

GRI index for Bell Canada 2013 Corporate Responsibility Report

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Page Number (or Link) Information related to Standard Disclosures required by the 'in accordance' options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found.	External Assurance Indicate if the Standard Disclosure has been externally assured. If yes, include the page reference for the External Assurance Statement in the report.
STRATEGY AND ANALYSIS		
G4-1	CR Report - Letter from the CEO, p. 5-6	
G4-2	CR Report - Sustainability at Bell, p. 7-10; KPI table, p. 11-12	
ORGANIZATIONAL PROFILE		
G4-3	CR Report - About this Report, p. 3	
G4-4	CR Report - Who We Are, p. 4; Annual Report p. 27-30	
G4-5	CR Report - Who We Are, p. 4	
G4-6	CR Report - About this Report - Report Boundaries, p. 3; Who We Are, p. 4	
G4-7	Bell Canada is incorporated and is owned 100% by BCE; CR Report - Who We Are, p. 4	
G4-8	Annual Report - Section 1, p. 25-30	
G4-9	CR Report - Our Workforce, p. 54; Economy section, p. 64-65	
G4-10	CR Report - Our Workforce, p. 56	
G4-11	CR Report - Engaging With Unions, p. 54	
G4-12	CR Report - Responsible Products and Services, p. 37	
G4-13	Annual Report - p. 27-29, 37, 39, Section 1.4; Annual Information Form Section 3.5, Section 5	
G4-14	CR Report - Sustainability at Bell, p. 7; Sustainability Approach and Management http://www.bce.ca/assets/widgets/Responsibility/EN/managing_sustainability_en.pdf	
G4-15	Voluntary participation in UN Global Compact since 2006 for all territories in which we operate.	
G4-16	Bell views membership in the Canadian Wireless and Telecommunications Association as strategic.	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	Annual Report - Section 1; CR Report - Report Boundaries, p. 3	
G4-18	CR Report - Sustainability at Bell, p. 9-10	
G4-19	CR Report - Significant Issues Addressed In This Report, p. 10	
G4-20	CR Report - Report Boundaries, p. 3	
G4-21	CR Report - Report Boundaries, p. 3	
G4-22	CR Report - Investing in Communities p. 21; Greenhouse Gas Emissions, p. 41; Reusing and recycling, p. 47	
G4-23	This is the first report based on GRI G4. Differences will be reported going forward.	
STAKEHOLDER ENGAGEMENT		
G4-24	CR Report - Stakeholders, p. 9	
G4-25	CR Report - Stakeholders, p. 9	
G4-26	CR Report - Prioritizing Issues, p. 9	
G4-27	CR Report - Significant Issues Addressed in this Report, p. 10	
REPORT PROFILE		
G4-28	CR Report - Report Boundaries, p. 3	
G4-29	http://www.bce.ca/assets/widgets/Responsibility/CR-report-2012/EN/2012_CR_report_en.pdf	
G4-30	Annually	
G4-31	responsibility@bce.ca	
G4-32	CR Report - About This Report, p. 3; Assurance letter	
G4-33	Bell has been externally validating the Key Performance Indicators in our CR Report since 2010. See the Letter of Assurance.	
GOVERNANCE		
G4-34	CR Report - Sustainability at Bell, p. 7; The highest governance body is the Board of Directors. The audit committee is responsible for corporate responsibility. See	
ETHICS AND INTEGRITY		
G4-56	We want to remain a leader in corporate governance and ethical business conduct by maintaining best practices, transparency and accountability to our stakeholders. This includes a commitment to the highest standards of corporate governance as BCE's Board and management believe that good corporate governance practices tend to contribute to the creation and maintenance of shareholder value. On an ongoing basis, the Board reviews its structure, practices and composition and initiates changes to improve its effectiveness. The Bell Canada Enterprises Code of Business Conduct (referred to as the "Code") explains the standards of behaviour that Bell expects of its employees in their daily activities. It reinforces the commitment of BCE Inc. and Bell Canada (referred to collectively as the "Company") to customer service, its support for a working environment in which people are respected and its sensitivity to the needs of the community that it serves. The Code applies to all employees and executives of BCE Inc., Bell Canada and their subsidiaries. All employees, executives and members of the Board of Directors must certify annually that they have reviewed and follow the Code. The code can be accessed here: http://www.bce.ca/governance/codeofconduct/	
SPECIFIC STANDARD DISCLOSURES		
DMA and Indicators	Page Number (or Link) Information related to Standard Disclosures required by the 'in accordance' options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found.	External Assurance Indicate if the Standard Disclosure has been externally assured. If yes, include the page reference for the External Assurance Statement in the report.

CATEGORY: ECONOMIC		
MATERIAL ASPECT: ECONOMIC PERFORMANCE		
G4-DMA	The aspect is material because the economic health of the organization is significant to several stakeholders and is significant to the business. Related impacts for this aspect are economic. The management	See p. 107 of the Annual Report.
G4-EC1	CR Report KPI table, p. 11; Community Section, p. 21, and Economy Section, p. 65	See letter of assurance for CR Report.
MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS		
G4-DMA	CR Report - Community, Environment, and Economy sections. Related impacts for this aspect are economic.	
G4-EC8	CR Report - Community section, p. 23-24; Environment section, p. 43, 49; Economy section, p. 64-65	
CATEGORY: ENVIRONMENTAL		
MATERIAL ASPECT: ENERGY		
G4-DMA	CR Report - Sustainability Megatrends section, p. 8. Related impacts for this aspect are environmental and economic.	
G4-EN3	GHG Summary Report	See letter of assurance for CR Report.
MATERIAL ASPECT: WATER		
G4-DMA	CR Report - Water section, p. 49. Related impacts for this aspect are environmental and economic.	
G4-EN8	CR Report - Water section, p. 49.	
MATERIAL ASPECT: BIODIVERSITY		
G4-DMA	CR Report - Biodiversity section, p. 50. Related impacts for this aspect are environmental and economic.	
G4-EN13	CR Report - Biodiversity section, p. 50	
MATERIAL ASPECT: EMISSIONS		
G4-DMA	CR Report - Greenhouse Gas Emissions section, p. 41. Related impacts for this aspect are environmental and economic.	
G4-EN15	CR Report KPI table, p.11, and Greenhouse Gas Emissions section, p. 41; See GHG Summary Report	See letter of assurance for CR Report.
G4-EN16	CR Report KPI table, p.11, and Greenhouse Gas Emissions section, p. 41; See GHG Summary Report	See letter of assurance for CR Report.
G4-EN17	CR Report KPI table, p.11, and Greenhouse Gas Emissions section, p. 41; See GHG Summary Report	See letter of assurance for CR Report.
MATERIAL ASPECT: EFFLUENTS AND WASTE		
G4-DMA	CR Report - Sustainability Megatrends section, p. 9. Related impacts for this aspect are environmental and economic.	
G4-EN23	CR Report - KPI table, p. 11; Reusing and Recycling section, p. 47-49	See letter of assurance for CR Report.
MATERIAL ASPECT: COMPLIANCE		
G4-DMA	Breach of environmental laws is material because it has an impact on the business through brand reputation and fines. Related impacts for this aspect are mostly economic. Environmental incidents are	
G4-EN29	We have not identified any non-compliance with laws or regulations.	
MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT		
G4-DMA	CR Report - Responsible Products and Services section, p. 37. Related impacts for this aspect are social, environmental, and economic.	
G4-EN32	CR Report KPI table, p. 12; Responsible Products and Services section, p. 37-38	See letter of assurance for CR Report.
CATEGORY: SOCIAL		
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK		
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY		
G4-DMA	CR Report - Occupational Health and Safety section, p. 62. Related impacts for this aspect are social and economic.	
G4-LA6	CR Report - KPI table, p. 12; Occupational Health and Safety section, p. 62	See letter of assurance for CR Report.
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY		
G4-DMA	CR Report - Workplace section, p. 56-57. Related impacts for this aspect are social and economic.	
G4-LA12	CR Report - Workplace section, p. 56-57. Related impacts for this aspect are social and economic.	
MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES		
G4-DMA	CR Report - Responsible Products and Services section, p. 37. Related impacts for this aspect are social and economic.	
G4-LA14	CR Report KPI table, p. 12 and Responsible Products and Services section, p. 37-38	See letter of assurance for CR Report.
SUB-CATEGORY: HUMAN RIGHTS		
MATERIAL ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT		
G4-DMA	CR Report - Responsible Products and Services section, p. 37. Related impacts for this aspect are social and economic.	
G4-HR10	CR Report KPI table, p. 12 and Responsible Products and Services section, p. 37-38	See letter of assurance for CR Report.
SUB-CATEGORY: SOCIETY		
MATERIAL ASPECT: ANTI-CORRUPTION		
G4-DMA	Anti-corruption training and reporting is material because it is important to several stakeholders and to the success of the business. In our daily activities, we have a fundamental responsibility to address a	
G4-S04	We want to remain a leader in corporate governance and ethical business conduct by maintaining best practices, transparency and accountability to our stakeholders. This includes a commitment to the highest standards of corporate governance as BCE's Board and management believe that good corporate governance practices tend to contribute to the creation and maintenance of shareholder value. On an ongoing basis, the Board reviews its structure, practices and composition and initiates changes to improve its effectiveness. The Bell Canada Enterprises Code of Business Conduct (referred to as the "Code") explains the standards of behaviour that Bell expects of its employees in their daily activities. It reinforces the commitment of BCE Inc. and Bell Canada (referred to collectively as the "Company") to customer service, its support for a working environment in which people are respected and its sensitivity to the needs of the community that it serves. The Code applies to all employees and executives of BCE Inc., Bell Canada and their subsidiaries. All employees, executives and members of the Board of Directors must certify annually that they have reviewed and follow the Code. The code can be accessed here: http://www.bce.ca/governance/codeofconduct/	
MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY		
G4-DMA	CR Report - Responsible Products and Services section, p. 37. Related impacts for this aspect are social and economic.	
G4-S09	CR Report KPI table, p. 12 and Responsible Products and Services section, p. 37-38.	See letter of assurance for CR Report.

SUB-CATEGORY: PRODUCT RESPONSIBILITY**MATERIAL ASPECT: PRODUCT AND SERVICE LABELING**

G4-DMA CR Report - Delivering Quality Customer Service, p. 28. Related impacts for this aspect are economic.

G4-PR5 CR Report - Delivering Quality Customer Service, p. 28-29

MATERIAL ASPECT: CUSTOMER PRIVACY

G4-DMA CR Report - Protecting Customers p. 34-35. Related impacts for this aspect are social and economic.

G4-PR8

- 185 complaints concerning breaches of customer privacy received from outside parties in 2013.
- Complaints from the Office of the Privacy Commissioner of Canada (OPC) – 4; Complaints from the Commission d'accès à l'information du Québec: 1
- Privacy Data Breaches (theft, leaks or losses) – 2 (only 1 was reported to the OPC)