

# Health and Safety

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## 2018 progress on programs for the protection of our team members

Bell seeks to provide a safe and healthy workplace where team members come to work knowing they are part of a team whose priority is ensuring they go home safe at the end of the day. We all embrace safety as the way we work, not just as an add-on. Dedication and leadership are bringing safety to the top of everyone's mind at Bell as we continue to develop programs to address the hazards and mitigate the risks present in our workplaces.

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### Occupational hygiene

Bell's Occupational Hygiene program is devoted to anticipating, recognizing, evaluating and controlling physical, chemical and biological hazards that may result in injury, illness or may affect the well-being of our employees. In response to recent regulatory changes affecting the industry, we continue the implementation of new requirements to reduce exposure to lead and asbestos. By involving key internal and external stakeholders, we have implemented enhanced safe work practices to protect team members when working with legacy lead cables. In 2018, we also deployed a lead specific on-line training course accessible on portable devices, complementing our full array of prevention measures and awareness material.

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### Hazardous Products

In 2018, we launched a revised version of our mandatory on-line training module for all employees and managers who are exposed to hazardous products in their daily activities. This revised training module meets the requirements of the current Workplace Hazardous Material Identification System regulation. In addition, we have integrated the



inventory of Safety Data Sheets for hazardous substances used in Bell's subsidiaries into our centralized database improving availability to all employees at all times.

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### Confined space

Bell's program includes extensive training for team members who perform work on the network in confined spaces. Each such space has specific work procedures and we provide team members with the tools and equipment to perform the work safely. We also ensure that any third party with access to our confined spaces in order to install or maintain equipment has the appropriate competencies and equipment for safe access. We have integrated the confined space management database from the former Bell Aliant system and are in the process of integrating MTS' inventory into Bell's system. This will improve our inventory and will enhance control of access to regulated spaces. We also continued our efforts to implement expanded emergency response plans, including rolling out trained first-aid attendants where confined spaces are further away from emergency services.

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### Working at heights

In collaboration with equipment suppliers, we are pursuing our efforts to design lighter weight ladders that meet regulatory and product safety requirements for team members. Our objective is to reduce ladders' weight to help decrease the risk of ergonomic hazards related to lifting, carrying and positioning the ladder. While working on this challenging project, we also developed and rolled-out an awareness campaign in all of our work centers. This awareness campaign reminds our technicians to beware of the various hazards they may encounter when approaching a worksite, including obstacles they may face while carrying their ladders on customers' premises. In addition, we maintain a rigorous training program for all team members who perform work at heights, which includes safe use and maintenance of equipment, with an emphasis on fall arrest equipment, safe work practices, and emergencies. Together these efforts helped reduce our number of ladder related accidents by 38% in 2018.

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## Ergonomics

In addition to the focus put on ergonomics around ladder handling for our technicians, our team members who work in an office environment are all provided with ergonomic workstations. We have Ergo Champions who provide ergonomic assessments and educate peers on optimal workstation set up to prevent musculoskeletal injuries. Furthermore, with the evolution of the business, and to foster teamwork and collaboration, Bell is expanding its collaborative workspaces where team members can regroup creating synergies in a safe and ergonomically sound work environment.

Through our Health and Safety intranet website, all team members have access to ergonomic guidelines about how to set up and adjust their workstation, how to request for a professional ergonomic assessment, as well as many other tips and information.

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## Incident management and investigation

Bell's centralized incident investigation process continues to improve our ability to analyze trends. Our Corporate Health and Safety team has 4 trained safety incident investigators that coach and support managers in conducting accident investigations. Reporting such incidents through our National Incident Centre enables us to implement a swift and coordinated response in the case of a severe accident. In 2018, we launched our new centralized workplace incident database for improved reporting along with an extensive training to all operational managers and Health and Safety coordinators. The new system which is accessible both on desktop or mobile devices has built-in features that further improves quality and timeliness of accident investigation and root cause analysis and also simplifies our internal notification processes.

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## Transportation and road safety

We have been continuously improving our helicopter safety program for the past 3 years. More recently in 2018, we have completed the remediation of all Bell remote landing sites. Northwestel has also remediated the majority of its sites, with a remaining 4 sites to be completed in 2019. We have also created an online training course accessible on mobile devices that is mandatory for all employees flying on helicopters for work. This

training reminds employees of the precautionary measures to follow before take-off, during flight and while landing, as well as how to use the flight-risk assessment form.

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### Contractor safety

We continued to roll out our contractor safety prequalification tool and process for contractors performing high-risk tasks to other areas of the organization such as Bell Media, Bell MTS and our retail stores. We expanded our internal incident reporting process to our contractors to reduce our response time and ensure the right people are notified and engaged as soon as an incident is reported. We placed additional focus on training contract managers on proper investigation techniques. This enables better conclusions and appropriate actions in order to avoid similar incidents in the future. In 2018, we had over 760 Contractors qualified in our Contractor Safety Program and 89 Corporate Safety reviews were completed. We also began the design of a tool enhancement that will enable all business units to qualify and keep track of the sub-contractors used by their Tier 1 contractors. [GRI-403-7]

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### Electrical safety

Developing our program based on industry best practices electrical safety program remained one of our priority initiatives in 2018. Starting in 2017, we undertook comprehensive risk assessments of the various electrical tasks performed by our Real Estate and Bell Media team members. Using the information gleaned from these assessments, we improved our safety procedures, and enhanced personal protective equipment and maintenance programs. In addition, in 2018 we developed and updated the training content to implement a best-in-class electrical safety program through both an e-learning platform and face-to-face training. We also undertook the second phase of our program, which includes the assessment of the electrical tasks performed by our network design and maintenance teams.