

Circular economy

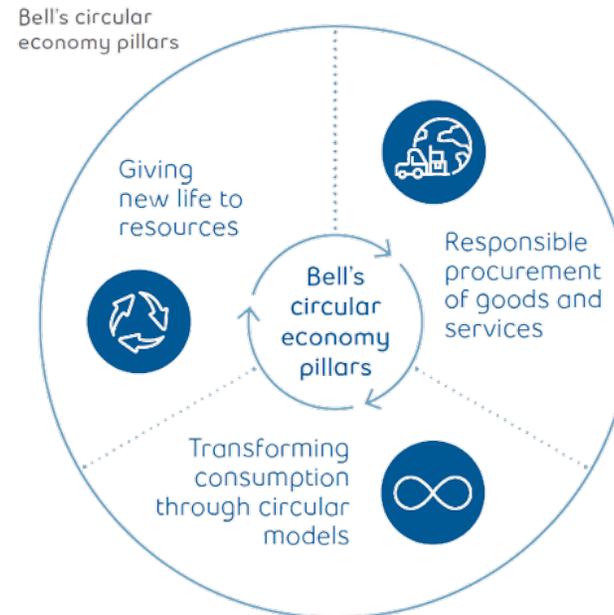
SDG 12 - 12.4, 12.5

GRI 306-1 306-2, 306-3, 306-4, 308-1

SASB TC-TL-440a.1

At Bell, value creation relies on the efficient use of resources. We take great care in managing the environmental impact of our products and services, and take actionable steps to seek to mitigate waste generated from our operations, wherever possible.

Through responsible procurement, resource consumption and residual material management, we are able to monitor these activities and improve the success of our circular economy strategy.





Pillar 1: Responsible procurement of goods and services

Bell is working to design-out waste and pollution from our operations through the direction of responsible decision making within our supply chains. Whether through leveraging new technologies or responsibly procuring goods and services, we strive to mitigate environmental risks and liabilities when conducting procurement transactions.

Due diligence on products GRI 308-1

Sustainable criteria for tangible products

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. Sustainability criteria are required to be included in all contracts where such targeted tangible items are purchased by Bell.

Sustainable packaging criteria are required to be included in all tangible goods contracts for which the product will be resold to customers or used internally. These criteria address the materiality of packaging to ensure that it can be fully recycled at the end of its useful life, and that the packaging components are not composed of toxic substances, heavy metals or 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. Since its introduction in 2021, we have been working internally to track and report progress on the ban, with the aiming of starting to report progress in 2023.

To ensure customer-facing products meet the highest standards, Bell participates in the Canadian Energy Efficiency Voluntary Agreement (CEEVA). The CEEVA program for Set Top Boxes (STBs)

aims to complement the ENERGY STAR program in Canada, whereas CEEVA's 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](#).

Electronic billing

We encourage our customers to use e-billing, as a means to both reduce the environmental footprint associated with paper bills and provide customers with an accessible form of record keeping, where they can download and save billing information.

Total percentage of customers who receive electronic bills

	2020	2021	2022
% of customers who receive electronic bills	69%	77%	81%

For customers who prefer to receive paper bills, we require that all bills be printed on paper certified by the Forest Stewardship Council (FSC).

For more information regarding billing, please visit our [website](#).



Pillar 2: Transforming consumption through circular models

Bell has many existing business models and strategies that are reflective of a circular economy. Specifically, Bell is efficient at operating reuse and repair/refurbishment programs that allow us to extend the useful life of products and materials.

Please see the table below for a list of internal circular economy initiatives.

Initiatives and Benefits	Strategies
Return, repair and reuse system for cable reels: After use in the field, the wooden reels are returned to the warehouse where they are reused and wound with new cable. If a wooden reel is damaged, it is redirected to a supplier for repair and returned to the warehouse for reuse once complete. If a wooden reel is too damaged and cannot be repaired, it is dismantled and the materials are sent to various sites to be recycled.	Maintenance and repair, Recycling
Business router recovery program: When a customer terminates their subscription, routers are returned to a Bell warehouse. Devices eligible for refurbishment are given a new life and then reused in the provisioning flow.	Rental model, Remanufacturing

<p>Internal repair shop for tools and ladders: We have been repairing tools and ladders in-house at repair depots across Québec and Ontario for over 5 years. Staff are trained, and in some cases technically certified, to perform basic tool refurbishment as well as more advanced meter repairs.</p> <p>Repair shops were created with the goal to maximize the life span of resources and reduce material consumption.</p>	<p>Maintenance and repair</p> 
<p>Rental Model for Modems, TV Receivers and WiFi Pods: Bell operates a rental model for TV receivers (Set Top Boxes), modems and Wi-Fi pods, where we maintain ownership of the equipment throughout its entire lifecycle. This rental-only model allows us to manage the flow of devices so that they can be maintained, repaired and reused. Bell also provides return and repair services for these devices through in-store drop off and pre-paid mailing labels for all customers.</p>	<p>Rental model, Functional economy, Remanufacturing, Maintenance and repair</p>
<p>Mobile phone collection and recovery programs: Bell provides national take-back programs, drop-boxes and mail-in instructions for customers, to make the recovery of end-of-life consumer electronics easy, efficient and accessible. The Bell Blue Box program, as well as Bell, Virgin and The Source trade-in and trade-up programs, help to achieve this. In 2022, Bell's recovery programs recovered and diverted 1,977 metric tonnes of customer-facing electronics from landfill.</p>	<p>Remanufacturing, Recycling</p>

For more information on Bell's recycling programs please visit, Bell.ca/recycling.



Spotlight on results of customer participation in recovery and refurbishment programs

We believe that we have an important role to play in the recovery of used electronic devices from customers, which is why we have set a goal to recover 7 million used TV receivers, modems, mobile phones and Wi-Fi pods between January 1, 2021 and the end of 2023. Thanks to our customers' participation, by the end of 2022 Bell had recovered a total of 4,788,779 electronic devices, and we are on track to meet our target.



Customer-facing electronic devices recovered (number of units collected)

Devices	2021 ^[1]	2022
TV Receivers _[2]	1,069,822	1,041,110
Modems _[2]	1,043,144	988,639
Wi-Fi Pods _[2]	244,585	190,583
Mobile Phones _[2]	104,547	106,349
Total	2,462,098	2,326,681
Cumulative Yearly Total	2,462,098	4,788,779

[1] 2021 is the base year for the KPI Recover 7 million used TV receivers, modems, mobile phones and WiFi pods between January 1, 2021 and the end of 2023.

[2] PWC provided limited assurance over the total count. See PwC's assurance statement.



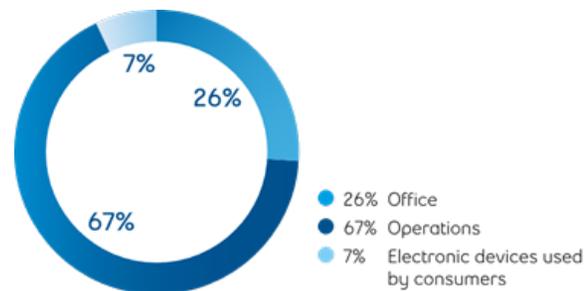
Pillar 3: Giving new life to resources

At Bell, we are making an effort to reduce our environmental impact by working with suppliers to redirect, reutilize, repurpose and recycle material from our waste streams wherever possible. We have been recycling residual materials for over 30 years and continually evolve as we progress toward our goal of sending zero waste to landfill.

Diverting waste from landfill (GRI 306-1, 306-2, SDG 12.4, 12.5, SASB)

Bell has internally integrated most of its installation and construction functions. This makes us accountable for managing a significant part of our network waste ourselves and gives us direct control over our operations, including those that directly impact customer service.

The total waste generated at Bell can be categorized as follows:



In support of our commitment to environmental leadership and minimizing our environmental impact, we have set the following objective: Achieve and maintain a 15% total waste-to-landfill reduction from base year 2019, by 2025. In 2022, we reduced our total waste sent to landfill by 8%, compared to 2019.¹

2022 Waste recovered (in tonnes)

	Diverted from landfill	Sent to landfill	Diversion rate (%)
Office	6,008.45	1,886.93	76
From our operations			
Fleet ¹	419.52	—	100
Hazardous Materials ²	1,385.81	—	100
Packaging products ³	1,024.81	156.49	87
Hardware ⁴	7,896.54	9,412.14	46
From our customers ⁵	1,977.39	—	100
Totals	18,712.52	11,455.56	62

1. Tires, batteries, oil and oil filters and used engine antifreeze
2. Lead-acid batteries, alkaline batteries, fluorescent tubes, oily containers, contaminated rags and absorbents, aerosols and other pressurized containers
3. For network equipment, such as wood pallets, cardboard boxes and plastic wrap
4. Telecom materials, such as cables, terminals, utility poles and cable reels
5. TV receivers, modems, phones, pods and accessories.

Making data-driven decisions to improve efficiency

A portion of our data for operations and administrative buildings are based on estimates from our third party waste collection service provider. Estimates are calculated based on container size, predetermined average weight and the number of pick-ups, which can lead to overestimated results.

Considering that our waste data is intended to show evidence of the success of our reduction efforts and initiatives in order to change waste sorting behaviours, we launched a pilot project in 2021 when sensors were installed inside some of our waste containers. With the new data from the sensors, we continuously analyze container levels and can now adjust container size and confidently manage our waste collection services more efficiently. With better quality data, we can make scheduling decisions that maximize efficiency and profitability while driving waste reduction goals. The pilot project has expanded to 21 locations since 2021, with plans for continued expansion within the next 3 years.

¹ PwC provided assurance over this indicator. See PwC's assurance statement.

Long-standing partnership

Bell also supports the Centre de Formation en Entreprise et Récupération (CFER), a training centre that teaches youth without a secondary school education, useful skills on equipment recovery and refurbishment. CFER collects and sorts recyclable materials generated at 16 of our work centres in Québec.

Hazardous waste GRI 306-2, 306-3, 306-4, SDG 12.4.

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.

Network batteries account for the greatest proportion of hazardous materials generated at Bell. Other hazardous materials include aerosols, absorbents, oily containers and fluorescent tubes.

Hazardous waste recovery objective

We continue to pursue our target of recovering and diverting 100% of generated hazardous waste to certified recyclers by 2024. This hazardous waste includes all of our network batteries and residual materials from our fleet services. In 2022, we were able to recover and divert 99% of all generated hazardous materials to certified recyclers². We integrated a new business unit, Maskatel, into our operations, aligning them with our collection, disposal and reporting processes. We are also continuing the implementation of an improved collection program in Manitoba for aerosols, fluorescent tubes and paint. We aim for this program to be fully operational by 2024 to meet our target.

² PwC provided limited assurance over this indicator. See PwC's assurance statement.

Hazardous waste recovered (in tonnes)

	2021	2022	% diverted in 2022
Hazardous materials			
Fluorescent tubes, oily containers, absorbents, aerosols and other pressurized containers	28.98	29.32	100
Network batteries	1402.02	1356.49	100
Fleet			
Tires, batteries, oil and oil filters and used engine antifreeze	678.48	419.52	100

To the extent this information sheet contains forward-looking statements including, without limitation, outlooks, plans, objectives, goals, targets, 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.