

Rogers Global Reporting Initiative (GRI) Content Index

This Index complements Rogers 2018 Corporate Social Responsibility (CSR) Report.

The following index provides an overview of Rogers CSR reporting against the GRI Standards, which combined with stakeholder feedback and our materiality process, help us identify what topics to report on. In accordance with these guidelines, we self-declare our 2018 CSR Report in accordance to the “core” application.

For each GRI indicator, we identify where readers can find the relevant information in our 2018 CSR Report and/or in other Rogers materials ([Rogers website](#), [2018 Annual Report](#), and [2019 Information Circular](#)), for some indicators we provide a short statement within the Index that outlines our response.

Below, you will find a grid showing how our material issues align with GRI Aspects. Within this Index, we have also added our own KPIs where we have felt that the GRI KPI does not align with how we measure performance internally. In addition to our material aspects, we have included Disclosures on Management Approach (DMAs) for other non-material aspects, for information purposes only.


Rogers Material Issue	GRI Aspect
Governance and Ethics	Governance; Ethics and Integrity; Investment; Anti-Corruption; Public Policy
Customer Service and Transparency	Product Service and Labelling; Marketing Communications
Network Leadership and Innovation	Local Communities
Product Responsibility	Products and Services; Customer Health and Safety
Customer Privacy	Customer Privacy
Talent Management	Employment; Training and Education
Inclusion and Diversity	Diversity and Equal Opportunity
Safety and Well-being	Occupational Health and Safety
Energy Use and Climate Change	Energy; Emissions; Transport
Waste reduction	Materials; Effluents and Waste, Products and Services
Community Giving	Indirect Economic Impacts; Local Communities
Digital Inclusion	Indirect Economic Impacts
Economic Impacts	Economic Performance; Indirect Economic Impacts
Procurement and Supplier Management	Procurement Practices; Supplier Environmental Assessment; Supplier Assessment for Labour Practices; Supplier Human Rights Assessment; Supplier Assessment for Impacts on Society

General Standard Disclosures	Link and Information	External Assurance
ORGANIZATIONAL PROFILE		
102-1	Rogers Communications Inc.	
102-2	2018 Annual Report About this Report Rogers website No products and services offered by Rogers are banned.	
102-3	Toronto, Ontario, Canada	
102-4	Rogers operates primarily in Canada.	
102-5	2018 Annual Report Governance and ethics	
102-6	Rogers serves consumer and enterprise customers in Canada. About this Report	
102-7	2018 Annual Report Economic performance Rogers had 26,100 active employees as of December 31, 2018.	
102-8	Inclusion and diversity Talent management More than 99% of our employees are located in Canada and 98% are employed either full time or part time by the company.	
102-9	Procurement and supplier management	
102-10	No significant changes in 2018.	
102-11	We responsibly manage environmental risks through our Environmental Strategy and Environmental Management System. We have an Enterprise Risk Management program that seeks to ensure there is consistency to the methods used in identifying, assessing, managing, monitoring and communicating risks throughout the company and that risk management efforts align to our vision, mission, values, strategic and business objectives. 2018 Annual Report Governance and ethics	
102-12	Community giving	

	Supplier Code of Conduct (online) Network leadership and innovation Product responsibility Operating environment and boundary	
102-13	Memberships in 2018: Canadian Wireless Telecommunications Association (CWTA): Rogers holds positions on the CWTA's Board of Directors and participates in CWTA committees addressing industry topics Conference Board of Canada Canadian Marketing Association Canadian Association of Broadcasters (CAB): Rogers holds positions on the CAB's Board of Directors and the CAB's Radio Council Canadian Broadcasting Standards Council Information Technology Association of Canada Radio Advisory Board of Canada Canadian Women in Communications and Technology Catalyst Canada Canadian Digital Policy Forum Public Policy Forum CD Howe Institute OECD - BIAC Canadian Chamber of Commerce Canadian Taxpayers Federation Canadian Communications Association Ontario Chamber of Commerce Joint Audit Cooperation	
102-14	A Message from Joe	
102-15	A Message from Joe CSR at Rogers Stakeholder engagement Our material topics Our progress and targets Governance and ethics 2018 Annual Report Targets and performance trends are included throughout the report	
ETHICS AND INTEGRITY		
102-16	Vision and values Governance and ethics Rogers Business Conduct Policy (online)	

	Rogers Business Conduct Policy is available in English and French	
102-17	Governance and ethics	
Rogers KPI	Percentage of employees trained on Rogers Business Conduct Policy	Yes KPMG assurance statement
GOVERNANCE		
102-18	2018 Annual Report 2019 Information Circular Governance and ethics CSR at Rogers	
102-19	Governance and ethics	
102-20	Governance and ethics	
102-21	Stakeholder engagement	
102-22	2018 Annual Report 2019 Information Circular Governance and ethics	
102-23	The roles of Board Chair and CEO are separate. The Chair of the Rogers Board of Directors is non-independent and not an executive officer. 2018 Annual Report 2019 Information Circular	
102-24	2018 Annual Report 2019 Information Circular	
102-25	Governance and ethics 2018 Annual Report 2019 Information Circular Directors Code of Conduct and Ethics (online) Rogers Business Conduct Policy (online)	
102-26	CSR at Rogers 2018 Annual Report	
102-27	CSR at Rogers Governance and ethics	
102-28	2019 Information Circular Our material topics	
102-29	Stakeholder engagement Our material topics Governance and ethics	
102-30	Governance and ethics	
102-31	Governance and ethics	
102-32	About this Report Our material topics Governance and ethics	

	Rogers CSR Report is approved by the company's CSR Governance Committee and the company's Disclosure Committee.	
102-33	In the event of a critical concern related to economic, environmental or social impacts, the CSR Team would meet with the CEO to advise on best course of action. This would then be relayed to the Board of Directors.	
102-34	There were no critical concerns raised on environmental, social or economic issues.	
102-35	2019 Information Circular	
102-36	2019 Information Circular	
102-37	Remuneration policies and proposals are approved by the Board of Directors' HR Committee. The HR Committee hires independent consultants to seek advice on compensation matters, e.g. relevant benchmarking analysis to evaluate the market positioning of key executive roles, when required. 2019 Information Circular	
STAKEHOLDER ENGAGEMENT		
102-40	Stakeholder engagement	
102-41	7% of our employees are covered by collective bargaining agreements with various unions from the cable and media sectors.	
102-42	Stakeholder engagement	
102-43	Stakeholder engagement	
102-44	Stakeholder engagement	
REPORTING PRACTICE		
102-45	Encompasses all of Rogers wholly owned operations and activities in Canada.	
102-46	Stakeholder engagement Our material topics Operating environment and boundary	
102-47	Our material topics	
102-48	Restatements are described throughout the report where applicable.	
102-49	Our material topics	
102-50	January 1 to December 31, 2018	
102-51	Rogers 2018 Corporate Social Responsibility Report was issued in 2019. Our previous report (2017 CSR Report) was issued in July 2018.	
102-52	Annual	
102-53	csr@rci.rogers.com	

102-54	This report has been prepared in accordance with the GRI Standards: Core option	
102-55	Rogers Global Reporting Initiative (GRI) Content Index	
102-56	Selected key performance indicators were independently assured by KPMG; these are identified in our 2018 CSR Report with the symbol  . KPMG is an independent third party assurance provider. KPMG is nominated and selected as Rogers auditors at the company's annual shareholders meeting. KPMG assurance statement About this Report	
ECONOMIC PERFORMANCE		
103-1 103-2 103-3	Economic performance 2018 Annual Report	
201-1	Economic performance	Yes: Economic Value Distributed KPMG assurance statement
201-2	Energy use and climate change Governance and ethics	
201-3	Talent management Our defined benefit pension plans had a net funding deficit of approximately \$365 million as at December 31, 2018 (2017 - \$452 million). During 2018, our net funding deficit decreased by \$87 million primarily as a result of a net increase in the plan assets. We made a total of \$148 million (2017 - \$145 million) of contributions to our pension plans this year. We expect our total estimated funding requirements for our funded defined benefit pension plans to be \$177 million in 2019 and to be adjusted annually thereafter based on various market factors, such as interest rates, expected returns, and staffing assumptions. Changes in factors such as the discount rate, participation rates, increases in compensation, and the expected return on plan assets can affect the accrued benefit obligation, pension expense, and the deficiency of plan assets over accrued obligations in the future.	

	Percentage of eligible employees who participated in Rogers defined pension plan in 2018 was 46%	
	Percentage of eligible employees who participated in Rogers defined contribution plan in 2018 was 11%	
201-4	Rogers does not receive significant financial assistance from governments.	
Rogers KPI	Employee salaries and benefits	
ASPECT: MARKET PRESENCE		
103-1 103-2 103-3	Talent management	
202-2	We do not have a formal policy or procedures for local hiring and do not track the proportion of senior management hired from the local community. We do strive to make our employee populations reflect the communities we serve. More than 99% of our employees are based in Canada.	
ASPECT: INDIRECT ECONOMIC IMPACTS		
103-1, 103-2, 103-3	Economic performance Community giving Digital inclusion	
203-1	Network leadership and innovation Community giving Digital inclusion	
203-2	Economic performance Community giving Digital inclusion	
Rogers KPI	Total community investment	Yes KPMG assurance statement
Rogers KPI	Taxes paid and other government payments	Yes KPMG assurance statement
Rogers KPI	Capital expenditures	Yes KPMG assurance statement
Rogers KPI	New subscribers for Connected for Success program (an affordable Internet solution for youth and families with low incomes)	
Rogers KPI	Total economic footprint	
ASPECT: PROCUREMENT PRACTICES		

103-1, 103-2, 103-3	Procurement and supplier management	
204-1	While Rogers does not have a specific mandate for using Canadian based suppliers, we do so wherever possible. Approximately 85% of our top 200 suppliers have headquarters in Canada or have significant operations in Canada.	
Rogers KPI	Percentage of our top 200 suppliers who are Canadian or have significant operations in Canada	
Rogers KPI	Total suppliers	
ASPECT: ANTI-CORRUPTION		
103-1, 103-2, 103-3	Governance and ethics	
205-1	Governance and ethics	
205-2	Governance and ethics	
ASPECT: ANTI-COMPETITIVE BEHAVIOR		
103-1, 103-2, 103-3	Customer service and transparency	
206-1	2018 Annual Report	
CATEGORY: ENVIRONMENTAL		
ASPECT: MATERIALS		
103-1, 103-2, 103-3	Waste reduction	
301-1	Rogers does not manufacture telecommunications products. We disclose paper used for publishing, marketing, billing and internal purposes by weight. Waste reduction	
301-2	Waste reduction	
Rogers KPI	Total paper use	Yes KPMG assurance statement
Rogers KPI	Percentage of customers who receive electronic bills	Yes KPMG assurance statement
ASPECT: ENERGY		
103-1, 103-2, 103-3	Energy use and climate change	
302-1	Energy use and climate change 87% of our energy comes from electricity purchases, followed by Natural Gas (7%) and	

	Other Fuels (6%), primarily diesel and gasoline.	
302-2	Energy use and climate change	
302-3	Energy use and climate change	
303-4	Energy use and climate change	
303-5	Energy use and climate change	
Rogers KPI	Total energy use	Yes KPMG assurance statement
Rogers KPI	Total energy use per revenue	
ASPECT: WATER		
103-1, 103-2, 103-3	We have programs and initiatives in place to reduce water usage, such as aerators and low flush toilets. Water conservation is one of the key principles of the Rogers Environmental Design Framework used in building design and operating standards. Waste reduction	
303-1	Waste reduction We used 265,640 metres cubed of water at our office locations in 2018. Water is used mostly in our office buildings for everyday employee needs (e.g., kitchens, washrooms). Water used is primarily municipal water.	
ASPECT: EMISSIONS		
103-1, 103-2, 103-3	Energy use and climate change	
305-1	Energy use and climate change	
305-2	Energy use and climate change	
305-2	Energy use and climate change	
305-3	Energy use and climate change	
305-4	Energy use and climate change	
305-5	Energy use and climate change	
305-6	Energy use and climate change Waste reduction	
Rogers KPI	Scope 1 GHG emissions	
Rogers KPI	Scope 2 GHG emissions	
Rogers KPI	Subtotal scope 1 and scope 2 GHG emissions	Yes KPMG assurance statement
Rogers KPI	Scope 3 GHG emissions	
Rogers KPI	Total GHG emissions	
Rogers KPI	Total GHG emissions per revenue	
ASPECT: EFFLUENTS AND WASTE		
103-1, 103-2, 103-3	Waste reduction	
306-2	Waste reduction	

306-3	Waste reduction	
306-4	Rogers does not transport, import, export or treat significant amounts of hazardous waste. We have procedures in place to manage the hazardous waste that stems from our building operations, such as cleaning solvents and fluorescent light bulbs. However, the volumes are relatively small relative to our solid waste materials, and as such, systems are not in place to measure our company-wide figures.	
Rogers KPI	Total waste generated	
Rogers KPI	Total waste recycled	
Rogers KPI	Percentage of total waste diverted from landfill	
Rogers KPI	Level 1, 2 and 3 Spills	
ASPECT: COMPLIANCE		
103-1, 103-2, 103-3	Energy use and climate change	
307-1	There were no environmental fines or incidents of non-compliance with environmental laws and regulations in 2018.	
ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT		
103-1, 103-2, 103-3	Procurement and supplier management	
308-1	Procurement and supplier management	
Rogers KPI	Percentage of competitive bid processes where the supplier agreed to our Contractor Code of Conduct and Business Conduct Policy	
Rogers KPI	Number of responses to our Ethical Procurement Questionnaire	
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK		
ASPECT: EMPLOYMENT		
103-1, 103-2, 103-3	Talent management	
401-1	Talent management There were 8,984 total positions hired (including external and internal hires) in 2018.	
401-2	Talent management All benefits are effective immediately for full-time employees and after three months of continuous service for part-time employees.	
401-3	All full-time and part-time female employees are entitled to maternity leave and all full-time and part-time parents are eligible for parental/adoption leave. Employees returning from maternity and/or parental/adoption leave are re-instated to their former position,	

	unless the former position is no longer available for a valid reason. In this event, employees are offered a comparable position with the same wages and benefits.	
Rogers KPI	Voluntary turnover rate	Yes KPMG assurance statement
ASPECT: LABOUR/MANAGEMENT RELATIONS		
103-1, 103-2, 103-3	7% of our employees are covered by collective bargaining agreements with various unions from the cable and media sectors.	
402-1	Our collective bargaining agreements provide reasonable notice regarding operational changes, ranging from 30 to 90 days depending on the agreement.	
ASPECT: OCCUPATIONAL HEALTH AND SAFETY		
103-1, 103-2, 103-3	Safety and well-being	
403-1	Safety and well-being	
403-2	Safety and well-being	
403-3	Safety and well-being	
403-4	Some collective bargaining agreements identify health and safety topics while others do not. 7% of our employees are covered by collective bargaining agreements.	
Rogers KPI	Lost time incident rate	Yes KPMG assurance statement
Rogers KPI	Fatalities	
Rogers KPI	Number of workplace health and safety committees across Canada	
Rogers KPI	Number of Rogers Thrive Ambassadors across Canada	
ASPECT: TRAINING AND EDUCATION		
103-1, 103-2, 103-3	Talent management	
404-1	Talent management We report training hours for our leadership development and frontline training programs. We also report training by spend and spend per employee.	
404-2	Talent management	
404-3	Talent management 100%. All employees receive performance reviews, regardless of gender or employee category.	
Rogers KPI	Investment in training	

Rogers KPI	Investment in training per employee	
Rogers KPI	Employee engagement score	Yes KPMG assurance statement
Rogers KPI	Employee participation rate in the employee engagement survey	Yes KPMG assurance statement
ASPECT: DIVERSITY AND EQUAL OPPORTUNITY		
103-1, 103-2, 103-3	Inclusion and diversity	
405-1	Inclusion and diversity Governance and ethics	
Rogers KPI	Diversity metrics: These metrics include women, visible minorities, Aboriginal employees and employees with disabilities represented as a percentage of our workforce for all employees and those in management positions. All active, federally regulated employees are included in the metric.	Yes KPMG assurance statement
ASPECT: SUPPLIER ASSESSMENT FOR LABOUR PRACTICES		
103-1, 103-2, 103-3	Procurement and supplier management	
414-1	Procurement and supplier management	
Rogers KPI	Number of responses to our Ethical Procurement Questionnaire from our top 200 suppliers	
Rogers KPI	Number of suppliers audited by Rogers	
Rogers KPI	Number of suppliers audited through the Joint Audit Cooperation	
Rogers KPI	Number of workers impacted by Rogers Supplier Audits	
Rogers KPI	Number of workers impacted by Joint Audit Cooperation Audits	
MATERIAL ASPECT: LABOUR PRACTICES GRIEVANCE MECHANISMS		
103-1, 103-2, 103-3	Governance and ethics	
SUB-CATEGORY: HUMAN RIGHTS		
ASPECT: INVESTMENT		
103-1, 103-2, 103-3	Governance and ethics Procurement and supplier management Supplier Code of Conduct (online) Everyone at Rogers must respect, and is entitled to enjoy, all rights enshrined in Canadian and global human rights standards. We abide by the Canadian Human Rights Act.	

	<p>We have also created our own policies and programs to promote and safeguard human and workplace rights throughout our operations, including the right to exercise freedom of association and collective bargaining.</p> <p>As the foundation of our commitment, the Rogers Business Conduct Policy clearly articulate that we will not tolerate discriminatory acts or practices by any of our employees on the grounds of race, national or ethnic origin, colour, religion, age, sex, marital status, family status, sexual orientation, pardoned conviction or disability.</p> <p>Our commitment to human and workplace rights extends to our supply chain. All of our suppliers are responsible for respecting and protecting human rights as a condition of doing business with us. Find out more in our Contractor Code of Conduct.</p>	
412-1	Procurement and supplier management Governance and ethics	
412-2	Governance and ethics	
ASPECT: CHILD LABOR		
103-1, 103-2, 103-3	Rogers Business Conduct Policy (online) Contractor Code of Conduct (online)	
408-1	Procurement and supplier management	
ASPECT: FORCED OR COMPULSORY LABOR		
103-1, 103-2, 103-3	Rogers Business Conduct Policy (online) Contractor Code of Conduct (online)	
409-1	Procurement and supplier management	
SUB-CATEGORY: SOCIETY		
ASPECT: LOCAL COMMUNITIES		
103-1, 103-2, 103-3	Community giving	
413-1	Network leadership and innovation Community giving	
ASPECT: SUPPLIER ASSESSMENT FOR LABOUR PRACTICES		
103-1, 103-2, 103-3	Procurement and supplier management	
414-1	Procurement and supplier management	
Rogers KPI	Number of responses to our Ethical Procurement Questionnaire from our top 200 suppliers	

Rogers KPI	Number of suppliers audited by Rogers	
Rogers KPI	Number of suppliers audited through the Joint Audit Cooperation	
Rogers KPI	Number of workers impacted by Rogers Supplier Audits	
Rogers KPI	Number of workers impacted by Joint Audit Cooperation Audits	
ASPECT: COMPLIANCE		
103-1, 103-2, 103-3	Customer service and transparency	
419-1	2018 Annual Report	
ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY		
103-1, 103-2, 103-3	Procurement and supplier management	
414-1	Procurement and supplier management	
ASPECT: PUBLIC POLICY		
103-1, 103-2, 103-3	Governance and ethics	
415-1	Governance and ethics	
Rogers KPI	Contributions to political parties	Yes KPMG assurance statement
SUB-CATEGORY: PRODUCT RESPONSIBILITY		
ASPECT: CUSTOMER HEALTH AND SAFETY		
103-1, 103-2, 103-3	Product responsibility Network leadership and innovation	
416-2	Customer service and transparency	
ASPECT: MARKETING AND LABELLING		
103-1, 103-2, 103-3	Customer service and transparency Product responsibility	
417-1	Product responsibility 2018 Annual Report	
417-2	2018 Annual Report	
417-3	2018 Annual Report	
ASPECT: CUSTOMER PRIVACY		
103-1, 103-2, 103-3	Privacy and information security	
418-1	Privacy and information security	
Rogers KPI	Well-founded complaints with the federal Office of the Privacy Commissioner	
ASPECT: SOCIOECONOMIC COMPLIANCE		
103-1, 103-2, 103-3	Customer service and transparency	
419-1	2018 Annual Report	

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