

# Environment

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# Our environmental vision

Environmental protection is core to Bell’s corporate responsibility approach and to our goal of advancing how Canadians connect with each other and the world. This approach aligns with our [Strategic Imperatives](#), and with our determination to minimize our carbon footprint and safeguard the environment in every aspect of our operations. Our [Environmental policy](#), first issued in 1993, reflects our team members’ values, as well as the expectations of customers, investors, and society.

WHY IT MATTERS GRI 103

Almost all human activities have impacts on the environment. We believe that it is our responsibility to minimize the negative environmental impacts of our operations, and to create positive impacts where possible. We also know that our team members, our customers, and our investors expect this, and rightly so. Taking care of the environment makes good business sense. If we fail to take action to reduce our negative impacts on the environment, we risk losing our valuable team members and customers to competitors, we risk increased costs from fines or restoration, and we will likely lose investors, all of which would reduce our ability to generate revenues.

WHAT WE ARE DOING

Bell’s environmental leadership starts with our wide range of performance measures, innovative programs designed to meet regulatory requirements, protect the environment, and contribute to a better world. And it extends far beyond the company itself, from the requirements we include in supplier contracts to services like video conferencing that help customers meet their own environmental objectives. We have been increasing management of our activities as they relate to the environment for over 25 years, and in 2009, our management system was certified ISO 14001, making Bell the 1st telecommunications company in Canada to be recognized in this way. We continuously challenge ourselves to set new targets and improve our performance.





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[2019 Corporate  
Responsibility Report](#)

## Environmental leadership

At Bell, we have been implementing and maintaining programs to reduce the environmental impact of our operations for more than 25 years. Our environmental management and review system (EMRS) has been certified ISO 14001 since 2009, making us the first Canadian telecommunications company to be so designated. Our diligent work to sustain this certification, and our environmental protection performance in general, are recognized by numerous external organizations.

BCE is recognized around the world for the effectiveness of our corporate responsibility and environmental, social, and governance (ESG) programs, as reflected in our inclusion in various sustainable indices and our receipt of sustainability awards. In 2019, BCE continued to be listed on socially responsible investment indices, such as the FTSE4Good Index, the Jantzi Social Index, the United Nations Global Compact 100 (GC 100) and the Euronext Vigeo World 120 index. The latter index includes the 120 most advanced companies in the European, North American and Asia Pacific regions, and distinguishes companies achieving the best ESG performances. BCE was also identified as a Prime Responsible Social and Environmental investment by oekom research, was selected for inclusion in the Ethibel EXCELLENCE Investment Register and is a component of the STOXX Global ESG Leaders indices, an innovative series of ESG equity indices.

These recognitions reflect our global environmental performance and the fact that many of our services and processes enable carbon abatement for us and our customers, from audio and video conferencing that substitute for business travel to [cloud computing and virtualization](#). The business service solutions industry truly has the potential to make a difference in the global pursuit of lower-carbon economies and efficiencies driven by our business service solutions enable Bell to mitigate our own carbon footprint, while also enabling our customers and partners up and down our supply chain to successfully pursue their own carbon-reduction strategies.

For more information about the carbon abatement potential of our technologies, consult the [Using Bell's products and services helps fight climate change](#) section of this report.



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extract from our  
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Responsibility Report](#)

## Environmental challenges

Our most significant environmental issues are climate change and energy consumption, waste management, including electronic device recovery, and petroleum-product equipment management.

Of these topics, climate change and energy consumption, and electronic device recovery, are made more complex because we have much less control over the factors which most influence the outcomes. Not only do our operations consume energy, especially in data centres, but so does every device in a customer's hands that connects to our network. As smartphones and other devices get smarter, they often consume more energy. In order to provide seamless access and faster service for these devices, we continue to expand our network coverage. This creates more waste as we replace outdated infrastructure with modern technology such as fibre optic cable. Similarly, customers are upgrading their devices more frequently today, creating a steady stream of e-waste. Since we sell this technology, we also recognize that we have an important role to play in minimizing the number of discarded devices sent to landfills. Keeping track of these issues takes a dynamic and responsive management system.

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 are critical assets in emergencies, such as ice storms, when areas are without power for extended periods.

For more information on petroleum-product equipment management, see the [Petroleum products equipment management](#) information sheet on our website.



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# Climate change

## Our contribution to help fight climate change

Fighting climate change is about reducing the release of GHG emissions that are warming our planet. There are many mitigation strategies, including 1) implementing electricity savings initiatives, such as retrofitting buildings; 2) cutting fuel consumption, for example by adopting renewable energy sources; and 3) substituting technology for travel. In addition, the use of our products and services helps in curtailing GHG emitted by our clients and our own operations. To ensure a rigorous governance of our carbon footprint, we closely monitor and report on our GHG emission performance, and we have set a target on GHG emissions reduction. GRI 201-2

### WHY IT MATTERS GRI 103

There is international scientific consensus that greenhouse gas (GHG) emissions, especially carbon dioxide (CO<sub>2</sub>), are major contributors to climate change.<sup>1</sup> Global scientific evidence also highlights how companies have responsibilities to help fight climate change and adapt to its consequences. A changing climate can lead to increased risks for any business—including financial, operational, and reputational. Moreover, public health and supply chains could suffer major negative impacts. We believe that Bell has an important role to play in providing our customers with technologies that help them address climate change and adapt to related impacts on their businesses.

### WHAT WE ARE DOING

As a responsible corporate citizen, Bell is taking action both to help fight climate change and adapt to its consequences. On the first front, we are focused on reducing our energy consumption while also helping customers reduce theirs. In addition, we believe that reporting regularly on our energy performance and associated GHG emissions demonstrates to our stakeholders that we take these initiatives seriously. On the adaptation side, we are taking action to maintain our resiliency in the face of climate change, and are helping our customers do the same.

## Energy savings

Our endeavor to contribute to climate change mitigation starts with our own energy consumption. We strive to save energy and reduce associated GHG emissions, among other targets, by increasing electricity efficiency at Bell facilities, reducing the fuel consumption of our vehicles and using alternatives to business travel. To continually improve our energy performance, in 2008 we created the Energy Board, a management-level committee reporting to the HSSEC Committee. This committee’s specific mandate is to identify and support the implementation of energy-saving initiatives in 3 areas: our facilities (buildings, telecom network, and IT infrastructure), our vehicle fleet, and substituting technology for travel. To learn about the [Electrification of transport](#) at Bell, see the information sheet on our website. SDG 8.4

1. Learn more about the 2018 special report of the Intergovernmental Panel on Climate Change (IPCC), [click here](#).

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Bell’s energy saving program overseen by the Energy Board is an important part of achieving our GHG emission reduction targets. It also enhances our cost competitiveness by offsetting rising energy costs. Our carbon-reduction efforts help us spend less on fuel, electricity and travel, which supports one of our Strategic Imperatives: to operate with agility and cost efficiency.

The Bell team has made substantial progress in terms of energy savings since 2008, even as we expanded our overall operations through growth and acquisitions. By reducing electricity consumption at Bell facilities, improving fuel efficiency in company vehicles, and using audio, video and web conferencing tools to curtail business travel, we have prevented the release of more than 67 kilotonnes of CO<sub>2</sub> equivalent emissions, saving over \$90 million.

**Renewable energy** SDG 8.4, SASB




At least 56%<sup>1</sup> of the 1,987,728 MWh of electricity we consumed in 2019<sup>2</sup> was from renewable sources, such as water, wind, tides and the sun. Of this, 89% was from hydro sources. The Bell network also generated approximately 170,000 kWh of renewable energy in 2019 from solar and wind power sources. Our 9 photovoltaic and diesel hybrid power systems in Canada’s northern territories generate 80,000 kWh of renewable energy every year. These systems saved 110,000 litres of diesel, the equivalent of 307 tonnes per year of CO<sub>2</sub>. In 2019, we added an additional 60,000 kWh photovoltaic power system in Whitehorse and a 7,000 kWh reducing free cooling system in Fort Nelson.

To learn more about our renewable energy initiatives, see the [Renewable energy](#) information sheet on our website.

**Using Bell’s products and services helps fight climate change** GRI 201-2, SDG 8.4

We have long understood that using telecommunications technologies (including cloud services, virtualization, teleconferencing, and videoconferencing) can help fight climate change by reducing the carbon footprint of our customers and our own operations.<sup>3</sup> Indeed, our products and services help our customers reduce their energy needs, cut carbon emissions and enhance their productivity in numerous ways. For example, our IoT services can be used to optimize asset and fleet management, as well as for smart buildings, smart cities, smart operations, and smart fieldwork applications.

**Energy consumption reduction since 2008**

	ELECTRICITY	FUEL	TRAVEL
Energy	377.48 GWh	9.19 million litres	N/A
CO <sub>2</sub> equivalent	41.21 kilotonnes	21.60 kilotonnes	4.66 kilotonnes
THIS IS THE SAME AS...	 ELECTRICITY FOR 37,748 HOMES FOR A YEAR	 FUEL FOR 167,056 TANKS OF GAS IN A MID-SIZED CAR	 FUEL FOR 7,247 AIRPLANE TRIPS ACROSS CANADA
GRI 302-4, SASB			

Our objective is to continue developing business solutions such as cloud services and virtualization that reduce carbon footprints, both for our customers and for ourselves. One way we do this is by fostering innovation and entrepreneurship by engaging with cleantech clusters, such as [Écotech Québec](#), that are focused on accelerating the development of clean technology. Through such partnerships, Bell aims to support local innovation and to liaise with cleantech entrepreneurs to improve our environmental performance. With our Écotech Québec partnership, Bell also has access to 12 leading cleantech clusters from around the world through the Cleantech Network International. SDG 17.17

Bell leads by example, demonstrating in our own operations some of the many practical ways that business service solutions offer simple and smart ways to improve productivity while reducing energy costs and GHG emissions.

1. Calculation based on data for 2016 from Electricity in Canada: Summary and Intensity Tables of the [Canadian National Inventory Report \(1990–2017\)](#), published April 15, 2019

2. Based on energy consumption data from October 1, 2018 to September 30, 2019

3. As demonstrated by the [Global Enabling Sustainability Initiative](#).

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[2019 Corporate  
Responsibility Report](#)

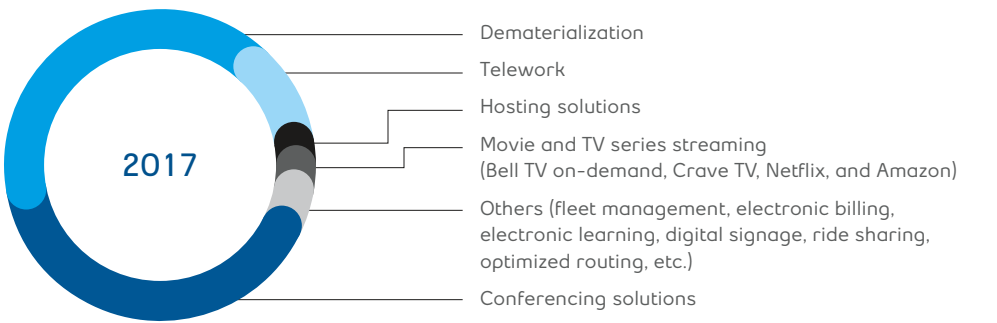
OUR INITIATIVES INCLUDE

- Virtualization and cloud computing to encourage optimal use of space, power, and cooling resources by consolidating servers and storage<sup>1</sup>
- Electronic controls coupled to our communications networks to reduce energy consumption in buildings
- IoT applications to improve monitoring and controls of industrial equipment and all manner of everyday appliances
- Telemetry systems to reduce idling and optimize the routes of commercial vehicles
- Teleconferencing and videoconferencing to reduce travel needs<sup>2</sup>
- Social networks to facilitate carpooling and car sharing.

To understand our net impact on the planet’s carbon load, we have developed a methodology in collaboration with Groupe AGÉCO to quantify the environmental benefits of our products and services. Our analysis concluded that, in 2017, Bell technologies enabled carbon abatement for our customers of more than 885 kilotonnes,<sup>3</sup> which is equivalent to more than 2.4 times our corporate carbon footprint. Overall, this is a net gain for the planet.

This analysis is the 2nd of its kind performed at Bell. The environmental benefits measured in 2017 are likely understated given the conservative assumptions selected and the complexity of the data acquisition process.

Carbon abatement enabled by Bell technologies



Nevertheless, this analysis confirms that our products and services have a significant carbon abatement potential that we intend to continue to promote. Potential future benefits are also becoming clearer: for example, according to the Global Enabling Sustainability Initiative (GeSI) [SMARTer2030](#) report, widespread deployment of business service solutions could save up to 10 times the carbon emissions generated by the sector itself by 2030.

1. To learn more about virtualization, [click here](#)  
2. To learn more about teleconferencing, [click here](#)  
3. Taking into account products and services for which Bell has developed the technology and plays a fundamental role in its delivery to clients, and products and services for which Bell has not developed the technology, but enables it by providing the network.



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extract from our  
[2019 Corporate  
Responsibility Report](#)

## Greenhouse gas (GHG) emissions performance

Bell takes its objective to control and reduce its GHG emissions seriously ([see Bell’s GHG emissions reduction objectives](#)). The level of our Scope 1 (direct) GHG emissions is affected by Bell’s vertical integration, which includes installation and construction often outsourced to other suppliers. Our growth in broadcasting and media also affects our Scope 2 (indirect) emissions.

The table below illustrates Bell’s corporate carbon footprint.

### GHG emissions

Kilotonnes of CO<sub>2</sub> equivalent, 2018, 2019<sup>1</sup>

SCOPE	SCOPE DESCRIPTION		2019 <sup>3</sup>	2018 <sup>4</sup>	CHANGE
Scope 1	Direct GHG emissions from sources that are owned or controlled by Bell <span>GRI 305-1</span>		148.89	137.03	+11.86
Scope 2	Indirect GHG emissions associated with the consumption of purchased electricity, heat, steam, and cooling <span>GRI 305-2</span>		196.40	199.39	-2.99
Scope 3	Other indirect GHG emissions related to Bell business travel activities <sup>2</sup> <span>GRI 305-3</span>		9.41	9.30	+0.11
Total			354.70	345.72	+8.98

To learn more about our energy consumption, GHG emissions, and their year-over-year variations, see the [Energy consumption and greenhouse gas emissions](#) information sheet on our website.

Verification of the data reported and assumptions made can be found in the [PwC assurance statement](#) on our website.

1. PwC provided limited assurance over this indicator. See [PwC’s assurance statement](#)  
2. Business travel activities include travel by air, rail, rented vehicles, and personal vehicles  
3. Based on energy consumption data from October 1st, 2018 to September 30th, 2019  
4. Based on energy consumption data from October 1st, 2017 to September 30th, 2018.



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extract from our  
[2019 Corporate  
Responsibility Report](#)

## Bell’s GHG emissions reduction objectives

Bell has near-term objectives on GHG emissions reduction, and is working at the same time on defining a more ambitious longer-term reduction target.

### Near-term objectives<sup>1</sup>

Our objective is to reduce the ratio of our Scope 1 and 2 GHG emissions (tonnes of CO<sub>2</sub> equivalent) to our network usage (petabytes)<sup>2</sup> by 75% of our 2014 level by the end of 2020.<sup>3</sup> We are pleased to announce that, as of the end of 2019, we surpassed this target by four percentage points, with our GHG emissions per network usage showing a 79% improvement since 2014.<sup>3</sup> As a result, we have set a new near-term objective to reduce the ratio of our Scope 1 and 2 GHG emissions (tonnes of CO<sub>2</sub> equivalent) to our network usage (petabytes)<sup>2</sup> by 40% of our 2019 level by the end of 2021.

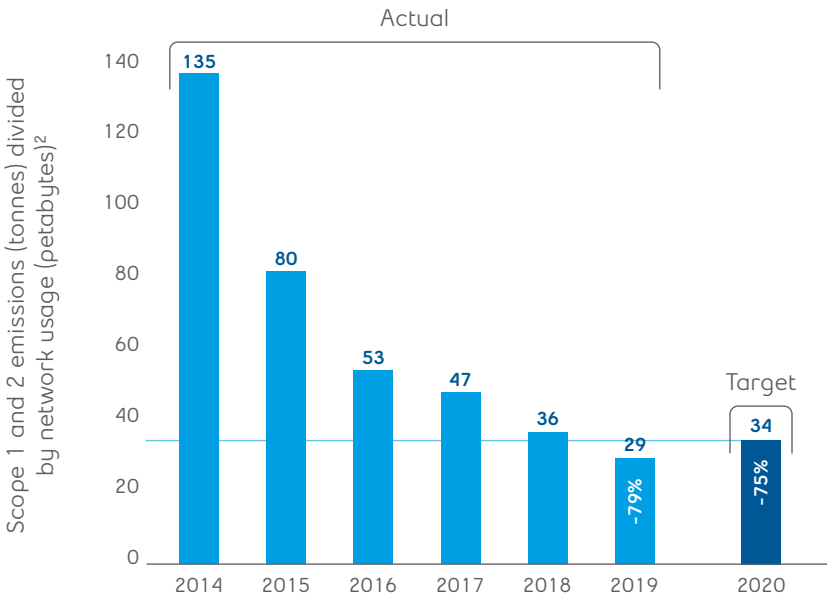
GRI 305-4

These intensity metrics illustrate the footprint of our operations in a meaningful way, recognizing the carbon reduction-enabling capabilities of our products and services (see the [Using Bell’s products and services helps fight climate change](#) section in this report).

We will continue implementing mitigation measures that seek to reduce our electricity and fuel consumption, and, as a result, our annual GHG emissions intensity. In spite of these numerous energy savings initiatives, our energy consumption has historically been going up given our business growth. On the other hand, Bell’s network usage – which aims to quantify the use of our technologies – is growing much faster than our energy consumption, which shows significant network efficiency gains.

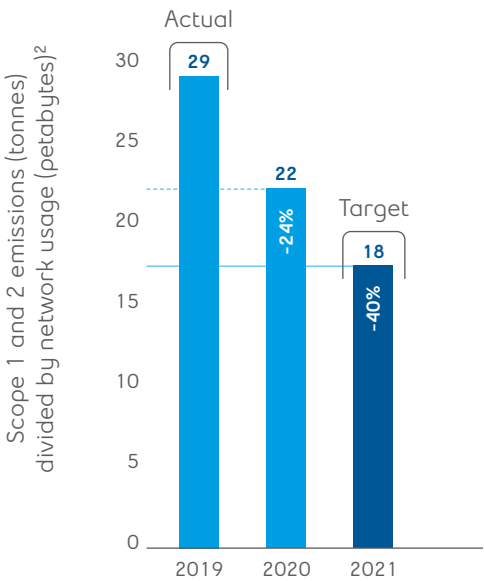
### Bell’s 2014–2020 GHG emissions reduction objective<sup>3</sup>

GRI 305-4



### Bell’s new 2020–2021 GHG emissions reduction objective

GRI 305-4



1. From 2018 onward, figures are based on energy consumption and network usage data from October 1 of previous year to September 30 of reporting year
2. Network usage includes residential and wholesale Internet, business Internet dedicated (BID), virtual private network (VPN), IPTV, Inter-Network Exchange (INX), prepaid and postpaid wireless services, wireless-to-the-home, Voice-over-LTE (VoLTE) traffic, IoT, and enterprise usage, both in Canada and on international roaming partners’ network. As methodology for gathering network usage differs from one carrier to another, and because a company’s business model directly impacts the amount of GHG it emits and how those GHG emissions are calculated and classified (as noted in the Impact of the business model section of [Reporting what is relevant](#) on our website), the ratio itself cannot be used to directly compare carrier performance
3. Excludes Bell MTS.

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[2019 Corporate  
Responsibility Report](#)

Longer-term objective

As a recognized environmental leader, Bell is working on a new approach to setting a more ambitious GHG emissions reduction objective. To this end, we are weighing the merits of two options: achieving carbon neutrality or setting a [science-based](#) target. We are collaborating with partners, such as the Global Enabling Sustainability Initiative ([GeSI](#)), to explore the best option in the context of Bell’s operations.

We expect to present a new objective by 2022.

Bell’s adaptation to climate change impacts GRI 201-2

Despite worldwide efforts to reduce global GHG emissions, scientific evidence such as the 2018 IPCC Special Report<sup>1</sup> demonstrate that even current levels of global warming are likely to exacerbate the impacts and risks for people, economies and ecosystems, including the frequency and severity of weather events. According to the [World Economic Forum’s Global Risks Report 2020](#), risks related to climate change are increasingly dominating the risk landscape, both in terms of likelihood and impact.

Bell takes those risks very seriously, and is focused on implementing adaptation measures to maintain resiliency in the face of climate change. In addition, the use of Bell’s products and services help our customers and our own operations adapt to climate change impacts.

Adaptation measures

Our critical infrastructure and facilities must provide a consistent, secure, and reliable environment in which to operate our network and IT infrastructure, and to support our team members. Our operations depend on how well we protect our networks, as well as other infrastructure and facilities, against damage from natural disasters, including seismic and severe-weather events such as ice, snow and windstorms, flooding, and tornadoes. Accordingly, Bell is focused on implementing adaptation measures to maintain the resiliency of our operations and the security of our team members.

Our approach includes quantifying risks and opportunities stemming from climate-change issues with a view to leveraging Bell’s products and services to enable carbon reduction. This entails identifying the potential impact of severe weather on our operations with our business continuity team as it assesses threats, vulnerabilities, and impacts on our business and develops risk-mitigation plans. We monitor the potential for current and future climate-related legislation, policy, and regulations that may affect our business, and report on these findings to our internal HSSEC Committee twice a year.

At an asset level, our corporate real estate, risk management, and business continuity teams assess risks and opportunities for our buildings, networks, and fleet. Buildings and networks are prioritized by how essential they are to the continued delivery of key communication services. This leads to plans for mitigating risk and improving operations. Natural disasters and energy costs are the most significant issues for our risk and opportunity assessment.

1. To learn more about the 2018 special report of the Intergovernmental Panel on Climate Change (IPCC), [click here](#).

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Responsibility Report](#)

## Using Bell’s products and services helps adapt to climate change impacts

The use of telecommunication technologies (such as cloud services, virtualization, teleconferencing, etc.) helps our customers and our own operations adapt to climate change impacts. Our products and services help improve business continuity, increase traffic fluidity, and maintain access to services and communication channels in case of extreme climate events. SDG 8.4



### FOR EXAMPLE

- **Virtualization and cloud computing assist business continuity efforts thanks to the redundancy in our network<sup>1</sup>**
- **Electronic controls coupled to our communications networks help to adapt to rising mean temperatures and extended heat waves**
- **Teleconferencing and teleworking improve business continuity<sup>2</sup>**
- **Social networks provide alternative travel solutions in case of extreme climate events limiting transportation options**
- **Dematerialization substitutes technology (ex: online banking) for travel.**

## Climate-related disclosure

We address our climate change mitigation and adaptation efforts in this report and in our annual report to the [CDP](#) (formerly known as the Carbon Disclosure Project). The CDP is an organization that helps investors assess climate change related risks and opportunities, and is supported by 515 investors managing a total of U.S. \$106 trillion in assets. In 2019, BCE attained CDP Leadership status, recognizing our work on climate action, our alignment with current best practices and the transparency of our climate disclosures.

**TCFD** | TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

In 2019, BCE confirmed its support of the Financial Stability Board’s Task Force on Climate-related Financial Disclosures ([TCFD](#)), which aims to develop voluntary and consistent climate-related risk disclosures. The 11 disclosures recommended by the TCFD address how organizations manage climate-related risks and opportunities to help reduce investors’ risks, maximize their financial rewards, and minimize market disruptions related to climate change. To learn more about our reporting on TCFD recommended disclosures, see the [TCFD index](#) and the [Statement related to the Task Force on Climate-related Financial Disclosures](#) information sheet on our website.

1. To learn more about virtualization, [click here](#)  
2. To learn more about teleconferencing, [click here](#) and to learn more about teleworking, [click here](#).

# Managing waste

## Diverting waste from landfill

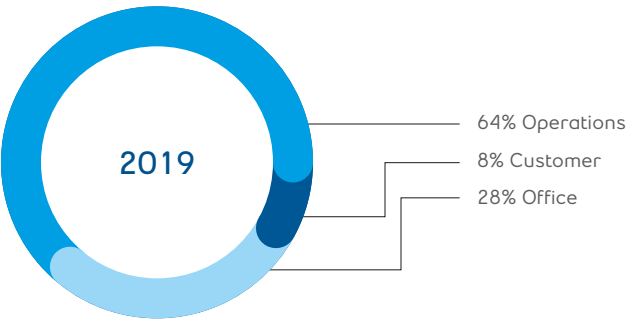
SDG 11.6, SASB

Bell has integrated much of its installation and construction functions. This makes us accountable for managing a large part of our network waste ourselves. Outsourcing such functions would allow us to reduce our waste-to-landfill results, however, we would not be able to maintain direct control over functions that directly influence customer service and operations.

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.

100% of customer-facing and hazardous waste is diverted from landfill every year. In 2019, we diverted 63%<sup>1</sup> of overall waste from landfill. Waste from operations represented 64% of this total, while offices represented 28%, and the amount associated with customer e-waste represented 8%. Of the operational waste generated, we diverted 54% from landfill. 75% generated in offices was diverted from landfill. GRI 306-2

Overall waste diverted from landfill  
(in%)



**WHY IT MATTERS** GRI 103  
We generate waste in all aspects of our business operations. Waste reduction is essential because it is part of our engagement to improving on our operational efficiency and it aligns with the values and expectations of our team members.

**WHAT WE ARE DOING**  
We have been running waste sorting, reduction, and recovery programs for over 25 years at Bell. We have established objectives, monitoring processes, and reporting on our waste generating activities.

Recovered waste GRI 301-3, 306-2, SASB

	2019		TREND	2018		CHANGE IN DIVERSION RATE (% POINTS)
	2019	% DIVERTED 2019		2018	% DIVERTED 2018	
Operations						
Fleet <sup>2</sup>	461	100	➡	508	100	➡ -
Hazardous Materials <sup>3</sup>	1,481	100	➡	1,320	100	➡ -
Packaging products <sup>4</sup>	1,667	70	⬇	1,406	80	⬇ -10
Hardware <sup>5</sup>	18,089	47	⬇	17,199	56	⬇ -9
Office	9,696	75	⬆	9,419	65	⬆ +11
Customers <sup>6</sup>	2,709	100	➡	2,479	100	➡ -
Totals	34,103			32,331		

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

2. Tires, batteries, oil and oil filters and used engine antifreeze

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.



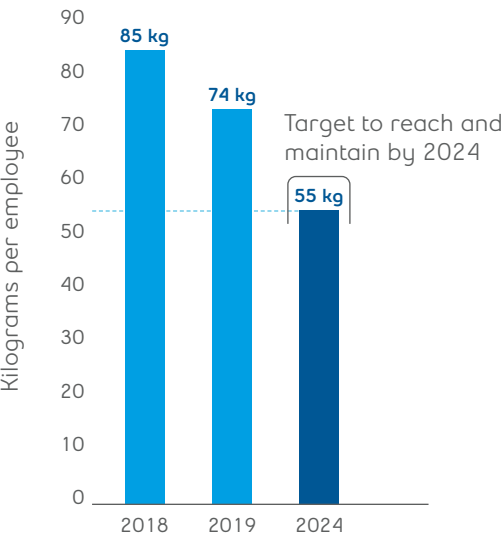
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[2019 Corporate  
Responsibility Report](#)

Administrative waste

Our waste initiatives focus on reduction at the source, such as reduced consumption of paper for administrative purposes and packaging. Furthermore, the formulation of our administrative waste objective has the advantage of being tangible for team members. Without action on the part of every team member, reducing waste in our offices would not be possible. We report our progress on reaching and maintaining 55 kg of waste sent to landfill per employee per year in Bell-owned or -leased administrative buildings by 2024.

In 2019, we sent an average of 74 kg of waste to landfill per employee from administrative buildings.<sup>1</sup> This represents a 11 kg decrease per person in our first year (almost 13% less than 2018, and 19 kg from our goal).

Waste from administrative buildings sent to landfill GRI 306-2



Hazardous waste GRI 306-4

In addition to our administrative waste objective, we report our progress toward our objective of recovering and diverting to certified recyclers 100% of generated hazardous waste by 2024. Currently, we are diverting 100% of the hazardous materials we recover, including all of our network batteries and residual material from our fleet services. Our indicator illustrates the gap between generated and recovered hazardous waste.

Last year, we reported having collection gaps in Atlantic Canada and Manitoba for aerosols, fluorescent tubes and paint. In 2019, we closed the gap in Atlantic Canada and we are working on implementing an improved collection program in Manitoba for aerosols, fluorescent tubes, and paint. We aim to have such collection services fully operational by 2024.

In 2019, we were able to recover and divert to certified recyclers approximately 99% of all generated hazardous materials.<sup>1</sup>

See the [Waste management](#) information sheet on our website for more details.

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

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[2019 Corporate  
Responsibility Report](#)

Environmental stewardship for customer-facing electronic devices

Recovery of mobile devices is difficult to predict and control, as it depends on the rate at which customers upgrade to newer devices. Often, recovery depends upon 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. This has made it difficult for us to predict how many phones we would be able to collect and therefore difficult to set an objective.

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 [Bell.ca/recycling](#).

In 2019, thanks to our customers’ participation in our recovery programs, Bell diverted more than 2,709 tonnes of electronics from landfill. This represents an increase of 231 tonnes since last year.

WHY IT MATTERS GRI 103

Due to the rapid obsolescence of communications devices, particularly mobile phones, they represent an increasing proportion of electronic waste (e-waste). E-waste disposal is a global issue with global attention with respect to the health of those who end up sorting the components.

Our relationship with customers provides an opportunity for effective management of product recycling, reuse, and disposal. Telecommunications companies like Bell, therefore, face increasing regulatory compliance requirements related to this issue. Multiple jurisdictions across Canada have implemented separate and sometimes conflicting e-waste collection and recycling regulations, requiring companies to finance the collection, treatment, recycling, or proper disposal of devices. Our relationship with customers also creates a risk to our reputation if we do not properly address the e-waste issue.

WHAT WE ARE DOING

We have implemented an effective program for managing e-waste recycling, reuse, and disposal, including national take-back programs, drop boxes, and mail-in instructions.

Customer-facing electronic waste collected GRI 306-2, SASB

(in tonnes)

ITEM	2019	TREND	CHANGE	2018
TV receivers	1919	⬆️	166	1753
Modems	770.7	⬆️	81.7	689
Mobile devices	18.4	⬆️	-15.6	34
Mobile phone batteries	1	⬆️	-0.5	1.5
Mobile phone accessories	0.4	⬆️	-0.6	1
Total	2,709.5	⬆️	231	2,478.5

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[2019 Corporate  
Responsibility Report](#)

Bell’s customer-facing device recovery objective

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. In 2017, we began reporting 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.

In 2019, we recovered 2,502,226 units.<sup>1</sup> We have now recovered 9,850,910 units since January 2016 and we are on target to achieve our 2020 objective.

1. PwC provided limited assurance over this indicator. See [PwC’s assurance statement](#)  
2. Numbers of mobile phones collected for 2016, 2017, and 2018 are restated to adjust for double-counting in previous methods. The cumulative yearly totals have been adjusted accordingly. The impact of the error is an overall decrease of 2% from 2016 to 2018.

Computers for Schools

For the last 21 years, Bell has been actively involved in the Computers for Schools program (CFS) across Canada. The program has evolved and is now called Computers for Schools Plus (CFS+). CFS+ provides a wider range of IT equipment to a growing number of beneficiaries. CFS+ provides refurbished computers and other electronic equipment to elementary and high schools, various non-profit organizations, and eligible low-income Canadians.

A Bell employee, within the Corporate responsibility and Environment group, serves as Executive director of Ordinateurs pour les écoles du Québec (OPEQ), which manages the CFS+ program for Québec. Under their leadership, the organization obtained ISO 14001:2015 certification and was designated as a re-use organization by the Association for the Recycling of Electronic Products in Quebec (ARPE-Quebec). In 2019, all OPEQ sites received an Elite performance



certificate, the highest level of recognition from Recyc-Quebec’s “ICI on recycle +” program. Bell provides space for workshops and office space for the OPEQ management team.

In 2019, Bell and its subsidiaries donated 8,465 used computers, 1,127 monitors and 82 printers for reuse or recycling to OPEQ. Since the beginning of our involvement with CFS in 1997, Bell donations totaled more than 114,000 computers, 19,200 monitors and 4,830 printers.

Customer-facing electronic devices recovery GRI 306-2  
2016–2019 (number of units collected)

	2019	2018	2017	2016
TV receivers	1,199,381	1,151,635	1,268,793	1,103,220
Modems	1,133,372	1,052,726	1,051,270	945,715
Mobile phones <sup>2</sup>	169,473	248,193	176,981	143,945
Total	2,502,226	2,452,554	2,497,044	2,192,880
Cumulative yearly total	9,644,704	7,142,478	4,689,924	2,192,880

See the [Waste management](#) information sheet on our website for more details.

Donations of used equipment for reuse or recycling  
by Bell and its subsidiaries GRI 306-2  
(number of units collected)

	COMPUTERS	MONITORS	PRINTERS
2017	7,692	833	106
2018	8,802	1,022	152
2019	8,465	1,127	82
Cumulative total (since 1997)	114,000	19,200	4,830

THIS PROGRAM ENCOURAGES

- Reuse of electronic equipment
- Social inclusion for young adults through integration into the workplace
- Developing digital skills with graduates in technology
- Eco-responsible recycling of obsolete equipment
- Diversity, equity and inclusion are also at the heart of the organization’s values.

## Connecting Families

Launched in November 2018, this initiative is designed to connect low-income Canadian families to the Internet. Funded by participating Internet service providers, including Bell, the initiative is administered through Computers for Success Canada and offers \$10 per month Internet access to eligible families and is done in partnership with the Government of Canada's Computers for Schools program, which provides computers. In Quebec, this program is managed by the OPEQ team. In 2019, OPEQ delivered 9,062 computers to eligible families in Quebec.

More information about the program and eligibility is available [here](#).

For more information about OPEQ's history and performance, see the [OPEQ](#) information sheet on our website.

This is an  
extract from our  
[2019 Corporate  
Responsibility Report](#)





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## Other environmental programs

In addition to the priority environmental initiatives detailed in this section, Bell operates many more programs through our certified ISO 14001:2015 environmental management and review system (EMRS).

Please see the [Responsibility section](#) of our website for information on [environmental incidents](#), [environmental site assessments](#), [sustainable buildings](#), [environmental training](#), [sustainable events](#), [electronic billing](#), [protecting biodiversity](#), [halocarbons](#) and [water consumption](#).

These programs are integrated throughout Bell's business units and subsidiaries and are governed by local environmental coordinators. Each environmental coordinator reports to the Corporate responsibility and Environment team on action plans and results throughout the year. These programs form the foundation of our company-wide EMS. Thanks to our continued diligence in constantly improving our environmental management system and processes, we have been certified ISO 14001 for 11 consecutive years.

For more information on our EMRS, [click here](#). For more information on the governance of corporate responsibility topics at Bell, see Management of corporate responsibility at Bell in this report.

