

Health and Safety

GRI 403-1, -2, -3, -4, -5, -6, -7

Bell seeks to provide a safe and healthy workplace where team members come to work knowing they are part of a team whose culture is ensuring they go home safe at the end of the day. We all embrace safety as the way we work, not just as an add-on. Dedication and leadership are bringing safety to the top of everyone's mind at Bell as we continue to develop programs to address the hazards and mitigate the risks present in our workplaces.

Management system and corporate safety action plan (CSAP)

Our Corporate Safety Action Plan (CSAP) is the foundation of our maturing safety management system. Our management system seeks to ensure that health and safety issues are managed in a systematic and diligent manner, that resources and responsibilities are clearly identified, and that our progress is monitored and reviewed quarterly.

Health and safety programs are integrated into Bell's business units and subsidiaries that have designated health and safety coordinators. This structure seeks to ensure compliance with operational requirements and continuous reporting to the corporate Health and safety governance team.

We value the engagement and experience of our team members to look out for one another. We leverage our team members to support 193 local health and safety committees across Canada, as well as 8 corporate health and safety committees that partner with the unions. As required by regulations, these committees represent operational and clerical functions, and meet and perform workplace inspections. Collectively, these committees completed more than of 6,100 workplace inspections in 2020, identifying and resolving issues, which, left unaddressed, could have contributed to incidents. The Health and Safety governance team

WHY IT MATTERS GRI 103

Health and safety is important because it protects the well-being of team members and customers. Looking after health and safety makes good business sense. Workplaces that neglect health and safety may lose team members, risk prosecution, and may increase costs and reduce profitability.

WHAT WE ARE DOING

Bell seeks to provide a safe and healthy workplace where team members come to work knowing they are part of a team where we all embrace safety as the way we work, not just as an add-on. Dedication and leadership are bringing safety to the top of everyone's mind at Bell as we continue to develop programs to address the hazards and mitigate the risks present in our workplaces.

collaborates with these committees for the development and implementation of prevention programs.

In 2020, we expanded the CSAP program to recent corporate acquisitions.

Hazard identification and risk assessment program

We maintain a focus on prevention by continuously improving hazard identification procedures and assessing targeted high-risk functions. We create synergies and align practices across all lines of Bell's business, as well as evolving our health and safety programs relevant to Bell's business growth.

Bell's Hazard identification and risk assessment (HIRA) program supports our hazard prevention program. The purpose of this program is to seek to ensure all hazards, risks, and controls have been identified, evaluated, and any necessary risk mitigating measures have been established within our operations.

The program includes a HIRA directive, documentation procedures and forms, assessments, and extensive training for our H&S coordinators and committee members. In 2020, we trained over 700 local and corporate safety committee members and safety coordinators across Bell and subsidiaries on workplace hazard identification and risk assessment.

In 2020, 48 job functions were identified for hazard Identification and risk assessment. 26 have been completed, including a COVID-19 HIRA. The corporate Health and Safety team continues to support the planning and completion of the risk assessments, which we expect to complete in 2022.

In an effort to keep up-to-date with evolving practices, we participate in industry groups to share best practices. We collaborate with associations such as The Environmental, Health and Safety Communications Panel ([EHSCP](#)) and Federally Regulated Employers—Transportation and Communications ([FETCO](#)), and we collaborate on an ad hoc basis with peers on specific programs.

Finally, Bell's Internal Audit group includes health and safety programs in their internal audit plans each year. This helps the corporate Health and Safety team to identify opportunities for improvement on an ongoing basis. This team monitors corrective actions and reports to the Audit Committee of the Board of Directors. In addition, quarterly performance review

meetings with the Chief Human Resources Officer & EVP of Corporate Services, and bi-annual performance review meetings with the Health, Safety, Security, Environment, and Compliance (HSSEC) oversight committee are held. Finally, we review our performance annually with the Management Resources and Compensation Committee (**MRCC**) of the Board of Directors.

Hazard reporting, incident management, and investigation

Bell's centralized incident investigation process continues to improve our ability to analyze trends. Our Health and Safety governance team has trained safety incident investigators who coach and support managers how to conduct incident investigations. Reporting such incidents through our national incident center enables us to implement a swift and coordinated response in the case of a severe incident. This new system has helped increase adherence to reporting and investigation timelines, as well as identify areas where additional training is required to enhance the quality of investigations.

In 2020, we improved our health and safety incident management by completing incident investigation training for over 350 frontline managers and joint local health and safety committees who are involved in the reporting and conducting investigations.


In 2020, we also improved the process for workplace hazard resolution. We identified performance indicators and developed scorecards. As a result, resolution delays were reduced by an additional 8% over the last year, with a cumulative reduction of 19% in the last 3 years.

Our overall time lost accident frequency rate in 2020 was 1.15, trending down by 11% compared to 2019. Total reportable health and safety cases decreased by 6% in 2020 when compared to 2019 (2.33 compared to 2.47), and there were no fatalities.

This decrease is mainly attributable to the implementation of a series of operational and mitigation measures. Operational measures include the provision of anti-slip footwear, combined with an extensive safety communication plan. Mitigation measures include providing training and awareness, access to videos on safety methods for loading and unloading ladders from vehicles and snow removal, and vendor performance monitoring.

In addition, a milder winter with fewer icy condition reduced injuries related to slip and fall and heightened situational awareness to health in general due to the COVID-19 pandemic

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couple with public health messages helped maintain an increased level of vigilance. People generally behaved in a cautionary way in order to avoid overwhelming the medical system. We observed in 2020 a 23% reduction of medical treatment cases compared to 2019. These factors likely contributed to the decrease in the frequency of workplace incidents.

Occupational hygiene

Bell's occupational hygiene program is dedicated to anticipating, recognizing, evaluating, and controlling physical, chemical, and biological hazards that may result in injury, illness or may affect the well-being of our employees. In 2020, we developed and implemented the H&S protocols required as part of the COVID-19 pandemic response plan. We also continued to update and strengthen our lead and asbestos management programs.

Hazardous Products

Training on the workplace hazardous material identification system (WHMIS) and the updating of safety data sheets is mandatory for all team members and managers who are exposed to hazardous products in their daily activities. This training is the foundation of our hazardous products program. All new hazardous products must be approved and safety data sheets are made available to employees through the corporate database.

Confined spaces

Bell's confined space program includes extensive training for team members who perform work in confined spaces, both in our network and our buildings. It also includes an emergency response plan based on a mix of trained responder employees and third parties to ensure full coverage. Each confined space has specific work procedures and we provide team members with the tools and equipment to perform their work safely. We also ensure that any third party with access to our confined spaces has the appropriate competencies and equipment for safe access.

Working at heights

We maintain a rigorous training program on the safe use and maintenance of equipment for all team members who perform work at heights, with an emphasis on fall arrest equipment, safe work practices, and emergencies.

In collaboration with equipment suppliers, we are designing lighter-weight ladders that meet regulatory and product safety requirements for our team members. Reduced ladder weight decreases the risk of ergonomic hazards related to lifting, carrying, and positioning the ladder.

We also deployed an awareness campaign in all of our work centers and produced videos on proper methods of loading and unloading ladders from vehicles. This awareness campaign reminds our technicians to be aware of the various hazards they may encounter when approaching a worksite, including obstacles they may face while carrying their ladders on customers' premises.

Transportation and road safety

We have been continuously improving our transportation safety programs, whether on road, in air, or on water. We are exploring opportunities offered by new technologies in order to improve driving skills. In addition, we developed and deployed within operations the flight hazard assessment forms and aviation safety training.

Contractor safety

We continued to deploy our contractor safety prequalification tool and process for contractors performing high-risk tasks, including covering more of our contractors. We extended our internal incident reporting process to our contractors to help reduce our response time and ensure the right people are notified and engaged as soon as an incident is reported. In addition, we put emphasis on training contract managers on proper investigation techniques in order to encourage better conclusions and appropriate actions for repeat incidents in the future. In 2020, we added the subcontractors to our contractor qualification procedure supporting our directive. At year-end, we had a total of 935 registered contractors from which 85% have an active qualification.

Electrical safety

Developing our electrical safety program based on industry best practices remains one of our priority initiatives. Starting in 2017, we undertook comprehensive risk assessments of the various electrical tasks performed by our real estate and Bell Media team members. Using the information gleaned from these assessments, we improved our safety procedures and enhanced personal protective equipment (PPE) and maintenance programs. In 2019, we adapted the program and control processes based on risk assessments of network and outside plant teams' tasks. We inventoried current PPE, identified requirements for additional and replacement items in order to meet program needs, and assigned training to all electrical and non-electrical workers. In 2020, we pursued the program development by completing training sessions for our Power techs and expanding the programs to function that were not covered in the previous phases.

Ergonomics

In addition to our focus on outdoor ergonomics, including ladder handling by our technicians, we provide our team members working in an office environment with ergonomic furniture. To help prevent musculoskeletal injuries, our "Ergo Champions" provide basic workplace assessments and peer-to-peer education, and we mandate professional ergonomists in more complex situations. Furthermore, with the evolution of the business, and to foster teamwork and collaboration, Bell is expanding our collaborative workspaces where team members can regroup creating synergies in a safe and ergonomically sound work environment.

Through our health and safety intranet website, all team members have access to ergonomic guidelines regarding how to set up and adjust their workstations, how to request a professional ergonomic assessment, as well as many other tips and information.

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.