Circular Economy

At Bell, we take great care in managing environmental incidents and acting on the root The future of Bell is circular. In our 2021 Corporate Responsibility Report, we discussed how Bell is taking steps to transition from a linear economy, to a circular economy. In this information sheet, we will highlight additional initiatives that Bell already has in place to help us progress toward our landfill waste reduction goals.


Pillar 1: Responsible procurement of goods and services

More details on Bell's internal initiatives

Bell is working to design-out waste and pollution from our operations through the guidance of responsible decision making within our supply chains. Whether by leveraging new technologies, or responsibly procuring goods and services, we strive to mitigate environmental risks and liabilities when conducting procurement transactions.

Responsible Procurement

Prior to entering into a contract with a supplier, we assess the environmental and responsibility risks of doing business with them. Once we have determined the

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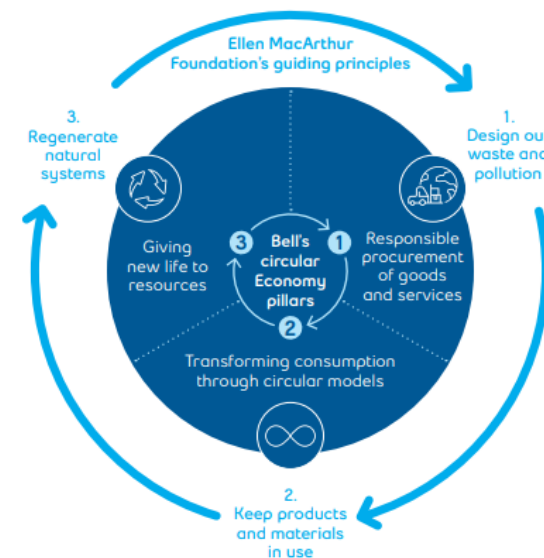
supplier's environmental and responsibility risks, the evaluation is used to better align suppliers with our business values and practices. Since 2011, Bell has implemented strong environmental and procurement policies in contracts, such that all suppliers who we conduct business with are bound to standards consistent with Bell's Supplier Code of Conduct and sustainable criteria for targeted tangible goods and services contracts. To ensure Bell is considering the highest standards for services purchased, Bell works with Subject Matter Experts (SMEs) to develop, and improve on existing sustainable criteria in which circularity is at the forefront of decision-making.

For more information on Bell's Responsible Procurement practices and policies, please refer to the Responsible Procurement info sheet.

Electronic billing

Every year we continue to leverage technology to help our customers reduce waste and increase the convenience factor of bill management simultaneously. At Bell, we encourage our customers to use e-billing, as a means to both reduce the environmental footprint associated with paper bills and provide customers with an accessible form of record keeping, in which they can download and save billing information. When a customer chooses to use e-billing, it significantly reduces the amount of paper waste created from billing activities, conserves trees and reduces the energy required to print, handle and deliver paper invoices.

For customers who wish to receive paper bills, we require that all bills are printed on paper certified by the Forest Stewardship Council (FSC).

For more information regarding billing, please visit our website.

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Pillar 2: Transforming consumption through circular models

More details on Bell's internal initiatives

Although Bell has recently developed and begun transitioning to a circular economic business model, Bell has many existing business models and strategies that are reflective of a circular economy. Specifically, Bell is efficient at operating reuse and repair/refurbishment programs that allow us to extend the useful life of products and materials.

Return, repair and reuse system for cable reels

Through the deployment of Bell's network and maintenance, we have created a return, repair and reuse system for our wooden cable reels, which are used to wind, transport and lay cables. After use in the field, the wooden reels are returned to the warehouse where they will be reused and wound with new cable. If a wooden reel is damage, it will be directed to a supplier for repair and returned to the warehouse for reuse once complete. If a wooden reel is too damaged and cannot be repaired, it will be dismantled and the materials will be sent to various sites to be recycled.

## Internal repair shop for tools and ladders

The Bell Technical Solutions (BTS) work center has seen the implementation of a unique repair shop initiative. Repair shops were created with the goal to maximize the life span of resources and reduce material consumption. For over 4 years we have been repairing tools and ladders in-house, at a number of repair depots across Quebec and Ontario. Staff are trained, and in some cases, technically certified, to perform basic tool refurbishment as well as more advanced meter repairs. Equipment reconditioned in the tool program includes items such as drills, buttsets, EXFO meters, fusion splicers and more. Refurbishing this equipment helps reduce the

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waste generated, the company's carbon footprint and has the added benefit of limiting material costs and helping the organization maintain a competitive cost structure. To date, we have saved over $650K in tool purchases (on 5,400 repairs), and approximately $1.4M on repairs of more than 1,800 buttsets, EXFO meters and fusion splicers. This is in addition to refurbishing over 2,400 ladders. These repair initiatives have been so successful, that BTS is now repairing ladders for their fellow Bell business unit, Expertech.

New equipment recovery program

In 2021, Bell Field Services group introduced a new program for the recovery of routers. When a business chooses to unsubscribe from the IPVPN or BID services, a web app captures the disconnect orders and associated equipment returns. A field technician may be deployed to retrieve the equipment, or customers may be requested to return their router through a self-serve return process. Routers are returned to a Bell warehouse, and the devices considered eligible for refurbishing (depending on their age and condition) are sent to Bell's supplier for refurbishing. New life is given to the refurbished routers which are then reused in the provisioning flow. Since the beginning of this initiative, more than 100 routers have been reused in our supply chain, saving the company $800K. The objective for 2022 is to save $1.8M.
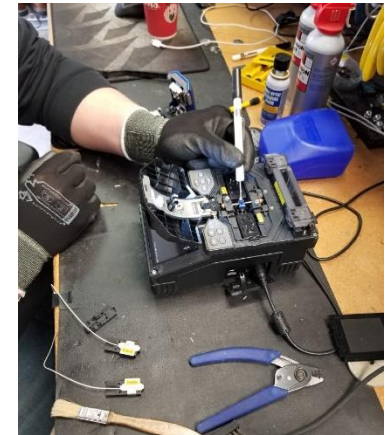
Long-standing partnership

Bell also support the Centre de Formation en Entreprise et Récupération (CFER), a school that teaches young people, without a secondary school education, useful skills on recovery and refurbishing. CFER collects and sorts recyclable materials generated at 16 of our work centres in Québec.

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More details on customer participation in recovery and refurbishment programs

Bell's successful programs for managing the recovery, reuse and recycling of customer-facing e-waste engage with customers and suppliers to help enable circular consumption. Bell provides national take-back programs, drop-boxes and mail-in instructions for customers, to make recovery of end-of-life consumer electronics easy, efficient and accessible to customers nationally.

Bell operates a rental model for TV receivers (Set Top Boxes), modems and Wi-Fi pods. Through this rental-only model, Bell maintains ownership of the equipment throughout its entire lifecycle, allowing us to manage the flow of devices so that they can be maintained, repaired and reused. When a device has reached the end of its operational life, it is scrapped for parts and recycled, thus diverting electronic waste from landfill. Bell also provides return and repair services through in-store drop off and pre-paid mailing labels for all customers who use Bell TV receivers, modems and Wi-Fi pods.

In 2021, thanks to our customers participation in our recovery programs, Bell diverted more than 2,997 metric tonnes of customer-facing electronics from landfill.

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Customer Facing Electronic Waste Recovered, Diverted and Disposed

2020-2021 (number of metric tonnes, recovered, diverted and disposed of)

Recovery Data (Metric Tonnes)	2020			2021			Difference
	Waste Recovered	Waste diverted from disposal	Waste directed to disposal	Waste Recovered	Waste diverted from disposal	Waste directed to disposal	In recovered waste from 2020 to 2021
TV Receivers	1608	1608	0	2,225	2,225	0	618
Modems	678	678	0	709	709	0	32
Mobile Phones	14.8	14.8	0	16.7	16.7	0	2
Wi-Fi Pods	28.8	28.8	0	44.4	44.4	0	16
Mobile Phone Accessories	2	2	0	0.6	0.6	0	-1
Mobile Phone Batteries	0.2	0.2	0	1.6	1.6	0	1
Yearly total	2,331.36[1]			2,997.9[2]			667

[1] In 2020, store closures due to COVID-19 resulted in less customer traffic and thus less opportunity to recover electronic waste.
[2] In 2021, stores began to reopen as COVID-19 restrictions permitted Bell to do so.

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In 2021, Bell's recovery programs for customer facing electronics experienced an overall increase in recovery and landfill diversion by 667 metric tonnes, compared to 2020. This large increase in electronic waste recovery and diversion can be attributed to the re-opening of the economy following the lockdown period in 2020, caused by the COVID-19 pandemic. In 2021, Bell re-opened stores nationally which enabled customers, who prefer in person communication, to leverage the return and repair program for modems, TV receivers and WiFi pods, and in-store drop-off for old Bell electronics such as mobile phones. In addition, Bell technicians were also able to safely continue to provide on-site delivery and assistance for Bell services to customers at home. By allowing Bell technicians to safely resume on-site service delivery, customers were able to obtain immediate assistance and technicians were able to recover defective devices. Based on the data, TV receivers, modems and Wi-Fi pods experienced the greatest increases in recovery as a result of our recovery programs.

For more information on Bell's recycling programs please visit, Bell.ca/recycling.

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Pillar 3: Giving new life to resources

More details on Bell's internal initiatives

At Bell, we have been recycling residual materials for over 30 years. Our practices are in constant evolution as we learn more about our progress toward our ambition of sending zero waste to landfill.

Diverting waste from landfill (GRI 306-1, 306-2, SDG 12.4, 12.5, SASB)

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, however, we would not be able to maintain direct control over functions that directly influence customer service and operations.

Waste from operations represented 64% of the total waste generated at Bell, while offices accounted for 27% and customer e-waste represented 9%. Of the operational waste generated, we diverted 51% from landfill. 76% generated in offices was diverted from landfill, and 100% of customer-facing and hazardous waste is diverted from landfill every year.

In 2021, we reduced the total waste sent to landfill by 5%, compared to 2019[3]

Overall Waste

- Office — 27%
- Operations — 64%
- Customer Facing — 9%

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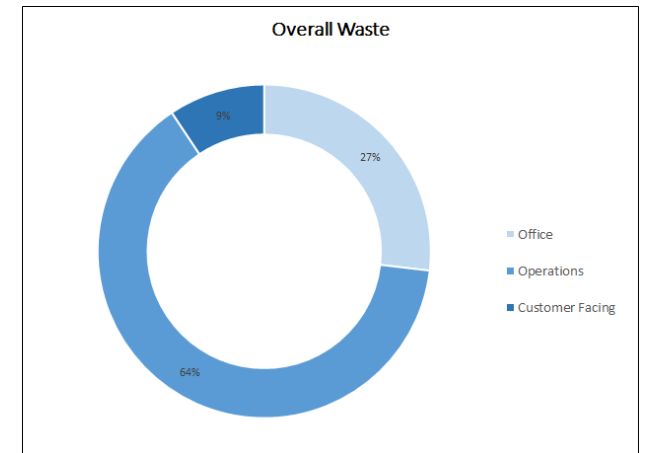
33 PwC provided limited assurance over this indicator. See PwC's assurance statement.

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A pilot project to allow data-driven decisions and enhance reporting

Our waste data, for a portion of our operations and for our administrative buildings, are in part comprised of estimates based on the average weight of third-party waste collection service containers. Those average weights are based on the number of container pickups and their size, multiplied by a predetermined average weight. Under those conditions, overestimating waste is frequent. Considering that our waste data are meant to show evidence of the success of our reduction efforts and initiatives to change waste sorting behaviours, we launched a pilot project where waste sensors were installed inside some of our waste containers. In addition to continuously analyzing container levels and services data, the IoT sensors suggest adjustments to container size and service frequency. From the new data obtained, we can confidently manage our waste collection services. With better quality data, we can make scheduling decisions that reduce the frequency of container collections, which maximize efficiency and profitability while driving sustainability goals.

Hazardous waste GRI 306-2, 306-3, 306-4, SDG 12.4.

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.

Network batteries make up the greatest proportion of hazardous materials generated at Bell. Other hazardous materials include aerosols, absorbents, oil containers and fluorescent tubes.

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

Objectives of our hazardous waste management program:

- Minimize the purchase of hazardous materials
- Recover all hazardous materials used in Bell's operations
- Minimize the landfilling and incineration of hazardous materials by maximizing reuse, recycling and energy recovery
- Ensure the transportation of residual dangerous goods complies with regulations
- Maintain all required documentation with regard to the shipping of hazardous materials
- Have comprehensive information on 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

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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 or switching centres and at 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.

Hazardous waste recovery objective

We continue to pursue our established target of recovering and diverting 100% of generated hazardous waste to certified recyclers by 2024. We are diverting 100% of the hazardous materials we recover to certified recyclers, including all of our network batteries and residual materials from our fleet services. Our metric illustrates the gap between generated and recovered hazardous waste.

In previous years, we reported having collection gaps in Atlantic Canada and Manitoba for aerosols, fluorescent tubes and paint. In 2019, we closed the gap in Atlantic Canada. More recently, we integrated a new business unit – Maskatel – into our operations, aligning them with our collection, disposal and reporting processes. We are working on implementing an improved collection program in Manitoba for aerosols, fluorescent tubes and paint. We aim to have such collection services fully operational by 2024.

Between October 1, 2020 and September 30, 2021, we were able to recover and divert 99% of all generated hazardous materials to certified recyclers[4].

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[4] PwC provided limited assurance over this indicator. See PwC's assurance statement.

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