

Environmental and energy management systems

Bell's Environmental and Energy Management Systems aim to implement a systematic approach and governance framework to successfully fulfill our long-term commitment of engaging and investing in our people and creating a sustainable future. Based on our governance practices, we have been using ISO (International Organization for Standardization) 14001 and ISO 50001 as our reference since the late 1990s.

In 2009, Bell became the first North American communications company to be certified ISO 14001 for its environmental management system (EMS). In 2020, Bell also became the first North American communications company to achieve ISO 50001 certification for its energy management system (EnMS).

The Corporate Responsibility and Environment (CR&E) team and all internal stakeholders strive to proactively manage environmental risks and, above all, take action to create (as per Bell's environmental aspects and programs) positive environmental value through protection, remediation and regeneration. They also enable Bell to demonstrate leadership in environmental protection, improve operational performance, attract and retain talent and increase access to capital.

Environmental leadership

GRI 401-1

Strong corporate leadership is one of the major elements needed to implement an efficient EMS and EnMS. Bell's highest level of management is committed to the Environmental Policy and to measurable Environmental Corporate Objectives, in order to minimize our environmental and energy footprint. All employees are also annually required to read the Bell Code of Business Conduct, which includes Bell's corporate environmental policy, and to sign a document stating that they have done so. These commitments, paired with our corporate governance structure, are a driving force towards transforming our goals into day-to-day actions and results. See [Our Corporate Responsibility Approach](#) for more information.

Through the application of the EMS and EnMS, over 180 engaged team members (including our leadership team) are directly accountable for significant environmental aspects and energy footprints across the company. The company's performance depends on their continual efforts to improve the sustainability of our operations and on the involvement of all employees to implement environmental best practices.

Environmental aspects, impacts and programs

Our EMS and EnMS are an integrated management framework that helps us identify potential risks or opportunities, take relevant action, ensure continual improvement through a rigorous internal audit process and controls costs. Ongoing legal monitoring is an integral part of the EMS and EnMS that enables us to exercise due diligence and legal compliance when managing environmental issues.

It is fundamental to determine the significant environmental aspects of Bell's operations in order to ensure that they are holistically addressed through our programs and sub-programs. In order to systematically consider the environmental aspects and impacts of Bell's operations, we align our analysis with a science-based approach, the Planetary Boundaries framework¹ and the Sustainable Development Goals.² This provides a global and long-term context for risk analysis and environmental action planning through our programs.

To learn more about our environmental programs, see our information sheets on [Air emissions](#), [Biodiversity and ecosystems](#), [Soil and water protection](#), [Sustainable real estate](#), [Circular economy](#) and [Mitigating climate change](#).

Environmental and energy training

GRI 404-1

Team member awareness and training to promote and reinforce the proactive management of our environmental impacts is also a key element of our EMS and EnMS.

We communicate our corporate environmental objectives and performance to employees throughout the year, through the corporate weekly e-newsletter, our intranet website and the online "Green Team" collaboration site. This is an essential part of building company-wide awareness and a culture

¹ As defined by the [Stockholm Resilience Centre](#)

² As defined by the United Nations

that strengthens and encourages the active participation of everyone. A mindfulness of our environmental goals in everyday operations is important to fostering success, both internally and externally via our Bell for Better initiative.

We also raise environmental protection awareness by means of online training modules. This training covers best practices, environmental procedures and regulatory requirements that Bell employees must follow concerning: responding to environmental incidents, mitigating the environmental impacts of network deployment, reducing waste, managing halocarbons, using energy efficiently and responding to climate change. Through careful selection and collaboration with our environmental coordinators, team members are assigned recurring training that matches their specific duties and associated risks, to ensure proper compliance with Bell's environmental guidelines and a comprehensive approach to managing environmental issues in their everyday work.

Environmental incidents management

GRI 307-1, GRI 306-3

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At Bell, we take great care in managing environmental incidents and acting on the root cause of problems to prevent future reoccurrence. We strive to increase employees' awareness on preventing environmental incidents and on the importance of reporting them to our internal experts on the CR&E team. 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 environmental emergency. Our experts provide support to the employee on the control and remediation of environmental incidents involving Bell, regardless of the quantity released, the potential impact or whether the incident occurred on or away from Bell's premises. They also report the incident to the authorities, if required.

To reduce the impacts associated with spills, spill response kits are available in each building where a 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 the contaminant.

In summary, for 2022:

- 400 spills and releases were reported by our employees and 76% were related to halocarbon leaks from air conditioning systems
- 14 concerns were reported by third parties
- Three environmental infractions resulted out of the 13 inspections by authorities: three notices without penalties or fines (one case from previous years resulted in administrative monetary penalty of \$6,000 paid in 2022; one case is still under dispute resolution)
- No conviction for an environmental regulatory offense or environmental regulatory order
- 82% of incidents were below government reporting thresholds
- 1,859 litres of hydrocarbons were accidentally spilled from vehicles, storage tanks or generators (recovered whenever possible)
- 16 litres of corrosive liquids were accidentally spilled from network batteries and recovered
- 6,022 kg of halocarbons were accidentally released from our air conditioning systems due to system failures

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

Continual improvement

Bell's EMS & EnMS are mature and continually evolving. The continual improvement approach put forward by ISO standards and implemented through our management systems is part of how we seek to elevate our practices in order to create positive environmental value through protection, remediation and regeneration. The ambitious environmental targets presented in BCE's integrated annual report, the involvement of multidisciplinary actors in different innovation working groups, the allocation of green budgets and the implementation of audit recommendations are a few of the actions taken in the pursuit of this commitment.

To the extent this information sheet contains forward-looking statements including, without limitation, outlooks, plans, objectives, goals, targets, 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.