we recognize the risks associated to exposing youth to the internet, and as such, we undertake actions to protect them, while at the same time not restricting their ability to express themselves. We also advance the rights of the elderly and work to reduce ageism by promoting technological equality and making technology and the internet accessible to senior citizens.

**Social involvement of Bezeq employees and their volunteer work** – the Company employees are highly committed to driving social change and are encouraged by the Company to demonstrate their commitment by volunteering and engaging in community outreach activities. We continuously encourage our employees to become involved in the community, volunteer and serve as a technological bridge for all people.

**Accessibility and availability of service** – the Company is committed to facilitating the accessibility of its services and Bezeq stores to all. The Company has taken many steps to make its services accessible to each and every customer.



#### BEZEQ DEFENDS FREEDOM OF SPEECH AND PRIVACY, WHICH ARE INCREASINGLY THREATENED IN THE COMMUNICATIONS SECTOR

We are committed to complying with all legal requirements when it comes to privacy rights. We take steps beyond the legal requirements to protect the privacy of our stakeholders and the security of the information. Alongside our commitment to protect our stakeholders' privacy, we are committed to protecting their freedom of expression on the internet and other media platforms.



#### **BEZEQ WORKS TO ADVANCE DIGITALIZATION**

We seek to expose as many people as possible to the unique advantages the internet has to offer as well as other communication services. We support non-profit organizations to promote the expansion and wide deployment of our services to anyone who wishes to access them, whether within Israel's geography or other social peripheries.



#### **WE EXPECT OUR SUPPLIERS TO FULLY SAFEGUARD HUMAN RIGHTS TOO**

Our commitment to protecting human rights extends beyond the Company, we expect the same treatment from suppliers. Our commitment to protect human rights is also reflected in our responsible procurement process.

In addition, we work with our suppliers to promote human rights and expect them to comply with all relevant legal provisions. This is reflected both, in our agreements with suppliers, and in sample inspections conducted to assess compliance with certain standards, including employment compliance with the law and other legal requirements. We ensure our suppliers are familiar with our code of ethics and our commitment to human rights. We expect our suppliers to refrain from conducting any actions prohibited by law.

Given the relevance of human rights, we seek to continuously assess and address them, and expand our reach in any activity while revising our human rights policy accordingly.



#### **SUBMITTING TO BEZEQ INQUIRIES ON HUMAN RIGHTS ISSUES**

Bezeq's Chief Internal Auditor is in charge of managing, coordinating and handling all inquiries related to human rights issues. Each inquiry receives our full attention. The Chief Internal Auditor takes proactive steps to review any situation on a periodic basis, whether independently or with the assistance of other Company functions. Once a quarter, the Chief Internal Auditor reports irregular human rights-related events to the Board of Directors' Audit Committee.

Inquiries submitted as part of this policy are submitted in writing or orally, with full disclosure or anonymously in accordance with Bezeq's whistle-blowing policy. Accordingly, Bezeq is fully aware of any inquiries made that are highly confidential and any sensitive issues in which employees prefer to remain anonymous. Therefore, reasonable measures are taken to maintain the anonymity of the person when submitting the inquiry, and protection is extended if deemed by the content revealed in the employee's inquiry, and in specific circumstances, Bezeq protects the employee against any retribution or damage as a result of such disclosure.

**Address for submitting inquiries:**

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