



GRI INDEX AND UNITED NATIONS' GLOBAL COMPACT

BCE Inc. 2008 Corporate Responsibility report

BCE's 2008 Corporate Responsibility Report addresses the United Nations' Global Compact principles and was prepared in reference to the new Global Reporting Initiative (GRI) G3 guidelines.

Global Compact reference numbers are in the left-hand column of this index. In compliance with the GRI, this index also identifies the location of each GRI element within our report. The index sections entitled *Vision and Strategy*, *Governance Structure and Management Systems*, *Profile*, *Economic Performance Indicators*, *Environmental Performance Indicators* and *Social Performance Indicators* address core GRI indicators. These indicators and their corresponding GRI reference numbers can be found in the middle columns of this table. The last section of this index covers telecommunications specific indicators.

To view Bell's response to each indicator, please click on the corresponding link in the right hand column. Some of the information required by GRI can be found in other sections of our site.



GRI Indicators

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GRI #	Global Compact Principle ¹	GRI Indicator Description	Bell's Response
1. Strategy and Analysis			
1.1	-	Statement from the most senior decision maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	2008 CR report - CEO Message Page 1
1.2	-	Description of key impacts, risks, and opportunities	2008 CR report – Sustainability – Our vision Page 3
2. Organizational Profile			
2.1	-	Name of the Organization	BCE Inc. (Bell Canada Entreprises)
2.2	-	Primary brands, products, and/or services	BCE 2008 Annual Report – About our business
2.3	-	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	BCE 2008 Annual Report – About our business
2.4	-	Location of organization's headquarters.	1, Carrefour Alexander Graham Bell Building A, 6th Floor Verdun (Quebec) H3E 3B3
2.5	-	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	BCE 2008 Annual Report – About our business
2.6	-	Nature of ownership and legal form	BCE 2008 Annual Report
2.7	-	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	BCE 2008 Annual Report
2.8	-	Scale of the reporting organization	BCE 2008 Annual Report
2.9	-	Significant changes during the reporting period regarding size, structure, or ownership.	BCE 2008 Annual Report
2.10	-	Awards received in the reporting period.	Reported within the 2008 CR report
3. Report Parameters			
Report Profile			
3.1	-	Reporting period (e.g., fiscal/ information provided).	2008 CR report – Report Profile Page 31
3.2	-	Date of most recent previous report (if any).	2007, 2006, 2005, 2004 and 2003 Archived reports www.bce.ca/en/responsibility/archivedreports/

¹ Corresponding Global Compact Principle with GRI G3 Guidelines are based on the document "Making the Connection" published by the United Nations Global Compact Office.

3.3	-	Reporting cycle (annual, biennial, etc.)	Annually
3.4	-	Contact point for questions regarding the report or its contents	www.bce.ca/en/contact/#corporate_comm
Report Scope and Boundary			
3.5	-	Process for defining report content	2008 CR report – Report Profile Page 31
3.6	-	Boundary of the report	2008 CR report – Report Profile Page 31
3.7	-	State any specific limitations on the scope or boundary of the report.	2008 CR report – Report Profile Page 31
3.8	-	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	2008 CR report – Report Profile Page 31
3.9	-	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	Not reported, but available on request
3.10	-	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Not reported, but available on request
3.11	-	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	2008 CR report – Report Profile Page 13
GRI Content index			

3.12	-	Table identifying the location of the Standard Disclosures in the report.	<ul style="list-style-type: none"> • Vision and strategy: 2008 CR report – Sustainability – Our vision Page 3 • Organizational Profile: BCE 2008 Annual Report • Report Parameters: 2008 CR report – Report Profile Page 31 • Governance: 2008 CR report – Workplace – Governance and Ethics Page 18 • Vision and strategy: 2008 CR report – Sustainability – Our vision Page 3 • Key Performance indicators: 2008 CR report – Sustainability – Our performance Page 3
3.13	-	Policy and current practice with regard to seeking external assurance for the report.	2008 CR report – Report Profile Page 31

4. Governance, Commitments, and Engagement

Governance

4.1	1 to 10	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	www.bce.ca/en/governance/
4.2	1 to 10	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Notice of 2009 Annual General Shareholder Meeting and Management Proxy Circular
4.3	1 to 10	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Notice of 2009 Annual General Shareholder Meeting and Management Proxy Circular
4.4	1 to 10	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Notice of 2009 Annual General Shareholder Meeting and Management Proxy Circular
4.5	1 to 10	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Notice of 2009 Annual General Shareholder Meeting and Management Proxy Circular
4.6	1 to 10	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Notice of 2009 Annual General Shareholder Meeting and Management Proxy Circular
4.7	1 to 10	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Notice of 2009 Annual General Shareholder Meeting and Management Proxy Circular

4.8	1 to 10	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	BCE Code of Business Conduct
4.9	1 to 10	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Audit Committee Charter, section II-F
4.10	1 to 10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Notice of 2009 Annual General Shareholder Meeting and Management Proxy Circular

Commitments to External Initiatives

4.11	7	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	The precautionary approach is part of the Global Compact principles that are endorsed by BCE. 2008 CR report – Sustainability – Our vision Page 3
4.12	1 to 10	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Global Compact principles 2008 CR report – Sustainability – Our vision Page 3
4.13	1 to 10	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> • Has positions in governance bodies; • Participates in projects or committees; • Provides substantive funding beyond routine membership dues; or • Views membership as strategic. 	Reported within the 2008 CR report

Stakeholder Engagement

4.14	-	List of stakeholder groups engaged by the organization.	2007 CR report – Sustainability – Stakeholder engagement Page 5
4.15	-	Basis for identification and selection of stakeholders with whom to engage.	2007 CR report – Sustainability – Stakeholder engagement Page 5
4.16	-	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	2007 CR report – Sustainability – Stakeholder engagement Page 5
4.17	-	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	2007 CR report – Sustainability – Stakeholder engagement Page 5

5. Management Approach and Performance Indicators

Economic Performance Indicators			
Aspect : Economic performance			
EC1	-	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	2008 CR report – Community Page 21 BCE 2008 Annual Report
EC2	7	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Reported to the Carbon Disclosure Project – Not publicly released
EC3	-	Coverage of the organization's defined benefit plan obligations.	Not reported
EC4	-	Significant financial assistance received from government.	BCE 2008 Annual Report
Aspect: Market Presence			
EC5	1	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not relevant
EC6	-	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not reported
EC7	6	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Not applicable
Aspect : Indirect Economic Impacts			
EC8	-	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	2008 CR report – Customers – Solutions for society and the environment Page 7
EC9	-	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not reported
Environmental Performance Indicators			
Aspect : Materials			
EN1	8	Materials used by weight or volume.	Partially reported: 2008 CR report – Environment – Recycling Page 28
EN2	8 and 9	Percentage of materials used that are recycled input materials.	Not available
Aspect : Energy			
EN3	8	Direct energy consumption by primary energy source.	Not reported, but available on request
EN4	8	Indirect energy consumption by primary source.	Not reported, but available on request
EN5	8 and 9	Energy saved due to conservation and efficiency improvements.	Not reported, but available on request

EN6	8 and 9	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	2008 CR report – Customer – Solutions for society and the environment Page 17
EN7	8 and 9	Initiatives to reduce indirect energy consumption and reductions achieved.	2008 CR report – Environment – Energy efficiency & GHG emissions Page 27
Aspect : Water			
EN8	8	Total water withdrawal by source.	Not reported
EN9	8	Water sources significantly affected by withdrawal of water.	Bell's operations don't significantly affect water sources
EN10	8 and 9	Percentage and total volume of water recycled and reused.	Not available
Aspect : Biodiversity			
EN11	8	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not available
EN12	8	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not available
EN13	8	Habitats protected or restored.	2008 CR report – Environment – A thoughtful neighbour Page 30
EN14	8	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not available
EN15	8	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not available
Aspect : Emissions, Effluents, and Waste			
EN16	8	Total direct and indirect greenhouse gas emissions by weight.	Detailed information is provided in a separate report: BCE 2008 - Greenhouse Gas Report Summary - EN.pdf
EN17	8	Other relevant indirect greenhouse gas emissions by weight.	Detailed information is provided in a separate report: BCE 2008 - Greenhouse Gas Report Summary - EN.pdf
EN18	7, 8 and 9	Initiatives to reduce greenhouse gas emissions and reductions achieved.	2008 CR report – Environment – Energy efficiency & GHG emissions Page 27
EN19	8	Emissions of ozone-depleting substances by weight.	Not reported, but available on request
EN20	8	NO, SO, and other significant air emissions by type and weight.	Not reported, but available on request
EN21	8	Total water discharge by quality and destination.	Not available

EN22	8	Total weight of waste by type and disposal method.	Total waste not reported Waste diversion from network operations reported: 2008 CR report – Environment – Recycling Page 28
EN23	8	Total number and volume of significant spills.	2008 CR report – Environment – A thoughtful neighbour Page 30
EN24	8	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not applicable Bell does not export any hazardous residual materials
EN25	8	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not applicable
Aspect : Products and Services			
EN26	7, 8 and 9	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	2008 CR report – Customers – Responsible procurement & stewardship Page 13-14
EN27	8 and 9	Percentage of products sold and their packaging materials that are reclaimed by category.	Not reported
Aspect : Compliance			
EN28	8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not reported, but available on request
Aspect : Transport			
EN29	8	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not reported, but available on request
Aspect : Overall			
EN30	7, 8 and 9	Total environmental protection expenditures and investments by type.	2008 Annual Information Form page 14
Social Performance Indicators			
Labour Practices and Decent Work Performance Indicators			
Aspect : Employment			
LA1	-	Total workforce by employment type, employment contract, and region.	Partially reported: 2008 CR report – Workplace – Our workforce Page 15
LA2	9	Total number and rate of employee turnover by age group, gender, and region.	Partially reported: 2008 CR report – Workplace – Our workforce Page 15

LA3	-	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not reported
Aspect : Labor/Management Relations			
LA4	1 and 3	Percentage of employees covered by collective bargaining agreements.	2008 CR report – Workplace – Our workforce Page 15
LA5	3	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Not reported
Aspect : Occupational Health and Safety			
LA6	1	Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not reported
LA7	1	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	2008 CR report – Workplace – Health and safety Page 19
LA8	1	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	2008 CR report – Workplace – Training and development Page 17
LA9	1	Health and safety topics covered in formal agreements with trade unions.	Not reported
Aspect : Training and Education			
LA10	-	Average hours of training per year per employee by employee category.	Not reported
LA11	-	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Not reported
LA12	-	Percentage of employees receiving regular performance and career development reviews.	All employees
Aspect: Diversity and Equal Opportunity			
LA13	1 and 6	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	2008 CR report – Workplace – Our workforce Page 15
LA14	1 and 6	Ratio of basic salary of men to women by employee category.	Not available
Human Rights Performance Indicators			
HR1	1 to 6	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not available
HR2	1 to 6	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	2008 CR report – Customer – Responsible procurement Page 12
HR3	1 to 6	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	2008 CR report – Workplace – Governance and ethics Page 17-18
Aspect: Non-Discrimination			

HR4	1, 2 and 6	Total number of incidents of discrimination and actions taken.	Not reported
Aspect: Freedom of Association and Collective Bargaining			
HR5	1, 2 and 3	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	BCE 2008 Annual Report
Aspect: Child Labor			
HR6	1, 2 and 5	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Within our supply chain: 2008 CR report – Customer – Responsible procurement Page 12
Aspect: Forced and Compulsory Labor			
HR7	1, 2 and 4	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Within our supply chain: 2008 CR report – Customer – Responsible procurement Page 12
Aspect: Security Practices			
HR8	1 and 2	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not reported
Aspect: Indigenous Rights			
HR9	1 and 2	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not reported
Society Performance Indicators			
Aspect: Community			
SO1	-	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Community
Aspect: Corruption			
SO2	10	Percentage and total number of business units analyzed for risks related to corruption.	Not available
SO3	10	Percentage of employees trained in organization's anti-corruption policies and procedures.	2008 CR report – Workplace – Governance and ethics Page 18 BCE Code of business conduct
SO4	10	Actions taken in response to incidents of corruption.	Not available
Aspect: Public Policy			
SO5	1 to 10	Public policy positions and participation in public policy development and lobbying.	Not reported
SO6	10	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not reported

Aspect: Anti-Competitive Behavior			
SO7	-	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	Not reported
Aspect: Compliance			
SO8	-	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not reported
Product Responsibility Performance Indicators			
Aspect: Customer Health and Safety			
PR1	1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not reported
PR2	1	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not reported
Aspect: Product and Service Labeling			
PR3	8	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	Not reported
PR4	8	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not reported
PR5	-	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	2008 CR report – Customers – Creating a better customer experience Page 6
Aspect: Marketing Communications			
PR6	-	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Not reported
PR7	-	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not reported
Aspect: Customer Privacy			
PR8	1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not reported See The Bell Commitment to Privacy
Aspect: Compliance			
PR9	-	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Not reported

Telecommunications Sector Specific Indicators ²			
GRI #	Global Compact Principle	GRI Indicator Description	Bell's Response
Internal Operations			
Investment			
IO1	N/A	Capital investment in telecommunication network infrastructure broken down by country/region.	Not reported
IO2	N/A	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable. Describes relevant legislative and regulatory mechanisms.	Not reported
Health and Safety			
IO3	N/A	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency (RF) fields, and exposure to hazardous chemicals.	Not reported
IO4	N/A	Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to RF emissions from handsets.	Not reported
IO5	N/A	Compliance with ICNIRP guidelines on exposure to RF emissions from base stations.	Not reported
IO6	N/A	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	Not reported
Infrastructure			
IO7	N/A	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts. Describe approach to evaluate consultations and quantify where possible.	Not reported
IO8	N/A	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	Not reported
Providing Access			
Access to Telecommunication Products and Services: Bridging the Digital Divide			
PA1	N/A	Polices and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas.	Partly reported: 2008 CR report – Customers – Connecting everyone Page 9
PA2	N/A	Policies and practices to overcome barriers for access and use of telecommunication products and services, including: language, culture, illiteracy and lack of education, low income, disabilities and age. Include an explanation of business models applied.	Partly reported: 2008 CR report – Customers – Connecting everyone Page 9

² The GRI Telecommunications Sector Supplement was released in a pilot version in July 2003 as an attempt to provide sustainability reporting guidance to the telecom sector that is helpful to service providers and manufacturers alike. The final version as not been released at this time.

PA3	N/A	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	2008 CR report – Customers – Ensuring service Page 10
PA4	N/A	Quantify the level of availability of telecommunications products and services in areas where the organization operates.	2008 CR report – Customers – Connecting everyone Page 9 Wireless - Coverage and Travel
PA5	N/A	Number and types of telecommunication products and services provided to and used by low- and no-income sectors of the population.	Not reported
PA6	N/A	Programs to provide and maintain telecommunications products and services in emergency situations and for disaster relief.	2008 CR report – Customers – Ensuring service Page 10
Access to Content			
PA7	N/A	Polices and practices to manage human rights issues relating to access and use of telecommunications products and services.	2008 CR report – Customers – Protecting you and your family Page 11
Customer Relations			
PA8	N/A	Policies and practices to publicly communicate on EMF related issues.	Not reported
PA9	N/A	Total amount invested in programs and activities in electromagnetic field research.	Not reported
PA10	N/A	Initiatives to ensure clarity of charges and tariffs.	Bell Canada Tariffs
PA11	N/A	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	2008 CR report – Customers – Solutions for society and the environment Page 7
Technology Applications			
Resource Efficiency			
TA1	N/A	Provide examples of the resource efficiency of telecommunication products and services delivered.	2008 CR report – Customers – Solutions for society and the environment Page 7
TA2	N/A	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects.	2008 CR report – Customers – Solutions for society and the environment Page 7
TA3	N/A	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above.	2008 CR report – Customers – Solutions for society and the environment Page 7
TA4	N/A	Disclose any estimates of the rebound effect (indirect consequences) of customer use of the products and services listed above, and lessons learned for future development.	Not reported
TA5	N/A	Description of practices relating to intellectual property rights and open source technologies.	Not reported