

# Environmental incidents

At Bell, we take great care in managing environmental incidents and acting on the root causes of problems to prevent reoccurrence. We deploy considerable efforts to increase employees' awareness and commitment to reporting incidents. Bell has developed rigorous measures to deal with environmental incidents. These specify the steps employees must follow and the responsibilities of the different parties involved in order to adequately respond to an emergency adequately. We provide support for the reporting, control and remediation of all environmental incidents, regardless of the quantity released or the potential impact, or of whether the incident occurred on or away from our own premises.

Spills are a common type of incident at Bell and have the most important potential impact on the environment. In order to reduce the impacts associated with spills, spill kits are present in each building where risk exists, as well as in vehicles that contain hydraulic equipment. In addition, our petroleum storage tanks are fitted with secondary containment and any drains near these tanks are protected.

In summary, for 2018:

GRI 306-3

- 392 spills and releases were reported by our employees, 75% of which were related to leaks of halocarbon from air-conditioning systems
- 325 incidents were below government reporting thresholds (71% of the 457 reported)
- 1 environmental infraction resulted in a fine
- 24 concerns were reported by third parties
- 953 litres of hydrocarbons were accidentally spilled from vehicles, storage tanks or generators and recovered
- 418 litres of corrosive liquids were accidentally spilled from network batteries and recovered
- 4,864 kg of halocarbons were accidentally released from our air conditioning systems due to system failures.

These incidents had limited or no impact on the environment, and were addressed diligently and in compliance with all regulatory requirements.

We have clear objectives for the management of environmental incidents:

- Adopt a proactive approach to prevent environmental incidents
- Address the root causes of repetitive incidents to minimize recurrence
- Quickly remediate any situation that cannot be prevented
- Ensure appropriate emergency plans are in place and tested
- Ensure all environmental incidents are reported to Corporate Responsibility and Environment
- Diligently manage outside-party incidents that impact Bell's assets