



# 2019 Sustainable Accounting Standards Board (SASB) content index for BCE

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The index below relates to items suggested for disclosure by the Sustainability Accounting Standards Board (SASB). Bell supports the development and evolution of such standards, and seeks to report on topics that align with our business model and corporate reality.

In some cases, indicators suggested by the guidelines are not applicable, or the information is considered to be competitive and is therefore not disclosed. As the guidelines evolve, so will our reporting on the topics covered.

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## Documents and websites referenced herein:

[Annual report](#)

[Annual information form](#)

[Code of business conduct](#)

[Corporate Responsibility report](#)

[Energy consumption and greenhouse gas \(GHG\) emissions information sheet](#)

[Privacy website](#)

[Waste information sheet](#)

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION/OMISSION
<b>Wireless subscribers</b>	TC-TL-000.A	# of subscribers	Annual report, p. 4
<b>Wireline subscribers</b>	TC-TL-000.B	# of subscribers	Annual report, p. 4
<b>Broadband subscribers</b>	TC-TL-000.C	# of subscribers	Annual report, p. 4
Network traffic	TC-TL-000.D	Petabytes	This information is considered to be competitively sensitive and is therefore not disclosed
<b>Environmental Footprint of Operations</b>	TC-TL-130a.1	We report in MWh	Energy consumption and greenhouse gas (GHG) emissions information sheet, Corporate responsibility report, p. 61
<b>Data Privacy</b> Description of policies and practices relating to behavioral advertising and customer privacy	TC-TL-220a.1	n/a	Code of business conduct, Privacy website, Annual report, p. 49, 92 Corporate responsibility report, p. 15, 19, 26, 55

<b>Data privacy</b> Number of customers whose information is used for secondary purposes	TC-TL-220a.2	Number	<p>Where necessary, we will request further consent before using Personal Information for any new purpose(s) beyond those described in our Privacy policy.</p> <p>We design our privacy practices to comply with applicable Canadian Federal, provincial and territorial laws, including the Personal Information Protection and Electronic Documents Act and the Canadian Radio-television and Telecommunications Commission rules regarding confidential information. Bell will not disclose a customer's confidential information to government agencies unless specifically compelled to do so by a legal authority or in the case of an emergency where the life, health, or security of an individual is threatened.</p>
<b>Data Privacy</b> Total amount of monetary losses as a result of legal proceedings associated with customer privacy	TC-TL-220a.3	Reporting currency	Annual information form, p. 29, if any
<b>Data Privacy</b> (1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	TC-TL-220a.4	Number, percentage (%)	Bell will not disclose a customer's confidential information to government agencies unless specifically compelled to do so by a legal authority or in the case of an emergency where the life, health, or security of an individual is threatened.

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION/OMISSION
<b>Data Security</b> (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	TC-TL-230a.1	Number, percentage (%)	We choose not to disclose this information due to the sensitive nature of this information.
<b>Data Security</b> Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-TL-230a.2	n/a	Annual report, p. 40, 49, 92, 96 Corporate responsibility report, p. 51
<b>Product End-of-Life Management</b> (1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	TC-TL-440a.1	Metric tons (t), Percentage (%)	Corporate responsibility report, p. 97 Waste information sheet
<b>Competitive Behavior</b> Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-TL-520a.1	Reporting currency	Annual information form, p. 29, if any
<b>Competitive Behavior</b> Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	TC-TL-520a.2	Megabits per second (Mbps)	Annual report, p. 31-32, 41 Annual information form p. 12-14
<b>Competitive Behavior</b> Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	TC-TL-520a.3	n/a	Annual report, p. 92

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
<b>Managing Systemic Risks from Technology Disruptions</b> (1) System average interruption frequency and (2) customer average interruption duration	TC-TL-550a.1	Disruptions per customer, Hours per customer	We do not yet report on this indicator
<b>Managing Systemic Risks from Technology Disruptions</b> Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2	n/a	We do not yet report on this indicator