

Workplace violence and harassment prevention policy

Bell has a zero tolerance approach to workplace violence and is committed to promoting a safe, healthy, and violence and harassment-free workplace. Bell offers prevention awareness training and processes for resolving incidents when they do occur.

Bell's policy sets out:

- Definitions and examples of violence and harassment, including sexual harassment and customer/potential customer-related harassment
- Our commitment to hold all team members accountable in accordance with Bell's Code of Business Conduct
- Clear roles and responsibilities in regards to promoting a professional work environment and de-escalating situations of conflict as quickly as possible
- The avenues for team members to report incidents of potential workplace violence including access to a standardized complaint form and an anonymous whistle-blowing channel
- The process to follow in case of a workplace violence incident or complaint and available options to resolve the situation, where applicable
- A clear statement about protecting involved parties from threats of retaliation throughout the complaint process
- Resources available, including psychological support services

The policy refers team members to practical tools to support prevention, such as our Civility guide, and our Leader's guide to managing conflict, and other resources to create awareness (on-line training programs and face-to-face workshops for all team members and leaders).