

Corporate Social Responsibility and ESG Report

2021





Table of contents

Message from our chairman and CEO	1
Partner in numbers – 2021	3
Partner – Nice to meet you	5
Who we are	5
● Corporate social responsibility at Partner	9
● Dialogues with our stakeholders	15
Corporate governance, ethics and proper management	21
● Corporate governance	21
● Organizational ethics	22
● Proper management	25
Our employees	29
● Employment terms and employee rights	33
● Diversity and inclusion	34
● Work environment and decent employment	42
● Employee training and development	46
● Occupational safety and hygiene	47
Our service	48
● Our service approach	49
● Accessibility of our service	53
● Partner’s fiber optics infrastructure	55
Our environment	59
● Commitment to environmental protection	59
● Energy and climate change	61
● Waste management	65
Investment in the community	67
● Our investment policy and its impact in the community	67
● Main social projects during 2021	70
The supply chain	72
About this report	73
ESG data	75

Message from our chairman and CEO

We are proud to present Partner’s updated ESG report for 2021, which summarizes another year of achievements while continuing to contend locally and globally with the repercussions of the coronavirus.

Partner provides its customers with a communications experience that is one of the most advanced in the market through its stable cellular network and high-speed internet based on 5G infrastructure and its extensive rollout of fiber optics, which enables them to continue maintaining the continuity of their routine lives in a different reality.

In 2021, our primary focus was to provide even better service to our customers and an even better workplace to our employees. We also focused on accelerating the rollout of our fiber optics infrastructure to hundreds of thousands of households throughout Israel, from Nahariya to Eilat, on connecting outlying regions to fiber optics as a catalyst for narrowing gaps, and on accelerating the rollout of our 5G cellular network. The number of subscribers to our cellular, fiber optics and Parter TV services increased and we continued developing innovative communications solutions that enabled our business customers to maintain business and work continuity.

For all of our hard work, MarkeTest’s Customer Experience Index for 2021 found that Partner leads as the communications group with the highest customer satisfaction with its services.

Our employees and their welfare are at the core of our activities and, this year too, we exerted considerable efforts in attending to their welfare. We designed an efficient work framework that balances between home and work, and we adopted a creative and flexible approach in order to maintain a good and pleasant workplace that keeps abreast with the times. At the same time, we upgraded the work environment throughout the Company. It is for good reason that we were ranked “the best employer among communications companies” in the survey by Globes newspaper and Statista, and as “the best communications company to work for” according to the BDI Coface Index and The Marker newspaper.

During the report period: we expanded our activities recruiting employees from underemployed populations; we were awarded the “Business Diversity Award” by the Lautman Foundation and the Maala organization for our efforts to hire people with disabilities at Partner; we launched an innovative service for the hearing impaired using sign language; we continued supporting our social partners “Latet” (which combats poverty and food insecurity in Israel) and “Krembo Wings” (a youth movement in Israel for disabled children and teens) and the “Adopt a Soldier” program (we adopted two IDF battalions: the “Azuz” Armored Corps battalion and the “Shachar” Search and Rescue battalion), in addition to our ongoing community and environmental activities.

As a major communications group, we have responsibility and the ability to influence the creation of a better future and therefore, we are constantly examining the impacts of our operations on climate change and are preparing for them through our commitment to initiatives and programs to reduce our environmental impacts.

Once again this year, Partner won the highest rating in the Maala ESG Index of Corporate Social Responsibility – “Platinum Plus,” which reflects our commitment and our activities in this regard and also serves as a personal benchmark for how we should treat each other and our customers.

This publicized report clearly and transparently presents our activities and achievements relating to ESG and corporate social responsibility. We set goals, measure them and maintain continuous dialogues with the Company’s stakeholders in this regard in order to learn and constantly improve.

We wish everyone robust good health and fruitful endeavors. Enjoyable reading.

Sincerely yours,

Shlomo Rodav
Chairman of the Board

Avi Gabbay
CEO

PARTNER IN NUMBERS

We invested more than
ILS 1,600,000
in environmental management in 2021

100%
of our employees and managers received performance reviews

4.4%
of our employees are people with disabilities

Partner's fiber optics infrastructure reaches
866,000
households (connected homes), correct to August 2022

Partner provides cellular service to more than
3.1 million customers

Partner allocated about
ILS 1,000,000
to topics relating to corporate social responsibility in 2021

14%
of our suppliers are from the geographic periphery

2,574
jobs in 2021 according to the figure reported in our Form -20F financial statements

258,000
fiber optics subscribers, correct to August 2022

and correct to the publication date of this report, Partner provides 5G coverage to the widest population in Israel

11%
wage gap in favor of women
8% wage gap in favor of men

More than
800
of our employees received training in our Code of Ethics

Women account for
49%
of our workforce

93%
satisfaction with our technicians after a house call.

Customers ranked their overall satisfaction with our services at
8.5

2021

41%
of our management positions are held by women

High ranking in MarkeTest's Customer Experience Index

"Platinum Plus" rating in the Maala ESG Index of Corporate Social Responsibility for
9 consecutive years

Partner – Nice to meet you

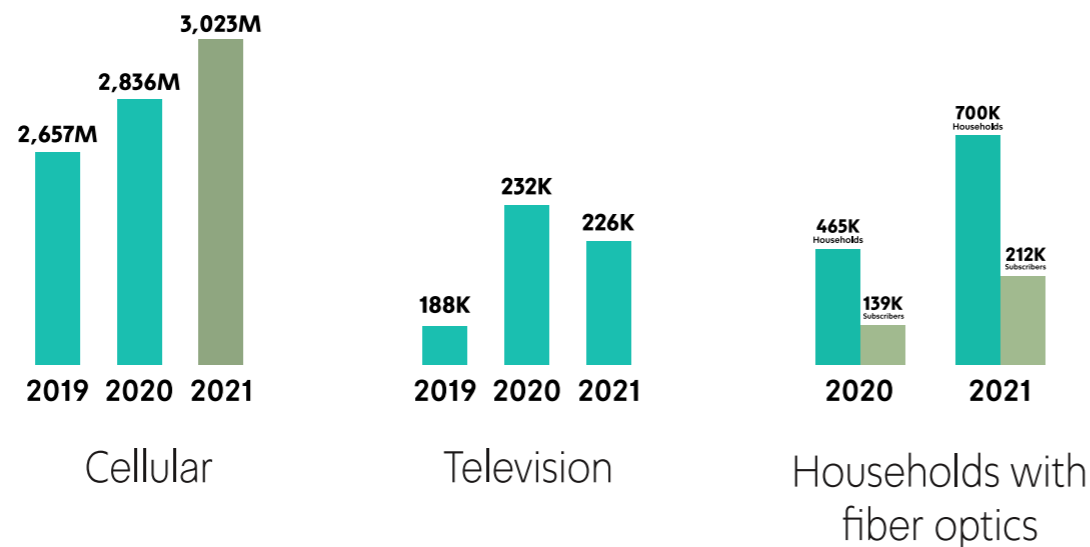
Who we are

Partner is an Israeli comprehensive communications group operating throughout Israel (founded in 1998). Partner operates through the brands Partner 5G, 012 Smile, Partner Fiber, Partner TV and ICONZ. Partner offers cellular, internet, television, telephony and ILD call services. Partner owns its own fiber optics infrastructure and it shares cellular infrastructure with Hot Mobile under PHI Networks. During 2021, the Company began marketing electricity at reduced rates to business customers together with Rapac Energy under the POWER brand. Partner provides communications services to more than 3 million customers in Israel in the private, business and public sectors through state-of-the-art technologies and infrastructures.

Financial data

Highlights of our results for 2021 and compared to 2020
Total revenues: ILS 3,363 million (USD 1,081 million) – 5% growth
Service revenues: ILS 2,635 million (USD 847 million) – 5% growth
Equipment revenues: ILS 728 million (USD 234 million) – 7% growth
Operating expenses: ILS 1,901 million (USD 611 million) – 2% increase
Adjusted EBITDA: ILS 922 million (USD 296 million) – 12% growth
Profit for the year: ILS 115 million (USD 37 million) – growth by ILS 98 million.

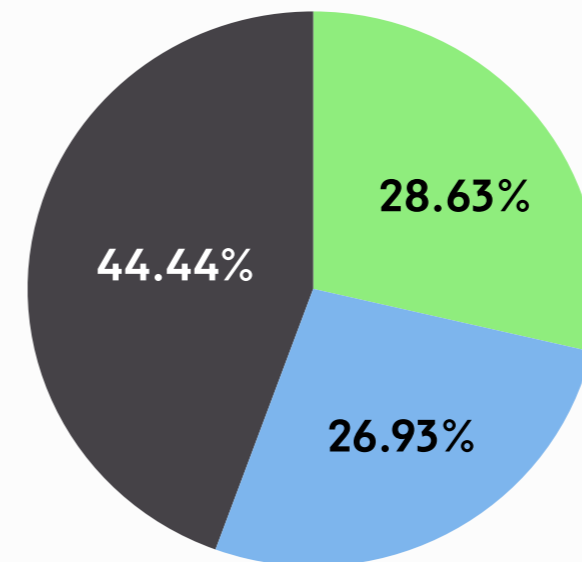
* For additional details, see the Company's 2021 annual financial statements, through the investor relations page on the Company's website.
 ** During Q2021 2, the Company wrote off about 21 thousand television subscribers. After neutralizing this deletion, our television subscriber base increased in 2021 by 15 thousand subscribers.
 *** In any instance of a contradiction between the financial statements and this ESG report, the financial statements prevail.



Stock trading in the stock market

Partner's shares are traded on the Tel-Aviv Stock Exchange and on the NASDAQ (TASE and NASDAQ: PTNR). Partner's debentures are also traded on the Tel-Aviv Stock Exchange. The S&P Maalot rating company has assigned Partner's debentures an iA+ rating with a stable outlook.

Partner's shareholders Shareholdings by stakeholders



- 26.93% interested parties
- 44.44% institutional shareholders
- 28.63% the public



Major changes in the Company

In April 2022, the transaction for the transfer of the control over Partner to Amphissa Holdings Limited Partnership was completed and, in June 2022, Mr. Avi Gabbay took office as the Group's CEO.

Partner is strengthening its position as a leading infrastructure player and, during the report year, progressed from being an internet service-provider to being a provider of internet services and infrastructure. The Company accelerated the pace of its fiber optics rollout with the goal of reaching about one million connected households by the end of 2022, including in outlying regions. In the cellular segment, Partner intends to continue its accelerated establishment of 5G sites with the goal of achieving coverage of more than 40% of the population by the end of 2022. In the television segment, in preparation for the expected entry of additional international streaming services, Partner is ready with a unique super aggregator.

During 2021, Partner signed an initial strategic transaction with Tamares Telecom for the establishment of fiber optics infrastructure in Israel that will enable connection between the Far East and Europe and will essentially constitute a replacement for the existing connection through the Suez Canal.

In order to expand and connect all of Israel to high-speed communications, Partner signed an agreement in 2021 with the high-speed internet infrastructure company, IBC Unlimited, and will begin providing high-speed internet services also on IBC's fiber optics infrastructure in regions that Partner has not yet reached with its own fiber optics infrastructure, concurrent with the provision of internet services also on Bezeq's infrastructure.

In 2022, Partner signed wholesale market agreements with several internet service-providers, under which the ISPs will be able to offer internet services based on Partner's fiber optics infrastructure, while encouraging competition in the market. Partner also signed an exclusive agreement with FREETV, the television broadcasting service of Keshet and RGE, which will offer combined packages with Partner's fiber optics infrastructure. Partner also signed an agreement with the Best Mobile chain, under which the chain will sell Partner's fiber optics packages at its branches nationwide.

In 2002, Partner relaunched its ICONZ cellular accessories chain.

During 2021, Partner continued establishing Partner Business as a major player in the business market, and established POWER, a joint venture with Rapak Energy for the supply of electricity to business customers throughout Israel through a model that combines low cost electricity supply with value offerings in communications infrastructure and services. This joint venture was announced after a license was received from the Ministry of Energy for the provision of electricity to private and business customers.

It should be noted that, although the reporting period for this report is 2021, we also included significant changes that occurred subsequent to the reporting period.

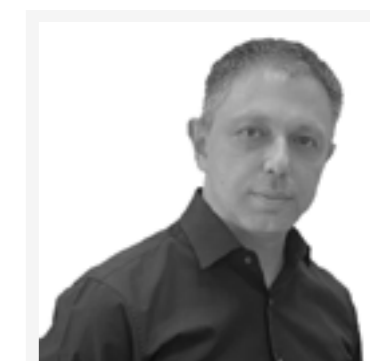
The Company's management



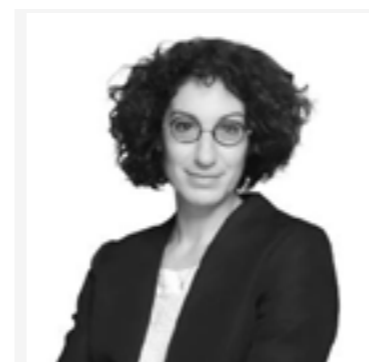
Avi Gabbay
CEO



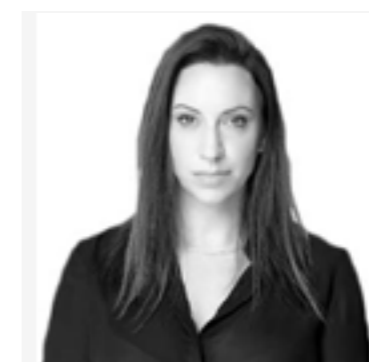
Sigal Tzadok
Acting Chief Financial Officer



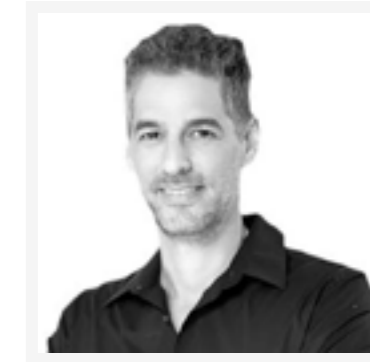
Yevgeny Dolkart
VP Human Resources and Operations



Sarit Hecht
VP Chief Legal Counsel and Corporate Secretary



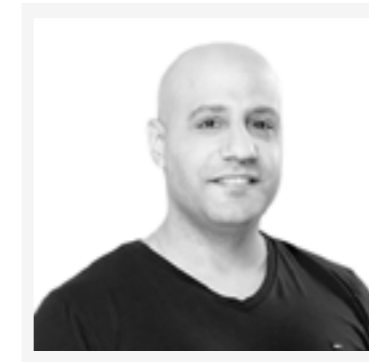
Galit Shakalo-Offenberg
VP Customer Services



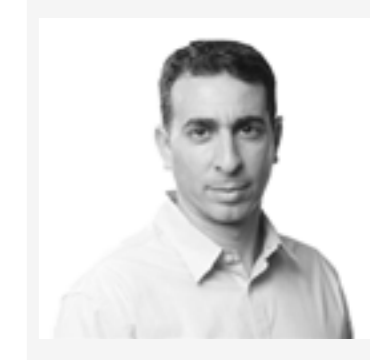
Roi Zohar
VP Information Technology



Yael Gaoni
VP Communication



Yigal Giladi
VP Engineering



Assaf Aviv
VP Marketing and Content

ESG

Corporate social responsibility at Partner

Corporate social responsibility at Partner is managed according to the ESG principles (Environmental, Social, Governance). The ESG targets that we set are congruent with our core business activities and are measured like any other business target in the Company. We analyze each of our activities and initiatives according to its impact, while maintaining balance between profit considerations and social and environmental welfare.

We advance activities that maximize value for our stakeholders – employees, customers, suppliers, investors and the community, we create long-term relationships based on transparency and fairness and we maintain ongoing dialogues with our stakeholders.

In 2021, no change was made in the Company's corporate social responsibility management structure compared to previous years. Partner's approach towards corporate social responsibility and the initiatives that it takes, which are specified in this report, are congruent with the SDGs (Sustainable Development Goals) defined by the United Nations as key targets while contending with the global challenges. This integration between international goals, business strategy and corporate social responsibility enables us to examine our impacts on the environment and on the community in which we operate and to fully tap all opportunities to create positive impacts to the extent possible.

Partner is proud to stand shoulder to shoulder with leading companies in Israel and abroad that have adopted the SDGs and are taking action to make progress in achieving them through innovative, creative and technological processes.



Partner's actions towards achieving the UN's SDGs:

Target

12 ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS

12.2 Achieve sustainable management and efficient use of natural resources.

Partner invests considerable resources in environmental management by monitoring and controlling its environmental performance and by adopting environmental initiatives to advance its environmental management.

12.5 Reduce waste and encourage recycling, significantly reduce waste generation through prevention, reduction, recycling and reuse.

We are diligent about managing the waste being generated by our operations through our initiatives to reduce the quantities of waste for burial, to increase the waste being transferred for recycling and reuse, and to reduce our use of disposable tableware. We also collaborate with various environmental organizations that help us manage our waste recycling processes.

12.6 Adopt a culture of sustainability reporting.

Partner is diligent about continuous corporate social responsibility reporting and has been publishing its ESG reports since 2011, which include our social and environmental performance.

12.8 Ensure awareness about sustainable lifestyles.

We take action to increase our employees' awareness about maintaining a sustainable lifestyle while protecting environmental quality.

Purpose

10 REDUCE INEQUALITY

10.2 Empower and promote the social, economic and political inclusion of everyone.

Partner advances its policy of equal opportunities, inclusion and diversity. We treat our employees fairly and equally, without any discrimination based on race, age, gender, color, sexual orientation, ethnicity, physical handicaps, religious or political affiliation or marital status. The new collective bargaining agreement also backs this statement up with designated wage budgets to close social gaps.

10.4 Adopt policies, especially fiscal, decent wage and social protection policies, and progressively achieve greater equality over time.

In addition to advancing equal employment opportunities, Partner initiates and supports diverse projects in the community that advance equality among the population.



9 INDUSTRY, INNOVATION AND INFRASTRUCTURES

9.1 Develop high-quality, reliable, sustainable and resilient infrastructures, including regional and cross-border infrastructures.

Partner independently owns extensive, state-of-the-art, high-speed fiber optics infrastructure that is being rolled out at a fast pace and already reaches more than 800,000 households throughout Israel.

9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, particularly in developing countries.

During 2021, Partner advanced a collaboration with IBC Ltd. to expand the fiber optics rollout and an agreement with Tamares Telecom for the establishment of fiber optics infrastructure in Israel that will enable connection between the Far East and Europe.



8 DECENT WORK AND ECONOMIC GROWTH

8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation.

Partner is an innovative communications group that provides a diverse work environment, includes employees from different backgrounds and adapts the work environment to their needs. During the reporting year, Partner added the Company's commitment to human diversity in the workplace in the collective bargaining agreement.

8.3 Promote policies that support the creation of decent jobs and growth initiatives, and development-oriented policies that support productive activities.

Partner provides its employees a comfortable and pleasant work environment and encourages creative thinking and innovation. Additionally, as part of Partner's purchasing policy, the Company prioritizes purchasing from small and medium-sized businesses in Israeli society to encourage these businesses to grow and develop.

8.5 Achieve full and decent employment for all women and men at equal pay.

Partner employs about 2,800 employees from all demographic segments and from all over Israel. The Company offers equal employment opportunities to everyone and takes action to advance populations that are underemployed. We also perform controls to analyze pay differences between men and women and we are outperforming the market in this regard.

8.8 Protect labor rights and promote a safe work environment.

Most of our employees are included in an improved collective bargaining agreement that was formulated with the understanding and consent of our employees' committee. We are also committed to the health and safety of our employees and customers, and we provide various benefits to employees to promote good health. We also operate in compliance with the occupational health and safety standard ISO 45001:2018.

5 GENDER EQUALITY

5.1 End all forms of discrimination against all women and girls everywhere.

Partner provides unique benefits to every employee and creates a work environment that is tailored to their various needs. Our employees' terms and wage levels are determined regardless of gender according to several criteria, including of course, the type and nature of the role.

5.2 Eliminate all forms of violence and sexual harassment.

Partner denounces every type of harassment and violence, including sexual harassment, and takes action to eradicate them. To this end, we formulated a policy, disseminate it to all of our employees, and we provide training and issue regular memos in this regard.

5.5 Ensure women's full participation in leadership and decision-making.

Partner takes action to maintain the existing gender balance in managerial roles in order to ensure women's full and effective participation and equal opportunities for leadership at all decision-making levels.



Partner's actions towards achieving the UN's SDGs:

Target

16 PROMOTE PEACE, JUSTICE AND EFFECTIVE INSTITUTIONS

16.5 Substantially reduce corruption and bribery in all their forms.

Partner instituted a procedure for the prevention of bribery and corruption, which specifies the desirable and compulsory mode of conduct of our employees during their communications and interactions with our customers and suppliers.

16.6 Develop effective, accountable and transparent institutions at all levels.

Partner takes action to create an organizational climate of fairness and transparency and provides means of personal and anonymous communications and reporting about any violation of the Company's procedures or of its Code of Ethics – as is expected of a growing company that empowers its employees and wins with integrity.

16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.

Our decision-making processes are transparent and balanced, while sharing with and listening to our internal and external stakeholders.

13 COMBATTING CLIMATE CHANGE

13.3 Improve awareness of climate change.

Partner understands the criticality of the current challenges posed by climate change and global warming, which derive from greenhouse gas emissions. To this end, we are taking action to advance energy conservation initiatives and are monitoring and controlling our environmental performance.



Dialogues with our stakeholders

This update includes details about processes for maintaining dialogues with our stakeholders and gives expression to material topics that they raised with the Company through the various channels of dialogue (which are specified in the table below and throughout this report). Dialogues enable us to become aware of topics that are important to our stakeholders, to identify their needs, to learn and improve the quality of our services and our business conduct, and to take action to continue being worthy of their trust.

The community and social/environmental organizations	Institutional investors and analysts	Government authorities	Suppliers	Customers	Employees
Partner creates collaborations with NPOs and third-sector organizations. We maintain continuous dialogues with our social and environmental partners through meetings and brainstorming sessions with them. We initiate contact with NGOs and organizations and more. Over the year, we also held discussions with the Nature and Parks Authority regarding joint activities in the vicinity of the Company's headquarters	From time to time during the year, Partner initiates feedback conversations with institutional investors and analysts about the quality of the communications between us about ethics-related topics and the availability of information and responses. Information on any topic can also be obtained through our Investor Relations website. Partner maintains routine communications and provides updates through the Company's reports and financial statements in conformity with the law	Ongoing dialogue, diligence about transparent, reliable and accurate reporting in compliance with the regulatory requirements	Supplier page on our website enabling suppliers to write to us (openly or anonymously), and a supplier portal	Surveys of customer satisfaction with the quality of service (internal and external customers), secret customer controls and feedback	Employee attitude surveys, direct line to the VP, HR and to the CEO, feedback sessions, conferences, round tables, routine memos, intra-organizational website, intra-organizational mobile app., Facebook group for Partner employees



We are continuously reviewing what our stakeholders expect from us and how we can act in the best possible way to justify their faith in us. Maintaining dialogues with our stakeholders is part of our management strategy. We maintain dialogues with our employees in the human resources division, with the direct managers and on the various platforms that we offer. We study the issues that are raised and assimilate them into our work plans. We maintain dialogues with customers on a daily basis via the interfaces with them. We analyze the conclusions of the various feedback we receive and assimilate them in the work plans. We also maintain dialogues with suppliers and other stakeholders in a systematic and controlled manner. Learning from these dialogues allows us to be better and also to manage the Company's risks in an informed manner. We inculcate this open approach among our managers, and we measure and analyze its application and long-range effectiveness.

Examples of solutions we implemented as a result of dialogue and feedback

Router for rent only – During conversations with our TV customers, we found that when joining the service, it was unclear to them that payment for the purchase of a router is in 36 installments, regardless of whether they disconnect from the service. Therefore, we decided to cancel the router purchase option and allow our customers to merely rent a router, so that they will no longer be charged if they terminate the engagement between us.

Service in sign language for the hearing-impaired – During our dialogues with hearing-impaired customers, we realized that sign language is an important way for them to communicate their service needs (besides via our service through WhatsApp). Partner has engaged with a startup that provides sign language service through a simple and highly accessible application through which our customers can communicate via video calls in sign language.

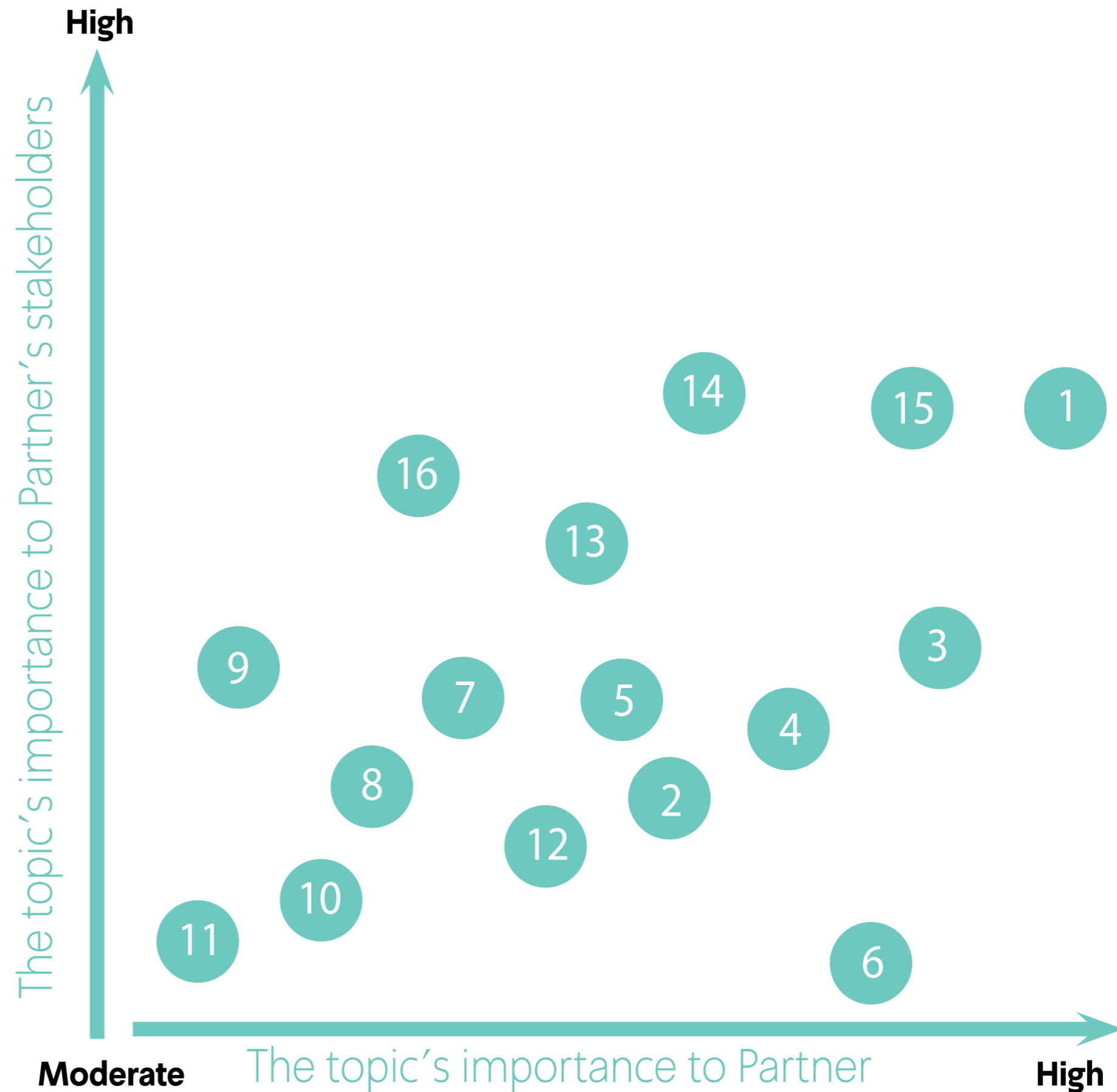
The material topics being reported in this report are based on a process of mapping material topics that was performed during the work on the last report published by the Company. We reviewed the key changes that occurred in the Company's business activities in 2021, we met with people inside the Company and we analyzed internal information sources in order to validate the material topics being reported in this report.



Identifying material topics and building a materiality matrix

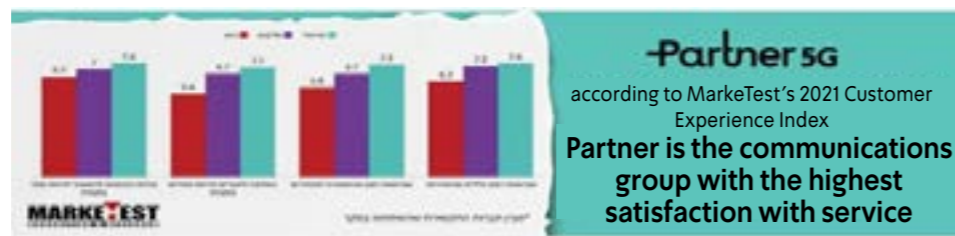
List of topics:

1. Corporate governance, ethics and proper management
2. Innovation in service and customer satisfaction
3. Innovation and the creation of advanced communications infrastructures (television, 5G, fiber optics, cellular)
4. Diversity and inclusion
5. Work environment and decent employment
6. Safety and health of employees and customers
7. Investments and impact on the community
8. Environmental management
9. Waste management and materials usage
10. Responsible purchasing management
11. Contending with the Covid-19 crisis
12. Narrowing digital gaps
13. Information confidentiality
14. Information and cyber security
15. Managing systemic risks
16. Fair competition and open internet

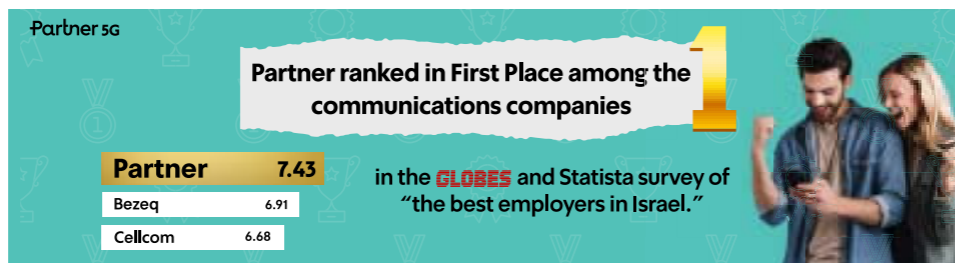


Parter won awards and high ratings on indices during 2021

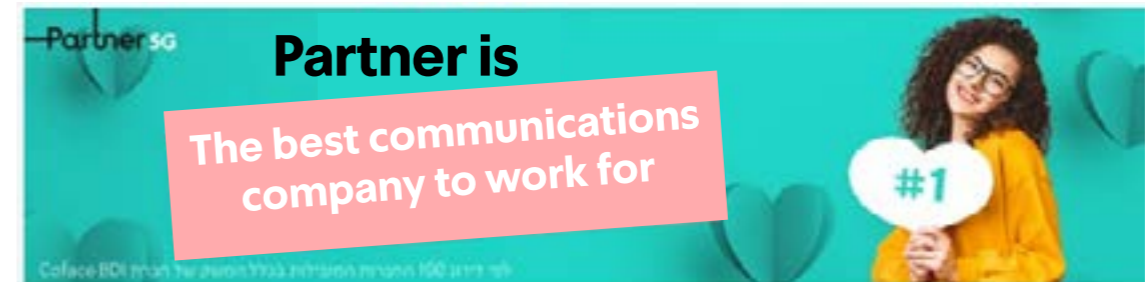
Partner is the communications group with the “highest satisfaction with service” according to MarkeTest’s 2021 Customer Experience Index (among communications companies evaluated during the survey).



Partner ranked in First Place among the communications companies in the Globes and Statista survey of “the best employers in Israel.”



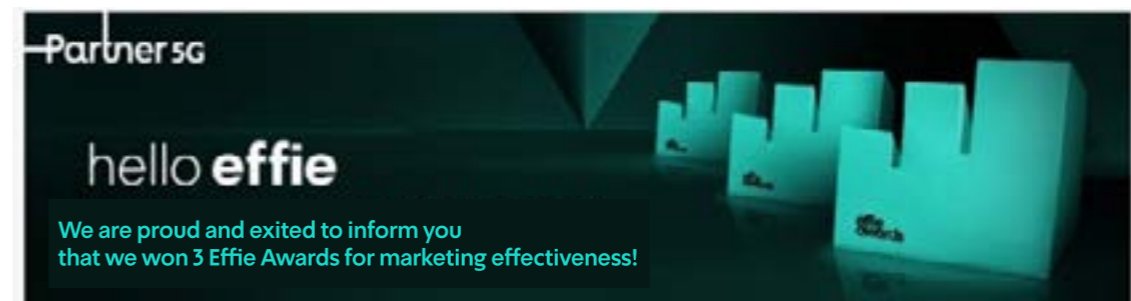
Partner is “the best communications company to work for,” according to the BDI Coface Index.



Partner won the highest rating in the Maala ESG Index of Corporate Social Responsibility – “Platinum Plus”



Partner received three Effie awards for marketing effectiveness – two gold medals for innovative marketing strategies and a bronze medal for a social marketing strategy combined with Bette Future, including the first social cellular plan in Israel, and a program in conjunction with “Krembo Wings” (a youth movement in Israel for disabled children and teens).



We are proud and excited to inform you that you won 3 Effie Awards for marketing effectiveness!

Partner was awarded the “Lautman Business Diversity Award for 2021” in the category of hiring people with disabilities by the Israeli Forum for Employment Diversity, Lautman Foundation and the Maala organization.



Corporate governance, ethics and proper management

Corporate governance

Partner's corporate governance is managed according to high standards, strict adherence to ethical conduct in all processes and at all echelons and with full transparency. Our corporate governance uses structured processes, principles and rules that are controlled and supervised to create value for all of the Company's stakeholders. Good working relationships and the satisfaction of our employees, as well as inclusion, diversity and assimilation of ESG topics that are relevant to us, are also on our Board of Directors' agenda.

Our Board of Directors

Correct to the publication date of this report, Partner's Board is comprised of 8 members:

Shlomo Rodav (chairman of the board), Dr. Jonathan Kolodny, Ms. Roly Klinger, Ms. Michal Marom-Brikman, Mr. Shlomo Zohar, Mr. Gideon Kadusi, Ms. Anat Cohen-Specht and Mr. Doron Steiger.

Three of the board members are outside directors (and also independent directors): Ms. Roly Klinger, Ms. Michal Marom-Brikman and Dr. Jonathan Kolodny.

Three of the board members are independent directors: Mr. Shlomo Zohar, Mr. Gideon Kadusi and Ms. Anat Cohen-Specht.

We also note separately that six directors are considered independent directors according to US law: Dr. Jonathan Kolodny, Mr. Shlomo Zohar, Ms. Roly Klinger, Ms. Michal Marom-Brikman, Mr. Gideon Kadusi and Ms. Anat Cohen-Specht.

Women account for 37% of our Board of Directors.

No board member holds any other office or management role in the Company.

The Board of Directors' activities

Directors receive quarterly training sessions during board meetings. The training sessions in 2021 included training on the subject of restrictive trade arrangements, a lecture was presented on the global communications market, and more.

Discussions of the effectiveness of the board's work are held periodically with the goal of analyzing and improving its effectiveness, and responses to the recommended corporate governance questionnaire are presented.

The board also holds periodic discussions about the Company's risk management plan and its risk management performance.

During the Covid-19 year, the board also conducted its work remotely through digital means and its members were updated about all of Partner's activities.

Board committees

The Board Of Directors Has formed statutory committees: an Audit Committee, which also serves as the Financial Statements Review Committee, and a Remuneration Committee. Other board committees include the Security Committee, which is mandatory pursuant to Partner's MRT license, and an Investment Committee.

The board also forms ad hoc subcommittees from time to time, such as the Fiber Optics Committee.

Committee	Meetings convened 2021 during
Investment Committee	2
Audit Committee	21
Remuneration Committee	10
Security Committee	1
Fiber Optics Committee	7
Audit Subcommittee	1

Organizational ethics

Since each of our activities or behaviors has an impact on a wide circle of employees, customers, suppliers, shareholders and partners and on our relations with the community in which we operate, we are committed to demonstrating full accountability for our actions and for anything that we say or write, and to being meticulous about ethical and moral conduct at every point of interaction.

Our Code of Ethics is designed to provide practical responses to routine questions that we encounter and is a significant tool for all of us during our work. The Code of Ethics is a moral compass for us during any business course of action that we initiate for our customers and for how we behave inside the Company amongst ourselves.

Partner Group's Code of Ethics and its assimilation processes

Since we live in a dynamic world, it is important to us to refresh and update our Code of Ethics so that it will always be relevant. We updated our Code of Ethics in 2022 so that it provides responses to issues such as responsible service and marketing, making information and service accessible, fair competition, compliance procedures, conduct on social networks, environmental and community issues and, of course, issues pertaining to the relations between the Company and its employees.

We began an organization-wide process of assimilating the new Code of Ethics as part of our work plan for 2022 in this field.

As part of our responsibility and commitment to our value chain, we incorporate key principles from our Code of Ethics in agreements that we sign with suppliers with whom we have long-term engagements.

Every new employee in the Company completes courseware on the Code of Ethics and is asked to sign it. In 2021, 84% of our employees completed training in the Code of Ethics and signed it. In addition to the courseware and training that pose questions addressing the spectrum of ethical questions and dilemmas, we provide briefings to our employees during the year about various issues that arise out in the field.

We provide our employees with a variety of overt and anonymous communications channels for reporting any suspected violations of the Code of Ethics, and we make sure that every whistleblower is treated with dignity and fairness and without any fear of retaliation as a result of the report.

In 2021, the Company's internal auditor received only 7 grievances, compared to 16 in 2020.

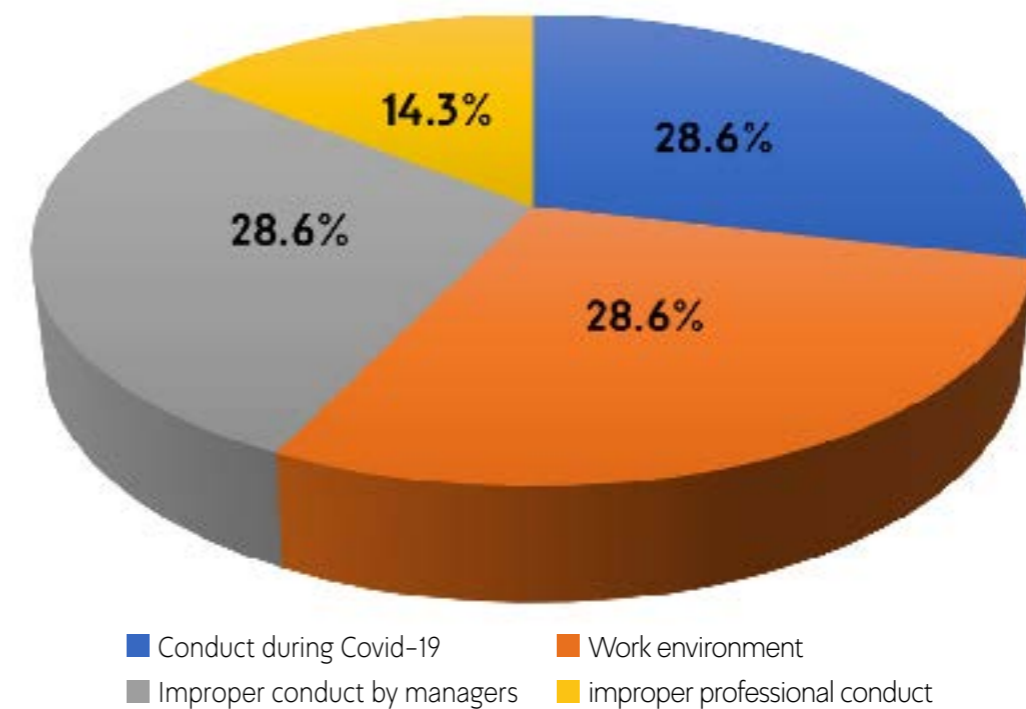
This is the lowest number of grievances since 2008.

Out of the grievances submitted, three were found to be justified (43%), compared to 62% justified in 2020.



Following is the breakdown of the grievances by topic:

Grievance	Number of grievances
Conduct during Covid-19	2
Work environment	2
Improper conduct by managers	2
Improper professional conduct	1



Significant achievement at the company level: This is the first year that not one grievance was received about cigarette smoking, thanks to our "non-smoking company" policy that we instituted.

| Proper management

Protection of privacy and information confidentiality

As a communications group providing extensive communications solutions, we are cognizant of the fact that protecting our customers' privacy is one of the most important and central tasks in our organization. Considering the technological developments, such as the location-tracking capability in cell phones, big data capabilities, the ability to connect numerous devices to the internet (Internet of Things), privacy protection is becoming increasingly sensitive and material – both to the Company and to its customers. Therefore, we offer customers a variety of products that will help give them a sense of network security.

We collect personal information so that we can provide service to our customers, in order to improve service, to develop new services and to manage and develop our operations. We collect information that the law requires us to collect so that we can market our products and services and those of companies with whom we cooperate, and so that we can participate in research and in other commercial activities based on information analyses.

Our information security activities diligently implement and enforce the information security requirements relating to the information saved in our databases, and we make sure that the requisite measures are being taken to comply with the provisions of the Privacy Protection Law of 1981 (hereinafter: "the Law") and all other statutory and regulatory provisions that apply to us, including in the licenses that we received from the Ministry of Communications.

We regularly allocate manpower and considerable efforts and resources to ensure that we maintain compliance with the most stringent standards relating to information security, physical security and employee reliability. Partner is ISO 27001 certified for information security management. Our actions in this regard include reliability vetting by role during our hiring processes, information security training for new and current employees, strict procedures for information compartmentalization, central authorizations management for all of our information systems and a physical and logical information security controls system.

Our security department strictly enforces lawful and appropriate use of our customers' information and meticulously documents all activities relating to customer information. The department investigates and handles with all due severity any suspected anomalous activity by anyone with authorized access to our systems.

We take action to ensure that our employees follow procedures and we provide extensive explanations in this regard, including with regard to the information security risks, the restrictions in effect and the tools for implementing the information security directives. Our employees are obligated to participate in training depending upon their role in the Company and the information to which they are exposed by virtue of their roles. In addition to periodic training, every new employee at Partner receives training during the onboarding training in the Company.

Additional information about Partner's privacy protection policy is displayed on our website:

www.partner.co.il

In 2021, no customer complaints were received about breaches of customer privacy or loss of customer data.



Preventing bribery and corruption

Based on our value "winning with integrity" and on our Code of Ethics, we instituted a procedure for the prevention of bribery and corruption, which specifies the desirable and compulsory mode of conduct of our employees towards our customers and various suppliers during various engagements (including engagements in tenders). As a dual-listed company, Partner strives to operate in compliance with international standards of integrity and of preventing bribery and corruption. Our success in assimilating this procedure depends, first and foremost, on the creation of a moral and ethical organizational culture that does not merely focus on business results, but rather, that attributes equal importance to the way in which these results are achieved.

We manage a risk-identification process in order to gain an understanding of the existing actions and/or controls in each sector that pose risks of bribery and corruption (prohibition on giving/offering a bribe, commission, payments originating from corruption, grease payments or inappropriate gifts to government clerks whether directly or indirectly).

The Company's management takes a severe view of acts of bribery and corruption, whether committed directly by employees or by any party on their behalf, and conducts comprehensive investigations, regardless of role or status in the Company.

In order to increase awareness of preventing bribery and corruption risks and to inform our employees about the details of the procedure, we disseminate training courseware annually to our employees and they are required to sign that they completed it. The Company's internal auditor communicates quarterly with our employees to report instances such as these and informs them of all of the reporting alternatives.

In 2021, there were no incidents of bribery or corruption in Partner.



Risk management

Partner implements the Enterprise Risk Management methodology based on the concept of the COSO-ERM model that enables coverage of all of the Company spheres of risk. The COSO risk management standard consists of five categories divided into more than 20 main risk management principles that serve as the guidelines in Partner's risk management approach. This risk management approach scrutinizes the entire organization over time applying a top-down method and while constantly analyzing risks that may jeopardize the organization's goals and strategy.

Risk management is designed to try to ensure the achievement of goals, to identify vulnerabilities throughout the organization, to enable a more flexible and faster response during crisis events, to be a more effective tool for decision making, as well as a tool for monitoring and controlling the organization.

Partner invests considerable efforts in risk management and in inculcating a risk-based organizational culture.

In 2021, we upgraded our risk-management infrastructure with the assistance of external consultants. As part of this change, we updated risk management processes so that risk assessments will be lateral and cross-organizational, while emphasizing integration of operating aspects, business processes and strategic plans. The updated risk assessments also examine risk impacts between our various divisions, in terms of the impact of the risk, risk mitigation plans and in terms of corrective actions if a risk materializes.

Every year after the Company's targets are defined, our risk management unit, in collaboration with the divisional risk managers, performs an internal risk assessment to ascertain whether new risks have been created in the new work plans and divisional targets or whether they created an additional impact on existing risks.

Specific risk surveys are also carried out when necessary to assess new spheres of activity or events that occur and could impact Partner's business operations. Examples of such events are the Covid-19 pandemic or the crisis events in May 2021 relating to the Israeli-Palestinian conflict.

During 2022, we continued the process of updating the organization's risk impact scales as part of assimilating and improving our organizational risk management processes. We will also be examining processes of managing the opportunities that accompany risks, as well as the increasing impact of ESG risks as part of the global trend.

Following are additional routine operations that we perform during our organizational risk management:

- We routinely check with our divisional risk managers about the status of risks in routine times and during emergencies;
- Our risk management forum convenes together with our divisional risk managers for the purpose of receiving updates, receiving directives from the management, collaborative learning and keeping abreast of developments in risk management;
- Reporting to the management and to the Board of Directors (and receiving directives or emphases);
- We examine risk management aspects before reaching decisions about particular courses of action.

Partner will continue to invest in organizational risk management in order to ensure that the Company achieves its strategic goals, to ensure its flexibility and to ensure that its DRPs and defense systems are capable of contending with internal and external challenges that could affect its operations and business continuity.

In 2021, no complaints about any violations of competition laws were received.



Information and cyber security

Partner adapts its information and cyber security policy according to changes in global cyberspace and the changing regulatory requirements in this regard, and is continuing to operate its information and cyber security activities in compliance with its certification under international standard ISO 27001 for information security management. Our information security management is covered by these technological standards. We also expect to expand our information security management processes through compliance with additional ISO cybersecurity standards.

We provide training to our employees and test their awareness of information and cyber security throughout every year.

Our information and cyber security department manager is subordinate to our VP Engineering.



Significant legal proceedings

In its annual report to the public, Partner reported a criminal investigation being conducted against the Company by the Israel Tax Authority on the subject of Eilat VAT, but no ruling has yet been issued.

An investigation is also underway by the Consumer Protection Authority regarding Netflix and Partner TV.

The Company has also completed its response to the supervisor of the Privacy Protection Authority, but we have not yet received a reply.



Our employees

Partner excels with high-caliber human capital. Our employees come from the entire spectrum of Israeli society and from all over Israel.

As part of our strategy, we invest in our employees' personal and professional development, in their studies and enrichment, in creating positive experiences and in optimally providing for their welfare in an innovative, customized and pleasant work environment, and in remunerating them. Our employees are key partners in our achievements and success and they play a significant role in our impressive financial results for 2021.

We are fair and respectful to our employees and respect their rights and privacy. We strive to enable our employees to strike a balance between work and their personal lives, while considering the challenges in the business arena, and we take action to enable our employees to achieve their professional and personal goals. Being cognizant of the difficulties that the Covid-19 quarantines and social distancing have created, we struck a balance between home and work and switched to a format that combines working at the office and a work-from-home day. Additionally, our service agents work their evening shifts and Friday and Saturday shifts from their homes. Concurrently, we developed a welfare model that includes activities that reach employees at home.

The entire economy is talking about the phenomenon of wide-scale resignations in the wake of the Covid-19 crisis, and we at Partner also experienced employee resignations. 2021 offered us an opportunity to integrate additional populations in the Company that augment diversity. As a result, we were able to hire many employees with disabilities, we began employing teenagers in the afternoons in roles that they excel in, like providing technical support to customers, and we are taking action in several channels to hire the elderly, and more.

Correct to year-end 2021, Partner has **2,574** positions (about **2,800** employees).

52% of our employees work at the Company's headquarters in Rosh Ha'Ayin

48% work at Partner sites nationwide.

We are proud to inform you that you won!

In 2021, Partner won First Place among communications companies in the survey of "best employers in Israel" by Statista, in conjunction with Globes newspaper and, once again as "the best communications company to work for" according to the BDI Coface Index.



Employee Centric

Investment in
training and
organizational
development

Investment
in a **welfare**
budget

Extraordinary
investment
in **employee**
remuneration



Employment
security –
collective
bargaining
agreement

Extraordinary
investment
in the **work**
environment

Building an
employer
brand that
reflects
Partner's
values

Our employees

Employment terms and employee rights

At the time this report is being published, we signed a special collective bargaining agreement that grants employees, inter alia, a one-time retention bonus, wage increments and a profit-sharing mechanism, and in which the Company declares that it will not institute streamlining measures and will not sell its assets – its cellular and fiber optics networks – until the expiration of the collective bargaining agreement in 2024.

This agreement is based on the understanding that satisfied employees make satisfied customers.

This special agreement is an addendum to the collective bargaining agreement signed and renewed for three additional years. The agreement retains the existing employment terms, reflects our extraordinary relationship with our employees and expresses great appreciation for the ability to see the Company's best interests and the best interests of our employees. This improved agreement includes several innovative clauses, including:

Expansion of the list of elective vacation days, including a day during gay pride month, the appointment of an equality and diversity officer, and a gender-neutral parenting hour. As a rule, our employees' wages are 10% higher than minimum wage.

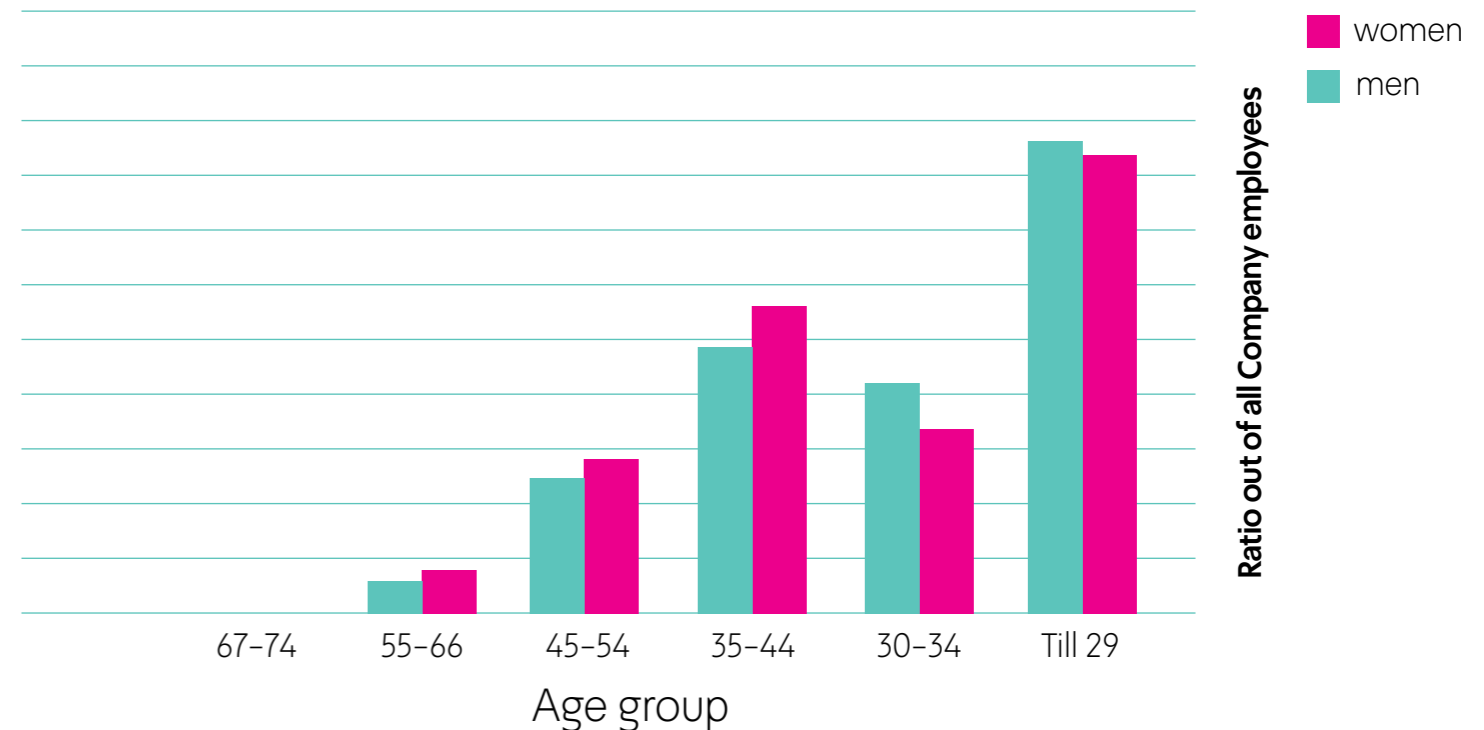


Diversity and inclusion

Our employee roster strives to reflect the human mosaic in Israeli society. It is important to us to create a diverse work environment that includes people from different backgrounds. We are committed to equal opportunity hiring and to treating our employees fairly and equally without discrimination based on race, age, gender, color, sexual orientation, ethnicity, physical or cognitive disabilities, religion, political affiliation or marital status.

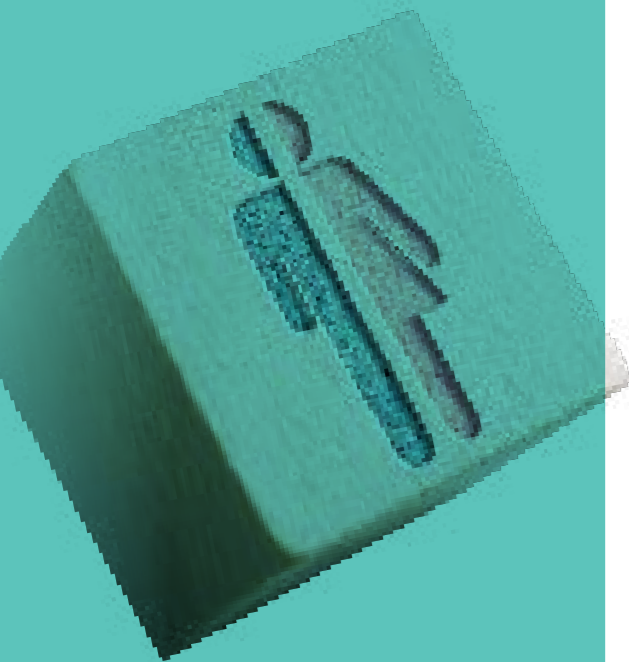
Partner maintains close contact with the Ministry for Social Equality, with the Ministry of Economy and with NGOs and third-sector organizations dedicated to helping underemployed populations integrate in society. Additionally, we convey messages about diversity, social inclusion and equality, and emphasize our commitment in this regard, through all of the Company's communication channels (internal and external), both with our employees and with our customers.

Age diversity in 2021



Our employees

5 Gender equality



Gender diversity

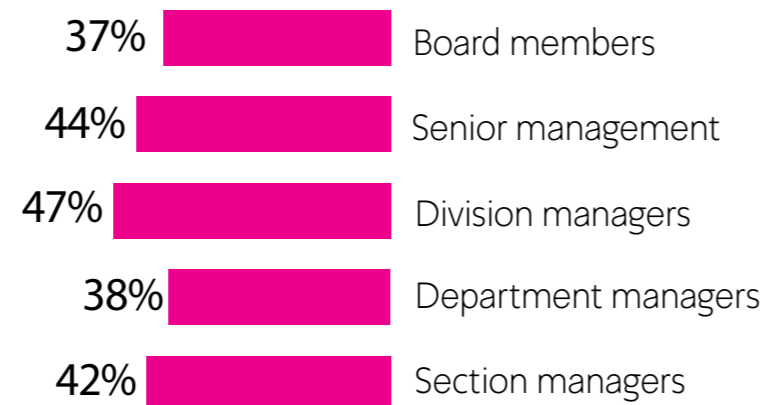
We strive to create balance between male and female managers in the Company and take action to create a work environment that is compatible with the needs of every employee. In June 2022, Partner published its gender wage gap report. Over the years, we have been diligent about our policy of advancing gender equality, also in relation to wages. The results of the comprehensive analysis performed recently are consistent with the Company's policy. The employee terms at Partner are not influenced by gender, are egalitarian and are determined according to the nature of the role, professional seniority and the actual performance of each employee. We are publicizing the data at this time after our payroll department performed ongoing control relating to all of our employees' wage components and compared them to the labor market, in order to ensure that we constantly offer opportunities for fair and equal wages.

This report, which segmented Partner's employees by occupation, found that, in some groups, there is a wage gap in favor of women, with the widest ratio being 11%. The widest wage gap in favor of men is 8%. The differences in wages derive, in the vast majority of instances, from seniority, overtime pay and nightshifts, the number of shifts and remuneration for business performance.

Women account for 49% of the Company's employees

At management echelons, women account for 41% of the roles and for a similar ratio of the top decile of wage recipients in the Company

Ratio of women in management roles (by rank)

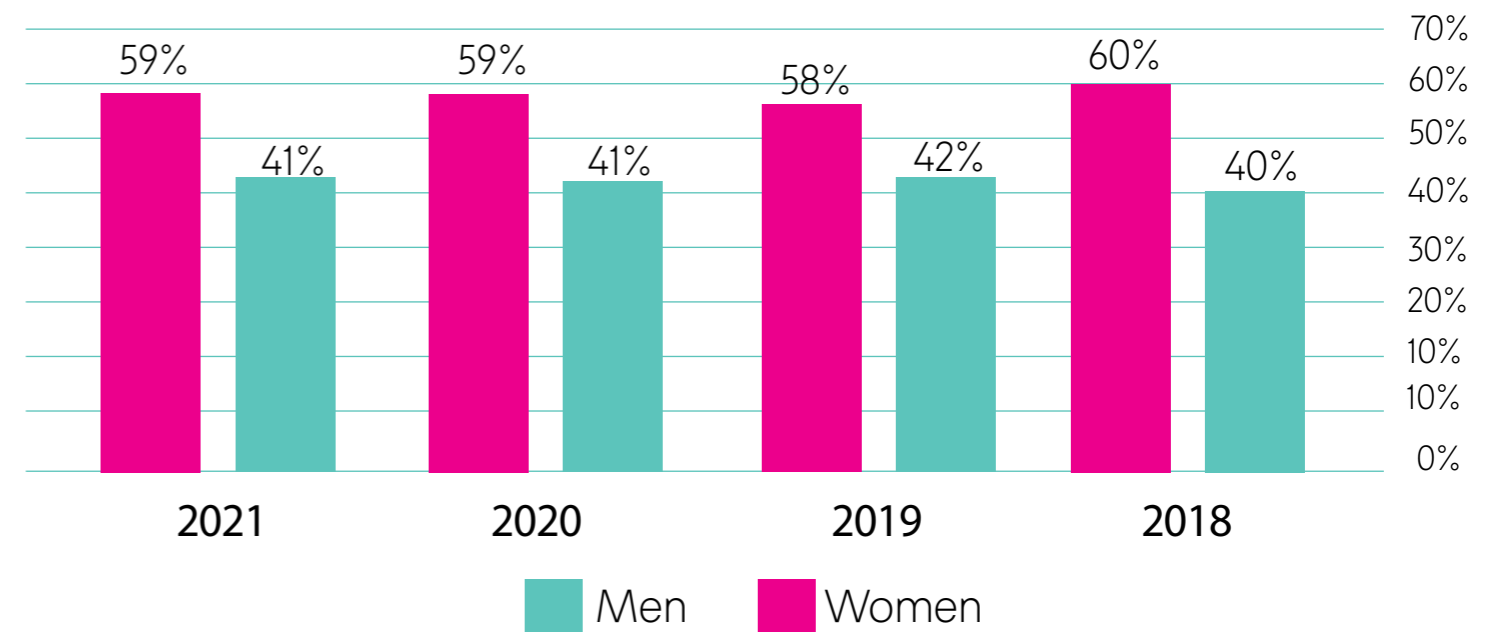


Our activities advancing gender equality in employment are also expanding to activities within Partner's business activities. In March 2022, Partner created a new category in Partner TV of films that pass the Bechdel test – a test that measures representation of women in books and films and takes into account the connotations and roles in which women appear in films and in the plots. We launched a media campaign with the goal of creating and driving change in the perception of women in the media.

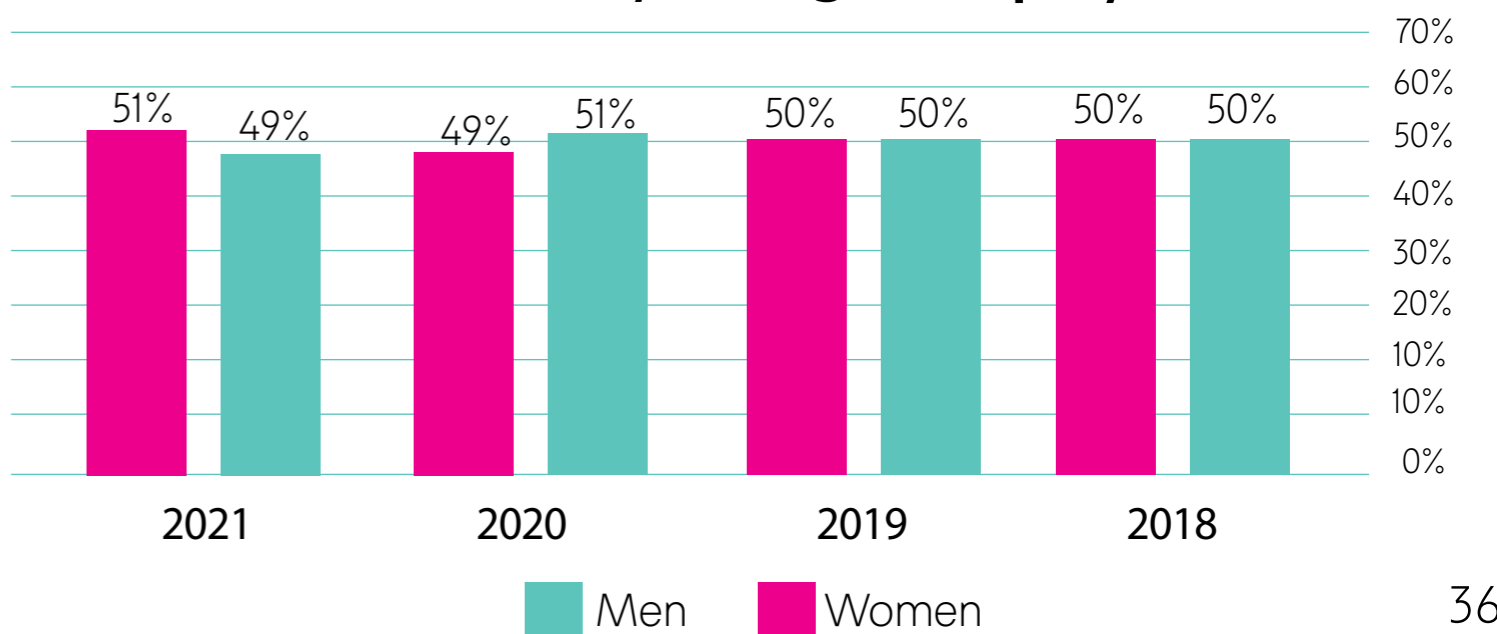
The test, which was created by and named after American cartoonist Alison Bechdel, is comprised of two simple criteria: (1) at least two women; (2) who talk to each other about something other than a man.

We strive to maintain the existing gender balance among managers, and regularly monitor the data with the goal of advancing women and increasing their participation at senior management echelons.

Gender diversity at management echelons



Gender diversity among all employees



Diversity by population

10 Reducing Inequality

People with disabilities

We promote equal and decent employment and take action to continue achieving a target exceeding that defined in the Expansion Order to the Equal Rights for People with Disabilities Law (which is 3.0% of all employees of the Company).

2021

we reached a target of 4.4% employees with disabilities out of all Partner employees, and 21% of our employees with disabilities are employed in management roles.

In order to succeed in maintaining and exceeding this target, our achievements recruiting people with disabilities are measured and reported quarterly to the Management and to the Board of Directors.

We appointed an HR manager to be responsible for diversity and equality, and the subject is also anchored in the collective bargaining agreement that we signed at the end of 2021.

We exert considerable efforts to create collaborations with entities or organizations that engage in job placements for people with disabilities, and consider creative ways to accommodate them once they are hired. For example, during intraorganizational events we provide sign-language interpreters for our employees who are hearing-impaired.

We collaborate with the "Equal Chance" NGO, which helps integrate people with disabilities in employment; we have been collaborating for many years with the NGO "House of Wheels"; we are collaborating with the NGO "Shavim," which is advancing a joint project with ynet newspaper and "Mifal Hapa'is" (the national lottery) to promote equal opportunity employment for people with disabilities; and, as a way to advance job offers to people with disabilities and provide support during work at Partner, we have been collaborating with the IDF Disabled Veterans Organization and with "Krembo Wings" (a youth movement in Israel for disabled children and teens) to recruit graduates of the movement for employment at Partner.

We are in regular contact with the Equal Employment Opportunity Commission in the Ministry of Economy and with entities and organizations engaging in job placements and accompaniment for optimal onboarding.

In 2021, we were awarded the "Business Diversity Award" by the Lautman Foundation, the Israeli Forum for Employment Diversity and the Maala organization for our activities hiring people with disabilities.

We will exert all efforts in order to sustain the ratio of employees with disabilities in 2022

Our commitment in this regard not only relates to hiring people with disabilities, but also extends to making our products and services accessible to customers with disabilities and to promotional activities in this regard. For more information about Partner Group's service accessibility, see the section about Our Services



Promoting employment of people from the ultra-orthodox Jewish community and from the Arab community

Partner serves about one third of the citizens of Israel and therefore, we take action so that our employee roster reflects the demographics of Israeli society.

We exert considerable efforts to integrate diverse populations in Partner, while focusing on populations that are under-represented in employment. In order to succeed in this mission, we work with NGOs and third-sector organizations, social recruitment entities and government entities, and we invest resources in building suitable infrastructure and in providing relevant training.

We believe that hiring employees from diverse population groups not only creates employment opportunities and narrows gaps in Israeli society, but also fosters mutual learning that enriches the entire organization.

Ultra-orthodox Jews account for about 4.6% of all of our employees and perform a variety of roles in our various divisions (about 10% of whom are in management roles).

We make adjustments that respect their lifestyle at work, during meals, on vacations and in other welfare aspects.

4.6%

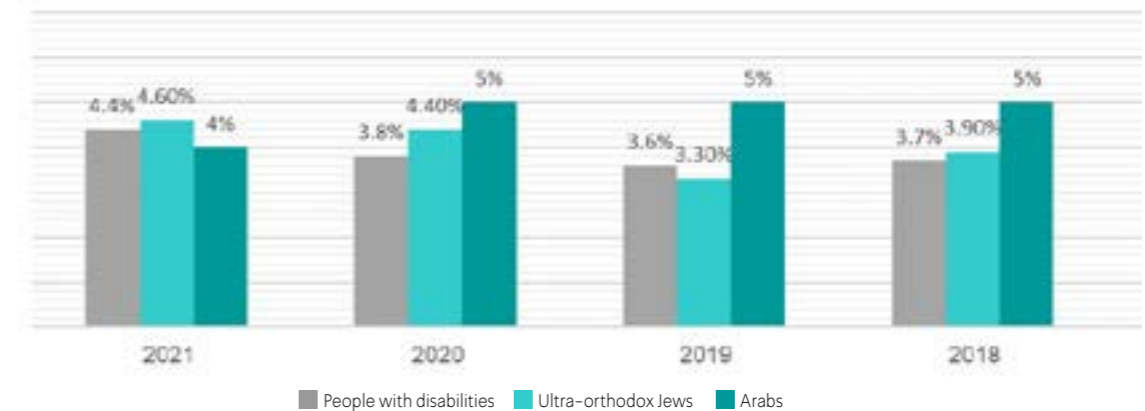
Ultra-orthodox Jews account for about 4.6% of all of our employees and perform a variety of roles in our various divisions (about 10% of whom are in management roles)

People from Arab society account for about 4% of all of our employees and perform a variety of roles nationwide (about 14% of whom are in management roles).

4%

We created and developed new employment opportunities to integrate people from diverse populations. In 2022, we will begin a process of changing the Company's human landscape and set a target of hiring as many people as possible from populations that are under-represented in the job market

Employee diversity (out of all Company employees) – 2018 – 2021



* The data above constitute a cautious, yet very close estimate. The Company does not collect data about ethnicity or other affiliations. Data collection in the Company is via managers and other indicators.



Work environment and decent employment

We denounce all forms of harassment and violence, including sexual harassment or bullying, and take action to eradicate them.

We inform our employees in various languages about the ways to submit grievances through a variety of channels in our organization and about the contact details of our officer in charge of preventing sexual harassment in the Company.

Our HR managers maintain continuous contact with our employees, are attentive and sensitive to what is going on in the Company. Together with the divisional HR coordinators, they manage the labor relations in the Company, monitor employee grievances, analyze them and take actions as needed to improve the work environment. During the year, we provide training in this regard to our employees through courseware. Employees can contact the officer in charge of preventing sexual harassment and bullying in various ways – anonymously, through the grievance mailbox, via telephone and email.

In 2021, we expanded our activities rolling out infrastructures and reaching customers' homes with our fiber optics and with our television service. In order to adapt our Code of Ethics to the new activity, we also held several rounds of training for specific employees who come in direct contact with our customers and explained the accepted rules of conduct in their work environment with customers.

As also prepared a special read-and-sign procedure addressing the accepted rules of conduct that all contracted employees who are assigned to work on our behalf at customers' homes, which they will be required to sign.

Partner offers both an overt and an anonymous line of communications for all grievances of direct employees and of employees whose employment is indirect

The number of grievances that have been investigated and handled from among all employees of the Company, including contracted employees:

2018	13 grievances
2019	9 grievances
2020	10 complaints*
2021	18 complaints**

*10 complaints about suspected sexual harassment, 2 of which were justified, and all grievances were handled.

** 18 grievances about suspected sexual harassment were received and clarified.



Upgrading our employees' work environment

In 2021, we launched one of the largest projects executed in the Company in recent years – upgrade to a new and advanced work environment. Extensive renovations and upgrading were executed in the Company's headquarters and in the service centers that included, inter alia, replacing all of our employees' computers and work stations, upgrading the Company's facilities (cafeterias, dining halls, pub, etc.) and more.

Working remotely and social distancing in the Company resulted in part of our welfare activities shifting from in-person events to virtual events and to personal deliveries to employees' homes. We are diligent about providing a continuous welfare package to our employees and about celebrating special occasions in our employees' personal and organizational lives, such as birthdays, births, children entering first grade, children's bar mitzvahs and bat mitzvahs, weddings, holidays, as well as company events, such as product/service launches and winnings of awards. This year, Partner held company events, team-building activities and dozens of activities to break the routine.

Our employees also benefit from performances and plays, attractions for the whole family, a wide variety of benefits and discounts on the Company's products and services, academic studies at Partner College, and also fairs, laundry and ironing services, and more.

Our employees are entitled to elective vacation days during the year and, inter alia, a possibility was added to their current collective bargaining agreement whereby they can take an elective vacation day during gay pride week.

Our employees and their families benefit from one of the best health insurance plans in Israel. The "healthy future" plan enables the provision of coverage for diverse healthcare services, such as: psychological counseling, travel insurance abroad (without needing to activate the insurance), complementary medicine, dietary counseling, pregnancy and fertility tests, consultations with medical experts, child development therapy, private surgeries, medicines not included in the national healthcare basket and more. Our employees are asked to give us feedback on the insurance services, and changes and improvements are made according to the feedback that we receive from them.



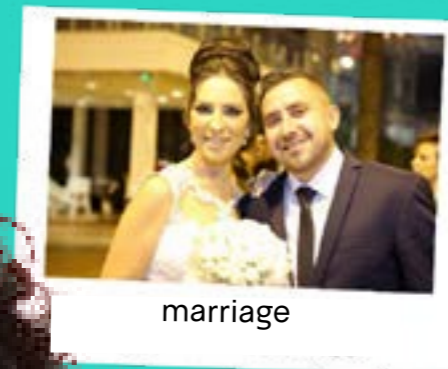
reach bar/bat mitzvah



when your kids begin first grade



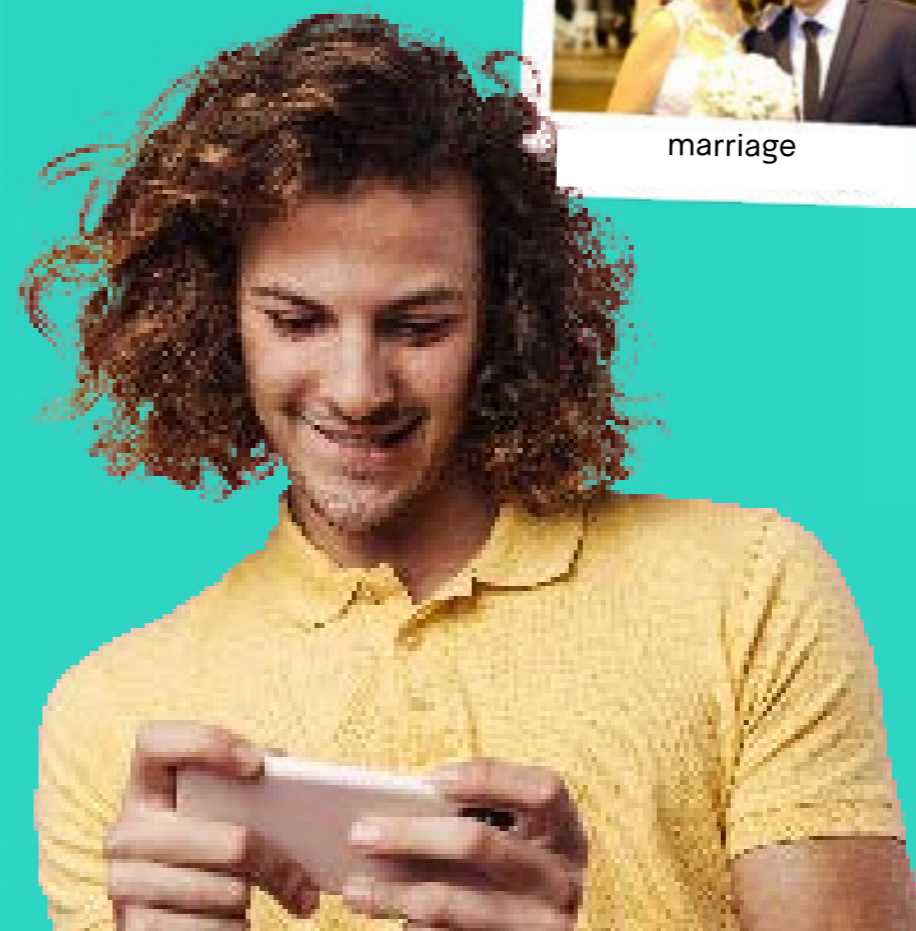
when you have a baby



marriage



inducted into the IDF



Wide range of benefits

 Subsidized meals	 Academic scholarships	 Advanced study fund	 Internet service provider	 Discounts on Partner services	 Cellular plans for employees
 Gifts for employees	 Clothing allowance	 Participating in payments for preschools and summer camps	 Convalescence pay	 Vacation days on holiday eves at the Company's expense	 Company vacation abroad
 Gym	 Collective vacations	 Elective days off	 Health insurance	 Welfare Events and Attractions	 Devices and accessories at attractive prices



Employee training and development

The leading theme in 2021 was the leadership in Partner and, within this context, we built a training and enrichment program for managers at various echelons. Considering the changes in the management and the turnover of managers in the Company, this year we placed the emphasis on training for managers and representatives in our front-line divisions.

Most of our employees received training this year in the key activities that the Company has launched. We provided several courses to managers and courses in digital tools, such as a CCNA course (Cisco Certified Network Associate) and training in React (programming) in order to enable our employees to acquire new skills. We also launched a program to provide tools to our service managers. In 2021, our HQ staff received five hours of training on average. In our front-line divisions, 97% of our employees received training in addition to daily briefings.

Every new employee in our front-line divisions was provided with an average of 90 hours of a special training course or about 22 hours of on-the-job training with a mentor.

All of our training courses were revised and we switched to hybrid learning that combines classes via Zoom and traditional classroom studies.

We began 2022 by offering extensive programs with several significant emphases:

Top-down manager development programs in all divisions, teaching managers sales management skills, and a wide-scale project resuming the training programs for new representatives and switching to hybrid studies. We are augmenting self-studies, class-room studies and via designated mentors in the field with the goals of shortening the training period and enabling new representatives to have maximum independence. We also assimilated a new learning management system. We opened the Partner Tech Academy – a program enabling employees in our technology divisions to expand their professional horizons and we designed similar programs for employees in the front-line divisions.

This year, we also resumed the employee performance reviews (within the framework of the reviews and feedback that we provide annually).



Employee satisfaction survey

We measure employee satisfaction annually through personal feedback from all of our employees. The findings and conclusions from their feedback serve as a foundation for learning and improving our HR processes and our employees' professional horizons and career management.

However, due to the employee turnover in our management and the changes that the Company underwent in 2021, the employee attitude survey that we conduct every two years was postponed until 2022. In our last survey, 91% of our employees participated.

We are committed to the health and safety of our employees and visitors. Our comprehensive safety policy was approved by our Management and Board of Directors and diligently complies with the Occupational Safety and Hygiene Standard ISO 45001-2018. Our safety officer manages and controls this field and is responsible for handling, controlling and investigating all occupational safety and hygiene incidents.

Our occupational safety and hygiene management system identifies and controls risk factors and hazards and minimizes and prevents their effects.

We manage safety through an internal enforcement program and measurable safety targets for managers. Our safety officer is responsible for providing regular training sessions to improve safety and ensure that we maintain high standards of safety.

95% of our employees and 85% of our suppliers and subcontractors undergo occupational safety and training. We analyze the effectiveness of our training efforts and learn and improve according to the results.

We accelerated the rollout of our fiber optics during 2021, and therefore, we carried out considerable activities out in the field to continue ensuring the safety of our employees and the public, including the provision of special safety training and directives to our teams out in the field.

During 2021, 19 safety incidents occurred in the Company's sites, resulting in 8 employees suffering mild injuries.

Furthermore, correct to year-end 2021, four pedestrians were slightly injured during the Company's fiber optics activities (falls and injuries from equipment) and two safety incidents occurred to a contractor's employees.

We conducted 16 investigations/clarifications about the incidents that occurred.

Our service

Our service approach

During the years of the covid-19 social distancing and remote work and study, the need for stable and reliable internet became essential. Our customers needed immediate service and support and we were ready for the new service challenges.

Our service approach is to be customer-centric and to conduct ourselves with transparency, fairness and attentiveness to them. We implement this approach by preparing and following an orderly work plan that contains measurable targets.

We invested millions of shekels in upgrading our customer service system, which enables us to serve our customers with high efficiency while reducing waiting time at our centers. This upgraded system enables us to provide service to our customers from a holistic perspective. Whenever a customer calls, the system displays the customer's entire service history with us at all interfaces, so that we better understand the customer's intention and can provide a high-quality, advanced and innovative service experience.

During the year, we exerted efforts to provide complete solutions to customers' calls in a single conversation, we significantly reduced customers' waiting times and we raised our customers' level of satisfaction.

As part of our control processes to improve our services, we developed a variety of tools to evaluate customers' satisfaction after their sales and service experiences. We regularly analyze the results of surveys and questionnaires at all management echelons and use the insights and conclusions as management tools to streamline and improve our service and to detect any deficiencies or missing skills. We define success indicators, set high service targets in all service channels and constantly monitor them.

We provide ongoing training to our agents to enhance their service skills, monitor their performance and conduct monthly feedback sessions to address issues that arise so that we continue improving.

We send transaction summaries to customers at the conclusion of conversations with them. We inform customers about changes and when their plans are about to end, are attentive to their feedback and amend plans and engagements according to their needs. We know we are on the right path, because customer churn is dropping while customer loyalty is increasing.

Cancellations of combined packages

Partner is the only company that does not charge installation fees for fiber optics

Cancellation of router sales to customers and switching to rentals

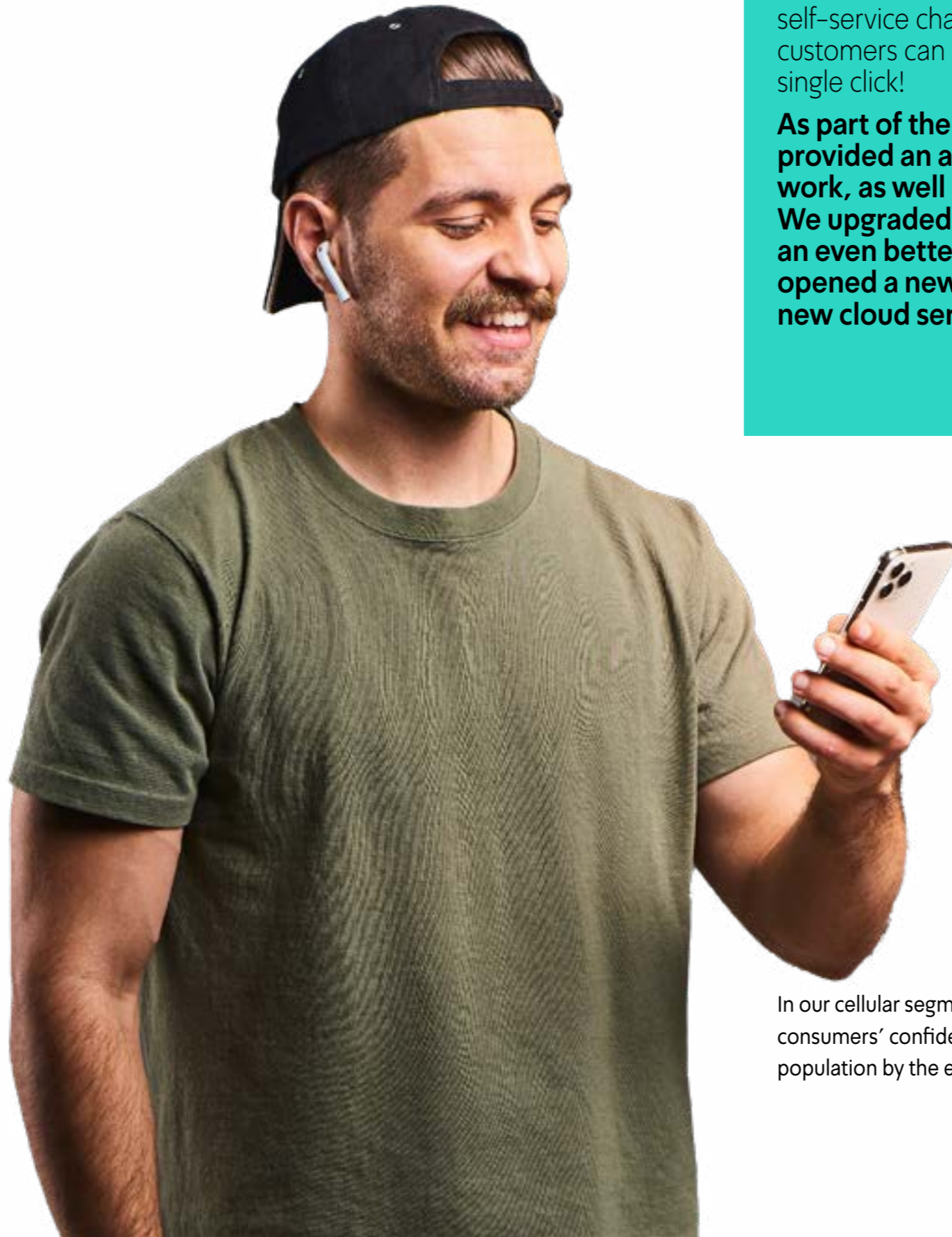
Package prices have no expiration date



Occupational safety and hygiene



Our service



Partner's approach is that we are wherever our customers are. As part of this approach, we introduced several service channels: we opened a digital call center; we provide services via WhatsApp during our call center hours; we answer questions and provide service via the social networks until the evening hours; we added a service channel that communicates via sign language; we enable our customers to avoid waiting and request callbacks, etc.

We automated our digital platforms and launched a convenient self-service channel containing clear and simple instructions so that customers can resolve malfunctions themselves on the spot with a single click!

As part of the services we offer to our business customers, we provided an advanced solution to large organizations for remote work, as well as tools to help them maintain business continuity. We upgraded our capabilities in our business division to create an even better and more convenient service experience. We opened a new server farm, and related services and we added new cloud services.

The services we offer

1st Place
Place in cellular
acquisitions

1,000,000
business
customers

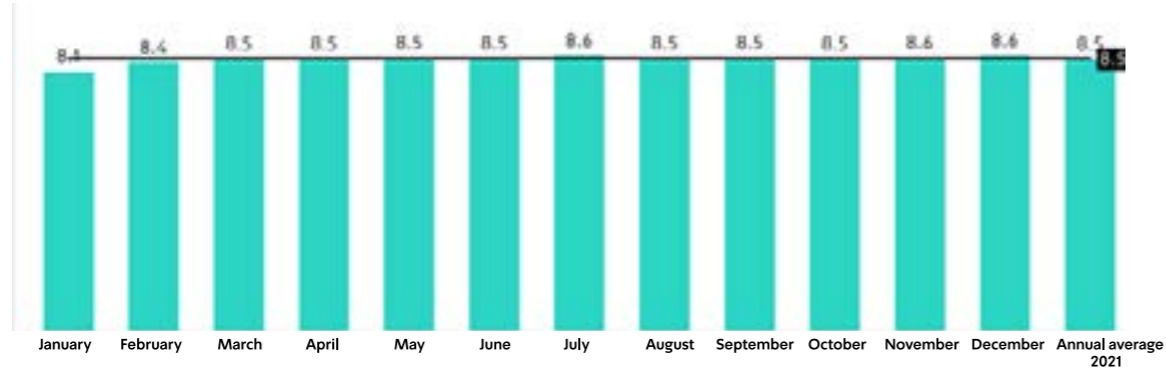
In our cellular segment, we closed 2021 in First Place in "cellular customer acquisitions." This statistic reflects consumers' confidence in the Company. We are striving to bring our 5G network to about 40% of the population by the end of 2022.



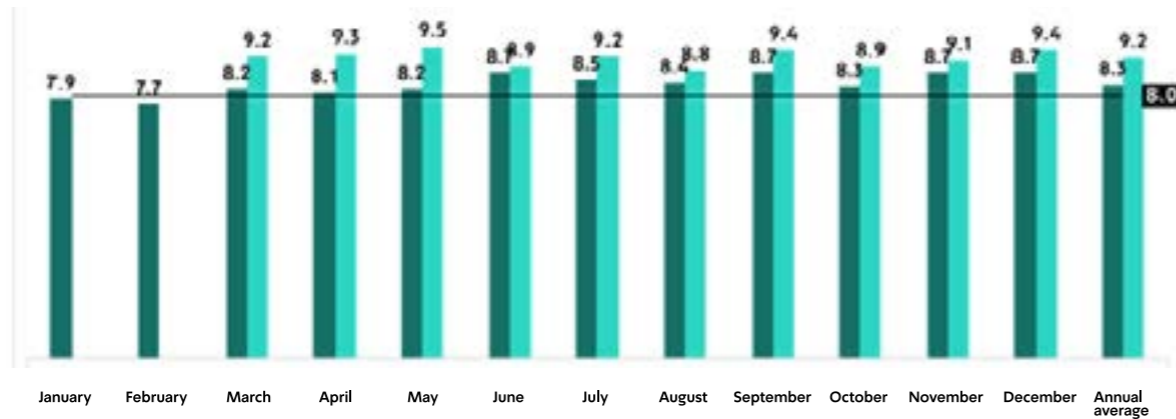
Quality of our service

We evaluate our service by analyzing and learning from ongoing internal surveys:

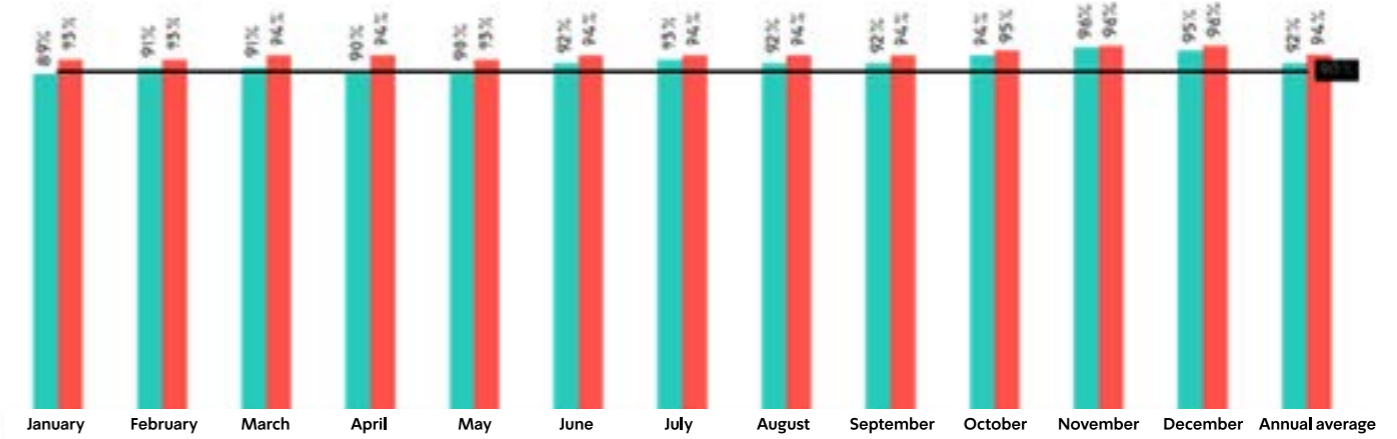
Overall satisfaction with the service



Overall satisfaction with our agents' service



Overall satisfaction with our technicians' service



The improvements in the service that we introduced resulted in fewer customer service calls and shorter waiting times. This impressive improvement is the outcome of the professional training and support tools that we provided to our service agents, managerial focus, etc. We analyzed actual customer service cases during briefings, brainstormed and found even better solutions. We analyzed reasons for customer service calls and introduced online feedback. We created tools to focus conversations with customers in order to offer solutions in a single call. We are exerting efforts to streamline our service and eliminate superfluous transfers between service agents, to streamline internal bureaucracy and delegate more authority and full accountability for the provision of excellent service to customers



Accessibility of our service



Partner is a leading communications group and, as such, we are cognizant of the importance of providing egalitarian and accessible communications services to all of our customers. We believe that the provision of egalitarian service that is accessible to all populations is the foundation for an ethical, fair, humane and therefore, more attractive, company for its employees and customers.

We take action to ensure that our communications services are accessible by everyone and believe that our efforts are providing equal and respectful opportunities to people with disabilities. We adopt customized solutions at our service centers, call centers and in our digital interfaces that comply with the provisions of the Equal Opportunities for People with Disabilities Law of 1998 and related regulations.

In a sophisticated world of frequent technological changes, we are doing everything in our power within the scope of the known know-how and guidance in order to make our digital channels, our website, our official pages on social networks, our cellular service and information applications all accessible. We receive assistance and guidance in relation to our accessibility processes from NGOs and organizations that specialize in this field.

We offer a unique sign language service for hearing-impaired customers that operates simply and conveniently 24/7. These customers receive service using a designated application that immediately opens a video screen with a sign language interpreter who helps them receive service from Partner. For agents who do not understand sign language, the calls are transcribed in several languages, including Russian and Arabic.

We provide annual training to our service agents on the practical principles of accessibility through our collaboration with the NGO "House of Wheels," through regular internal training courses on accessibility and through accessibility tests to eliminate gaps in know-how.

We provide ad hoc training on topics that arise and need special attention and improvement.



Responsible marketing

Our corporate social responsibility approach also applies to the way we market our products and services.

We pay particular attention to vulnerable populations and defined clear procedures in order to ensure that we offer customers only products and services that they need. The procedures address sales to soldiers, the elderly, etc., and define procedures for determining a maximum sum for sales transactions.

Partner Fiber

Partner has been leading the fiber optics market for four consecutive years. In 2021, we defined our fiber optics strategy. Partner has grown from a service-provider to the leading infrastructure and ISP service-provider in Israel – in fiber optics and in 5G.

Partners fiber optics infrastructure reaches

866,000
Households*

August 2022*

From a service-provider to an infrastructure and ISP service-provider

We rolled out our fiber optics infrastructure in about 55 cities in Israel from Nahariya to Eilat, while emphasizing the geographic periphery. We understand how important high-speed internet infrastructure is to narrowing the gaps between outlying regions and central Israel and therefore, in 2021, about 22% of the cities in which we rolled out our infrastructure are in the geographic periphery. Next year, we plan to increase the ratio of our fiber optics rollout in outlying regions, including in small communities and in communities in Arab society, to 25%.

Private Fiber



2022
Fiber optics rollout



Commitment to environmental protection

We recognize that our activities have environmental impacts and we inculcate principles of sustainability in our work procedures and in our organizational systems. We measure our carbon footprint and implement a variety of courses of action designed to protect the environment and its resources. We manage our business operations while consuming resources intelligently, taking action beyond minimum compliance with the law and while involving our employees. These courses of action are also implemented in compliance with the strict requirements of the Environmental Management Standard ISO 14001, the Quality Management System Standard ISO 9001 and relevant legislative requirements.

Our Management is obligated to allocate the resources needed to implement and constantly maintain an effective quality management system, to constantly review it and take action for constant improvement.

We have a detailed environmental management procedure that defines functionalities and responsibilities for the various fields. Partner's Management receives an annual report on environmental quality topics and on the latest requirements of the various environmental laws and carries out controls and analyses of target achievements.

Our Management defines and manages targets for energy and fuel reduction and conservation in order to significantly reduce our carbon footprint while defining risks in these fields. We receive guidance from an environmental consultant.

Our environmental responsibility is based on the RRR principle: Recycle Reduce Reuse

We operate on four main axes: to provide a healthy work environment to our employees; to take action to conserve resources; to recycle; and to reuse.

12 INDUSTRY, INNOVATION AND INFRASTRUCTURES

13 COMBATTING CLIMATE CHANGE

Environmental management

Our activities to reduce our environmental impacts are performed by delegating spheres of responsibility, allocating resources, defining goals, providing training, monitoring and control in the following channels of activity:

- **Reducing consumption:** We are reducing our consumption of resources (electricity, fuel, etc.), reducing our generation of waste, reducing our consumption of raw materials (paper, etc.), are applying the circular economy principle of reusing and recycling our end-devices and are reducing greenhouse gas and other emissions.

- **Regulations and standards:** We comply with all environmental laws and standards, both compulsory and voluntary, in Israel and in the international arena relevant to our operations.

- **Transparency:** We consider it highly important to provide full environmental information to our customers, to our employees and to the general public.

- **Increasing our employees' awareness:** We inform our employees about environmental issues through a variety of intraorganizational actions.

- **Supply chain:** We expect our suppliers and subcontractors to comply with all components of our environmental policy during all of their activities for and on behalf of Partner.

Partner's leading growth engine is its fiber optics. The Company selected Teldor as its supplier for fiber optics infrastructures. Teldor's policy is to exert maximum efforts to safeguard the environment.

The fiber optic products comply with standards and international directives and all equipment packaging are recycled or transferred for burial in accordance with the law. We monitor the environmental aspects of the fiber optics that Teldor supplies to us and monitor their certification process for compliance with ISO 14001 – Environmental Management Systems.

Partner performs annual supplier qualifications and audits on a variety of topics, including those relating to environmental quality and compliance with relevant ISO standards. Our Code of Ethics also includes our expectations and requirements from our suppliers on aspects of environmental protection.

Partner's total financial investment in environmental matters:

During 2021, we invested about ILS 1,600,000 on environmental matters.

We replaced three chillers in our headquarters in Rosh Ha'Ayin and at our Be'er Sheva center, which resulted in significant savings in electricity consumption. The electricity consumption of a new chiller with a COP (coefficient of performance) of 3.15 is 300 kW/h, while an old chiller is 30% less efficient.

We upgraded the building control system in our headquarters in Rosh Ha'Ayin and in our switch located in Rehovot, which will lead to better and more efficient utilization of our energy systems.

We also continued replacing our lighting to LED lighting in all of our centers to further save on energy.

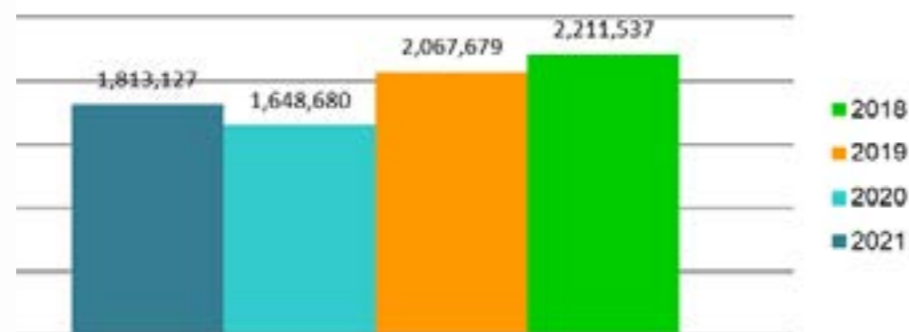
Fuel consumption

In 2021, we expanded our network of technicians and field personnel due to the expansion of Partner's operating segments – the fiber optics rollout, the establishment of 5G sites and our television service. Our focus on these segments required us to employ teams of technicians who travel by car to sites and customers' homes all across Israel, which increased the mileage on company cars. Despite the increase in mileage, our fuel consumption decreased by 12.31%. This is proof for us of the efficiency of the Company's hybrid vehicles, which now account for 41% of the Company's entire fleet. In order to streamline our technicians' travel route, our managers are responsible for ensuring efficient and effective work assignments.

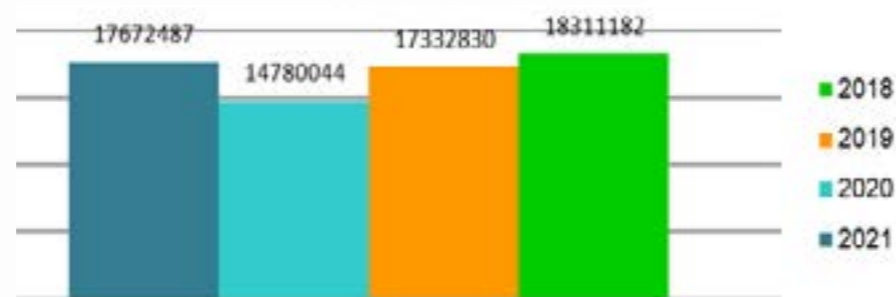
Our target for 2022 is to continue reducing fuel consumption and, in order to achieve this, we set a goal of increasing the percentage of hybrid and electric vehicles to 50% of the fleet. Another way to reduce fuel consumption is to incentivize our employees to switch from private vehicles to the Company's employee shuttles. Partner has hundreds of employees who use our shuttles on a daily basis.

* Our comparison is to 2019 – a normative work year.

Fuel consumption (liters of gasoline)



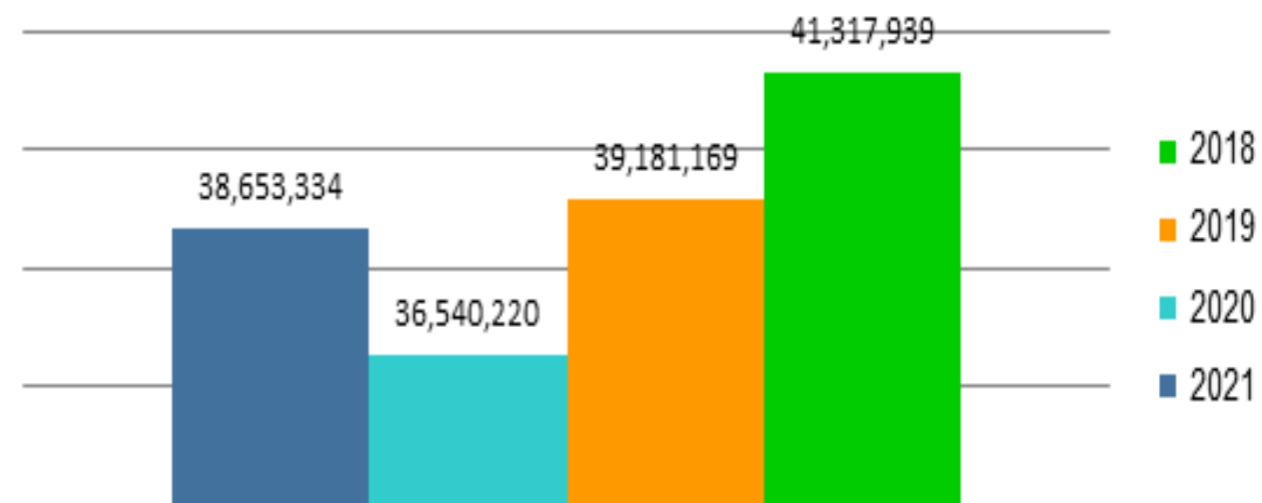
Fuel consumption (km)



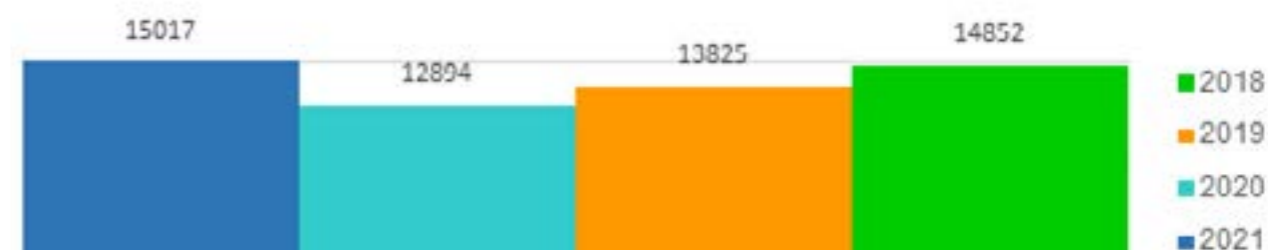
Electricity consumption

Partner is an infrastructure company engaging in the rollout of fiber optics throughout Israel. We are establishing dozens of communications rooms annually that operate 24/7 and are gradually providing them with additional equipment, which also results in higher electricity consumption. Over the last two years, we established about 45 new fiber optics rooms.

Electricity Consumption (kWh)



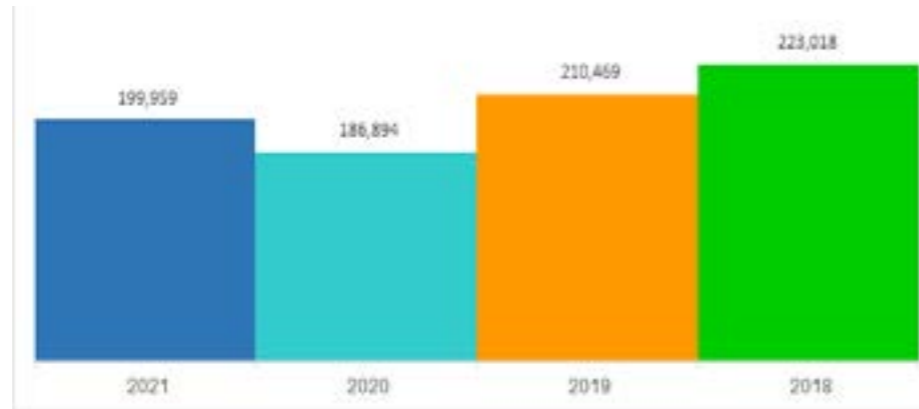
Relative electricity consumption (KWh/ no. of jobs in the Company)



Energy and climate change



Energy intensity (Gj)



Energy intensity (Gj/no. of jobs in the Company)



Greenhouse gas emissions

We measure our greenhouse gas emissions and our carbon footprint and work vigorously to reduce them.

The calculation of greenhouse gas emissions includes the emissions factors deriving from energy consumption (electricity and fuel). The emissions of six greenhouse gases have an impact on the phenomena of climate change and global warming, but primarily carbon dioxide. The unit of measurement is CO₂eq, which measures the environmental impact of one ton of these greenhouse gases compared to the impact of one ton of CO₂.

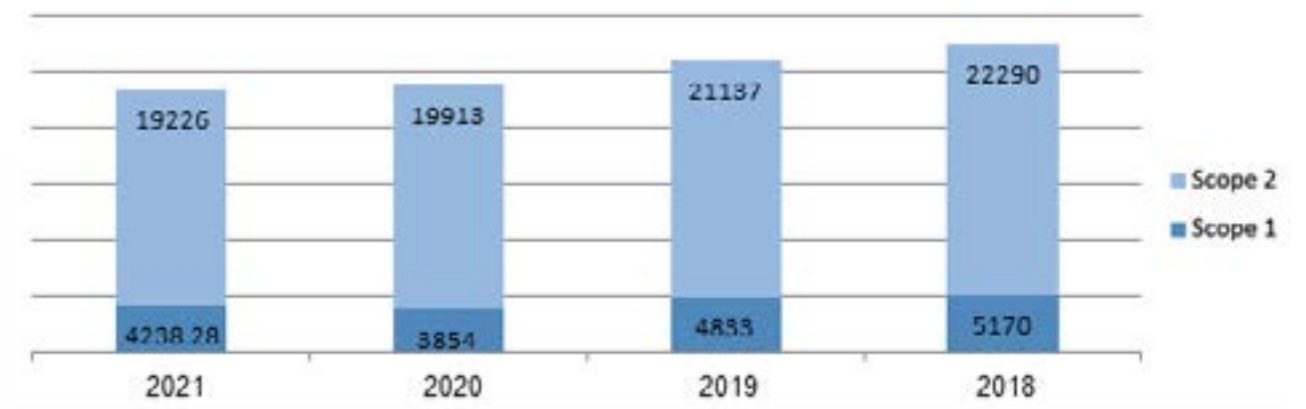
We perform the calculation of our inventories of greenhouse gas emissions (our carbon footprint) according to the leading international protocol – the GHG Protocol – and according to the adjustment made to this protocol by the Ministry of Environmental Protection’s calculation tool in the voluntary mechanism for reporting greenhouse gas emissions and reductions, and according to emissions coefficients received from the Israel Electric Company.

The calculation of emissions includes direct Scope 1 emissions (emissions from the use of fuels in our fleet of vehicles) and indirect Scope 2 emissions (emissions from consuming electricity we purchase from the Israel Electric Company and from other companies). At this stage, the calculation does not include additional indirect Scope 3 emissions (emissions in our supply chain, from the consumption of water and paper, from waste generation, etc.).

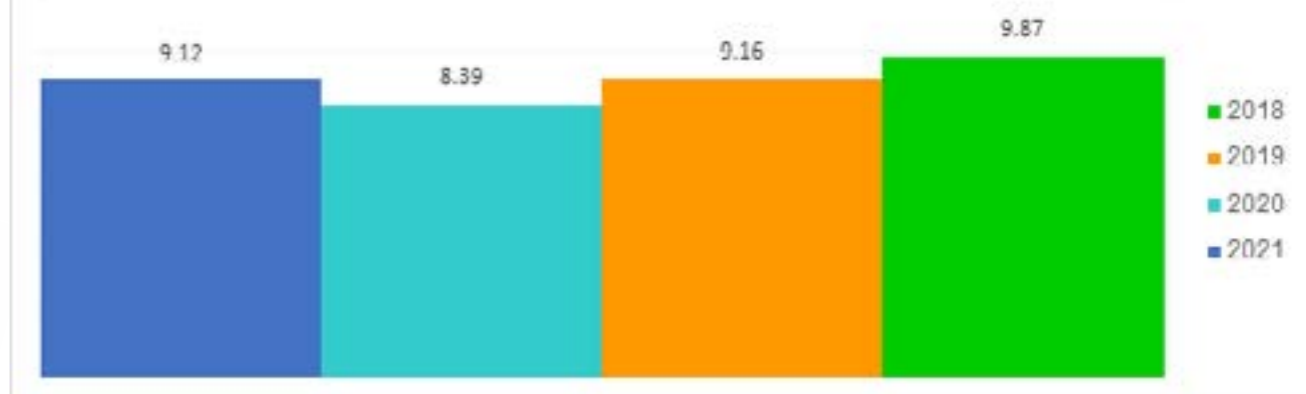
Note: Our calculation of Scope 1 greenhouse gas emissions includes, in addition to CO₂, also CH₄ and NO₂. Our calculation of Scope 2 includes only CO₂.

We are seeing a downtrend in our greenhouse gas emissions relative to 2019 and are continuing to take action to maintain this downtrend.

Greenhouse gas emissions (CO₂eq)



Greenhouse gas emissions intensity (CO₂eq/no. of jobs in the Company)



The Scope 2 emissions calculation for 2021 is based on the Israel Electric Company’s emissions coefficient for 2020

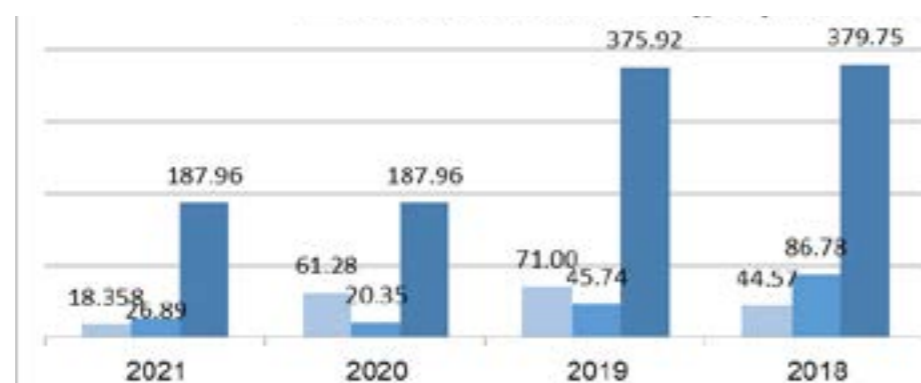
Waste management

At Partner, we recycle and reuse everything possible. We are working to significantly reduce our waste and we will be launching a pilot next year, in collaboration with the public benefit company, Tamir Manufacturers' Recycling Corporation, of company-wide recycling centers for packaging, plastics and food. After examining the results of the pilot at the end of 2022, we will be able to set waste reduction targets for the coming years.

The types of waste generated in the Company, by mode of handling:

- * waste transferred for burial at authorized sites: ordinary solid office waste;
- * waste transferred for recycling: paper and edible oils;
- * waste transferred for reuse: electronic waste and organic oils.

Total waste by disposal methods (tons)



We are exerting efforts to reduce the waste we generate from disposable tableware in the Company. We purchased multi-use cups and bottles for each of our employees and launched a massive campaign to incentivize our employees to join the battle against the use of disposable plastics and switch to "reusable for me, thanks"

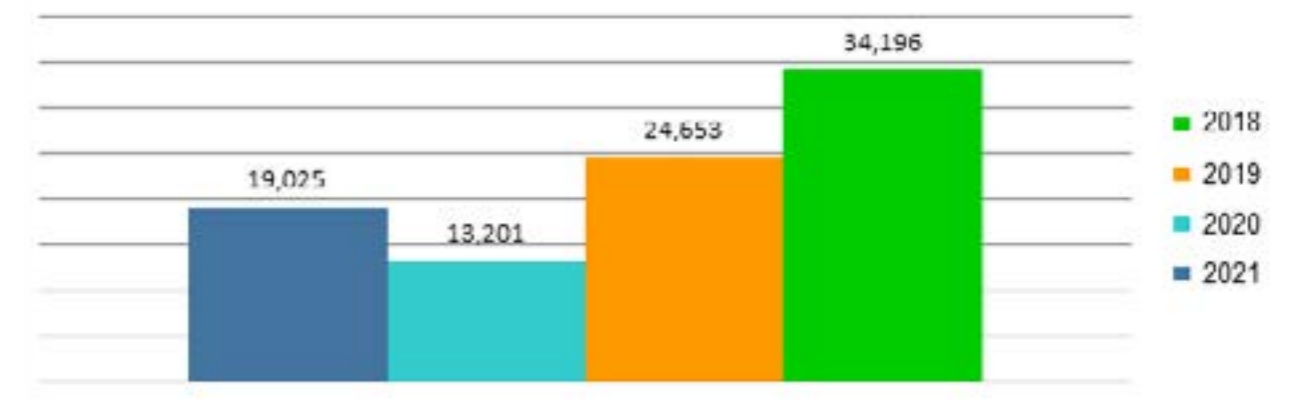
Water consumption

Our main source of water consumption is our central dining hall at our headquarters, which accommodates about 1,500 employees.

We reduced our water consumption by eliminating the car wash station for private vehicles at our headquarters and by switching to one day of work from home. We also installed water-savers in all of our lavatories.

We have not yet set a target because we are continuing our activities to reduce water consumption.

Water consumption (m³)



Circular economy

Partner donates all of its electronic waste to the organization "Ecommunity – Ecology for a Protected Community," which employs people with disabilities to dismantle products and prepare them for new uses. In 2021, we donated 12,358 tons of electronic waste. We also opened a designated department at Partner that operates a service for consumers to recycle mobile devices in exchange for a credit when purchasing our products. This department is also responsible for shipping returned devices for reuse throughout the world. In 2021, we reused about 1,000 cellular devices.



Our investment policy and its impact in the community

Partner's social investment is reflected in the wide variety of activities and initiatives focusing on the digital inclusion of the elderly population, increasing diversity, reducing inequality and empowering disadvantaged populations, including people with disabilities. We advance our initiatives through:

- innovative activities that are linked to the Company's core business, its vision and values (being people of the people, building trust and winning with integrity);
- long-term activities in collaboration with social organizations;
- our employees' active involvement;
- combining financial contributions with other resources in the Company.

We measure the impact of every activity that we choose to engage in, analyze it and introduce improvements so that we will achieve the best results.

During 2021, Partner's donations in cash and cash equivalents totalled:

ILS 1,282,798



	2021
Cash donations	ILS 945,798
Donations of communications services	ILS 55,000
Donations of hours of volunteering valued at	ILS 282,000
Total	ILS 1,282,798

8 DECENT WORK AND ECONOMIC GROWTH

10 REDUCE INEQUALITY

Investment in the community

Our employees' social involvement

During 2021, the need for social distancing and our employees' concerns about congregating caused a decline in our employees' hours of volunteering. Nevertheless, Partner employees did volunteer for a special telethon of the NGO "Latet" (which combats poverty and food insecurity in Israel) at our telephone service centers and taking calls from home. About 800 employees (accounting for about 30% of our workforce) jointly volunteered 2,800 hours of their time to the community.

This year too, we invited our employees to donate Passover holiday meals to Holocaust survivors and the Company doubled the donation.



Main social projects during 2021

Connecting with Senior Citizens

The tremendous importance of our social project "Connecting with Senior Citizens" was proven to us in 2021. In this project, we teach senior citizens basic skills in using digital applications in smartphones. Through a special program that we designed in an academy that we established at Partner, we train senior citizens, who teach other senior citizens in simple and understandable language. Participation in these courses is free. In a year when it was difficult to meet face to face, the ability to meet via Zoom, to consume services and view content using digital tools was very helpful for the senior citizens who took part in our training classes. During 2021, we held about 30 courses via Zoom and in person to about 300 senior citizens in 20 cities throughout Israel. Since the launch of this project, more than 2,000 senior citizens have completed our digital training classes.

We also continued our connection with "Krembo Wings", a youth movement for disabled children, through our social cellular service plan and our support during the movement's annual telethon. We are proud of the enormous impact that our partnership is having: 4,166 days of activities dedicated to "Krembo Wings" in 2021.

4,166
days of activities dedicated to
"Krembo Wings" children



During 2022, war broke out in Ukraine, and Partner and its employees volunteered to help out new immigrants from Ukraine. We donated supplies, we donated 1,000 internet packages so that they could stay in touch with family and friends still in Ukraine and we donated laptops to children staying at the immigrant absorption centers.



Partner stands by our soldiers

Partner and the “Adopt a Soldier” organization have been partners for 17 years.

Our continuous relations with IDF soldiers began with the founding of the “Adopt a Soldier” project by the United for Israel’s Soldiers organization. In this project, we adopted two battalions: we have been assisting the “Azuz” Armored Corps battalion since 2005 and the “Shachar” Search and Rescue battalion since 2008.

This “adoption” involves soldiers and our employees participating in joint activities, such as sports games, offering the use of our facilities for seminar days and conferences, providing support to lone soldiers, providing guidance to soldiers completing military service along their path to civilian life and providing funding for the battalions’ recreational activities: outings, sports days, ceremonies for outstanding soldiers and more.

Channels of dialogue with social NGOs and organizations

Partner engages in extensive activities in the community in collaboration with third-sector NGOs and organizations. We maintain ongoing dialogues with these entities through direct channels, such as: a designated email account managed by our corporate social responsibility manager; meetings and brainstorming sessions with NGOs and organizations to formulate annual strategic plans for activities in the community; we initiate contact with NGOs and organizations to create long-range collaborations, and more.

The supply chain

Purchasing and supply chain policy

Our suppliers are our partners on our path to success and therefore, we are diligent about selecting them according to professional and practical considerations.

We exert efforts to ensure that our engagements are with suppliers that are fair employers and operate in compliance with the law. We require our suppliers to sign a document covenanting to fully comply with the labor laws.

Our corporate social responsibility policy also relates to environmental and social aspects of our purchasing processes.

Segmentation of our suppliers by geographic location:

- 14% are located in Israel’s geographic periphery;
- 83% from central Israel;
- 30% from abroad.

Suppliers with whom we have long-term agreements sign our Code of Ethics for suppliers.

We conduct supplier qualifications annually for large and strategic suppliers. We also disseminate an annual questionnaire to our employees who are in contact with the suppliers, to our purchasing staff and to suppliers, and weight the scores according to several criteria, including criteria relating to environmental quality and compliance with relevant ISO standards. This is a well-defined, orderly process enabling us to analyze the data.

We are aware of our suppliers’ different needs and do our best to adapt ourselves to them. For example: our payment policy is differential and sensitive to our small suppliers, who benefit from more lenient payment terms according to their capabilities and needs.

We are also diligent about purchasing green products with higher energy efficiency, such as fuel-efficient vehicles, hybrid vehicles, and more.

About this report

This corporate social responsibility report is the first report update that Partner is publishing, and the ninth report since it began ESG reporting.

The report was written in the spirit of the principles of the GRI – Global Reporting Initiative, and it contains details about the Company's principal activities in areas that are relevant to our stakeholders: our customers, employees, suppliers, our business and community partners, our investors and more.

The digital version of this report may be viewed on our website, and it constitutes another channel for us to manage processes and maintain our transparent, reasonable, fair and reliable business activities.

The information and data being reported in this report were collected during dialogues with personnel inside the Company and from analyzing sources of information and internal documents (financial statements, policy documents, work plans and other materials in the Company).

This report was written with the assistance of Good Vision, a consulting firm for planning and managing corporate social responsibility processes, of the Fahn Kanne Group, which is an official stakeholder in the international GRI organization.



We invite you to read, gain an impression, respond and contact Partner Group's corporate social responsibility manager:

Tillia Toren: tillia.toren@partner.co.il

Ronel Sade: ronel.sade@goodvision.co.il

ESG data

Ages of employees and managers	2020	2021
Up to 30	44%	42%
30-50	50%	51%
Above 50	5%	7%

Employment data	2020			2021		
	Men	Women	Total	Men	Women	Total
Employees	40%	44%	84%	41%	42%	83%
Managers	9%	7%	16%	10%	7%	17%
Total	49%	51%	100%	51%	49%	100%
	2020			2021		
	Men	Women	Total	Men	Women	Total
Permanent employees	48.7%	50.1%	98.8%	50.4%	48.4%	98.9%
Temporary employees	0.7%	0.6%	1.2%	0.4%	0.7%	1.1%
Total	49.4%	50.6%	100%	50.8%	49.1%	100%
	2020			2021		
	Men	Women	Total	Men	Women	Total
Full-time employees	56%	44%	100%	57%	43%	100%
Part-time employees	37%	63%	100%	40%	60%	100%
Employees covered by collective bargaining agreements	93.7%	93.33%	93.5%	93.8%	93.1%	93%

ESG data

Geographic segmentation	2020	2021
	Ratio of total employees	Ratio of total employees
Sharon	6%	7%
South	16%	16%
Judea and Samaria	6%	5%
Center	47%	46%
Shf Shfela	10%	10%
North	15%	16%



Average years at the Company, by role	2020	2021
VPs	3.8	4.8
Division managers	9.7	10.4
Department managers	11.4	11.5
Section managers	10.4	11.4
Team leaders	7.9	9.2
Employees	5.0	5.7

Employee turnover rate by rank	2020		2021	
	Managerial level	Non-managerial level	Managerial level	Non-managerial level
Total workforce	473	2496	482	2311
Total turnover	67	1039	82	1250
Turnover ratio	14%	42%	17%	54%
Turnover ratio out of total workforce	6.1%	93.9%	6.2%	93.8%

GRI SRS Index

Disclosure	Description	Location in Report/remarks
Organizational profile		
102-1	Name of the organization	Partner Communications Company Ltd.
102-2	Principal activities, brands, products and services	Partner is a comprehensive communications group
102-3	Location of headquarters	8 Ha'Amal St., Rosh Ha'Avin, Israel
102-4	Location of operations – number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report	5
102-5	Nature of ownership and legal form	5
102-6	Markets served, including (geographic locations where products and services are offered; sectors served; types of customers)	5
102-7	Scale of the organization and information	5
102-8	Information about the organization's employees (total number of employees by employment type, gender, type of contract and region)	29, 36
102-9	Description of the organization's supply chain	72
102-10	Significant changes in the organization and in the supply chain	07
102-11	Implementation of the Precautionary Principle by the organization	59
102-12	External ESG initiatives, charters or principles that the organization adopted	11-13
102-13	Membership in associations, organizations and/or national or international advocacy organizations	20
Strategy		
102-14	Statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of the sustainability principles and strategy to the organization	1
Ethics and integrity		
102-16	The organization's values, principles, standards and norms of behavior	22-23
Corporate governance		
102-18	The organization's governance structure, including board committees and reference to committees responsible for decision-making on ESG topics	21
Dialogues with stakeholders		
102-40	List of the organization's stakeholder groups	15
102-41	Percentage of total employees covered by collective bargaining agreements	33
102-42	The basis for identifying and selecting stakeholder groups with whom to maintain dialogues	15
102-43	The organization's approach to stakeholder dialogues, including frequency of dialogue by type and by stakeholder group, and an indication of whether any of the dialogue was undertaken specifically as part of the report preparation process	15
102-44	Key topics and concerns raised during stakeholder dialogues, including how the organization responded to those key topics and the stakeholder groups that raised each topic	16

GRI SRS Index

Reporting practice		
102-45	List of all entities included in the organization's consolidated financial statements and whether the report cover them all	The report covers the entire Partner group.
102-46	Defining report content and the boundaries of influence of material topics	15-16
102-47	List of the material topics identified during the process of preparing the report	17
102-48	Effect of any restatements of information given in previous reports, and the reasons for such restatement	N/A
102-49	Significant changes in the list of material topics and topic boundaries since the previous reporting periods	Material topics have not been re-examined; the report relates to the material topics in the report for 2018-2020
102-50	The reporting period	2021
102-51	Publication date of the last report	2021
102-52	Reporting frequency (annual, biannual)	Biannual The Company decided to issue a report update for years when a full report is not published
102-53	The contact point for questions regarding the report or its contents	Tilia Toren, manager of the corporate social responsibility and <u>intraorganizational</u> communications department at Partner; Tilia.toren@partner.co.il The report was written with the assistance of the corporate responsibility consultants, Good Vision, of the Eahn Kanne Group, which is an official stakeholder of the international organization GRI – Global Reporting Initiative.  
		Contact points: at Good Vision – Ivri Verbin, CEO; ivri@goodvision.co.il Ronel Sade, corporate responsibility advisor; ronel.sade@goodvision.co.il
102-54	Declaration of reporting in accordance with the GRI Standards	73
102-55	GRI Content index	
102-56	Description of the policy and current practice with regard to seeking external assurance for the report; details of the quality assurance and the relations between the organization and the entity that performed the quality assurance	External quality assurance was not performed

Specific disclosures

Topic	Disclosure	Description	Comments / omissions	Location in the report
Economic disclosures (200)				
Economic performance	103-1	Explanation of the material topic and its boundary		5
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	201-1	Direct economic value generated		5
Indirect economic impacts	103-1	Explanation of the material topic and its boundary		—
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	203-1	Development and impact of investments in infrastructure and services provided mainly for public benefit, whether through a commercial arrangement, an in-kind donation (of products), or pro bono engagement (in services)		67-68
	203-2	Significant indirect economic impacts of the organization		67-68
Anti-corruption	103-1	Explanation of the material topic and its boundary		26
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	205-2	Communication and training about the organization's anti-corruption policies and procedures		26
	205-3	Confirmed incidents of corruption during the report period and actions taken		26
	103-1	Explanation of the material topic and its boundary		—
	103-2	The management approach and its components		
Anti-competitive behavior	103-3	Evaluation of the management approach		28
	206-1	Legal actions taken against the organization for anti-competitive behavior and anti-trust practices		

Specific disclosures

Environmental disclosures (300)				
Materials	103-1	Explanation of the material topic and its boundary		60
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	301-1	Materials used by the organization by weight or volume		—
Energy	103-1	Explanation of the material topic and its boundary		61-62
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	302-1	Energy consumption within the organization		61-62
	302-3	Intensity of energy consumption		61-62
Emissions	103-1	Explanation of the material topic and its boundary		63-64
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	305-1	Direct (Scope 1) GHG emissions		63-64
	305-2	Energy indirect (Scope 2) GHG emissions		63-64
	305-4	Intensity of GHG emissions by the organization		63-64
Waste	103-1	Explanation of the material topic and its boundary		65
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	306-2	Total waste by type and mode of disposal		65
Compliance with environmental regulation	103-1	Explanation of the material topic and its boundary		59-60
	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	307-1	Significant fines and non-monetary sanctions imposed on the organization for noncompliance with environmental laws and regulations		—

Specific disclosures

Social disclosures (400)				
Employment	103-1	Explanation of the material topic and its boundary		
	103-2	The management approach and its components		29-33
	103-3	Evaluation of the management approach		
	401-1	New employee hires and employee turnover		76
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		—
Occupational health and safety	103-1	Explanation of the material topic and its boundary		
	103-2	The management approach and its components		47
	103-3	Evaluation of the management approach		
	403-1	Percentage of employees represented by occupational health and safety committees shared by the management and the employees		—
Training and education	103-1	Explanation of the material topic and its boundary		
	103-2	The management approach and its components		46
	103-3	Evaluation of the management approach		
	404-1	Average hours of training per year per employee		46
	404-2	Programs for upgrading employee skills and supporting the employees' continued employability		46
	404-3	Percentage of employees receiving regular performance and career development reviews		└
	103-1	Explanation of the material topic and its boundary		34-40
Diversity and equal opportunities	103-2	The management approach and its components		
	103-3	Evaluation of the management approach		
	405-1	Diversity of the organization's governance bodies and employees (gender, age and other indicators of diversity)		34-40
Customer privacy	103-1	Explanation of the material topic and its boundary		
	103-2	The management approach and its components		25, 27-28
	103-3	Evaluation of the management approach		
	410-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		—

Partner 5G
hello future

**Do you have questions
or comments?**

We would love to hear from you!
Send an email to Ms. Tilia
Toren, Partners Corporate Social
Responsibility Manager

Tilia.toren@partner.co.il

