Our corporate responsibility approach

March 2023

BCE

The communications industry is the foundation of societal and economic information sharing and commerce. As a Canadian leader in this increasingly important, growing and evolving industry, Bell is an important provider of the infrastructure essential to enable high-quality and accessible services for all Canadians.

We believe we must strategically manage issues relevant to our corporate responsibility. By doing so, we contribute to a sustainable future. Our corporate responsibility strategy supports our purpose to advance how Canadians connect with each other and the world.

Creating value for Canadians

Since our founding in 1880, Bell has been advancing how Canadians connect with each other and the world. Our approach to corporate responsibility is to manage the company in ways that seek to foster the social and economic prosperity of the communities while safeguarding the environment, with a commitment to the highest environmental, social and governance (ESG) standards.

Our corporate responsibility approach is informed by a set of guiding principles that supports our corporate strategy and policies throughout the organization. Through stakeholder engagement and our own internal processes, we monitor ESG issues and opportunities and set objectives for priority issues to enhance sustainability performance. We constantly measure and report on our progress. This approach seeks to allow us to drive environmental leadership, achieve a diverse and inclusive workplace, lead data governance and protect and build stronger, healthier communities.

We have elaborated a holistic view of our value creation process by using principles of the International Integrated Reporting Framework (the <IR> Framework), developed by the International Integrated Reporting Council (IIRC). This view highlights the value we seek to create for our stakeholders as the result of our business operations. It is guided by Bell's strategic imperatives and use of capitals.

Bell's value creation model

Our capitals

Our networks
Reliable, accessible and affordable world-class broadband fibre and wireless networks.

Our customers and relationships
Strong relationships with customers, communities and suppliers.

Our products and services
Innovative and compelling products, services and media content addressing societal demands.

Our environment
Responsible environmental management throughout our operations.

Our people
Skilled, engaged and diverse team members.

Our financial resources
Capital from our investors, returns on our investments and free cash flow generated from our operations.

Our strategy

Purpose

BCE's purpose is to advance how Canadians connect with each other and the world.

Through **Bell for Better**, we demonstrate our commitment to create a better world, better communities and a better workplace.

Every day, we are dedicated to advance our purpose and accelerate BCE's transformation from a traditional telco to a tech services and media leader by executing on our six strategic imperatives:

- Build the best networks
- Drive growth with innovative services
- Deliver the most compelling content
- Champion customer experience
- Operate with agility and cost efficiency
- Engage and invest in our people and create a sustainable future

Operating environment

We operate in an evolving environment influenced by trends and presenting business risks which we strive to manage under a strong governance model.

Our outcomes

Powering Canada's prosperity
Connecting Canadians with world-leading technology to support Canada's growth agenda, productivity and leadership in innovation.

Enabling better experiences
Smart solutions and partnerships that champion customer experience and support community resiliency and growth.

Enhancing opportunities for Canadians
Providing the capabilities and tools for consumers and businesses to thrive and prosper.

Contributions to environmental sustainability
Minimizing environmental impacts in our operations through ambitious actions toward mitigation and prevention.

An inclusive and engaged workforce
A workplace where team members know they can have an impact, immerse themselves in opportunities and feel like they belong.

Financial growth
Ongoing investment in our purpose and positive returns to our investors.

Value we create

Connected customers through strong trusted networks

Sustainable society

Thriving team members

Sustainable investor returns and strong capital structure

How we measure value

- Network coverage & reliability
- Data privacy and information security
- Customer satisfaction
- Community investment (mental health)
- Supplier partnerships aligned with our values
- Products and services that enable low-carbon economy
- Compelling content and digital transformation
- Greenhouse gas emissions reduction
- Circular economy
- Team member well-being and engagement
- Diversity, equity, inclusion and belonging
- Revenue, adjusted EBITDA and free cash flow growth
- Liquidity performance
- Dividend growth
- Sustainable financing

To learn more about the Sustainable Development Goals referenced in the Value we create column in the Bell's environmental, social and governance priorities section of this report.

Corporate responsibility principles

Values and principles are used to drive decision-making in a company. Principles form the foundation on which trust and relationships are built with stakeholders of the business. The following principles define how we operate our company while attending to the interests of our stakeholders:

1 Enact our purpose and corporate responsibility in support of Bell's six strategic imperatives

2 Engage in strong governance and risk management behaviours

3 Identify and respond to evolving stakeholder expectations related to corporate responsibility

4 Disclose decision-useful ESG information to stakeholders

1. Enact our purpose and corporate responsibility in support of Bell's 6 strategic imperatives

Corporate responsibility is a fundamental element of each of the six strategic imperatives that inform BCE's policies, decisions and actions. Our focus is on creating a more sustainable future by embedding it directly into our six strategic imperatives. As one of Canada's largest companies, we are driven to continually improve our impact and our contribution to society with our network deployments, investments in mental health initiatives, environmental sustainability and an engaged workplace. This approach also supports our purpose to advance how Canadians connect with each other and the world.

Build the best networks

Drive growth with innovative services

Deliver the most compelling content

Champion customer experience

Operate with agility and cost efficiency

Engage and invest in our people and create a sustainable future

We insist on this approach not only because it is the right thing to do, but also because we strongly believe that Bell's ESG initiatives provide significant social and environmental benefits. These benefits help Bell improve operational performance, attract and retain talent, increase access to capital, and manage risks proactively. Our ESG strategy therefore helps generate positive returns for our shareholders and other stakeholders. For example, our actions supporting waste management and energy reduction address important environmental concerns of society. Such actions also contribute to our imperative #6 (engage and invest in our people and create a sustainable future). Beyond that, they create a chain of benefits for Bell. Because these actions save us money, they free up funds for a variety of purposes. This includes extending our networks to support the productivity of Canadian businesses, contributing to imperative #1 (build the best networks) and investing in the communities we serve. They also enable us to operate more efficiently as part of our imperative #5 (operate with agility and cost efficiency). Actions supporting waste management and energy reduction additionally align with the values of our team members. This drives team member satisfaction and engagement and addresses imperative #6 (engage and invest in our people and create a sustainable future). As a result, engaged team members reflect imperatives #2 (drive growth with innovative services), and #3 (help us to deliver the most compelling content). Engaged team members also drive customer satisfaction serving imperative #4 (champion customer experience).

2. Engaging in strong governance and risk management practices

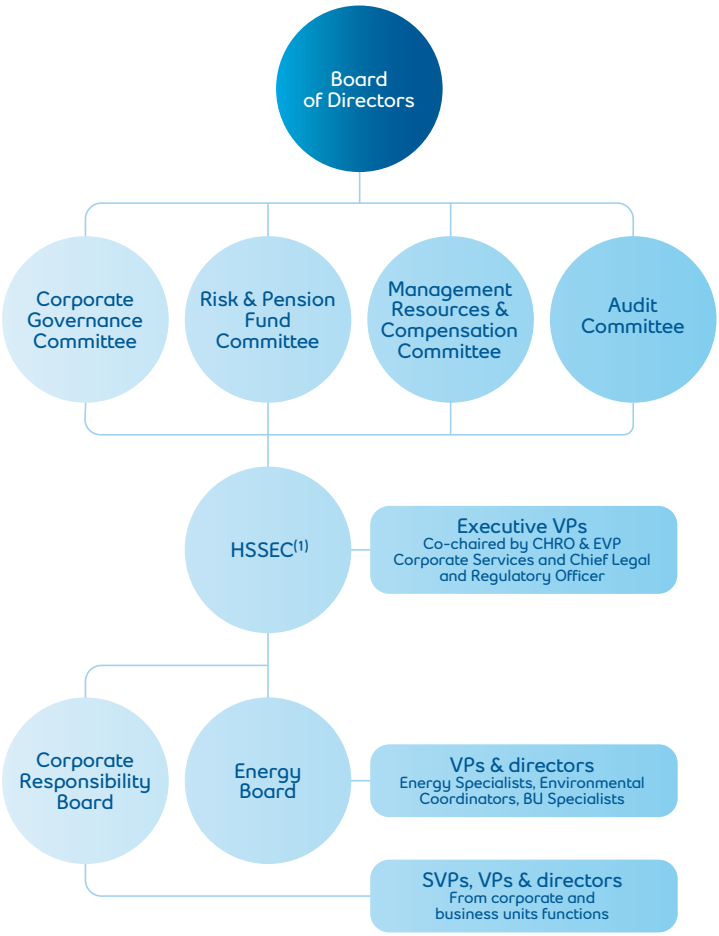
GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-22, 102-18, 102-19, 102-22, 102-23

Governance based on transparency and integrity provides a framework and sets the company's values that guide our business practices. We actively manage environmental, social and economic performance through our solid governance structure, principles and management systems.

Governance structure

We continually seek to strengthen our efforts in corporate governance and ethical business conduct by adopting best practices, and by providing transparency and accountability to our stakeholders. The BCE Board of Directors (BCE Board, or the Board) and management believe that strong corporate governance practices contribute to superior results, thereby creating and maintaining shareholder value. The Board is actively engaged in the strategic management of corporate responsibility issues, and receives regular reports on performance.

The Board of Directors has established clear lines of authority over, and oversight of, our corporate responsibility programs and our approach to ESG practices, with primary accountability at the committee level.



(1) Health, Safety, Security, Environment and Compliance Oversight Committee

Board-level Committees and Responsibilities

The Corporate Governance Committee (CGC) is responsible for the oversight of our corporate purpose and our ESG strategy (including our climate change strategy) and disclosure, including integration of ESG within our company strategy and monitoring the implementation of ESG programs, goals and key initiatives. It is also responsible for our governance practices and policies, including those concerning business conduct and ethics. The committee approves the strategic overview section of the Integrated annual report. The CGC receives quarterly ESG updates.

The Risk and Pension Fund Committee (RPFC) oversees the enterprise risk governance framework and the company's exposure to ESG issues that may result in significant operational, financial, legal or reputational impacts. Safety and security risks (including data governance, information security and cyber security), business continuity and environmental risks (including those related to climate change) are among the RPFC's responsibilities. The RPFC receives quarterly reports from management on security, information security, and the environment and it conducts at least one annual detailed review of Bell's security, information security, and environmental programs.

The Management Resources and Compensation Committee (MRCC) has oversight of human resource issues, including respectful workplace practices, diversity, equity, inclusion and belonging, team survey results, human rights, and health and safety. Since 2020, the MRCC has formally added ESG targets to corporate performance metrics within the measures of the company's annual short-term incentive compensation program, the Annual Incentive Plan (AIP). In 2022, to reflect how ESG is embedded into the overall strategy of the business, ESG-related metrics were embedded throughout our strategic imperatives score and represent at least 30% of the total strategic imperatives score. The strategic imperative score represents 40%

weighting of the Corporate Performance Index within the AIP. The majority of team members participate in the AIP. The MRCC reviews the detailed metrics and targets and approves their link to compensation early in the year. It then tracks progress throughout the year. In addition, Executive Vice Presidents (EVPs) have 30% of their annual bonuses tied to personal objectives that include a variety of corporate responsibility topics. These topics include corporate governance and ethics, and key performance metrics such as community investment, greenhouse gas (GHG) emissions reduction, International Organization for Standardization (ISO) recertification, team member engagement, the time lost accident frequency rate and waste management. These metrics can be found under the key metrics and results section of this information sheet.

The Audit Committee monitors significant ESG issues that could impact financial reporting and reviews audit activities in relation to ESG policies and programs. It also approves our risks and assumptions disclosure related to our ESG disclosure risks.

Executive Vice President-level committee and responsibilities

Health, Safety, Security, Environment and Compliance (HSSEC) Oversight Committee

To support the Board, the HSSEC Oversight Committee is mandated to make every effort to ensure that our corporate responsibility strategy is integrated throughout the business in order to minimize risks and optimize business opportunities. It seeks to ensure that relevant risks are adequately recognized, that mitigation activities are well integrated and aligned across the organization, and supported with sufficient resources. Accordingly, Bell is focused on implementing adaptation governance structures and measures to maintain the resiliency of our operations and the security of our team members. We also monitor the potential for current and future legislation, policy and regulations that may affect our business. Bell reports on these findings to its internal HSSEC Oversight Committee.

The HSSEC Oversight Committee periodically oversees health and safety, security and environmental and compliance risks. The committee ensures that these issues are addressed through efficient programs implemented within business units. This committee is co-chaired by the Chief Human Resources Officer (CHRO) & Executive Vice President, Corporate Services and the Chief Legal & Regulatory Officer. These two executives report to the RPFC, the CGC and the MRCC of the Board of Directors, in accordance with their respective Committee Charters.

Members of the HSSEC Oversight Committee also include a significant number of Bell's most senior leaders – the Chief Financial Officer (CFO), Chief Technology and Information Officer (CTIO) and Group President, Customer Experience.

Senior Vice President- and Vice President-level committees and responsibilities

Corporate Responsibility Board management committee (CR Board)

We have established an internal CR Board to support the evolution of our corporate responsibility strategy. The Board is composed of about 50 Bell leaders (directors, vice presidents and senior vice presidents). The CR Board meets quarterly and its responsibilities include the following:

- Embed corporate responsibility considerations into corporate and business strategies;
- Assist in identifying opportunities to improve our corporate responsibility strategy;
- Establish relevant key performance metrics (KPMs);
- Support our corporate responsibility disclosure;
- Respond to stakeholders' concerns; and
- Support various corporate responsibility initiatives.

The CR Board is also responsible for preparing or reviewing, as applicable, the information contained in our ESG disclosures. The CR Board has approved procedures related to ESG disclosures. This includes internal controls and the requirement that our ESG disclosure be reviewed and approved by directors and vice presidents. The CR Board reports its findings to the BCE Disclosure and Compliance Committee.

Reports on progress are provided to the HSSEC Oversight Committee.

By working as a unified team, we strive to further enable long-term value creation for all stakeholders.

Energy Board management committee (Energy Board)

The Energy Board was created in 2008. It is a senior management-level committee mandated by the HSSEC Committee to ensure oversight of Bell's overall energy consumption and costs, to minimize financial as well as reputational risks, and to maximize business opportunities. This committee explores and oversees the implementation of technologies to improve Bell's energy efficiency. It evaluates the energy efficiency of our facilities (buildings, network and information technology infrastructure), our vehicle fleet and our business travel. It also oversees the progress made toward meeting GHG emissions reduction and supplier engagement targets. This committee is chaired by the Vice President of Corporate Security and Responsibility, and its members include business unit vice presidents, directors, managers and specialists.

Risk management framework

GRI 102-20, 102-26, 102-29, 102-31

Risk and control environment

We believe that proactive management of risk is the foundation of good corporate responsibility.

While the Board is responsible for Bell's risk oversight program, operational business units are central to the proactive identification and management of risk. The business units are supported by a range of corporate functions that provide independent and collaborative expertise to reinforce the implementation of risk management approaches.

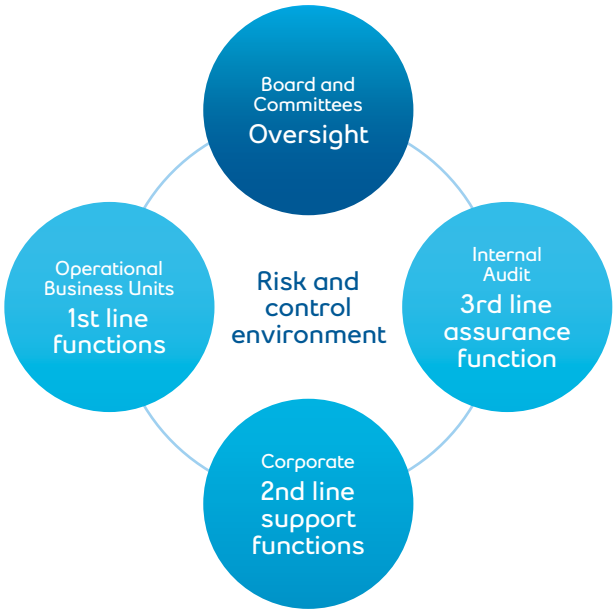
Three lines of functions to enact our strategy

First line – operational business units

The management teams in our operational businesses are expected to understand their operations and the associated ESG risks. As risks emerge in the business environment, they are discussed in a number of regular forums to share details and explore their relevance across the organization. The organization's executive and senior management also conduct regular performance reviews.

Our Environmental Management System (EMS) and Energy Management System (EnMS) provide the frameworks that guide and hold accountable more than 180 engaged team members (including our leadership team) with respect to corporate responsibility issues. Everyone in business units governed by the EMS and EnMS – from the vice president to the environmental coordinator – is accountable for the performance of the corporate responsibility portfolios assigned and managed in the EMS and EnMS.

In 2009, Bell became the first North American communications company to have its EMS certified ISO 14001[1] by International Organization for Standardization. Furthermore, in 2020, Bell became the first North American communications company to achieve ISO 50001[2] certification for an energy management system (EnMS).



ISO 14001:2015 BUREAU VERITAS Certification

ISO 50001:2015 BUREAU VERITAS Certification

(1) Our ISO 14001 certification covers Bell Canada's oversight of the environmental management system associated with the development of policies and procedures for the delivery of landline, wireless, TV and Internet services, broadband and connectivity services, data hosting, cloud computing, radio broadcasting and digital media services, along with related administrative functions.

(2) Our ISO 50001 certification covers Bell Canada's energy management program associated with the activities of real estate management services, fleet services, radio broadcasting and digital media services, landline, wireless, TV and Internet services, connectivity, broadband services, data hosting and cloud computing, in addition to related general administrative functions. We were the first telecommunications company to be certified in North America.

Second line – support functions

The CHRO & EVP, Corporate Services has direct oversight of the Corporate Responsibility and Environment team that governs corporate responsibility programs. Managers of this team have 30% of the variable portion of their compensation tied to social and environmental goals.

Bell's Corporate Responsibility and Environment team is responsible to ensure the company maintains its ISO 14001 and 50001 certifications. It is also responsible for the continual improvement of our ESG strategy, and for the application of our ESG internal controls and certification procedures, over which the Corporate Responsibility Board has oversight.

We also rigorously apply a global strategic approach to managing corporate responsibility. Every quarter, the company's Corporate Responsibility Board, which includes vice presidents and other management representatives from key business units, meets to discuss developments, to monitor performance and to identify risks related to corporate responsibility issues.

Third line – internal audit function

The Internal Audit function provides additional expertise and assurance by examining and testing our risk management structure, and its application in the business. Internal Audit also reports to the Audit Committee, providing an independent perspective on the state of risk and control within the organization.

Collectively, these elements can be expressed as a "Three Lines of Defense" approach to risk management that is aligned with industry best practices and endorsed by the Institute of Internal Auditors. Although the risk management framework described in this information sheet is aligned with industry best practices, there can be no assurance that it will be sufficient to prevent the occurrence of events that could have a material adverse effect on our financial position, financial performance, cash flow, business or reputation.

3. Identifying and responding to evolving stakeholder expectations related to corporate responsibility

Identifying our significant issues

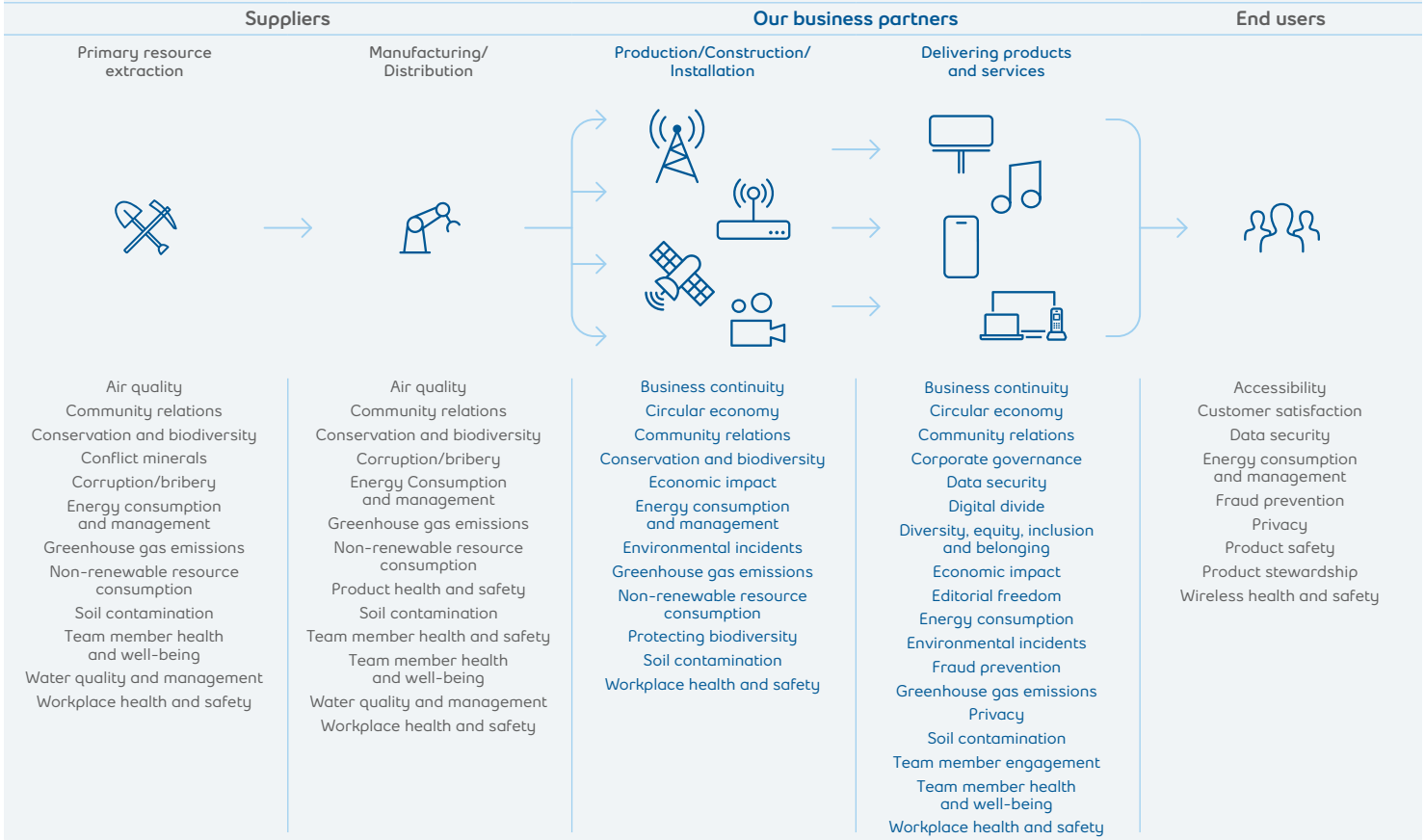
By understanding our corporate responsibility priorities through our stakeholders' lenses, we inform how we develop our corporate strategy, invest our resources and report on our business and corporate responsibility efforts.

Identifying corporate responsibility topics across our value chain 17 GRI 2-6

Having a clear view of a company's entire value chain is increasingly important in responsible business practice. Climate-related impacts and the availability of materials and team members are just some examples of value chain risks. At Bell, we make significant effort to continually expand and simultaneously deepen our view of people and issues in our value chain. While our operations and influence are Canadian-based, we join industry peers and companies in other industries on global working groups. This includes groups such as the Global Enabling Sustainability Initiative (GeSI), Global System for Mobile Communications (GSMA), Climate Action and Circular Economy Taskforces, and the United Nations Global Compact (UNGC) to amplify our voice.

The telecommunications and media industry is the foundation of societal and economic information sharing and commerce. In this increasingly important, growing, and evolving industry, Bell is an important provider of the infrastructure essential to enable high quality and accessible services for all Canadians. Accordingly, we believe that we have a responsibility to manage key corporate responsibility issues strategically.

Bell's value chain



Bell environmental, social and governance priorities GRI 102-47, 3-2, 3-3

Bell strives to continually improve its responsiveness to stakeholder needs, including through its corporate responsibility goals. Consistent with this objective, we collect input from stakeholders about corporate responsibility issues that are most important to them. We engage with various stakeholders on the identified topics of priority. We maintain ongoing stakeholder engagement through collaborations and by leveraging their expertise, insights and influence to improve our performance and find new solutions to common challenges.

In 2021, we performed a stakeholder engagement exercise where we surveyed our key stakeholders on corporate responsibility topics. This included internal team members (at the unionized and management levels, various directors and vice presidents), and external groups (customers, investors, suppliers, governmental groups, non-profit organizations, community partners and academic institutions). This survey explored a variety of priorities that touched on seven themes: Climate change, the Circular Economy and Use of Natural Resources, People and culture, Customer satisfaction and network reliability, Socioeconomic impact, Business ethics and Responsible Products and Services. Each theme covers related topics, producing a wide range of issues including almost 50 different priorities. We also asked our stakeholders to identify the Sustainable Development Goals (SDGs) on which Bell can have the most impact. We plan to perform another stakeholder survey in 2023.

This survey permitted us to analyze two angles of impact. Respondents were asked to identify topics with the greatest impact on Bell's enterprise value, and on society and the environment. The responses received through this exercise influenced the topics discussed in this information sheet. The results of this stakeholder engagement exercise are presented on the following pages.

Themes and topics we addressed with stakeholders:

Theme	Topics
Climate change	GHG emissions management, climate change risks and opportunities, energy management, greener vehicle fleet, operational eco-efficiency (green buildings) and digitally enabling society to transition to a low-carbon economy through the company's products and services.
Circular economy and use of natural resources	E-waste and product end-of life waste management, take-back programs, packaging, water management and biodiversity.
People and culture	Well-being, health and safety, talent attraction and retention, diversity and inclusion, training and career, freedom of association, digital enablement and employee engagement.
Customer satisfaction and network reliability	Data privacy, information security, network reliability and resiliency against disruptions, accessibility and availability, online safety and customer service and satisfaction.
Socioeconomic impact	Local employment, disaster response and relief, community investment, community partnerships, stakeholder engagement, indirect economic impact, tax contributions and direct economic value generated and distributed.
Business ethics	Editorial freedom and freedom of expression, competitive behaviour and open Internet, responsible and transparent marketing and advertising, responsible technology and regulatory compliance.
Responsible products and services	Product safety, environmental impacts of products and services, social benefits of products and services, human rights, innovation of products and services, supplier screening, and digitization of sectors and enablers of digital society

The results of this analysis identified priority topics that we address through our Integrated annual report.

The top environmental, social and governance priorities on which stakeholders consider Bell can have the greatest impact are:

Key issues identified by stakeholders

Climate change

GHG emissions	● ✪
Energy management	● ✪
Digitally enabling society to transition to a low-carbon economy	● ✪
Cleaner fleet	●
Climate change risks and opportunities	●

People and culture

Well-being	● ● ✪
Diversity, equity, inclusion and belonging	● ● ● ✪

Customer satisfaction and network reliability

Network reliability	● ✪
Data privacy	● ✪
Information security	● ✪
Customer satisfaction	● ✪

Circular economy

E-waste	● ✪
Waste management	● ✪

More information on these topics in our 2022 Integrated annual report.

- ● Our networks
- ● Our customers and relationships
- ● Our products and services
- ● Our environment
- ● Our people
- ✪ Target

Other pertinent issues

Climate change

Sustainable real estate	●

Circular economy

Take-back programs	● ✪
Packaging	●

People and culture

Talent attraction & retention	●
Health and safety	● ✪
Training and career development	●

Customer satisfaction and network reliability

Accessibility and availability	● ✪

Socioeconomic impact

Community investment	● ✪
Community partnerships	●
Local employment	●

Business ethics

Responsible supply chain management	● ●

Responsible products and services

Environmental impacts of our products and services	● ✪
Innovation of products & services	●
Social impacts of our products and services	●

United Nations Sustainable Development

Sustainable Development Goals

Our sustainability strategy is designed to support our Strategic imperatives. Some of our efforts also address some of the world's biggest challenges: lack of access to education, growing inequality, high youth unemployment, unprecedented migration and conflict, market disruption caused by technology and artificial intelligence, and pressure on our natural resources. By supporting the SDGs, we believe that we will help create a better world in which our business can grow.

The Sustainable Development Goals are a call for action by all countries – poor, rich and middle-income – to promote prosperity while protecting the planet. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

The Sustainable Development Goals developed by the United Nations on which stakeholders consider Bell can have the greatest impact are:

Goal	Targets	Our contribution
SDG's linked to Bell's value creation		
3 GOOD HEALTH AND WELL-BEING	3.4 Reduce premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.	The Bell Let's Talk initiative and support provided contributes to healthy lives and well-being. Additionally, our health and safety practices are innate to our culture. Finally, we provide a wide range of benefits for our team members. **To learn more,** see our Empowering voices and fostering a space for all, our Health and Safety and Benefits, retirement, savings and pay equity information sheets.
8 DECENT WORK AND ECONOMIC GROWTH	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added. 8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of organizations of all sizes. 8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value. 8.7 Take immediate and effective measures to eradicate forced labour, modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour. 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, and those in precarious employment.	Bell offers well-paying, highly skilled jobs. Bell's responsible procurement practices and our Supplier code of conduct address child labour in our supply chain, and our occupational health and safety practices promote safe working environments for all workers. Our sustainability-linked loan and sustainable bond programs also contribute to the financing of environmental and social initiatives. **To learn more,** see our Empowering voices and fostering a space for all, Health and Safety and Benefits, retirement, savings and pay equity information sheets, and see our Supplier Code of Conduct and our Sustainable financing framework.

Goal	Targets	Our contribution
	9.1 Develop quality, reliable, sustainable and resilient infrastructure to support economic development and human well-being, with a focus on affordable and equitable access for all. 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.	Our networks provide an ever-increasing number of consumers and businesses of all sizes greater capabilities and new opportunities to connect, build and grow, while bridging the digital divide. Bell participates in the Artificial Intelligence superclusters and invests significantly in R&D. **To learn more,** see Our networks section in our 2022 Integrated annual report.
	10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status. 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.	The integration of diversity, equity, inclusion and belonging (DEIB) programs within Bell fosters the innovation and creativity of our team members including our four key performance targets on gender diversity and BIPOC representation. **To learn more,** see our Empowering voices and fostering a space for all information sheet.
	11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage. 11.a Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning. 11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	We offer products and services, in particular those associated with the Internet of Things (IoT), that permit cities, companies and other organizations to reduce their environmental impacts. We also employ an environmental aspects management approach to environmental impacts. **To learn more,** visit Bell.ca/IoT and see our Air emissions, Biodiversity and ecosystem, Soil and water protection, Sustainable real estate Circular economy and Mitigating climate change information sheets.
	12.2 Achieve the sustainable management and efficient use of natural resources. 12.4 Achieve the environmentally sound management of chemicals and all wastes throughout their life cycle. 12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse. 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Bell is evolving to a circular economy approach which incorporates sustainable consumption and waste management and reduction. **To learn more,** see our Circular economy information sheet.
	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters. 13.2 Integrate climate change measures into policies, strategies and planning. 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	We aim to reduce our energy consumption and GHG emissions to help mitigate climate change. We also implement measures to adapt to the impacts of climate change, and to shape our current and future strategies. We have Science-Based Targets Initiative and approved GHG reduction targets in support of our climate action goals. **To learn more,** see BCE's 2022 TCFD report and see our Mitigating climate change information sheet.

Goal	Targets	Our contribution
	17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resources strategies of partnerships. 17.8 Fully operationalize the technology bank and science, technology and innovation capacity building mechanism for least developed countries and enhance the use of enabling technology, in particular information and communications technology. 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	We promote partnerships when working toward a sustainable future. **To learn more** about how we collaborate with Indigenous peoples, see our Empowering voices and fostering a space for all information sheet. **To learn more** about how we partner with local communities when deploying our network, see our Wireless health and safety and social acceptability of our network information sheet.
SDGs that Bell can contribute to		
	4.3 Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university. 4.b Substantially expand globally the number of scholarships available for enrollment in higher education, including vocational training and information and communications technology. 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	We emphasize individual development by promoting our strong learning ecosystem and culture. We offer best-in-class tools, programs and content to ensure each team member feels a greater sense of belonging, and is empowered to grow to their potential and make an impact. **To learn more,** see our Engagement, learning and development information sheet.
	5. 1 End all forms of discrimination against all women and girls everywhere. 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life. 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.	We foster gender equality and embed it in our culture. We also take action to achieve gender pay equity and gender diversity in leadership. **To learn more,** see our Engagement, learning and development, Empowering voices and fostering a space for all and Benefits, retirement, savings and pay equity information sheets.
	6.3 Improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials. 6.4 Substantially increase water-use efficiency and ensure sustainable withdrawals and supply of freshwater to address water scarcity.	We monitor our water consumption and effluents from operations. **To learn more,** see our Soil and water protection information sheet.
	15.1 Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands. 15.a Mobilize and significantly increase financial resources from all sources to conserve and sustainable use biodiversity and ecosystems. 15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	We protect terrestrial ecosystems by preventing biodiversity loss where our operations can have an impact, and we act on ecosystem restoration. **To learn more,** see our Soil and water protection and Biodiversity and ecosystem information sheets.
	16.2 End abuse, exploitation, trafficking and all forms of violence against children. 16.5 Substantially reduce corruption and bribery in all their forms. 16.6 Develop effective, accountable and transparent institutions at all levels.	We have governance practices embracing ethical behaviors and also take action to protect, equip and support youth and communities. **To learn more,** see our Ethics and human rights practices and our Supporting and equipping children and our communities information sheet.

Climate change

There is international scientific consensus that GHG emissions are major contributors to climate change and that companies have a responsibility to help fight climate change and adapt to its consequences. Energy consumption is a notable component of business service solutions in our industry because it drives GHG emissions associated with climate change. Energy consumption is becoming more important as networks grow to support the ever-increasing use of data services, over both wireline and wireless. These services include the Internet, data hosting, and others delivered on devices such as smartphones, tablets and a vast array of other connected products. These all consume rapidly increasing amounts of data, and involve interconnection between social networks, cloud computing, mobile TV, mobile commerce and banking services. These services all consume network resources, thereby affecting a company's carbon footprint.

We are also affected by the growing trend of companies using data centres to shift applications and services to the cloud. This enables carriers like Bell to make more tools and professional services available to business customers while maximizing the efficiency of our networks and business operations. Eventually, this virtualization will involve both fixed and wireless access network elements. More functions will migrate from the customers' premises to centralized, carrier-operated facilities. As a result, carriers will consume more energy while their customers will see their energy consumption decrease. Over time, the net effect is expected to reduce overall consumption as virtual activity replaces physical activity and larger carrier-operated platforms become more efficient.

Additionally, enabling society to transition toward a digital low-carbon economy plays a crucial role in how Bell can make a difference through its products and services. The emergence of Internet of Things (IoT) applications in retail and transportation will amplify the demand for data throughout. This includes the connected car, asset tracking and remote monitoring, among many others. Growth in wireless data consumption alone is increasing service providers' needs for energy to power their networks, making energy efficiency an important issue for our entire industry.

Bell's impact on climate change does come not only from its products and services offerings, it also comes from day-to-day operational necessities. Among other operational groups, Bell's vehicle fleet and real estate portfolios have a significant impact on the company's carbon footprint. In order to facilitate the management of Bell's footprint on the environment and our communities, both the energy and environmental management systems have been certified to ISOs standards.

Climate change presents a growing risk and evaluating its impacts allows us to better plan for the future.

To learn more, see our BCE TCFD Report on climate-related risks and opportunities information sheet.

To learn more, see Our environment section in our 2022 Integrated annual report and our Mitigating climate change information sheet.

Customer satisfaction and network reliability

Canada's communications market is more dynamic and competitive than ever. Championing customer experience is a core strategic imperative throughout the company. Every Bell team member is asked to focus on what is best for customers as part of every major program and initiative. This helps us grow and retain customers as we move forward on our other key imperatives.

Canadians' lives are increasingly dependent on digital technologies and access to the digital ecosystem. They use this ecosystem to learn, work, socialize and access essential services. Access to high-speed, reliable and affordable Internet has become an essential service as it is a key driver of improved social well-being while bridging the digital divide for everyone. Reliable communications networks are key to enabling the transition from a resource-based economy to a sophisticated digital and knowledge economy, in communities both large and small.

Bell investments enable remote learning and entertainment, empowering businesses and communities to operate more efficiently and grow in the digital economy. Moreover, our investments help build and drive innovation across the Canadian digital ecosystem and support growth among suppliers and partners.

Devices connected to the Internet are becoming more numerous and smarter, and data transmission volumes are increasing. Consequently, service providers such as Bell must work continually to improve information security. We do this through the protection and effective governance of systems, applications and information repositories. This is vital to the secure operation of networks and business, and critically important to customers. Customers, along with employees, the government and society, expect that we do everything we can to protect their identity and other information.

Customers are well aware of security threats, the critical need to protect their personal information and they have expectation that their privacy will be safeguarded when they use wireless, Internet and media services. These concerns and expectations have attracted the attention of lawmakers and regulators, and changes to privacy laws have been proposed in a number of Canadian jurisdictions. There is increased regulatory scrutiny of the use, collection and disclosure of personal information in Canada. Bell's continued focus in this area aligns with our strategic imperative to champion the customer experience. Companies are increasingly faced with security threats, giving rise to new and emerging standards and regulations. To be in a better position to protect our market share and reputation, we must identify and address information security risks in a timely manner. This not only addresses the customer experience, but also reduces exposure to cyberattacks. Avoiding data breaches can also limit the expenses associated with remediation efforts and legal fees. This aligns with our strategic imperative to operate with agility and cost efficiency.

To learn more, see Our networks and Our customers and relationships sections in our 2022 Integrated annual report.

People and culture

We believe that everyone deserves a respectful, positive, professional and rewarding work environment. Engaging and investing in our people is a strategic imperative which recognizes that our success requires a dynamic and engaged team. The Bell team is critical to our company's success, enabling our purpose of advancing how Canadians connect with each other and the world, while also making a difference in communities across the country. To foster the well-being of our team members, we believe that engaging our people and nurturing an inclusive environment are essential.

Organizations that have integrated diversity, equity, inclusion and belonging programs foster team member innovation and creativity, widen the talent pool and increase team member satisfaction. Bell is committed to an inclusive, equitable and accessible workplace where all team members feel valued, respected, supported and have the opportunity to reach their full potential. A truly diverse team and inclusive workplace fosters innovation and creativity, better reflects the customers we serve and increases team member engagement.

To learn more, see Our people section in our 2022 Integrated annual report and our Empowering voices and fostering a space for all information sheet.

Circular economy

The circular economy model enables organizations to rethink the traditional linear business model of "take, make, waste." It encourages them to implement solutions that detach growth from accelerating raw material consumption in an effort to reduce the environmental impact of their operations. Reducing waste is an essential part of our objective to improve on our operational efficiency and aligns with the values and expectations of our employees and customers. The circular economy model provides Bell with a framework for repositioning waste as a resource, and has both environmental and economic benefits. By adopting this model, we hope to limit the consumption of raw materials and maximize the longevity of our assets and resources.

Over the past few years, multiple initiatives have been put in place to reduce the use of new materials throughout our operations. For example, internal repair shops at a number of work centres repair tools and ladders, and ensure the reuse of cable reels. Such initiatives allow Bell to reduce consumption and minimize the purchase of new material. This reduces our costs, helping us maintain a competitive cost structure as we reduce our environmental footprint.

To learn more, see Our environment section in our 2022 Integrated annual report and our Circular economy information sheet.

Impact of the business model

A company's business model directly affects the magnitude of its impact on ESG metrics. Energy consumption, greenhouse gas emissions (GHGs) and waste are good examples to illustrate this point. In general, the more vertically integrated the company is, the greater the proportion of energy consumption, GHGs and waste in that sector that fall within the scope of the company's reporting.

Bell is a good example of this. We seek to deliver quality service to our customers, maintain direct control over our operations and promote business continuity that provides secure employment and career development opportunities. To help achieve this, we have vertically reintegrated many of the functions that are often outsourced by other companies in our industry. For example, our operations include installation technicians in Bell Technical Services (BTS). Also, many of our construction projects are carried out by our subsidiary Expertech Network Installation Inc. (Expertech). These functions depend on a fleet of vehicles to transport team members to our customers' premises and to job sites. These activities increase our operational emissions (direct GHG emissions from sources that are controlled by Bell) relative to other telecom companies that outsource such functions.

In addition, we have become more diversified in our effort to facilitate sustainable growth in the business. For example, we created Bell Media Inc. (Bell Media) which includes broadcast and other media assets. These assets were obtained through acquisitions such as CTV Globemedia Inc. (CTV), Astral Media Inc. (Astral), V Network, and Noovo.ca. Adding Bell Media's operations to BCE has increased the overall energy consumption that we account for in our Scope 2 emissions (i.e., indirect GHG emissions associated with the consumption of purchased electricity, heating/cooling and steam), but this does not necessarily mean that Bell Media's Scope 2 emissions have increased since the period when Bell Media assets were separate, non-BCE operations.

To learn more about the scopes of GHG emissions reporting, visit the GHG Protocol's website.

Our integrated structure also affects the amount of waste we generate. Vertical integration means that we are accountable for managing waste created through these integrated functions, unlike companies that outsource these operations. We could outsource and thereby reduce our waste-to-landfill volume, but that would not necessarily improve the industry's overall waste recovery rate. Also, by managing our network waste ourselves, we maintain control over functions that directly affect customer service and operations. The benefits of a vertically integrated company (while increasing Bell's responsibility) allow us to control, influence and integrate sustainability practices across various lines of our business.

Linking our priority ESG topics to our Corporate Strategy

This table illustrates the link between our Corporate Strategy and our priority ESG topics:

Thematic area	ESG topic	Target	Related capital	Strategic imperative
Environmental	Energy management	✪	Our environment	1, 5, 6
	Greenhouse gases	✪	Our environment	1, 5, 6
	Waste reduction	✪	Our environment	1, 5, 6
	Circular economy	✪	Our environment	1, 5, 6
Social/Economic	Network reliability	✪	Our networks	1, 4, 5
	Digital divide	✪	Our networks Our customers and relationships – Community	1, 2, 4, 5
	Customer satisfaction	✪	Our customers and relationships – Customers	1, 2, 4
	Enabling transition to a low carbon economy	✪	Our products and services	2, 3, 6
	Community investment	✪	Our customers and relationships – Community	1, 2, 4
	Diversity, equity, inclusion and belonging	✪	Our people	2, 4, 6
	Employee well-being	✪	Our people	2, 4, 6
	Team member engagement	✪	Our people	2, 4, 6
Governance	Data privacy	✪	Our networks	1, 4, 5
	Information security	✪	Our networks	1, 4, 5

1 **Build the best networks**

2 **Drive growth with innovative services**

3 **Deliver the most compelling content**

4 **Champion customer experience**

5 **Operate with agility and cost efficiency**

6 **Engage and invest in our people and create a sustainable future**

Responding to evolving stakeholder expectations related to corporate responsibility

GRI 102-40, 42, 43, 44

Reporting on what our stakeholders want to know is central to our ESG communications strategy at Bell. As the world changes, and as ESG reporting evolves, we seek to respond to the most recent trends and issues relevant to our stakeholders.

Key metrics and results

We take action in response to the expectations of our stakeholders, setting targets to measure our performance and improvement.

Strong improving performance

In the wide range of topics covered in this information sheet, we have identified several priority areas for key performance metrics. The table below summarizes our 2022 progress toward our targets. Indices for the Global Reporting Initiative (GRI), SDGs, UNGC, the Sustainability Accounting Standards Board (SASB) and the World Economic Forum (WEF) are available in the Responsibility section of BCE's website.

Capital	Topic	Target	Verification	2022 performance	YoY change	Trend	GRI	SDG	UNGC	SASB	WEF	ESG pay link
Products & Services	Enabling transition to a low-carbon economy	Increase carbon savings enabled by the use of Bell's technology	—	5.2 times Bell's operational GHG in 2020	+2.7 (was 2.5 in 2017)	Achieved	—	—	—	—	—	Yes
Environment	Greenhouse Gases	Science-based targets (SBTs)										
Environment	Greenhouse Gases	1) Reduce our absolute scope 1 and scope 2 GHG emissions 58% by 2030, from a 2020 base year	PwC	–2.5%	–3.3 percentage points	Improving	305-1, 305-2, 305-5	7, 8, 13	7, 8, 9	TC-TL-130a.1 TC-SI-130a.1	Yes	Yes
Environment	Greenhouse Gases	2) Reach 64% of our suppliers by spend covering purchased goods and services with science-based targets by 2026	—	26%	+11 percentage points	Improving	305-2, 305-3, 305-5	7, 8, 13	7, 8, 9	TC-TL-130a.1 TC-SI-130a.1	Yes	Yes
Environment	Greenhouse Gases	3) Reduce our absolute scope 3 GHG emissions from categories other than purchased goods and services 42% by 2030, from a 2020 base year	—	–0.121	–0.1 percentage points	Improving	305-3, 305-5	7, 8, 13	7, 8, 9	TC-TL-130a.1 TC-SI-130a.1	Yes	Yes
Environment	Greenhouse Gases	Carbon neutral operations target starting in 2025	PwC (Scope 1 and 2 emissions and YoY change)	256,325	–3.3%	Improving	305-1, 305-2, 305-5	7, 8, 13	7, 8, 9	TC-TL-130a.1 TC-SI-130a.1	Yes	—
Environment	Circular economy	Waste reduction: Reach and maintain a 15% reduction in total waste sent to landfill by 2025, from a 2019 base year	PwC	–8%	Improved by 3 percentage points	Improving	Yes	—	7, 8, 9	TC0301-08	Yes	Yes
Environment	Circular economy	Hazardous waste: Divert 100% of generated hazardous waste to certified recyclers by 2024	PwC	99%	No change	Stable	306-4	11, 12	7, 8, 9	TC0301-08	—	Yes
Environment	Circular economy	e-waste recovery: Recover 7 million used TV receivers, modems, mobile phones and WiFi pods between January 1, 2021 and the end of 2023	PwC	4,788,779	+2,326,681 68% of our 2023 target reached	Improving	301-3, 306-2	11, 12	7, 8, 9	TC-TL-440a.1	Yes	Yes
Environment	Management approach	Maintain ISO 14001 certification	Bureau Veritas	Certified	Maintained 14th year in a row	Achieved	102-56/ GRI 2021: 2-5	6, 11, 15	7, 8, 9	—	—	Yes
Environment	Management approach	Maintain ISO 50001 certification	Bureau Veritas	Certified	Maintained 3rd year in a row	Achieved	102-56/ GRI 2021: 2-5	13	7, 8, 9	—	—	Yes
People	Team member well-being	90% of people leaders to complete mandatory base training on Mental Health	PwC	91%	–1 percentage point	Achieved	403-6, 404	3, 4	—	—	Yes	Yes

Capital	Topic	Target	Verification	2022 performance	YoY change	Trend	GRI	SDG	UNGC	SASB	WEF	ESG pay link
People	Time lost accident frequency rate	Report annual time lost accident frequency rate in our workplace by injuries per 200,000 hours worked	PwC	1.11	Improved by 0.01	Improving	2018: 403-9	3, 8	1, 2	—	Yes	Yes
People	Gender diversity on Board of Directors	35% gender diverse Directors on the Board	—	36%	No change	Achieved	405-1	4 ,5, 8	6	—	Yes	Yes
People	Gender diversity in executive positions	35% gender diverse representation in executive positions (vice-president level and above) by the end of 2023	PwC	32%	–1 percentage point	Decreasing	102-8, 405-1	4, 5, 8	6	SV-ME-260a.1 TC-SI-330a.3	Yes	Yes
People	Black, Indigenous and Persons of Colour (BIPOC) representation	25% BIPOC representation in Bell senior management (director level and above and including executive officers) by 2025	PwC	23%	+3 percentage points	Improving	102-8, 405-1	4, 5, 8	6	SV-ME-260a.1 TC-SI-330a.3	Yes	Yes
People	Black, Indigenous and Persons of Colour (BIPOC) representation	40% BIPOC representation in new graduate and intern hires	PwC	52%	+7 percentage points	Achieved	102-8, 405-1	4, 5, 8	6	SV-ME-260a.1 TC-SI-330a.3	Yes	Yes
People	Team member engagement	Reach and maintain an overall team member engagement score of 75%	PwC	76%	No change	Achieved	401-1	4, 5, 8	—	TC-SI-330a.2	—	Yes
Relationships	Customer experience	Reduce complaints accepted by the Commission for Complaints for Telecom-television Services (CCTS)	CCTS	Reduced by 37.5% in 2022	Improved by 29.7 percentage points	Achieved	—	—	—	—	—	Yes
Relationships	Community investment	Help build better communities across the country by contributing to groundbreaking work in mental health and engaging in volunteerism and charitable giving	PwC	22,152,794	+ $0.5M	Achieved	201-1	3, 10	—	—	Yes	Yes
Networks	Network coverage and accessibility	Wireless: Expand 5G network coverage to more than 80% of the Canadian population by the end of 2022	PwC	82%	+12 percentage points	Achieved	—	8, 9	9	TC-TL-550a.1 TC-TL-550a.2	Yes	Yes
Networks	Network coverage and accessibility	New target: Wireless: Expand 5G network coverage to more than 85% nationally by the end of 2023	—	82%	New target	—	—	8, 9	9	TC-TL-550a.1 TC-TL-550a.2	Yes	Yes
Networks	Network coverage and accessibility	Wireline: Expand our pure fibre footprint to 650,000 additional locations by end 2023	PwC	854,000	New target	-	—	8, 9	9	TC-TL-550a.1 TC-TL-550a.2	Yes	Yes
Networks	Network reliability	Maintain network reliability level above 99.99%	PwC	99.9901%	-0.0039%	Achieved	—	8	—	TC-TL-550a.1 TC-TL-550a.2	—	Yes
Networks	Data privacy	0 unresolved well-founded privacy complaints from the Office of the Privacy Commissioner of Canada	OPCC	0	No change	Achieved	418-1	—	—	TC-TL-220a.3	—	Yes
Networks	Information security	100% of selected team members completed Bell's Be Cyber Savvy information security training program by the end of 2022	PwC	88% were trained in 2022	+18 percentage points	Improving	404	4	—	TC-TL-230a.2 TC-SI-230a.2	—	Yes
Networks	Information security	New target: 90% of team members to complete yearly Be Cyber Savvy training	—	88%	New target	—						
Networks	Information security	Improve year-over-year phishing simulation report rate	PwC	25%	New target	—	—	—	—	TC-TL-230a.2 TC-SI-230a.2	—	Yes
Networks	Information security	Align to ISO 27001 standard by the end of 2023	—	80%	+30 percentage points	Improving	—	—	—	TC-TL-230a.2 TC-SI-230a.2	—	Yes

Stakeholder engagement

GRI 2-29, 3-1, 102-40, 102-42, 102-43

Stakeholder engagement is a process organizations follow in order to determine what their audiences expect of them. It entails assessing, mapping and prioritizing stakeholders and their interests to determine how to respond, and what to communicate to them.

At Bell, we are always seeking ways to improve our ESG reporting and welcome feedback and suggestions. We engage with stakeholders in many ways to identify opportunities that go beyond simple compliance. This in turn helps create benefits for society and for the company by addressing relevant issues. Primarily, we remain informed on issues that are most important to our various stakeholders through direct consultation to obtain their feedback.

We identify our most important stakeholder groups based on the extent of their engagement with the company and their influence on us. This analysis produces a shortlist of internal and external stakeholders.

Because issues evolve over time and new ones emerge, Bell consults this broad range of stakeholders in a variety of ways on an ongoing basis.

See the table below for examples of how we interact with our stakeholders on various ESG priorities:

Stakeholder	How we engaged stakeholders	ESG priority themes
Non-management employees & labour unions	• Training and workshops • Recognition, awards and contests • Employee surveys related to COVID-19 • Employee engagement survey • Onboarding and orientation sessions for new hires • Frequent communication through Bellnet, our internal website and email • Business-unit and team virtual town halls • Internal network groups (Women at Bell, Black Professionals at Bell, Pride at Bell, etc.) • Web-collaboration forums on environment and diversity (BIPOC, Women, Pride, etc.) • Meetings and engagement with labour unions related to collective agreements considering impacts related to COVID-19 among other topics • Bell ESG priority topics survey • CEO dialogue sessions	✓ **Climate change** ✓ **Circular economy and use of natural resources** ✓ **People and culture** ✓ **Customer satisfaction and network reliability** ✓ **Socioeconomic impact**
Management employees	• Training and workshops • Recognition, awards and contests • Employee surveys related to COVID-19 • Employee engagement survey • Onboarding and orientation sessions for new hires • Frequent communication through Bellnet, our internal website and email • Business-unit and team virtual town halls • Internal network groups (Women at Bell, Black Pride at Bell, etc.) • Web-collaboration forums on environment and diversity (BIPOC, Women, Pride, etc.) • Career development programs (BellU, High Performance Program, NextGen, New Grad, etc.) • Meetings and engagement with labour unions related to collective agreements considering impacts related to COVID-19, among other topics • Focus groups • Bell ESG priority topics survey • CEO dialogue sessions	✓ **Climate change** ✓ **Circular economy and use of natural resources** ✓ **People and culture** ✓ **Customer satisfaction and network reliability** ✓ **Socioeconomic impact**

Stakeholder	How we engaged stakeholders	ESG priority themes
Industry associations & non-government organizations	• Memberships in public-private partnerships in Canada and internationally • Engagement in industry meetings, seminars, thought leadership panels, innovation research and conferences • Bell ESG priority topics survey	✓ **Climate change** ✓ **Circular economy and use of natural resources** ✓ **People and culture** ✓ **Customer satisfaction and network reliability** ✓ **Socioeconomic impact** ✓ **Business ethics** ✓ **Responsible products and services**
Local partners and community groups	• Meetings and direct interactions • Participation in fundraiser events • Collaboration on campaigns and conferences • Bell ESG priority topics survey	✓ **Climate change** ✓ **Circular economy and use of natural resources** ✓ **Socioeconomic impact** ✓ **Business ethics** ✓ **Responsible products and services**
Government & regulators	• Meetings and direct interactions • Formal submission of regulatory filings and/or for responses to requests for information • Collaboration on government and/or Industry conferences • Bell ESG priority topics survey	✓ **Climate change** ✓ **Circular economy and use of natural resources** ✓ **Business ethics** ✓ **Responsible products and services**
Investors	• Annual and quarterly meetings, phone calls and/or emails for questions, issues and concerns related to ESG and/or financial performance • Annual General Meeting • Credit rating agency engagement • Investor road shows • Third-party ESG engagement and survey • Bell ESG priority topics survey	✓ **Climate change** ✓ **People and culture** ✓ **Customer satisfaction and network reliability** ✓ **Business ethics**
Suppliers and contractors	• Engage in supplier risk assessment program • Align on supplier code of conduct • Bell ESG priority topics survey	✓ **Business ethics** ✓ **Responsible products and services**
Customers	• Individual and broad-based communications • Industry conference/tradeshows • Consumer Service support lines • Customer experience surveys • Direct engagement • Bell ESG priority topics survey	✓ **Climate change** ✓ **Customer satisfaction and network reliability** ✓ **Socioeconomic impact** ✓ **Responsible products and services**
Academic institutions	• Focus groups on innovation projects • Presentations to raise awareness and educate on best practices • Bell ESG priority topics survey	✓ **Customer satisfaction and network reliability** ✓ **Socioeconomic impact** ✓ **Business ethics**

How our business is helping create a sustainable future

As we pursue our purpose, our efforts and the products and services that we offer help address some of the world's biggest challenges. This includes issues such as lack of access to education, growing inequalities, market disruptions caused by technologies and artificial intelligence and pressure on our natural resources.

Products and services with positive social impact

Our products and services have positive social impacts on poverty, hunger, health, education, gender equality, basic services, peace and democracy. Individuals with access to the Internet can obtain information and services related to news, government, education and banking more easily. This access allows them to participate more fully in society, and in the democratic process. Better informed citizens also have a higher chance of positively contributing to our national economy.

Complying with health and safety standards and preventing the potential spread of infections in commercial spaces are priorities for businesses. Health and safety solutions from Bell help meet the demands of sanitization and physical distancing. We provide real-time occupancy monitoring and a digital signage and sanitization kiosk, powered by our LTE network. We help our stakeholders be compliant with government health and safety regulations – including Canada's work-alone legislation – by offering products that permit monitoring the location and status of field workers at all times. Bell also offers a situational awareness solution that is a cloud-based workforce management tool. The tool allows first responders to keep their eyes, ears and hands on the job at all times. It simultaneously allows commanders or dispatchers to better track and manage their entire operation, even when responders leave their vehicles. As networks continue to improve, Bell and other service providers are prepared to deploy Next Generation 911 (NG911) emergency service. NG911 enables real-time text messages, video, images and other multimedia to be sent to first responders and medical personnel.

Additionally, the evolving nature of cyberattacks makes it difficult for organizations to stay secure and protected. Based on a holistic, proactive and integrated approach, security solutions from Bell are designed for all organizations facing risks that are rapidly changing and growing in scope and intensity. Bell seeks to ensure the confidentiality, integrity and availability of the organization's information at all times. According to the International Data Corporation's latest MarketScape: Canadian Security Services 2022 Vendor Assessment, with more than 700 security professionals, Bell's team is among the largest security practices in Canada. Device enrollment solutions help businesses easily deploy and configure mobile devices in a faster, more streamlined way. Providing the first line of security, device enrollment solutions enable organizations to deploy corporate-owned devices without having to manually set up each device. Bell is the first carrier in Canada to offer a Managed Internet of Things (IoT) Security Service. We offer a comprehensive set of IoT security features, combining advanced security technologies and proactive 24/7 monitoring provided by a dedicated team. Additionally, communications service providers have long helped customers screen, filter and block incoming voice calls. However, Bell has gone even further, becoming the first in Canada to develop and use artificial intelligence to automatically and permanently block from the company's network callers identified as fraudulent.

Products and services with positive environmental impacts

We have long understood that telecommunication technologies can help our customers reduce their energy needs and cut their carbon footprint[1] while enhancing their productivity in numerous ways. Telecommunication technologies also help adapt to the impacts of climate change by supporting improved business continuity. Our technologies help keep vehicular traffic fluid. They maintain access to services and communication channels in the event of extreme climate events. Our IoT products and services can have a positive impact on sustainable agriculture and forestry. They help conserve water and preserve marine ecosystems. They can also help foster sustainable energy use, mitigate the impacts of climate change and help with the sustainability of buildings. The data gathered through our IoT products and services help decision-makers in these industries make more informed and timely decisions, while reducing operational costs. For example,

(1) As demonstrated by the Global Enabling Sustainability Initiative (GeSI)

in the waste collection industry, sensors on waste bins can alert a company when a pickup needs to be scheduled. This helps reduce the number of trips to empty partially full bins, reducing the consumption of fossil fuels. Fewer truck rolls reduce transportation costs and the release of GHG emissions.

For example, a water-leak detection solution from Bell provides the insight needed to accurately locate water leaks. Accurate isolation of the leak helps reduce waste, control costs, and enhances sustainability. Cellular-enabled sensors installed in water systems send acoustic data to a central site where businesses can view leak status and location. This solution allows cities to monitor water systems in real time and avoid wasteful leaks, expensive pipe breaks, and collateral damage. Moreover, our GPS tracking, vehicle diagnostic, and telematics technologies help businesses optimize their operations, increase fleet security and reduce costs among other benefits. By identifying areas where traffic congestion or construction delays will lead to excess idling and wasted time behind the wheel, fewer emissions are releasing into the environment. Finally, Smart Supply Chain, which is powered by Bell IoT Smart Connect, is an "as-a-service" platform that uniquely aggregates multiple IoT data sources and businesses' operational data sets into a visual, single pane of glass, accessible through Bell's Self Serve Centre.

Collaborating for sustainability GRI 102-12, 2-28 17

We represent the interests of our stakeholders through active participation in industry and business associations.

BCE plays an active role in the development and sharing of innovative thinking that produces practical action. To help achieve this, we are members of forward-thinking groups that bring together leaders of the global business community.

One example is that following the 27th Conference of the Parties to the United Nations Framework Convention on Climate change (COP27), Bell endorsed an action declaration on climate policy engagement aligned with the goals of the Paris Agreement, while working with associations to advance, monitor and disclose alignment to climate policies. The following groups and associations are partners with which we actively engage in discussions around climate change and sustainability.

United Nations Global Compact (UNGC)

We have been a signatory of the United Nations Global Compact (UNGC) since 2006. The UNGC is a principle-based framework for businesses, stating ten principles in the areas of human rights, labour, the environment and anti-corruption. It is the largest corporate sustainability initiative with participants and stakeholders in over 170 countries[1].

Global Compact Network Canada (GCNC)

In 2013, we joined the GCNC, to collaborate on the 10 Principles of the UNGC. Through our membership in the GCNC, we regularly share best practices on the 10 Principles and the 17 Sustainable Development Goals with other members.

Global Enabling Sustainability Initiative (GeSI)

We are a member of GeSI, an international organization created by Information and Communications Technology (ICT) service providers and suppliers to further sustainable development in the ICT sector. It informs the public of its members' voluntary actions to improve their sustainability performance, and promotes technologies that foster sustainable development.

Digital with purpose

Bell has joined with other global ICT companies in Digital With Purpose. This is a GeSI project with the objective of delivering on the Paris Agreement and the UN Sustainable Development Goals by 2030. Digital With Purpose provides a framework in which ICT companies can identify digitally-enabled solutions that are already creating value in the domains covered by the 17 SDGs. It also allows ICT companies to set goals to grow that value-creation, and identify other SDGs in which their ICT solutions can promote peace and prosperity for people and the planet. At Bell, we have identified elements in the categories of digital inclusion, climate protection, and circular economy, as primary sources of value-creation. We expect to identify many more in competition and collaboration with other industry members who have signed the Digital With Purpose pledge. Organized as a ranking-based "race to the top," Digital With Purpose captures our imagination as a movement that can accelerate the development and deployment of solutions that sustainably make a better world.

CIO Strategy Council

As Bell participates in Canada's transformation toward a digital economy, we also aim to reduce our carbon emissions as a result. The CIO Strategy Council is Canada's primary national forum bringing together the country's most forward-thinking chief information officers and executive technology leaders to collectively mobilize on common digital priorities. Bell has joined the Sustainable IT Pledge, which is the first-ever commitment by Canadian organizations to cut rapidly rising emissions from digital technologies. Members pledge to set GHG emissions reduction targets related to their IT operations and supply chain, as well as disclose their operational and supply chain GHG emissions and progress. Bell also provides leadership on the Sustainable IT Advisory Committee of the initiative.

(1) United Nations Global Compact: Guide to sustainability

EXCEL Partnership+ Canadian Business For Social Responsibility (CBSR)

We are a member of the EXCEL Partnership, a unique learning partnership that empowers Canadian companies to improve corporate performance through sustainability leadership. Founded in 1996, the EXCEL Partnership brings influential Canadian businesses together to focus on sustainability. We participate in cross-sector innovation initiatives that provide us with access to cutting-edge research, analysis and insights.

CBSR is a not-for-profit professional association for sustainability and corporate responsibility leaders across Canada, championing business as a force for good. CBSR is part of the constellation that includes The GLOBE Series, Delphi Group, EXCEL Partnership and Leading Change, a group of organizations with the goal of consolidating and accelerating corporate sustainability leadership in Canada.

Canadian Wireless Telecommunications Association (CWTA)

We are a member of the CWTA, an industry association representing a variety of wireless service providers. The CWTA lead the national Recycle My Cell initiative, where after nearly 14 years they diverted close to 8 million old and end-of-life cell phones from landfills(1). They also implemented a nationwide wireless AMBER Alerts Program providing the public with immediate and up-to-date information in the event of a child abduction.

Global System for Mobile Communications (GSMA)

We are a member of GSMA, a global association uniting more than 750 operators with almost 400 companies in the broader mobile ecosystem. This includes handset and device makers, software companies, equipment providers, Internet companies and organizations in adjacent industry sectors. GSMA has different working groups striving toward common goals, including interconnection, fraud, security, circular economy and climate action.

Écotech Québec

In 2009, we joined Écotech Québec, which unites key Québec decision-makers in the clean technology (cleantech) sector. The aim of this group is to unite and mobilize the cleantech industry around common goals and actions. Members participate in the "greening" of the Québec economy through sustainable development. The organization supports entrepreneurs in accelerating the design, development, adoption, commercialization and export of clean technologies.

Conseil Patronal de l'Environnement du Québec (CPEQ)

Bell is a member of the CPEQ, a non-profit organization that groups together Québec's key industry and business representatives. This includes sectoral business associations whose activities may have environmental impacts and who are therefore concerned with environmental and sustainable development issues.

Information Technology Association of Canada (ITAC)

We are a member of ITAC, whose mission is to identify and lead on issues that affect the Information and Communications Technology industry and to advocate for initiatives that will enable its continued growth and development.

(1) Recycle My Cell winding down

4. Disclosing decision-useful ESG information to stakeholders GRI 102-12, 13

Founded on sound principles, feedback from our stakeholders and a clear understanding of our current issues and opportunities, we have identified the topics that are of greatest importance to our stakeholders and to our business success.

Reporting standards, guidelines and frameworks

At Bell, we have been reporting on ESG issues for more than a quarter century. We strive to create positive value by adhering to leading ESG standards. Over time our focus has changed, but we have always been guided by what stakeholders want to know and what is most material to our business. We primarily take direction from relevant and internationally recognized ESG reporting standards and guidelines:

Investor focus	Global focus	Environmental focus
Task Force on Climate Related Financial Disclosure (TCFD) Bell's TCFD report	UN Sustainable Development Goals (SDGs) Bell's SDGs index	Life Cycle Assessment methodologies to understand the impact of materials extraction and use
Sustainable Accounting Standards Board (SASB) Bell's SASB index	UN Global Compact (UNGC) Bell's UNGC index	ISO 14001 for Environmental Management System
International Integrated Reporting Council (IIRC) Bell's 2022 Integrated annual report	Global Reporting Initiative (GRI) Bell's GRI index	ISO 50001 for Energy Management System
World Economic Forum (WEF) Bell's WEF index	Digital Inclusion Benchmark (DIB)	
Carbon Disclosure Project (CDP) Bell's CDP score	ISO 26000 for Social responsibility ISO 27001 for Information technology / Security management systems	

Target audiences

The target audiences for our ESG reporting are our team members, customers, community members, investors, rating agencies, governments, non-governmental organizations, civil society and suppliers, among others. Our Integrated annual report provides information relevant to these stakeholders.

Organizational boundaries GRI 102-54

Our reporting contains data about the BCE group of companies, referred to collectively in this information sheet as "BCE," "Bell," "Bell Canada," "we," "us," "our" or "company." The companies of the BCE group are those over which we have strong financial and managerial control.

Corporate responsibility report

BCE has reported annually since 1993 on the environmental, social and governance topics that are most significant to our stakeholders and to our business. This is the first year we present our financial and non-financial (corporate responsibility) performance in an Integrated annual report following the principles of the Internal Integrated reporting Framework. We believe this approach provides a useful basis for disclosing how we create sustained value for our stakeholders over time. The Integrated annual report contains an overview of our corporate responsibility strategy, including a summary of progress toward achieving our short-, medium- and longer-term goals for our team members, customers, environment and society. The Strategic Overview portion of our Integrated annual report, together with the information and documents available in the Responsibility section of BCE's website, serve as a comprehensive view of our corporate responsibility performance and ESG reporting.

The report is prepared in accordance with the GRI Standards – Core option, with the addition of select SASB indicators, WEF metrics and SDGs. As a signatory to the UNGC since 2006, we are expected to report our progress on human rights, labour, environment and anti-corruption. Therefore the report describes actions we have taken to implement the UNGC guidelines and principles, and serves as our Communication on Progress (COP). We also support the TCFD recommendations and publish an annual report based on these recommendations.

TCFD TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

Other ESG disclosure channels

- Management discussion and analysis
- Notice of meeting
- Annual information form
- Corporate website
- CDP questionnaire
- Customer requests
- Corporate newsletter
- Corporate intranet
- Data provider questionnaires and databases (e.g. MSCI, DJSI, ISS, Vigeo Eiris, etc)

CDP DRIVING SUSTAINABLE ECONOMIES

Data collection and verification GRI 102-56, 102-46, 102-47 17

We review how and what we report every year, seeking to continuously improve our reporting processes and procedures for corporate responsibility reporting.

This information sheet focuses on the corporate responsibility issues that are of greatest importance to our stakeholders and that could have an important impact on our business.

PricewaterhouseCoopers LLP (PwC) has performed a limited assurance engagement for a select environmental, social and governance (ESG) metrics. The results of PwC's limited assurance engagement are documented in an assurance statement available in the Responsibility section of our website.

The Responsibility section of our website is an essential component of our ESG disclosure and presents additional information on related programs. The section also provides access to specific policies and includes links to complementary information.

We round all figures to the closest full integer in our reporting, unless otherwise specified, and all data are in international units. Unless otherwise indicated, all reported dollar amounts are in Canadian dollars.

The content of the Strategic Overview portion of our Integrated annual report and all referenced information sheets have been reviewed and approved by directors and vice presidents who are members of the CR Board, in accordance with our Certification Procedures related to ESG Disclosures.

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.