



Independent practitioner's Limited Assurance Report on the Key Performance Metrics Appendix and Greenhouse Gas Emissions Report Appendix prepared in the context of the BCE Inc. 2020 Purpose and Corporate Responsibility Report

Prepared in accordance with:

International Standard on Assurance Engagements 3000 (revised), *Assurance Engagements other than audits or reviews of historical financial information* ('ISAE 3000 revised') and International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements* ('ISAE 3410')

This report is intended solely for use by BCE Inc. and is not intended and should not be used for any other purpose.

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SECTION I: Independent practitioner’s limited assurance report on the Key Performance Metrics Appendix and Greenhouse Gas Emissions Report Appendix prepared in the context of the BCE Inc. 2020 Purpose and Corporate Responsibility Report

To the Board of Directors and Management of BCE Inc.

We have undertaken a limited assurance engagement of the “Key Performance Metrics Appendix” and of the “Greenhouse Gas Emissions Report Appendix” (together the “subject matter” or “the appendices”) prepared in the context of the BCE Inc. 2020 Purpose and Corporate Responsibility Report (the “Annual Report”).

Subject Matter

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

- Greenhouse Gas (GHG) emissions intensity
- E-waste
- Hazardous waste
- Team member engagement
- Time lost accident frequency rate
- Community investment
- LTE advanced network coverage

With reference to the “Greenhouse Gas Emissions Report Appendix” (the “Greenhouse Gas statement”), 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
- Total Greenhouse Gas (GHG) emissions
- Mathematical accuracy of the 2020 vs 2019 increase/(decrease) for:
 - Scope 1 Greenhouse Gas (GHG) emissions
 - Scope 2 Greenhouse Gas (GHG) emissions
 - Scope 3 Greenhouse Gas (GHG) emissions
 - Total Greenhouse Gas (GHG) emissions

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

*PricewaterhouseCoopers LLP/s.r.l./s.e.n.c.r.l.
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*

PwC refers to PricewaterhouseCoopers LLP/s.r.l./s.e.n.c.r.l., an Ontario limited liability partnership.



Management's responsibility

Management is responsible for 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.

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.

Inherent Uncertainty

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 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 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.

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 Engagement 3000 (revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information* ('ISAE 3000 revised'), and International Standards on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements* ("ISAE 3410"), issued by the International Auditing and Assurance Standards Board. These standards require us to conclude whether nothing has come to our attention that causes us to believe that the subject matter is not fairly stated, in all material respects.

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. The procedures are selected based on our professional judgment, which includes identifying areas where the risks of material misstatement in preparing the subject matter in accordance with the criteria are likely to arise.

The extent of our procedures included but was not limited to inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying



records. Given the circumstances of the engagement, in performing the procedures listed above we:

- Through inquiries, obtained an understanding of BCE Inc.'s control environment and information systems relevant to key performance metrics and GHG emissions quantification and reporting. Our procedures did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness.
- Analytical reviews and trend analysis of reported data for selected key performance metrics;
- 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 October 1, 2018 to September 30, 2019 reported in the Greenhouse Gas Emissions Report Appendix. This did not imply any assurance procedures on GHG emissions for the period October 1, 2018 to September 30, 2019; 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 in a limited assurance engagement 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 behavior.

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.

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 Performance Metrics Appendix" and "Greenhouse Gas Emissions Report Appendix" prepared in accordance with the criteria in the context of the BCE Inc. 2020 Purpose and Corporate Responsibility Report, are not fairly stated, in all material respects.

Purpose of statement and restriction of use

The subject matter has been prepared to assist BCE Inc. with reporting on the Key Performance Metrics and GHG emissions in accordance with the criteria. As a result, the subject matter may not be suitable for another purpose.



Our report is intended solely for the use of BCE Inc. We neither assume nor accept any responsibility or liability to any third party in respect of this report.

PricewaterhouseCoopers LLP¹

Partnership of Chartered Professional Accountants

Montréal (Québec)

June 30, 2021

CPA auditor, CA, permit no T146079

**SECTION II: 2020 Bell Canada “Key Performance Metrics Appendix”
and “Greenhouse Gas Emissions Report Appendix”**

Appendix on the Key performance metrics of the 2020 Purpose and Corporate Responsibility Report of BCE Inc.

Introduction

This document describes the methodology and assumptions related to the Key Performance Metrics (“KPMs”) presented on pages 9-11 of the BCE Inc. 2020 Purpose and Corporate Responsibility Report. Both reports cover the period from January 1, 2020 to December 31, 2020, unless otherwise stated.

The scope of the KPMs 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”.

| KPM | DESCRIPTION | ASSERTIONS FOR THE YEAR ENDED DECEMBER 31, 2020 | REPORTING PERIOD | BUSINESS UNITS INCLUDED IN THE ORGANIZATIONAL BOUNDARIES | METHODOLOGY AND ASSUMPTIONS |
|--|---|--|-------------------------------|---|---|
| Greenhouse gas (GHG) emissions intensity | The ratio of our Scope 1 & 2 GHG emissions (tonnes of CO ₂ equivalent) to our network usage (PBytes) | 19 | July 1, 2019 to June 30, 2020 | All of BCE (excluding MTS, which is not yet fully integrated into Bell Canada, and for which we do not yet have all relevant data for this KPM) | This KPM is calculated as the ratio of our Scope 1 and 2 GHG emissions to our network usage. 2020 performance is based on GHG emissions and network usage data from July 1, 2019 to June 30, 2020. For details on the methodology and quantification related to Scope 1 and 2 GHG emissions, please refer to the <i>2020 Bell Canada Greenhouse Gas Emissions Report Appendix</i> attached hereto. The wireline network usage in petabytes (PB) is obtained by taking the annual internet usage (PB) and dividing it by the internet traffic expressed as a percentage of the total IP peak traffic. The wireless network usage provided corresponds to the mobility data traffic in PB. Both network usage are summed up to get the total network usage for the organization. |
| Greenhouse gas (GHG) emissions | GHG emissions in CO ₂ equivalent | See <i>2020 Bell Canada Greenhouse Gas Emissions Report Appendix</i> attached hereto | | | |

| KPM | DESCRIPTION | ASSERTIONS FOR THE YEAR ENDED DECEMBER 31, 2020 | REPORTING PERIOD | BUSINESS UNITS INCLUDED IN THE ORGANIZATIONAL BOUNDARIES | METHODOLOGY AND ASSUMPTIONS |
|-----------------------------------|--|---|--|---|---|
| e-waste | The number of recovered used TV receivers, modems, and mobile phones | 2,094,234 | January 1, 2020 to December 31, 2020 | All of BCE (excluding MTS) | This KPM is calculated as the total number of TV receivers, modems, and mobile phones Bell recovered in the period from January 1, 2020 to December 31, 2020. |
| Hazardous waste | Percentage of hazardous waste recovered and diverted to certified recyclers | 99% | January 1, 2020 to December 31, 2020 | All of BCE | This KPM represents the proportion of hazardous materials recovered and diverted from landfill 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. |
| Team member engagement | How positive team members feel about their job, their department, and the company as a whole | 76% | Survey done during a limited point in time in 2020 | All of BCE | This KPM is calculated as the average score obtained in the team member satisfaction survey of 2020. 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. 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. |
| Time lost accident frequency rate | The number of lost time injuries occurring in our workplace per 200,000 hours worked | 1.15 | January 1, 2020 to December 31, 2020 | Bell Canada, Bell Media, BTS, and Expertech (excluding MTS) | This KPM is calculated as the total number of lost time injuries cases every 200,000 hours worked. 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. |
| Community investment | Investment in communities | \$41.7 million | January 1, 2020 to December 31, 2020 | All of BCE | The KMP 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 KPM includes initiatives related to the four key action pillars: anti-stigma, care and access, research, and workplace health. Cash donations are compiled from tax receipts received from not for profit organizations 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 Media. 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. |
| LTE advanced network coverage | Percentage of Canadian population covered by Bell's LTE-Advanced wireless network | 96% | As at December 31, 2020 | All of BCE | This KPM represents the point in time coverage of Canadian population with access to the LTE advanced wireless network. This is calculated dividing the number of people with access to the LTE advanced network by the total Canadian population reported by Statistics Canada (Census data, published in 2016). The number of people with access to the LTE advanced network was estimated using an industry benchmark model and Bell's network data related to November 2020. The KPM reflects the best estimate of network coverage as at December 31, 2020 on the basis that no additional LTE advanced network was enabled after November. |

2020 Greenhouse Gas Emissions Report of BCE Inc.

INTRODUCTION

This Greenhouse Gas (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). Bell reported a corporate carbon footprint summing up to 319,242 tonnes of carbon dioxide equivalent (CO₂e), which includes Scope 1, 2 and 3 (business travel only) emissions, for the period from July 1st, 2019 to June 30th, 2020.

This period is different from the one used for the previous year (i.e., for the 2019 disclosure, the period was October 1st, 2018 to September 30th, 2019). We changed the reporting period to facilitate disclosure of our GHG emissions intensity performance in the BCE Inc. 2020 Annual Report which was published in March 2021.

ORGANIZATIONAL BOUNDARIES

Bell applies the operational control approach to determine the scope 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 corporate carbon footprint for the 12-month periods ending September 30th, 2019 and June 30th, 2020.

| KPI | Operational Boundary | 2020 tonnes of CO ₂ e | 2019 tonnes of CO ₂ e | Increase/ (decrease) |
|--------------|--|--|--|-------------------------|
| Scope 1 | Direct emissions controlled by Bell include accidental release of ozone depleting substances from cooling equipment, burning of fuel oil and natural gas in buildings, combustion of diesel for its telecommunication towers and transmission equipment, combustion of propane for its maintenance equipment and combustion of diesel and gasoline for its vehicle fleet and generators. | 142,996 | 148,889 | (4.0)% |
| Scope 2 | Indirect emissions associated with energy corresponding to the production and transmission of electricity, steam, and heating/cooling required by Bell's activities, in its buildings and other facilities. | 167,412 | 196,401 | (14.8)% |
| Scope 3 | Other indirect emissions include business travel for Bell employees, including travel by air, rail, rented vehicles and personal vehicles. | 8,834 | 9,414 | (6.2)% |
| Total | | 319,242 | 354,704 | (10.0)% |

As the reporting period differs from the one used for the previous year, Bell's corporate carbon footprints for 2019 and 2020 are not fully comparable. In particular, there exists an overlap of 3 months between the two reporting periods.

Compared with 2019 disclosures, Bell's corporate carbon footprint decreased by 35,462 tonnes (-10.0%). This is linked in part to the effects of the COVID-19 pandemic (fewer employees in the buildings and less business travel). The reduction is also attributable to the decrease in the emission factors associated with electricity consumption and Scope 2 emissions, especially for our operations in Alberta, New Brunswick, and Ontario.

METHODOLOGY AND ASSUMPTIONS

Estimation approach to account for the change in reporting period: We established new reporting period for the 2020 disclosure: July 1st, 2019 to June 30th, 2020. Emissions were calculated taking into consideration actual transactions in the reporting period and estimates based on historical data.

Scope 1

Fossil fuels:

This category includes fuel oil and natural gas in buildings, diesel for telecommunication towers and transmission equipment, propane for maintenance equipment and diesel and gasoline for vehicle fleet and generators.

Information sources with data on *volume* of fossil fuels consumed:

Information provided from the company's energy data aggregator systems and energy providers' reports includes the volumes of diesel, fuel oil, gasoline, natural gas and propane consumed per province for the time period covering July 1st, 2019 to June 30th, 2020.

Information sources with no data on *volume* of fossil fuels consumed:

The volumes of diesel, fuel oil, gasoline, natural gas and propane consumed are established by compiling the Canadian dollars spent (\$) identified in the company's energy finance reports and converting them into volumes using best estimates for average costs per unit per substance and province for the period covering July 1st, 2019 to June 30th, 2020.

Emissions were calculated by multiplying these fossil fuel volumes by the Canadian emission factors as listed in the *National Inventory Report 1990-2018: Greenhouse Gas Sources and Sinks in Canada* (Part 2).

The total GHG emissions, in tonnes of CO₂e, were calculated by multiplying the mass of each gas (CO₂, CH₄ and N₂O) by its global warming potential (GWP) and adding the totals. GWPs used are from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report, 2014 (GWP of CO₂ = 1, GWP of CH₄ = 28 and GWP of N₂O = 265).

Biomass emissions were calculated by applying the following assumptions to the data for volume of diesel and gasoline consumed:

1. 2% biodiesel content in diesel
2. 5% ethanol content in gasoline

Ozone depleting substances (ODS):

Volume of ODS accidentally released is acquired by compiling volumes reported in our web-based incident response information management system. Emissions were calculated by applying the appropriate Global Warming Potential for each substance using 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 electricity in kilowatt-hours (kWh) per province for the period covering July 1st, 2019 to June 30th, 2020.

Facilities with no electricity consumption information:

Facilities with electricity financial information:

Electricity volume in kilowatt-hours (kWh) is established by compiling the Canadian dollars spent (\$) identified in the company's energy finance reports and converting them into volumes using our best estimate of average cost per unit of energy (\$/kWh) per province for the period covering July 1st, 2019 to June 30th, 2020.

Facilities with no electricity financial information:

The volume is established by using an averaged kilowatt-hour (kWh) consumption per square foot. This average is calculated from direct energy consumption information that was extrapolated from a representative sample of buildings.

Electricity emission factors were then applied to the total kWh consumed by province to calculate tonnes of CO₂e. Canadian emission factors were sourced from the *National Inventory Report 1990-2018: Greenhouse Gas Sources and Sinks in Canada* (Part 3, Annex 13).

Scope 3

Air/rail travel data:

Information originated from travel agency reports and includes flight segments and mileage for flight and rail travels that took place between July 1st, 2019 to June 30th, 2020. Flight segments are then sorted as domestic, short and long haul as per *GHG Emissions from Transport or Mobile Sources* Excel file (sheet *Activity Data*) published on the Greenhouse Gas Protocol website in May 2015. Flight segments and rail mileage are then converted to tonnes of CO₂e using *Emission Factors from Cross-Sector Tools* Excel file (sheet *Reference - EF Public*) published on the Greenhouse Gas Protocol website in March 2017.

Rented vehicles data:

Fuel consumption (L) is established by compiling the Canadian dollars spent (\$) for gasoline with the car rental companies and converting it using average cost (\$/L) from best estimates for the time period from July 1st, 2019 to June 30th, 2020.

Emissions are then calculated following the same methodology as described for fossil fuels (please see above). For this calculation, Bell assumed that all rented vehicles run on gasoline.

Employee personal vehicle use for business travel data:

Mileage (km) is established by converting employee mileage expenses (\$) using applicable reimbursement rates (\$/km) provided in business units' discretionary expense policies. Fuel consumption (L) is then established by converting mileage (km) using average consumption (L/km) from best estimates for the time period from July 1st, 2019 to June 30th, 2020.

Emissions are then calculated following the same methodology as described for fossil fuels (please see above). For this calculation, Bell assumed that all personal vehicles run on gasoline.