



Corporate responsibility approach and management

Vision

Our sustainability vision is to contribute to the well-being of society by providing high quality jobs, enabling responsible economic growth, connecting communities and safeguarding the natural environment.

Our strategy is supported by our sustainability framework and a set of guiding principles. Policies applied throughout the organization ensure that our guiding principles are followed. Through stakeholder engagement and our own internal processes, we monitor issues and opportunities, and set objectives.

Framework

Through a solid governance structure, we actively manage environmental, social and economic performance, as illustrated in our sustainability framework (adjacent).

The framework represents the delicate balance that must be maintained between economic growth, social requirements and environmental performance in order to ensure our future well-being. In the absence of only one of these three key elements, sustainability cannot be supported.

The component central to the framework, governance, provides corporate direction and sets company principles and values that guide our business practices. The fifth element, communication, is represented by the arrows and is essential to ensure sustainable decision-making.



Principles

The following principles support our business strategy and serve as a guide for employees in our quest to achieve our sustainability vision.

- Deliver strong and sustained economic performance that benefits all stakeholders.
- Maintain solid governance principles and oversight systems to monitor compliance, while managing our business with transparency and integrity.
- Act responsibly and engage with stakeholders to identify opportunities beyond compliance to create benefits for both society and the company.
- Develop leading-edge telecommunication services that contribute to sustainability and demonstrate leadership by successfully applying them.

Policies

The realization of our sustainability vision depends largely on the actions of our directors, officers and employees. Their conduct is governed by an overarching [Code of Business Conduct](#), and a host of policies that support our sustainability principles. Our policies cover subjects such as disclosure of information, auditor independence, fair information practices, customer privacy, environmental protection, procurement, and others.

Reporting

Armed with sound principles, feedback from our stakeholders, and a clear understanding of our current issues and opportunities, we have identified the issues and opportunities that are of greatest importance to our stakeholders and to our business success through a variety of formal and informal means including trend analysis, benchmark studies, monitoring of CR performance, and stakeholder feedback.

We have also established Bell's Corporate Responsibility (CR) Key Performance indicators based on our materiality assessment. These Key Performance Indicators provide a quantitative or qualitative measure of how we are doing in the strategic areas of governance as well as economic, environmental and social responsibility.

We further ensure that we report on our performance or initiatives put in place to address those issues and opportunities within our annual Corporate Responsibility report. Our reporting is based on the Global Reporting Initiative (GRI) Guidelines. This is a multi-stakeholder initiative, which, we believe, provides the most comprehensive and independent insight into the interests and concerns of our stakeholders. See BCE.ca/responsibility.

Affiliations

We also represent the interests of our stakeholders through active participation in industry and business associations

[RESPONSIBLE BUSINESS ALLIANCE \(RBA\)](#)

In 2017, we joined RBA, a nonprofit comprised of electronics, retail, auto and toy companies committed to supporting the rights and wellbeing of workers and communities worldwide affected by the global electronics supply chain. RBA members commit and are held accountable to a common Code of Conduct. Through our membership in RBA, we regularly engage in dialogue and collaborations with other members on key supply sustainability topics.

[GLOBAL COMPACT NETWORK CANADA \(GCNC\)](#)

In 2013, we joined the GCNC, to collaborate for the 10 Principles of the UN Global Compact. Through our membership in the GCNC, we regularly engage in sharing best practices with other members on the 10 Principles as well as the 17 Sustainable Development Goals (SDGs).

[ÉCOTECH QUÉBEC](#)

In 2009, we joined [Écotech Québec](#), which unites key Québec decision makers in the clean technology (cleantech) sector. The aim of this group is to unite and mobilize the cleantech industry around common goals and actions, participate in the “greening” of the Québec economy through sustainable development, and support entrepreneurs in accelerating the design, development, adoption, commercialization and export of clean technologies.

[CANADIAN WIRELESS TELECOMMUNICATIONS ASSOCIATION \(CWTA\)](#)

We are a member of the CWTA, an industry association representing a variety of wireless service providers. The CWTA leads the national Recycle My Cell initiative and has also implemented a nationwide wireless AMBER Alerts Program providing the public with immediate and up-to-date information about a child's abduction.

[CONSEIL PATRONAL DE L'ENVIRONNEMENT DU QUÉBEC \(CPEQ\)](#)

Bell is a member of the CPEQ, a non-profit organization that groups together Québec's key industry and business representatives, including sectoral business associations, whose activities may have environmental impacts and who are therefore concerned with environmental and sustainable development issues.

INFORMATION TECHNOLOGY ASSOCIATION OF CANADA (ITAC)

We are a member of ITAC, whose mission is to identify and lead on issues that affect the ICT industry and to advocate initiatives that will enable its continued growth and development.

Governance structure

On an ongoing basis, the Board reviews its structure, practices and composition and initiates changes to improve its effectiveness. The Board of Directors has established clear lines of authority and oversight over our corporate responsibility programs, with primary accountability at the committee level:

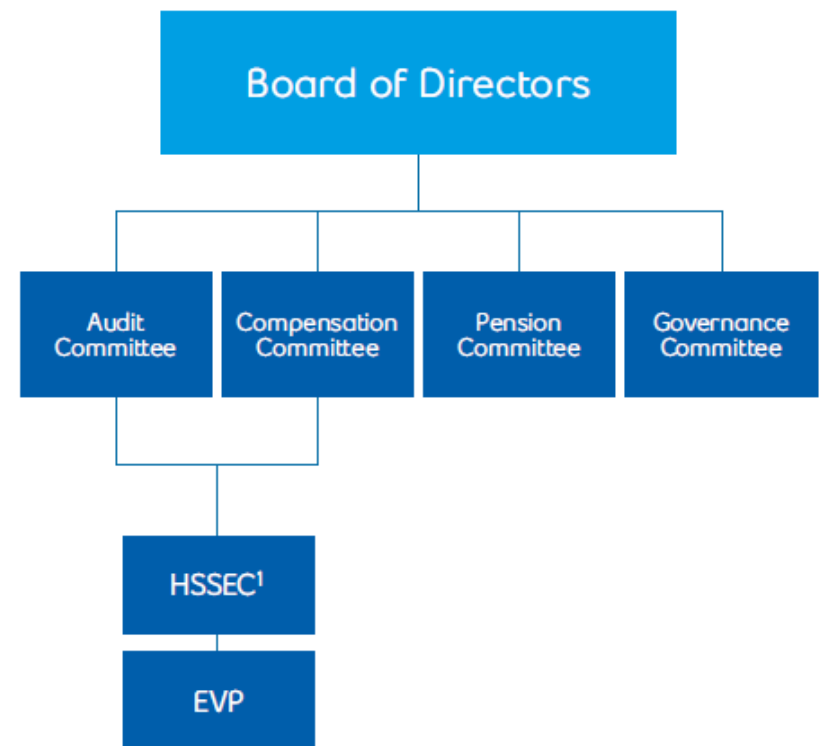
The Audit Committee oversees issues including environmental risks, security and business continuity.

The Management Resources and Compensation Committee (Compensation Committee) has oversight for human resources issues, including respectful workplace practices, health, and safety.

The Corporate Governance Committee (Governance Committee) is responsible for governance practices and policies, as well as for policies concerning business conduct and ethics, including Bell's Code of Business Conduct.

Learn more about our corporate governance practices [here](#).

While the Board is responsible for BCE's risk oversight program, operational business units are central to the proactive identification and management of risk. They are supported by a range of corporate functions that provide independent expertise to reinforce implementation of risk management approaches in collaboration with the operational business units. The Internal Audit function provides additional expertise and assurance, working to provide insight and support to the operational business units and corporate support functions, while also providing



¹ Health, Safety, Security, Environment and Compliance Oversight Committee

the Audit Committee with an independent perspective on the state of risk and control within the organization. Collectively, these elements can be thought of as a “Three Lines of Defence” approach to risk management that is aligned with industry best practices and is endorsed by the Institute of Internal Auditors. The Health, Safety, Security, Environment and Compliance Oversight Committee (HSSEC Committee) provides assurance to the Audit and Compensation Committees of the Board that legal and regulatory compliance, security, environment, and health and safety related risks are being managed diligently.¹

The HSSEC is co-chaired by the Executive Vice President (EVP), Corporate Services and the Chief Legal and Regulatory Officer and Executive Vice President, Corporate Development. Its mandate is to make every effort to seek to ensure our CR strategy is well integrated throughout the business in order to minimize risk (such as financial and reputational) and optimize business opportunities. Among its duties, the HSSEC Committee annually reviews the company’s health, safety, security, environmental and compliance policies, and operational directives that are then shared with the Board of Directors.

The Executive Vice President, Corporate Services and the Chief Legal and Regulatory Officer and Executive Vice President, Corporate Development have 30% of their variable pay tied to personal objectives that include enhancing team member engagement, leading Bell’s diversity and mental health programs, preventing workplace accidents, maintaining ISO 14001 certification, and optimizing energy efficiency. The Executive Vice President, Corporate Services also has direct oversight of the Corporate Responsibility and Environment team, which is accountable for corporate responsibility initiatives. This team’s managers also have part of their variable portion of their compensation tied to social and environmental goals.



¹ Although the risk management framework described in this report is aligned with industry best practices and is endorsed by the Institute of Internal Auditors, there can be no assurance that it will be sufficient to prevent the occurrence of events that could have a material adverse effect on our financial position, financial performance, cash flows, business or reputation.