

Health and Safety

Bell is dedicated to providing a healthy and safe workplace for all team members. Dedication and leadership are bringing safety to the forefront for everyone at Bell, as we continue to develop programs to identify hazards and mitigate the associated risks.

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

SDG 3, SDG 8

Management system and corporate safety action plan (CSAP)


WHY IT MATTERS

Protecting the health and safety of team members and customers is of capital importance to Bell. Neglecting health and safety may result in increased lost-time incidents and costs, decreased employee engagement, reduced profitability and risk of prosecution.

WHAT ARE WE DOING

Bell strives to provide a healthy and safe workplace for all team members, as it is an integral part of the way we work. Dedication and leadership are bringing health and safety to the top of everyone's mind at Bell, as we continue to develop programs to identify hazards and mitigate the associated risks.

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 team.

We value the engagement and experience of our team members to look out for one another. We leverage our team members to support 180 local Health and Safety committees across Canada, as well as 10 corporate Health and Safety committees that partner with unions. As required by regulations, these committees represent operational and clerical functions, meet and perform workplace inspections. Collectively, these committees completed more than 6,100 workplace inspections in 2021, identifying and resolving issues, that, left unaddressed, could have contributed to incidents. The Corporate Health and Safety team collaborates with these committees for the development and implementation of prevention programs.

Additionally, in 2021, we designed our electrical safety mandatory qualification program for field technicians and rolled out enhanced risk prevention measures for technicians working on aerial infrastructure. We also improved our process for reporting and managing workplace hazardous conditions by launching a new system across all Bell businesses. This new reporting system helped reduce resolution delays once hazards were identified [1] by a further 14% over the previous year and helped contribute to a cumulative reduction of 48% over the last 3 years.

GRI:2018 403-5, 403-7

Our [Corporate Health and Safety policy](#) is available via our BCE.ca website.

¹ Resolution delay is defined as the time between the identification of a hazard and its resolution. Hazard identification and risk assessment program.

Hazard identification and risk-assessment program

We 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 and evolve the 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 and controls have been identified and evaluated and that associated risks have been mitigated using the hierarchy of controls. The program includes a HIRA directive, documentation procedures and forms, assessments and extensive training for our Health and Safety coordinators and committee members.

In 2021, 48 job functions were identified for hazard Identification and risk assessment and 37 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](#)), Federally Regulated Employers–Transportation and Communications ([FETCO](#)) and 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 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 along with 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 Corporate Health and Safety team has trained safety incident investigators who coach and support managers on how to conduct incident investigations. Reporting such incidents through our National Incident Centre enables us to implement a swift and coordinated response in 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 2021, we improved our Health and Safety Hazardous Condition Management by deploying an application accessible by mobile, thereby facilitating and harmonizing hazard reporting and resolution across all Bell business units. We further identified performance indicators and developed additional reports, and as a result average resolution delays were reduced by an additional 14% over the last year (175 vs 203 days), with a cumulative reduction of 48% over the last 3 years. GRI 403-9

Our overall time-lost-accident-frequency-rate in 2021 was 1.12 [²], which is consistent year-over-year and remains below the industry average (1.24). Total reportable health and safety cases decreased by 3,2% in 2021, compared to 2020. GRI:2018 403-9 This decrease is mainly due to many employees continuing to work from home, combined with the implementation of a series of operational and mitigation measures. Operational measures include a prevention plan (i.e. monthly observation & inspection), pre-job hazard assessment, wellness programs, and ongoing safety communications.

² PricewaterhouseCoopers LLP has provided limited assurance. Please see [PwC's assurance statement](#)



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 or illness or may affect the well-being of our employees. In 2021, we continued to adapt our Health and Safety protocols 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 updating the 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 rigorous training programs 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, and rescue practices. We continue to explore opportunities to reduce ergonomic hazards related to ladder handling and transportation, while continuing to meet regulatory and product safety requirements for our team members.

Transportation and road safety

We have been continuously improving our transportation safety programs, whether on road, in the air or on water. We continue to enhance our aviation program to control risks via recurring vendor audits. We are also exploring opportunities offered by new technologies in order to improve driving skills.

Contractor safety

At Bell, we have a rigorous contractor safety management program, including our prequalification tool and process for contractors performing high-risk tasks. Our internal incident reporting and investigation program extends to contractor incidents, helping reduce our response time and ensure that the proper stakeholders are notified and engaged in a timely manner following an incident. In addition, we ensure proper incident investigation training for our contract safety managers to facilitate root cause analysis and identify corrective actions as applicable. In 2021, we continued to include subcontractors to our prequalification program. At year-end, we had more than 800 qualified contractors on our prequalification platform.




Electrical safety

Developing our electrical safety program based on industry best practices remains one of our priority initiatives. Beginning in 2017, we undertook comprehensive risk assessments of the various electrical tasks performed by our real estate and Bell Media members. Using the information obtained 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 network risk assessments and the obligations of field technicians. 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 and 2021, we pursued program development by completing training sessions for our power technicians, and expanding the program to non-electrical workers who may be exposed to electrical hazards. In 2022, we will implement a mandatory qualification program for field technicians, and will continue deploying enhanced prevention measures for technicians working on the aerial network from a bucket truck.

Ergonomics

In addition to our focus on ergonomics for outside plant workers, our team members who work in offices are provided with standard furniture, chosen based on ergonomic criteria.

To help prevent musculoskeletal injuries, all team members have access to ergonomic guidelines regarding how to set up and adjust their workstations, how to request a professional ergonomic assessment and many other tips and information that are accessible through our Health and Safety intranet website. In 2021, we released new ergonomics courses online for office and teleworkers and updated the ergonomics section of our Health and Safety intranet website to align with the new Workways policy, including Health and Safety self-assessment for remote and mobile workers.



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.