



## **Independent practitioner’s limited assurance report on the Key ESG Performance Indicators Appendix and Greenhouse Gas Emissions Report Appendix prepared in the context of the Strategic Overview section of the BCE Inc. Integrated Annual Report 2022**

To the Board of Directors and Management of BCE Inc.

We have undertaken a limited assurance engagement of the “Key ESG Performance Indicators Appendix” and of the “Greenhouse Gas Emissions Report Appendix” (together the “subject matter”) of BCE Inc. for the year ended December 31, 2022.

### **Subject Matter**

With reference to the “Key ESG Performance Indicators Appendix”, our limited assurance engagement was performed on the following indicators:

- Scope 1 and scope 2 emissions (in tonnes of CO<sub>2</sub>e)
- Absolute reduction in scope 1 and scope 2 emissions from a 2020 base year
- Circular Economy: Waste reduction
- Circular Economy: E-waste recovery
- Employee engagement
- Team member well-being
- Health and safety
- Community investment
- Network coverage and accessibility - 5G
- Network coverage and accessibility - pure fiber
- Network reliability
- Information security: phishing simulation report rate
- Information security training
- Gender diversity in executive positions
- BIPOC representation in senior management
- BIPOC representation in new graduate and intern hires

With reference to the “Greenhouse Gas Emissions Report Appendix”, our limited assurance engagement was performed on the following type of emissions:

- Scope 1 Greenhouse Gas (GHG) emissions
- Scope 2 Greenhouse Gas (GHG) emissions
- Scope 3 Greenhouse Gas (GHG) emissions (business travel only)
- Mathematical accuracy of year-over-year change for:
  - Scope 1 Greenhouse Gas (GHG) emissions
  - Scope 2 Greenhouse Gas (GHG) emissions
  - Scope 3 Greenhouse Gas (GHG) emissions (business travel only)

PricewaterhouseCoopers LLP  
1250 René-Lévesque Boulevard West, Suite 2500, Montréal, Quebec, Canada H3B 4Y1  
T: +1 514 205 5000, F: +1 514 876 1502, [www.pwc.com/ca](http://www.pwc.com/ca)

“PwC” refers to PricewaterhouseCoopers LLP, an Ontario limited liability partnership.



The organizational boundaries and the applicable criteria for the determination of these indicators have been disclosed in the appendices.

### **Management's responsibility**

Management is responsible for the preparation of the subject matter in accordance with the following criteria as disclosed in the appendices ("the applicable criteria"):

- Management's internally developed criteria; and
- ISO 14064-1 and following the methodology outlined in the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard Revised Edition and the Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Management is responsible for selecting the applicable criteria used. Management is also responsible for such internal control as management determines necessary to enable the preparation of the subject matter that is free from material misstatement, whether due to fraud or error.

### **Our responsibility**

Our responsibility is to express a limited assurance conclusion on the subject matter based on the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000, *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information*, and International Standards on Assurance Engagements (ISAE) 3410, *Assurance Engagements on Greenhouse Gas Statements*, both standards issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the subject matter is free from material misstatement.

A limited assurance engagement involves performing procedures (primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures) and evaluating the evidence obtained. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users of our report. The procedures are selected based on our professional judgment, which includes identifying areas where the risks of material misstatement, whether due to fraud or error, in preparing the subject matter in accordance with the applicable criteria are likely to arise.

Our engagement included, among others, the following procedures performed:

- Through inquiries, obtained an understanding of BCE Inc.'s control environment and information systems relevant to Key ESG Performance Indicators and greenhouse gas emissions quantification and reporting;
- Analytical reviews and trend analysis of reported data for selected Key ESG Performance indicators and greenhouse gas emissions;
- Evaluated whether BCE Inc.'s methods for developing estimates are appropriate and consistently applied. However, our procedures did not include testing the data on which the estimates are based or separately developing our own estimates against which to evaluate BCE Inc.'s estimates;
- Reconciled the data back to underlying records for a limited sample of items for the subject matter;
- Checked the mathematical accuracy of the calculation related to the GHG emission variations on the comparative period July 1, 2021 to June 30, 2022 reported in the Greenhouse Gas Emissions Report Appendix; and
- Reviewed the subject matter disclosure in the appendices to ensure consistency with the evidence obtained.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement and, consequently, the level of assurance



obtained is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

#### **Our independence and quality control**

We have complied with the relevant rules of professional conduct/code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Canadian Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance Engagements*, and, accordingly, maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

#### **Significant inherent limitations**

Non-financial data is subject to more inherent limitations than financial data, given both the nature and the methods used for the determining, calculating, sampling or estimating such data. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgments.

Greenhouse gas emissions quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

We have not carried out any work on data reported or Key ESG Performance Indicators or Greenhouse Gas Emissions for prior reporting periods nor in respect of future projections and targets. We have not conducted any work outside of the agreed scope and therefore restrict our conclusion to the above mentioned subject matter.

#### **Conclusion**

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that BCE Inc.'s "Key ESG Performance Indicators Appendix" and "Greenhouse Gas Emissions Report Appendix" for the year ended December 31, 2022 are not prepared, in all material respects, in accordance with the applicable criteria.

#### **Purpose of statement and restriction on distribution and use of our report**

The subject matter has been prepared in accordance with the applicable criteria to assist BCE Inc. with reporting on the Key ESG Performance Indicators and Greenhouse Gas Emissions. As a result, the subject matter may not be suitable for another purpose. Our report is intended solely for BCE Inc. We acknowledge the disclosure of our report, in full only, by BCE Inc. at its discretion. We make no representations or warranties of any kind to any third party in respect of this report.

1

A handwritten signature in black ink that reads "PricewaterhouseCoopers LLP".

**Partnership of Chartered Professional Accountants**

Montréal (Québec)  
March 2nd, 2023

---

<sup>1</sup> CPA auditor, public accountancy permit No. A113424



## Key ESG Performance Indicators Appendix

The following tables outline the Key Performance Indicators (KPIs), a concise description of each KPI, the reporting period, the organizational boundaries and the methodology and assumptions used in the calculation.

The scope of the KPIs is specified in the table below. This report contains data about the BCE group of companies which is referred to collectively in this report as “BCE”, “Bell”, “Bell Canada”, “we”, “us”, “our” or “company”.

KPI	Description	2022 Performance	Reporting period	Business units included in the organisational boundaries	Methodology and assumptions
Greenhouse gas (GHG) emissions	Scope 1 and scope 2 emissions (in tonnes of CO <sub>2</sub> e)	256,325	See <i>Greenhouse Gas Emissions Report Appendix</i> attached hereto		
	Absolute reduction in scope 1 and scope 2 emissions from a 2020 base year	-2.5%			
Circular economy	The number of recovered used TV receivers, modems, mobile phones and WiFi pods	4,788,779 <sup>2</sup>	October 1, 2021 to September 30, 2022	All of BCE (excluding MTS)	This KPI is calculated as the total number of TV receivers, modems, mobile phones and WiFi pods Bell recovered in the period from October 1, 2021 to September 30, 2022.
Circular economy	Percentage of hazardous waste recovered and diverted to certified recyclers	99%	October 1, 2021 to September 30, 2022	All of BCE	This KPI represents the percentage of hazardous waste recovered and diverted to certified recyclers in relation to the total quantity of hazardous materials generated. The hazardous materials that we recover include network batteries, residual material from our fleet services and material such as aerosols, oily containers, paint and fluorescent tubes.
Circular economy	Percentage of waste to landfill reduction	8% reduction	October 1, 2021 to September 30, 2022	All of BCE	This KPI represents the variance percentage of waste sent to landfill between reporting period and base year 2019.

<sup>2</sup> The 2021 KPI for the number of recovered used TV receivers, modems, mobile phones and WiFi pods was corrected to reflect a more precise calculation. The adjustment was not material (less than 1% of the total number).



KPI	Description	2022 Performance	Reporting period	Business units included in the organisational boundaries	Methodology and assumptions
Team member well-being	Percentage of people leaders to complete mandatory base training on Mental Health	91%	As at December 31st 2022	All of BCE	This KPI represents the percentage of total current people leaders (having a minimum of one direct report) and senior leaders (Director level and above) who have completed the Mental Health Core training (the first training course in the Workplace Mental Health Leadership certificate program).
Team member engagement	How positive team members feel about their job, their department, and the company as a whole being the team member engagement score.	76%	Survey done during a limited point in time in 2022	All of BCE	<p>This KPI is calculated as the average score obtained in the team member satisfaction survey of 2022. The Team Member Engagement score is based on 5 specific questions and the percentage of employees who responded favorably (Strongly agree or Agree) to these questions out of the total number of employees who responded to the survey.</p> <p>The questionnaire process is managed by a third party vendor with experience in employee satisfaction surveys. The third party designs the questionnaire and identifies the questions that are the most pertinent for the calculation of the employee engagement score.</p>
Gender diversity	Percentage of gender diverse representation in executive positions (vice-president and above)	32%	As at December 31st 2022	All of BCE	This KPI is calculated as the percentage of gender diverse representation in executive positions (vice-president and above). Gender diverse is defined as a person who identifies as a gender other than a man.
Black, Indigenous and Persons of Colour (BIPOC) representation	Percentage of BIPOC representation in Bell senior management (director level and above and including executive officers)	23%	As at December 31st 2022	All of BCE	This KPI is calculated as the percentage of BIPOC in Bell senior management based on a self identification questionnaire over the total number of senior management positions.



KPI	Description	2022 Performance	Reporting period	Business units included in the organisational boundaries	Methodology and assumptions
Black, Indigenous and Persons of Colour (BIPOC) representation	Percentage of BIPOC representation in Bell new graduates and intern hires	52%	As at December 31st 2022	All of BCE	This KPI is calculated as the percentage of BIPOC in Bell new graduates and intern hires based on a self-identification questionnaire as a percentage of the total number of new graduates or interns which started their first day of employment within the yearly period.
Time lost accident frequency rate	The number of lost time injuries occurring in our workplace per 200,000 hours worked	1.11	January 1, 2022 to December 31, 2022	<ul style="list-style-type: none"> <li>• Bell Canada,</li> <li>• Bell Media,</li> <li>• BTS, and</li> <li>• Expertech (excluding MTS)</li> </ul>	<p>This KPI is calculated as the total number of lost time injuries cases every 200,000 hours</p> <p>A lost work case is a case or injury which results in an employee being unfit for work on the next regularly scheduled day after the day of occurrence of the event. The cases and hours related to contractors are not included.</p>
Community investment	Help build better communities across the country by contributing to groundbreaking work in mental health and engaging in volunteerism and charitable giving (Bell Let's Talk, Children & Youth, Culture, Giving)	\$22,152,794	January 1, 2022 to December 31, 2022	All of BCE	<p>The KPI is calculated in alignment with the LGB Model (formerly 'London Benchmarking Group') and includes the following elements: cash donations, in-kind donations and program management costs. The KPI includes initiatives related to the four key action pillars: anti-stigma, care and access, research, and workplace</p> <p>Cash donations are compiled from tax receipts received from not for profit organisations and third party invoices for the purchase of goods and services. In-kind donations are non-cash contributions and represent the value of public service announcements through Bell</p> <p>The value of these announcements is estimated as 75% of the retail price. Program management costs are related to the personnel and expenses dedicated to the execution of the initiatives.</p>



KPI	Description	2022 Performance	Reporting period	Business units included in the organisational boundaries	Methodology and assumptions
5G network coverage	Percentage of Canadian population covered by Bell's 5G-Advanced wireless network	82%	As at December 31, 2022	All of BCE	<p>This KPI represents the point in time coverage of the Canadian population with access to the 5G advanced wireless network.</p> <p>This is calculated dividing the number of people with access to the 5G advanced network by the total Canadian population reported by Statistics Canada (Census data, published in 2021).</p> <p>The number of people with access to the 5G advanced network was estimated using an industry benchmark model and Bell's network data related to November 2022. The KPI reflects the best estimate of network coverage as at December 31, 2022 on the basis that no additional 5G advanced network was enabled after November.</p>
Fibre network coverage	Percentage of Canadian population covered by Bell's pure fibre network	854,000	As at December 31, 2022	All of BCE	<p>This KPI represents the new locations that were connected with access to Bell's purefibre wireline network in the year. This is calculated by summing the total number of locations nationally connected to the pure fibre network through January 1st 2021 to December 31st 2022. A carry over from December 2021 of 45,000 is being reported in our 2022 result. These were locations not included in 2021 results that were added to 2022 target.</p>
Network reliability	Percentage of time where network was reliable	99.9901%	Cumulative average for January 1 2022 to December 31st 2022	All of BCE	<p>Network reliability is referenced by Bell's high-speed Internet connection offered to customers nationwide. This KPI is measured by the outage duration time defined as service affecting end time subtracted by service affecting start time and applying the duration to the number of customers impacted through January 1st 2022 to December 31st 2022 to achieve a yearly reliability rate.</p>

KPI	Description	2022 Performance	Reporting period	Business units included in the organisational boundaries	Methodology and assumptions
Information security training	Percentage of selected team members that were onboarded at the launch of the Be Cyber Savvy Information Security training before December 31st 2021 and have completed the full training by the end of December 31st 2022.	88%	As at December 31st 2022	All of BCE	This KPI helps to validate the Cyber security training completed by team members on December 31, 2022. The KPI is measured using the number of completed training by team members that were onboarded at the launch of the Be Cyber Savvy Information Security training before December 31st 2021 and have completed the full training by the end of December 31st 2022. The employees have one full year to complete the training.
Information security phishing	Phishing simulation report rate coordinated through Bell's phishing simulation platform, Beauceron/Phisheran	25%	January 1, 2022 to December 31st 2022	All of BCE	This KPI is used to determine the improvement of the phishing simulation rate report. The KPI is measured by dividing the number of cases reported by the total of phishing simulations. In 2022, we report the percentage of phishing simulation report rate.



## Greenhouse Gas Emissions Report Appendix

The following report outlines the GHG KPIs, a concise description of each KPI, the organizational boundaries and the methodology and assumptions used in the calculation.

### INTRODUCTION

This GHG emissions report was prepared in accordance with the principles and requirements of ISO 14064-1 and following the methodology outlined in the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard Revised Edition and the Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Bell's GHG emissions from scope 1, 2 and 3 (business travel only) sum up to 260,430 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) for the period from July 1, 2021 to June 30, 2022.

### ORGANIZATIONAL BOUNDARIES

Bell applies the operational control approach to determine the organizational boundaries of reporting for its subsidiaries and divisions. The following list identifies the businesses included in the organizational boundaries:

- BCE Nexxia
- Bell Aliant
- Bell Canada
- Bell Media
- Bell Mobility
- Bell Mobility Channels
- Bell MTS
- Bell Smart Home
- Bell Technical Solutions
- Expertech
- Northwestel
- The Source



The table below reports Bell's GHG emissions from scope 1, 2 and 3 (business travel only) for the 12-month reporting periods from July 1 of the previous year to June 30 of the reporting year (in tonnes of CO<sub>2</sub>e).

KPI <sup>3</sup>	Operational Boundary	2020 <sup>4</sup>	2021 <sup>5</sup>	2022	Change (2021 to 2022)
<b>Scope 1</b>	Direct emissions from sources that are controlled by Bell include accidental release of ozone depleting substances from its cooling equipment, burning of fuel oil and natural gas in its buildings, combustion of diesel for its telecommunication towers, transmission equipment and generators, combustion of propane for its maintenance equipment, and combustion of diesel, gasoline, biodiesel and ethanol for its vehicle fleet.	141,270	138,722	134,288	-3.2%
<b>Scope 2</b>	Indirect emissions associated with the consumption of purchased electricity, heating/cooling and steam required by Bell's activities in its buildings and other facilities.	121,681	126,288	122,037	-3.4%
<b>Scope 3</b>	Other indirect emissions associated with business travel for Bell employees, including travel by air, rail, rented vehicles and personal vehicles.	8,834	1,332	4,106	208.2%
<b>Total</b>		<b>271,784</b>	<b>266,342</b>	<b>260,430</b>	<b>-2.2%</b>

Scope 1 emissions decreased by 4,434 tonnes of CO<sub>2</sub>e (-3.2%) in 2022 compared to 2021. This decrease is largely attributable to the drop in the total distance driven by fleet vehicles and the decrease in the accidental release of ozone depleting substances from cooling equipment.

Scope 2 emissions decreased by 4,251 tonnes of CO<sub>2</sub>e (-3.4%) in 2022 compared to 2021. This decrease is mainly due to the drop in electricity emission factors in some provinces as a result of grid mix decarbonization.

Scope 3 emissions (business travel only) increased by 2,773 tonnes of CO<sub>2</sub>e (+208.2%) in 2022 compared to 2021. This increase can be explained by the lift of Bell travel restrictions following the COVID-19 pandemic, resulting in significant year-over-year increase in business travel.

Overall, Bell's GHG emissions from scope 1, 2 and 3 (business travel only) decreased by 5,912 tonnes of CO<sub>2</sub>e (-2.2%) in 2022 compared to 2021.

<sup>3</sup> Rounding of numbers may affect total figures presented

<sup>4</sup> 2020 and 2021 GHG emissions from scope 1 and 2 have been restated to exclude emissions from Bell data centers sold to Equinix, Inc. in 2020, in line with standards of the Greenhouse Gas Protocol.

<sup>5</sup> Ibid



## GHG KPIs methodology and assumptions details

### Scope 1

#### Fuel:

Scope 1 emissions from fuel include consumption of fossil fuels (fuel oil, natural gas, propane, diesel and gasoline) and biofuels (biodiesel and ethanol).

#### Fossil fuels:

Information sources with data on volume of fuel consumed:

Information provided by the company's energy data aggregator systems and energy providers' reports includes the volumes of fuel oil, natural gas, propane, diesel and gasoline consumed per province for the reporting period.

Information sources with no data on volume of fuel consumed:

The volumes of fuel oil, natural gas, propane, diesel and gasoline consumed are estimated by compiling the energy costs in Canadian dollars (\$) identified in the company's finance reports and converting them into volumes using best estimates of average unit costs (\$/unit) per substance per province for the reporting period.

#### Biofuels:

Scope 1 emissions from biofuel consumption are calculated to account for the biofuel content (i.e. biodiesel and ethanol) of vehicle fleet fuels consumed (i.e. diesel and gasoline). The volumes of biofuels are estimated by applying the following assumptions to the volumes of diesel and gasoline consumed by Bell's vehicle fleet:

- 2% biodiesel content in diesel
- 5% ethanol content in gasoline

The above assumptions correspond to the average percentages of renewable content in diesel and gasoline (respectively) required by the Canadian Renewable Fuels Regulations.

Emissions (tonnes of CO<sub>2</sub>e) are calculated by multiplying the volumes of fuel consumed per province by the relevant CO<sub>2</sub>e emission factors.

The CO<sub>2</sub>e emission factors are calculated by multiplying the emission factor of each gas (CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O) by its global warming potential (GWP) and adding the resulting products. The emission factors of every gases are sourced from the following *National Inventory Reports (NIR)*, *Greenhouse Gas Sources and Sinks in Canada (Part 2)*:

- Reporting period ending on June 30, 2022: *NIR 1990-2020*



- Reporting period ending on June 30, 2021: *NIR 1990-2019*
- Reporting period ending on June 30, 2020: *NIR 1990-2018*

The GWPs are sourced from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report, 2014 (GWP of CO<sub>2</sub> = 1, GWP of CH<sub>4</sub> = 28 and GWP of N<sub>2</sub>O = 265).

Ozone depleting substances (ODS):

The weights of ODS accidentally released (kg) are acquired by compiling weights reported in Bell's environmental incident management system. Emissions (tonnes of CO<sub>2</sub>e) are calculated by multiplying the weights of ODS released by the relevant GWPs, which are sourced from the IPCC Fifth Assessment Report, 2014.

## Scope 2

Facilities with electricity consumption information:

Information provided by the company's energy data aggregator systems and energy providers' reports includes kilowatt-hours (kWh) of electricity consumed per province for the reporting period.

Facilities with no electricity consumption information:

Facilities with electricity financial information:

Kilowatt-hours (kWh) of electricity consumed are estimated by compiling the energy costs in Canadian dollars (\$) identified in the company's finance reports and converting them into kWh using best estimates of average unit costs (\$/kWh) per province for the reporting period.

Facilities with no electricity financial information:

Kilowatt-hours (kWh) of electricity consumed are estimated by using best estimates of average kilowatt-hour consumed per square foot (kWh/square foot). This average consumption is calculated from direct energy consumption information that was extrapolated from a representative sample of Bell buildings.

Emissions (tonnes of CO<sub>2</sub>e) are calculated by multiplying the kilowatt-hours (kWh) of electricity consumed per province by the relevant CO<sub>2</sub>e emission factors. The CO<sub>2</sub>e emission factors are based on electricity generation intensity factors sourced from the following *National Inventory Reports (NIR)*, *Greenhouse Gas Sources and Sinks in Canada* (Part 3, Annex 13):

- Reporting period ending on June 30, 2022: *NIR 1990-2020*
- Reporting period ending on June 30, 2021: *NIR 1990-2019*
- Reporting period ending on June 30, 2020: *NIR 1990-2018*



### Scope 3

#### Air and rail travel:

Information provided in travel agency reports includes flight segments and distance travelled (km) for air and rail travels that took place during the reporting period. Flight segments are broken down per flight distance category (domestic, short haul and long haul) as per the *GHG Emissions from Transport or Mobile Sources* Excel file (sheet *Activity Data*) published on the Greenhouse Gas Protocol website in May 2015.

Emissions (tonnes of CO<sub>2</sub>e) are calculated by multiplying the distance travelled (km), per flight distance category for air travel, by the relevant CO<sub>2</sub>e emission factors. The CO<sub>2</sub>e emission factors are sourced from the *Emission Factors from Cross-Sector Tools* Excel file (sheet *Reference - EF Public*) published on the Greenhouse Gas Protocol website in March 2017.

#### Rented vehicles:

The liters (L) of fuel consumed are estimated by compiling the fuel costs in Canadian dollars (\$) spent with the car rental companies and converting them into liters using best estimates of average unit costs (\$/L) for gasoline for the reporting period.

Emissions (tonnes of CO<sub>2</sub>e) are calculated following the same methodology as that used for scope 1 emissions from fossil fuel consumption (described above). For this calculation, Bell assumed that all rented vehicles run on gasoline.

#### Employee personal vehicles:

Distance travelled (km) is calculated by converting employee mileage expenses (\$) using applicable reimbursement rates (\$/km) stated in business units' discretionary expense policies. The liters (L) of fuel consumed are estimated by converting distance travelled (km) using best estimates of cars average gasoline consumption (L/km) for the reporting period.

Emissions (tonnes of CO<sub>2</sub>e) are calculated following the same methodology as that used for scope 1 emissions from fossil fuel consumption (described above). For this calculation, Bell assumed that all employee personal vehicles run on gasoline.