Business Continuity Program

Bell recognizes the criticality of its infrastructure for the health, safety, security and economic well-being of its customers and that the delivery of its services is vital for its customers. Business continuity planning is a key component of the company's approach to managing operational, financial and reputation risks. Accordingly, Bell has committed to taking all reasonable steps to maintain a state of readiness that allows for proactive and efficient response to any event that may be disruptive to its business.

Bell has developed and implemented a comprehensive Business Continuity Program which enables teams across the Company to plan for, respond to and recover from a wide variety of incidents. More precisely, our Business Continuity Program focuses Company efforts and resources at:

- Ensuring the security of our networks

- Protecting our people, facilities, revenues and critical business functions

- Maintaining continuity of operations for our customers

Bell's Business Continuity Program, plans and policies were developed following International standards which includes business impact analyses and risk assessments and, an awareness and training program, crisis communication and coordination with external agencies.

All of Bell's critical business units have documented business continuity plans which include:

- The business functions that have been identified based on their criticality and prioritized by their recovery time objectives

- The number of resources and identification of relocation sites for recovery of activities

- The use of backup systems for maintaining customer service

- The review of all plans and a formal exercise performed annually

Our Emergency Management Program includes procedures to ensure the safety of our employees, customers, partners and suppliers who work in our buildings. Plans are in place to ensure the resumption of activities following any type of incident including: evacuations, infectious disease outbreaks, labour disruptions, loss of systems and loss of network and facilities.

Bell has proven over 134 years its ability to plan for, respond to and recover quickly and effectively from incidents of various types and magnitude.

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