



2017 SASB index for BCE

There are many voluntary guidelines for reporting corporate sustainability information. The index below relates to items suggested for disclosure by the Sustainability Accounting Standards Board (SASB). Bell supports the development and evolution of such standards, and seeks to report on topics that align with our business model and corporate reality.

In some cases, indicators suggested by the guidelines are not applicable, or the information is considered to be competitive and is therefore not disclosed. As the guidelines evolve, so will our reporting on the topics covered.

Documents and websites referenced herein:

Corporate responsibility report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Annual report	http://www.bce.ca/investors/financialperformance/annual
Information sheets	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Code of business conduct	http://www.bce.ca/governance/codeofconduct
Privacy website	https://support.bell.ca/Billing-and-Accounts/Security_and_privacy/How_does_Bell_respect_my_privacy
GHG emissions report	http://www.bce.ca/responsibility/corporate-responsibility/reference-room
Waste information sheet	http://www.bce.ca/responsibility/corporate-responsibility/reference-room



ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Wireless subscribers	TC0301-A	# of subscribers	Annual report, p. 4
Wireline subscribers	TC0301-B	# of subscribers	Annual report, p. 4
Broadband subscribers	TC0301-C	# of subscribers	Annual report, p. 4
Network traffic percentage on cellular network, and percentage on fixed network	TC0301-D	Petabytes, percentage	n/a
Network broadband capacity, percentage leased	TC0301-E	Megabits per second (Mbit/s), Percentage (%)	n/a
Environmental Footprint of Operations	TC0301-01	Gigajoules, Percentage (%)	Corporate Responsibility report, p. 85-90; GHG emissions report
Data Privacy Discussion of policies and practices relating to collection, usage, and retention of customer information and personally identifiable information	TC0301-02	Discussion and Analysis	Code of business conduct, Privacy website, Annual report, Corporate responsibility report, pp. 16, 18-19, 24-25, 51-52
Data privacy Percentage of users whose customer information is collected for secondary purpose, percentage who have opted-in	TC0301-03	Percentage (%)	n/a
Data Privacy Amount of legal and regulatory fines and settlements associated with customer privacy	TC0301-04	Dollars (\$) USD	n/a
Data Privacy Number of government or law enforcement requests for customer information, percentage resulting in disclosure	TC0301-05	Number, percentage (%)	n/a



ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
Data Security Number of data security breaches and percentage involving customers' personally identifiable information	TC0301-06	Number, percentage (%)	Legislation is expected in 2018 for Canada. See Annual report, p.96
Data Security Discussion of management approach to identifying and addressing data security risks	TC0301-07	Discussion and Analysis	Annual report, p.39, 46 Corporate responsibility report, p. 50-51
Product End-of-Life Management Materials recovered through take back programs, percentage of recovered materials that are (a) reused, (b) recycled, and (c) landfilled	TC0301-08	Weight (tons), percentage by weight	Corporate responsibility report, p. 92-93; Waste information sheet
Managing Systemic Risks from Technology Disruptions Average interruption frequency and average interruption duration	TC0301-09	Disruptions per customer, Hours per customer	n/a
Managing Systemic Risks from Technology Disruptions Description of systems to provide unimpeded service during service interruptions	TC0301-10	Discussion and Analysis	n/a
Competitive Behavior Amount of legal and regulatory fines and settlements associated with anti-competitive practices	TC0301-11	U.S. dollars	n/a