

2018 SASB index for BCE Inc

There are many voluntary guidelines for reporting corporate sustainability information. 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.

Documents and websites referenced herein:

Corporate responsibility report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Annual report	http://www.bce.ca/investors/financialperformance/annual
Information sheets	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Code of business conduct	http://www.bce.ca/governance/codeofconduct
Privacy website	https://support.bell.ca/Billing-and-Accounts/Security_and_privacy/How_does_Bell_respect_my_privacy
GHG emissions report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Waste information sheet	http://www.bce.ca/responsibility/corporate-responsibility/reference-room

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Wireless subscribers	TC-TL-000.A	# of subscribers	Annual report, p. 4
Wireline subscribers	TC-TL-000.B	# of subscribers	Annual report, p. 4
Broadband subscribers	TC-TL-000.C	# of subscribers	Annual report, p. 4
Network traffic percentage on cellular network, and percentage on fixed network	TC-TL-000.D	Petabytes, percentage	n/a
Environmental Footprint of Operations	TC-TL- 130a.1	Gigajoules, Percentage (%)	GHG emissions report
Data Privacy Description of policies and practices relating to behavioral advertising and customer privacy	TC-TL- 220a.1	Discussion and Analysis	Code of business conduct, Privacy website, Annual report, pp. 49, 92 Corporate responsibility report, pp. 15, 19, 26, 55
Data privacy Number of customers whose information is used for secondary purposes	TC-TL- 220a.2	Number	n/a
Data Privacy Total amount of monetary losses as a result of legal proceedings associated with customer privacy	TC-TL- 220a.3	Reporting currency	n/a
Data Privacy (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 (%)	n/a

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Data Security (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	TC-TL-230a.1	Number, percentage (%)	n/a
Data Security 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, pp. 39-40, 49, 92, 95-96 Corporate responsibility report, p. 14, 19, 56
Product End-of-Life Management (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
Competitive Behavior Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-TL-520a.1	Reporting currency	n/a
Competitive Behavior 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, pp. 31-32, 41, 81, 89
Competitive Behavior Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	TC-TL-520a.3	n/a	n/a

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Managing Systemic Risks from Technology Disruptions (1) System average interruption frequency and (2) customer average interruption duration	TC-TL-550a.1	Disruptions per customer, Hours per customer	n/a
Managing Systemic Risks from Technology Disruptions Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2	n/a	n/a