

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



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.