

Environmental incidents



At Bell, we take great care in managing environmental incidents and acting on the root causes of problems to prevent reoccurrence. We deploy considerable efforts to increase employees' awareness to prevent environmental incident and commitment to reporting incidents. Over the years, Bell has developed rigorous measures to deal with environmental incidents. These specify the steps employees must follow and the responsibilities of the different parties involved in order to adequately respond to an emergency adequately. When reported, our experts provide support to the employee in the control and remediation of environmental incidents involving Bell, regardless of the quantity released, the potential impact, or of whether the incident occurred on or away from our own premises.

Spills are a common type of incident at Bell. They are the ones with the greatest potential impact on the environment. In order to reduce the impacts associated with spills, spill response kits are present in each building where risk exists, as well as in vehicles that contain hydraulic equipment. In addition, our petroleum storage tanks are fitted with secondary containment and any drains near these tanks are protected to avoid migration of contaminant.

In summary, for 2020:

- 442 spills and releases were reported by our employees, 71% of which were related to leaks of halocarbon from air-conditioning systems
- 380 incidents were below government reporting thresholds (81% of the 471 reported)
- No conviction for environmental regulatory offense neither environmental regulatory order
- 20 concerns were reported by third parties
- 750 litres of hydrocarbons were accidentally spilled from vehicles, storage tanks or generators and recovered whenever possible

We have clear objectives for the management of environmental incidents:

- **Adopt a proactive approach to prevent environmental incidents**
- **Address the root causes of repetitive incidents to minimize recurrence**
- **Quickly remediate any situation that cannot be prevented**
- **Ensure appropriate emergency plans are in place and tested**
- **Ensure all environmental incidents are reported to Corporate Responsibility and Environment**
- **Diligently manage outside-party incidents that impact Bell's assets**

GRI 306-3

- 25 litres of corrosive liquids were accidentally spilled from network batteries and recovered
- 6,559 kg of halocarbons were accidentally released from our air conditioning systems due to system failures.

These incidents had limited or no impact on the environment, and were addressed diligently and in compliance with all regulatory requirements.

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.