



Environmental opportunities

The goal of sustainable development is to “meet the needs of the present without compromising the ability of future generations to meet their own needs.”¹ We’re using new knowledge, innovations in technology and better management practices to reduce the impact on the environment by our organization and our customers.

¹ World Commission on Environment and Development, *Our Common Future*.

Lady's slipper, provincial flower of Prince Edward Island



Energy and resource management

Clean energy

Power is called “clean” when it is produced by tapping into clean sources such as solar, wind and waves instead of by burning fossil fuels like oil, gas and coal. Clean energy produces little or no pollution and is generated from energy sources that are plentiful and renewable. That’s why clean energy is quickly becoming the preferred energy source.

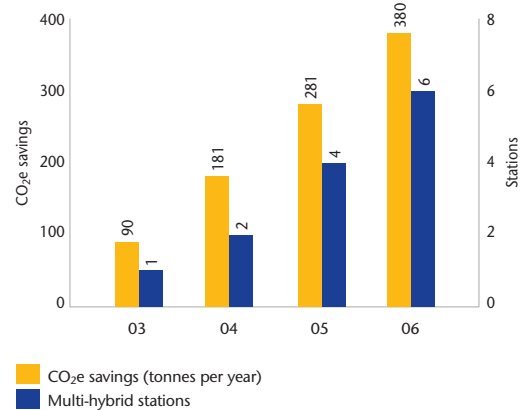
An example of how we are embracing clean energy can be found at our remote radio stations in Labrador. Originally, diesel generators were the only source of power used to recharge the batteries at the stations. This system of diesel generators was very efficient with diesel run times as low as 15 per cent. The stations were designed with sufficient diesel fuel storage to last a year.

Since the late 1990s, we have installed photovoltaic arrays (solar power) at all 15 of our Labrador stations. The addition of the solar power systems has significantly reduced fuel consumption, so much so that the costly re-fueling process is now required only once every five years. The reduced number of re-fueling trips, which are possible only by helicopter, results in a corresponding reduction in handling, significantly reducing the risk of spills and other environmental consequences. It also reduces greenhouse gas emissions by approximately 80 tonnes (calculated as carbon dioxide equivalents or CO₂e) a year by using less fossil fuel.

The environmental, economic and operational success at our remote radio sites have encouraged us to expand the use of clean power technology. In recent years, we have created “multi-hybrid stations” by integrating solar and wind-generated power. Over time, it is possible that all 15 of our radio sites will be stand-alone clean energy alternatives to diesel fuel. In the meantime, on average, each multi-hybrid station saves over 90 tonnes of CO₂e each year.

In 2006, we installed two wind-powered generators in addition to the four already in service. As a result, we now boast six multi-hybrid sites.

Clean energy savings



The use of clean energy sources has a profound positive impact on the environment. For example, our multi-hybrid radio stations in Labrador, which use solar and wind power to augment diesel-generated power, have saved a cumulative 380 tonnes of CO₂e emissions since 2003.

Recognized by Natural Resources Canada

In April of 2007, the federal government recognized our contribution to creating a cleaner environment in Atlantic Canada. We have undertaken 400 environmental projects over the past six years that have reduced CO₂e emissions by 28,755 tonnes. This reduction is equivalent to removing 6,579 vehicles from the road for one year.



Buildings

In Atlantic Canada, we manage approximately 1,600 buildings and have 10,000 employees working in two million square feet of building space in order to run our business and provide service to our customers. Energy is required to power our telecommunications equipment, to operate our buildings and run our vehicles. Consuming traditional sources of energy, whether fuel or electricity, has a major impact on the environment, producing carbon dioxide (CO₂), the primary greenhouse gas which causes climate change.

Climate change is considered by many scientists to be the most serious issue facing Canada and the world today. Caused by emissions of greenhouse gases (GHGs) from human activities, climate change is one of the most profound threats to people, economies and ecosystems in the 21st century.

As a first step in mitigating climate change, industrialized countries agreed to near-term emission reduction targets under the Kyoto Protocol. In ratifying the protocol, Canada accepted a legal obligation to reduce its GHG emissions to 6 per cent below the 1990 level between the years 2008 and 2012. Analysis shows that Canada must go well beyond this target and reduce its emissions by as much as 80 per cent below the 1990 level by 2050 if it is to play a responsible part in the global emission reduction effort.

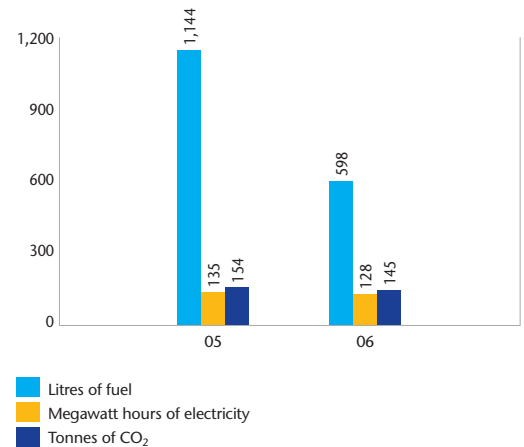
The “Energy consumption – buildings” graph shows energy consumption as expressed in tonnes of CO₂ produced in the operation of our buildings during 2005 and 2006.

Although federal and provincial governments have not regulated or required us to reduce our GHG emissions, as a responsible and leading business in Atlantic Canada, we have made significant investments in reducing our energy consumption, and consequently GHG emissions.

Our efforts in energy conservation are ongoing. Participation in energy conserving projects saves money and contributes to protecting the environment. We have achieved conservation goals by:

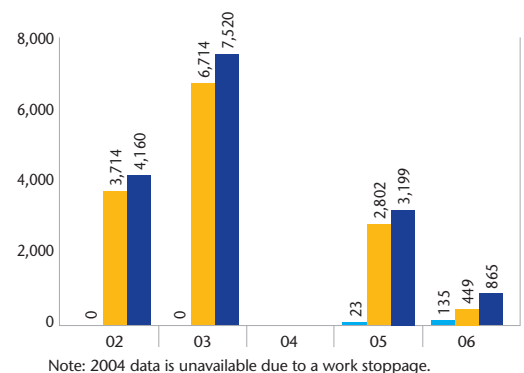
- Using the latest energy efficient materials and practices in new buildings;
- Using the latest technology in heat pumps and economizers for building climate control systems;
- Converting to digital controls, providing remote access capability, monitoring and adjustments;
- Using electronic ballasts and energy efficient light bulbs;
- Using motion sensors, where appropriate, to turn lights on and off;

Energy consumption – buildings
(thousands of litres, megawatts and tonnes)



Although our business continues to grow, through energy efficiency and conservation efforts, we reduced our GHG emissions by 6.3 per cent in 2006. (Consumption data is based on the average price of energy. Energy CO₂ calculations are based on the type of energy consumed by Bell Aliant in the Atlantic Provinces.)

Energy conservation – buildings
(thousands of litres, megawatts and tonnes)



Since 2002, we have saved a total of 13,679 megawatt hours of electricity and 158,039 litres of fuel through energy conservation initiatives in our buildings. This is equivalent to a reduction of 15,744 tonnes of CO₂ emissions.



- Improving the efficiency of ventilation, air conditioners and heating systems (HVAC);
- Decommissioning buildings;
- Shutting down old boilers;
- De-powering unused network equipment and buildings; and
- Reconfiguring office space to maximize space efficiency.

Fleet

We had 1,397 vehicles in our fleet in 2006. This represented a decline of 2.5 per cent from 2005 and a 13.4 per cent decline from 2003. Although fleet reductions have significantly reduced the amount of CO₂ emissions our organization produces, this has been somewhat offset due to the hiring of summer students, which increases vehicle usage on a seasonal basis.

07 target

Reduce fleet fuel consumption by 2.9%

Aerial trucks, the largest vehicles in our fleet, contribute significantly to our emissions. Most of these trucks have a high fuel consumption rate due to their weight and size and the need to leave their engines running for long periods of time while the boom is in use. As a result of their high levels of emissions and high cost, we are making a concerted effort

to reduce the number of aerial trucks in our fleet.

Currently, we have 125 aerial trucks, down from approximately 140 in 2005. With no purchases planned for 2007 and 2008, we believe this number will eventually be reduced to less than 8 per cent of our total fleet. Reductions beyond this point are unlikely due to the special application of these vehicles for cable repair and splicing. However, we are investigating hybrid technology as a way of further reducing emissions.

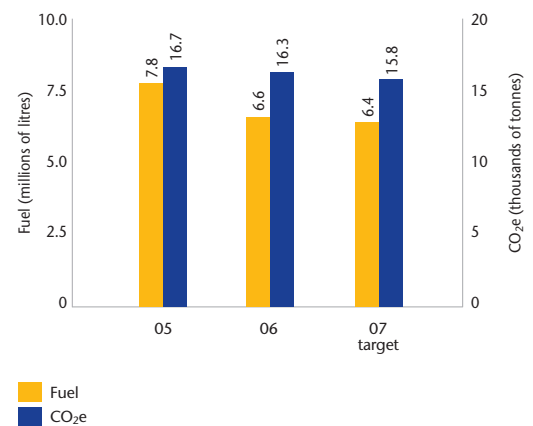
We have equipped our entire fleet with the Telepod™ Telematics system, which consists of a global positioning system and computer. The system helps us manager the efficiency of our fleet by monitoring a vehicle’s engine idling time, odometer, speed and location. This system will help us reduce fuel consumption.

Fuel consumption is further minimized with diligent attention to inspections and preventive maintenance. Oil changes, every three-to-four months or 5,000 kilometres, and regular filter changes ensure our vehicles are running at peak performance.

We are also making a significant annual capital investment in our fleet to ensure older, less efficient vehicles are removed from service as soon as possible.

In 2007, we are launching an anti-idling campaign, directed toward employees. It is hoped this campaign will result in significant reductions (5 to 10 per cent) in fuel consumption and consequently lower CO₂ emissions.

Fuel consumption – fleet



In 2006, our fleet consumed 6.5 million litres of fuel, a decline of 2.4 per cent from 2005, largely due to fewer vehicles. Our CO₂e emissions fell a corresponding 2.4 per cent to 16,280 tonnes.



We are also exploring and trialing hybrid technology. It will start with the purchase of several hybrid vehicles in 2007. We expect 2 to 3 per cent of our fleet to use hybrid technology by 2008 and 10 per cent by 2011. We will continue to monitor industry trends and look for additional ways to reduce our impact on the environment.

Emissions

Fuel storage

We store fuel for a variety of purposes. Diesel is stored at remote locations for generators, which provide the sole source of power or backup for commercial power at critical business locations. Furnace oil is stored for heating purposes at a limited number of locations. We currently have 415 fuel tanks in service, having a total storage capacity of 1,038,444 litres. Of the 415 tanks, 394 (94 per cent) are above ground and typically hold 910 litres of fuel or less, which is similar in capacity to a normal-sized residential tank.

07 target

Upgrade six fuel storage tanks

In 2006, we implemented a fuel storage operational policy. The policy was approved by the environment council in accordance with our environment policy and requires a systematic approach in the management of fuel storage tanks.

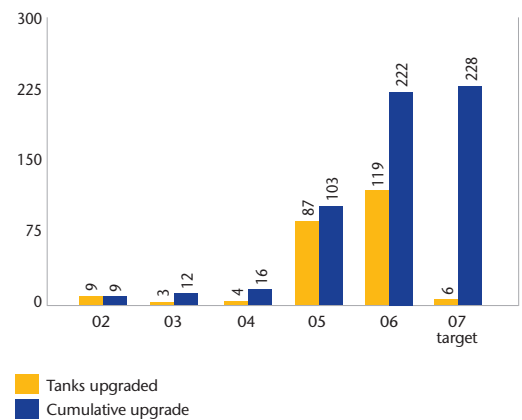
We are working diligently to meet and exceed government regulations on registration and installation criteria of fuel storage tank systems. Maintenance personnel inspect tanks and piping systems as a routine requirement of their monthly building inspection program. Additionally, a full inspection is conducted on an annual basis.

We are reducing risk to the environment through a variety of design and operational measures such as:

- Right-sizing tanks to minimize the quantity of fuel stored at a site;
- Installing above-ground systems wherever feasible;
- Upgrading tanks to double walled or fiberglass;
- Installing secondary (dyke) containment; and
- Using continuous leak detection and alarm systems.

These features were incorporated into a fuel storage system upgrade project. By the end of 2006, we had upgraded a total of 222 tanks. More than half of our tanks have been replaced or upgraded to meet our new standards. This has significantly reduced the risk to the environment.

Fuel storage upgrade (number of tanks)



In 2006, we upgraded 119 fuel tanks to meet our new fuel storage operational policy. The policy will reduce risk to the environment through a number of design and operational measures, such as double-wall tank construction and leak detection and alarm systems.



Ozone-depleting substances

In the stratosphere, the region of the Earth's atmosphere from 10 to 50 kilometres above the surface, the chemical compound ozone (O₃) plays a vital role in absorbing harmful ultraviolet radiation from the sun. This layer is responsible for reflecting the harmful ultra violet rays of the sun, helping prevent skin cancers, severe sunburns and even blindness.

07 target

Complete 75% of halon phase-out

During the past 20 years, ozone has been reduced by human-made gases released into the atmosphere, which attack the ozone molecule. Ozone-depleting substances, including chlorofluorocarbons (CFCs), hydrofluorocarbons (HFC) and halons, have been widely used in air conditioning

units, refrigeration systems, and fire extinguishing and suppression systems.

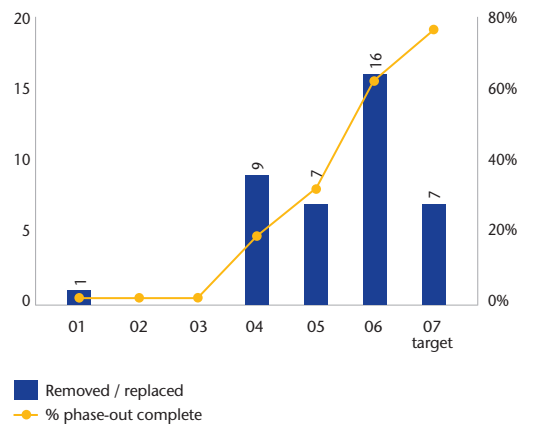
Halocarbons are a group of man-made compounds composed of carbon and at least one halogen (group 7 of the periodic table). They are best known as destroyers of ozone; however, many are also powerful greenhouse gases. These halogenated compounds, attack the ozone molecule and systematically break down the entire chain. It is a chain reaction, which ends in thousands of ozone molecules being destroyed by just one halon compound. Halons are used primarily in fire extinguishers. Halon-1301 has an ozone-depleting potential 10 times that of CFC-11. Although the use of halons in developed countries is being phased-out, the atmospheric concentration of these potent, ozone destroyers is still rising because of their long atmospheric lifetime. To date, halons have accounted for about 5 per cent of global ozone depletion.

We are determined to meet and exceed legislative requirements. Accordingly, we are replacing or phasing out the use of ozone-depleting substances, with a commitment to completely eliminate the use of halon by 2010.

Halon has been a primary component in our fire protection systems. Of the 53 sites where halon-charged fire protection systems were previously used, only 20 installations still remain. Seven of the remaining sites have been slated for removal or replacement by the end of 2007, leaving just 13 sites to either be removed or replaced by 2010. This means that by the end of 2007, our halon phase-out plan will be 75 per cent complete.

Of the seven sites to be phased out in 2007, five will be eliminated and the remaining two sites will be replaced with Sapphire fire suppression systems. The solution in Sapphire fire suppression systems breaks down in just five days and causes no harm to the ozone layer, people or the natural environment.

Halon phase-out



In 2006, we removed 16 halon fire protection systems from service. Halon, when released into the environment, is an ozone-depleting substance. Our goal is to have replaced all halon-based systems by 2010.



Land and infrastructure

07 target

Complete six Phase 1 and three Phase 2 site assessments

Environmental site assessments

Environmental site assessments are performed primarily to assess the environmental condition of sites, facilities and infrastructure when we buy, sell or lease property, or when contamination is suspected. In 2006, we formalized this practice through an environmental site assessment policy, approved by our environment council in December 2006.

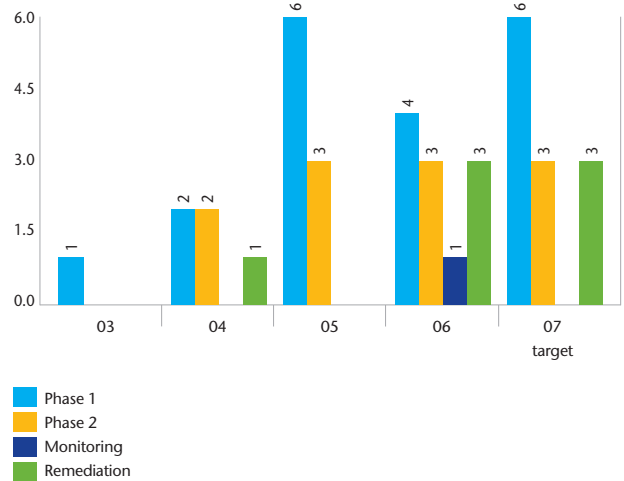
The policy requires a Phase 1 environmental site assessment to be conducted prior to the purchase, sale, development or decommissioning of buildings and property, unless otherwise approved by the environmental affairs department.

Despite improving practices and training, spills and releases can occur at some of our facilities contaminating soil and groundwater. In addition, properties can be contaminated by third parties. The extent of the site assessment process varies based on a variety of factors, including land-use history, risk to receptors, future land-use and the degree and type of contamination possible.

A Phase 1 site assessment consists of a non-intrusive site inspection, review of site records, land-use and information about the property. A Phase 1 site assessment is a standard requirement for us prior to real estate transactions.

A Phase 2 site assessment often follows a Phase 1 assessment. This assessment includes the collection and analysis of soil, water and ecological features at the site. It provides a comprehensive review of a site or facility to evaluate suspected environmental impairments and the extent of possible surface and subsurface contamination. A Phase 2 assessment is often conducted following a spill.

Environmental site assessments



Environmental site assessments are a standard requirement prior to most real estate transactions. The increase in the number of site assessments in recent years is indicative of better environmental management of our assets.

Award recognizes environmental awareness

In 2006, the Building Owners and Managers Association (BOMA) Atlantic recognized our ongoing recycling efforts at Brunswick Square in Saint John, New Brunswick, by presenting us with their Recognition of Environmental Stewardship Award. The award celebrates organizations that have implemented initiatives to limit their impact on the environment.



Remediation is an outcome of the Phase 2 site assessment, which should provide sufficient physical evidence to determine the nature and extent of contamination and mitigation. Monitoring of groundwater and surface water, may be required as part of the Phase 2 assessment or may be a requirement of the regulatory process in order to confirm site cleanup.

Independent, third-party environmental consultants perform site assessments while our team oversees and monitors site activities. Assessments conducted prior to purchase, sale or construction greatly reduce our exposure to environmental liabilities and allow us to exercise due diligence while meeting the requirements of applicable legislation. The increase in site assessments in recent years is indicative of better environmental management of our assets.

Vegetation management

Our practice is to control weeds and other nuisance vegetation using mechanical techniques (cutting, chipping and mulching), organic lawn care, alternative landscaping and site naturalization. This practice helps prevent water pollution and protects people, ecological processes and useful organisms such as earthworms and bees.

07 target

Use no herbicides or pesticides

Annually, the vegetation management program assesses the condition of the grounds at our towers and remote buildings. The primary objective of this program is to keep vegetation from growing too near critical infrastructure, in order to reduce fire hazard and risk of physical damage, while improving

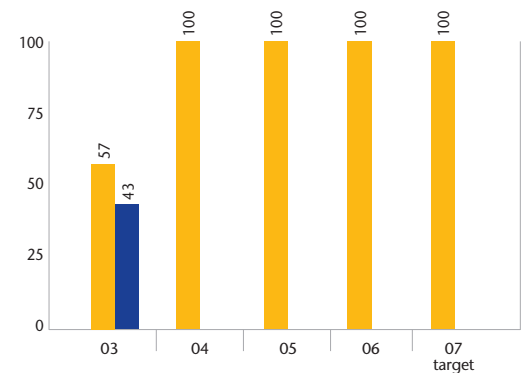
security, safety and the aesthetic appearance of our sites. Over the past three years, we have discontinued the use of herbicides for vegetation management, opting to control vegetation by mechanical means.

Of the four Atlantic provinces, herbicide was used for vegetation control only in New Brunswick in 2003. A single product, glyphosate, was used at remote sites. Beginning in 2004, we eliminated the use of pesticides on vegetation.

Consistent with this policy, in instances where grounds and lawns are maintained through landscaping contractors, no herbicides and pesticides are to be applied for aesthetic purposes. Fertilizer and lime can be used when required. Any use of pesticides needs approval from our environmental services group and must be applied by a certified applicator following the principles of Integrated Pest Management (IPM).

IPM is an ecologically based pest-control strategy that relies on natural mortality factors, such as natural enemies, weather, cultural control methods, in combination with carefully applied doses of pesticides. In 2006, the pesticide permethrin was used in New Brunswick to control ants and spiders at approximately seven central office locations.

Brush control (as a per cent)



Legend: Mechanical (Yellow), Herbicide (Blue)

Beginning in 2004, we eliminated the use of herbicides for the management of vegetation opting for manual cutting, organic lawn care, alternative landscaping and site naturalization.



Utility poles

Chemical treatment of wood is a standard practice to preserve its structural integrity, extend its life (from less than 10 years to 40 years) and protect its appearance. However, it has the potential to adversely affect public health and the environment if the treated wood is not properly used and handled. The degree and extent of hazard varies and is dependent on the chemical composition of the wood preservative and site-specific characteristics, such as soil type and climatic conditions.

recycling fact

Canadians produce over 30 million tonnes of garbage annually, or more than one tonne per person.

Together with our power utility partners, we use the registered chemicals Pentachlorophenol (PCP) and Copper, Chromium, Arsenate (CCA) for the protection and longevity of utility poles. In environmentally sensitive areas, such as protected water supplies, untreated cedar or CCA treated poles are used.

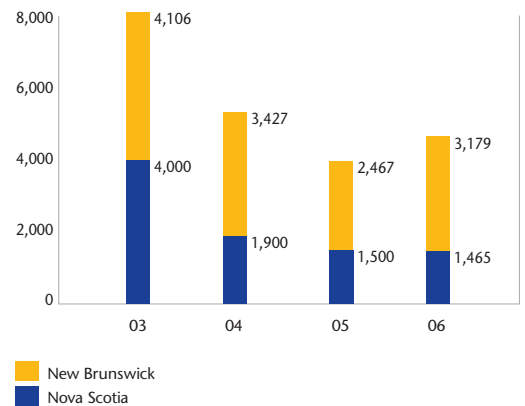
Commercial preparations of PCP may result in the production of bi-product micro-contaminants, which in some cases are highly toxic, accumulate in the food chain, are slow to decay, cause reproductive problems in animals and are suspected of inducing cancer in humans. Research suggests that CCA preservative, (for example, the Womanized brand) when applied by the full-cell pressure treatment process, is rapidly and permanently fixed within the wood. Soon after treatment, the chemicals are highly leach-resistant and non-toxic to humans and vegetation. However, there is still some debate as to whether there is a health risk from low-level concentrations in drinking water. It is important to remember that although the treatment chemicals may pose a hazard, their presence in poles do not make poles a hazardous material.

We currently have joint-use agreements with various power utilities throughout Atlantic Canada. These agreements provide guidelines and procedures for installing and replacing poles to ensure all companies can use the same structures. These joint-use agreements exemplify the cooperative spirit we enjoy with our power utilities partners. Minimizing infrastructure duplication, results in fewer poles being placed and therefore less impact on the environment.

In New Brunswick, all poles placed were CCA, with the exception of one Western Red Cedar pole placed in an environmentally sensitive area. In Nova Scotia, all poles were PCP. In Newfoundland and Labrador, all poles are owned by the power utilities. No information was available for Prince Edward Island at the time of publication.

Although PCP poles are still being installed due to their longevity, more recently, CCA treated poles are our preferred option. It is our intention in 2007 and beyond, to decrease the use of PCP poles in favour of CCA treated poles. In environmentally or aesthetically sensitive areas, untreated cedar or CCA treated poles are used.

Pole placement



In 2006, we placed 4,644 poles in Nova Scotia and New Brunswick. Joint-use agreements with power utilities help minimize infrastructure duplication, resulting in fewer poles being placed and therefore less impact on the environment.



When poles are removed from service they are evaluated and prioritized based on a re-use hierarchy, which includes: re-use as a main line pole; re-use as a service or stub pole; re-use for log anchors; and, dispose of as waste material.

In recent years, we have gradually divested ownership of pole storage yards. This has been facilitated through our partnerships with the various power utilities. In 2006, we retained ownership of only one pole storage yard, which is located on Prince Edward Island.

Product responsibility

Vendor environmental surveys

We're committed to dealing with suppliers who seek to minimize their environmental impact while engaging and encouraging others to embrace environmentally responsible procurement. In 2006, we initiated an environmental survey program for vendors.

07 target

Purchase office interiors from environmentally responsible vendors

In keeping with our green procurement principles, we survey vendors in order to assess their level of corporate responsibility and the environmental nature of the products or services they provide us. Surveys are scored and used in combination with other procurement analytical tools during our vendor contract negotiation process. In 2006, 15 surveys were conducted with major vendors.

In 2007, we plan to expand our surveys, reaching more major vendors and including selected small and medium-sized suppliers. Our target for 2007 is to complete 18 surveys and initiate follow-up education sessions with vendors whose results fall below our desired threshold. By using complementary information from Bell Canada, our database of completed vendor surveys is expected to exceed 40 by the end of the year.

Green procurement

Our green procurement policy supports the purchase of goods and services that are consistent with our strategic objectives while minimizing the use of natural resources, toxic materials and the creation of wastes and pollutants. We currently use life cycle analysis on a case-by-case basis when purchasing products. In the future, it will be an integral part of all purchase decisions.

Starting in 2005, we committed ourselves to "greening" at least one product or service a year. In 2005, we increased the use of environmentally friendly cleaning products, most of which are endorsed by the environmental choice program. In addition, all products used in our offices are scent free. Vendors of cleaning products are encouraged to support recycling and promote returnable and re-usable packaging.

We committed ourselves to "greening" at least one product or service a year.



recycling fact

It takes only two to three minutes per day, per person, to recycle.

In 2006, we undertook a number of initiatives to reduce the environmental impact of our office printing, which included replacing photocopiers and older fax machines and printers with multi-functional machines. As a result, we have minimized the number of machines in service and improved functionality, thereby increasing efficiency and reducing paper consumption. The new machines have default settings to automatically print paper on two sides.

We also evaluated our print purchasing, increasing our use of paper with a high percentage of recycled fibres. In addition, we committed ourselves to Forest Stewardship Council (FSC) standards for the printing of all major reports. For example, our 2006 annual report to unitholders is printed on FSC-certified paper by an FSC-certified printer.

Starting in 2007, new office environments will be purchased from vendors who meet standards consistent with our green procurement policy. GREENGUARD-certified office furniture will be used to maximize indoor air quality as well as products that incorporate durability, have a high recycled content, use safe and sustainable materials, generate minimal waste or air emissions and conserve natural resources. Along with a supplier, Interface, we are supporters of The Natural Step, an international non-profit advisory and research organization working to accelerate global sustainability.

Green procurement

	2005	2006	2007
			Office furniture & design
Product greening	Cleaning products	Print strategy	
Green procurement policy/principle	Minimizing the use of natural resources, toxic materials, and the creation of wastes and pollutants over the product life cycle.	Purchasing decisions should be based on the 4Rs (reduce, reuse, recycle and recover); have a long service-life and can be economically repaired or upgraded.	Purchasing decisions should be based on a life-cycle cost that includes liabilities from production, usage and disposal. Efficient use of resources (energy, water, etc.) will be a key criteria in purchasing decisions.
Result	Seventy per cent of cleaning products in New Brunswick are environmentally friendly. Our goal is to reach 100 per cent.	Initiated the greening of our print strategy, including the replacement of photocopiers, older fax machines and printers with multi-functional devices. Committed to Forest Stewardship Council standards for all major reports.	Implemented the responsible purchase of environmentally friendly office interiors. Commencing in 2007, new office environments will be purchased from vendors who meet standards consistent with our green procurement policy and principles.



We are also continuing our program of office space rationalization, which features the use of an open space concept with reusable, flexible wall panels. The open space concept provides energy savings by consolidating heating, lighting and air conditioning systems. The building of walls using sheetrock and metal studs is being eliminated.

Our office renovation projects in Fredericton, New Brunswick, and in Mount Pearl, Newfoundland and Labrador, are being guided by the principles of our green procurement policy.

Product responsibility is also a requirement of our supplier agreements and major request for proposals. These legal documents include clauses pertaining to environment, health and safety with reference to ensuring compliance, meeting all applicable regulations and managing potential environmental emergencies. We are committed to dealing with suppliers who seek to minimize their environmental impact and are asking major suppliers to complete an environmental survey form prior to entering into new contracts. In addition, we are engaging and encouraging others to embrace environmentally responsible procurement and assisting suppliers who face potential barriers when adopting green product procurement.

Paper reduction challenge

07 target

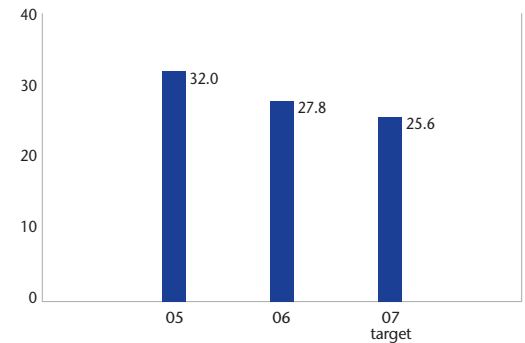
Reduce office paper by 20%

In 2006, we implemented a target of reducing the amount of paper used in our offices by 20 per cent over a two-year period. To achieve this objective, the organization is in the process of replacing all photocopiers and older fax machines and printers

with new multifunctional units (photocopying, faxing, printing and scanning) that provide double-sided printing capability. In addition, an employee education program in support of the paper reduction challenge was launched. So far, this initiative has resulted in a reduction in the number of sheets used from 32 million in 2005 to 27.8 million in 2006, a reduction of 13 per cent.

An additional 30 multifunctional units to be installed in our Newfoundland and Labrador offices by mid 2007 are expected to help achieve our paper reduction target.

Paper reduction challenge
(million of sheets)



Replacing older photocopiers and fax machines with new multifunctional machines capable of printing on both sides of a sheet of paper will help us meet our goal of reducing paper usage by 20 per cent over a two-year period.



Recycling

Operations

Over the years, we have implemented collection processes to reuse and recycle materials remaining from the construction and maintenance of equipment in our telecommunications operations.

Focusing on reusing and recycling principles, materials remaining from the operation of our business are collected from work centres, central offices and depots and reused, repaired or recycled. Materials include paper, cardboard, metals, plastics and wood. They are carefully managed to minimize the amount of residual material that is ultimately disposed of at landfills.

07 target

Recycle 8,165 kilograms of cable metals

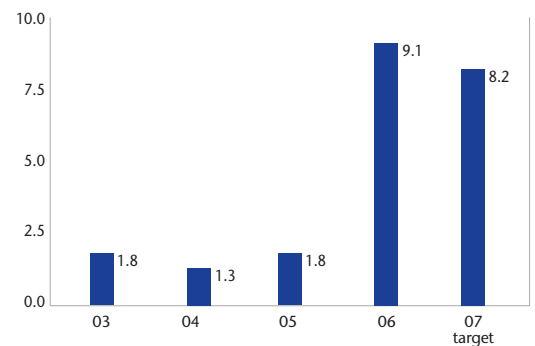
Operations material management

Product/material	Recycled (average %)	Reused/repaired (average %)	Disposed (average %)
Wooden pallets	0.0%	95%	5%
Plastics (phones and pallet wrap)	70%	30%	0%
Batteries	100%	0%	0%
Paper	99%	0%	1%

As reflected in the above table, we continue to refurbish telephone sets and components at our inventory recovery centres. By recycling such things as receiver cords, wall mounts, batteries, user guides, boxes and packaging, these centres have been responsible for a significant reduction in waste. Obsolete sets are broken down and the components are recycled.

Residual materials from our network operations, such as copper cables, steel hardware and lead sleeves, are sent to recyclers for secondary markets. Equipment in good operating condition is sold for reuse and any hazardous materials are handled according to environmental legislation. In 2006, approximately 9,072 kilograms of wire, including insulated copper and aluminum, were collected from over 50 depots in the Maritime Provinces for recycling. In 2007, we are anticipating recycling similar quantities. Information was not available for Newfoundland and Labrador at the time of publication. Our goal is to report all areas of operation in future years.

Cable metals recovered
(thousands of kilograms)



In 2006, the collection of scrap cable significantly increased largely due to the expansion of our collection efforts in Nova Scotia and Prince Edward Island. Note: Data for 2003 to 2005 reflects New Brunswick only. 2006 data is for the Maritime Provinces.



Offices

We recognize our responsibility to minimize the impact of our day-to-day office activities on the environment. Not just for our betterment, but also for future generations. We are making continuous improvements in waste management practices, minimizing the use of natural resources, hazardous materials and the creation of wastes and pollutants over a product life cycle. Our newly approved waste management policy calls on our organization to eliminate or reduce waste materials and pollutants by supporting the 4-R recycling hierarchy – reduce, reuse, recycle and recover.

07 target

Recycle 704 tonnes of office waste

In 2004, the Province of Prince Edward Island introduced legislation requiring recycling. In 1996, the Province of Nova Scotia introduced waste management legislation banning the landfill of organics, paper, cardboard, refundable beverage containers and other recyclables such as plastics and glass. Similar legislation was later introduced in PEI.

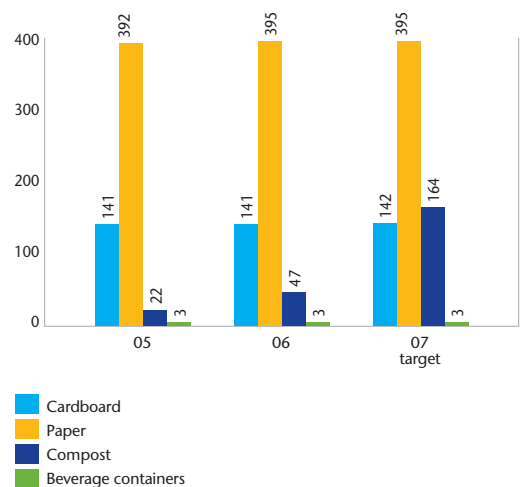
In New Brunswick, the cities of Moncton and Saint John offer full recycling programs. In 2005, St. John's, Newfoundland and Labrador, made it mandatory to recycle paper.

We're committed to meeting or exceeding legislative requirements and we have implemented aggressive recycling programs in offices throughout our service area.

Tracking the amount of waste and recycling at our facilities has posed a challenge, due to the large number of office facilities, the different types of operations, the various municipal recycling programs, and the varying methods of tracking and paying for waste collection. In most instances, waste collection is not invoiced on a weight basis, but rather on the quantity collected. Consequently, it is difficult to accurately quantify the amount of office waste being recycled. As a result, the data presented in this section is based on our best estimates.

Statistics gathered from our major centres indicate that in 2005 we recycled 392 tonnes of paper, 141 tonnes of cardboard, 22 tonnes of compost and 3 tonnes of beverage containers. In 2006, our estimates are consistent with 2005, with the exception of composting, which has doubled due to employee-inspired composting program involving approximately 600 employees in Saint John, New Brunswick. Our targets for 2007 are ambitious and reflect the continued expansion of our office recycling programs in Saint John and Halifax.

Office waste recycling – major centres (tonnes)



In 2007, composting at our major offices will increase almost 250 per cent over 2006 due to continued expansion of our office recycling programs in Saint John and Halifax.

Office recycling

	Cardboard (tonnes)	Equivalent trees saved	Paper total (tonnes)	Equivalent trees saved	Compost (tonnes)	Beverage containers (tonnes)
2005	141	2,395	392	6,659	22	3
2006	141	2,397	395	6,718	47	3
2007	142	2,421	395	6,718	164	3



recycling fact

By the age of six months, Canadians have consumed as many resources as the average person living in the developing world consumes in a lifetime.

We have been recycling office cardboard and paper at our major centres for many years. The quantity of paper sent for recycling is expected to remain constant or drop in future years, as we strive to reduce the volume of paper used in the operation of our business. In the three years ending 2007, paper recycling at our major office centres will total 1,182 tonnes. This is equivalent to saving over 20,000 trees, or a nine-hectare (22 acre) forest, from being harvested. In addition, we will compost 233 tonnes of organic waste.

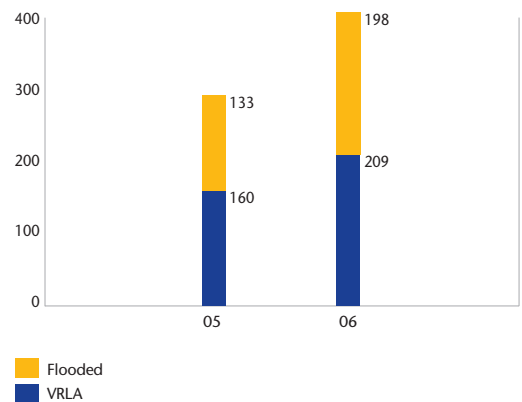
Batteries

Lead acid batteries are required to power the electronics used in our networks. They are charged using commercial power from the power utility companies and provide essential back-up power ensuring our networks continue to operate during commercial power outages.

We use two types of lead acid batteries: valve regulated lead acid (VRLA) and flooded. VRLA batteries are typically used in smaller applications whereas flooded batteries are used in applications requiring longer duration. The most familiar example of a flooded lead acid cell is a 12-volt automobile battery. VRLA batteries typically have a longer life and are preferred for use in smaller, less centralized applications. Batteries are sealed, preventing spills and contact with the internal components, including the electrolyte, during installation and operation.

The number of batteries available for recycling varies according to our network capacity and renewal activities. VRLA batteries are sent to an approved recycling facility for recovery of lead and plastics. The neutralized acids from flooded batteries are either disposed of or reused in the production of sodium sulphate. In 2006, a total of 407 metric tonnes of batteries were removed from operation and recycled. In 2005, 293 metric tonnes were recycled. The significant increase in battery removal and recycling is indicative of the growth in our network and not an increase in the percentage of batteries being recycled.

Lead acid battery recycling (tonnes)



All spent batteries removed from our networks are sent to recycling facilities. In 2006, a total of 407 tonnes of batteries were recycled, up from 293 tonnes in 2005.

Award presented by City of Saint John

In 2006, the employee environment stewardship team, based in Saint John, received the City of Saint John Environment Award. We were nominated in the business category and selected as a leader in waste reduction for launching an employee recycling and composting program at our Brunswick Square offices.



Environmental due diligence

Incidents

An incident is defined as a set of circumstances during which there is, has been or is likely to be, a leak, spill or other escape of a contaminant into the environment. Incidents can be due to the controlled release of substances, such as during the extinguishing of a fire. They may also be due to accidental spills, caused by such things as the breaking of hydraulic lines on company vehicles, rupturing of coolant lines in air conditioning units and the breaking of back-up battery units. Whatever the cause or reason, each incident must be reported according to a predefined procedure that we have published and made available to our employees.

07 target

Reduce environmental incidents by 41%

We train our team members to report all spills and releases to our 24-hour Atlantic network operations centre (ANOC). Working with the ANOC, our environmental team ensures spills are reported to regulators, as required, and investigated to determine the cause.

In 2006, 17 incidents occurred with eight being releases of ozone-depleting substances. This is an increase over 2005, in which 10 incidents occurred, six of which were releases of ozone-depleting substances. Overall, the incident rate during the past five years is considered very low and well within our risk management capabilities and objectives.

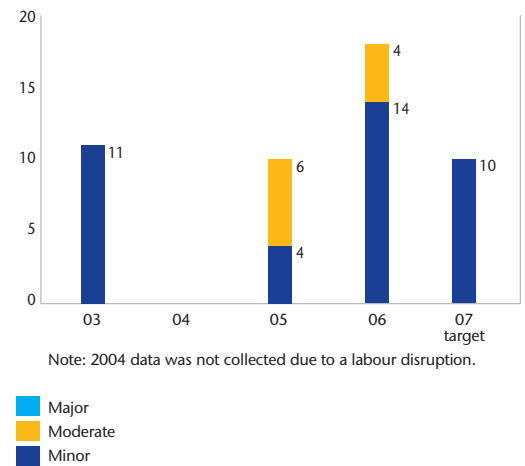
In 2007, we have set a target for a maximum of 10 environmental incidents. Ideally, we would like to have none. However, operating 1,600 buildings and 1,400 vehicles involves a certain level of risk. We are committed to pollution prevention and reducing the likelihood of incidents to the greatest degree possible through the implementation of our environment policy, fuel storage systems operational policy, site inspection and incident response procedures and our environmental action plan.

Minor incident: Small spills with little potential to impact the environment. Employees are qualified and able to take the necessary action to mitigate environmental damage.

Moderate incident: Potential threat to the environment requiring routine reporting to authorities. Employees are equipped and trained but may need support from other employees and contractors.

Major incidents: Uncontrolled release of contaminants with the potential to spread and impact the environment. Response teams and outside contracted experts are typically required for remediation. Major incidents must be reported immediately to the authorities.

Environmental incidents
Spills and releases



Environmental incidents result from the release of contaminants into the environment. Our goal of 10 incidents in 2007 is considered achievable due to recent investments in training, site inspections and fuel tank upgrade.



Audits

An audit is an independent assurance that helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control and governance processes. Audits pertaining to the environment include the examination of certain facilities and processes to ensure adherence to legal requirements, the safety of employees and adequate reporting of results.

The environmental performance of our organization is taken seriously not only by the government and regulatory agencies but also by the company's stakeholders. Completion of internal audits ensures that we are meeting our due diligence, compliance and regulatory obligations. Management is expected to take corrective action with regard to any deficiencies – the status of which are monitored quarterly until successfully resolved.

Internal audits ensure we are meeting our due diligence, compliance and regulatory obligations.

In 2005, the environmental audit team completed an audit on our fuel storage tank systems. A rating of "C" was assigned due to a number of inconsistencies in procedures from site to site and the absence of complete records. The six recommendations made have since been addressed through management remediation plans.

Environmental audit and actions

Year	Aspect audited	Rating	Findings	Corrective actions	Actions implemented
2002	Environmental emergency response	B	Minor control issues	2 recommendations	2
2003	Halon systems	B	Minor control issues	1 recommendation	1
2004	See note				
2005	Fuel storage tank systems	C	Control improvement required	6 recommendations	6
2006	Ozone-depleting substances	B	Minor control issues	4 recommendations	In progress

Rating Description

- A Well controlled process
- B Minor control issues
- C Control improvement required
- D Needs immediate action

Note: In 2004, a labour disruption prevented us from undertaking environmental audits.



The audit conducted in 2006 centred on the various systems containing ozone-depleting substances still in use at our properties. These systems include air conditioning and fire extinguishing systems where halocarbons are used as the cooling mechanism. Some discrepancies in the systems resulted in a rating of “B”. Remediation has been completed for two of the four recommendations, the third is in progress and expected to be completed by the second quarter of 2007 and the fourth involves a plan for halon phase-out by the year 2010.

The 2007 audit will evaluate the process used to complete environmental site assessments within the organization. This audit is scheduled for the third quarter of 2007 with a report being issued by the end of the year.

Inspections

Our operations and equipment, including back-up generating systems, fire suppression systems and climate control systems, can pose a risk to our networks and have a detrimental effect on the environment. We prioritize our inspection efforts based on the probability of risk as determined by the type and age of infrastructure, the potential severity of the impact (pathways to sensitive environmental features), and our regulatory and due diligence requirements.

07 target

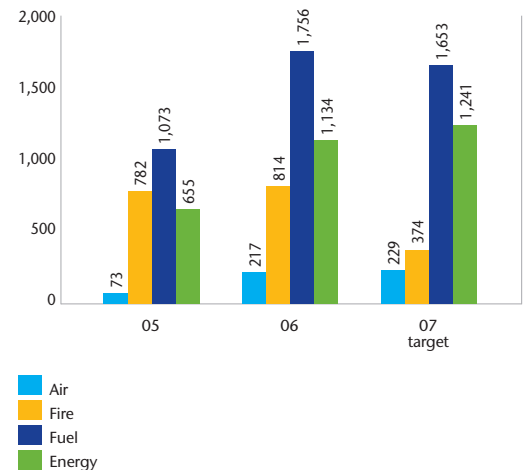
Conduct 3,497 environmental inspections

To assess, monitor and prevent risk to the environment, we conduct site inspections of equipment, operations and systems. Air conditioning systems are inspected to prevent equipment failure and leakage of coolants, which may contain ozone-depleting substances.

Fire extinguishing equipment is checked to ensure it will operate correctly in the event of a fire. Halon fire suppression systems, which contain ozone-depleting substances, are checked to ensure the integrity of the systems and to verify there has been no loss of halon. Fuel systems are inspected for possible leaks and alarm systems are tested. Fuel tanks are dipped to ensure there has been no product loss and buildings are inspected to assess energy requirements and conservation measures. A building inspection would typically include checking light timers, weather stripping, heating and ventilation controls and turning off idle equipment.

In 2006, our technical staff conducted 3,921 environmental-related inspections. This number was slightly less than our target of 4,562 inspections largely as a result of combining inspections for efficiency reasons. Our 2007 target is to perform 3,497 inspections.

Environmental inspections



In 2006, we conducted a total of 3,921 environmental-related inspections to minimize the risk our operations and equipment can have on the environment, 52 per cent more than in 2005.



Environmental solutions

07 target

Save 136,013 tonnes of CO₂e through teleconferencing

Teleconferencing

For both our customers and our organization, teleconferencing and videoconferencing are valuable tools to save time, money, and reduce impact on the environment.

Teleconferencing, instead of traveling, saves money, fossil fuel usage and reduces greenhouse gas (GHG) emissions.

Burning fossil fuels emits nitrogen oxides, sulfur dioxide, particulate matter, volatile organic compounds, carbon monoxide, carbon dioxide and heavy metals into the air. These emissions are all elements of smog and are a detriment to our health and our environment. Carbon dioxide is the major contributor to climate change.

Our employees made approximately 36,960 teleconference calls in 2006. The GHG emissions our employees avoided by teleconferencing instead of traveling totaled approximately 29,000 tonnes of carbon dioxide equivalents (CO₂e), the major contributor to climate change. An even greater reduction in GHG emissions resulted from customer's making 110,880 teleconference calls during 2006 for an equivalent savings of 88,000 tonnes of CO₂e.

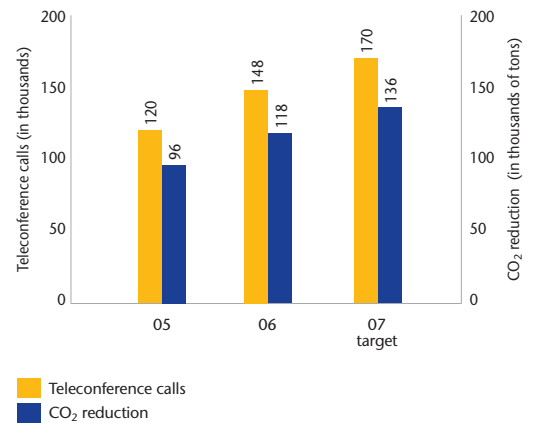
In conservation terms, the combined CO₂e savings from both our employee and customer teleconference calls is equivalent to removing 23,000 passenger cars from the roadways for one year.

Teleconference calls – CO₂ reduction

	2005		2006		Target 2007	
	Calls	CO ₂ e (tonnes)	Calls	CO ₂ e (tonnes)	Calls	CO ₂ e (tonnes)
Employees	30,000	24,000	36,960	29,568	42,504	34,003
Customers	90,000	72,000	110,880	88,704	127,512	102,010
Total	120,000	96,000	147,840	118,272	170,016	136,013

Note: The number of teleconference calls is based on the average number of calls made in a three-month period. Energy savings, by not traveling, are converted to carbon dioxide equivalents (CO₂e). Carbon dioxide savings were calculated assuming each call had five to eight participants who would have otherwise traveled 150 to 800 kilometres by vehicle to attend the meeting. Source: www.conservation.org

Teleconferencing – CO₂ reduction



Through teleconferencing in 2006, our employees and customers saved 118,272 tonnes of CO₂e emissions, the equivalent of removing 23,000 passenger cars from the roadways for a year.



07 target

Double the number of customers using paperless billing

Paperless billing

We continually strive to provide products and services that meet the rapidly evolving needs of our customers, while at the same time helping them live in a more environmental sustainable manner. In 2003, we began a program to transform the way we do business by becoming a model user of electronic forms of communication. More and more

of our customer transactions are Internet-based, which provides greater efficiency and reduces the need for paper.

By the end of 2006, over 46,000 customers had switched to paperless billing. In just four years, over 4 million sheets of paper were saved. In conservation terms, that is equivalent to 492 trees. Our target for 2007 is to nearly double the number of customers choosing paperless billing to 83,000. This would result in a cumulative savings since 2003 of 7.5 million sheets of paper, or about 896 trees.

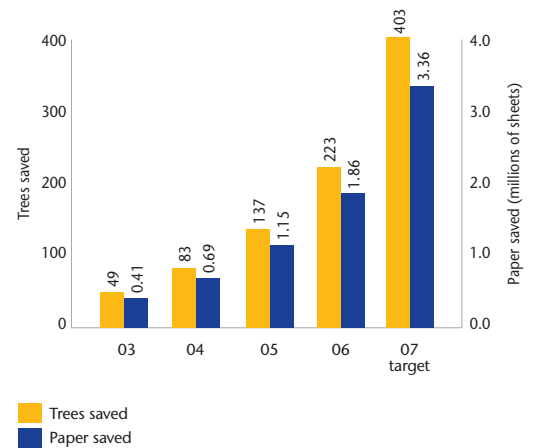
If all of our customers switched to paperless billing, together we would save over 9,300 trees a year.

In 2007, we will promote paperless billing to our residential customers by enclosing a flyer with their bill. In keeping with our green philosophy, the flyer will be printed using vegetable-based inks on recycled paper in accordance with Forest Stewardship Council standards.

Customers using paperless billing

	2003	2004	2005	2006	Cumulative Target 2007	Cumulative savings 2006	Cumulative savings 2007
Equivalent trees saved	49	83	137	223	403	492	895
Paper saved (millions of sheets)	0.41	0.69	1.15	1.86	3.36	4.11	7.47
Customers	10,000	17,063	28,298	46,000	83,000		

Paperless billing



Since its introduction in 2003, over 46,000 customers have switched to paperless billing saving more than 4 million sheets of paper and almost 500 trees.



Mobile phones

Environmental concerns relating to the management of used/end-of-life electrical and electronic equipment has rapidly become a major policy issue across Canada. Environment Canada has stated that more than 127,000 tonnes of computer equipment, phones, televisions, stereos and small home appliances accumulate in Canadian landfills each year. This amount is equivalent to the weight of about 28,000 adult African elephants or 336,000 full-sized pick-up trucks.

07 target

Achieve a 30% recycling rate for mobile phones

This is not simply an issue of waste but also of toxicity. The yearly disposal figures for personal computers alone are estimated at 4.5 tonnes of cadmium and 1.1 tonnes of mercury. High levels of these hazardous materials in the environment can be directly linked to adverse effects on the health of humans and wildlife. These includes subtle

neurobehavioral effects from lead, chronic kidney damage from cadmium, and sensory and neurological impairments from mercury.

Likewise, e-waste also focuses on valuable resources such as ferrous metals, aluminum and copper, which can be recycled and reused but are currently going to landfills. Some estimates suggest computers alone contain 4,400 tonnes of ferrous metal, 3,050 tonnes of aluminum and 1,500 tonnes of copper.

The Canadian Council of Ministers of the Environment (CCME) adopted the national stewardship principles for electronics products in 2004. This set the stage for provincial governments to begin mandating e-waste diversion programs. The legislation will call for extended producer responsibility, which places responsibility with brand owners and manufacturers who are in the best position to control longevity, content, and the recyclable nature of the products.

Nova Scotia was the first Atlantic Province to legislate e-waste management. Management and banning of items from landfills will be in two phases. Phase 1, which comes into effect in 2008 includes larger items, such as televisions and computers, while Phase 2, effective 2009, includes items such as telephones and mobile phones.

We are committed to the environmental stewardship of our products throughout their life cycle. As a member of the Canadian Wireless Telecommunications Industry (CWTA), representing Canada's major wireless carriers and manufacturers/importers of mobile telecommunication products, in 2005, we collectively agreed on a national program framework to meet the challenges associated with the management of a diversion program for mobile telecommunication products. The framework is based on a series of guiding principles for the development of an environmentally sound and cost-effective program for managing used/end-of-life mobile telecommunication products in Canada.

127,000 tonnes of computer equipment, phones, televisions, stereos and small home appliances accumulate in Canadian landfills each year.



recycling fact

84% of Canadians prefer to buy electronic equipment from suppliers who have adopted responsible practices for handling electronic waste. *Source: Ipsos Reid*

In 2006, together with Bell Mobility, we continued to work in partnership with the CWTA members to further advance the development and implementation of the national program. Building on the framework and success of Bell's program, we agreed to aggressively pursue the implementation of our own mobile phone take-back program in Atlantic Canada.

Throughout 2006, in partnership with Bell Mobility, we designed a mobile take-back program for both our employees and our dealers. The employee take-back program was launched on Earth Day and the customer program will be launched in June 2007 at all of our 160 dealer locations in Atlantic Canada. When customers participate in our mobile take-back program, not only are they protecting the environment, they are contributing to a good cause. For each mobile phone collected, we will donate \$1.00 to WWF-Canada to help fight climate change. Early figures from the employee take-back program indicate that in just one month over 1,000 phones were returned for recycling. Our goal for 2007 is to achieve a return rate of 30 per cent.

Global reporting initiative (GRI) guidelines

For the 2006 reporting period, we began adopting the global reporting initiative (GRI) guidelines. As a result of this incremental approach, the 2006 sustainability report would be considered to be in partial adherence to the guidelines. This index identifies areas of concordance between the GRI reference numbers and our sustainability report.

Indicator	Location in report
Vision and strategy	
1.1 Description of vision and strategy	Opportunity lives here
1.2 CEO statement	Opportunity lives here – message from the CEO
Profile	
2.1 Name of reporting organization	Bell Aliant
2.2 Major services	Opportunity lives here – business profile
2.3 Operational structure	NA
2.4 Major divisions, subsidiaries, joint ventures	Opportunity lives here – business profile
2.5 Countries of operation	Opportunity lives here – business profile
2.6 Nature of ownership	Economic opportunities
2.7 Nature of markets served	Economic opportunities
2.8 Scale of operation	Economic opportunities
2.9 List of key stakeholders	NA
2.10 Contact person	NA
2.11 Reporting period	Opportunity lives here – scope
2.12 Date of most previous report	2005
2.13 Boundaries of report	Opportunity lives here – scope
2.14 Significant changes to business	Economic opportunities
2.15 Basis for reporting on joint ventures and subsidiaries	Opportunity lives here – scope
2.16 Explanations for restated information from previous reports	NA
2.17 Decision to apply or not apply GRI principles	Opportunity lives here – global reporting initiative
2.18 Criteria/definitions used in accounting for economic, environmental and social costs/benefits	NA
2.19 Significant changes in measurement methods	NA
2.20 Policies and internal practices to provide assurance about accuracy, completeness and reliability of information	Opportunity lives here – organizational governance
2.21 Policy and current practice for independent assurance for full report ...	NA
2.22 Means by which report users can obtain additional information	www.bell.aliant.ca
Measurement systems	
3.1 Governance structure	Opportunity lives here – organizational governance
3.2 Percentage of the board of directors that are independent, non-executive directors	NA
3.3 Processes for determining required expertise of board members	NA
3.4 Board-level processes for managing environmental, economic and social risks	NA
3.5 Linkage between executive compensation and achievement of organizational goals	NA
3.6 Organizational structure and key individuals responsible for oversight, implementation and audit of environmental, economic and social policies	Opportunity lives here – environmental governance
3.7 Mission and value statements, codes of conduct, policies relevant to economic, environmental and social performance	Opportunity lives here – organizational governance
3.8 Mechanisms for shareholders to provide direction to board	NA

Indicator	Location in report
3.9 Identification and selection of major stakeholders	NA
3.10 Approaches to stakeholder consultation	NA
3.11 Type of information generated by stakeholder consultation	Opportunity lives here – stakeholder engagement
3.12 Use of information resulting from stakeholder engagements	Opportunity lives here – stakeholder engagement
3.13 Use of precautionary principle	Opportunity lives here – environment policy
3.14 Use of externally developed voluntary charters or principles	Opportunity lives here – external engagement
3.15 Key memberships in industry associations and advocacy organizations	Social opportunities – community boards
3.16 Policies and systems for managing upstream/downstream impacts	Opportunity lives here – environmental governance (EMS)
3.17 Approach to managing indirect economic, environmental and social impacts from activities	Opportunity lives here – environment policy – quick facts
3.18 Major decisions during reporting period pertaining to location/changes in operations	Economic opportunities – key events in 2006
3.19 Programs and procedures pertaining to economic, environmental and social performance	NA
3.20 Status of certification of management systems	Opportunity lives here – environmental governance (EMS)

Economic

EC1 Net sales	Economic opportunities
EC2 Geographic breakdown of markets	Economic opportunities
EC3 Cost of goods, materials and services purchased	Economic opportunities
EC4 Percentage of contracts paid in accordance with agreed terms	NA
EC5 Total payroll and benefits	NA
EC6 Distributions to providers of capital	Economic opportunities
EC7 Increase/decrease in earnings	Economic opportunities
EC8 Taxes paid to governments	NA
EC9 Subsidies received footnote	NA
EC10 Donations to community	Social opportunities – community investment
EC12 Total spent on non-core business infrastructure	NA
EC13 Indirect economic impacts	NA

Environmental

EN1 Total materials used other than water	NA
EN2 Percentage of materials used that are wastes from external sources	NA
EN3 Direct energy use	Environmental opportunities – energy and resource management
EN4 Indirect energy use	NA
EN5 Total water use	NA
EN6 Land owned, leased, managed in biodiversity-rich habitats	Environmental opportunities – land and infrastructure
EN7 Major impacts on biodiversity	NA
EN8 GHG emissions	Environmental opportunities – energy and resource management
EN9 Ozone-depleting substances	Environmental opportunities – emissions
EN10 NO _x , SO _x and other air emissions	Environmental opportunities – fleet
EN11 Waste	Environmental opportunities – recycling
EN12 Key discharges to water	NA
EN13 Significant spills	Environmental opportunities – incidents
EN14 Significant impacts of principal products and services	Environmental opportunities – land and infrastructure
EN15 Percentage of weight of products sold reclaimable	NA
EN16 Incident/fines for non-compliance	Environmental opportunities – incidents

Indicator	Location in report
EN17 Use of renewable energy; energy efficiency initiatives	Environmental opportunities – energy and resource management
EN18 Energy consumption footprint of major products	Environmental opportunities – energy and resource management
EN19 Other indirect energy use/implications	NA
EN20 Water sources/ecosystems affected by use	NA
EN21 Annual withdrawals of ground and surface water	NA
EN22 Recycling/reuse	Environmental opportunities – recycling
EN23 Total amount of land owned, leased or managed for production activities/exact time use	NA
EN24 Amount of impermeable surface as percentage of land purchased/leased	NA
EN25 Impacts of activities/operations on protected/sensitive areas	Environmental opportunities – environmental site assessment
EN26 Changes to natural habitats from activities; percentage of habitat protected/restored	NA
EN27 Programs/target for protecting/restoring native ecosystems	NA
EN28 Number of IUCN Red List species with habitats in areas affected by operations	NA
EN29 Business units operating or planning operations in or near protected/sensitive areas	NA
EN30 Other indirect GHG emissions	NA
EN31 Hazardous wastes	NA
EN32 Water sources/ecosystems affected by discharges of water and runoff	NA
EN33 Performance of suppliers	Environmental opportunities – product responsibility
EN34 Environmental impacts of transportation used	Environmental opportunities – fleet
EN35 Environmental expenditures	NA

Social

Labour practices and decent work

LA1 Breakdown of workforce	NA
LA2 Net employment creation, average turnover	NA
LA3 Percentage of employees represented by unions	Environmental opportunities – labour relations
LA4 Policies/procedures	NA
LA5 Practices on recording and notification of occupational incidents	Social opportunities – safety
LA6 Formal joint health and safety committees	Social opportunities – safety
LA7 Safety statistics	Social opportunities – safety
LA8 Policies or programs on HIV/AIDS	NA
LA9 Average hours of training	Social opportunities – safety
LA10 Equal opportunity policies/programs	NA
LA11 Composition of senior management and corporate governance bodies	NA
LA12 Employee benefits	NA
LA13 Formal worker representation in decision-making or management	NA
LA14 Compliance with ILO Guidelines for Occupational Health Management Systems	NA
LA15 Agreements with trade unions covering health and safety	NA
LA16 Programs to support continued employability	Social opportunities – training and development
LA17 Programs for skills management and lifelong learning	Social opportunities – training and development

Indicator	Location in report
Human rights	
HR1	Policies, guidelines and procedures NA
HR2	Consideration of human rights impacts as part of investment and procurement decisions Opportunity lives here – ethics help line
HR3	Policies and procedures to evaluate human rights performance of suppliers and contractors Opportunity lives here – ethics help line
HR4	Policies and procedures to prevent all forms of discrimination Opportunity lives here – ethics help line
HR5	Policies for freedom of association and collective bargaining NA
HR6	Policies to address child labour NA
HR7	Policies to prevent forced and compulsory labour NA
HR8	Employee training on human rights policies and practices Opportunity lives here – ethics help line
HR9	Appeal practices related to human rights Opportunity lives here – ethics help line
HR10	Employee grievance systems NA
HR11	Human rights training for security personnel Opportunity lives here – ethics help line
HR12	Policies and procedures to address the needs of indigenous peoples ... NA
HR13	Jointly managed community grievance mechanisms NA
HR14	Share of operating revenues redistributed to local communities NA
Society	
SO1	Policies, procedures and programs to manage impacts on communities Opportunity lives here – environment policy; environmental due diligence
SO2	Policies and procedures for bribery and corruption Opportunity lives here – organizational governance
SO3	Policies and procedures for managing political lobbying and contributions NA
SO4	Awards for social, ethical and environmental performance Social opportunities – communities
SO5	Amount of money paid to political parties and institutions NA
SO6	Court decisions relating to anti-trust regulations NA
SO7	Policies and procedures for managing anti-competitive behaviour NA
Products and services	
PR1	Policies for customer health and safety during use of products and services Environmental opportunity – product responsibility
PR2	Policies and procedures for product information and labeling NA
PR3	Policies and procedures for consumer privacy NA
PR4	Non-compliance with regulations for customer health and safety NA
PR5	Number of complaints related to health and safety of products NA
PR6	Voluntary code compliance NA
PR7	Non-compliance with regulations for production information and labeling NA
PR8	Policies and procedures related to customer satisfaction NA
PR9	Policies and procedures for adherence to advertising standards and codes NA
PR10	Breaches with advertising and marketing regulations NA
PR11	Complaints concerning breaches of consumer privacy NA