Complete set of environmental information sheets and indices

2018

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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.

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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.

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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 nation-wide wireless AMBER Alerts Program providing the public with immediate and up-to-date information about a child's abduction.

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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

<GRI 102-18, 102-19, 102-22, 102-23

We seek to remain a leader in corporate governance and ethical business conduct by maintaining best practices, transparency, and accountability to our stakeholders. This includes adhering to the highest standards of corporate governance as BCE's Board and management believe that good corporate governance practices contribute to the creation and maintenance of shareholder value.

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 Health, Safety, Security, Environment and Compliance (HSSEC) oversight committee is co-chaired by the Executive Vice President (EVP), Corporate Services and the Chief Operating Officer, and reports directly to board committees.

For a description of each board committee and to learn more about our corporate governance practices, please visit the Governance section on our website.

Board of Directors

Audit Committee | Compensation Committee | Governance Committee | Pension Committee

HSSEC[1] ----- EVP, Corporate Services[2]

VP-level

1   Health, Safety, Security, Environment and Compliance Oversight Committee
2   The highest level executive responsible for corporate responsibility at Bell is the EVP, Corporate Services.

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Risk management framework   <GRI 102-20, 102-26, 102-29, 102-31

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 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. Health, Safety, Security, Environment and Compliance (HSSEC) oversight 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 EVP, Corporate Services and the Chief Operating Officer. 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 periodically reviews the company's health, safety, security, environmental and compliance policies, and operational programs that are then shared with the Board of Directors.

The EVP, Corporate Services has 30% of his 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 EVP, 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 the variable portion of their compensation tied to social and environmental goals.

Moreover, we rigorously apply a global strategic approach and a highly effective, practical management system. In 2009, we became the first Canadian

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[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.

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telecommunications company to have such a system certified to be ISO 14001–compliant.

Through the application of this corporate environmental management system (EMS), more than 50 individuals have direct responsibility for corporate responsibility issues related to our business imperatives across the company and in all business units. Everyone from the business unit VPs, through to business unit Environmental Coordinators (ECs), is responsible for the performance of our corporate responsibility portfolios.

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Reporting what is relevant

BCE is Canada's largest communications company, providing residential, business, government, public institution and wholesale customers with a wide range of wireless and wireline solutions for all their communications needs. BCE's shares are publicly traded on the Toronto Stock Exchange and on the New York Stock Exchange (TSX, NYSE: BCE).

Our approach to corporate responsibility

The telecommunications industry is the foundation of societal and economic information sharing and commerce. As the Canadian leader in this ever more important, growing, and evolving industry, Bell is an important provider of the infrastructure essential to enable world-class quality and accessible services for all Canadians. As such, we believe we have a responsibility to approach our management of particular issues strategically.

Our approach to corporate responsibility begins with our goal of balancing economic growth, social responsibility, and environmental performance as we pursue our ongoing success as a company and work to seek to ensure our continued ability to contribute to the Canadian economy.

Since its founding in 1880, Bell has been the Canadian leader in telecommunications enabling Canadians to connect with each other and the world around them. We take very seriously our responsibility to manage the company in ways that enable us to sustain our record of serving the personal and business communications needs of millions of customers, seek to create value for shareholders, provide meaningful careers for tens of thousands of people, and make a significant contribution to the broader Canadian community and economy.

Corporate responsibility underpins our corporate strategy

Corporate responsibility is a fundamental element of each of the 6 Strategic imperatives that inform Bell's policies, decisions, and actions. We insist on this approach not just because it is the right thing to do, but also because it supports our goal: to be recognized by customers as Canada's leading communications company. For example, while waste management and energy reduction initiatives address important environmental concerns of society, they also create a chain of benefits for Bell. They enable us to operate more efficiently as part of our imperative to achieve a competitive cost structure (#6). They also align with the values of our team members, driving satisfaction and engagement. In addition, they free up funds for a variety of purposes, from extending our networks in support of the productivity of Canadian businesses (#1), to investing in the communities we serve. Engaged team members also drive customer satisfaction (#5) which in turn enhances performance in our wireless, wireline and media segments (# 2, 3, 4).

1
Invest in broadband networks and services

2
Accelerate wireless

3
Leverage wireline momentum

4
Expand media leadership

5
Improve customer service

6
Achieve a competitive cost structure

√ Team members √ Customers √ Community, economy, and society √ Environment

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Determining report content

We report on the topics at the intersection of value chain impacts, industry sustainability megatrends, stakeholder interest, and external research on emerging trends. These issues are of greatest importance to our stakeholders and could have an important impact on our business.

In this document, we identify first those issues that are present in our entire value chain, then those which are simultaneously germane to our stakeholders and have an important impact on our business. In addition, we research expert publications and participate in industry working groups.

We address the topics that form the intersection of these exercises in our annual Corporate Responsibility report, which includes links to online stand-alone information sheets on our Corporate Responsibility website.

Reporting guidelines

At Bell, we have been reporting on social and environmental issues for 25 years. Over the years, our focus has changed many times, but we have always been guided by what stakeholders want to know. We primarily take direction from relevant and internationally recognized reporting standards and guidelines:

Task Force on Climate Related Financial Disclosure (TCFD)
Sustainable Accounting Standards Board (SASB)
International Integrated Reporting Council (IIRC)
UN Sustainable Development Goals (SDGs)
Life Cycle Assessment methodologies
Global Reporting Initiative (GRI)
UN Global Compact (UNGC)[1]
ISO 26000
CDP

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[1] See Appendix at the end of this document for a detailed explanation of Bell's response to the 10 Principles of the UNGC

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Corporate responsibility topics across our value chain

A clear view of the company's entire value chain is increasingly important in responsible business practice. Climate-related regulations, the cost and availability of materials and human resources are all examples of value chain risks. At Bell, we make many efforts to continually expand and simultaneously deepen our view of actors and issues in our value chain. While our operations and influence are Canadian-based, we participate in global working groups (such as the Responsible Business Alliance and the UN Global Compact) with industry peers and across industries to amplify our voice.

The diagram below depicts our presence in various industry segments. Related corporate responsibility topics are listed directly below the different parts of the value chain.

Bell's value chain

Suppliers

Primary resource extraction
- Air quality
- Conflict minerals
- Corruption/bribery
- Energy consumption
- Fossil fuels
- Soil contamination
- Water pollution
- Working conditions

Manufacturing/ Distribution
- Air quality
- Corruption/bribery
- Energy consumption
- Fossil fuels
- Product health + safety
- Soil contamination
- Team member health and safety
- Water pollution
- Working conditions

Our business partners

Production/Construction/ Installation
- Biodiversity and physical integration into the environment
- Business continuity
- Community relations
- Economic impact
- Energy consumption
- Environmental incidents
- Fossil fuels
- Soil contamination
- Team member health + safety
- Waste management

Delivering products and services
- Business continuity
- Community relations
- Corporate governance
- Data security
- Digital divide
- Diversity and inclusion
- Economic impact
- Energy consumption
- Environmental incidents
- Fraud prevention
- Fossil fuels
- Privacy
- Soil contamination fuels
- Team member engagement
- Team member health + safety
- Waste management

End users
- Accessibility
- Customer satisfaction
- Data security
- Energy consumption
- Fraud prevention
- Privacy
- Product safety
- Product stewardship

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Stakeholder engagement

We remain informed on issues that are most important to our various stakeholders through consultation to obtain their feedback.

We identify our most important stakeholder groups based on the extent of the stakeholder group's engagement with the company and their influence on the company. From this analysis emerges a short list comprising customers, civil society/NGOs, suppliers, rating agencies, investors, team members, and unions.

Because issues evolve over time, and new ones emerge, Bell consults this broad range of stakeholders in a variety of ways and on an ongoing basis.

Here are some of the ways we connect with stakeholders:

- We connect with customers frequently through Fizzback and social media
- We connect with NGOs and civil society at formal industry events
- We monitor our dedicated email address for direct feedback
- We participate in annual peer report evaluations (eg. Global Compact Network Canada) and seek expert feedback from EXCEL
- We engage with internal stakeholders throughout the year to get insight into the top-of-mind issues of everyone in the networks these subject matter experts have developed, including experts from:

Customer Experience	Community Investment	Residential Services	Investor Relations
Field Operations	Procurement	Unions	Security
Network	Real Estate	Regulatory Affairs	Media
Communications	Health & Safety	Human Resources	Mobility
Business Continuity	Sales	IT	Privacy

- We participate in professional sustainability groups through membership

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Through our membership in these forward-thinking groups that bring together leaders of the global business community, BCE participates in the development and sharing of innovative thinking that produces practical action. Here are some of the groups in which we are involved:

The insights we draw from all of these experiences help us to determine what to report.

Significant sustainability megatrends in our industry

In recent years, the megatrends that have significantly affected our industry include employing an increasingly diverse workforce, the need to manage energy consumption, information security and privacy threats, mounting electronic waste (e-waste), and increasing supply chain risks. Below we explain how these topics relate to our business. In our Corporate Responsibility report we describe how we manage these topics and we also report on our performance against targets we have set for ourselves.

Diversity and inclusion

Diversity in the workplace is important for tech companies, not only for the social implications, but because it is challenging for a company to design products and services successfully for the general public if only one demographic is sitting at the table. Focus on diversity continues to grow for the ICT sector to ensure talent reflects the customer

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base, not just so that products and services are accessible for all, but also because it is linked to greater innovation, global success, and talent retention.[2]

Energy consumption

Always a notable component of business service solutions in our industry, energy consumption is becoming more important as networks grow to support ever increasing use of wireline and wireless services, such as Internet, data hosting, and devices, such as smartphones, tablets, and a vast array of other connected objects. All of these services consume rapidly growing amounts of data to access social networking, cloud computing, mobile TV, mobile commerce, and banking services. Each of these services consumes network energy, thereby affecting a company's carbon footprint.

Adding to the demand is the emergence of Internet of Things (IoT) applications in retail and transportation, such as the connected car, asset tracking, and remote monitoring. By 2022, mobile traffic in Canada by itself is expected to equal twice the volume of traffic for what was the entire Canadian Internet in 2005.[3] This growth in wireless data consumption alone is driving up service providers' needs for energy to power their networks, making energy efficiency an important issue for our entire industry.

We are also affected by the growing trend for companies to use data centres to shift applications and services to the cloud. This enables carriers like Bell to make more tools and professional services available to business customers while maximizing the efficiency of our networks and business operations. In time, this virtualization will involve both fixed and wireless access network elements as more functions will move from the customers' premises to centralized, carrier-operated facilities. As a result, carriers will consume more energy while their customers will see their energy consumption decrease. Over time, the net effect will be to reduce overall consumption as virtual activity replaces physical activity and larger carrier-operated platforms become more efficient.

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[2] To read more about Forbes' study on Fostering Innovation Through a Diverse Workforce. Forbes, in association with AT&T, Mattel, and L'Oréal USA **click here**.

[3] CWTA, Cisco VNI Forecast Highlights, 2018

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Information security and privacy

As devices connected to the Internet become more numerous, smarter, and as data-transmission volumes increase, service providers must work continuously to improve the level of information security through the protection and effective organization of systems, applications, and information repositories. This is vital to the secure operation of networks and business, and critically important to customers, who, along with employees, the government, and society expect that we protect their identities and information to the greatest extent possible.

Electronic waste (e-waste)

Marketplace experience is confirming that, as faster and smarter devices are developed, customers need and want to replace devices more often. That creates more waste. Companies are expected to recover unwanted equipment. This is an important initiative, given that electronic components may contain environmental contaminants including lead, cadmium, beryllium and brominated flame retardants that generate significant risks for workers and communities involved in the recycling and disposal of e-waste. As a reseller of electronic products, companies like Bell must take proactive steps to help consumers properly dispose of their unwanted items.

Supply chain

Companies like Bell must carefully monitor and manage supply-chain issues. We purchase products from a limited number of manufacturers, some of which dominate the global market. Resellers must remain vigilant in supply chain management by evaluating the level of risk of key suppliers and by implementing mitigation measures at the contractual phase that improve their resilience to potential risks.

Impact of the business model

A company's business model directly affects the magnitude of the impact of these megatrends. Energy consumption and waste are good examples to illustrate this point. In general, the more vertically integrated the company, the greater the portion of GHGs and waste in the sector fall within that company's reporting scope.

Bell is a case in point. To deliver quality service to our customers, maintain direct control over operations, and promote business continuity that provides secure employment and

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career development potential, we have vertically reintegrated many of the functions that are often outsourced by other companies in our industry. For example, our operations include installation technicians – Bell Technical Services (BTS) – and many construction projects – carried out by Expertech Network Installation Inc. (Expertech) – all of which depend on a fleet of vehicles to take team members to our customers and job sites. These activities increase our Scope 1 GHGs (direct GHG emissions from sources that are owned or controlled by Bell) relative to other telecoms that outsource such functions. For more information on the scopes of greenhouse gas emissions reporting, please see the GHG Protocol's website.

In addition, we have become more diversified in our effort to facilitate sustainable growth in the business. For example, we created Bell Media Inc. (Bell Media) after acquiring broadcast and other media companies such as CTV Globemedia Inc. (CTV) and Astral Media Inc. (Astral). This has increased the overall consumption of energy that we account for in our Scope 2 emissions (indirect GHG emissions associated with the consumption of purchased electricity, heat, steam and cooling). That said, it does not necessarily mean Bell Media's Scope 2 emissions have increased since the time when Bell Media assets were separate, non-BCE operations.

Our integrated structure also affects the amount of waste we generate. Our vertically integrated structure means that we are accountable for managing waste created through these integrated functions, unlike companies that outsource these operations. We could outsource and thereby reduce our waste-to-landfill quantity, but that would not necessarily improve the industry's overall waste recovery rate. As well, by managing our network waste ourselves, we maintain control over functions that directly affect customer service and operations.

Other influences on our reporting

In addition, we use proxies to inform which content we should address in our report. We monitor corporate responsibility issues and opportunities externally through surveys, customer requests for proposals, trend analyses, benchmark studies, and other research.

Here are a few of the sources we consult:

- United Nations Universal Declaration of Human Rights
- ILO International Labour Standards

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- United Nations Convention Against Corruption
- RBA Code of Conduct
- Analysts from UNPRI, Corporate Knights, Bloomberg ESG, oekom, Vigeo, Institutional Shareholder Services (ISS), and Sustainalytics update us on what is important from our investors' perspective.

Final report content

All these consultations inform us on the social, environmental, governance and economic issues that matter most to our business and to our stakeholders. As a result of our consultations, and taking into account current research, the most relevant responsibility issues discussed in this report include:

SOCIAL	**ENVIRONMENTAL**	**ECONOMIC**	**GOVERNANCE**
Customer Privacy and Information Security	Biodiversity	Community Investment	Regulatory Compliance
Customer Satisfaction	Energy Consumption	Direct and Indirect Impacts	Supplier Screening
Diversity	Greenhouse Gases	Financial Performance	
Online Safety	Waste		
Training and Career Development	Water		
Workplace Statistics			

Legend:
- Customers
- Investors
- Suppliers
- Team members
- Rating agencies
- NGOs/Civil society

The following image illustrates how we then prioritize these topics and determine the depth to which each is discussed in the report:

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Data collection and verification

We make every effort to seek to ensure that all content is accurate and authenticated by internal subject matter experts (SMEs) across the company who collected, verified, and submitted the data to the Corporate Responsibility and Environment team, documenting the sources of information and how results were obtained.

In many cases, these data are collected through our certified ISO 14001-compliant management system. Team members who manage that system are accountable for the quality of the data through their performance evaluation, which affects their compensation.

Select performance indicators were independently assured by PricewaterhouseCoopers LLP. PwC performed a limited assurance engagement for these performance indicators. The results of PwC's limited assurance engagement are documented in an assurance statement. To read about the assertions, methodologies, and assumptions related to these KPIs, please see the table in the assurance statement, located on the **reference tab** of the Responsibility section of our website.

We round all figures to the closest full integer in our reporting, unless otherwise specified, and all data are in international units. Unless otherwise indicated, all reported amounts are in Canadian dollars.

Where available, we include comparative historical data to demonstrate trends. Some historical data have been restated due to acquisitions, changes in calculation methodologies to improve accuracy, or to correct previous errors in recording or calculating data. GRI 102-10, 102-48, 102-49, 102-53

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Appendix: How Bell addresses the United Nations Global Compact principles

Since 2006, Bell has been a signatory of the United Nations Global Compact, a set of universal principles. As a signatory, BCE is committed to report on our initiatives related to the following issues:

Human rights

Bell is a strong advocate of human rights. Our Code of Business Conduct requires each team member to demonstrate an unwavering respect for each other's uniqueness, including culture, ethnicity, gender, gender identity, age, religion, disability and sexual orientation, among other things. The company believes an inclusive work environment based on merit and fairness not only helps each employee reach his or her potential, but also strengthens the company as a whole by broadening its perspective of the human experience.

To that end, we respect and actively support the human rights of all groups of employees, including, for example, Lesbian, Gay, Bisexual, and Transgender (LGBT) individuals. We have in place non-discrimination policies that go beyond the minimum legal requirements and dedicate resources to support LGBT rights inside and outside the workplace. For details on Bell's employee programs, events, and our support to the LGBT community see the Team Member section in our report in the Responsibility section of our website.

Beyond that, we exert influence through value-chain management. Because of the proliferation of global sourcing and distribution, companies must be aware of potential human rights issues both upstream and downstream. To address this issue, Bell has had a Supplier Code of Conduct in place since 2007. As well, the company has adopted

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: make sure that they are not complicit in human rights abuses

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: the elimination of all forms of forced and compulsory labour

Principle 5: the effective abolition of child labour

Principle 6: the elimination of discrimination in respect of employment and occupation

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measures in our purchasing operations with the objective of avoiding conflict minerals that finance or benefit armed groups.

Through our Bell Let's Talk initiative to improve mental health, we not only build stronger relationships in the communities we serve, we are also leading the national effort to improve employee mental-health support in the workplace. For more information on the Bell Let's Talk initiative, please visit letstalk.bell.ca.

Our insistence on fairness extends to recognizing the right of our employees to be fairly compensated. Our sustained success as a business enables us to offer high-value careers in an important industry with a company that prides itself on a solid social, environmental and governance record. We believe this enables us to attract the very best new recruits, thus helping us sustain our progress. Consequently, we provide our employees with a very competitive compensation package, including wages and extensive benefits. For more information see the Team Member section in our report in the Responsibility section of our website.

Environment

Our commitment to minimize our environmental impact is deeply rooted in the values of our team members. Since the early 1990s when we began reporting on the environmental impacts of our operations, we have been actively putting those values into practice. We have developed numerous programs and, indeed, an environmental management system that resulted in Bell being the first telecommunications company to receive ISO 14001 certification in Canada. Our programs are outlined in the Environment section of our report in the Responsibility section of our website.

Labour

Bell recognizes that the ongoing transformation and growth of the company, and our continued contribution to the Canadian economy, rests on the shoulders of our workforce. The company makes every effort to ensure our workplace policies and programs at least meet the minimum legal requirements placed on us by the highly

Principle 7: Businesses should support a precautionary approach to environmental challenges

Principle 8: undertake initiatives to promote greater environmental responsibility

Principle 9: encourage the development and diffusion of environmentally friendly technologies

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

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regulated labour market in which we operate, where most of our team members are protected by federal and/or provincial employment legislation. In many cases, we exceed the minimum requirements. For internal labour practices, Bell has a robust Code of Business Conduct designed to support the most stringent international labour principles, including those set out in International Labour Organization (ILO) conventions.

For more information see the Team Member section in our report in the Responsibility section of our website.

We expect suppliers to uphold the human rights of workers, and to treat them with dignity and respect in compliance with internationally accepted standards as defined in the ILO conventions and regional or national legislation governing working conditions. Bell's Supplier Code of Conduct addresses issues in the supply chain including but not limited to:

- Freely chosen employment
- Non-discrimination
- Child labour avoidance
- Freedom of association and collective bargaining
- Working hours, wages, and benefits

For more information see the Community, society and economy section section in our report in the Responsibility section of our website.

Anti-corruption

To meet our ethical obligations to our customers, shareholders, and ourselves, we work hard to adhere to the most rigorous standards of business conduct. Our efforts have been recognized by external agencies but we understand – as we have for our entire 136-year history – that we must earn the trust people put in us every day in every interaction with customers, shareholders, suppliers, fellow team members and the broader public. That is why we are all required to reread the Bell Code of Business Conduct and make a signed personal commitment to its provisions each year. The Code clearly explains the values and standards of behaviour expected from every team member in all aspects of our business.

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Biodiversity and integration into the physical environment

Bell recognizes that the first step to protecting the environment and at-risk species is to be extremely vigilant when deploying our network. Accordingly, we conduct environmental assessments for our network projects and apply mitigation measures to minimize potential impact on natural habitats when working in sensitive locations and to obtain regulatory approvals and strictly adhere to their conditions when such approvals are required. For instance, we avoid the use of treated wood poles in sensitive natural areas, using cedar poles instead.

We have developed an internal program for evaluating and minimizing the impact network projects may have on the environment. The evaluation process is intended mainly for project managers and applies to all project steps, including planning, design, construction, maintenance, and decommissioning.

Biodiversity preservation, a primary way to reduce the potential for resource scarcity that could affect us all, is also essential to our business continuity. We therefore make every effort to minimize tree trimming, cutting and clearing during network deployment, while maintaining network integrity.

The outdoor application of pesticides on the company's properties is another environmental concern that may represent a risk to biodiversity and human health.

In 2016, Bell adopted a new integrated pest management directive replacing a 2002 policy. The purpose of this directive is to establish a framework for indoor and outdoor pest control, in compliance with applicable legislation and best practices. The use of pesticides may cause environmental impacts, as well as pose risks to human health. This directive complements our environmental approach to managing vegetation, which involves planning, maintaining, and monitoring properties in order to reduce pesticide use. Nevertheless, the nature of our business requires that we sometimes control the proliferation of vegetation. For example, we must ensure that vegetation does not restrict access to telecommunication cables, for safety and service assurance. In such

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cases, we prioritize mechanical methods, such as pruning and clearing, over the use of chemical products.

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Electronic billing

Every year we continue to leverage technology to help our customers reduce waste and increase the convenience factor of bill management simultaneously.

We continue to promote e-billing because customers can cut clutter, download and save bills anytime, save trees and the energy required to print, handle and deliver paper invoices, and because studies show that electronic mail is more secure than traditional paper mail.*

For those customers that still want a bill printed on paper, we use paper certified by the Forest Stewardship Council (FSC).

For more information, please see our **website**.

*In the 2006 Identity Fraud Survey Report conducted by the Council of Better Business Bureaus and Javelin Strategy & Research in the US, when victims could identify the source of data compromise, 90% occurred through traditional offline channels, not the internet.

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Energy consumption and greenhouse gas (GHG) emissions

The tables below illustrate the evolution of Bell's energy consumption and corporate carbon footprint (GHG emissions) from 2017 to 2018.

ENERGY CONSUMPTION
(MWh equivalent) 2017-2018

	2018[1]	2017	INCREASE (DECREASE)
Fuel (Scope 1)	559,904	546,027	2.5%
Electricity (Scope 2)	1,891,041	1,950,465	(3.0%)
Total	2,450,945	2,496,492	(1.8%)

GHG EMISSIONS
(Kilotonnes of CO2 equivalent), 2017-2018[2]

	SCOPE DESCRIPTION	2018 ERROR! BOOKMARK NOT DEFINED.	2017	INCREASE (DECREASE)
Scope 1	Direct GHG emissions from sources that are owned or controlled by Bell	137.03	134.76	1.7%
Scope 2	Indirect GHG emissions associated with the consumption of purchased electricity, heat, steam, and cooling	199.39	221.46	(10.0%)
Scope 3	Other indirect GHG emissions related to Bell business travel activities[3]	9.30	9.30	0.1%
Total		345.72	365.52	**(5.4%)**
Total GHGs reduced in period				19.80

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[1] Based on energy consumption data from October 1, 2017 to September 30, 2018

[2] PwC provided limited assurance for this indicator. Please see PwC's assurance statement

[3] Business travel activities include travel by air, rail, rented vehicles, and personal vehicles.

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Compared with 2017, Bell's corporate carbon footprint (GHG emissions) decreased 19.8 kilotonnes (–5.4%). The decrease is mainly attributable to Scope 2 emissions, which were down 22.1 kilotonnes (–10.0%). This decrease is the combination of a 3.0% decrease in Bell's electricity consumption (showing energy efficiency gains), a 2.7% decrease due to lower emission factors (thanks to cleaner energy sources), and a 4.5% decrease due to a shift in the consumption allocation per province.

Our GHG emissions from Scope 1 sources increased 2.3 kilotonnes (+1.7%) compared with 2017. Despite the 0.6 million litres of fuel saved in 2018 thanks to energy savings initiatives, the overall vehicle fuel consumption was up by 1.0% due to our business growth. We also experienced a colder winter on average as compared to 2017, which has significantly affected our fossil fuels consumption for buildings and generators due to higher heating needs.

In terms of Scope 3 emissions, we maintained our strong corporate policies and control mechanisms that limit business travel and encourage our team members to use our teleconferencing and video conferencing services. Compared with 2017, our Scope 3 carbon emissions related to business travel have remained very stable (+0.1%).

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Energy efficiency

Energy savings

Although we have already taken advantage of the biggest savings opportunities, our Real Estate, Media, IT, Network, Mobility and Fleet teams continue to look for ways to make Bell even more energy efficient. Here is how we achieved electricity and fuel savings last year.

ELECTRICITY SAVINGS

	2018 ELECTRICITY SAVINGS INITIATIVES	COST SAVINGS ($ 000)	ELECTRICITY SAVINGS (GWH)
Buildings	• Modify free cooling systems to reduce the need for mechanical cooling • Implement conversions to LED lighting • Re-commission HVAC & chiller equipment • Obtain provincial utility subsidies • Improve management of energy demands resulting in reduced electricity fees • De-commission sites and servers	3,079	10.70
Networks	• De-power DMS switch • Upgrade solar system • Modernize rectifiers • Decommission or de-power legacy equipment	1,027	8.33
Data centres & IT	• Consolidate, optimize and virtualize servers	501	5.35
Bell Mobility Network	• Improve efficiencies in free cooled shelter programs • Implement energy saving software features	652	4.21
TOTAL SAVINGS		5,259	28.59

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FUEL SAVINGS

2018 FUEL SAVINGS INITIATIVES		COST SAVINGS ($ 000)	FUEL SAVINGS (LITRES)
Fleet	• Replace older vehicles with new, more fuel-efficient models	618	612,000
	• Use hybrid vehicles, which are much more fuel-efficient than equivalent gas only vehicles	10	10,000
TOTAL SAVINGS		**628**	**622,000**

Renewable energy

Nungesser wind and solar power augment trial

The wind and solar power technology trial installed in Nungesser Lake in 2016 was considered a success. It performed without interruption for the full twelve-month trial period during 2017. Based on the remote access via satellite, 57% of the power requirements for the site was provided via renewable energy.

In 2018, we have kicked off three projects in Northern Ontario designed around a Windular Research and Technologies solution. Both Wabikon and Badesdawa will receive wind turbines and solar arrays integrated with new generators under one common control platform. We are also going back to Nungesser to add new generators and controllers. We are expecting that at least 75% of the power requirements for all locations will provided via renewable energy. These solutions are being prebuilt as "total energy shelters" and being shipped onsite to minimize remote installation efforts.

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Zoar solar power project in Labrador

In late 2017, Bell's team successfully completed the first solar and DC power system upgrade in a fly-in only radio site at Zoar, Labrador. Zoar is not far from Nain, which is the northernmost permanent settlement in Newfoundland and Labrador, located about 370 kilometres by air from Happy Valley-Goose Bay. As a result, the existing end of life 4.8 kW solar array was replaced with a new 12.6 kW smart tracking solar system. The onsite DC power plant rectifier capacity doubled from 12 kW to 24 kW. Generator run time significantly reduced by 87%. In 2018, we have upgraded the solar and DC power systems at the Merrifield Mountain site, and we will continue performing similar upgrades in 2019 at two other Bell remote microwave transport sites in Labrador (Double Mer and Mulligan).

This solar modernization program will significantly improve network reliability, reduce generator run time, and cut energy costs and greenhouse gas emissions.

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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

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Environmental site assessments

Because Bell serves a vast territory, we own and lease numerous properties used for administrative offices, vehicle maintenance garages, switching centres, cellular and transmission towers, warehouses, etc. This real estate may be contaminated due to the activities of former owners, or to accidental spills or releases caused by Bell activities, such as the storage of petroleum products and treated wood utility poles.

To minimize the environmental impact on soil and groundwater, Bell conducts environmental site assessments prior to any real estate transaction (purchase, sale, lease or lease termination), when contamination is discovered or at the end of an operational activity that may have contaminated a site.

The criteria for these assessments are based on provincial and federal regulations, and we undertake appropriate remediation based on the assessment findings.

Our property assessment program is driven by clear and measurable objectives:

- take all the necessary measures to remediate or minimize the impacts to the natural environment in case of sudden or discovered contamination (e.g. spills, historic contamination)
- establish and maintain an efficient due diligence process to minimize bell's environmental and financial liabilities associated with soil and groundwater contamination caused by previous land users, and when leasing or selling a property, to prevent any future legal action associated with known contamination.

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Environmental training

To Bell, environmental protection is an integral part of doing business. This commitment begins with team member awareness and training, to foster the proactive management of our environmental impact. During the hiring and orientation process, all employees are required to sign a document stating they have read the Bell Code of Business Conduct and are aware of the corporate environment policy within the Code.

Furthermore, we communicate our corporate environmental objectives and performance to employees throughout the year, through the corporate newsletter, our dedicated website, and such events as Earth Hour, Earth Day and Canadian Waste Reduction Week.

In addition, we raise environmental impact awareness by means of an online training tool created, updated and managed by the Corporate Responsibility and Environment team. This training covers the best practices, environmental procedures and regulatory requirements, Bell employees must follow. It covers topics such as responding to environmental incidents, network environmental impact mitigation, working in and around manholes, waste recovery, hazardous waste, halocarbons, and climate change.

Employees whose tasks are likely to have an impact on the environment must complete the training every year.

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Bell Canada 2018 Greenhouse Gas Emissions Report

INTRODUCTION

This Greenhouse Gas (GHG) emissions report was prepared in accordance with the principles and requirements of ISO 14064-1 and the Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition) and has been used to report Bell's GHG emissions to the CDP (previously known as the Carbon Disclosure Project) and other corporate disclosures. Bell reported a corporate carbon footprint summing up to 345,724 tonnes of carbon dioxide equivalent (CO_2e), which includes Scope 1, 2 and 3 (business travel only) emissions, for the time period from October 1st, 2017 to September 30th, 2018.

ORGANIZATIONAL BOUNDARIES

Bell applies the operational control approach to determine the scope of reporting for its subsidiaries and divisions. The following list identifies the businesses included in the organizational boundaries:

- BCE Nexxia
- Bell Aliant
- Bell Canada
- Bell Media
- Bell Mobility

- Bell Mobility Channels
- Bell Technical Solutions
- Expertech
- Northwestel
- The Source

The table below reports Bell's corporate carbon footprint for the 12-month periods ending December 31st, 2017 and September 30th, 2018.

Emissions in tonnes of CO_2e [1]	Operational Boundary	2017	2018	Increase (decrease)
Scope 1	Direct emissions controlled by Bell include accidental release of ozone depleting substances from cooling equipment, burning of fuel oil and natural gas in buildings, combustion of diesel for its telecommunication towers and transmission equipment, combustion of propane for its maintenance equipment and combustion of diesel and gasoline for its vehicle fleet and generators.	134,756	137,027	+1.7%
Scope 2	Indirect emissions associated with energy corresponding to the production and transmission of electricity required by Bell's activities, in its buildings and other facilities.	221,470	199,394	-10.0%
Scope 3	Other indirect emissions include business travel for Bell employees, including travel by air, rail, rented vehicles and personal vehicles.	9,297	9,303	+0.1%
Total		365,524	345,724	-5.4%

[1] Rounding of numbers may affect total figures presented

Compared with 2017, Bell's corporate carbon footprint decreased 19.8 kilotonnes (-5.4%). The decrease is mainly attributable to Scope 2 emissions, which were down 22.1 kilotonnes (-10.0%). This decrease is the combination of a 3.0% decrease in Bell's electricity consumption, a 2.7% decrease due to lower emission factors (thanks to cleaner energy sources), and a 4.5% decrease due to a shift in the consumption allocation per province.

METHODOLOGY AND ASSUMPTIONS

Scope 1

Fossil fuels:

Sources with information on volume of fossil fuels consumed:

Information provided from the company's energy data aggregator systems and energy providers' reports includes the volumes of diesel, fuel oil, gasoline, natural gas and propane consumed per province for the time period covering October 1st, 2017 to September 30th, 2018.

Sources with no information on volume of fossil fuels consumed:

The volumes of diesel, fuel oil, gasoline, natural gas and propane consumed are established by compiling the Canadian dollars spent ($) from the company's energy finance reports that are converted into volume using average costs per unit of energy per substance and province. Average costs per unit are determined by using best estimates for the time period covering October 1st, 2017 to September 30th, 2018.

Emissions were calculated by multiplying these fossil fuel volumes by the Canadian emission factors taken from the *National Inventory Report 1990-2017: Greenhouse Gas Sources and Sinks in Canada* (Part 2).

The total GHG emissions, in tonnes of CO_2e, were calculated by multiplying the mass of each gas (CO_2, CH_4 and N_2O) by its global warming potential (GWP) and adding up the totals. GWPs used are from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report, 2014 (GWP of CO_2 = 1, GWP of CH_4 = 28 and GWP of N_2O = 265).

Biomass emissions were calculated by applying the following assumptions on the volume of diesel and gasoline consumed: 2% biodiesel content in diesel and 5% ethanol content in gasoline.

Ozone depleting substances (ODS):

Volume of ODS accidently released is acquired by compiling volumes reported within our incident response management system. Emissions were calculated by applying the appropriate GWP for each substance using the IPCC Fifth Assessment Report, 2014.

Scope 2

Facilities with electricity consumption information:

Information provided from the company's energy data aggregator systems and energy providers' reports includes electricity volume in kilowatt-hours (kWh) per province for the time period covering October 1st, 2017 to September 30th, 2018.

Facilities with no electricity consumption information:

Facilities with electricity financial information:

Electricity volume in kilowatt-hours (kWh) is established by compiling the Canadian dollars spent ($) from the company's energy finance reports and converting them into volumes using the best estimated average cost per unit of energy ($/kWh) per province for the time period covering October 1st, 2017 to September 30th, 2018.

Facilities with no electricity financial information:

The volume is established by using an averaged kilowatt-hour (kWh) consumption per square foot. This average is calculated from direct energy consumption information that was extrapolated from a representative sample of buildings.

Electricity emission factors were then applied to the total kWh consumed by province to calculate tonnes of CO_2e. Canadian emission factors were sourced from the *National Inventory Report 1990-2017: Greenhouse Gas Sources and Sinks in Canada* (Part 3, Annex 13).

Scope 3

Air/Rail travel:

Information originated from travel agency reports and includes flight segments and mileage for flight and rail travel booked between October 1st, 2017 and September 30th, 2018. Flight segments are then sorted as domestic, short and long haul as per *GHG Emissions from Transport or Mobile Sources* Excel file (sheet *Activity Data*) published on the Greenhouse Gas Protocol website in May 2015. Flight segments and rail mileage are then converted to tonnes of CO_2e using *Emission Factors from Cross-Sector Tools* Excel file (sheet *Reference - EF Public*) published on the Greenhouse Gas Protocol website in March 2017.

Rented vehicles:

Fuel consumption (L) is established by compiling the Canadian dollars spent ($) for gasoline with the car rental companies and converting it using average cost ($/L) from current best estimates for the time period from October 1st, 2017 to September 30th, 2018.

Emissions are then calculated following the same methodology as described for fossil fuels (please see above). For this calculation, Bell assumed that all rented vehicles run on gasoline.

Employee personal vehicle use for business travel:

Mileage (km) is established by converting employee mileage expenses ($) using applicable reimbursement rates ($/km) provided in business units' discretionary expense policies. Fuel consumption (L) is then established by converting mileage (km) using average consumption (L/km) from current best estimates for the time period from October 1st, 2017 to September 30th, 2018.

Emissions are then calculated following the same methodology as described for fossil fuels (please see above). For this calculation, Bell assumed that all personal vehicles run on gasoline.

Halocarbons

Halocarbons are chemical compounds such as chlorofluorocarbons (CFCs), hydrochloro-fluorocarbons (HCFCs), hydrofluorocarbons (HFCs) and halons. Halocarbons are used in air conditioning/cooling systems and fire extinguishing systems. When released into the atmosphere, they contribute to global warming, and some of them are ozone-depleting substances (ODS) that destroy the stratospheric ozone layer, which protects the Earth from damaging ultraviolet rays.

Canadian federal and provincial regulations aim to progressively eliminate some halocarbons (CFCs, HCFCs, HFCs and halons). They also regulate the control of halocarbon releases and disposal, as well as the use of qualified labour to manage them.

At Bell, CFCs were phased out in early 2007, replaced by HCFCs and HFCs that are less harmful to the environment. However, HCFCs were only developed to serve as transition cooling agents. They are now targeted internationally, and their elimination is progressively planned in Canada. Specifically, the production of HCFC-22, intended to serve as a refrigerant, will not be allowed in Canada by 2020.

Under the Kigali amendment to the Montreal Protocol (2016), HFCs are now targeted for eventual elimination. In 2019, all Bell's business units will have to review their phase out plan in order to include the HFCs since they were targeting only the HCFC-22.

Bell phased out halons by mid-2010.

Bell uses approximately 171 tons of refrigerant in close to 11,000 air conditioning systems across the country. These systems average 18 years of service. Of these, more than 83% use HCFC-22 as refrigerant. Bell also uses approximately 33 tons of FM-200 refrigerant in almost 500 fire-extinguishing systems.

Bell's long-standing commitment to managing halocarbons has resulted in many advances over the last decade, including the following:

- Helping develop an air conditioning system that uses compressed CO_2 as a refrigerant rather than HCFCs
- Creating guidelines for the decommissioning of air conditioning/ cooling systems and halon fire extinguishing systems

Our halocarbon program has clear and consistent objectives:

- Protect the ozone layer
- Minimize the use of halocarbons
- Maintain systems using halocarbons in compliance with applicable regulations
- Decommission equipment using HCFCs as soon as possible, in accordance with government regulators' expectations.

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- Converting or replacing air conditioning/cooling systems using CFCs
- Developing phase-out plans aligned with government and industry recommendations for equipment using HCFCs in all business units
- Implementing a reporting process in the event of a halocarbon leak.

Even with the preventive and routine maintenance we conduct on our equipment, releases of halocarbons are inevitable due to mechanical defects and breakdowns. In 2018, our number of halocarbon leaks decreased by 15% compared with 2017. Total leaks from air conditioning and fire extinguishing systems represented 4,864 kg of halocarbons, which is 6% lower than the volume leaked in 2017. This is just 2% of the 204 tons of halocarbons we use across the country.

To further reduce leaks and control any future impact, we perform root- cause analyses of incidents and equipment life cycles.

	TREND	2018	2017
Total weight in use (tons)	↑	204	179
Number of leaks	↓	295	347
Amount leaked (tons)	↓	4.9	5.2
Proportion of total weight leaked	↓	2%	3%

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OPEQ – Computers for Schools in Québec

Bell and OPEQ: partners for more than 20 years!

In 1993, Industry Canada and the Telephone Pioneers created the Computers for Schools (OPE) program to give to schools the obsolete computers from the federal government.

In 1997, Bell took over the leadership of the program in Québec and became a founding member of Computers for Schools in Québec (**OPEQ**). It is under this entity that the OPE program is being managed in the province.

Bell has always contributed to the success of OPEQ. As such, Bell has chaired the organization for 20 years. To this day, a Bell employee is still responsible for the overall management. They have grown OPEQ into the largest contributor in repurposing electronic equipment in Québec. Bell is also home to the administrative team at the Nun's Island campus and one of 6 refurbishment workshops.

Through OPEQ, Bell benefits from a secure, efficient and environmentally sound management of its electronic equipment surplus. OPEQ produces tax receipts for the market value of the donated equipment. Bell's donations are worth nearly half a million dollars a year.

OPEQ does more than just recover computers. It has been mandated to recover computer equipment from provincial and federal ministries as well as para-governmental and municipal agencies. We also receive donations from Quebec's major companies in various areas such as technology, communications, pharmaceuticals, finance and others.

Without exception. We wipe out the data with a software that meets the standards of the Recycler Qualification Office (RQO) and the Royal Canadian Mounted Police (RCMP). All reused equipment is also stripped of any identification, stickers and anything that would identify the donor.

In the last 20 years, OPEQ has

- sorted millions of pieces of equipment (computers, servers, cell phones, printers, mice, keyboards, projectors, etc.)

- recovered more than 50,000 computers per year

- recycled over 18,000 tons of material in an eco-friendly manner

- upgraded and distributed more than 270,000 refurbished computers and laptops

- provided more than 50,000 hours of training per year

- helped more than 1,500 young people gain work experience through the OPE internship program and helped several thousand trainees to acquire skills in the field of IT

- worked with dozens of young people with physical or intellectual limitations in our sorting centers and workshops

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For our donors, our customers and our employees, we constantly update our work procedures to meet strict standards that ensure quality, safety, health and security. We are regularly audited by various organizations.

Reusing before recycling

OPEQ believes that to minimize the negative environmental impacts of electronic devices, every company should do its part and prioritize reusing before recycling. Thanks to the companies that have chosen OPEQ for the management of their equipment at the end of their useful life, we have refurbished more than a quarter of a million computers and laptops in the last 20 years. We gave a new life to computers that would have been discarded or recycled.

When equipment cannot be reused, it gets recycled by audited certified recyclers who meet the highest standards of recycling and proper handling of materials.

OPEQ is among the organizations certified by the Recyclers Qualification Board as an Electronic Products Reuse and Rehabilitation Program (EPRRP). This certification allows us to work with the Electronic Products Recycling Association (EPRA-Quebec).

OPEQ is also certified ISO 14001: 2015. This environmental standard certifies that the organization acts proactively in controlling its environmental risks.

OPEQ is recognized by "ICI on recycle", a program from RECYC-QUEBEC, as a certified grade 3 gold organization, the highest level.

Giving back to the community

Since the program's inception, hundreds of thousands of computers and laptops have been refurbished and redistributed to schools, libraries, day-care centers, non-profit organizations to help them better meet their customers' needs, and to individuals, via targeted programs that help low-income families or newcomers break their technological isolation.

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Training young people from all over Québec

The OPE internship program provides youth with hands-on experience in information technology (IT) to help them join the job market. Several instructors or managers in our sorting centers and our workshops came from this internship program.

OPEQ also partners with professional training centers. We offer them a work environment that complement the classroom training and motivation against dropping out of school.

OPEQ also aims for inclusion. This is a chance for young people trying to overcome their physical or intellectual limitations to gain work experience. We are present everywhere in Québec, with 2 sorting centers (Montreal and Québec) and 6 workshops (Bellechasse, Gatineau, Montreal, Québec, Saguenay, Sherbrooke).

Please visit us at www.opeq.qc.ca/bell-eng

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Petroleum storage tanks

Bell's petroleum storage tanks are essential to meeting our day-to-day needs for heating facilities and for our back-up power generators. They were critical assets in emergencies such as the major ice storms of 1998 when areas of Montréal were without power for extended periods. Our storage tanks may be aboveground or underground. Above-ground tanks are favoured in installation and replacement projects, because they are easier to secure and inspect.

Because we understand the environmental risks associated with every aspect of petroleum products storage (or management), our standard of care for these tanks generally surpasses the regulatory requirements placed on us by federal, provincial and, U.S. state regulations (in the 6 states where Bell is present) governing the installation, operation and removal of petroleum product tanks.

Of Bell's 3,193 petroleum storage tanks, 92% are above ground. We manage and monitor our petroleum storage tanks and equipment to maintain their integrity and prevent accidental spills. We perform annual inspections on every tank and conduct compliance audits as required by regulations. Our rigorous plan for managing our equipment also entails:

- Reducing (or optimizing) the number of tanks and minimizing the installation of underground tanks
- Replacing single-walled above-ground tanks (with a capacity above 4,000 litres and located outside buildings) with double-walled tanks ensuring that we follow the equipment inspection program rigorously.
- We execute a multi-year replacement upgrade plan to replace or upgrade tanks by priority based on a risk analysis.

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Responsible procurement

Labour and human rights, ethics, health & safety, environment, and responsible sourcing of minerals

The products and services purchased by Bell every year are either directly used by us for our own internal operations or for providing equipment and services to our customers. They are focused largely in the following areas: wireline and wireless network infrastructure, information technology, wireless devices, consumer residential products, business telecommunications products and services, media content, and carrier services.

Suppliers who do business with us are held to high standards since any purchase of goods and services can generate social and environmental impacts which, if not properly addressed, could affect Bell's corporate image and our ability to provide quality services. We seek quality products and services through mutually beneficial and ethical relationships with suppliers who act responsibly, respect the environment, and demonstrate integrity in the marketplace.

Bell considers environmental and social criteria for products and services we buy, ranging from energy consumption, recyclability, reduced packaging, recycled content and environmental certifications to attributes related to human and labour rights, health and safety, and ethics principles.We include sustainable clauses in customer facing products (including mobile phones and accessories, SIM cards, TV receivers, modems, packaging) and other internal products (laptops, paper, cleaning products).

During the supplier selection process, specific suppliers are asked to complete a Corporate responsibility self-assessment questionnaire, which contains detailed questions about their environmental, health and safety, ethical, and labour practices. Results of the assessments are used as one criterion in the selection of suppliers. Audits may be performed on selected suppliers in order to validate the input that was provided in the questionnaire. For providers of environmental services, suppliers must undergo an

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Environmental risk evaluation and Bell will conduct an environmental audit of operations during the request for proposal phase.

In addition, all new Bell contracts bind suppliers to Bell's Supplier Code of Conduct, clearly establishing the expectation that suppliers will take all reasonable measures to respect that code in their operations and in their own supply chains. The Bell Supplier Code of Conduct outlines standards to ensure that working conditions in the supply chain are safe, that workers are treated with respect and dignity, and that design and manufacturing processes are environmentally and ethically responsible. Bell is committed to sourcing responsibly and considers all activities in its supply chain that fuel conflicts and lead to human rights abuses as unacceptable.

We also evaluate the corporate responsibility and environment risk associated with our contracts. The goal is to determine the level of risk of suppliers and mitigate the inherent risks by implementing measures before the contract is signed. An on-site audit process was established many years ago to evaluate the suppliers that are providing environmental services through environmental risk evaluations.

Bell seeks to create value by collaborating with other ICT companies. For example, Bell is a member of the Responsible Business Alliance (RBA). Members work together to create tools in order to promote a unified level of rigour throughout the supply chain. Combining forces also means that we can combat undesirable practices such as child labour, which is prohibited by our Supplier Code of Conduct. Members of RBA may conduct on-site audits, supplier education, or capacity building activities and the results contribute to a database shared by the entire community.

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Sustainable buildings

In keeping with our commitment to continuous improvement and our goal of remaining an industry leader in sustainable practices, Bell has developed an integrated, sustainable real estate vision that addresses all building activities with a potential impact on the environment.

Part of the vision, which goes beyond compliance with regulatory standards, is that the BOMA BEST (Building Owners and Managers Association Building Environmental Standards) and LEED (Leadership in Energy and Environmental Design) building certifications are central to the way we ensure all environmental impacts are taken into account. Bell actively works to obtain environmental assessments and certifications for buildings.

We have BOMA BEST certifications for 47 of the buildings we occupy: 16 in Québec, 26 in Ontario, 2 in British Columbia, 2 in Alberta and 1 in the Northwest Territories. Of these,

- 7 have achieved the prestigious BOMA BEST Gold or Platinum certification level
- 1 was awarded the BOMA Earth Award
- 1 obtained the BOMA 360 certification for commercial properties that demonstrate best practices in all major areas of building operations and management including building operations and management; life safety/security/risk management; training and education; energy; environmental/sustainability; and tenant relations and community involvement.
- Bell Media location at 9 Channel Nine in Toronto obtained the BOMA BEST silver certification.

Bell occupies 9 buildings with LEED certifications: 1 LEED-NC Certified (Montréal), 1 LEED-NC Silver (Mississauga), 4 LEED-EB Gold (Toronto, Vancouver and Calgary), 1 LEED-NC Gold for our data centre in the Gatineau area and 2 LEED-EB Silver (Winnipeg). The Montréal Nuns' Island Campus is the largest office LEED building for new construction in Québec. Our LEED-certified data centre in the Gatineau area is designed to be in the top 2% of data centres in North America with the most effective use of power, using green hydro power on a grid separate from that used by most National Capital Region consumers. It also complies with the strictest security standards, including advanced

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biometric access controls. Bell intends to expand the Gatineau data centre while maintaining its LEED-NC Gold certification. The expansion will include LED lighting with time- and motion-based controls, and rainwater recovery.

Our data centre in Markham, Ontario uses power from a local district energy utility. The building produces emergency power and cold water on a massive, highly efficient scale, augmented by a solar array on the roof of the facility. It also repurposes the cold water used to cool equipment in the centre by returning the now warm water to the community, where it is used to heat nearby schools and community centres.

In total, nearly 29,000 employees work in BOMA BEST or LEED buildings, representing almost 70% of Bell team members located in office buildings, switching centres and work centres. Overall, nearly 9 million square feet of Bell's occupied space is certified, representing 65% of all building space owned or leased by Bell. This is equivalent to more than 55 baseball fields.

Our target over the years is to not only focus on the environmental impact of a building, but also on the impact a building has on the employee satisfaction, health and well-being.

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Sustainable events

Every year, Bell supports large-scale events across Canada that are likely to have an environmental impact. For instance, Bell kiosks and promotional materials require raw materials and consume energy. In 2014, the Sponsorship Team for national events in Québec began exploring ways to mitigate the impact. Accordingly, we made sure the Bell Pavilion was made with recycled containers and designed with LED lights, to reduce its overall energy consumption. Among other initiatives, we use native species for ornamental vegetation to reduce the need for watering, and pale roofs to reduce the urban heat island effect by providing reflective surfaces.

In 2015, as a pilot project, we introduced a tool to determine whether the events sponsored by Bell reach the minimum threshold of sustainability, as defined by the Corporate Responsibility and Environment team. The goal of the pilot project was to identify the sustainable measures already in place, to support the improvement of practices, where applicable, and to explore new best practices. In 2016, most of the major sponsored events by Bell had some sustainable measures in place.

A sustainable events guideline is available to employees hosting internal events in Bell buildings, on the corporate intranet. The guide covers such topics as food and drink, transportation, products, equipment and location.

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Statement related to the Task Force on Climate-related Financial Disclosures

Bell acknowledges the need for investors to understand how we manage climate-related risks and opportunities. In order to meet this expectation, the disclosures below are based on recommendations from the Task Force on Climate-related Financial Disclosures (TCFD).

Governance

At Bell, the committees below oversee the assessment and management of risks and opportunities related to climate change.

Audit Committee of the Board

The Audit Committee of the Board of Directors of BCE Inc., composed of 7 directors, is mandated by the Board of Directors to oversee Bell's risk management, including environmental risks. This committee, which held five meetings in 2018, has the following responsibilities related to the oversight of climate and environmental issues:

- Reviewing, monitoring, reporting and providing recommendations to the Board on Bell's processes for identifying, assessing, mitigating and reporting strategic, operational, regulatory and general risks exposures and the steps Bell has taken to monitor and control such exposures, including our major legal obligation and compliance risks related to environmental risks and trends;
- Reviewing, monitoring, reporting and providing recommendations to the Board on Bell's compliance with internal policies and progress in remedying any material deficiencies related to environmental policy and management systems; and

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- Ensuring that Bell's subsidiaries establish an environmental policy and management systems, and reviewing and reporting thereon to the Board.

Every year, at least one Audit Committee meeting covers environmental performance, including climate-related risks, performance in terms of energy consumption and greenhouse gas (GHG) emissions, and the results of energy savings initiatives. The Chair of the Audit Committee provides an annual report to the Board on environmental performance, including climate-related issues.

HSSEC Committee

The Health, Safety, Security, Environment and Compliance oversight committee (HSSEC Committee) is mandated by the Audit Committee to identify environmental and corporate responsibility risks, and to ensure they are addressed through efficient programs and initiatives implemented within the various business units. The HSSEC Committee is co-chaired by the Executive Vice President, Corporate Services and the Chief Operating Officer, and its members include a significant number of Bell's most senior leaders.

This cross-functional committee seeks to ensure that relevant risks are adequately recognised and mitigation activities are well-integrated and aligned across the organisation and are supported with sufficient resources. The HSSEC Committee also looks to maximise business opportunities and to ensure that these opportunities are integrated and aligned across all parts of our business.

Energy Board

The Energy Board is a management-level committee mandated by the HSSEC Committee to identify and ensure oversight of Bell's overall energy consumption and costs with the intent of minimizing financial and reputational risks while maximizing business opportunities. This committee is chaired by the Vice President, Corporate Security and Responsibility, and its members include business unit directors, managers and specialists.

The Energy Board was created in 2008 to support the application of Bell's climate strategy, which sets our carbon footprint reduction target. This committee explores and oversees the implementation of technologies improving energy efficiency within our

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facilities (buildings, telecom network, and IT infrastructure), our vehicle fleet, and substituting technology for travel.

Strategy

Risks and opportunities related to climate change are integrated into Bell's business strategy and objectives through incentives, organizational structures, policies, procedures, products, and services.

The development of our GHG emission reduction targets, which are part of our operational policy – and our air emission program – which in turn is linked to Bell's Environmental Policy, is an example of how issues related to climate change have influenced our strategy. Our corporate strategy enables corporate-wide engagement in actions that help us meet our GHG emission reduction targets.

We use the information the Energy Board collects to inform our approach to operational objectives. Teams responsible for value creation, communications, fleet, networks, data centers and buildings management collect information, which is then analyzed by members of the Energy Board to ensure alignment with our strategy. Pertinent trend analyses and recommendations are reported to the HSSEC Committee, the final arbiter of strategy, which also oversees its implementation across all Bell's business units. Finally, the HSSEC Committee reports decisions and progress to the Audit Committee.

Climate-related risks

Bell takes very seriously the risks brought about by climate change, which could impact the telecommunications industry. For the purposes of our disclosures recommended by the TCFD, we have focused on the three main risks related to climate change that Bell is facing, each of which fall under one of the two major categories identified by the TCFD.

TRANSITION RISKS

Carbon pricing
In Canada, the carbon footprint of certain organizations is subject to carbon pricing schemes. Although Bell is not directly targeted by current regulations, energy producers subject to carbon pricing are expected to transfer the carbon cost to their customers.

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This will affect our operating costs by increasing the price of energy in all provinces across Canada subject to carbon pricing schemes. We regularly perform scenario analyses to estimate the expected impact on our operating costs.

PHYSICAL RISKS

Extreme weather events

Global scientific evidence suggests that climate change will increase both the frequency and severity of extreme weather events (such as ice, snow and windstorms, flooding, and tornadoes). These could have a destructive impact on our telecommunication network infrastructure, which could affect our ability to deliver telecommunications services that are critical to society. This could jeopardize customer satisfaction and may result in increased expenditures to repair our network.

Rising mean temperatures

Anthropogenic global warming has already reached about 1.0°C above pre-industrial levels, and is expected to reach 1.5°C between 2030 and 2052 if the trend continues. In Canada, average temperatures have been increasing – and are expected to keep rising – at twice the global warming rate. If average temperatures where Bell is operating data centres and network infrastructure are warmer year over year, there will be an increasing need for cooling capacity in our facilities, thus increasing our energy consumption and associated costs.

Climate-related opportunities

The effects of climate change can also create opportunities in the telecommunications industry. For the purpose of disclosure recommended by the TCFD, we have focused on the three main climate-related opportunities that present advantages for Bell, all of which fall under the products and services major category identified by the TCFD.

PRODUCTS & SERVICES

Technologies helping to fight climate change

Business customers are increasingly aiming to reduce their carbon footprint. In particular, customers targeted by carbon pricing schemes are expected to seek products and services that will enable them to cut GHG emissions, thereby assisting them in meeting

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their emissions caps (under cap and trade schemes) and reducing their carbon pricing costs.

Offering services that enable Canadians to reduce their carbon footprint could generate additional revenues for Bell by increasing the number of potential customers seeking our technologies, and by expanding the range of products and services potentially purchased by current customers.

To learn more about how the use of telecommunication technologies contributes to reducing carbon emissions of our customers and our own operations, please see the Environmental benefits of Bell's products and services section of our Corporate Responsibility report available on our **website**.

Technologies helping to adapt to climate change impacts

The increased frequency and severity of extreme weather conditions resulting from climate change could present an increased demand for our products and services, as their use helps our customers adapt to such climate change impacts by improving their businesses' resiliency. Our technologies improve business continuity, for example, by ensuring access to information systems in the event of a natural disaster or other extreme weather event preventing our clients from physically accessing their offices or to being able to travel.

Teleworking and teleconferencing solutions allow our clients to work from anywhere and minimize their need for business travels. In addition, technologies like data hosting and Internet of Things solutions help businesses reduce their risk exposure by ensuring continued delivery of key communication services. Bell's robust business continuity plans ensure the reliability of these technologies (for more information, please see the Risk management section below).

Shifting consumer preferences

Consumers' desire to purchase products and services from companies that demonstrate commitment to sustainability, including mitigating climate change and adapting to its consequences, is an emerging trend. Bell's award-winning leadership on managing its environmental footprint presents an opportunity to differentiate itself. This competitive advantage could increase the demand for our products and services, and positively impact company value by improving our brand value and reputation. For more

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information about our numerous sustainability and environmental protection initiatives, please see our Corporate Responsibility report [insert link] available on our **website**.

Risk management

Bell's processes for identifying, assessing, and managing climate-related risks are integrated into our multi-disciplinary company-wide risk identification, assessment, and management processes.

Processes for identifying and assessing climate-related risks

The Corporate Responsibility and Environment team meets annually to assess the risk landscape for environmental issues, including issues related to climate change, relevant to the company's operations. This group consults with the Risk Advisory Services team and other experts throughout the year to expand their knowledge of relevant trending, issues and methods. In addition, they refer to the industry and other publications for more targeted analysis of these issues, and to monitor current and future climate-related legislation, policy, and regulations that may negatively impact our business. The group maintains an inventory of risks and drivers. As new risks and drivers emerge on the landscape, they are added to the inventory. Currently, the standard applied at Bell is the Committee of Sponsoring Organizations of the Treadway Commission's (COSO) Enterprise Risk Management standard (COSO cube). A risk analysis report is generated and provided annually to the HSSEC Committee. In the event that issues reach Bell's materiality threshold, these would be addressed at Executive level.

Identified risks are categorized on a grid based on magnitude of potential impact and likelihood of occurrence. For existing issues, we explain any change of relative position year-over-year. We consider any risk positioned higher than low-magnitude and low-likelihood as substantive (financially and/or strategically) for our business.

Categories for size and scope of impact of risks related to climate change include:

• operational risk (for example, extreme weather events that could compromise our ability to provide our key telecommunication services);

- financial risk (for example, rise in average temperatures increasing our energy costs due to heightened need to cool data centers); and
- reputational risk (for example, shift in expectations from customers and investors).

MAGNITUDE OF POTENTIAL IMPACT

Categories for magnitude of potential impact include 'low', 'medium', and 'high'. The threshold for allocating risks into magnitude categories depends upon:

- The business unit affected (for example, the threshold is lower for real estate than it is for logistics because the magnitude of the impact on our operations for real estate is much larger and more widespread geographically);
- the impact on our business continuity (for example, any risk related our ability to provide our key telecommunication services would be categorized as high magnitude);
- the expected financial impact (the larger the financial impact, the higher the magnitude); and
- the reputational risk exposure (the larger the potential for shareholder or customer concern, the higher the magnitude).

LIKELIHOOD OF OCCURRENCE

Categories for likelihood include low (little chance of occurrence), medium (some chance of occurrence), and high (very likely to occur).

Processes for managing climate-related risks

For the purpose of disclosure recommended by the TCFD, we have focused on the three main risks identified in the Strategy section above.

CARBON PRICING

Bell has designed a strategy to address the energy efficiency of its operations, leading to ongoing energy reduction initiatives that target the energy performance of our facilities and vehicle fleet. These energy efficiency initiatives contribute to reducing our energy costs, thereby helping to mitigate the risk related to carbon pricing schemes. For more information about our energy efficiency initiatives, please see the Energy efficiency information sheet on our website.

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EXTREME WEATHER EVENTS

Bell is committed to implementing adaptation measures that ensure the resiliency of our operations and the physical security of our team members in case of extreme weather event.

Preparedness

Risk is addressed through assessments carried out in collaboration with our Real Estate Services, Risk Advisory Services, and Business Continuity teams for our buildings, network, and vehicle fleet. The buildings and network are first prioritized by level of criticality. The Business Continuity team is charged with defining the criticality level of our infrastructure based on pre-determined factors, including level of traffic passing through our network, number of employees on site, profile of customers served, revenues generated, single point of failure, value of assets, location of facilities in areas prone to extreme weather events, etc. We assess threat and vulnerability on ongoing basis for critical sites to ensure the continued delivery of our products and services. Then, we develop risk mitigation plans and emergency readiness planning procedures, as well as identify opportunities to improve. In so doing, we maintain a state of readiness that permits us to respond to events that may disrupt our business in a proactive and efficient manner.

Responsiveness

Bell also created a National Incident Centre (NIC), open 24 hours/day, 365 days/year to address some risks. Among other responsibilities, this centre seeks to ensure centralized and coordinated actions in case of an extreme weather event affecting Bell's operations. The NIC is provided with all the pertinent information (gathered by Real Estate Services, Risk Advisory Services and Business Continuity teams) to diligently assess emergency-situations and execute contingency plans developed for such events. Moreover, our Corporate Security and Resiliency team has systems linked with Environment and Climate Change Canada and civil protection organizations in order to receive alerts about temperature-related national emergencies (such as flooding or snow storms), which allow us to prepare accordingly.

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RISING MEAN TEMPERATURES

Managing the risk related to rising energy costs due to rising mean global temperatures requires a vision to ensure we have the appropriate infrastructures in place. For example, we have systems linked to our Building Operation Centres that perform remote monitoring of temperature and energy consumption of our facilities. Such systems send early warnings of critical temperature variations, which allow us to take action before damage occurs to our facilities.

In addition, Bell seeks to manage this risk by collaborating to develop new technologies. We do this because we will be in a better position to respond to the change in mean global temperatures with more efficient cooling alternatives. For example, Bell partnered with Carnot in 2014 to conduct a pilot project in one of our data centres to test a CO_2 refrigeration technology. This test demonstrated that it is possible to maximize free cooling up to 10°C, thereby reducing our operating costs for electricity consumption. We have since introduced nearly 20 more free cooling installations and several additional installations are at the planning stage. Another example of the benefit of new technology is telecom equipment that is resistant to higher temperatures, and which could reduce our cooling needs and costs. Another way to manage the effects of temperature change is to favour LEED and BOMA BEST certified buildings in our real estate portfolio, which aim to consolidate and optimize the efficiency and cost-effectiveness of power and cooling. For more information on these certifications, please see our Sustainable buildings information sheet on our website.

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Metrics and targets

Greenhouse gas emissions

For information about our GHG emissions, please see the Greenhouse gas emissions performance section of our Corporate responsibility report [insert link] available on our **website**.

Targets used to help manage climate-related risks and opportunities

For information about the targets we set to help manage risks and opportunities related to climate change, please see Bell's GHG emission reduction objective section of our Corporate responsibility report [insert link] available on our **website**.

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Vehicles

Our fleet

By the end of 2018, Bell had installed telematics on **76%** of the on road fleet. Telematics provide vehicle positioning and vital engine information, allowing service technicians to be more productive. The latest telematics units can sense idling, harsh acceleration and excessive speed, all of which are detrimental to fuel economy, providing opportunities to coach employees about safer, greener driving habits.

Replacement

Our program includes the ongoing deployment of more fuel-efficient vehicles. In 2018, we replaced 814 older vehicles with new, more fuel-efficient models. That included putting into service 451 model year 2018 Ford Transit 150 vans that, due to improved engine and transmission technology, are 34% more fuel efficient than previous generation, going from 22 L/100 km to 14.5 L/100 km. We also replaced 190 Dodge Caravan minivans with 2018 Ford Transit Connects. Due to the reduction in engine size, from a 3.6L V6 to a 2.5L 4 cylinder, we reduced the fuel consumption from 16 L/100 km down to 12 L/100 km).

Fuel consumption

In 2018, Bell's fuel consumption increased by 3% compared with 2017, which means 1,349 k more litres of fuel were used. This increase was due in part to a 4.4% increase in number of on road vehicles.

Alternative technologies

Bell presently has 12 Ford C-Max Hybrids and one C-Max Plug-in Hybrid in the fleet. In the 2019 Vehicle Selector, a standard electric passenger car has been added as an option. We have also ordered two fibre-fusion vans equipped with lithium-ion batteries that will replace onboard gasoline generators for trial purposes.

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Waste management

Diverting waste from landfill

Bell has integrated much of its installation and construction functions. This makes us accountable for managing a large part of our network waste ourselves. Outsourcing such functions would allow us to reduce our waste-to landfill results, but we would not be able to maintain direct control over functions that directly influence customer service and operations.

To minimize the amount of waste we send to landfill, Bell runs several programs to reduce, reuse, recycle or repurpose waste generated to operate our business.

Two new waste indicators and objectives

Over the last 5 years, the year-over-year comparability of our waste management data has been diminished by several factors, the most important of which is major strategic business acquisitions (e.g., Q9 Networks, Astral, Bell Aliant, BellMTS, AlarmForce, Axia). Recent analysis of how we report our waste management data has resulted in the adoption of 2 new indicators. We decided to take a step back in order to analyze our waste management data and rethink how we report it. This effort has resulted in implementation of two new indicators. Compared to the diversion rate objective we previously reported, our new objective does not overshadow reduction efforts at the source. This is important because many of our environmental initiatives focus on reduction at the source, such as reduced consumption of paper for administrative purposes and packaging. Furthermore, the formulation of this new objective has the advantage of being tangible for team members. Without action on the part of every team member, reducing waste in our offices would not be possible.

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Waste from administrative buildings sent to landfill
2018 (in kg per employee)

85
2018 performance

55
Target to reach and maintain by 2024

As a result, we are now reporting our progress on reaching and maintaining 55kg of waste sent to landfill per employee in Bell-owned or -leased administrative buildings by 2024.

In 2018, we sent an average of 85kg of waste to landfill per employee from administrative buildings.[i]

In addition to our administrative waste objective, we will begin reporting our progress toward our new objective of recovering and diverting to certified recyclers 100% of generated hazardous waste by 2024. Currently, we are diverting 100% of the hazardous materials we recover, including all of our network batteries and residual material from our fleet services. However, we have collection gaps in Atlantic Canada and Manitoba for aerosols, fluorescent tubes and paint. This difference is due to the recent integration of activities in these provinces. Even if certain items are not designated as hazardous waste in some of these provinces, we still aim to apply the high standard of our residual hazardous materials management program all across the country.

Although these categories of hazardous waste represent less than 3% of our total waste, we believe they should be recovered and diverted to certified recyclers. We aim to have collection services in all provinces by 2024.

Our new indicator illustrates the gap between generated and recovered hazardous waste.

In 2018, we were able to recover and divert to certified recyclers approximately 99% of all generated hazardous materials.[ii]

We will begin reporting our progress toward our new objective of recovering and diverting to certified recyclers 100% of generated hazardous waste by 2024.

In 2018, we were able to recover and divert to certified recyclers approximately 99% of all generated hazardous materials.

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[i] PwC provided limited assurance over this indicator. Please see PwC's assurance statement on our **website**.
[ii] Ibid.

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Overall waste diversion performance

In 2018, we diverted 64% of waste from landfill.[iii] Waste from operations represented 62% of the total generated at Bell, while offices generated 30%, and the amount associated with customers represented 8%.

Of the operational waste generated, we diverted 60% from landfill. 65% generated in offices was diverted from landfill, and 100% of customer facing and hazardous waste is diverted from landfill every year.

We still face a challenge with fibre optic cable, which cannot be recycled or reused at this time. We continue to seek partners to explore ways to valorize this material.

Waste from operations (field, fleet and network)

Bell has been recovering residual materials from operations for more than 3 decades. Telecommunications cable, terminals, utility poles, cable reels, wood pallets, lead-acid batteries and some hazardous materials produced by Field, Fleet and Network activities are reused and recycled.

HAZARDOUS RESIDUAL MATERIALS (HRMS)   GRI 306-4

Objectives of hazardous waste management program

- Minimize the purchase of hazardous materials
- Recover all hazardous materials used in Bell's operations
- Minimize the landfilling and the incineration of hazardous materials by maximizing reuse, recycling and energy recovery
- Ensure the transportation of residual dangerous goods complies with regulations

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[iii] Ibid.

Overall waste
2018 (in %)

64%: Overall waste diverted from landfill[1]

- Operations — 63%
- Office — 29%
- Customer — 8%

Recovered waste
2018 (in tonnes)

	2018	% DIVERTED	CHANGE (PERCENTAGE POINTS)
Operations			
Fleet[2]	508	100	–
Hazardous Materials[3]	1,320	100	–
Packaging products[4]	1,406	80	–
Hardware[5]	17,199	56	+5
Office	9,419	65	-2
Customers[6]	2,479	100	–

1   PwC provided limited assurance over this indicator. Please see PwC's assurance statement
2   Tires, batteries, oil and oil filters and used engine antifreeze
3   Lead-acid batteries, alkaline batteries, fluorescent tubes, oily containers, contaminated rags and absorbents, aerosols and other pressurized containers, paints, solvents, and glues
4   For network equipment, such as wood pallets, cardboard boxes and plastic wrap
5   Telecom materials, such as cables, terminals, utility poles and cable reels
6   TV receivers, modems, phones and accessories.

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- Maintain all required documentation with regard to the shipping of hazardous materials
- Have comprehensive information on the hazardous material inventories at the recovery centre and be able to effectively communicate this information
- Ensure the proper management of batteries owned or serviced by Bell and removed from client premises.

Inform customers on proper disposal methods for batteries. By law, some residual materials are defined as hazardous, because they may be a threat to human health or the environment. Federal, provincial and municipal laws and regulations strictly regulate the management of these hazardous materials, especially when stored, transported or sent for disposal. When these materials are not properly disposed of, contaminants can enter the atmosphere, migrate through the soil or even leach into groundwater

Bell collects hazardous materials generated by its operations and manages them according to the most rigorous standards. Some materials are recovered and managed centrally, including batteries, small non-spillable batteries, oily containers, contaminated rags and absorbents, aerosols and other pressurized containers, paints, solvents, and glues. The special containers used to collect these hazardous materials are sent to the Hazardous Materials Recovery Centre in Laval, Québec. At this site, we sort and store the materials before returning them to stock, recycling them or sending them for safe disposal.

In some cases, materials generated from Bell's operations are managed locally, such as at work centres, at switching centre, and in Bell stores. In such cases, the local site deals with transportation, recycling and disposal suppliers directly, and ensures these materials are properly managed with the help of the Corporate Responsibility and Environment team. Federal, provincial and municipal laws and regulations regulate each step of local hazardous residual material management.

We promote efficient use of potentially dangerous products to minimize our environmental impact. In addition, we reduce our financial impact on the company by procuring cost-effective products. Bell has implemented an evaluation process for new "controlled" products to achieve this.

The Corporate Responsibility and Environment team continually gathers information on new products to be introduced into company operations, assessing them based on best operational practices and environmental impact.

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Waste from offices

Bell's reuse and recycling programs also address residual materials such as electronic waste, toner cartridges and office furniture. In 2009, we began our Sort-It program, which encourages employees to sort their waste at central stations by separating paper, cardboard, glass, steel, aluminum and organic matter. 93 sites now offer this program, In 2019, we plan to add 4 more buildings.

Environmental stewardship for customer-facing electronic devices

Bell provides customers with programs to help them protect the environment by making it easier to recycle their products, including mobile phones, Bell Internet modems and Bell TV receivers. In 2018, thanks to our customers' participation in our recovery programs, Bell diverted more than 2,478 tonnes of electronics from landfill.

Customer-facing electronic waste collected
2018 (in tonnes)

ITEM	TONNES
TV receivers	1753
Modems	689
Mobile devices	34
Mobile phone batteries	1.5
Mobile phone accessories	1
Total	2,478.5

Bell recovers mobile phones through two complementary programs: the Bell Trade-in program and the Bell Blue Box program. Launched in 2003 and available at all Bell stores, Virgin Mobile stores and participating The Source locations, the Bell Blue Box program was the first cross-Canada collection program established by any company for re-using and recycling mobile phones. Bell donates the net proceeds from the Bell Blue Box program in support of the Bell Let's Talk mental health initiative.

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In addition, Bell participates in provincial recycling programs for other electronic products, such as tablets, headsets, TVs, computers, and batteries. For more details on these programs, visit our website Bell.ca/recycling.

We also support the Centre de formation en entreprise et récupération (CFER), a school that teaches useful skills in recovery and refurbishing to young people without a secondary school education. CFER collects and sorts recyclable materials generated at 16 of our work centres in Québec.

Recovery is difficult to predict and control, as it depends on the rate at which customers upgrade to newer devices. Often, recovery relates to economic activity: during economic downturns, people upgrade their devices and sign up for new plans less frequently. It is also dependent on customer behaviour. A 2017 CWTA/Recycle My Cell study reports that 62% of Canadians say they have cell phones in their possession that they are not using and are being stored.

Bell's customer-facing device recovery objective

We believe that we have an important role to play in the recovery of used electronic devices from customers given our close relationship with them. Last year, we began reporting on our progress toward our objective of recovering 10 million used TV receivers, modems, and mobile phones between January 1, 2016 and the end of 2020.

In 2018, we recovered 2,560,642 units.[iv] We have recovered 7,348,684 units since January 2016, and on target to meeting our 2020 objective.

The following table details the breakdown of how many of each type of device we have collected since January 2016.

Customer-facing electronic devices recovery
2016–2018 (amount of units collected)

	2018	2017	2016
TV receivers	1,151,635	1,268,793	1,103,220
Modems	1,052,726	1,051,270	945,715
Mobile phones	356,281	200,536	218,508
Total	2,560,642	2,520,599	2,267,443

[iv] Ibid.

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Water consumption

In our industry, the majority of the water footprint relates to the manufacturing of electronic components, rather than from the day-to-day operational delivery of telecommunications services.

Bell's direct activities have only a minor impact on water resources, as we mainly use water for drinking and sanitary functions, cleaning our fleet vehicles, and to cool buildings and server rooms.

Bell acknowledges that the availability of water is a growing concern in many communities around the world and that many of our suppliers face water stress, which could in turn affect the availability of electronics components.

We continually benchmark industry best practices for water governance programs, standards and initiatives. In 2018, we improved our understanding of water consumption across all sites by increasing the completeness and data-reliability of the water use audit. The calculation included even more of our smaller sites, and we reduced our reliance on estimation, employing instead the values from more than twice as many water invoices compared with 2017. We use this data to assess the feasibility of implementing viable reduction initiatives at sites that consume the most water.

WATER CONSUMPTION BY TYPE (in m^3)

	TREND	2018	2017
Office	⬇	509,080	531,997
Operations	⬆	1,076,099	848,889
TOTAL	⬆	1,585,179	1,380,886

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BCE Inc. GRI content index, 2018

GRI 2016 Standard	Disclosure	Document/Page number / URL	Omission
General disclosures			
GRI 102: General Disclosures	102-1 Name of the organization	BCE Inc www.bce.ca	
	102-2 Activities, brands, products, and services	CR report,[1] p.8-9	
	102-3 Location of headquarters	1, Carrefour Alexander-Graham-Bell, Verdun, Québec, Canada	
	102-4 Location of operations	AR,[2] p.133	
	102-5 Ownership and legal form	Corporation	
	102-6 Markets served	AR, p. 33	
	102-7 Scale of the organization	CR report, p.24 AR, p.34	
	102-8 Information on employees and other workers	CR report, p.24-45	
	102-9 Supply chain	CR report, p.82-83	
	102-10 Significant changes to the organization and its supply chain	CR report, p.7	
	102-11 Precautionary Principle or approach	See Sustainability approach and management www.bce.ca/responsibility/corporate-responsibility/reference-room	
	102-12 External initiatives	See Reporting what is relevant www.bce.ca/responsibility/corporate-responsibility/reference-room	
	102-13 Membership of associations	Memberships in associations are mentioned on our websites and in our reports.	
	102-14 Statement from senior decision-maker	CR report, p.3-4	
	102-16 Values, principles, standards, and norms of behavior	See Business code of conduct http://www.bce.ca/governance/codeofconduct	
	102-18 Governance structure	The highest governance body is the Board of Directors. The Audit and Management Resources committees are responsible for corporate responsibility. See http://www.bce.ca/governance/corporategovernance	
	102-40 List of stakeholder groups	See Reporting what is relevant www.bce.ca/responsibility/corporate-responsibility/reference-room	
	102-41 Collective bargaining agreements	AR report, p.96	

[1] CR Report indicates Corporate Responsibility Report, 2018; link: www.bce.ca/responsibility/corporate-responsibility/reference-room/corporate-responsibility/reference-room/corporate-responsibility/reference-room
[2] AR refers to Annual Report, 2018; link: http://www.bce.ca/investors/AR-2018/2018-bce-annual-report.pdf

	102-42 Identifying and selecting stakeholders	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-43 Approach to stakeholder engagement	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-44 Key topics and concerns raised	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-45 Entities included in the consolidated financial statements	AR, p. 122	
	102-46 Defining report content and topic boundaries	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room** Boundaries are based on financial control	
	102-47 List of material topics	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-48 Restatements of information	CR report, p. 7	
	102-49 Changes in reporting	CR report, p. 7	
	102-50 Reporting period	CR report, p. 6	
	102-51 Date of most recent report	June 2017	
	102-52 Reporting cycle	Annual	
	102-53 Contact point for questions regarding the report	**responsibility@bell.ca**	
	102-54 Claims of reporting in accordance with the GRI Standards	CR report, p. 5 This report has been prepared in accordance with the GRI Standards: Core option	
	102-56 External assurance	See PWC assurance report on our website: **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
Management approach for all topics			
GRI 103: Management Approach	103-1 Explanation of the material topic and its boundaries	CR Report For each section of the report, an introductory paragraph explains why the topics are significant	
	103-2 The management approach and its component	For each section of the report, associated policies, procedures, directives and relevant performance indicators are discussed.	
	103-3 Evaluation of the management approach	Policies, directives, procedures and key performance indicators are reviewed annually for relevance and to determine necessary improvements	

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Material topics			
Economic performance			
GRI 201	201-1 Direct economic value generated and distributed	AR, p. 5-6	
	201-2 Financial implications and other risks and opportunities due to climate change	AR, p. 98-99, CR report, p. 89-91 TCFD statement, www.bce.ca/responsibility/corporate-responsibility/reference-room	
	201-3 Defined benefit plan obligations and other retirement plans	AR p.150, CR report, p.39-41	
	201-4 Financial assistance received from government	There was no significant financial assistance received from government in 2018	
Indirect economic impacts			
GRI 203	203-1 Infrastructure investments and services supported	CR report, p. 72-75	
	203-2 Significant indirect economic impacts	CR report, p. 76-77	
Procurement practices			
GRI 204	204-1 Proportion of spending on local suppliers	CR report, p. 76	
Anti-corruption			
GRI 205	205-2 Communication and training about anti-corruption policies and procedures	See Business code of conduct http://www.bce.ca/governance/codeofconduct See Supplier code of conduct www.bce.ca/responsibility/corporate-responsibility/reference-room	
Materials			
GRI 301	301-3 Reclaimed products and their packaging materials	CR report, p. 93-95 See Waste management information sheet www.bce.ca/responsibility/corporate-responsibility/reference-room	
Energy			
GRI 302	302-1 Energy consumption within the organization	See GHG and energy consumption information sheet.on www.bce.ca/responsibility/corporate-responsibility/reference-room; CDP filing	
	302-2 Energy consumption outside of the organization	See GHG and energy consumption information sheet.on www.bce.ca/responsibility/corporate-responsibility/reference-room; CDP filing	
	302-3 Energy intensity	CR report, p. 93; CDP filing	
	302-4 Reduction of energy consumption	See GHG and energy consumption information sheet.on www.bce.ca/responsibility/corporate-responsibility/reference-room; CDP filing	
Water			
GRI 303	303-1 Water withdrawal by source	See Water information sheet on www.bce.ca/responsibility/corporate-responsibility/reference-room	
Biodiversity			
GRI 304	304-2 Significant impacts of activities, products, and services on biodiversity	See Biodiversity information sheet on www.bce.ca/responsibility/corporate-responsibility/reference-room	

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Emissions			
GRI 305	305-1 Direct (Scope 1) GHG emissions	CR report, p. 92; CDP filing; GHG summary report on www.bce.ca/responsibility/corporate-responsibility/reference-room	
	305-2 Energy indirect (Scope 2) GHG emissions	CR report, p. 92; CDP filing; GHG summary report on www.bce.ca/responsibility/corporate-responsibility/reference-room	
	305-3 Other indirect (Scope 3) GHG emissions	CR report, p. 92; CDP filing; GHG summary report on www.bce.ca/responsibility/corporate-responsibility/reference-room	
	305-4 GHG emissions intensity	CR report, p. 93; CDP filing; GHG summary report on www.bce.ca/responsibility/corporate-responsibility/reference-room	
	305-5 Reduction of GHG emissions	CR report, p. 92; GHG summary report on www.bce.ca/responsibility/corporate-responsibility/reference-room	
	305-6 Emissions of ozone-depleting substances (ODS)	See CDP filing	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	See CDP filing	
Effluents and waste			
GRI 306	306-2 Waste by type and disposal method	CR report, p. 95-97, see also See waste information sheet on www.bce.ca/responsibility/corporate-responsibility/reference-room	
Environmental compliance			
GRI 307	307-1 Non-compliance with environmental laws and regulations	See Environmental incidents information sheet on www.bce.ca/responsibility/corporate-responsibility/reference-room	
Supplier environmental assessment			
GRI 308	308-1 New suppliers that were screened using environmental criteria	See Responsible procurement information sheet on www.bce.ca/responsibility/corporate-responsibility/reference-room	
Employment			
GRI 401	401-1 New employee hires and employee turnover	CR report, p. 24	
	401-2 Benefits provided	CR report, p. 24, 39-41	
	401-3 Parental leave	CR report, p. 25-Canadian employment standards context, 40	
Occupational health and safety			
GRI 403	403-2 Rates of injury	CR report, p. 21, 42	
Training and education			
GRI 404	404-2 Programs for upgrading employee skills and transition assistance programs	CR report, p. 35-37	
	404-3 Percentage of employees receiving regular performance and career development reviews	CR report, p. 36	

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Diversity and equal opportunity			
GRI 405	405-1 Diversity of governance bodies and employees	CR report, p. 27-29	
Freedom of association and collective bargaining			
GRI 407	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	CR report, p. 25, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Child labour			
GRI 408	408-1 Operations and suppliers at significant risk for incidents of child labor	CR report, p. 25, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Forced or compulsory labour			
GRI 409	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	CR report, p. 25, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Security practices			
GRI 410	410-1 Security personnel trained in human rights policies or procedures	CR report, p. 25, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Rights of indigenous peoples			
GRI 411	411-1 Incidents of violations involving rights of indigenous peoples	CR report, p. 25, Canadian employment standards context	
Human rights assessment			
GRI 412	412-1 Operations that have been subject to human rights reviews or impact assessments	CR report, p. 82-83; Responsible procurement information sheet and Supplier code of conduct on www.bce.ca./responsibility	
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Responsible procurement information sheet and Supplier code of conduct on www.bce.ca./responsibility	
Supplier social assessment			
GRI 414	414-1 New suppliers that were screened using social criteria	CR report, p. 83; responsible procurement information sheet and Supplier code of conduct on www.bce.ca./responsibility	
Public policy			
GRI 415	415-1 Political contributions	See Business code of conduct http://www.bce.ca/governance/codeofconduct	
Customer health and safety			
GRI 416	416-1 Assessment of the health and safety impacts of product and service categories	AR, p. 99, CR p. 81	
Marketing and labeling			
GRI 417	417-1 Requirements for product and service information and labeling	Safe use: https://support.bell.ca/Mobility Disposal: CR report, p. 97; www.bell.ca/recycling	
	417-3 Incidents of non-compliance concerning marketing communications	https://www.ccts-cprst.ca/report/annual-report-2017-2018/	

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Socioeconomic compliance			
GRI 419	419-1 Non-compliance with laws and/or regulations in the social and economic arena	For a description of the principal legal proceedings involving us, please see the section entitled Legal proceedings contained in the BCE 2018 AIF[3]	

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[3] AIF refers to Annual Information Form, 2018; link **http://www.bce.ca/investors/AR-2018/2018-bce-annual-information-form.pdf**

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2018 SASB index for BCE Inc

There are many voluntary guidelines for reporting corporate sustainability information. The index below relates to items suggested for disclosure by the Sustainability Accounting Standards Board (SASB). Bell supports the development and evolution of such standards, and seeks to report on topics that align with our business model and corporate reality.

In some cases, indicators suggested by the guidelines are not applicable, or the information is considered to be competitive and is therefore not disclosed. As the guidelines evolve, so will our reporting on the topics covered.

Documents and websites referenced herein:

Corporate responsibility report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Annual report	http://www.bce.ca/investors/financialperformance/annual
Information sheets	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Code of business conduct	http://www.bce.ca/governance/codeofconduct
Privacy website	https://support.bell.ca/Billing-and-Accounts/Security_and_privacy/How_does_Bell_respect_my_privacy
GHG emissions report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Waste information sheet	http://www.bce.ca/responsibility/corporate-responsibility/reference-room

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ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Wireless subscribers	**TC-TL-000.A**	# of subscribers	Annual report, p. 4
Wireline subscribers	**TC-TL-000.B**	# of subscribers	Annual report, p. 4
Broadband subscribers	**TC-TL-000.C**	# of subscribers	Annual report, p. 4
Network traffic percentage on cellular network, and percentage on fixed network	**TC-TL-000.D**	Petabytes, percentage	n/a
Environmental Footprint of Operations	**TC-TL-130a.1**	Gigajoules, Percentage (%)	GHG emissions report
Data Privacy Description of policies and practices relating to behavioral advertising and customer privacy	**TC-TL-220a.1**	Discussion and Analysis	Code of business conduct, Privacy website, Annual report, pp. 49, 92 Corporate responsibility report, pp. 15, 19, 26, 55
Data privacy Number of customers whose information is used for secondary purposes	**TC-TL-220a.2**	Number	n/a
Data Privacy Total amount of monetary losses as a result of legal proceedings associated with customer privacy	**TC-TL-220a.3**	Reporting currency	n/a
Data Privacy (1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	**TC-TL-220a.4**	Number, percentage (%)	n/a

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ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Data Security (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	**TC-TL-230a.1**	Number, percentage (%)	n/a
Data Security Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	**TC-TL-230a.2**	n/a	Annual report, pp. 39–40, 49, 92, 95–96 Corporate responsibility report, p. 14, 19, 56
Product End-of-Life Management (1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	**TC-TL-440a.1**	Metric tons (t), Percentage (%)	Corporate responsibility report, p. 97 Waste information sheet
Competitive Behavior Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	**TC-TL-520a.1**	Reporting currency	n/a
Competitive Behavior Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	**TC-TL-520a.2**	Megabits per second (Mbps)	Annual report, pp. 31–32, 41, 81, 89
Competitive Behavior Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	**TC-TL-520a.3**	n/a	n/a

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ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Managing Systemic Risks from Technology Disruptions (1) System average interruption frequency and (2) customer average interruption duration	**TC-TL-550a.1**	Disruptions per customer, Hours per customer	n/a
Managing Systemic Risks from Technology Disruptions Discussion of systems to provide unimpeded service during service interruptions	**TC-TL-550a.2**	n/a	n/a

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2018 Sustainable Development Goals index for BCE

The Sustainable Development Goals (SDGs) are part of a global agreement called the 2030 AGENDA, adopted at the United Nations in 2015 to address some of the world's biggest challenges.

How Our Business is Supporting the UN Sustainable Development Goals (SDGs)

Our sustainability strategy is designed to support our Strategic imperatives. Some of our efforts also address some of the world's biggest challenges: lack of access to education, growing inequality, high youth unemployment, unprecedented migration and conflict, market disruption caused by technology and artificial intelligence, and pressure on our natural resources.

By supporting the SDGs, we believe that we will help create a better world in which our business can grow.

For Bell, operating responsibly is an important first step to supporting progress across the SDGs. Beyond that, we have identified 13 SDGs where we believe we have the opportunity make an impact through our business practices, products and services, programs, and partnerships. Of the 169 targets within the 17 SDGs, we contribute to 25.

There are many voluntary guidelines and frameworks for reporting corporate sustainability information.

Bell supports the development and evolution of such frameworks, and seeks to report on topics

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that align with our business model and corporate reality.

In some cases, indicators suggested by the framework are not applicable, or the information is considered to be competitive and is therefore not disclosed.

Documents and websites referenced herein:

Corporate Responsibility report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Information sheets	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Code of business conduct	http://www.bce.ca/governance/codeofconduct
Annual report	http://www.bce.ca/investors/financialperformance/annual
Supplier code of conduct	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Governance website	**http://www.bce.ca/governance/corporategovernance**

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GOAL	DESCRIPTION	COMMENTS	LOCATION
1 No poverty	End poverty in all its forms everywhere	While Bell offers well-paying, highly skilled jobs, our programs are not focused on alleviating poverty directly	Corporate Responsibility report, p. 23–45
2 **Zero hunger**	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Bell's products and services contribute to 2 targets for this goal: 2.3 By 2030, double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment 2.4 By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality	Corporate Responsibility report, p. 73, 75
3 **Good health**	Ensure healthy lives and promote well-being for all at all ages	The Bell Let's Talk mental health program contributes to 1 target for this goal: 3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being	Corporate Responsibility report, p. 34, 61–63
4 **Quality education**	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Bell's learning and development programs contribute to 1 target for this goal: 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	Corporate Responsibility report, p. 35–36

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GOAL	DESCRIPTION	COMMENTS	LOCATION
5 **Gender equality**	Achieve gender equality and empower all women and girls	Bell's diversity and leadership programs contribute to 2 targets for this goal: 5.1 End all forms of discrimination against all women and girls everywhere 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life Bell's products and services contribute to 1 target for this goal: 5.B Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women	Corporate Responsibility report, p. 28–30
6 **Clean water and sanitation**	Ensure availability and sustainable management of water and sanitation for all	Bell's corporate environmental action plan contributes to 1 target for this goal: 6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally	Water information sheet
7 Affordable and clean energy	Ensure access to affordable, reliable, sustainable and modern energy for all	While Bell participates in energy reduction initiatives and supports the development of renewable energy and related technologies, Bell is not an actor in the energy industry.	

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GOAL	DESCRIPTION	COMMENTS	LOCATION
8 **Decent work and economic growth**	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Bell offers well-paying, highly skilled jobs, thereby contributing to 2 targets related to this goal: 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value Bell's responsible procurement and stewardship programs contribute to 1 target related to this goal: 8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead Bell's Supplier code of conduct addresses child labour in our supply chain, contributing to 1 target related to this goal: 8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms Bell's occupational health and safety programs contribute to 1 target related to this goal: 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	Responsible procurement information sheet Supplier code of conduct Corporate Responsibility report, 27-29, 47-48, 69, 72-75

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GOAL	DESCRIPTION	COMMENTS	LOCATION
9 **Industry, innovation and infrastructure**	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Bell's participation in the Artificial intelligence supercluster and investment in R&D contribute to 1 target related to this goal: 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending	Corporate Responsibility report, p. 72-75
10 **Reduced inequalities**	Reduce inequality within and among countries	Bell's Code of Business conduct and governance program contributes to 1 target for this goal: 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	Business Code of Conduct Governance website Supplier code of conduct
11 **Sustainable cities and communities**	Make cities and human settlements inclusive, safe, resilient and sustainable	Bell's corporate environmental action plan contributes to 1 target related to this goal: 11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management	Corporate Responsibility report, p. 95-97 Waste information sheet

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GOAL	DESCRIPTION	COMMENTS	LOCATION
12 **Responsible production and consumption**	Ensure sustainable consumption and production patterns	Bell's corporate environmental action plan contributes to 1 target related to this goal: 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse Bell has been reporting on social and environmental performance since the 1990s and these reports contribute to 1 target related to this goal: 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Corporate Responsibility report, p. 95–97 Waste information sheet
13 Climate action	Take urgent action to combat climate change and its impacts	While Bell participates in initiatives designed to reduce, mitigate, or adapt to the effects of climate change, the targets and indicators for this goal focusses national governments.	
14 Life below water	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	The targets and indicators for this goal focus on fishing and marine industries.	
15 **Life on land**	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	Bell's biodiversity protection program contributes to 2 targets for this goal: 15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements 15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species	Biodiversity information sheet

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GOAL	DESCRIPTION	COMMENTS	LOCATION
16 **Peace justice and strong institutions**	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Bell's Code of Business conduct and governance program contributes to 1 target for this goal: 16.5 Substantially reduce corruption and bribery in all their forms	Business Code of Conduct Governance website
17 **Partnerships for the goals**	Strengthen the means of implementation and revitalize the global partnership for sustainable development	While not in operation in least developed countries, Bell contributes to the development of underdeveloped areas of Canada, such as rural areas and the far North, related to 2 targets related to this goal: 17.7 Promote the development, transfer, dissemination and diffusion of environmentally sound technologies to developing countries on favourable terms, including on concessional and preferential terms, as mutually agreed 17.8 Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology	Annual report, p. 4 Corporate Responsibility report, p. 48, 74
		Bell supports collaborative efforts to improve collective performance on the SDGs. We participate in many working groups, contributing to 1 target related to this goal: 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships	Corporate Responsibility report, p. 75, 93 Reporting what is relevant information sheet

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