

Health and Safety

GRI:2018 403-2

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

WHY IT MATTERS GRI 103

Health and safety is important because it protects the well-being of team members and customers. Looking after health and safety makes good business sense. Workplaces that neglect health and safety may lose team members, risk prosecution, and may increase costs and reduce profitability.

WHAT WE ARE DOING

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

GRI:2018 403-1

Management system and Corporate safety action plan (CSAP)

Our CSAP is the foundation of our maturing safety management system. Our management system seeks to ensure that health and safety issues are managed in a systematic and diligent manner, that resources and responsibilities are clearly identified, and that our progress is monitored and reviewed quarterly.

Health and safety programs are integrated into Bell's business units and subsidiaries that have designated health and safety coordinators. This structure seeks to ensure compliance with operational requirements and continuous reporting to the corporate Health and safety governance team.

We value the engagement and experience of our team members to look out for one another. We leverage our team members to support 202 local health and safety committees across Canada, as well as 8 corporate health and safety committees which partner with the unions. As required by regulations, these committees represent operational and clerical functions, and meet and perform workplace inspections. Collectively, these committees have completed more than of 7,100 workplace inspections in 2019, identifying and resolving issues, which, left unaddressed, could have contributed to incidents. The Health and safety

GRI:2018 403-4

governance team collaborates with these committees for the development and implementation of prevention programs.

In 2019, we developed and issued a new CSAP procedure that details the step-by-step process of managing the in-year CSAPs and the creation of the following year's CSAPs. We also expanded the CSAP program to recent corporate business acquisitions and we clarified the expected deliverables to business units to facilitate tracking and year-end reporting.

Prevention and Hazard identification and risk assessment (HIRA)

We maintain a focus on prevention by continuously improving hazard identification procedures and assessing targeted high-risk functions. We create synergies and align practices across all lines of Bell's business, as well as evolving our health and safety programs relevant to Bell's business growth.

Bell's HIRA program supports our hazard prevention program, which specifically includes the identification of hazards and risk assessment. The goal is to ensure all hazards, risks, and controls have been identified, evaluated, and any necessary risk mitigating measures have been established within our operations.

The program rollout included the implementation of an HIRA directive, documentation procedures and forms, assessments, and extensive training of our H&S coordinators and committee members. In 2019, we trained almost 400 local and corporate safety committee members and safety coordinators across Bell and subsidiaries on workplace hazard identification and risk assessment.

We received information for 40 high-risk job functions in 2019. 17 risk assessments have been completed or are in progress, with the participation of 9 business units and subsidiaries. The corporate team continues to support the planning and completion of the risk assessments, which we expect to be complete in 2021.

In an effort to keep up-to-date with evolving expertise, we participate in industry groups to share best practices. We collaborate with associations such as The Environmental, Health & Safety Communications Panel (**EHSCP**) and Federally Regulated Employers – Transportation and Communications (**FETCO**), and we collaborate on an ad hoc basis with peers on specific programs.

GRI:2015 403-2

Finally, Bell's Internal audit group incorporates health and safety programs into their internal audit plans each year. This helps the corporate Health and safety governance team to identify opportunities for improvement on an ongoing basis. This team monitors corrective actions and reports to the Audit Committee of the Board of Directors. In addition, quarterly performance review meetings with the CHRO & EVP Corporate Services and bi-annual performance review meetings with the Health, Safety, Security, Environment, and Compliance (HSSEC) oversight committee are held. Finally, we review our performance annually with the Management Resources and Compensation Committee (**MRCC**) of the Board of Directors.

Hazard reporting, incident management, and investigation

Bell's centralized incident investigation process continues to improve our ability to analyze trends. Our Health and safety governance team has 4 trained safety incident investigators who coach and support managers how to conduct accident investigations. Reporting such incidents through our National incident center enables us to implement a swift and coordinated response in the case of a severe accident.

In 2019, we developed guidelines for incident reporting and conducting an investigation, completed the implementation of a new central incident management system, and supported business unit transitions to this new system. This new system has helped increase adherence to reporting and investigation timelines, as well as identify areas where additional training is required to enhance the quality of investigations.

In 2019, we improved the process for workplace hazard resolution. Key performance indicators were identified and scorecards were developed. As a result, resolution delays were reduced by 36%.

GRI:2018 403-5, 403-7

Despite efforts to reduce workplace accidents, our overall time lost accident frequency rate¹ for 2019 is 1.29,² trending up by 14% (1.13) over 2018.

GRI:2018 403-9

An earlier and more severe winter contributed to this increase. Successive frost-thaw cycles created icy conditions on many surfaces where our team members work, leading to more

¹ Time Lost Accident Frequency Rate = (number of time-lost accident cases ÷ number of worked hours) × 200,000

² PwC provided limited assurance over this indicator. See [PwC's assurance statement](#)

slips and falls, while higher snow accumulations led to more ergonomic issues and body stress.

In order to support our ongoing commitment to minimize lost time accident frequency rates and mitigate the risks associated with slip and fall cases, we made anti-slip footwear available to over 7,500 field team members in 2019. In addition, this prevention measure was reinforced with program-specific training to ensure best practices are employed.

Occupational hygiene

Bell's Occupational hygiene program is dedicated to anticipating, recognizing, evaluating, and controlling physical, chemical, and biological hazards that may result in injury, illness or may affect the well-being of our employees. In 2019, we reinforced the industrial hygiene programs related to lead and asbestos containing material.

Hazardous Products

Training on the workplace hazardous material identification system (WHMIS) and the updating of safety data sheets is mandatory for all team members and managers who are exposed to hazardous products in their daily activities. This training is the foundation of our hazardous products program. In 2019, we published a new directive for purchasing and handling hazardous materials. This directive introduces a new approval process combining environmental and safety evaluations for hazardous materials, eliminating duplication and possible conflict of instructions from environmental and health and safety governance teams.

Confined spaces

Bell's confined space program includes extensive training for team members who perform work in confined spaces, both in our network and our buildings. It also includes an emergency response plan based on a mix of trained responder employees and third parties to ensure full coverage. Each confined space has specific work procedures and we provide team members with the tools and equipment to perform their work safely. We also ensure

that any third party with access to our confined spaces has the appropriate competencies and equipment for safe access.

Working at heights

We maintain a rigorous training program on the safe use and maintenance of equipment for all team members who perform work at heights, with an emphasis on fall arrest equipment, safe work practices, and emergencies.

In collaboration with equipment suppliers, we are designing lighter-weight ladders that meet regulatory and product safety requirements for our team members. Reduced ladder weight decreases the risk of ergonomic hazards related to lifting, carrying, and positioning the ladder.


We also deployed an awareness campaign in all of our work centers and produced videos on proper methods of loading and unloading ladders from vehicles. This awareness campaign reminds our technicians to be aware of the various hazards they may encounter when approaching a worksite, including obstacles they may face while carrying their ladders on customers' premises.

Transportation and road safety

We have been continuously improving our transportation safety programs, whether on road, in air, or on water. In 2019, we developed a standard boat safety course and revamped our defensive driving program. In addition, we developed and deployed within operations the flight hazard assessment forms and aviation safety training.

Contractor safety

We continued to deploy our contractor safety prequalification tool and process for contractors performing high-risk tasks, including covering more of our contractors. We extended our internal incident reporting process to our contractors to help reduce our response time and ensure the right people are notified and engaged as soon as an incident is reported. In addition, we put emphasis on training contract managers on proper investigation techniques in order to encourage better conclusions and appropriate actions



for repeat incidents in the future. In 2019, we launched a contractor qualification procedure supporting our directive and added 166 new contractors to the system, including Bell MTS contractors.

Electrical safety

Developing our electrical safety program based on industry best practices remains one of our priority initiatives. Starting in 2017, we undertook comprehensive risk assessments of the various electrical tasks performed by our real estate and Bell Media team members. Using the information gleaned from these assessments, we improved our safety procedures and enhanced personal protective equipment (PPE) and maintenance programs. In 2019, we adapted the program and control processes based on risk assessments of network and outside plant teams' tasks. We inventoried current PPE, identified requirements for additional and replacement items in order to meet program needs, and assigned training to all electrical and non-electrical workers.

Ergonomics

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

Through our health and safety intranet website, all team members have access to ergonomic guidelines regarding how to set up and adjust their workstations, how to request a professional ergonomic assessment, as well as many other tips and information.