



Corporate Responsibility

Key principles of Bezeq's corporate responsibility

- Bezeq published its corporate responsibility report for the first time since 2011. The report presents Bezeq's involvement in and commitment to the community and stems first and foremost from the community ethos of Bezeq and its employees who are truly committed to the public they serve and to the environment to which they belong. The report was prepared in accordance with the GRI and SASB international standards
- Proper, high-quality **corporate governance** is the basis for appropriate conduct at all company levels. We at Bezeq invest substantial resources in continually increasing the level of corporate governance
- Bezeq adheres to a business culture that is based on clear ethical rules. The Company ascribes supreme importance to **fair and ethical conduct** towards all its stakeholders, including its customers, employees, suppliers, competitors and shareholders
- Bezeq complies with the civil market's **strictest standards for information security**. The Company considers the protection of its customers' information to be of paramount importance and takes responsibility for safeguarding customer information and enforcing the rules that protect privacy





Key principles of Bezeq's corporate responsibility

- We continuously nurture all our **employees**, regardless of race, gender or religious affiliation. Bezeq invests substantial resources in providing them with **a pleasant and modern work environment**, enabling them to improve their professional skills and performance and encouraging their personal growth and development
- Bezeq strives to provide **quality services to everyone**, without discrimination on any basis, with a broad vision and constant desire for service and product innovation
- **Environmental responsibility** - Bezeq is working to reduce the environmental impact and to uphold the principles of sustainable development out of a sense of responsibility, transparency and fairness
- **Social responsibility** – Bezeq invests numerous resources associated with social involvement and contribution to the community. The goal of generating profits goes hand in hand with principled and responsible conduct, manifested by assimilation of social and environmental considerations in the Company's day-to-day operations. Contributions include financial contributions, services and communications infrastructure as well as encouragement of employees to volunteer in a variety of activities for the community

We are committed to strive for continuous improvement in all areas of corporate responsibility



Human Rights Policy

- Bezeq, as the leading telecommunications company in Israel, is working to promote and safeguard human rights in a variety of areas and ways within the framework of its operations. Full respect for the rights, which an individual is entitled to as a human being and by virtue of the law, is a fundamental value for us, and as such, we abide by all the legal provisions to which the Company is committed with respect to human rights, acting to advance these rights even above and beyond what is called for by ordinary legal requirements
- We at Bezeq believe in the need and obligation to protect human rights; **safeguard individual liberty, dignity, freedom of movement, and property; prevent discrimination of any kind; ensure personal security and physical integrity; and maintain equality among all people.** Thus, the Company has in place a policy of rigorous adherence to all the relevant legal provisions and compliance with the requirements of the Company's ethics code. The Company also aims to maintain **good, healthy relationships with its customers, stakeholders and workers**
- The Company's Internal Auditor is responsible for handling complaints regarding human rights and reports to the audit committee of the Board of Directors each quarter on the treatment of such complaints

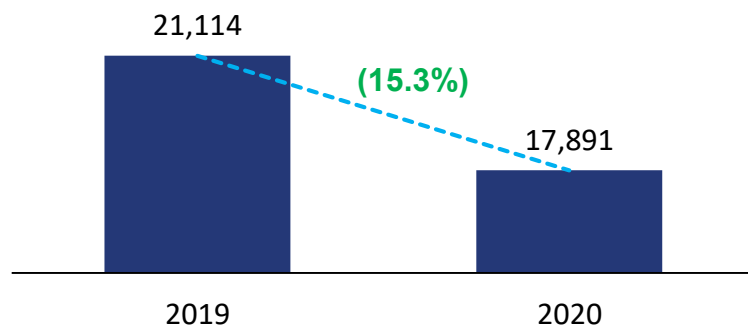




Corporate Responsibility – Key Metrics

GHG Emissions - Scope 1*

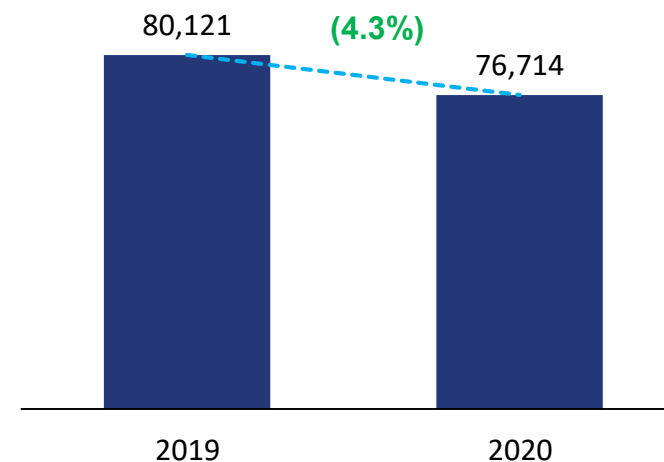
(tons CO2 eq)



- Scope 1 - Direct GHG emissions (owned or controlled by Bezeq) from fuel combustion and leakage of gases to the atmosphere

GHG Emissions – Scope 2*

(tons CO2 eq)



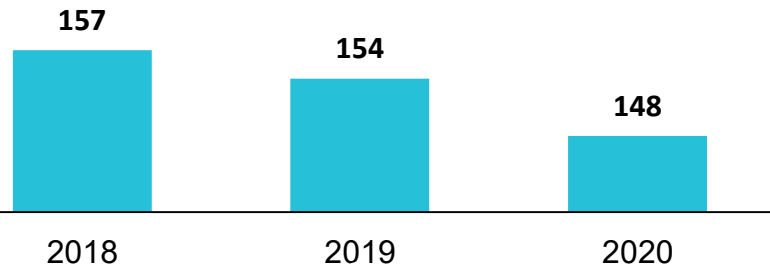
- * Scope 2 – Indirect GHG emissions from acquisition of energy from external sources (electricity)

Decrease in emissions due to the introduction of electric/hybrid vehicles in the Company that significantly reduced fuel consumption as well as various energy efficiency measures. In addition, remote work due to COVID-19 led to reduced use of vehicles and decreased electricity consumption at the Company's offices

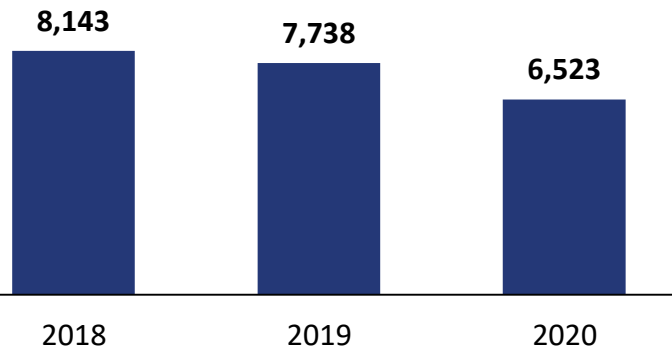


Corporate Responsibility – Key Metrics (Cont'd)

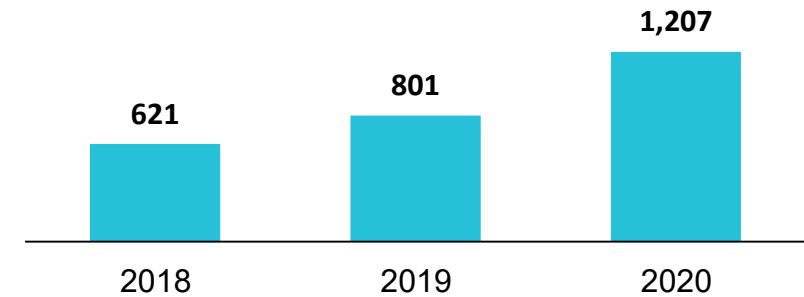
Electricity Consumption
(in thousands of kWh)



Fuel Consumption
(in thousands of liters)



Recycled Waste
(in thousands of kg)



Reduction in Environmental Impact