

# Responsible procurement

---

Bell annually purchases products and services that are directly used for its internal operations, or that provide the necessary equipment to deliver services to its customers. The products and services we purchase are largely used in the following areas of our business: wireline and wireless network infrastructure, information technology, wireless devices, consumer residential products, business telecommunication products and services, media content and carrier services.

Bell's suppliers are held to high standards, considering that the purchase of goods and services can result in social and environmental impacts, which, if not properly addressed, can affect Bell's reputation 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

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

### Bell Canada (all subsidiaries)

To ensure we are working with suppliers who hold a high regard for environmental, social and governance best practices, Bell's corporate standard requires that all suppliers must adopt Bell's Supplier Code of Conduct, as well as applicable environmental clauses.

Prior to entering into a contract with our suppliers, we conduct a risk analysis on the supplier. The purpose of Bell's risk-based assessment is to determine the level of risk associated with a supplier, and to help us determine how to mitigate those risks before a contract is signed. The risk assessment process is questionnaire-based, and upon completion, categorizes a supplier as high, medium or low risk. For suppliers who have a medium or high risk, they are required to complete Bell's corporate responsibility or environmental risk evaluation questionnaire, and can

also be asked to provide supplemental information, including: their ethics and labour policy, health and safety standards and environmental policy. Bell's supplier requests are dependent on the type of product or service being provided to Bell and the risk level of the supplier.

Bell works with suppliers to ensure our standards outlined in the Supplier Code of Conduct and clauses are met. In some cases, Bell shares internal procedures and directives to follow. If a supplier is also classified as a key supplier, and does not demonstrate that the proper mitigation measures are in place, an on-site audit may be performed.

### Bell's Supplier Code of Conduct

All new Bell contracts bind suppliers to standards consistent with **Bell's Supplier Code of Conduct**, with 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. Bell's 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 that lead to human rights abuse, as unacceptable.

We have also updated the Labour and Human Rights section of our Supplier Code of Conduct 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.



## The Source (subsidiary)

The Source manufactures private brand products through suppliers located mostly 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 analyze compliance with all applicable laws, rules and regulations, including those related to licensing, labour, wages, worker health and safety and the environment.

The Source's commitment is to procure goods and services only from suppliers that achieve internationally recognized standards and practices in dealing with their workers and their working environment. Although The Source has suppliers from many different countries and cultures, it expects all these suppliers to demonstrate compliance with the **TSO Factory Certification program** and establish an effective control system to ensure that they conduct business in a socially responsible manner.

Any factory that manufactures The Source private brand products must undergo a Social Accountability (SA) audit and be certified. This is intended to ensure that factories have strong quality systems in place and are in legal and social compliance with applicable laws. The scope for SA audits includes assessments on child labour, forced or indentured labour, working hours, wages and benefits, non-discrimination and the working environment, as published in TSO Supplier Code of Conduct. Any critical violations of the aforementioned evident in any SA factory audit will result in The Source's immediate termination of the factory.

# Due diligence on products


GRI 308-1

## Sustainable criteria for tangible products

In addition to Bell's approach to the responsible business and risk management of its suppliers, Bell also addresses specific products through its 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, street furniture, modems and TV receivers, paper and packaging and single-use plastic products, as well as other internal products such as laptops and cleaning products. Sustainable criteria are required for all contracts where a targeted tangible item is purchased by Bell.

Sustainable packaging criteria are required for all tangible goods contracts for which the product will be resold to customers or used internally. This criterion addresses the materials that packaging should be comprised of so that it can be fully recycled at the end of its useful life, and ensures the packaging components are not composed of toxic substances, plastics that cannot be recycled, heavy metals and other materials that would have a high environmental impact.



In 2021, Bell established a ban on single-use plastics, with the goal of reducing the purchase and use of such items in our operations. The ban includes four (4) categories: plastic bags, promotional items, plastic bottles and cafeteria items. As a result of this ban, Bell has taken steps to reduce the purchase and distribution of single-use plastics by discontinuing the use of plastic bags. Currently, if a customer requests a bag at any of our retail locations, they will receive a paper bag that meets Bell's sustainable criteria for paper and packaging materials. In an effort to further reduce plastic packaging, Bell's subsidiary company The Source, has removed plastic trays from gift boxes and replaced the material with a cardboard tray that can be recycled.


To ensure customer facing products meet the highest standards, Bell also participates in the Canadian Energy Efficiency Voluntary Agreement (CEEVA). The CEEVA program for Set Top Boxes (STBs) aims to compliment the ENERGY STAR program in Canada, whereas the Small Network Equipment (SNE) program aims to improve the energy efficiency of these devices without compromising rapidly evolving technological advancements or customer usability. Through this voluntary agreement, Bell is committed to improving the energy efficiency of STBs and SNE in accordance with the agreement's standards.

For more information on Bell's commitment to CEEVA, please refer to Bell's public energy disclosure documents for [STB](#) and [SNE](#).

## Conflict minerals

Many electronic devices contain a small amount of metals such as tantalum, tin, tungsten and gold. These are sourced 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 industry, specifically, that the use of conflict minerals may

GRI 412-3



directly or indirectly finance or benefit armed groups in the Democratic Republic of the Congo (DRC) or neighboring 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 are aligned to ensure that every appropriate action is taken so that our suppliers source conflict minerals responsibly.

In 2011, we asked our major suppliers of electronics 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 neighboring countries.

The issue of conflict minerals is considered a risk to human rights. Through specific conflict minerals training, Procurement primes have learned to identify when such dealings pose a risk to the company and what actions can mitigate this risk.

*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).*