

# Responsible procurement

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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.

## Supplier selection and accountability

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GRI 205-1, 308-1, 412-3, 414-1

### **Bell Canada (all subsidiaries)**

Bell's Procurement and Environmental policies require that we deal with responsible suppliers on social and environmental values. Our corporate standard for suppliers include the need for them to adopt Bell's Supplier Code of Conduct and applicable Environmental clauses.

We evaluate the corporate responsibility and environmental 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. During the supplier selection process, we ask targeted suppliers (meeting one of our risk criteria) to complete a corporate responsibility self-assessment questionnaire, which contains detailed questions about their environmental, health and safety, ethical and labour practices.

For providers of medium and high environmental risks services (sector, location and type of work performed are considered to classify the inherent risk level), targeted suppliers must undergo an environmental risk evaluation through an online questionnaire to assess the inherent environmental risks and the measures in place that could increase or decrease the risk. This audit includes many factors, including site assessment, risks and liabilities, process, approvals, insurance and warranties, and any environmental management system in place.

If a high-risk supplier is also classified as a key supplier, and does not demonstrate proper mitigation measures in place, an on-site audit may be performed.

Our key suppliers are not individually trained on Bell's environmental standards; however, internal procedures and directives are shared as required.

#### **Bell's Supplier Code of Conduct**

All new Bell contracts bind suppliers to standards consistent with Bell's **Supplier Code of Conduct**, clearly establishing the expectation that the supplier will take all reasonable measures to respect the requirements of the Code through its own operations and within its own supply chain.

The Bell Supplier Code of Conduct was updated in 2020 to reflect the most recent best practices, and outlines standards to ensure that working conditions in our 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 responsible sourcing and we consider all activities in our supply chain that fuel conflicts and lead to human rights abuse as unacceptable.

In the labour and human rights section of our Supplier Code of Conduct, some issue areas have been enhanced to reflect the latest International Conventions, including Freely chosen employment, Young workers, Working hours, Wage and benefits, Human treatment, and Non-discrimination and Freedom of Association and collective bargaining.

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## The Source (subsidiary)

One of our subsidiary, The Source, manufactures private brand products through suppliers mostly located in Asia. This high-responsibility risk process must undergo rigorous on-site social audits through a third party. Social audits carried out annually by *Bureau Veritas* analyses compliance with all applicable laws, rules and regulations including those relating to licensing, labour, wages, worker health and safety and the environment.

The Source's commitment is to source goods and services only from Suppliers that achieve internationally recognized standards and practices in dealing with their workers and their working environment. Although suppliers to The Source are from many different countries, nationalities and cultures, The Source expects all such Suppliers to demonstrate compliance with **TSO Factory Certification program** and put in place an effective control system to ensure that Supplier conducts business in a socially responsible manner.

Any factory that produces The Source Private Brand must be audited and certified (Social Accountability). This is intended to ensure that factories have strong quality systems in place and are in legal and social compliance with applicable law. The scope for Social Accountability (SA) audits includes assessments against child labour, forced or indentured labour, working hours, wages and benefits, non-discrimination, and working environment as published in TSO Supplier Code of Conduct.

Any violations evident in any SA factory audit will be considered critical violations and will result in The Source's immediate termination of the factory.

## Supplier diversity

Bell's support for diversity and inclusion extends to our supplier relationships. Bell's supplier diversity program aims to provide equal access to sourcing opportunities for capable diverse suppliers, allowing us to better reflect the diverse customers and communities we serve. Increasing diverse suppliers' visibility throughout Bell enables us to access more innovative concepts, which creates better products and services for our customers. Our program encourages the active inclusion of businesses that are majority owned and managed by Indigenous peoples, visible minorities, women, LGBT, veterans and persons with disabilities.

In 2020, Bell:

- sponsored and participated in 8 supplier diversity industry events and roundtables
- met numerous new certified suppliers and promoted them to internal buyers
- became a Canadian Council for Aboriginal Business (CCAB) corporate member
- invested in tools to uncover more Bell certified diverse suppliers
- contribute to a net year-over-year increase of 93% more active diverse Bell suppliers and close to 4x more spend

The BCE Procurement team continued to invest and grow our diverse supplier network, through corporate memberships with the five Canadian supplier diversity certifying organizations.



Moving into 2021, Bell will continue to advocate and focus on increasing year-over-year spend with diverse suppliers by 3-5% and increasing the number of active certified diverse suppliers by 5-10%.

For more information on Bell's supplier diversity program, visit our webpage:  
<https://bce.ca/suppliers>

## Due diligence on products

GRI 308-1

Beyond the supplier approach to responsible business and risk management, we also address specific products through our expanding sustainable criteria program.

Since 2011, we have adhered to a set of sustainability criteria for customer facing products, including mobile phones and accessories, batteries, chargers, SIM cards, urban furniture, modems and TV receivers, as well as other internal products (laptops, paper, cleaning products). Following our internal single-use plastic ban, 4 categories of products have been added to the list, thus limiting their purchase. These items include plastic bags, promotional items, plastic bottles and cafeteria items.


Sustainable packaging criteria are required for all tangible goods contracts that we resell to customers or use internally. This criterion addresses the use of toxic substances and conflict minerals, the recyclability of materials, identification of plastics, energy efficiency, and the impact on our carbon footprint.

Bell also participates in a voluntary energy efficiency program for set-top boxes called CEEVA (Canadian Energy Efficiency Voluntary Agreement), which refers to Energy Star standards.

## Conflict minerals

GRI 412-3

Many electronic devices contain small amounts of metals – such as tantalum, tin, tungsten and gold – that are derived from minerals recognized under U.S. laws as conflict minerals because in certain cases these metals are mined in exploitative circumstances. Bell shares the concerns of many companies in the electronics and telecommunications industries, that the use of conflict minerals may directly or indirectly finance or benefit armed groups in the Democratic Republic of the Congo (DRC) or adjoining countries.



We consider the exploitation and trade of conflict minerals that fuel armed conflicts and lead to the abuse of human rights as unacceptable. Our policy and practice is aligned to make sure every appropriate action is taken to ensure our suppliers source conflict minerals responsibly.

In 2011, we asked our major suppliers of electronic equipment to implement processes and control mechanisms to avoid the use of minerals that may directly, or indirectly finance or benefit armed groups in the DRC or adjoining countries in the products they supply to Bell.

Conflict minerals issue is considered as a human right risk. Through specific conflict minerals trainings, Procurement's prime have been trained to identify when it poses a risk for the company and what to do to mitigate this risk (Conflict Minerals clause).

*To the extent this information sheet contains forward-looking statements including, without limitation, outlooks, plans, objectives, strategic priorities, commitments, undertakings and other statements that do not refer to historical facts, these statements are not guarantees of future performance or events, and we caution you against relying on any of these forward-looking statements. Forward-looking statements are subject to inherent risks and uncertainties and are based on assumptions that give rise to the possibility that actual results or events could differ materially from our expectations expressed in, or implied by, such forward-looking statements. Refer to BCE Inc.'s most recent annual management's discussion and analysis (MD&A), as updated in BCE Inc.'s subsequent quarterly MD&As, for further information on such risks, uncertainties and assumptions. BCE Inc.'s MD&As are available on its website at [bce.ca](http://bce.ca), on SEDAR at [sedar.com](http://sedar.com) and on EDGAR at [sec.gov](http://sec.gov).*