



# 2021 Sustainable Accounting Standards Board content index for BCE Inc.

This 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.

This index combines Telecommunications Services and Media and Entertainment standards. Media and Entertainment disclosures have been added to account for our Bell Media segment.

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:

- [Annual report](#)
- [Annual information form](#)
- [Circular economy information sheet](#)
- [Code of business conduct](#)
- [Corporate Responsibility \(CR\) report](#)
- [Data Privacy and Information Security information sheet](#)
- [Energy and greenhouse gas information sheet](#)
- [Media ethics: approach and management](#)
- [Privacy website](#)
- [Summary data sheet](#)
- [Supporting diversity, equity and inclusion in our communities](#)

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION/OMISSION
Wireless subscribers	TC-TL-000.A	# of subscribers	Annual report
Wireline subscribers	TC-TL-000.B	# of subscribers	Annual report
Broadband subscribers	TC-TL-000.C	# of subscribers	Annual report
Network traffic	TC-TL-000.D	Petabytes	This information is considered to be competitively sensitive and is therefore not disclosed
Environmental Footprint of Operations	TC-TL-130a.1; TC-SI-130a.1	We report in MWh	Energy and greenhouse gas information sheet; Summary data sheet p. 77, 79 CR Report 2021
Data Privacy Description of policies and practices relating to behavioral advertising and customer privacy	TC-TL-220a.1; TC-SI-220a.1	n/a	Code of Business Conduct; Data Privacy and Information Security information sheet; Privacy website, Annual report, p. 48-50 CR Report 2021
Data privacy Number of customers whose information is used for secondary purposes	TC-TL-220a.2; TC-SI-220a.2	Number	p. 50 CR Report 2021 Data Privacy and Information Security information sheet
Data Privacy Total amount of monetary losses as a result of legal proceedings associated with customer privacy	TC-TL-220a.3; TC-SI-220a.3	Reporting currency	Annual information form, if any p. 50 CR Report 2021
Data Privacy (1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	TC-TL-220a.4; TC-SI-220a.4	Number, percentage (%)	Data Privacy and Information Security information sheet

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION/OMISSION
<b>Data Security</b> (1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	TC-TL-230a.1; TC-SI-230a.1	Number, percentage (%)	Data Privacy and Information Security information sheet
<b>Data Security</b> Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-TL-230a.2; TC-SI-230a.2	n/a	Data Privacy and Information Security information sheet; Annual report p. 50 CR Report 2021
<b>Product End-of-Life Management</b> (1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	TC-TL-440a.1	Metric tons (t), Percentage (%)	p. 86, 88 CR Report 2021 Circular economy information sheet
<b>Competitive Behavior</b> Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-TL-520a.1; TC-SI-520a.1	Reporting currency	Annual information form, if any Business ethics
<b>Competitive Behavior</b> Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	TC-TL-520a.2; TC-SI-520a.2	Megabits per second (Mbps)	Annual information form, if any Business ethics
<b>Competitive Behavior</b> Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	TC-TL-520a.3; TC-SI-520a.3	n/a	p. 47 CR Report 2021 Business ethics

ACTIVITY METRIC	CODE	UNIT OF MEASURE	LOCATION
<b>Managing Systemic Risks from Technology Disruptions</b> (1) System average interruption frequency and (2) customer average interruption duration	TC-TL-550a.1; TC-SI-550a.1	Disruptions per customer, Hours per customer	For some of broadband services, we measure service availability based on the performance of the core and access networks to customers. This does not include individual customer outages. Disruptions per customer is not available at this time. We monitor repeat network element failures as part of our problem management processes with the goal of improving service reliability.  The average internet customer service up-time (reliability) for 2021 is 99.9940%  p.39 CR Report 2021
<b>Managing Systemic Risks from Technology Disruptions</b> Discussion of systems to provide unimpeded service during service interruptions	TC-TL-550a.2; TC-SI-550a.2	n/a	On-going investments to mitigate outage duration for customers include investing in: fibre connectivity and network element redundancy; mobile and fixed power generators in case of commercial hydro electricity failures; battery back-ups in modems; providing Bell Mobility customers with complimentary hotspot usage; the use of automation to recommend service restoration options; and systems to self-heal the network where possible.
<b>Media Pluralism</b> Percentage of gender and racial/ethnic group representation for (1) management, (2) professionals, and (3) all other employees	SV-ME-260a.1	Percentage (%)	p. 59 CR Report 2021 Media ethics: approach and management Supporting diversity, equity and inclusion in our communities
<b>Media Pluralism</b> Description of policies and procedures to ensuring pluralism in news media content	SV-ME-260a.2	n/a	Media ethics: approach and management  <a href="#">Bell Media Diversity in production</a>  <a href="#">CTV News Diversity statement</a>
<b>Journalistic Integrity &amp; Sponsorship Identification</b> Total amount of monetary losses as a result of legal proceedings associated with libel or slander	SV-ME-270a.1	Reporting currency	Annual information form, if any
<b>Journalistic Integrity &amp; Sponsorship Identification</b> Revenue from embedded advertising	SV-ME-270a.2	Reporting currency	n/a

<b>Journalistic Integrity &amp; Sponsorship Identification</b> Description of approach for ensuring journalistic integrity of news programming related to: (1) truthfulness, accuracy, objectivity, fairness, and accountability, (2) independence of content and/or transparency of potential bias, and (3) protection of privacy and limitation of harm	SV-ME-270a.3	Discussion and Analysis	p. 59 CR Report 2021 Media ethics: approach and management
<b>Intellectual Property Protection &amp; Media Piracy</b> Description of approach to ensuring intellectual property (IP) protection	SV-ME-520a.1	Discussion and Analysis	p. 59 CR Report 2021 Media ethics: approach and management
<b>(1) Total recipients of media and the number of (2) households reached by broadcast TV, (3) subscribers to cable networks, and (4) circulation for magazines and newspapers</b>	SV-ME-000.A	Number	Annual report, Media ethics: approach and management
<b>Total number of media productions and publications produced</b>	SV-ME-000.B	Number	Media ethics: approach and management

*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.*