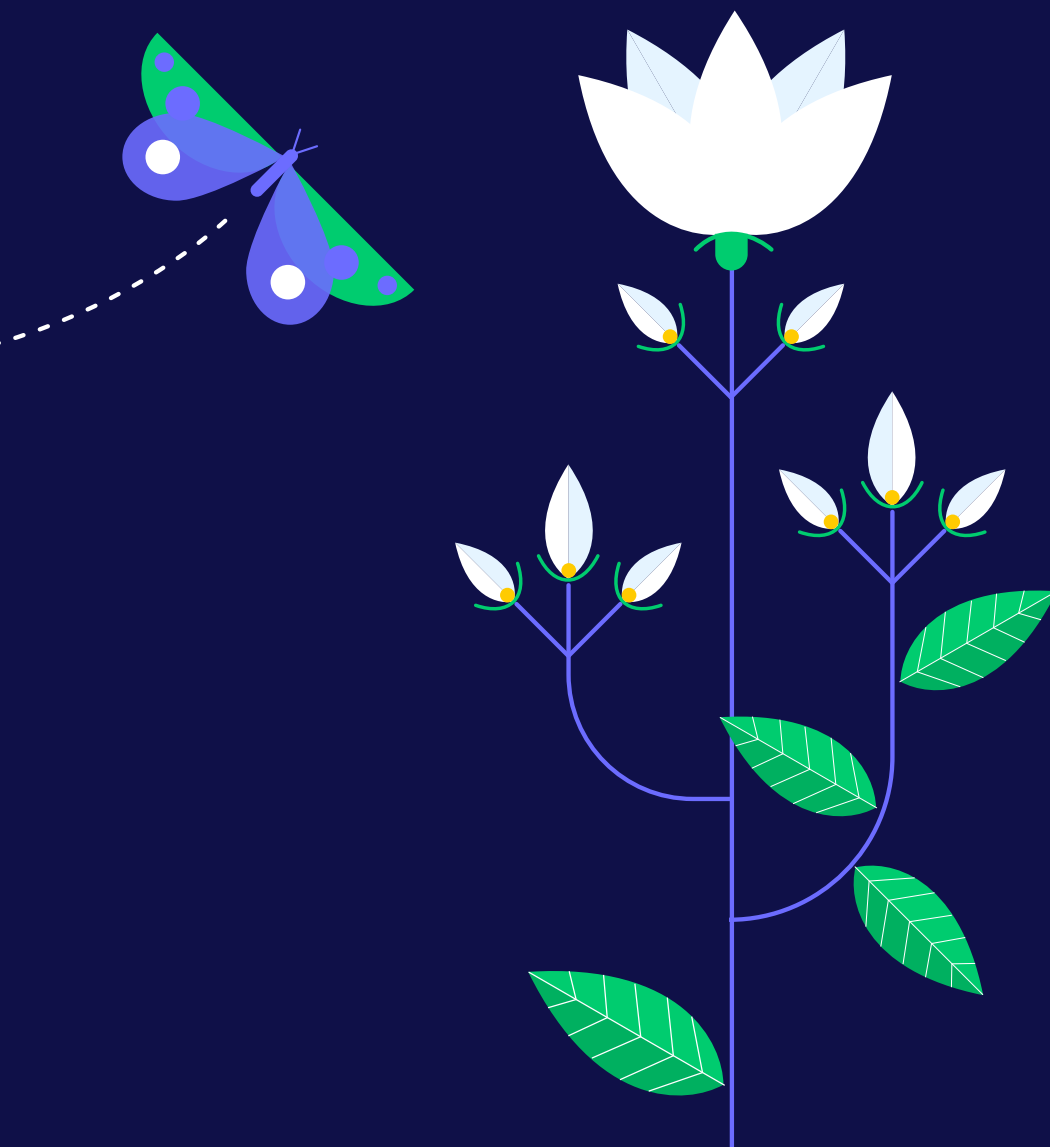




Changing the way that people  
work and businesses operate

ESG

ENVIRONMENTAL,  
SOCIAL, AND  
GOVERNANCE REPORT  
2021





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# A Message From Our Co-Founders and CEOs



**Roy Mann**  
Co-Founder and Co-CEO



**Eran Zinman**  
Co-Founder and Co-CEO

Since we started monday.com, we've felt a strong responsibility to the communities we live in. Especially now that we're a public company, we feel that responsibility even stronger – not just toward our business, but also toward our employees, our customers, our shareholders, our environment, our NGO partners, and society at large.

That means that our sustainability and social impact efforts are never just a side project. We want the whole company to function around doing good. Thankfully, monday.com is filled with passionate people who feel the same way. And in true monday.com fashion, we all need our social and environmental impact to be measurable. This report will introduce you to what we're planning and the data we intend to collect.

## Our “do good” goals

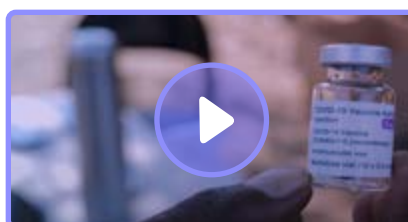
### 1. Closing the nonprofit digital divide with the Digital Lift Initiative

Through our [Digital Lift Initiative](#), we help nonprofits scale their impact using technology and close the digital divide, which is in line with the UN priority to use [big data for sustainable development](#). Today, monday.com Work OS supports over 3.5K nonprofits with 22K monthly active users.

In 2022, we plan to launch a dedicated product for nonprofits and open applications for a year-long grant of up to \$100,000. We remain committed to donating 10% of our equity to the Digital Lift foundation, with 2% already reserved prior to the IPO. The remaining 8% will be donated over time with an annual cap of 1%.

### 2. Enabling humanitarian response efforts with a dedicated monday.com Emergency Response Team

Our monday.com Emergency Response Team partners with organizations around the world to streamline their relief efforts. We're leveraging the monday.com platform to support humanitarian and disaster relief efforts of NGOs on the ground, including mitigating the spread of COVID-19 in India and Nepal, aiding with a hotline for thousands of Venezuelan refugees in Colombia, and helping manage visa application processes for Afghan refugees around the world.



This year, we joined forces with global relief organization Israaid to aid the Eswatini government in rolling out COVID-19 vaccines nationwide. After one week, we built 23 solutions to help vaccinate over 300K people – about 25% of Eswatini's population.

### 3. Working toward carbon neutrality across our offices

We're grateful that our teams are starting to return to the office, but along with that comes a responsibility to reduce our carbon footprint across our global sites. As we return to in-person working this year, we're committed to finding ways to cut down our GHG emissions, including more mindful flight booking, continual research and adaptation to minimize our office energy usage, and waste recycling management initiatives.

These efforts will be led by our new sustainability specialist, an environmental engineer with years of experience consulting on green buildings. We know this is just the start of how we can minimize our carbon footprint and look forward to reporting our progress.

### 4. Supporting professional growth and diversity in tech

We continue to do our part to strengthen the larger tech ecosystem. That included:

- sharing industry knowledge through our [Startup for Startup initiative](#) with over 122K members worldwide, including podcasts and an active global community;
- providing shared facilities at our Tel Aviv headquarters for growing organizations and nonprofits to run their meetups and events;
- running a free [Sales and Consulting Academy](#) to equip 36 talented people with the skills they need to join and excel in the tech industry. Riding the program's success, we plan to launch many more [monday U](#) skills training courses in 2022; and
- fostering spaces for all identities within our company, including five global employee resource groups, a kids' summer camp to support monday.com parents, and more.

We're excited to share more with you as our ESG efforts evolve and take on new pages of their own. Thank you for being a part of monday.com's impact.

**Roy Mann and Eran Zinman**  
CEOs and Co-Founders of monday.com

# The monday.com Way – Our Values

The monday.com way drives our actions, a set of values, and ways of working that we designed together with our employees. This ESG report is a part of those efforts.



## **Transparency and Trust**

Radical transparency, data accessibility, and trust allow us to reduce complexity, ensure that we are all working towards the same goal, and increase accountability and ownership. Transparency is a tool that helps us harness our collective intelligence and eliminates politics and bureaucracy.



## **Customer-Centricity**

We have achieved leading benchmarks for customer service, answering tickets at faster-than-industry-average response times. We prioritize customer satisfaction over our potential short-term gains, and we believe that when our customers win, we win.



## **Product-First**

We believe that a product should work for the customer and not the other way around. Every feature is designed to be intuitive and accessible, as evidenced by the fact that more than 70% of our customers work in traditionally non-tech industries.



## **Ownership and Impact**

We empower our employees to make their own decisions so that they can maximize their impact. We believe autonomy allows our employees to move faster, be more efficient, and learn from their own mistakes.



## **Speed and Execution**

Speed is the key to success in everything we do. We constantly push ourselves to learn fast, gain first-mover advantage, and deliver quickly. As we continue to scale, we believe our ability to execute and adapt quickly will continue to give us a competitive edge.



## **Inclusivity**

Diversity, belonging, and inclusion are rooted in the core of our company. We celebrate individuality together as a team. We've embedded inclusivity not only within the company's values, but also within the platform, providing a user experience open to everyone.

## Who We Are

monday.com democratizes the power of software so organizations can easily build software applications and work management tools that fit their needs. Our [Work OS](#) platform is pioneering a new category of software that changes the way people work and businesses operate. Our platform's building blocks are simple enough for anyone to use but are powerful enough to drive the core functionality within any organization. Our Work OS integrates with other systems and applications, creating a new connective layer for organizations.

With monday.com, our customers accelerate their digital transformation, enhance organizational agility, create a unifying workspace across departments, and increase operational efficiency and productivity.

## Our Commitment to ESG

*"monday.com is about transparency, trust, ownership, impact, speed, execution, and inclusivity. The monday.com way, even before we decided to embark on our ESG reporting journey, is well aligned with the purpose of ESG. Our report just makes sure you know what we're up to and asks for your input into an ever-evolving area."*

We developed an ESG policy this year to put our commitments onto paper and show you where we want to go. We place significant value on ESG as a means of creating long-term value for society, our shareholders, our employees, our customers, our suppliers, and the communities in which we operate.

As a software as a service (SaaS) business, our risks are unique and positive societal impact opportunities are vast. We acknowledge that our resources are finite and commit to identifying, understanding, and addressing our key risk areas as a priority while exploring opportunities that benefit both the business and society.

We've set ourselves pragmatic SMART goals to get there, including identifying our priority ESG issues through an ESG dual materiality assessment assisted by ESG strategists at [TRC](#), identifying ESG KPIs that can carry us into the future and give insight into our success, developing and mapping out our company ESG Framework, and reporting annually to you.

## Our Governance Structure

The Board has appointed audit, compensation, nominating and governance, and ESG [committees](#), all guided by [committee charters](#) delegating key responsibilities. The roles of each committee are set forth within our annual report on [Form 20-F](#).

The way we operate is guided by our [Corporate Governance Guidelines](#) and our key policies, the [Code of Ethics and Conduct](#), the Modern Slavery Policy, Vendor Code of Conduct, the Anti-Corruption policy, and the Whistleblower Policy.

# Our Material Topics



## Data Security

We are a SaaS business, as such data security is an inherent risk. The cybersecurity threat is greater now than ever before. Our customers' data security is our top priority, and we work hard to keep their well-earned trust.



## Data Privacy

Our customers trust us with their sensitive and personally identifiable information (PII). According to the UN, individuals must be protected from arbitrary, unreasonable, or unlawful interference with their privacy. Privacy is a basic human right, and we strive to protect the privacy of our customers.



## Supply Chain Management

In most sectors, a business's supply chain is where most of the risks and opportunities sit. We outsource key strategic functions, placing a great deal of trust and risk in their hands. We are taking steps to further strengthen our supply chain ESG performance.



## Engagement, Diversity, and Inclusion

We know that businesses who engage regularly with their employees perform better than those who do not. We also know that a diverse workforce provides differing perspectives and valuable input into our market's needs. For these reasons, we invest in employee development plans and diversity.



## Systemic Risk Management

Without our Work OS, there is no monday.com. Our system is who we are and making sure it's performing at its best is crucial. R&D is key to an evolving marketplace. We know that system downtime can be detrimental at the wrong time, and for this reason, we invest a great deal into tracking system outages and investigating the root cause.



## GHG Emissions

We know that data centers use a lot of power. We also know that business travel, especially air travel, has the potential to materially contribute to climate change. We plan to do our part in achieving the Paris Agreement 1.5°C goal by reducing our business travel and working with our primary suppliers.

# Our Approach to ESG

*"Taking ownership and having an impact are central to how we operate. Our resources are limited, and we need to focus them where they matter most. Our Board recognizes the importance of ESG and takes ownership through our ESG committee."*

Our joint CEOs are ultimately responsible for upholding our commitments, answering to our various stakeholder groups. Our key ESG drivers:

- Our Board recently established our ESG committee, underpinned by the [ESG Committee Charter](#).
- Our ESG Committee is responsible for driving the objectives of our ESG policy.
- We are building an ESG Taskforce, led by on-the-ground operational employees with a great feel for the pulse of the business, responsible for driving shifts towards the monday.com way and upholding our ESG policy and framework.

## Stakeholder Engagement

Our stakeholders include our customers, our employees, our shareholders, and society.

**Our Shareholders** Our initial public offering took place in mid-2021 with a NASDAQ listing that followed. We relied on the monday.com way of working, putting transparency and trust at the center of our offering. Investor engagement was key to the process, giving us insight into what means the most to our shareholders.

**Our Employees** We're in a constant dialogue with our employees to ensure that all feel that they're valued members of the company. We also maintain various employee resource group forums for underrepresented groups in the workplace so they can connect and run initiatives together.

**Our customers** We speak to our customers daily through online feedback submissions and sales calls.



# Managing Our Material ESG Topics



## Maintaining Cyber Security

*"Security is in our DNA. We are committed to keeping our customers' data secure by aligning with top-level security measures, so you can be confident that your data is kept safe. We use world-leading security solutions to secure our service."*

We manage data of more than 152,000 organizations around the world. We understand that our customers expect us to protect their data with the highest standards and are committed to providing them with a highly secure and reliable environment. Our security model and controls are based on international standards and industry best practices, such as International Organization for Standardization (ISO) 27001, ISO 27018, and Open Web Application Security Project (OWASP) Top 10.

## Our Status Quo

- **Policy** We developed and implement the [Global Information Security Policy](#).
- **Chief Information Security Officer** is responsible for data security.
- **System Hosting** Our systems are hosted on multiple Availability Zones at Amazon Web Services (AWS). AWS employs leading physical and environmental [security measures](#), resulting in highly resilient infrastructure.
- **Application Security** We implement a security-oriented design in multiple layers, one of which is the application layer.
- **Infrastructure Security** Our infrastructure is protected using multiple layers of defense mechanisms, including firewalls; distributed denial-of-service mitigation and rate limiting; network-based intrusion detection system sensors-advanced routing configuration; and comprehensive logging.
- **Data Encryption** We encrypt all data.
- **Certifications** We have ISO: 27001:2013; 27017:2015; and 27032:2012 data security related certifications. Click [here](#) for a full list.
- **External Security Audits and Penetration Tests** are completed annually by independent auditors. We also go through external auditing as part of the SOC2 Type II audit, the ISO certifications, and other external audits.



## Our Status Quo

- **Bug Bounty Program** We maintain a private [bug bounty program](#), allowing security researchers from around the world to ethically and responsibly research and disclose security vulnerabilities to our security team.
- **Physical Security** We use personal identification-based access control, CCTV, and alarm systems to manage access to our offices.
- **Disaster Recovery and Backups** We developed a [Disaster Recovery Plan](#) and we backup user data every 5 minutes, all encrypted and distributed to various locations. We have a disaster recovery site in another AWS US region. We test our plan at least twice a year.
- **Security Awareness and Training** All our employees undergo information security awareness training during onboarding and then quarterly.
- **Access Control** We regularly conduct user access reviews so that appropriate permissions are in place.
- **Data Breaches** One data breach/[cyber-attack](#) took place mid-2021, and importantly, no customer Personally Identifiable Information (PII) was tampered with.

In November 2021, we published a [Security and Privacy White Paper](#) to keep customers informed and empowered.

## What's Next?

### Reporting

We've evolved into a public business. We have more shareholders than ever before, and we look to provide consistent updates to you.

We will look to build on our KPIs, looking to international report benchmarks for guidance.

### Staying Ahead of the Game

We're constantly looking for new software and other means of improving our security.

We think we're doing a good job, but we can be better!



## Protecting Data Privacy

*"Privacy at monday.com is more than just a policy. Our privacy program is not about long documents and fancy words, nor is it for mere legal compliance. It's about genuinely caring about your privacy and doing right by you and your data."*

Together with our privacy, security and legal teams, as well as numerous champions and countless allies across the organization, we set out to build and lead our privacy program to new heights. We continue to empower our customers who trust us with their data and protect the privacy of those millions of individuals whose data we process.

A lot has changed over the years at monday.com as we have become one of the fastest growing and most innovative SaaS providers in the world, yet our privacy principles and commitment remain the same:

- Customer data belongs to the customer.
- Your personal data is yours.
- We are here to secure your data.
- We honor your trust in us and work hard so that your privacy and rights are protected.

This is not one of those lip service commitments you're used to seeing at the top of every other privacy policy. This is also not something we simply say for mere legal compliance. We genuinely care about your privacy and hope that through this report and our dedicated [privacy webpage](#), we will be able to demonstrate to you our ongoing commitment. If you have read through everything and still haven't found what you were looking for, or if you have any suggestions on how we can improve, please drop us a line at [dpo@monday.com](mailto:dpo@monday.com).

## Our Status Quo

- **Policy** We developed and implement our [Privacy Policy](#).
- **Compliance** Our global privacy program is based on the most comprehensive and advanced data protection regulations in the world, with the European Union (EU) [General Data Protection Regulation \(GDPR\)](#) serving as our “north star”. We also address the requirements of the [California Consumer Privacy Act](#), the [Australian Privacy Act](#), the United States [Health Insurance Portability and Accountability Act Business Associate Agreement](#), [Canada’s Personal Information Protection and Electronic Documents Act](#), and [Brazil’s General Personal Data Protection Law](#).
- **Data Processing Addendum** We provide all our customers with the opportunity to enter a [Data Processing Addendum](#).
- **Sub-Processors, Subsidiaries, and Support** We use [third parties](#) to process data to high industry privacy standards and consider this as critical in our vendor selection process.
- **Transfers of Personal Data** We transfer data between our teams in Israel, the US, UK, Australia, Ukraine, and Guatemala, relying on the lawful transfer mechanisms in the GDPR. We offer [multi-region hosting capabilities](#), allowing our customers the choice of having their data hosted inside or outside the EU.
- **Data Protection Officer** We appointed privacy veteran Aner Rabinovitz, Founder and CEO of [PrivacyTeam](#), to monitor our ongoing privacy compliance.
- **Designated Representatives** We appointed [VeraSafe](#) as our EU Representative under Article 27 of the EU GDPR; and monday.com UK 2020 Limited is our UK Representative under Article 27 of the UK GDPR.
- **Records** As a data processor, we maintain a general record of our processing activities, however we treat data provided by our customers as a black box and do not monitor the specific data that is being processed.
- **Law Enforcement Requests** We very rarely receive any requests from authorities to disclose customer data, with no subpoenas received in the reporting period. If we do, we deal with these in line with section 4 of our [Privacy Policy](#).

## Our Status Quo

- **Advertising** We use advertising cookies to gather user information to enhance Work OS functionality and to understand user behavior as part of R&D. We provide region specific opt in/opt out banners in all required cases.
- **Training** We train our employees on our acceptable data use policy at on-boarding and annually.
- **Audit** We complete internal and external audits against the Service Organization Control (SOC) standards on data privacy and ISO 27018:2014 and 27701:2019.
- **Data Retention** We retain data indefinitely and always have.
- **Certifications** We are ISO/IEC 27018:2014 and 27701:2019 certified.



## What's Next?

### Keeping up to Speed with Changes

Data privacy laws are rapidly changing and we're also expanding into new markets. We plan to build our data privacy team's capacity to keep abreast of these changes.



## Partnering with Suppliers

"Our suppliers are a critical cog in our operations, without which we would be severely impaired. For this reason, we treat our suppliers as strategic partners."

### Our Status Quo

- **Critical Suppliers** We have identified our critical suppliers.
- **Supply Chain Risk** We know that emissions and cyber security are key risks within our supply chain. We also know that, despite not being sector prevalent, human rights issues around labor practices always need consideration.
- **Policy** We developed a [Vendor Code of Conduct](#), covering the key risk areas such as local law compliance; anti-competition; data privacy; human rights; and environment, health, and safety.
- **Vendor Declaration** Each vendor is required to acknowledge the Code of Conduct upon appointment.
- **Screening and Selection** We hold our sub-processors to high industry standards with respect to data security and privacy and consider both areas as critical in our vendor selection process.
- **Monitoring** We perform privacy and security assessments and questionnaire-based reviews of our sub-processors.

### What's Next?

#### Going Beyond Cyber Security

We plan to extend our supplier review process beyond cyber security, to include human rights, environmental (including GHG/energy), labor practices, local law compliance, and other emerging risks.

#### Working Alongside Our Suppliers

We plan to engage with AWS, and our key sub-processors, on their TCFD alignment, climate change risk assessment, and GHG.

#### Reporting

We intend to report on the number or percentage of our new suppliers that were screened against our criteria and negative ESG impacts identified.





## Our People

*"Our people, their thoughts, their skills, and their views are what makes us who we are. We believe the more diverse we are the better."*

At monday.com we believe in our employees, and we strive to support them on their journey. Each of our team members is an individual, and we have a framework in place to support their needs. We are committed to fostering a workplace culture of equity and inclusion. We value all backgrounds and beliefs and recognize that diversity is essential to our innovation, creativity, and continuous success.

## Our Status Quo

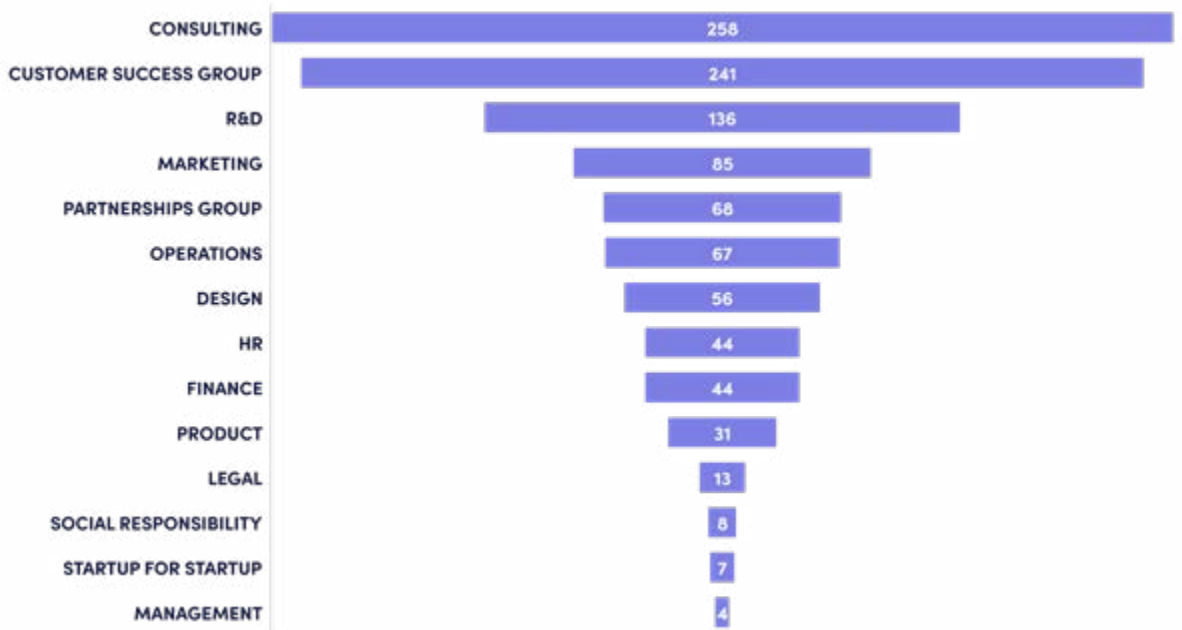
### Our Teams by Location



\*People statistics are as of December 31, 2021



## Our Teams by Discipline



## Our Stats

<p><b>1,062 Employees</b> Our family has grown since our humble beginnings in 2012.</p>	<p><b>180% Annual Growth</b> Since 2019 and we continue to grow.</p>	<p><b>17% Turnover</b> Our turnover is trending downwards since 2018 compared against an average tech industry turnover rate of 18% (according to <a href="#">facilitiesnet</a>).</p>
<p><b>14% Female Board Representation</b> Gender equity is a key focus area for us.</p>	<p><b>33% Female Leadership Representation</b> We are proud of this increase in representation.</p>	<p><b>Top 5% Comparably Gender Score</b> We rank in the top 5% of other companies on <a href="#">Comparably</a>.</p>



\*People statistics are as of December 31, 2021

## Our Initiatives

- **Policy** Our Code of Ethics and Conduct and Modern Slavery and Human Trafficking Policies are clear on matters such as equal opportunity, discrimination and, harassment.

### Diversity and Inclusion

- We set up ten Employee Resource Groups (ERGs) to provide a source of community within historically underrepresented groups, including women, people of color, LGBTQ+ people, and more.
- We're taking a data-driven approach in the US, gathering demographics data for the communities that surround our offices in a manner that complies with applicable laws, and using this data to benchmark employee representation against wider community diversity.
- In Israel, we are reaching out to underrepresented groups, including the Arab and Ethiopian populations and disabled persons to increase representation.
- We provide bias and Inclusive Interview Training with interviewers, hiring managers, and HR Business Partners.
- **Employee Hotline** In order to ensure we hear our employees' voices, we implemented an anonymous hotline to create a safe space to raise issues, which are elevated to the general counsel and the chairman of the board.
- **Personal Development and Growth Program** We recognize that our industry is highly competitive and retaining our highly skilled employees is key to our success. We've implemented a Personal Development and Growth program designed to attract, inspire, and engage the right and best people to support our goals and business growth by creating an outstanding employee experience.

## What's Next?

### Strategy

We're producing a global diversity and inclusion strategy for [monday.com](https://www.monday.com) is an organizational priority for 2022.

### Turnover Rate

We're beating the average, but we can do better. We continue to put innovative programs and initiatives in place to enable us to retain our most impactful talent.

### Hiring a Diversity and Inclusion Lead in the US

We want to create and implement creative programs throughout the employee lifecycle to enable equitable internal practices and support diversity practices across all of our sites globally.

### Local Offices to Reflect Community Diversity

Our goal is for our local offices to represent the demographics of the surrounding community.



## Systemic Risk Management

*'The performance of our Work OS is the core of our business. It goes without saying that we would not exist without our dynamic reliable system that so many of our customers swear by.'*

### Our Status Quo

- **Policy** We have robust infrastructure and policies in place to minimize disruptions to our Work OS platform.
- **System Hosting** is outsourced to AWS, which increases our exposure to uncontrolled system outages. We monitor AWS performed daily, and they have shown strong performance throughout the period.
- **Monitoring** We actively record and report on our system outages - [Annex A](#).
- **Performance** We continue to celebrate near 100% [system uptime](#) across regions.
  - US Hosted Server - 5 major outages and 14 partial outages, with an overall disruption time of just 20 hours over the calendar year.
  - EU Hosted Server - 3 partial outages and no major outages, and just 4.7 hours of disruption time.
- **Incident Investigation** All system disruption incidents are investigated and recoded, with all [2021 incidents](#) reported on.

### What's Next?

#### Performance Target

Reduce system disruptions and outages by 25% by 2023, with 0 downtime as our ultimate goal.



## Reducing Our Carbon Footprint

*"We plan to support the global communities' efforts in achieving the 1.5°C global warming Paris Agreement goal."*

COP26 showed that the Paris Agreement goals are at risk. The global community has collectively refocused on reducing emissions to restrict global warming levels to 1.5 °C above pre-industrial levels, and we plan to do our part.

### Our Status Quo

- **Material Emissions Sources** We found that AWS and our air travel are our most significant emission sources (Scope 3).
- **Scope 2 Emissions** Our day to day, controllable activities are largely restricted to office bound research and functional tasks.

### What's Next?

#### Climate Change Risk Assessment

Complete a climate change risk assessment aligned with the Task Force on Climate-related Financial Disclosures by the end of 2023.

#### Reporting

Report on our Scope 1 and 2 emissions, in metric tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) by the end of 2022.

#### Travel Policy

Developing a travel policy, with a focus on travel efficiencies and travel alternatives.

# Supporting Our Community

*" We believe empowered nonprofits are best equipped to make lasting social impact. Combining a digital toolkit, financial support, and professional volunteering give today's social changemakers the resources they need to solve tomorrow's most challenging problems."*



We established the [Digital Lift](#) Initiative to further our mission of closing the digital divide between the for-profit sector and the non-profit sector. We've pledged 1% of our employee time, 10% of our equity, and up to 100% off our licenses to support non-profit organizations.

Our goal is for the Digital Lift Initiative to provide a robust digital transformation toolbox for non-profit teams, comprised of monday.com licenses and product support, digital infrastructure, education, services, technology grants, and volunteer support.

## Our Initiative

- **100% Product Match** For every \$1 of revenue, we are committed to offering up to \$1 of monday.com subscriptions to non-profit teams. We've provided discounts to over 8,500 non-profits amounting to \$7.2 million in annual recurring revenue.
- **10% Equity Fund** donated over time to finance projects that will help non-profits. We're working with a research firm to explore the depth of the digital divide and identify areas where the foundation can make a strong impact.
- **1% Employee Volunteer Time** to provide professional support to non-profits. So far, our employees have volunteered over 550 hours.

## Our Impact Vehicles

-  Startup for Startup

[Start-up for Start-up](#) is a platform for sharing knowledge, experience and insights from one startup to another including podcasts and has grown to 18,000 members with a global reach of 30,000 listeners.

-  mondayU

[monday U](#) offers free professional training to individuals, often from underrepresented communities. These programs have already given over 150+ participants the knowledge, skills, and credibility they need to join and thrive in the tech sector. Additionally, monday U partners with universities to offer scholarships to students from lower socioeconomic families who otherwise might not have received higher education.

- **NPO Partnerships**

- [Gabriel Project Mumbai](#) helping communities in India access basic resources.
- [Raah Foundation](#) supporting remote villages in India through COVID-19 by giving access to clean water, education, agriculture, employment, and more.
- [Dualis](#) developing and implementing programs which ensure a process of normalization for at-risk populations within a real working environment.
- Assisting [Israaid](#) to support Venezuelan refugees.
- Supporting [Midot](#) in their efforts to rate NPOs and produce sector analysis reports.
- Worked with [IsraAid](#), [Vital Voices](#), [Georgetown Institute for Women, Peace and Security](#), and [US Institute of Peace](#) to support the resettlement process of Afghan refugees.

## What's Next?

*"As we grow, our ESG culture will grow."*

This report covers general information about monday.com beyond a specific reporting period. However, officially, the scope of this report is calendar year 2021, from January 1st, 2021 to December 31st, 2021. We intend to update our report on an annual basis reporting on our baselines, performance, and targets. This report is light on Key Performance Indicators (KPIs) but lays the path (our commitments) to filling the gaps as we evolve.

We've used the [Sustainability Accounting Standards Board \(SASB\)](#), the [Global Reporting Initiative \(GRI\)](#), and the [World Economic Forum \(WEF\)](#) frameworks to guide us.

Our goal is to sustain our growth by continually improving, using pragmatic approaches, and allocating our resources to the greatest impact areas.

We plan to use the information provided in this report as a foundation for our 2022 report and beyond. We will continue to benchmark against our key competitors and use global standards to guide us.

The establishment of our ESG committee this year was a key milestone for us, with our ESG taskforce being established soon to drive implementation of our new ESG policy. We recognize the importance of ESG to both monday.com and greater society and will strive to be best in class in all three subject areas and will continue to drive the positive impacts of our Digital Lift Foundation.



# Annexures

## Annex A

Our US Platform							
Month	% Uptime	Number of performance issues resulting in a 10 – 30-minute disruption	Number of service disruptions exceeding 30 minutes	Number of Major Outages	Number of Partial Outages	Total Outages <sup>1</sup>	Total Outage time (in Minutes)
Jan	100	0	0	0	0	0	0
Feb	100	0	0	0	0	0	0
March	99.96	0	1	1	1	2	44
April	99.87	0	2	2	2	4	75
May	100	0	0	0	0	0	0
June	99.99	0	0	1	0	1	2
July	99.97	0	1	0	1	1	35
August	99.79	0	2	0	3	3	311
Sept	99.85	0	2	0	2	2	209
Oct	99.91	2	1	1	2	3	81
Nov	99.87	0	2	0	2	2	178
Dec	99.86	0	1	0	1	1	200
<b>Year</b>	<b>99.99</b>	<b>2</b>	<b>12</b>	<b>5</b>	<b>14</b>	<b>19</b>	<b>1,197 (20 hours)</b>

Our EU Platform							
Month	% Uptime	Number of performance issues resulting in a 10 – 30-minute disruption	Number of service disruptions exceeding 30 minutes	Number of Major Outages	Number of Partial Outages	Total Outages <sup>1</sup>	Total Outage time (in Minutes)
August	99.79	0	1	0	1	1	67
Sept	99.85	0	1	0	1	1	127
Oct	99.91	0	0	0	0	0	0
Nov	99.87	0	1	0	1	1	88
Dec	99.86	0	0	0	0	0	0
<b>Year</b>	<b>99.86</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>282 (4.7 hours)</b>

<sup>1</sup>Including partial, major and all timeframes.





Thank you

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