Complete set of
environmental information
sheets and indices
2017

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Corporate responsibility approach and management

Vision

Our sustainability vision is to contribute to the well-being of society by providing high quality jobs, enabling responsible economic growth, connecting communities and safeguarding the natural environment.

Our strategy is supported by our sustainability framework and a set of guiding principles. Policies applied throughout the organization ensure that our guiding principles are followed. Through stakeholder engagement and our own internal processes, we monitor issues and opportunities, and set objectives.

Framework

Through a solid governance structure, we actively manage environmental, social and economic performance, as illustrated in our sustainability framework (adjacent).

The framework represents the delicate balance that must be maintained between economic growth, social requirements and environmental performance in order to ensure our future well-being. In the absence of only one of these three key elements, sustainability cannot be supported.

The component central to the framework, governance, provides corporate direction and sets company principles and values that guide our business practices. The fifth element, communication, is represented by the arrows and is essential to ensure sustainable decision-making.

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Principles

The following principles support our business strategy and serve as a guide for employees in our quest to achieve our sustainability vision.

- Deliver strong and sustained economic performance that benefits all stakeholders.
- Maintain solid governance principles and oversight systems to monitor compliance, while managing our business with transparency and integrity.
- Act responsibly and engage with stakeholders to identify opportunities beyond compliance to create benefits for both society and the company.
- Develop leading-edge telecommunication services that contribute to sustainability and demonstrate leadership by successfully applying them.

Policies

The realization of our sustainability vision depends largely on the actions of our directors, officers and employees. Their conduct is governed by an overarching Code of Business Conduct, and a host of policies that support our sustainability principles. Our policies cover subjects such as disclosure of information, auditor independence, fair information practices, customer privacy, environmental protection, procurement, and others.

Reporting

Armed with sound principles, feedback from our stakeholders, and a clear understanding of our current issues and opportunities, we have identified the issues and opportunities that are of greatest importance to our stakeholders and to our business success through a variety of formal and informal means including trend analysis, benchmark studies, monitoring of CR performance, and stakeholder feedback.

We have also established Bell's Corporate Responsibility (CR) Key Performance indicators based on our materiality assessment. These Key Performance Indicators provide a quantitative or qualitative measure of how we are doing in the strategic areas of governance as well as economic, environmental and social responsibility.

We further ensure that we report on our performance or initiatives put in place to address those issues and opportunities within our annual Corporate Responsibility report. Our reporting is based on the Global Reporting Initiative (GRI) Guidelines. This is a multi-stakeholder initiative, which, we believe, provides the most comprehensive and independent insight into the interests and concerns of our stakeholders. See BCE.ca/responsibility.

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Affiliations

We also represent the interests of our stakeholders through active participation in industry and business associations

RESPONSIBLE BUSINESS ALLIANCE (RBA)

In 2017, we joined RBA, a nonprofit comprised of electronics, retail, auto and toy companies committed to supporting the rights and wellbeing of workers and communities worldwide affected by the global electronics supply chain. RBA members commit and are held accountable to a common Code of Conduct. Through our membership in RBA, we regularly engage in dialogue and collaborations with other members on key supply sustainability topics.

GLOBAL COMPACT NETWORK CANADA (GCNC)

In 2013, we joined the GCNC, to collaborate for the 10 Principles of the UN Global Compact. Through our membership in the GCNC, we regularly engage in sharing best practices with other members on the 10 Principles as well as the 17 Sustainable Development Goals (SDGs).

ÉCOTECH QUÉBEC

In 2009, we joined Écotech Québec, which unites key Québec decision makers in the clean technology (cleantech) sector. The aim of this group is to unite and mobilize the cleantech industry around common goals and actions, participate in the "greening" of the Québec economy through sustainable development, and support entrepreneurs in accelerating the design, development, adoption, commercialization and export of clean technologies.

CANADIAN WIRELESS TELECOMMUNICATIONS ASSOCIATION (CWTA)

We are a member of the CWTA, an industry association representing a variety of wireless service providers. The CWTA leads the national Recycle My Cell initiative and has also implemented a nation-wide wireless AMBER Alerts Program providing the public with immediate and up-to-date information about a child's abduction.

CONSEIL PATRONAL DE L'ENVIRONNEMENT DU QUÉBEC (CPEQ)

Bell is a member of the CPEQ, a non-profit organization that groups together Québec's key industry and business representatives, including sectoral business associations, whose activities may have environmental impacts and who are therefore concerned with environmental and sustainable development issues.

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We are a member of ITAC, whose mission is to identify and lead on issues that affect the ICT industry and to advocate initiatives that will enable its continued growth and development.

Governance structure

On an ongoing basis, the Board reviews its structure, practices and composition and initiates changes to improve its effectiveness. The Board of Directors has established clear lines of authority and oversight over our corporate responsibility programs, with primary accountability at the committee level:

The Audit Committee oversees issues including environmental risks, security and business continuity.

The Management Resources and Compensation Committee (Compensation Committee) has oversight for human resources issues, including respectful workplace practices, health, and safety.

The Corporate Governance Committee (Governance Committee) is responsible for governance practices and policies, as well as for policies concerning business conduct and ethics, including Bell's Code of Business Conduct.

Learn more about our corporate governance practices here.

While the Board is responsible for BCE's risk oversight program, operational business units are central to the proactive identification and management of risk. They are supported by a range of corporate functions that provide independent expertise to reinforce implementation of risk management approaches in collaboration with the operational business units. The Internal Audit function provides additional expertise and assurance, working to provide insight and support to the operational business units and corporate support functions, while also providing
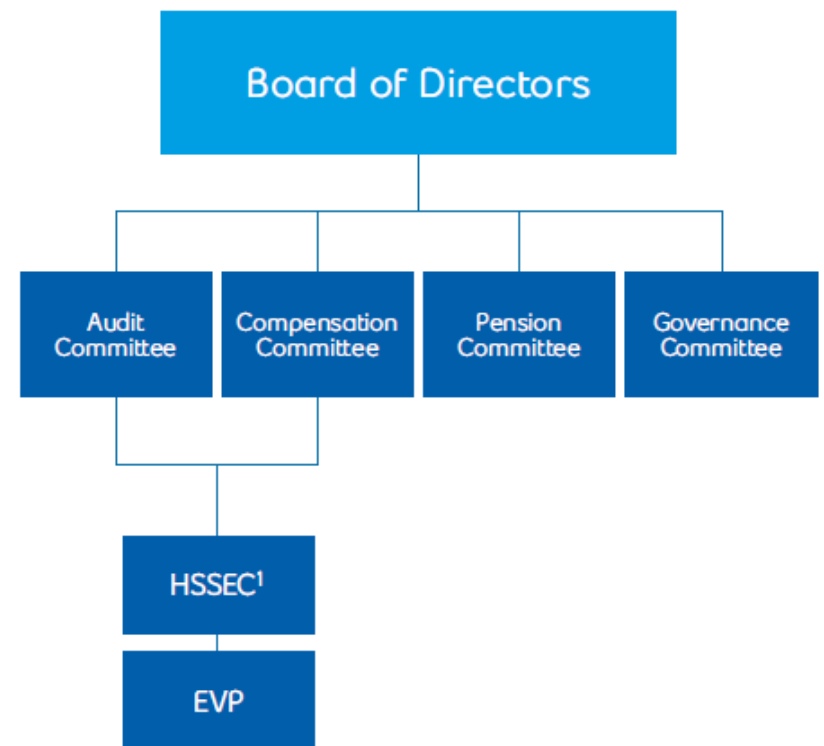
| Health, Safety, Security, Environment and Compliance Oversight Committee

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the Audit Committee with an independent perspective on the state of risk and control within the organization. Collectively, these elements can be thought of as a "Three Lines of Defence" approach to risk management that is aligned with industry best practices and is endorsed by the Institute of Internal Auditors. The Health, Safety, Security, Environment and Compliance Oversight Committee (HSSEC Committee) provides assurance to the Audit and Compensation Committees of the Board that legal and regulatory compliance, security, environment, and health and safety related risks are being managed diligently.[1]

The HSSEC is co-chaired by the Executive Vice President (EVP), Corporate Services and the Chief Legal and Regulatory Officer and Executive Vice President, Corporate Development. Its mandate is to make every effort to seek to ensure our CR strategy is well integrated throughout the business in order to minimize risk (such as financial and reputational) and optimize business opportunities. Among its duties, the HSSEC Committee annually reviews the company's health, safety, security, environmental and compliance policies, and operational directives that are then shared with the Board of Directors.

The Executive Vice President, Corporate Services and the Chief Legal and Regulatory Officer and Executive Vice President, Corporate Development have 30% of their variable pay tied to personal objectives that include enhancing team member engagement, leading Bell's diversity and mental health programs, preventing workplace accidents, maintaining ISO 14001 certification, and optimizing energy efficiency. The Executive Vice President, Corporate Services also has direct oversight of the Corporate Responsibility and Environment team, which is accountable for corporate responsibility initiatives. This team's managers also have part of their variable portion of their compensation tied to social and environmental goals.

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[1] Although the risk management framework described in this report is aligned with industry best practices and is endorsed by the Institute of Internal Auditors, there can be no assurance that it will be sufficient to prevent the occurrence of events that could have a material adverse effect on our financial position, financial performance, cash flows, business or reputation.

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Reporting what is relevant

BCE is Canada's largest communications company, providing residential, business, and wholesale customers with a wide range of wireless and wireline solutions for all their communications needs.

Our approach to corporate responsibility

Our approach to corporate responsibility begins with our goal of balancing economic growth, social responsibility, and environmental performance as we pursue our ongoing success as a company and work to seek to ensure our continued ability to contribute to the Canadian economy.

Since its founding in 1880, Bell has been the Canadian leader in telecommunications enabling Canadians to connect with each other and the world around them. We take very seriously our responsibility to manage the company in ways that enable us to sustain our record of serving the personal and business communications needs of millions of customers, seek to create value for shareholders, provide meaningful careers for tens of thousands of people, and make a significant contribution to the broader Canadian community and economy.

Strategic context

Corporate responsibility is a fundamental element of each of the 6 Strategic imperatives that inform Bell's policies, decisions, and actions. We insist on this approach not just because it is the right thing to do, but also because it supports our goal: to be recognized by customers as Canada's leading communications company. For example, while waste management and energy reduction initiatives address important environmental concerns of society, they also create a chain of benefits for Bell. They enable us to operate more efficiently as part of our imperative to achieve a competitive cost structure (#6). They also align with the values of our team members, driving satisfaction and

1 Invest in broadband networks and services

2 Accelerate wireless

3 Leverage wireline momentum

4 Expand media leadership

5 Improve customer service

6 Achieve a competitive cost structure

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engagement. In addition, they free up funds for a variety of purposes, from extending our networks in support of the productivity of Canadian businesses (#1), to investing in the communities we serve. Engaged team members also drive customer satisfaction (#5) which in turn enhances performance in our wireless, wireline and media segments (# 2, 3, 4).

TOPIC AREA	1 INVEST IN BROADBAND	2 ACCELERATE WIRELESS	3 LEVERAGE WIRELINE	4 EXPAND MEDIA LEADERSHIP	5 IMPROVE CUSTOMER SERVICE	6 ACHIEVE A COMPETITIVE COST STRUCTURE
Team members	✓	✓	✓	✓	✓	✓
Customers	✓	✓	✓	✓	✓	✓
Community, economy, and society	✓	✓	✓	✓	✓	✓
Environment	✓	✓	✓	✓	✓	✓

Reporting guidelines

At Bell, we have been reporting on social and environmental issues for 25 years. Over the years, our focus has changed many times, but we have always been guided by what stakeholders want to know. We primarily take direction from relevant and internationally recognized reporting standards and guidelines:

Task Force on Climate Related Financial Disclosure (TCFD)
Sustainable Accounting Standards Board (SASB)
International Integrated Reporting Council (IIRC)
UN Sustainable Development Goals (SDGs)
Life Cycle Assessment methodologies
Global Reporting Initiative (GRI)
UN Global Compact (UNGC)[1]
ISO 26000
CDP

[1] See Appendix at the end of this document for a detailed explanation of Bell's response to the 10 Principles of the UNGC

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Corporate responsibility topics in our report

The telecommunications industry is the foundation of societal and economic information sharing and commerce. As the Canadian leader in this ever more important, growing, and evolving industry, Bell is an important provider of the infrastructure essential to enable world-class quality and accessible services for all Canadians. As such, we believe we have a responsibility to approach our management of particular issues strategically.

In this document, we identify first those issues that are present in our entire value chain, then those which are simultaneously germane to our stakeholders and have an important impact on our business. In addition, we research expert publications and participate in industry working groups.
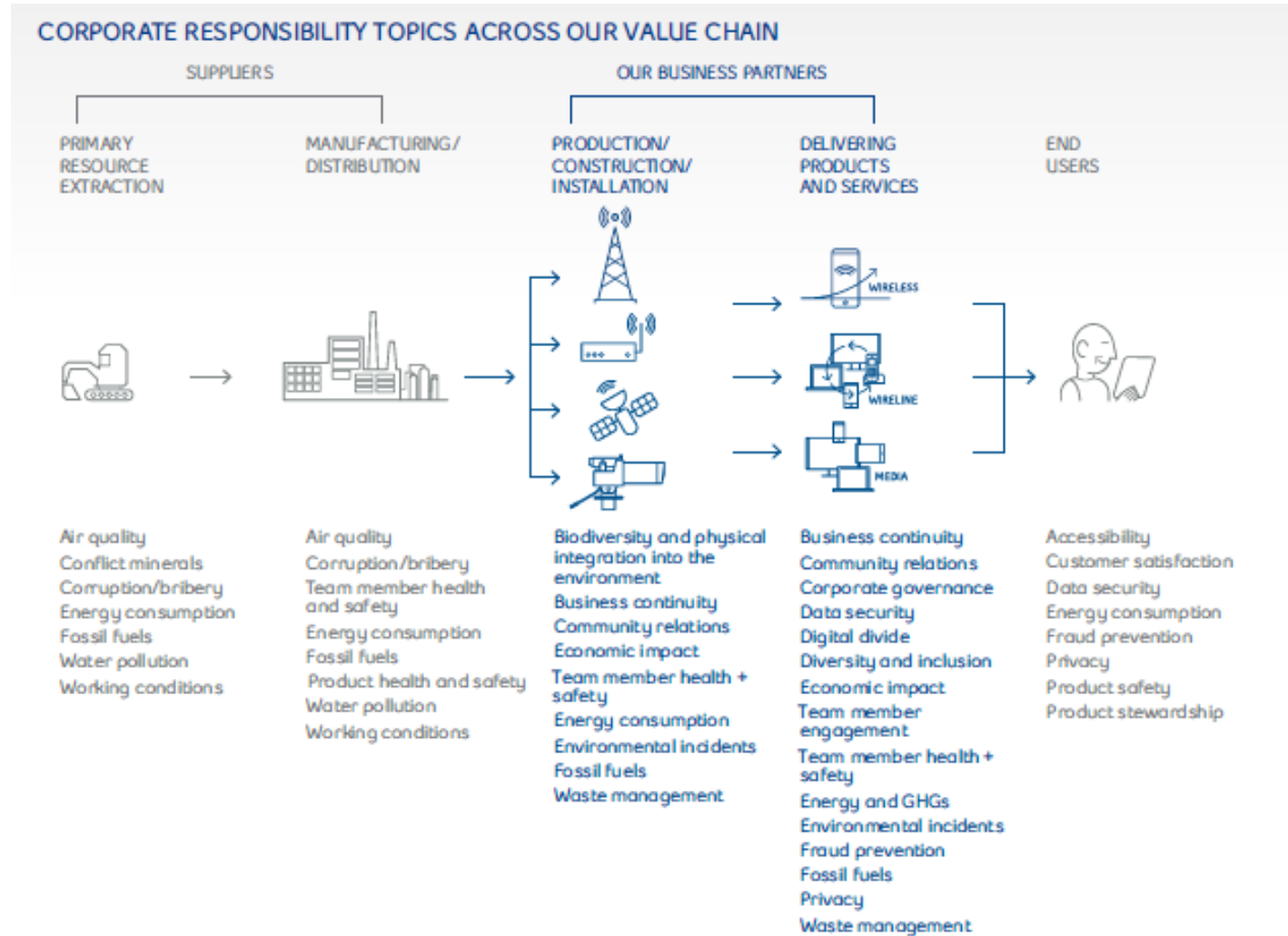
The topics that form the intersection of these exercises are addressed in our Corporate Responsibility report, which includes links to online stand-alone information sheets on our Corporate Responsibility website.

Corporate responsibility topics across our value chain

A clear view of the company's entire value chain is increasingly important in responsible business practice. Climate-related regulations, the cost and availability of materials and human resources are all examples of value chain risks. At Bell, we make many efforts to continually expand and simultaneously deepen our view of actors and issues in our value chain. While our operations and influence are Canadian-based, we participate in global working groups (such as the Responsible Business Alliance and the UN Global Compact) with industry peers and across industries to amplify our voice.

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The diagram below depicts our presence in various industry segments. Related corporate responsibility topics are listed directly below the different parts of the value chain.

CORPORATE RESPONSIBILITY TOPICS ACROSS OUR VALUE CHAIN

SUPPLIERS		OUR BUSINESS PARTNERS		
PRIMARY RESOURCE EXTRACTION	MANUFACTURING/ DISTRIBUTION	PRODUCTION/ CONSTRUCTION/ INSTALLATION	DELIVERING PRODUCTS AND SERVICES	END USERS
Air quality	Air quality	Biodiversity and physical integration into the environment	Business continuity	Accessibility
Conflict minerals	Corruption/bribery	Business continuity	Community relations	Customer satisfaction
Corruption/bribery	Team member health and safety	Community relations	Corporate governance	Data security
Energy consumption	Energy consumption	Economic impact	Data security	Energy consumption
Fossil fuels	Fossil fuels	Team member health + safety	Digital divide	Fraud prevention
Water pollution	Product health and safety	Energy consumption	Diversity and inclusion	Privacy
Working conditions	Water pollution	Environmental incidents	Economic impact	Product safety
	Working conditions	Fossil fuels	Team member engagement	Product stewardship
		Waste management	Team member health + safety	
			Energy and GHGs	
			Environmental incidents	
			Fraud prevention	
			Fossil fuels	
			Privacy	
			Waste management	

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Stakeholder topics that have an important impact on our business

STAKEHOLDER ENGAGEMENT

We remain informed on issues that are most important to our various stakeholders through consultation to obtain their feedback.

We identify our most important stakeholder groups based on the extent of the stakeholder group's engagement with the company and their influence on the company. From this analysis emerges a short list comprising customers, civil society/NGOs, suppliers, rating agencies, investors, team members, and unions.

Because issues evolve over time, and new ones emerge, Bell consults this broad range of stakeholders in a variety of ways and on an ongoing basis.

Here are some of the ways we connect with stakeholders:

- We connect with customers frequently through Fizzback and social media
- We connect with NGOs and civil society at formal industry events
- We monitor our dedicated email address for direct feedback
- We participate in annual peer report evaluations (eg. Global Compact Network Canada) and seek expert feedback from EXCEL
- We engage with internal stakeholders throughout the year to get insight into the top-of-mind issues of everyone in the networks these subject matter experts have developed, including experts from:

Customer Experience	Business Continuity	Network	Sales
Health & Safety	Mobility	Regulatory Affairs	Unions
Residential Services	Communications	Procurement	IT
Field Operations	Human Resources	Real Estate	Privacy
Investor Relations	Community Investment	Media	
		Security	

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- We participate in professional sustainability groups through membership

Through our membership in these forward-thinking groups that bring together leaders of the global business community, BCE participates in the development and sharing of innovative thinking that produces practical action. Here are some of the groups in which we are involved:
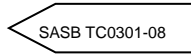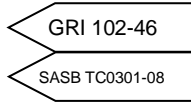

The insights we draw from all of these experiences help us to determine what to report.

The stakeholder engagement exercises above, combined with an analysis of those issues which have the most important impacts on our business, helped us to identify energy consumption, information security and privacy, e-waste, supply chain, as the most relevant to report. Below we explain how these topics relate to our business.

Energy consumption	Always a notable component of our business service solutions, energy consumption is becoming more important as our networks grow to support ever-increasing use of wireline services, such as Internet and data hosting, and of wireless services, such as smartphones and tablets. All of these services consume rapidly growing amounts of data to access social networking, cloud computing, mobile TV, mobile commerce, and banking services. Each of these services consumes network energy, thereby affecting Bell's carbon footprint. Adding to the demand is the emergence of Internet of Things (IoT) applications in retail and transportation, such as the connected car, asset tracking, and remote monitoring. Estimates indicate that wireless-only[2] households represented approximately 43% of households in Ontario,

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[2] Households where telephone service is only wireless

	Québec, and Atlantic Canada at the end of 2017, compared to approximately 38% at the end of 2016.[3] The consequent growth in wireless data consumption drives up Bell's need for energy to power our networks, making energy efficiency an important issue for our entire industry.

We are also increasing our fibre footprint to deliver services directly to homes in many cities across the country.

The growing trend for companies to use data centres to shift applications and services to the cloud also affects our carbon footprint. This enables carriers like Bell to make more tools and professional services available to business customers while maximizing the efficiency of our networks and business operations. In time, this virtualization will involve both fixed and wireless access network elements, as more functions will move from the customers' premises to centralized, carrier-operated facilities. As a result, carriers will consume more energy while their customers will see their energy consumption decrease. Over time, the net effect will be to reduce overall consumption as virtual activity replaces physical activity and larger carrier-operated platforms become more efficient. |
| **Information security and privacy** | As devices connected to the Internet become smarter, and as data-transmission volumes increase, Bell works continuously to improve the level of information security through the protection and effective organization of systems, applications, and information repositories. This is vital to the secure operation of our networks and business, and critically important to our customers, who, along with our team members, expect that we protect their identities and information to the greatest extent possible. |

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[3] https://crtc.gc.ca/eng/publications1.htm

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Electronic waste	Marketplace experience is confirming that, as faster and smarter devices are developed, customers need and want to replace devices more often. That creates more waste. Bell recovers unwanted equipment, even from our competitors' customers. This is an important initiative, given that electronic components may contain environmental contaminants including lead, cadmium, beryllium and brominated flame retardants that generate significant risks for workers and communities involved in the recycling and disposal of e-waste. As a reseller of electronic products, Bell also takes proactive steps to help consumers properly dispose of their unwanted items.
Supply chain	We carefully monitor and manage supply-chain issues. This is especially important because we do not manufacture any of the physical devices required for the services we offer customers. We purchase such products from a limited number of manufacturers, some of which dominate the global market. We remain vigilant in our supply chain management by evaluating the level of risk of key suppliers and by implementing mitigation measures at the contractual phase that improve our resilience to potential risks.

Importance of the business model

A company's business model directly affects the amount of greenhouse gases (GHGs) it is responsible for reporting and how those gases are calculated and classified among the 3 scopes. In general, the more vertically integrated the company, the greater the potential for GHG responsibility by that company in scopes 1 and 2. For more information on the scopes of greenhouse gas emissions reporting, please see the GHG Protocol's website.

Bell is a case in point. To deliver quality service to our customers, maintain direct control over operations, and promote business continuity that provides secure employment and career development potential, we have vertically reintegrated many of the functions that are often outsourced by other companies in our industry.

For example, our operations include installation technicians – Bell Technical Services (BTS) – and many construction projects – carried out by Expertech Network Installation Inc. (Expertech) – all of which depend on a fleet of vehicles to take team members to our customers and job sites. These activities increase our Scope 1 GHGs (direct GHG

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emissions from sources that are owned or controlled by Bell) relative to other telecoms that outsource such functions.

In addition, we have become more diversified in our effort to facilitate sustainable growth in the business. For example, we created Bell Media Inc. (Bell Media) after acquiring broadcast and other media companies such as CTV Globemedia Inc. and Astral Media Inc. This has increased the overall consumption of energy that we account for in our Scope 2 emissions (indirect GHG emissions associated with the consumption of purchased electricity, heat, steam and cooling). That said, it does not necessarily mean Scope 2 emissions have increased since the time when Bell Media assets were separate, non-BCE operations.

Our integrated structure also affects the amount of waste we generate. In contrast to some other telecommunications companies, Bell has integrated production, installation, and construction functions. This means we are accountable for managing waste created through these functions, unlike companies that outsource these operations. We could outsource and thereby reduce our waste-to-landfill quantity, but that would not necessarily improve overall waste sent to landfill. As well, by managing our network waste ourselves, we maintain control over functions that directly affect customer service and operations.

Other influences on our reporting

In addition, we use proxies to inform which content we should address in our report. We monitor corporate responsibility issues and opportunities externally through surveys, customer requests for proposals, trend analyses, benchmark studies, and other research.

Here are a few of the sources we consult:

United Nations Universal Declaration of Human Rights

ILO International Labour Standards

United Nations Convention Against Corruption

RBA Code of Conduct

Analysts from UNPRI, Corporate Knights, Bloomberg ESG, oekom, Vigeo, Institutional Shareholder Services (ISS), and Sustainalytics update us on what is important from our investors' perspective.

All these consultations inform us on the social, environmental, governance and economic issues that matter most to our business and to our stakeholders. As a result of our consultations, and taking into account current research, the most relevant responsibility issues discussed in this report include:

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PRIORITY CORPORATE RESPONSIBILITY ISSUES

Social

Online Safety

Customer Privacy & Information Security

Customer Satisfaction

Workplace Statistics

Training & Career Development

Diversity

Environmental

Greenhouse Gases

Energy Consumption

Waste

Water

Biodiversity

Economic

Financial Performance

Direct & Indirect Impacts

Community Investment

Governance

Supplier Screening

Regulatory Compliance

Legend:
- Customers
- Investors
- Suppliers
- Team members
- Rating Agencies
- NGOs/CIVIL SOCIETY

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The following image illustrates how we prioritize these topics and determine the depth to which each is discussed in the report:

STAKEHOLDER INTEREST

| | Zero interest from any stakeholder | Some interest from some stakeholders, but not the most influential stakeholders | Some interest from one of the most influential stakeholders | Some interest from ALL stakeholders | Significant interest from one of the most influential stakeholders | Significant interest from the most influential stakeholders |

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Appendix: How Bell addresses the United Nations Global Compact principles

Since 2006, Bell has been a signatory of the United Nations Global Compact, a set of universal principles. As a signatory, BCE is committed to report on our initiatives related to the following issues:

Human rights

Bell is a strong advocate of human rights. Our Code of Business Conduct requires each team member to demonstrate an unwavering respect for each other's uniqueness, including culture, ethnicity, gender, gender identity, age, religion, disability and sexual orientation, among other things. The company believes an inclusive work environment based on merit and fairness not only helps each employee reach his or her potential, but also strengthens the company as a whole by broadening its perspective of the human experience.

To that end, we respect and actively support the human rights of all groups of employees, including, for example, Lesbian, Gay, Bisexual, and Transgender (LGBT) individuals. We have in place non-discrimination policies that go beyond the minimum legal requirements and dedicate resources to support LGBT rights inside and outside the workplace. For details on Bell's employee programs, events, and our support to the LGBT community see the Team Member section in our report in the Responsibility section of our website.

Beyond that, we exert influence through value-chain management. Because of the proliferation of global sourcing and distribution, companies must be aware of potential human rights issues both upstream and downstream. To address this issue, Bell has had a Supplier Code of Conduct in place since 2007. As well, the company has adopted measures in our purchasing operations with the objective of avoiding conflict minerals that finance or benefit armed groups.

PRINCIPLE 1: BUSINESSES SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

PRINCIPLE 2: MAKE SURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

PRINCIPLE 3: BUSINESSES SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

PRINCIPLE 4: THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

PRINCIPLE 5: THE EFFECTIVE ABOLITION OF CHILD LABOUR

PRINCIPLE 6: THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

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Through our Bell Let's Talk initiative to improve mental health, we not only build stronger relationships in the communities we serve, we are also leading the national effort to improve employee mental-health support in the workplace. For more information on the Bell Let's Talk initiative, please visit letstalk.bell.ca.

Our insistence on fairness extends to recognizing the right of our employees to be fairly compensated. Our sustained success as a business enables us to offer high-value careers in an important industry with a company that prides itself on a solid social, environmental and governance record. We believe this enables us to attract the very best new recruits, thus helping us sustain our progress. Consequently, we provide our employees with a very competitive compensation package, including wages and extensive benefits. For more information see the Team Member section in our report in the Responsibility section of our website.

Environment

Our commitment to minimize our environmental impact is deeply rooted in the values of our team members. Since the early 1990s when we began reporting on the environmental impacts of our operations, we have been actively putting those values into practice. We have developed numerous programs and, indeed, an environmental management system that resulted in Bell being the first telecommunications company to receive ISO 14001 certification in Canada. Our programs are outlined in the Environment section of our report in the Responsibility section of our website.

Labour

Bell recognizes that the ongoing transformation and growth of the company, and our continued contribution to the Canadian economy, rests on the shoulders of our workforce. The company makes every effort to ensure our workplace policies and programs at least meet the minimum legal requirements placed on us by the highly regulated labour market in which we operate, where most of our team members are protected by federal and/or provincial employment legislation. In many cases, we exceed the minimum requirements. For internal labour practices, Bell has a robust Code of Business Conduct designed to support the most stringent international labour principles, including those set out in International Labour Organization (ILO) conventions.

PRINCIPLE 7: BUSINESSES SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

PRINCIPLE 8: UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

PRINCIPLE 9: ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

PRINCIPLE 10: BUSINESSES SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY.

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For more information see the Team Member section in our report in the [Responsibility section](#) of our website.

We expect suppliers to uphold the human rights of workers, and to treat them with dignity and respect in compliance with internationally accepted standards as defined in the ILO conventions and regional or national legislation governing working conditions. Bell's [Supplier Code of Conduct](#) addresses issues in the supply chain including but not limited to:

- Freely chosen employment
- Non-discrimination
- Child labour avoidance
- Freedom of association and collective bargaining
- Working hours, wages, and benefits

For more information see the Community, society and economy section section in our report in the [Responsibility section](#) of our website.

Anti-corruption

To meet our ethical obligations to our customers, shareholders, and ourselves, we work hard to adhere to the most rigorous standards of business conduct. Our efforts have been recognized by external agencies but we understand – as we have for our entire 136-year history – that we must earn the trust people put in us every day in every interaction with customers, shareholders, suppliers, fellow team members and the broader public. That is why we are all required to reread the Bell Code of Business Conduct and make a signed personal commitment to its provisions each year. The Code clearly explains the values and standards of behaviour expected from every team member in all aspects of our business.

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Biodiversity and integration into the physical environment

Bell recognizes that the first step to protecting the environment and at-risk species is to be extremely vigilant when deploying our network. Accordingly, we conduct environmental assessments for our network projects and apply mitigation measures to minimize potential impact on natural habitats when working in sensitive locations and to obtain regulatory approvals and strictly adhere to their conditions when such approvals are required. For instance, we avoid the use of treated wood poles in sensitive natural areas, using cedar poles instead.

We have developed an internal program for evaluating and minimizing the impact network projects may have on the environment. The evaluation process is intended mainly for project managers and applies to all project steps, including planning, design, construction, maintenance, and decommissioning.

Biodiversity preservation, a primary way to reduce the potential for resource scarcity that could affect us all, is also essential to our business continuity. We therefore make every effort to minimize tree trimming, cutting and clearing during network deployment, while maintaining network integrity.

The outdoor application of pesticides on the company's properties is another environmental concern that may represent a risk to biodiversity and human health.

In 2016, Bell adopted a new integrated pest management directive replacing a 2002 policy. The purpose of this directive is to establish a framework for indoor and outdoor pest control, in compliance with applicable legislation and best practices. The use of pesticides may cause environmental impacts, as well as pose risks to human health. This directive complements our environmental approach to managing vegetation, which involves planning, maintaining, and monitoring properties in order to reduce pesticide use. Nevertheless, the nature of our business requires that we sometimes control the proliferation of vegetation. For example, we must ensure that vegetation does not restrict access to telecommunication cables, for safety and service assurance. In such cases, we prioritize mechanical methods, such as pruning and clearing, over the use of chemical products.

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Electronic billing

Every year we continue to leverage technology to help our customers reduce waste and increase the convenience factor of bill management simultaneously.

We continue to promote e-billing because customers can cut clutter, download and save bills anytime, save trees and the energy required to print, handle and deliver paper invoices, and because studies show that electronic mail is more secure than traditional paper mail.*

For those customers that still want a bill printed on paper, we use paper certified by the Forest Stewardship Council (FSC).

For more information, please see our website.

*In the 2006 Identity Fraud Survey Report conducted by the Council of Better Business Bureaus and Javelin Strategy & Research in the US, when victims could identify the source of data compromise, 90% occurred through traditional offline channels, not the internet.

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Electricity savings

Although we have already taken advantage of the biggest savings opportunities, our Real Estate, IT, Network, Mobility and Field Services teams continue to look for ways to make Bell even more energy efficient. Here is how we achieved electricity savings last year.

2017 ENERGY SAVING INITIATIVES	COST SAVINGS	ENERGY SAVED (GWH)
Buildings • Modify free cooling systems to reduce the need for mechanical cooling • Implement conversions to LED lighting • Re-commission HVAC & chiller equipment • Obtain provincial utility subsidies • Improve management of energy demands resulting in reduced electricity fees • Remove or de-power legacy equipment	5,210	15.57
Networks • Modernize rectifiers • De-power legacy equipment	1,177	8.23
Data centres & IT • Consolidate, optimize and virtualize servers • Implement conversions to LED lighting • Optimize HVAC equipment	446	4.80
Bell Mobility Network • Improve efficiencies in free cooled shelter programs • Implement software power savings features	675	4.44
TOTAL SAVINGS	7,508	33.04

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Environmental incidents

At Bell, we take great care in managing environmental incidents and acting on the root causes of problems to prevent reoccurrence. We deploy considerable efforts to increase employees' awareness and commitment to reporting incidents. Bell has developed rigorous measures to deal with environmental incidents. These specify the steps employees must follow and the responsibilities of the different parties involved in order to adequately respond to an emergency adequately. We provide support for the reporting, control and remediation of all environmental incidents, regardless of the quantity released or the potential impact, or of whether the incident occurred on or away from our own premises.

Spills are a common type of incident at Bell and have the most important potential impact on the environment. In order to reduce the impacts associated with spills, spill kits are present in each building where risk exists, as well as in vehicles that contain hydraulic equipment. In addition, our petroleum storage tanks are fitted with secondary containment and any drains near these tanks are protected.

In summary, for 20176:

- 427 spills and releases were reported by our employees, 78% of which were related to leaks of halocarbon from air-conditioning systems
- 364 incidents were below government reporting thresholds (85% of the 427 reported)
- No environmental infractions resulted in fines
- 14 concerns were reported by third parties
- 526 litres of hydrocarbons were accidentally spilled from vehicles, storage tanks or generators and recovered
- 872 litres of corrosive liquids were accidentally spilled from network batteries and recovered
- 5,157 kg of halocarbons were accidentally released from our air conditioning systems due to system failures.

These incidents had limited or no impact on the environment, and were addressed diligently and in compliance with all regulatory requirements.

WE HAVE CLEAR OBJECTIVES FOR THE MANAGEMENT OF ENVIRONMENTAL INCIDENTS:

- ADOPT A PROACTIVE APPROACH TO PREVENT ENVIRONMENTAL INCIDENTS
- ADDRESS THE ROOT CAUSES OF REPETITIVE INCIDENTS TO MINIMIZE RECURRENCE
- QUICKLY REMEDIATE ANY SITUATION THAT CANNOT BE PREVENTED
- ENSURE APPROPRIATE EMERGENCY PLANS ARE IN PLACE AND TESTED
- ENSURE ALL ENVIRONMENTAL INCIDENTS ARE REPORTED TO CORPORATE RESPONSIBILITY AND ENVIRONMENT
- DILIGENTLY MANAGE OUTSIDE-PARTY INCIDENTS THAT IMPACT BELL'S ASSETS

BCE

Environmental site assessments

Because Bell serves a vast territory, we own and lease numerous properties used for administrative offices, vehicle maintenance garages, switching centres, cellular and transmission towers, warehouses, etc. This real estate may be contaminated due to the activities of former owners, or to accidental spills or releases caused by Bell activities, such as the storage of petroleum products and treated wood utility poles.

To minimize the environmental impact on soil and groundwater, Bell conducts environmental site assessments prior to any real estate transaction (purchase, sale, lease or lease termination), when contamination is discovered or at the end of an operational activity that may have contaminated a site.

The criteria for these assessments are based on provincial and federal regulations, and we undertake appropriate remediation based on the assessment findings.

Our property assessment program is driven by clear and measurable objectives:

- take all the necessary measures to remediate or minimize the impacts to the natural environment in case of sudden or discovered contamination (e.g. spills, historic contamination)
- establish and maintain an efficient due diligence process to minimize bell's environmental and financial liabilities associated with soil and groundwater contamination caused by previous land users, and when leasing or selling a property, to prevent any future legal action associated with known contamination.

BCE

Environmental training

To Bell, environmental protection is an integral part of doing business. This commitment begins with team member awareness and training, to foster the proactive management of our environmental impact. During the hiring and orientation process, all employees are required to sign a document stating they have read the Bell Code of Business Conduct and are aware of the corporate environment policy within the Code.

Furthermore, we communicate our corporate environmental objectives and performance to employees throughout the year, through the corporate newsletter, our dedicated website, and such events as Earth Hour, Earth Day and Canadian Waste Reduction Week.

In addition, we raise environmental impact awareness by means of an online training tool created, updated and managed by the Corporate Responsibility and Environment team. This training covers the best practices, environmental procedures and regulatory requirements, Bell employees must follow. It covers topics such as responding to environmental incidents, network environmental impact mitigation, working in and around manholes, waste recovery, hazardous waste, halocarbons, and climate change.

Employees whose tasks are likely to have an impact on the environment must complete the training every year.

BCE

Bell Canada 2017 Greenhouse Gas Emissions Report

INTRODUCTION

This Greenhouse Gas (GHG) emissions report was prepared in accordance with the principles and requirements of ISO 14064-1 and the Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition) and has been used to report Bell's GHG emissions to the CDP (previously known as the Carbon Disclosure Project) and other corporate disclosures. Bell reported a total of 365,524 tonnes of carbon dioxide equivalent (CO_2e), which includes Scope 1, 2 and 3 emissions, for the time period from January 1st to December 31st 2017.

ORGANIZATIONAL BOUNDARIES

Bell applies the operational control approach to determine the scope of reporting for its subsidiaries and divisions. The following list identifies the businesses included in the organizational boundaries:

- BCE Nexxia
- Bell Aliant
- Bell Canada
- Bell Media
- Bell Mobility

- Bell Mobility Channels
- Bell Technical Solutions
- Expertech
- Northwestel
- The Source

The table below reports Bell's scope 1, 2, and 3 emissions for the years ending December 31st, 2016 and December 31st, 2017.

Emissions in tonnes of CO_2e*	Operational Boundary	2016	2017	Increase (decrease)
Scope 1	Direct emissions controlled by Bell include accidental release of ozone depleting substances from cooling equipment, burning of fuel oil and natural gas in buildings, combustion of diesel for its telecommunication towers and transmission equipment, combustion of propane for its maintenance equipment and combustion of diesel and gasoline for its vehicle fleet and generators.	128,878	134,756	+4.6%
Scope 2	Indirect emissions associated with energy corresponding to the production and transmission of electricity required by Bell's activities, in its buildings and other facilities.	174,043	221,470	+27.3%
Scope 3	Other indirect emissions include business travel for Bell employees, including travel by air, rail, rented vehicles and personal vehicles.	8,050	9,297	+15.5%
Total		310,971	365,524	+17.5%

* Rounding of numbers may affect total figures presented

Compared with 2016, Bell's carbon footprint increased 54.6 kilotonnes (+17.5%). The largest portion of the increase is attributable to Scope 2 emissions, which were up 47.4 kilotonnes (+27.3%). In addition to a 5% increase in Bell's electricity consumption compared with 2016, the remaining increase is mainly due to a shift in the consumption allocation per province.

METHODOLOGY AND ASSUMPTIONS

Scope 1

Fossil fuels:

Sources with information on volume of fossil fuels consumed:

Information provided from the company's energy data aggregator systems and energy providers' reports includes the volumes of diesel, fuel oil, gasoline, natural gas and propane consumed per province for the time period covering January 1st to December 31st 2017.

Sources with no information on volume of fossil fuels consumed:

The volumes of diesel, fuel oil, gasoline, natural gas and propane consumed are established by compiling the Canadian dollars spent ($) from the company's energy finance reports that are converted into volume using average costs per unit of energy per substance and province. Average costs per unit are determined by using best estimates for the time period covering January 1st to December 31st 2017.

Emissions were calculated by multiplying these fossil fuel volumes by the Canadian emission factors taken from the *National Inventory Report 1990-2016: Greenhouse Gas Sources and Sinks in Canada* (Part 2).

The total GHG emissions, in tonnes of CO_2e, were calculated by multiplying the mass of each gas (CO_2, CH_4 and N_2O) by its global warming potential (GWP) and adding up the totals. GWPs used are from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report, 2014 (GWP of CO_2 = 1, GWP of CH_4 = 28 and GWP of N_2O = 265).

Biomass emissions were calculated by applying the following assumptions on the volume of diesel and gasoline consumed: 2% biodiesel content in diesel and 5% ethanol content in gasoline.

Ozone depleting substances (ODS):

Volume of ODS accidently released is acquired by compiling volumes reported within our incident response management system. Emissions were calculated by applying the appropriate GWP for each substance using the IPCC Fifth Assessment Report, 2014.

Scope 2

Facilities with electricity consumption information:

Information provided from the company's energy data aggregator systems and energy providers' reports includes electricity volume in kilowatt-hours (kWh) per province for the time period covering January 1st to December 31st 2017.

Facilities with no electricity consumption information:

Facilities with electricity financial information:

Electricity volume in kilowatt-hours (kWh) is established by compiling the Canadian dollars spent ($) from the company's energy finance reports and converting them into volumes using the best estimated average cost per unit of energy ($/kWh) per province for the time period covering January 1st to December 31st 2017.

Facilities with no electricity financial information:

The volume is established by using an averaged kilowatt-hour (kWh) consumption per square foot. This average is calculated from direct energy consumption information that was extrapolated from a representative sample of buildings.

Electricity emission factors were then applied to the total 2017 kWh consumed by province to calculate tonnes of CO_2e. Canadian emission factors were sourced from the *National Inventory Report 1990-2016: Greenhouse Gas Sources and Sinks in Canada* (Part 3, Annex 13).

Scope 3

Air/Rail travel:

Information originated from travel agency reports and includes flight segments and mileage for flight and rail travel. Flight segments are then sorted as domestic, short and long haul as per *GHG Emissions from Transport or Mobile Sources* Excel file (sheet *Activity Data*) published on the Greenhouse Gas Protocol website in May 2015. Flight segments and rail mileage are then converted to tonnes of CO_2e using *Emission Factors from Cross-Sector Tools* Excel file (sheet *Reference - EF Public*) published on the Greenhouse Gas Protocol website in March 2017.

Rented vehicles:

Volume of gasoline in litres is established by compiling the Canadian dollars spent ($) for gasoline with the car rental companies and converting it to volume using average cost ($/L) from current best estimates for the time period from January 1st to December 31st 2017.

Emissions are then calculated following the same methodology as described for fossil fuels (please see above). For this calculation, Bell assumed that all rented vehicles run on gasoline.

Employee personal vehicle use for business travel:

Mileage is established by converting employee mileage expenses ($) into kilometres, which are then converted to fuel consumption (L) using a consumption average.

Emissions are then calculated following the same methodology as described for fossil fuels (please see above). For this calculation, Bell assumed that all personal vehicles run on gasoline.

Halocarbons

Halocarbons are chemical compounds such as chlorofluorocarbons (CFCs), hydrochloro-fluorocarbons (HCFCs), hydrofluorocarbons (HFCs) and halons. Halocarbons are used in air conditioning/cooling systems and fire extinguishing systems. When released into the atmosphere, they contribute to global warming, and some of them are ozone-depleting substances (ODS) that destroy the stratospheric ozone layer, which protects the Earth from damaging ultraviolet rays.

Canadian federal and provincial regulations aim to progressively eliminate some halocarbons (CFCs, HCFCs, HFCs and halons). They also regulate the control of halocarbon releases and disposal, as well as the use of qualified labour to manage them.

At Bell, CFCs were phased out in early 2007, replaced by HCFCs and HFCs that are less harmful to the environment. However, HCFCs were only developed to serve as transition cooling agents. They are now targeted internationally, and their elimination is progressively planned in Canada. Specifically, the production of HCFC-22, intended to serve as a refrigerant, will not be allowed in Canada by 2020.

Under the Kigali amendment to the Montreal Protocol, HFCs are now targeted for eventual elimination. In 2018, all Bell's business units will have to review their phase out plan in order to include the HFCs since they were targeting only the HCFC-22.

Bell phased out halons by mid-2010.

Bell uses approximately 155 tons of refrigerant in more than 10,500 air conditioning systems across the country. These systems average 16 years of service. Of these, more than 79% use HCFC-22 as refrigerant. Bell also uses approximately 24 tons of FM-200 refrigerant in almost 500 fire-extinguishing systems.

OUR HALOCARBON PROGRAM HAS CLEAR AND CONSISTENT OBJECTIVES:

- PROTECT THE OZONE LAYER
- MINIMIZE THE USE OF HALOCARBONS
- MAINTAIN SYSTEMS USING HALOCARBONS IN COMPLIANCE WITH APPLICABLE REGULATIONS
- DECOMMISSION EQUIPMENT USING HCFCS AS SOON AS POSSIBLE, IN ACCORDANCE WITH GOVERNMENT REGULATORS' EXPECTATIONS.

BCE

Bell's long-standing commitment to managing halocarbons has resulted in many advances over the last decade, including the following:

- Helping develop an air conditioning system that uses compressed CO2 as a refrigerant rather than HCFCs
- Creating guidelines for the decommissioning of air conditioning/ cooling systems and halon fire extinguishing systems
- Converting or replacing air conditioning/cooling systems using CFCs
- Developing phase-out plans aligned with government and industry recommendations for equipment using HCFCs in all business units
- Implementing a reporting process in the event of a halocarbon leak.

Even with the preventive and routine maintenance we conduct on our equipment, releases of halocarbons are inevitable due to mechanical defects and breakdowns. In 2017, our number of halocarbon leaks decreased by 12% compared with 2016. Total leaks from air conditioning and fire extinguishing systems represented 5,157 kg of halocarbons, which is 10% lower than the volume leaked in 2016. This is just 3% of the 179 tons of halocarbons we use across the country.

To further reduce leaks and control any future impact, we perform root- cause analyses of incidents and equipment life cycles.

	TREND	2017	2016
Total weight in use (tons)	↓	179	180
Number of leaks	↓	347	395
Amount leaked (tons)	↓	5.2	5.7
Proportion of total weight leaked	–	3%	3%

BCE

Petroleum storage tanks

Bell's petroleum storage tanks are essential to meeting our day-to-day needs for heating facilities and for our back-up power generators. They were critical assets in emergencies such as the major ice storms of 1998 when areas of Montréal were without power for extended periods. Our storage tanks may be aboveground or underground. Above-ground tanks are favoured in installation and replacement projects, because they are easier to secure and inspect.

Because we understand the environmental risks associated with every aspect of petroleum products storage (or management), our standard of care for these tanks generally surpasses the regulatory requirements placed on us by federal, provincial and, U.S. state regulations (in the 6 states where Bell is present) governing the installation, operation and removal of petroleum product tanks.

Of Bell's 3,000[1] petroleum storage tanks, 91% are above ground. We manage and monitor our petroleum storage tanks and equipment to maintain their integrity and prevent accidental spills. We perform annual inspections on every tank and conduct compliance audits as required by regulations. Our rigorous plan for managing our equipment also entails:

- Reducing (or optimizing) the number of tanks and minimizing the installation of underground tanks
- Replacing single-walled above-ground tanks (with a capacity above 4,000 litres and located outside buildings) with double-walled tanks ensuring that we follow the equipment inspection program rigorously.

We execute a multi-year replacement upgrade plan to replace or upgrade tanks by priority based on a risk analysis.

[1] Includes BellMTS

BCE

Renewable energy

Nungesser wind and solar power augment trial

The wind and solar technology trial installed in Nungesser Lake 2016 was considered a success. It performed without interruption for the full twelve-month trial period during 2017. Based on the remote access via satellite, 57% of the power requirements for the site was provided via renewable energy.

This year we are kicking off three projects in Northern Ontario designed around a Windular Research and Technology solution. Both Wabikon and Badesdawa will receive both wind turbines and solar arrays integrated with new generators under one common control platform. We are also going back to Nungesser to add new generators and controllers. We are expecting to see energy production in the 75%+ range for all locations. These solutions are being prebuilt as "total energy shelters" and being shipped to site to minimize remote installation efforts.

BCE

Zoar solar power project in Labrador

In Q4 2017, in partnership with Bell Real Estate team, the Network Infrastructure team successfully completed the first solar and DC power system upgrade in Zoar fly-in only radio site. As a result, the existing end of life 4.8KW solar was replaced with a new 12.6KW smart tracking solar system. The onsite DC power plant rectifier capacity was increased from 12KW to 24KW. Generator run time significantly reduced by 87%. In the next 2 years, the Network Infrastructure team will continue to upgrade the solar and DC power systems at three Bell remote microwave transport sites (Double Mer, Mulligan and Merrifield) in Labrador.

The solar modernization program above will significantly improve network reliability; reduce generator run time resulting in reduction in GHG footprint.

BCE

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

BCE

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, such as our Supplier Code of Conduct and our self-assessment questionnaire, 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.

BCE

Sustainable buildings

In keeping with our commitment to continuous improvement—and our goal of remaining an industry leader in sustainable practices, Bell has developed an integrated, sustainable real estate vision that addresses all building activities with a potential impact on the environment.

Part of the vision, which goes beyond compliance with regulatory standards, is that the BOMA BEST (Building Owners and Managers Association Building Environmental Standards) and LEED (Leadership in Energy and Environmental Design) building certifications are central to the way we ensure all environmental impacts are taken into account. Bell actively works to obtain environmental assessments and certifications for buildings.

We have BOMA BEST certifications for 45 of the buildings we occupy: 16 in Québec, 24 in Ontario, 2 in British Columbia, 2 in Alberta and 1 in the Northwest Territories. Of these,

- 7 have achieved the prestigious BOMA BEST Gold or Platinum certification level
- 1 was awarded the BOMA Earth Award
- 1 obtained the BOMA 360 certification for commercial properties that demonstrate best practices in all major areas of building operations and management including building operations and management; life safety/security/risk management; training and education; energy; environmental/sustainability; and tenant relations and community involvement.
- Bell Media main location at 299 Queen Street in Toronto obtained the BOMA BEST silver certification.

Bell occupies 6 buildings with LEED certifications: 1 LEED-NC Certified (Montréal), 1 LEED-NC Silver (Mississauga), 3 LEED-EB GOLD (Toronto and Vancouver), and 1 LEED-NC GOLD for our data centre in the Gatineau area. The Montréal Nuns' Island Campus is the largest office LEED building for new construction in Québec. Our LEED-certified data centre in the Gatineau area is designed to be in the top 2% of data centres in North America with the most effective use of power, using green hydro power on a grid separate from that used by most National Capital Region consumers. It also complies with the strictest security standards, including advanced biometric access controls. Bell intends to expand the Gatineau data centre while maintaining its LEED-NC Gold certification. The expansion will include LED lighting with time- and motion-based controls, and rainwater recovery.

BCE

Our data centre in Markham, Ontario uses power from a local district energy utility. The building produces emergency power and cold water on a massive, highly efficient scale, augmented by a solar array on the roof of the facility. It also repurposes the cold water used to cool equipment in the centre by returning the now warm water to the community, where it is used to heat nearby schools and community centres.

In total, 16,000 employees work in BOMA BEST or LEED buildings, representing 35% of Bell team members located in office buildings, switching centres and work centres. Overall, 8 million square feet of Bell's occupied space is certified, representing 70% of all building space owned or leased by Bell. This is equivalent to more than 50 baseball fields.

Our target over the years is to not only focus on the environmental impact of a building, but also on the impact a building has on the employee satisfaction, health and well-being.

BCE

Sustainable events

Every year, Bell supports large-scale events across Canada that are likely to have an environmental impact. For instance, Bell kiosks and promotional materials require raw materials and consume energy. In 2014, the Sponsorship Team for national events in Québec began exploring ways to mitigate the impact. Accordingly, we made sure the Bell Pavilion was made with recycled containers and designed with LED lights, to reduce its overall energy consumption. Among other initiatives, we use native species for ornamental vegetation to reduce the need for watering, and pale roofs to reduce the urban heat island effect by providing reflective surfaces.

In 2015, as a pilot project, we introduced a tool to determine whether the events sponsored by Bell reach the minimum threshold of sustainability, as defined by the Corporate Responsibility and Environment team. The goal of the pilot project was to identify the sustainable measures already in place, to support the improvement of practices, where applicable, and to explore new best practices. In 2016, most of the major sponsored events by Bell had some sustainable measures in place.

A sustainable events guideline is available to employees hosting internal events in Bell buildings, on the corporate intranet. The guide covers such topics as food and drink, transportation, products, equipment and location.

BCE

Vehicles

Our fleet

By the end of 2017, Bell had installed telematics on 80% of the on road fleet. Telematics provide vehicle positioning and vital engine information, allowing service technicians to be more productive. The latest telematics units can sense idling, harsh acceleration and excessive speed, all of which are detrimental to fuel economy, providing opportunities to coach employees about safer, greener driving habits Robert is correct that we stopped installing in mid-2016. We can either leave the commentary as is (it might seem odd that the number is dropping YoY to someone comparing), or remove the telematics section entirely.

Replacement

Our program includes the ongoing deployment of more fuel-efficient vehicles. In 2017, we replaced 679 older vehicles with new, more fuel-efficient models. That included putting into service 142 model year 2017 Ford Transit 150 vans that, due to improved engine and transmission technology, are 34% more fuel efficient than previous generation, going from 22 L/100 km to 14.5 L/100 km. We also replaced 256 Dodge Caravan minivans with 2017 Ford Transit Connects. Due to the reduction in engine size, from a 3.6L V6 to a 2.5L 4 cylinder, we reduced the fuel consumption from 16 L/100 km down to 12 L/100 km).

Fuel consumption

In 2017, Bell's fuel consumption increased by 2.5% compared with 2016, which means 1,024k more litres of fuel were used. This increase was due almost entirely to a 2.5% increase in kilometers driven due to business requirements. Fuel efficiency of 18.71L / 100km remained aligned with 2016 numbers of 18.70L / 100km.

Alternative technologies

Bell presently has 12 Ford C-Max Hybrids and one C-Max Plug-in Hybrid in the fleet. We are also studying the possibility to modify a Gasoline powered Fiber Fusion truck into a Full electric version.

BCE

Waste management

Diverting waste from landfill

Unlike other telecommunications companies, 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, but we would not be able to maintain direct control over functions that directly influence customer service and operations.

To minimize the amount of waste we send to landfill, Bell runs several programs to reduce, reuse, recycle or repurpose waste generated to operate our business.

In 2017, we diverted almost 64% of waste from landfill, compared to 69% in 2016. Waste from operations represented 60% of the total generated at Bell, while offices generated 31%, and the amount associated with customers represented 9%.

Of the operational waste generated, we diverted 57% from landfill. 67% generated in offices was diverted from landfill, and 100% of customer facing and hazardous waste is diverted from landfill every year.

We noted a decrease in the diversion rate, mainly due to fewer removal projects for big cables, for which most of the material is usually recycled. We still face a challenge with fibre optic cable, which cannot be recycled or reused at this time. We continue to seek partners to explore ways to valorize this material. Also, the number of battery removal projects fluctuates year after year; a year with fewer projects can affect Bell's diversion rate significantly. The success of upstream reduction efforts (paper consumption, packaging reduction, etc.), can also reduce recycled material quantities. Therefore, we are currently evaluating more relevant and representative measures for waste management.

OVERALL WASTE, 2017

- Overall waste diverted from landfill[1]
- Operations
- Office
- Customer
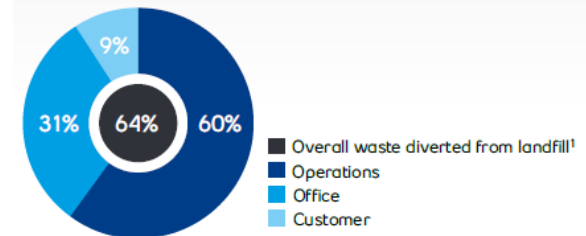
GRI 306-2

WASTE (TONNES)

	2017	% DIVERTED	CHANGE (PERCENTAGE POINTS)
Operations			
Fleet[2]	500	100	–
Hazardous materials[3]	1,115	100	–
Packaging products[4]	1,217	80	–4
Hardware[5]	16,303	51	–8
Office	10,035	67	–1
Customers[6]	2,757	100	–

1   PwC provided limited assurance over this indicator. Please see PwC's assurance statement
2   Tires, batteries, oil and oil filters, used engine antifreeze, and cleaning solvents
3   Lead-acid batteries, alkaline batteries, fluorescent tubes, oily containers, contaminated rags and absorbents, aerosols and other pressurized containers, paints, solvents, and glues
4   For network equipment, such as wood pallets, cardboard boxes and plastic wrap
5   Telecom materials, such as cables, terminals, utility poles and cable reels
6   TV receivers, modems, phones and accessories

BCE

A new waste indicator and objective

Over the last 5 years, the year-over-year comparability of our waste management data has been diminished by several factors, the most important of which is major strategic business acquisitions (Q9 Networks, Astral, Bell Aliant). We continue to analyze our waste management data and rethink how we report it.

We set our objective for 2017 to improve our own awareness in each function that generates residual materials and to define an indicator that clearly explains what kind of waste we manage, and in which manner. We continue to analyze our recovery programs to identify opportunities to improve efficiency and to facilitate sorting by team members. Until a new indicator and objective are set, we will continue to report our waste recovery rate, and we will continue to have that data independently assured.

Waste from operations (field, fleet and network)

Bell has been recovering residual materials from operations for more than 3 decades. Telecommunications cable, terminals, utility poles, cable reels, wood pallets, lead-acid batteries and some hazardous materials produced by Field, Fleet and Network activities are reused and recycled.

HAZARDOUS RESIDUAL MATERIALS (HRMS)

GRI 306-4

Objectives of hazardous waste management program

- Minimize the purchase of hazardous materials
- Recover all hazardous materials used in Bell's operations
- Minimize the landfilling and the 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 the 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

BCE

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

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 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 centres, at switching centre, and in 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.

BCE

Waste from offices

Bell's reuse and recycling programs also address residual materials such as electronic waste, toner cartridges and office furniture. In 2009, we began our Sort-It program, which encourages employees to sort their waste at central stations by separating paper, cardboard, glass, steel, aluminum and organic matter. 93 sites now offer this program, representing more than 80% of office employees. In 2018, we plan to add 49 more buildings.

Waste from customer-facing electronic devices

Bell provides customers with programs to help them protect the environment by making it easier to recycle their products, including mobile phones, Bell Internet modems and Bell TV receivers. In 2017, thanks to our customers' participation in our recovery programs, Bell diverted more than 2,757 tonnes of electronics from landfill.

Bell recovers mobile phones through two complementary programs: the Bell Trade-in program and the Bell Blue Box program. Launched in 2003 and available at all Bell stores, Virgin Mobile stores and participating The Source locations, the Bell Blue Box program was the first cross-Canada collection program established by any company for re-using and recycling mobile phones. Bell donates the net proceeds from the Bell Blue Box program to a partner in the Bell Let's Talk mental health initiative.

In addition, Bell participates in provincial recycling programs for other electronic products, such as tablets, headsets, TVs, computers, and batteries. For more details on these programs, visit our website Bell.ca/recycling.

We also support the Centre de formation en entreprise et récupération (CFER), a school that teaches useful skills in recovery and refurbishing to young people without a secondary school education. CFER collects and sorts recyclable materials generated at 16 of our work centres in Québec.

TONNES OF CUSTOMER-FACING ELECTRONIC WASTE COLLECTED, 2017

ITEM	TONNES
TV receivers	2,036.16
Modems	675.27
Mobile devices	20.31
Batteries	24.67
Mobile phone accessories	1.03
Total	2,757

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Recovery is difficult to predict and control, as it depends on the rate at which customers upgrade to newer devices. Often, recovery relates to economic activity: during economic downturns, people upgrade their devices and sign up for new plans less frequently. It is also dependent on customer behaviour. A 2017 CWTA/Recycle My Cell study reports that 62% of Canadians say they have cell phones in their possession that they are not using and are being stored.

A NEW CUSTOMER-FACING E-WASTE INDICATOR

A few years ago, we stopped reporting our mobile phone recovery rate against an objective, as explained above, and said we would rethink how we report on e-waste recovery overall. We believe that we have an important role to play in the recovery of used electronic devices from customers given our close relationship with them. Beginning this year, we will report on our progress toward our objective of recovering 10 million used TV receivers, modems, and mobile phones between January 1, 2016 and the end of 2020.

The table here details the breakdown of how many of each type of device we have collected in 2016 and 2017.

WE HAVE RECOVERED 4,788,042 UNITS SINCE JANUARY 2016 AND ARE ON TARGET TO MEETING OUR 2020 OBJECTIVE OF RECOVERING 10 MILLION USED TV RECEIVERS, MODEMS, AND MOBILE PHONES

CUSTOMER-FACING ELECTRONIC DEVICES RECOVERY (2016-2017)

	AMOUNT COLLECTED 2017	AMOUNT COLLECTED 2016
	(UNITS)	(UNITS)
TV receivers	1,268,793	1,103,220
Modems	1,051,270	945,715
Mobile phones	200,536	218,508[1]
Total	2,520,599	2,267,443

1   This data has been restated.

BELL'S CUSTOMER-FACING DEVICE RECOVERY OBJECTIVE

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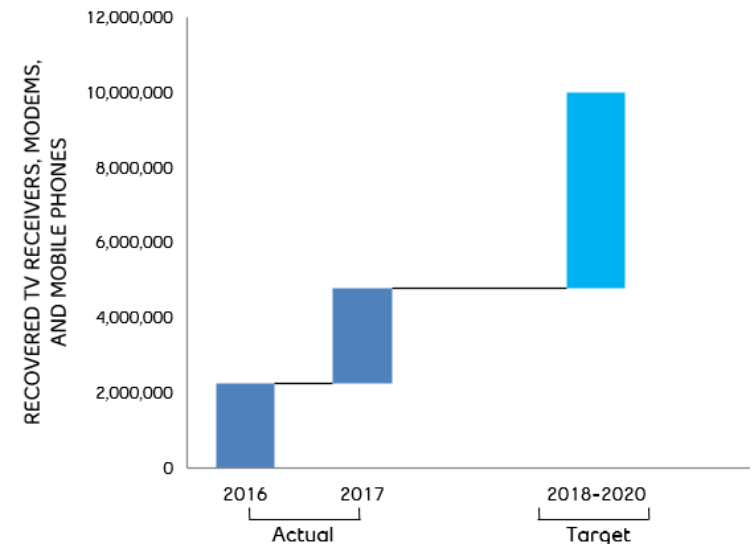
Water consumption

In our industry, the majority of the water footprint is connected to the manufacturing of electronic components, rather than from the day-to-day operational delivery of telecommunications services.

Bell's direct activities have only a minor impact on water resources, as we mainly use water for drinking and sanitary functions, cleaning our fleet vehicles, and to cool buildings and server rooms.

Bell acknowledges that the availability of water is a growing concern in many communities around the world and that many of our suppliers face water stress, which could in turn affect the availability of electronics components.

We continually benchmark industry best practices for water governance programs, standards and initiatives. In 2017, we continued to improve our understanding of our water consumption across all sites. We performed water consumption audits for all owned and leased properties to identify the sites that consume the most water and we assess the feasibility of implementing viable reduction initiatives.

WATER CONSUMPTION BY TYPE (IN M^3)

	TREND	2017	2016
Office	⬇	531,997	695,003
Operations	⬆	848,889	832,909
TOTAL	⬆	1,380,886	1,527,912

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2017 SASB index for BCE

There are many voluntary guidelines for reporting corporate sustainability information. The index below relates to items suggested for disclosure by the Sustainability Accounting Standards Board (SASB). Bell supports the development and evolution of such standards, and seeks to report on topics that align with our business model and corporate reality.

In some cases, indicators suggested by the guidelines are not applicable, or the information is considered to be competitive and is therefore not disclosed. As the guidelines evolve, so will our reporting on the topics covered.

Documents and websites referenced herein:

Corporate responsibility report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Annual report	http://www.bce.ca/investors/financialperformance/annual
Information sheets	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Code of business conduct	http://www.bce.ca/governance/codeofconduct
Privacy website	https://support.bell.ca/Billing-and-Accounts/Security_and_privacy/How_does_Bell_respect_my_privacy
GHG emissions report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Waste information sheet	http://www.bce.ca/responsibility/corporate-responsibility/reference-room

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ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Wireless subscribers	TC0301-A	# of subscribers	Annual report, p. 4
Wireline subscribers	TC0301-B	# of subscribers	Annual report, p. 4
Broadband subscribers	TC0301-C	# of subscribers	Annual report, p. 4
Network traffic percentage on cellular network, and percentage on fixed network	TC0301-D	Petabytes, percentage	n/a
Network broadband capacity, percentage leased	TC0301-E	Megabits per second (Mbit/s), Percentage (%)	n/a
Environmental Footprint of Operations	TC0301-01	Gigajoules, Percentage (%)	Corporate Responsibility report, p. 85-90; GHG emissions report
Data Privacy Discussion of policies and practices relating to collection, usage, and retention of customer information and personally identifiable information	TC0301-02	Discussion and Analysis	Code of business conduct, Privacy website, Annual report, Corporate responsibility report, pp. 16, 18-19, 24-25, 51-52
Data privacy Percentage of users whose customer information is collected for secondary purpose, percentage who have opted-in	TC0301-03	Percentage (%)	n/a
Data Privacy Amount of legal and regulatory fines and settlements associated with customer privacy	TC0301-04	Dollars ($) USD	n/a
Data Privacy Number of government or law enforcement requests for customer information, percentage resulting in disclosure	TC0301-05	Number, percentage (%)	n/a

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ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Data Security Number of data security breaches and percentage involving customers' personally identifiable information	TC0301-06	Number, percentage (%)	Legislation is expected in 2018 for Canada. See Annual report, p.96
Data Security Discussion of management approach to identifying and addressing data security risks	TC0301-07	Discussion and Analysis	Annual report, p.39, 46 Corporate responsibility report, p. 50-51
Product End-of-Life Management Materials recovered through take back programs, percentage of recovered materials that are (a) reused, (b) recycled, and (c) landfilled	TC0301-08	Weight (tons), percentage by weight	Corporate responsibility report, p. 92-93; Waste information sheet
Managing Systemic Risks from Technology Disruptions Average interruption frequency and average interruption duration	TC0301-09	Disruptions per customer, Hours per customer	n/a
Managing Systemic Risks from Technology Disruptions Description of systems to provide unimpeded service during service interruptions	TC0301-10	Discussion and Analysis	n/a
Competitive Behavior Amount of legal and regulatory fines and settlements associated with anti-competitive practices	TC0301-11	U.S. dollars	n/a

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2017 Sustainable Development Goals index for BCE

There are many voluntary guidelines and frameworks for reporting corporate sustainability information. The index below relates to the Sustainable Development Goals (SDGs). Bell supports the development and evolution of such frameworks, and seeks to report on topics that align with our business model and corporate reality.

In some cases, indicators suggested by the framework are not applicable, or the information is considered to be competitive and is therefore not disclosed.

Documents and websites referenced herein:

Corporate Responsibility report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Information sheets	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Code of business conduct	http://www.bce.ca/governance/codeofconduct
Annual report	http://www.bce.ca/investors/financialperformance/annual
Supplier code of conduct	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Governance website	http://www.bce.ca/governance/corporategovernance

GOAL	DESCRIPTION	COMMENTS	LOCATION
1 No poverty	End poverty in all its forms everywhere	While Bell offers well-paying, highly skilled jobs, our programs are not focused on alleviating poverty directly	Corporate Responsibility report, p. 23, 36–37
2 Zero hunger	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Bell's products and services contribute to 2 targets for this goal: 2.3 By 2030, double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment 2.4 By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality	Corporate Responsibility report, p. 72
3 Good health	Ensure healthy lives and promote well-being for all at all ages	The Bell Let's Talk mental health program contributes to 1 target for this goal: 3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being	Corporate Responsibility report, p. 31, 56–60
4 Quality education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Bell's learning and development programs contribute to 1 target for this goal: 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	Corporate Responsibility report, p. 33–34, 63, 72

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GOAL	DESCRIPTION	COMMENTS	LOCATION
5 Gender equality	Achieve gender equality and empower all women and girls	Bell's diversity and leadership programs contribute to 2 targets for this goal: 5.1 End all forms of discrimination against all women and girls everywhere 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life Bell's products and services contribute to 1 target for this goal: 5.B Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women	Corporate Responsibility report, p. 24, 27-29, 68-73
6 Clean water and sanitation	Ensure availability and sustainable management of water and sanitation for all	Bell's corporate environmental action plan contributes to 1 target for this goal: 6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally	Water information sheet
7 Affordable and clean energy	Ensure access to affordable, reliable, sustainable and modern energy for all	While Bell participates in energy reduction initiatives and supports the development of renewable energy and related technologies, Bell is not an actor in the energy industry.	

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GOAL	DESCRIPTION	COMMENTS	LOCATION
8 Decent work and economic growth	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Bell offers well-paying, highly skilled jobs, thereby contributing to 2 targets related to this goal: 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Corporate Responsibility report, p. 23, 36-37 Responsible procurement information sheet Corporate Responsibility report, 92-93 Supplier code of conduct Corporate Responsibility report, p. 38-40
		Bell's responsible procurement and stewardship programs contribute to 1 target related to this goal: 8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead	
		Bell's Supplier code of conduct addresses child labour in our supply chain, contributing to 1 target related to this goal: 8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms	
		Bell's occupational health and safety programs contribute to 1 target related to this goal: 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	

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GOAL	DESCRIPTION	COMMENTS	LOCATION
9 Industry, innovation and infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Bell's participation in the Artificial intelligence supercluster and investment in R&D contribute to 1 target related to this goal: 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending	Corporate Responsibility report, p. 72–73
10 Reduced inequalities	Reduce inequality within and among countries	Bell's Code of Business conduct and governance program contributes to 1 target for this goal: 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	Business Code of Conduct Governance website Supplier code of conduct
11 Sustainable cities and communities	Make cities and human settlements inclusive, safe, resilient and sustainable	Bell's corporate environmental action plan contributes to 1 target related to this goal: 11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management	Corporate Responsibility report, p. 92–93 Waste information sheet

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GOAL	DESCRIPTION	COMMENTS	LOCATION
12 Responsible production and consumption	Ensure sustainable consumption and production patterns	Bell's corporate environmental action plan contributes to 1 target related to this goal: 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse Bell has been reporting on social and environmental performance since the 1990s and these reports contribute to 1 target related to this goal: 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Corporate Responsibility report, p. 92–93 Waste information sheet Corporate Responsibility report
13 Climate action	Take urgent action to combat climate change and its impacts	While Bell participates in initiatives designed to reduce, mitigate, or adapt to the effects of climate change, the targets and indicators for this goal focusses national governments.	
14 Life below water	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	The targets and indicators for this goal focus on fishing and marine industries.	
15 Life on land	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	Bell's biodiversity protection program contributes to 2 targets for this goal: 15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements 15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species	Biodiversity information sheet

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GOAL	DESCRIPTION	COMMENTS	LOCATION
16 Peace justice and strong institutions	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Bell's Code of Business conduct and governance program contributes to 1 target for this goal: 16.5 Substantially reduce corruption and bribery in all their forms	Business Code of Conduct Governance website
17 Partnerships for the goals	Strengthen the means of implementation and revitalize the global partnership for sustainable development	While not in operation in least developed countries, Bell contributes to the development of underdeveloped areas of Canada, such as rural areas and the far North, related to 2 targets related to this goal: 17.7 Promote the development, transfer, dissemination and diffusion of environmentally sound technologies to developing countries on favourable terms, including on concessional and preferential terms, as mutually agreed 17.8 Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology	Annual report, p. 4 Corporate Responsibility report, p. 69
		Bell supports collaborative efforts to improve collective performance on the SDGs. We participate in many working groups, contributing to 1 target related to this goal: 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships	Corporate Responsibility report, p. 5, 15, 79 Reporting what is relevant information sheet

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BCE Inc. GRI content index, 2017

GRI 2016 Standard	Disclosure	Document/Page number / URL	Omission
General disclosures			
GRI 102: General Disclosures	102-1 Name of the organization	BCE Inc www.bce.ca	
	102-2 Activities, brands, products, and services	CR report,[1] p.9	
	102-3 Location of headquarters	CR report, p.8	
	102-4 Location of operations	AR,[2] p.133	
	102-5 Ownership and legal form	Corporation	
	102-6 Markets served	AR, p.133	
	102-7 Scale of the organization	CR report, p.23, 67 AR, p.30, 34	
	102-8 Information on employees and other workers	CR report, p.23-41	
	102-9 Supply chain	CR report, p.77-78	
	102-10 Significant changes to the organization and its supply chain	CR report, p.7	
	102-11 Precautionary Principle or approach	See Sustainability approach and management www.bce.ca/responsibility/corporate-responsibility/reference-room	
	102-12 External initiatives	See Reporting what is relevant www.bce.ca/responsibility/corporate-responsibility/reference-room	
	102-13 Membership of associations	Memberships in associations are mentioned on our websites and in our reports.	
	102-14 Statement from senior decision-maker	CR report, p.3-4	
	102-16 Values, principles, standards, and norms of behavior	See Business code of conduct http://www.bce.ca/governance/codeofconduct	
	102-18 Governance structure	The highest governance body is the Board of Directors. The Audit and Management Resources committees are responsible for corporate responsibility. See http://www.bce.ca/governance/corporategovernance	
	102-40 List of stakeholder groups	See Reporting what is relevant www.bce.ca/responsibility/corporate-responsibility/reference-room	
	102-41 Collective bargaining agreements	CR report, p.23	

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[1] CR Report indicates Corporate Responsibility Report, 2017; link: www.bce.ca/responsibility/corporate-responsibility/reference-room/corporate-responsibility/reference-room/corporate-responsibility/reference-room

[2] AR refers to Annual Report, 2017; link: http://www.bce.ca/investors/financialperformance/annual

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	102-42 Identifying and selecting stakeholders	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-43 Approach to stakeholder engagement	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-44 Key topics and concerns raised	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-45 Entities included in the consolidated financial statements	AR, p. 120	
	102-46 Defining report content and topic boundaries	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room** Boundaries are based on financial control	
	102-47 List of material topics	See Reporting what is relevant **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	102-48 Restatements of information	CR report, p. 7, 95	
	102-49 Changes in reporting	CR report, p. 7	
	102-50 Reporting period	CR report, p. 6	
	102-51 Date of most recent report	June 2016	
	102-52 Reporting cycle	Annual	
	102-53 Contact point for questions regarding the report	**responsibility@bell.ca**	
	102-54 Claims of reporting in accordance with the GRI Standards	CR report, p. 5 This report has been prepared in accordance with the GRI Standards: Core option	
	102-56 External assurance	See PWC assurance report on our website: **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
Management approach for all topics			
GRI 103: Management Approach	103-1 Explanation of the material topic and its boundaries	CR Report For each section of the report, an introductory paragraph explains why the topics are significant	
	103-2 The management approach and its component	For each section of the report, associated policies, procedures, directives and relevant performance indicators are discussed.	
	103-3 Evaluation of the management approach	Policies, directives, procedures and key performance indicators are reviewed annually for relevance and to determine necessary improvements	

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Material topics			
Economic performance			
GRI 201	201-1 Direct economic value generated and distributed	CR report, p. 67	
	201-2 Financial implications and other risks and opportunities due to climate change	AR, p. 101-103, CR report, p. 68-72, 83-92	
	201-3 Defined benefit plan obligations and other retirement plans	AR p.147, CR report, p.37	
	201-4 Financial assistance received from government	There was no significant financial assistance received from government in 2017	
Indirect economic impacts			
GRI 203	203-1 Infrastructure investments and services supported	CR report, p. 44, 49	
	203-2 Significant indirect economic impacts	CR report, p. 68-72	
Procurement practices			
GRI 204	204-1 Proportion of spending on local suppliers	CR report, p. 68, 84	
Anti-corruption			
GRI 205	205-2 Communication and training about anti-corruption policies and procedures	See Business code of conduct http://www.bce.ca/governance/codeofconduct See Supplier code of conduct www.bce.ca/responsibility/corporate-responsibility/reference-room	
Materials			
GRI 301	301-3 Reclaimed products and their packaging materials	CR report, p. 93-95 See Waste management information sheet www.bce.ca/responsibility/corporate-responsibility/reference-room	
Energy			
GRI 302	302-1 Energy consumption within the organization	CR report p. 88; CDP filing	
	302-2 Energy consumption outside of the organization	CR report p. 91; CDP filing	
	302-3 Energy intensity	CR report, p. 91; CDP filing	
	302-4 Reduction of energy consumption	CR report, p. 90; CDP filing	
Water			
GRI 303	303-1 Water withdrawal by source	See Water information sheet on www.bce.ca/responsibility/corporate-responsibility/reference-room	
Biodiversity			
GRI 304	304-2 Significant impacts of activities, products, and services on biodiversity	See Biodiversity information sheet on www.bce.ca/responsibility/corporate-responsibility/reference-room	
Emissions			
GRI 305	305-1 Direct (Scope 1) GHG emissions	CR report, p. 88; CDP filing; GHG summary report on www.bce.ca/responsibility/corporate-responsibility/reference-room	

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	305-2 Energy indirect (Scope 2) GHG emissions	CR report, p. 88; CDP filing; GHG summary report on **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	305-3 Other indirect (Scope 3) GHG emissions	CR report, p. 88; CDP filing; GHG summary report on **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	305-4 GHG emissions intensity	CR report, p. 91; CDP filing; GHG summary report on **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	305-5 Reduction of GHG emissions	CR report, p. 91; GHG summary report on **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
	305-6 Emissions of ozone-depleting substances (ODS)	See CDP filing	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	See CDP filing	
Effluents and waste			
GRI 306	306-2 Waste by type and disposal method	CR report, p. 93-95, see also See waste information sheet on **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
Environmental compliance			
GRI 307	307-1 Non-compliance with environmental laws and regulations	See Environmental incidents information sheet on **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
Supplier environmental assessment			
GRI 308	308-1 New suppliers that were screened using environmental criteria	See Responsible procurement information sheet on **www.bce.ca/responsibility/corporate-responsibility/reference-room**	
Employment			
GRI 401	401-1 New employee hires and employee turnover	CR report, p. 23	
	401-2 Benefits provided	CR report, p. 24, 36-37	
	401-3 Parental leave	CR report, p. 24, Canadian employment standards context	
Occupational health and safety			
GRI 403	403-2 Rates of injury	CR report, p. 20, 38; 1 fatality	
Training and education			
GRI 404	404-2 Programs for upgrading employee skills and transition assistance programs	CR report, p. 33-34	
	404-3 Percentage of employees receiving regular performance and career development reviews	CR report, p. 34	
Diversity and equal opportunity			
GRI 405	405-1 Diversity of governance bodies and employees	CR report, p. 26-29	

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Freedom of association and collective bargaining			
GRI 407	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	CR report, p. 24, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Child labour			
GRI 408	408-1 Operations and suppliers at significant risk for incidents of child labor	CR report, p. 24, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Forced or compulsory labour			
GRI 409	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	CR report, p. 24, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Security practices			
GRI 410	410-1 Security personnel trained in human rights policies or procedures	CR report, p. 24, Canadian employment standards context; also see Supplier code of conduct on www.bce.ca./responsibility	
Rights of indigenous peoples			
GRI 411	411-1 Incidents of violations involving rights of indigenous peoples	CR report, p. 24, Canadian employment standards context	
Human rights assessment			
GRI 412	412-1 Operations that have been subject to human rights reviews or impact assessments	CR report, p. 60; Responsible procurement information sheet and Supplier code of conduct on www.bce.ca./responsibility	
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Responsible procurement information sheet and Supplier code of conduct on www.bce.ca./responsibility	
Supplier social assessment			
GRI 414	414-1 New suppliers that were screened using social criteria	CR report, p. 77-78; responsible procurement information sheet and Supplier code of conduct on www.bce.ca./responsibility	
Public policy			
GRI 415	415-1 Political contributions	See Business code of conduct http://www.bce.ca/governance/codeofconduct	
Customer health and safety			
GRI 416	416-1 Assessment of the health and safety impacts of product and service categories	AR, p. 102, CR p. 76	
Marketing and labeling			
GRI 417	417-1 Requirements for product and service information and labeling	Safe use: https://support.bell.ca/Mobility Disposal: CR report, p. 93; www.bell.ca/recycling	
	417-3 Incidents of non-compliance concerning marketing communications	https://www.ccts-cprst.ca/report/annual-report-2016-2017/	
Socioeconomic compliance			
GRI 419	419-1 Non-compliance with laws and/or regulations in the social and economic arena	The organization has not identified any non-compliance with laws and/or regulations in the social and economic arena.	

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