



GRI INDEX AND UNITED NATIONS' GLOBAL COMPACT

BCE Inc. 2009 Corporate Responsibility report

BCE's 2009 Corporate Responsibility Report addresses the United Nations' Global Compact principles and was prepared in reference to the new Global Reporting Initiative (GRI) G3 guidelines.

Global Compact reference numbers are in the left-hand column of this index. In compliance with the GRI, this index also identifies the location of each GRI element within our report. The index sections entitled *Vision and Strategy*, *Governance Structure and Management Systems*, *Profile*, *Economic Performance Indicators*, *Environmental Performance Indicators* and *Social Performance Indicators* address core GRI indicators. These indicators and their corresponding GRI reference numbers can be found in the middle columns of this table. The last section of this index covers telecommunications specific indicators.

To view Bell's response to each indicator, please click on the corresponding link in the right hand column. Some of the information required by GRI can be found in other sections of our site.

GRI Indicators

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GRI #	Global Compact Principle ¹	GRI Indicator Description	Bell's Response
1. Strategy and Analysis			
1.1	-	Statement from the most senior decision maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	2009 CR report – Message from our CEO Page 1
1.2	-	Description of key impacts, risks, and opportunities	2009 CR report – Objective and results Page 3
2. Organizational Profile			
2.1	-	Name of the Organization	BCE Inc. (Bell Canada Entreprises)
2.2	-	Primary brands, products, and/or services	2009 CR report Front page
2.3	-	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	BCE 2009 Annual Report – About our business
2.4	-	Location of organization's headquarters.	1, Carrefour Alexander Graham Bell Building A, 6th Floor Verdun (Quebec) H3E 3B3
2.5	-	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	BCE 2009 Annual Report – About our business
2.6	-	Nature of ownership and legal form	BCE 2009 Annual Report
2.7	-	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	BCE 2009 Annual Report
2.8	-	Scale of the reporting organization	BCE 2009 Annual Report
2.9	-	Significant changes during the reporting period regarding size, structure, or ownership.	BCE 2009 Annual Report
2.10	-	Awards received in the reporting period.	Reported within the 2009 CR report
3. Report Parameters			
Report Profile			
3.1	-	Reporting period (e.g., fiscal/ information provided.	2009 CR report – Report Profile Page 29

¹ Corresponding Global Compact Principle with GRI G3 Guidelines are based on the document "Making the Connection" published by the United Nations Global Compact Office.

3.2	-	Date of most recent previous report (if any).	2008, 2007, 2006, 2005, 2004 and 2003 Archived reports www.bce.ca/en/responsibility/archivedreports/
3.3	-	Reporting cycle (annual, biennial, etc.)	Annually
3.4	-	Contact point for questions regarding the report or its contents	www.bce.ca/en/contact/#corporate_comm
Report Scope and Boundary			
3.5	-	Process for defining report content	2009 CR report – Report Profile Page 29
3.6	-	Boundary of the report	2009 CR report – Report Profile Page 29
3.7	-	State any specific limitations on the scope or boundary of the report.	2009 CR report – Report Profile Page 29
3.8	-	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	2009 CR report – Report Profile Page 29
3.9	-	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	2009 CR report – Report Profile Page 29
3.10	-	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Addressed in the CR report when required
3.11	-	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	2009 CR report – Report Profile Page 29
GRI Content index			
3.12	-	Table identifying the location of the Standard Disclosures in the report.	<ul style="list-style-type: none"> • Organizational Profile: BCE 2009 Annual Report • Report Parameters: 2009 CR report – Report Profile Page 29 • Governance: 2009 CR report – Workplace – Governance and Ethics Page 18 • Vision and strategy: BCE Web page on Sustainability • Key Performance indicators: 2009 CR report – Sustainability – Our performance Page 2

3.13	-	Policy and current practice with regard to seeking external assurance for the report.	2009 CR report – Report Profile Page 29
4. Governance, Commitments, and Engagement			
Governance			
4.1	1 to 10	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	www.bce.ca/en/governance/
4.2	1 to 10	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Notice of 2010 Annual General Shareholder Meeting and Management Proxy Circular
4.3	1 to 10	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Notice of 2010 Annual General Shareholder Meeting and Management Proxy Circular
4.4	1 to 10	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Notice of 2010 Annual General Shareholder Meeting and Management Proxy Circular
4.5	1 to 10	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Notice of 2010 Annual General Shareholder Meeting and Management Proxy Circular
4.6	1 to 10	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Notice of 2010 Annual General Shareholder Meeting and Management Proxy Circular
4.7	1 to 10	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Notice of 2010 Annual General Shareholder Meeting and Management Proxy Circular
4.8	1 to 10	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	BCE Code of Business Conduct
4.9	1 to 10	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Audit Committee Charter, section II-F
4.10	1 to 10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Notice of 2010 Annual General Shareholder Meeting and Management Proxy Circular
Commitments to External Initiatives			
4.11	7	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	The precautionary approach is part of the Global Compact principles that are endorsed by BCE. BCE Web page on Sustainability
4.12	1 to 10	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Global Compact principles

4.13	1 to 10	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> Has positions in governance bodies; Participates in projects or committees; Provides substantive funding beyond routine membership dues; or Views membership as strategic. 	Reported within the 2009 CR report
Stakeholder Engagement			
4.14	-	List of stakeholder groups engaged by the organization.	Customers, employees, suppliers, investors, governments and non-for-profit organisations
4.15	-	Basis for identification and selection of stakeholders with whom to engage.	Study conducted with the Canadian Business for Social Responsibility
4.16	-	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	2009 CR Report – Customer engagement Page 6, and 2007 CR report – Sustainability – Stakeholder engagement Page 5
4.17	-	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	2009 CR Report – Customer engagement Page 6
5. Management Approach and Performance Indicators			
Economic Performance Indicators			
Aspect : Economic performance			
EC1	-	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	2009 CR report – Community Page 21 BCE 2009 Annual Report
EC2	7	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Reported to the Carbon Disclosure Project – Not publicly released
EC3	-	Coverage of the organization's defined benefit plan obligations.	Not reported
EC4	-	Significant financial assistance received from government.	BCE 2009 Annual Report
Aspect: Market Presence			
EC5	1	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not relevant
EC6	-	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not reported
EC7	6	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Not applicable

Aspect : Indirect Economic Impacts			
EC8	-	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	2009 CR report – Customers – Solutions for society and the environment Page 10
EC9	-	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not reported
Environmental Performance Indicators			
Aspect : Materials			
EN1	8	Materials used by weight or volume.	Partially reported: 2009 CR report – Environment – Recycling Page 26
EN2	8 and 9	Percentage of materials used that are recycled input materials.	Not available
Aspect : Energy			
EN3	8	Direct energy consumption by primary energy source.	GHG Summary report
EN4	8	Indirect energy consumption by primary source.	GHG Summary report
EN5	8 and 9	Energy saved due to conservation and efficiency improvements.	GHG Summary report
EN6	8 and 9	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	2009 CR report – Customer – Solutions for society and the environment Page 10
EN7	8 and 9	Initiatives to reduce indirect energy consumption and reductions achieved.	2009 CR report – Environment – GHG emissions and energy consumption Page 25
Aspect : Water			
EN8	8	Total water withdrawal by source.	Not applicable to our operations
EN9	8	Water sources significantly affected by withdrawal of water.	Not applicable to our operations
EN10	8 and 9	Percentage and total volume of water recycled and reused.	Not applicable to our operations
Aspect : Biodiversity			
EN11	8	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not available
EN12	8	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not available
EN13	8	Habitats protected or restored.	Not available

EN14	8	Strategies, current actions, and future plans for managing impacts on biodiversity.	2009 CR report – Environment – telecom network and buildings Page 27
EN15	8	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not available
Aspect : Emissions, Effluents, and Waste			
EN16	8	Total direct and indirect greenhouse gas emissions by weight.	GHG Summary report
EN17	8	Other relevant indirect greenhouse gas emissions by weight.	GHG Summary report
EN18	7, 8 and 9	Initiatives to reduce greenhouse gas emissions and reductions achieved.	2009 CR report – Environment – GHG emissions and energy consumption Page 25
EN19	8	Emissions of ozone-depleting substances by weight.	Not reported, but available on request
EN20	8	NO, SO, and other significant air emissions by type and weight.	Not reported, but available on request
EN21	8	Total water discharge by quality and destination.	Not available
EN22	8	Total weight of waste by type and disposal method.	Total waste not reported Waste from telecom network operations reported: 2009 CR report – Environment – Reuse & Recycling Page 26
EN23	8	Total number and volume of significant spills.	2009 CR report – Environment - Incidents Page 28
EN24	8	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not applicable Bell does not export any hazardous residual materials
EN25	8	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not applicable
Aspect : Products and Services			
EN26	7, 8 and 9	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	2009 CR report – Customers – Responsible procurement Page 12
EN27	8 and 9	Percentage of products sold and their packaging materials that are reclaimed by category.	Not reported
Aspect : Compliance			
EN28	8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	2009 CR report – Environment - Incidents Page 28
Aspect : Transport			

EN29	8	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	GHG Summary report
Aspect : Overall			
EN30	7, 8 and 9	Total environmental protection expenditures and investments by type.	2009 Annual Information Form Page 14
Social Performance Indicators			
Labour Practices and Decent Work Performance Indicators			
Aspect : Employment			
LA1	-	Total workforce by employment type, employment contract, and region.	Partially reported: 2009 CR report – Workplace – Our workforce Page 15
oLA2	9	Total number and rate of employee turnover by age group, gender, and region.	Not reported
LA3	-	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not reported
Aspect : Labor/Management Relations			
LA4	1 and 3	Percentage of employees covered by collective bargaining agreements.	2009 CR report – Workplace – Our workforce Page 15
LA5	3	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Not reported
Aspect : Occupational Health and Safety			
LA6	1	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not reported
LA7	1	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	2009 CR report – Workplace – Health and safety Page 17
LA8	1	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	2009 CR report – Workplace – Training and development Page 17
LA9	1	Health and safety topics covered in formal agreements with trade unions.	Not reported
Aspect : Training and Education			
LA10	-	Average hours of training per year per employee by employee category.	Not reported
LA11	-	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	2009 CR report – Workplace – Training and development Page 17
LA12	-	Percentage of employees receiving regular performance and career development reviews.	All employees

Aspect: Diversity and Equal Opportunity			
LA13	1 and 6	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	2009 CR report – Workplace – Diversity Page 16
LA14	1 and 6	Ratio of basic salary of men to women by employee category.	Not reported
Human Rights Performance Indicators			
HR1	1 to 6	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not available
HR2	1 to 6	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	2009 CR report – Customer – Responsible procurement Page 12
HR3	1 to 6	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	2009 CR report – Workplace – Governance and ethics Page 18
Aspect: Non-Discrimination			
HR4	1, 2 and 6	Total number of incidents of discrimination and actions taken.	Not reported
Aspect: Freedom of Association and Collective Bargaining			
HR5	1, 2 and 3	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	BCE 2009 Annual Report
Aspect: Child Labor			
HR6	1, 2 and 5	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Within our supply chain: 2009 CR report – Customer – Responsible procurement Page 12
Aspect: Forced and Compulsory Labor			
HR7	1, 2 and 4	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Within our supply chain: 2009 CR report – Customer – Responsible procurement Page 12
Aspect: Security Practices			
HR8	1 and 2	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	2009 CR report – Workplace – Training and development Page 17
Aspect: Indigenous Rights			
HR9	1 and 2	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not reported
Society Performance Indicators			

Aspect: Community			
SO1	-	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Community
Aspect: Corruption			
SO2	10	Percentage and total number of business units analyzed for risks related to corruption.	Not available
SO3	10	Percentage of employees trained in organization's anti-corruption policies and procedures.	2009 CR report – Workplace – Governance and ethics Page 18 BCE Code of business conduct
SO4	10	Actions taken in response to incidents of corruption.	Not available
Aspect: Public Policy			
SO5	1 to 10	Public policy positions and participation in public policy development and lobbying.	Not reported
SO6	10	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not reported
Aspect: Anti-Competitive Behavior			
SO7	-	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	Not reported
Aspect: Compliance			
SO8	-	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not reported
Product Responsibility Performance Indicators			
Aspect: Customer Health and Safety			
PR1	1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not reported
PR2	1	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not reported
Aspect: Product and Service Labeling			
PR3	8	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	Not reported
PR4	8	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not reported

PR5	-	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	2009 CR report – Customers – Customer satisfaction Page 5
Aspect: Marketing Communications			
PR6	-	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	2009 CR report – Customers – Customer protection Page 7
PR7	-	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not reported
Aspect: Customer Privacy			
PR8	1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Number of complaints not reported. See The Bell Commitment to Privacy
Aspect: Compliance			
PR9	-	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Not reported

Telecommunications Sector Specific Indicators ²			
GRI #	Global Compact Principle	GRI Indicator Description	Bell's Response
Internal Operations			
Investment			
IO1	N/A	Capital investment in telecommunication network infrastructure broken down by country/region.	Not reported
IO2	N/A	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable. Describes relevant legislative and regulatory mechanisms.	Not reported
Health and Safety			
IO3	N/A	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency (RF) fields, and exposure to hazardous chemicals.	Not reported
IO4	N/A	Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to RF emissions from handsets.	Not reported
IO5	N/A	Compliance with ICNIRP guidelines on exposure to RF emissions from base stations.	Not reported
IO6	N/A	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	Not reported
Infrastructure			
IO7	N/A	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts. Describe approach to evaluate consultations and quantify where possible.	Not reported
IO8	N/A	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	Not reported
Providing Access			
Access to Telecommunication Products and Services: Bridging the Digital Divide			
PA1	N/A	Polices and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas.	Partly reported: 2009 CR report – Customers – Service access Page 8

² The GRI Telecommunications Sector Supplement was released in a pilot version in July 2003 as an attempt to provide sustainability reporting guidance to the telecom sector that is helpful to service providers and manufacturers alike. The final version as not been released at this time.

PA2	N/A	Policies and practices to overcome barriers for access and use of telecommunication products and services, including: language, culture, illiteracy and lack of education, low income, disabilities and age. Include an explanation of business models applied.	Partly reported: 2009 CR report – Customers – Special needs customers Page 8
PA3	N/A	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	2009 CR report – Customers – Service reliability Page 9
PA4	N/A	Quantify the level of availability of telecommunications products and services in areas where the organization operates.	2009 CR report – Customers – Service reliability Page 9 Wireless - Coverage and Travel
PA5	N/A	Number and types of telecommunication products and services provided to and used by low- and no-income sectors of the population.	Not reported
PA6	N/A	Programs to provide and maintain telecommunications products and services in emergency situations and for disaster relief.	2009 CR report – Customers – Service reliability Page 9
Access to Content			
PA7	N/A	Polices and practices to manage human rights issues relating to access and use of telecommunications products and services.	2009 CR report – Customers – Customer protection Page 7
Customer Relations			
PA8	N/A	Policies and practices to publicly communicate on EMF related issues.	Not reported
PA9	N/A	Total amount invested in programs and activities in electromagnetic field research.	Not reported
PA10	N/A	Initiatives to ensure clarity of charges and tariffs.	Bell Clarity commitment
PA11	N/A	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	2009 CR report – Customers – Solutions for society and the environment Page 10
Technology Applications			
Resource Efficiency			
TA1	N/A	Provide examples of the resource efficiency of telecommunication products and services delivered.	2009 CR report – Customers – Solutions for society and the environment Page 10
TA2	N/A	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects.	2009 CR report – Customers – Solutions for society and the environment Page 10
TA3	N/A	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above.	2009 CR report – Customers – Solutions for society and the environment Page 10

TA4	N/A	Disclose any estimates of the rebound effect (indirect consequences) of customer use of the products and services listed above, and lessons learned for future development.	Not reported
TA5	N/A	Description of practices relating to intellectual property rights and open source technologies.	Not reported