Bell Canada Environmental Management and Review System

Certified to be ISO 14001:2015 compliant

Certificate #0068926-01

Our Environmental Management and Review System (EMRS) is an integrated management tool that identifies potential problems or opportunities, reduces risks, ensures continuous improvement through a rigorous feedback process, and controls costs. On-going legal monitoring is an integral part of the system, which enables us to exercise due diligence in managing environmental issues.

In April 2009, Bell Canada became the first telecommunication company in Canada to have an environmental management system certified as ISO 14001:2004 compliant.

In April 2018, the certificate delivered by Intertek certifies that Bell Canada operates an EMS that complies with the requirements of ISO 14001:2015 for all Bell Canada business sectors; including landline, wireless, television and Internet services, connectivity, broadband services, data hosting, cloud computing, radio broadcasting services and digital media services, in addition to related general administrative functions.

The EMRS has clearly defined programs covering all environmental issues relevant to our business. To ensure each program meets its goals, we set specific objectives, identify roles and responsibilities, and develop directives.

Environmental policy

Initially adopted in 1993, Bell's Environmental policy is regularly reviewed and updated by the officer-level Health, Safety, Security, Environment and Compliance (HSSEC) Oversight Committee. Our policy aligns with the company's strategic imperatives and demonstrates Bell's high environmental management standards.

PUBLIC – BELL CANADA

BCE

Planning

The Corporate Environmental Action Plan (CEAP) is the EMRS's main management and control tool. The plan details all the environmental activities to be undertaken by the company and its subsidiaries. The CEAP identifies funding requirements, as well as accountabilities and deliverables, and allows for follow-up of the company's progress in meeting its objectives. We present results, analysis, and recommendations for improvement to the HSSEC for review and action. We revise and re-approved the plan annually.

Implementation

We have set operational controls on our key processes, and we do training and communication to support the use of the system. In addition, we have an incident response process and a tool to track corrective measures for identified non-compliances.

Web-based environmental information system

The management system is supported by comprehensive documentation and a robust information system. The web-based platform serves 4 main purposes:

1 as a database of information on all issues and programs
2 as a planning tool for the yearly CEAP
3 as a reporting tool to measure performance
4 as a documentation tool for issues of importance that have been resolved.

Measures and Evaluation

To ensure that our EMS and its programs are effective, Bell has put a number of control points in place. These include:

- Legal and Gap analyses – conducted on a continuous basis to identify and correct non-compliances
- Environmental reviews – performed to follow up on environmental programs at various company sites
- The Environment Risk Evaluation process – used to evaluate the environmental performance of some of our suppliers

PUBLIC – BELL CANADA

BCE

- The Environmental Questionnaire – sent to our suppliers of environmental products/services to collect information on their environmental performance and to assist in the selection of environmentally responsible suppliers
- Internal and external audits – performed on a regular basis
- Performance scorecards – reviewed by business unit Officers and subsidiary Presidents on a yearly basis.

Review and Improvement

The HSSEC reports quarterly to the Audit Committee of the Board of Directors on the following:

- Whether our Environmental policy is current
- Whether we are taking the necessary actions to comply with the Environmental policy.

We have various working committees to ensure that the programs align with operational reality.

On a yearly basis, we conduct Environmental Reviews (see above). The information we gather helps us to quantify the level of operational control and its influence on the company's risk exposure. We identify, amongst other things:

- How programs and procedures are applied by the employees, at a given point in time
- Areas for improvement, specifically with regard to awareness and training, and systemic issues.

Programs covered by our reviews include residual materials, incidents, petroleum products, air emissions, pole storage, network, and general site conditions.

PUBLIC – BELL CANADA

BCE