

2020 Sustainable Accounting Standards Board content index for BCE Inc.

This 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.

This index combines Telecommunications Services and Media and Entertainment standards. Media and Entertainment disclosures have been added to account for our Bell Media segment.

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:

- [Annual report](#)
- [Annual information form](#)
- [Code of business conduct](#)
- [Data governance information sheet](#)
- [Energy and greenhouse gas information sheet](#)
- [Media ethics: approach and management](#)
- [Privacy website](#)
- [Purpose and Corporate Responsibility \(PCR\) report](#)
- [Summary data sheet](#)
- [Waste information sheet](#)

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION/OMISSION
Wireless subscribers	TC-TL-000.A	# of subscribers	Annual report, p. 4
Wireline subscribers	TC-TL-000.B	# of subscribers	Annual report, p. 4
Broadband subscribers	TC-TL-000.C	# of subscribers	Annual report, p. 4
Network traffic	TC-TL-000.D	Petabytes	This information is considered to be competitively sensitive and is therefore not disclosed
Environmental Footprint of Operations	TC-TL-130a.1	We report in MWh	Energy and greenhouse gas information sheet; Summary data sheet PCR report, p. 67
Data Privacy Description of policies and practices relating to behavioral advertising and customer privacy	TC-TL-220a.1	n/a	Code of Business Conduct; Data governance information sheet; Privacy website, Annual report, p. 23, 58, 102, 110 PCR report, p. 46-48
Data privacy Number of customers whose information is used for secondary purposes	TC-TL-220a.2	Number	Data governance information sheet
Data Privacy Total amount of monetary losses as a result of legal proceedings associated with customer privacy	TC-TL-220a.3	Reporting currency	Annual information form, p. 29, if any
Data Privacy (1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	TC-TL-220a.4	Number, percentage (%)	Data governance information sheet

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION/OMISSION
Data Security (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	TC-TL-230a.1	Number, percentage (%)	Data governance information sheet
Data Security Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-TL-230a.2	n/a	Data governance information sheet; Annual report, p. 43, 58 PCR report, p. 46-48
Product End-of-Life Management (1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	TC-TL-440a.1	Metric tons (t), Percentage (%)	Waste information sheet; PCR report, p. 73-75
Competitive Behavior Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-TL-520a.1	Reporting currency	Annual information form, p. 29, if any
Competitive Behavior Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	TC-TL-520a.2	Megabits per second (Mbps)	Annual report, p. 35-36
Competitive Behavior Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	TC-TL-520a.3	n/a	CPR report, p. 40

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Managing Systemic Risks from Technology Disruptions (1) System average interruption frequency and (2) customer average interruption duration	TC-TL-550a.1	Disruptions per customer, Hours per customer	For some of broadband services, we measure service availability based on the performance of the core and access networks to customers. This does not include individual customer outages. Disruptions per customer is not available at this time. We monitor repeat network element failures as part of our problem management processes with the goal of improving service reliability. The average internet customer service up-time (reliability) for 2020 is 99.993%
Managing Systemic Risks from Technology Disruptions Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2	n/a	On-going investments to mitigate outage duration for customers include investing in: fibre connectivity and network element redundancy; mobile and fixed power generators in case of commercial hydro electricity failures; battery back-ups in modems; providing Bell Mobility customers with complimentary hotspot usage; the use of automation to recommend service restoration options; and systems to self-heal the network where possible.
Media Pluralism Percentage of gender and racial/ethnic group representation for (1) management, (2) professionals, and (3) all other employees	SV-ME-260a.1	Percentage (%)	We are in the process of reviewing the guidelines to develop a model that accommodates our Canadian reporting framework for future disclosures
Media Pluralism Description of policies and procedures to ensuring pluralism in news media content	SV-ME-260a.2	n/a	Bell Media Diversity in production CTV News Diversity statement
Journalistic Integrity & Sponsorship Identification Total amount of monetary losses as a result of legal proceedings associated with libel or slander	SV-ME-270a.1	Reporting currency	Annual information form, p. 29, if any
Journalistic Integrity & Sponsorship Identification Revenue from embedded advertising	SV-ME-270a.2	Reporting currency	n/a
Journalistic Integrity & Sponsorship Identification Description of approach for ensuring journalistic integrity of news programming related to: (1) truthfulness, accuracy, objectivity, fairness, and accountability, (2) independence of content and/or transparency of potential bias, and (3) protection of privacy and limitation of harm	SV-ME-270a.3	Discussion and Analysis	Media ethics: approach and management



Intellectual Property Protection & Media Piracy

Description of approach to ensuring intellectual property (IP) protection

SV-ME-520a.1 Discussion and Analysis

Bell Media uses various property and works protected by intellectual property rights (IP Assets) in the course of its business activities and the creation and provisioning of its products and services. The use of these IP Assets is important to Bell Media's success. These IP Assets include:

- Brand names, trademarks, service marks, domain names, designs and similar marks;
- Copyrights in respect of content, programming, music, audio, video, and/or digital works and compilations, broadcast signals, software, applications and similar proprietary technology;
- Patents or patent applications, confidential information, customer lists and other proprietary data and processes; and various other intellectual property.

These IP Assets are either developed and owned by Bell Media or licensed by Bell Media from third parties. In conducting its business activities, Bell Media uses various contractual means to acquire, establish, secure and protect its IP Assets, including:

- Use of licensing and distribution agreements with suppliers and distributors;
- Adherence to certain copyright collective arrangements and related tariffs;
- Establishment of customer/user terms and agreements;
- Establishment of employees terms and policies, and
- Such other forms of understanding and agreement reasonable necessary to secure and protect its IP Assets.

Bell Media also uses a combination of legal and statutory protections afforded under trademark, copyright, patent and other intellectual property laws to secure, protect and enforce its IP Assets.

Bell Media employs a rights management and business affairs team together with clearance processes and digital rights management (DRM) systems to ensure, among other things, compliance with its licensing arrangements for programming, musical works and other licensed IP Assets.

Bell Media uses multiple methods to monitor potential infringements of its IP Assets. These include use of internal resources and external specialized firms to monitor and search for potential infringements across various platforms including online and over various social media platforms. [In so doing, Bell Media looks to strike a balance between the protection of its IP Assets and the fair and reasonable public/non-commercial use of such assets.

Bell Media participates in various domestic and global alliances and cooperation arrangements with various media and technology companies. Intent is to assist and facilitate:

- Protecting the dynamic legal market for creative content and reducing the prevalence of online piracy;
- Co-operation as to best practices, evolving IP protection standards and development of new technologies to encourage legitimate access to media; and
- Worldwide monitoring and enforcement to curtail illegal pirate enterprises

Bell Media believes that it takes reasonable and appropriate measures to secure, protect and defend its IP Assets, including prosecuting infringers, and to ensure that we do not to infringe on the intellectual property rights of others.

We cannot provide any assurance that the laws protecting intellectual property in various jurisdictions are, or will continue to be, adequate to protect our IP Assets or that we will be successful in preventing or defending claims by others asserting rights in or to our IP Assets.

(1) Total recipients of media and the number of (2) households reached by broadcast TV, (3) subscribers to cable networks, and (4) circulation for magazines and newspapers	SV-ME-000.A	Number	Annual report, p. 4
Total number of media productions and publications produced	SV-ME-000.B	Number	Bell Media owns 35 local television stations led by CTV, Canada's most-watched television network, and the French-language Noovo network in Québec; and 27 specialty channels, including leading specialty services TSN and RDS. Overall, there are 1,018 productions across these stations.

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, on SEDAR at sedar.com and on EDGAR at sec.gov.