

Together, we'll make more possible

Rogers
Communications Inc.
—
2019 Corporate Social
Responsibility Report



At Rogers, being a good corporate citizen is at the very heart of our business. It was a value adopted by our founder, Ted Rogers, and continues to be lived by the Company today.

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A Message from our President and CEO

"Giving back and supporting the communities where we live and work has never been so critical as we navigate this unprecedented time..."

I would typically introduce this report by highlighting the meaningful impacts we have had in the past year on our economy, our communities, and the environment. While I will certainly touch on these important 2019 initiatives, I would like to first recognize our current circumstances and the profound impact they are having on reshaping the role and purpose of corporate social responsibility.

Giving back and supporting the communities where we live and work has never been so critical as we navigate this unprecedented time and face one of the greatest public health crises in generations. The COVID-19 pandemic has fundamentally changed how Canadians view businesses and governments. While the new normal continues to unfold and evolve, one thing is very clear – the expectations we have of ourselves and each other moving forward will be very different.

Since the onset of COVID-19, Canadians' views on the roles of government and businesses have changed, and this is

especially true for our industry. Canadians are relying on telecommunications and its critical services more than ever before, and we owe it to Canadians to ensure that we earn, keep and deepen this trust. The nature of our business and services brings us into the lives and homes of millions of Canadians, and this is a responsibility that we do not take lightly. The bar has been raised when it comes to corporate citizenship in the post-COVID world, and businesses across all sectors need to do more, think bigger, and consider a higher purpose.

We must not only ensure that we keep Canadians connected, informed and entertained, but continue to deepen and grow our contributions to the communities where we work and live. As we head towards full reopening and recovery following COVID-19, we know the economic impact will linger beyond the lifting of restrictions. That is why we are focused squarely on helping the most vulnerable in our communities through this crisis, and well afterwards. We will offer meaningful help to those who need it most by leveraging the power of our unique range of assets, our reach, and most importantly, our people. It is not only our responsibility, it is simply the right thing to do.



This year, 2020, as we celebrate our 60th anniversary in Canada, the culture that our founder Ted Rogers established is stronger than ever. Ted believed that every team member was part of the Rogers family, committed to taking care of each other, our customers and our community. This spirit lives on today across all parts of our organization and drives our efforts to give back and support our people, our customers, our communities and our planet.

In 2019, we took meaningful action on these commitments and together, we contributed more than \$60 million in cash and in-kind investments to help our communities thrive across Canada. We held our second annual Give Together Volunteer Days in June, volunteering 20,000 hours across 80 volunteer events coast-to-coast-to-coast, and raised \$2.1 million through our annual Give Together giving campaign. We had the opportunity to help some of the brightest young leaders across the country succeed in their educational aspirations through the 365 Ted Rogers Scholarships and 116 Ted Rogers Community Grants awarded in 2019. The majority of community scholarship recipients are Black, Indigenous and People of Colour (BIPOC) - 73% when averaged across the organizations with which we partner to administer the program.

Corporate social responsibility is an integral part of our long-term strategy. It helps guide our decisions, focusing on governance, our customers' experience, our employees' experience, our environmental

footprint, community investment, and Canada's economy. This report brings to life the immense impact the Rogers team is having to help our people, our customers and our communities thrive. Our economic and community impact is vast and far-reaching. From the suppliers we use, the networks we build, the content we create and the people we employ, we work hard each and every day to make our country stronger. I know that our team of 25,000 strong will meet the challenges in front of us head on and rise to the occasion, using their innovation, collaboration and heart that is second to none.

As we continue our corporate social responsibility efforts, we are not working towards a finish line, but an ongoing journey. Regardless of role and function, our entire team has a shared purpose to help Canadians move forward, together. Working together, let's rise to meet the new bar that has been set and continue to build on the legacy of our founder and write the next chapter in Rogers history.

My very best,



Joe Natale
President and Chief Executive Officer





Our People

Achieved **85%** company-wide engagement score - 5 points above North American best-in-class.

Invested more than **\$40 million** in employee programs.

Recognized by the **2019 Bloomberg Gender-Equality Index** for transparency in gender reporting.



Recognized with **10 employment awards** including one of Canada's Most Admired Corporate Cultures, one of Canada's top 100 Employers, and one of Canada's Best Diversity Employers.



Our Communities

Directly invested **\$14.1 billion** in the Canadian economy.

Supported **1,250 charities** through annual employee giving program.

4,259 employees volunteered **24,523** hours through our Employee Volunteer Program.

Donated more than **\$60 million** in cash and in-kind community investments to charities and non-profit organizations.

Highlights of our 2019 CSR achievements

We strive to do what's right for our people, customers, communities and planet

Increased our customer **Likelihood to Recommend** score across all lines of business.

First national wireless carrier to introduce worry-free unlimited data plans.

Reduced our total greenhouse gas emissions by **7%**.

Reduced our water consumption by **8%**.

Diverted **3,550 tonnes** of materials from landfill through reuse, recycling or donations to local charities.



Our Customers

Added **1,000 frontline team members** to serve customers better.



Invested in networks to give customers the best possible experience **Awarded "Best in Test"** for overall wireless experience by Umlaut, a global benchmarking leader. Awarded the **2019 Speedtest Award** for Canada's fastest Internet by Ookla™.



Our Environment



Toronto Blue Jays and Rogers Centre received MLB **'Green Glove' Award** for the highest waste diversion rate in the American League East.

Received a **BOMA BEST silver and gold award** for our 1 Mount Pleasant Road and 333 Bloor Street East buildings, respectively, in Toronto.

About this Report

Our Approach to
Corporate Social
Responsibility



Rogers is a proud Canadian company dedicated to making more possible for Canadians.

In 1960, Ted Rogers, our founder, launched Canada's first FM station at a time when AM radio dominated, and only 5% of listeners had FM receivers. With one bold move, Ted changed the communications landscape forever. From those modest beginnings we have grown to become a leading technology and media company that strives to provide the very best in wireless, residential, sports and media to Canadians and Canadian businesses from coast-to-coast. More information about Rogers' operations is available on [our website](#).


Our shares are publicly traded on the Toronto Stock Exchange (TSX: RCI.A and RCI.B) and on the New York Stock Exchange (NYSE: RCI).

We, us, our, Rogers, Rogers Communications, and the Company refer to Rogers Communications Inc. and its subsidiaries. RCI refers to the legal entity Rogers Communications Inc., not including its subsidiaries. Rogers also holds interests in various investments and ventures.

With 60 years of growth comes a corresponding responsibility to give back to the communities in which we live and work. The Rogers Corporate Social Responsibility (CSR) Report describes our social, environmental, and economic performance in Canada for the 2019 calendar year, focusing on what we believe matters most to our stakeholders.

Our Reporting Approach

This report summarizes our CSR work for 2019 and the progress we've made in addressing the material topics identified through our stakeholder engagement exercise. To guide our CSR reporting, we have used the Global Reporting Initiative (GRI) Standards. We self-declare that our 2019 CSR Report has been prepared in accordance with the GRI Reporting Standards core reporting requirements.



Our GRI Index makes it easy to locate information about how we are addressing topics and requirements contained in the GRI Reporting Standards. The GRI Index is separately available online as a downloadable [PDF](#).

Additional information about our programs and performance, and links to policies related to our material topics, is available on [our website](#). Stakeholders can also access a [Glossary of Terms](#) used throughout the Report, read featured stories, download past CSR Reports, and more.

Our CSR team is responsible for the collection and presentation of information provided in this report. We ensure that all content is accurate, has been authenticated by internal subject experts, and has been reviewed by management. All currency is in Canadian dollars unless otherwise stated. All information is as at or for the year ended December 31, 2019 unless otherwise indicated.

About Forward-Looking Information

This CSR Report includes "forward-looking information" and "forward-looking statements" within the meaning of applicable securities laws (collectively, "forward-looking information"), and assumptions about, among other things, our social, environmental, and economic performance in Canada. This forward-looking information and these assumptions include, but are not limited to, statements about our objectives and strategies to achieve those objectives, and about our beliefs, plans, expectations, anticipations, estimates, or intentions.

Forward-looking information typically includes words like could, expect, may, anticipate, assume, believe, intend, estimate, plan, project, guidance, outlook, target, and similar expressions, although not all forward-looking information includes them; includes conclusions, forecasts, and projections that are based on our current objectives and strategies and on estimates, expectations, assumptions, and other factors, most of which are confidential and proprietary and that we believe to have been reasonable at the time they were applied but may prove to be incorrect.

Readers are cautioned not to place undue reliance on forward looking statements as a number of factors could cause actual future results and events to differ materially from that expressed in the forward-looking information. Accordingly, this CSR Report is subject to the disclaimer and qualified by the assumptions and risk factors referred to in Rogers 2019 Annual Report and Rogers Second Quarter 2020 MD&A (which was issued on July 22, 2020), as filed with securities regulators at [sedar.com](#) and [sec.gov](#), and also available at [investors.rogers.com](#). The forward-looking information made in this CSR Report describe our expectations as of today and, accordingly, are subject to change going forward. Except as required by law, Rogers disclaims any intention or obligation to update or revise forward-looking information. All of the forward-looking information in this CSR Report is qualified by the cautionary statements herein.

Our Approach to Corporate Social Responsibility

At Rogers, we strive to do what's right for our people, our communities, our customers and our planet. Our economic and community impact is vast and far reaching and we have an immense responsibility to help our people, our customers and our communities thrive.

The commitment to do the right thing is built into our corporate values and touches every part of the business. Corporate Social Responsibility is an integral part of our long-term strategy and helps guide our decisions, focusing on our employees' experience, customers' experience, community investment our environmental footprint, governance and Canada's economy.

The world has shifted as a result of the COVID-19 crisis and the economic impact will linger well into the future. It has also fundamentally changed the relationships and trust that Canadians have with businesses and governments. Canadians now expect businesses to think bigger - to consider a higher purpose.

That is why as we continue our Corporate Social Responsibility journey, we will deepen and grow our contributions to the communities where we work and live, focusing on helping the most vulnerable in our communities. We will use everything at our disposal to support those most in need, leveraging the power of our unique range of assets, our reach, and most importantly our people.

Our Vision and Values

Our vision and our values are the glue that hold us together and the foundation of our success. Our vision is why we wake up every day and our values are the fundamental beliefs that guide us.

Our Vision

We connect Canadians to a world of possibilities, and the memorable moments that matter most in their lives.

Our Values

Our people are at the heart of our success.

Our customers come first, they inspire everything we do.

We do what's right, each and every day.

We believe in the power of new ideas.

We give back to our communities, and protect our environment.

We work as one team, with one vision.

Our Progress and Targets

Below is our progress compared to our targets and objectives.

Discussions on our results occur throughout this report.

◌ Independently assured in 2019

Key performance indicator	2019 objective	2019 results	2020 objectives
Good governance			
Percentage of employees trained in Rogers Business Conduct Policy	95%	96%◌	95%
Customer experience			
Percentage of complaints by Rogers Office of the Ombudsperson closed within 60 days	95%	99%	95%
Complaints accepted by the Commissioner for Complaints for Telecom-Television Services (CCTS)	Reduce our complaints from 2018 (2,258)	2,866◌	Reduce our complaints from 2019
Well-founded privacy complaints with the federal Office of the Privacy Commissioner	None	None	None
Employee experience			
Employee engagement score	Improve over 2018 (82%)	85%◌	Improve over 2019
Participation rate in the employee engagement survey	75%	85%◌	80%
Voluntary turnover rate	10% improvement from 2018 (13.6%)	14.6%◌	10% improvement from 2019
Percentage of employees who are women	Close gap to Labour Market Availability (LMA 48.4%)	37.4%◌	Close gap to LMA
Percentage of employees who are women (VP+)	Make improvements towards our 2021 target of 35% (2018 - 27.5%)	29.5%◌	Make improvements towards our 2021 target of 35%
Percentage of employees who are visible minorities	Meet or exceed LMA (LMA - 29.6%)	35.8%◌	Meet or exceed LMA
Percentage of employees who are visible minorities (VP+)	Make improvements towards our 2021 target of 20% (2018 - 15.8%)	14.7%◌	Make improvements towards our 2021 target of 20%
Percentage of employees who are Indigenous peoples	Make improvements towards our 2021 target of 1.5% (2018 - 0.9%)	0.9%◌	Make improvements towards our 2021 target of 1.5%
Percentage of employees who are persons with disabilities	Make improvements towards our 2021 target of 4% (2018 - 2.3%)	2.7%◌	Make improvements towards our 2021 target of 4%
Environmental responsibility			
Energy use	Reduce total energy use per million dollars of revenue from 2018	302 GJ per million dollars (up 7% from 2018)	Make improvements towards our 2025 targets
Scope 1 and 2 greenhouse gas emissions	Reduce total GHG emissions per million dollars of revenue from 2018	156,203 tonnes of CO ₂ e◌ (reduction of 7% from 2018)	Make improvements towards our 2025 targets
Customers who receive electronic bills	75%	78%◌	75%
Community investment			
Percentage of pre-tax profits donated to charities and non-profit organizations	1%	2.3%◌	2%
Employees who volunteered through Rogers Employee Volunteer Program	3,750	4,259◌	4,500
New subscribers for Connected for Success	4,000 additional subscribers	5,120	4,000 additional subscribers
Economy and society			
Percentage of competitive bid processes where the supplier agreed to our Supplier Code of Conduct and Business Conduct Guidelines	100%	100%	100%

In addition to these targets, we have two long-term environmental targets:

Key performance indicator	Target	Where we are	Year to meet target
Energy use	Reduce energy use by 10% by 2025, based on 2011 levels	4,547,381 GJ (21% increase from 2011)	2025
Scope 1 and 2 GHG emissions	Reduce Scope 1 and 2 emissions by 25% by 2025, based on 2011 levels	21% reduction from 2011	2025

Our People





Our People

Our people are at the heart of our success. We invest in our employees' growth and development and celebrate their diversity, while offering challenging and rewarding careers. We believe that what makes each of us unique makes us stronger and are building a high-performance culture where everyone feels they belong, and diversity of thought is embraced.

Talent Management

Why it's Material

In Canada, there is increasing competition to attract and retain strong candidates for highly skilled technology positions. Through continuous feedback from employee surveys and town halls, we have learned that investing in employee development programs continues to be a key driver in both engagement and personal career development.

Management Approach

One of our six company priorities is to “develop our people and a high

performance culture”. We strive to be the destination for today’s workforce and for the next generation. We aim to provide an inclusive and collaborative environment, where we develop our people, provide competitive compensation, and support our people in building a rewarding and challenging career. Our Chief Human Resources Officer oversees talent management, while the Human Resources Committee assists the Board of Directors in monitoring, reviewing, and approving compensation and benefit policies and practices.

Our performance trends	2019	2018	2017	2016
Total employees (<i>approximate</i>)	25,300	26,100	24,500	25,200
Employee salaries and benefits excluding payroll taxes (\$ in millions)	1,861	1,954	1,987	1,936
Employee engagement score	85% ^o	82%	79%	78%
Participation in the employee engagement survey	85% ^o	86%	85%	81%
Investment in training (\$ in millions)	43	43	51	59
Investment in training per employee (\$)	1,700	1,320	1,595	1,821
Voluntary turnover rate	14.6% ^o	13.6%	15.6%	14.1%
Internal placement rate	35.1%	36.9%	30.6%	31.9%

^o Independently assured in 2019.

Employee Engagement

Our annual company-wide employee engagement survey helped us understand how we moved the needle on employee experience in 2019 and where we could focus our efforts to continue to improve. Over 21,000 employees responded to the survey - a participation rate of 85%^o. We achieved a score of 85%^o, up three points from 2018 and 13 points since 2014. The engagement score is also five points above the North American best-in-class benchmark. In addition, engagement of our frontline team went up 4 points, reaching a record high of 85%.

In 2019, we saw steady improvements across many areas of the employee experience, especially our focus on the customer, vision of the future, and growth and development opportunities. Leveraging advanced analytics to understand our survey results, we identified four key areas of improvement: rallying our team around our purpose, values, and priorities; strengthening cross-functional collaboration; investing in personal growth and development; and making improvements in the employee experience for our frontline teams.





In 2019, employees completed more than **500,000** training and development sessions online and in person totalling more than **1 million** hours of learning and development

Training and Development

In 2019, we invested \$43 million in training, equal to our 2018 spend, which amounts to \$1,700 per employee. We have built a strong foundation across our training and development programs, which allowed us to focus on the continued evolution of our offerings.

We view our people's development as a mix of experiences, relationships, and formal training. Investing in development aligns to our company vision and values by building stronger teams and driving performance as a company. In 2019, key initiatives included launching advanced career development resources for all employees, such as a new learning experience platform; launching a Leadership Essentials program to support any employee interested in becoming a people leader; and continued expansion of our frontline training and development programs. In 2019, employees completed more than 500,000 training and development sessions online and in person totalling more than 1 million hours of learning and development.

Employee Retention and Internal Mobility

In 2019, voluntary turnover was 14.6%, up 1% from 2018. In addition, our internal talent mobility declined slightly from 36.9% to 35.1%. While we saw a slight negative change, these

two numbers, combined with our employee engagement scores, continue to demonstrate that the investments we are making in our development programs and our workplace are helping us to attract and retain our talent across all lines of business.

We have made significant improvement on turnover for hot skills teams in our digital and cybersecurity fields, which decreased year over year. We are helping our employees build skills to keep up with current trends in emerging technologies.

Total Rewards

The Rogers Total Rewards program helps attract and retain best-in-class talent and recognize employees for achieving winning results while demonstrating commitment to our corporate values. Total Rewards investment in our full-time and part-time employees, including salaries and benefits but excluding payroll taxes, in 2019 was \$1,861 million. The program includes health benefits, generous employee discounts, and a competitive wealth accumulation program that consists of pension plans, a share accumulation plan, a tax-free savings account, and a group RRSP. We regularly host financial learning and retirement planning sessions for our employees, along with quarterly webinars to promote our wealth accumulation program.

Rogers' Corporate Recognition Program, known as the Ted Rogers Awards in honour of our founder, recognizes employees who have displayed outstanding commitment to customers, created new benchmarks for success, led innovative initiatives, made impactful differences within their communities, or become ambassadors through public service excellence. In 2019, 71 individuals and 20 teams (which includes 558 team members) were recognized as winners of the Ted Rogers Awards.

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Creating a culture of inclusion where everyone feels they belong, and diversity is embraced, is core to who we are as a company.

Inclusion and Diversity (I&D)

Why it's Material

Creating a culture of inclusion where everyone feels they belong, and diversity is embraced, is core to who we are as a company. Inclusion extends beyond our employee practices – inclusion is in how we build our relationships with our customers, audiences, and communities. We also need to work to reflect the diversity of our country and to bring diversity of thought to our decision-making. People are most engaged and productive when they can bring their whole, authentic selves to work, in a collaborative, supportive, and respectful environment.

Management Approach

We embed equity, inclusion and diversity in our company values, from how we innovate to how we serve our customers. By encouraging open, honest dialogue and bringing difficult issues to the fore, we seek to foster an inclusive culture, engaging all employees at all levels across the organization. While we have made progress, we know we have more work to do on our Inclusion & Diversity journey. We are committed to continually improving our practices – raising awareness through discussion,

information sessions, offering tools and support, as well as more formal educational programming.

Rogers has an Inclusion and Diversity Council composed of leaders from across the business that is chaired by the President, TSC. The Council oversees the execution of our Inclusion & Diversity strategy and leads our efforts to foster and maintain an inclusive culture. Our strategy includes five focus groups: Women, Visible Minorities, Persons with Disabilities, Indigenous Peoples, and LGBTQ2S+. Our people are actively engaged in planning our programs. Teams of employees representing the five groups, and their allies, come together as Employee Resource Groups (ERGs) to deliver educational events, offer skill-building opportunities, and work on community sponsorships.

With the support of the Inclusion & Diversity Team, our Council and ERGs are able to access the expertise and financial resources to drive initiatives aligned to our strategy, vision, and values. Action plans for our focus groups are updated annually and may evolve if needed, while the strategic direction is reviewed and updated every three years.

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Our goals are to increase representation at the senior manager (VP+) level for women and visible minorities and increase representation overall for persons with disabilities, LGBTQ2S+, and Indigenous peoples.

We evaluate our Inclusion & Diversity approach in various ways, including:

- Representation of diverse groups in our workforce.
- Results of our Inclusion Index, which measures employee perceptions.
- External recognition and benchmarks, including labour market availability.

Our performance trends

Group	Position	Labour market availability ¹	Representation at Rogers			
			2019	2018	2017	2016
Women	Senior Managers (VP+)	27.6%	29.5% [⚡]	27.5%	26.5%	30.1%
	Overall	48.4 %	37.4% [⚡]	38.0%	38.4%	38.4%
Visible minorities	Senior Managers (VP+)	11.5%	14.7% [⚡]	15.8%	13.5%	13.4%
	Overall	29.6%	35.8% [⚡]	35.4%	34.6%	32.6%
Indigenous peoples	Senior Managers (VP+)	3.2%	0.0% [⚡]	0.0%	0.0%	0.0%
	Overall	2.0%	0.9% [⚡]	0.9%	0.9%	0.8%
Persons with disabilities	Senior Managers (VP+) and Middle and Other Managers	5.0%	2.1% [⚡]	1.6%	1.8%	1.3%
	Overall	9.1%	2.7% [⚡]	2.2%	1.6%	1.1%

¹ Labour market availability is based on 2016 census data for women, Indigenous peoples, and members of visible minorities and the 2017 Canadian Survey on Disability for persons with disabilities. The data refers to federally regulated employees.

[⚡] Independently assured in 2019.



In 2019, we continued our efforts to recruit and retain diverse candidates while fostering an inclusive culture at Rogers.

Our 2019 representation indicators across federally regulated employees are as follows:

- Reached 29.5% women in senior management positions (VP+), an increase of two percentage points from the previous year.
- A slight decrease in the percentage of visible minority employees in senior management (VP+) positions to 14.7% from 15.8% in 2018, and achieving 35.8% overall, which is above labour market availability.
- Maintained our percentage of Indigenous peoples employees at 0.9%.
- A 0.5 percentage point increase in persons with disabilities in management positions, and a 0.5 percentage point increase in employees with disabilities overall.

Engagement and inclusion levels have been increasing year over year. In 2019, the overall engagement score for Rogers was 85%^o and the inclusion score was 84%, representing a three and two percentage point increase, respectively, since 2018. The table below showcases the 2019 Engagement and Inclusion scores broken down by the designated groups.

Group	# of Respondents	2019 Engagement Score	2019 Inclusion Score
Indigenous Peoples	272	81%	79%
Persons with Disabilities	1,275	80%	76%
Visible Minorities	7,201	86%	85%
Women	7,289	87%	85%
LGBTQ2S+	883	81%	80%

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Key initiatives

In February 2019, we evolved our I&D strategy to focus on three pillars - our people, our customers, and our community. We created representation goals in the following areas - Women and visible minorities in executive level positions and persons with disabilities, LGBTQ2S+, and Indigenous peoples overall. This strategy was presented to our Executive Leadership Team and our Board, and was shared by our CEO with all employees, showcasing Rogers' commitment to diversity and inclusion. Rogers has nine business and functional units, each with their individualized representation goals.

Other key initiatives, organized by People, Customer, and Communities, include the following:

People

Continued to deliver Unconscious Bias workshops; over 700 director+ leaders across the company participated in 2019.

- Launched Women in Tech, a network dedicated to understanding and raising awareness around unique barriers faced by women in Science Technology Engineering and Math (STEM) and Rogers Women of Colour, a network of women professionals dedicated to understanding women's experience from an intersectional lens.
- In May 2019, we launched "Thrive Week", focused on increasing awareness around the importance of mental well-being. The campaign included an engaging video and 63 national events.
- New training offerings now include Indigenous cultural sensitivity workshops, inclusive hiring practices, and Transgender awareness training.
- In partnership with the Downie Wenjack Fund, we opened a new Legacy Space in

Toronto dedicated to raising awareness and understanding of Indigenous art, history, and culture. The Legacy Space is an opportunity for people to reflect on Indigenous history and take important next steps on the journey to reconciliation.

- Increased participation in Pride from Rogers/Fido, with over 1,000 marchers in 9 pride parades and at 10 lobby launches. Our CEO also marched in solidarity with parade participants.

Customer

- Developed a "Guide to Inclusive Customer Interactions" to introduce inclusive and unbiased customer service in retail and call centre environments.
- Made Canadian TV history when Sportsnet and the Aboriginal Peoples Television Network (APTN) when they aired the first national NHL broadcast in Plains Cree, in conjunction with a Rogers™ Hometown Hockey visit to Enoch Cree Nation. A three-year deal has been signed to broadcast a minimum of six Cree-language NHL on Sportsnet matchups each season.

Community

- Partnered to create the Sportsnet Diversity and Gender Equity Initiative at Ryerson University, which includes scholarships and year-round diversity workshops at the University.
- Launched the first ever national LGBTQ2S+ volunteer event across 4 different cities. In Toronto, 30 volunteers spent time at Casey House and created 4,000 harm reduction kits.
- Honoured with the Toronto Region Immigrant Council Mentorship Award for matching 100 skilled immigrant mentees with 100 Rogers mentors.

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Safety and Well-being

Why it's Material

At Rogers, our people are at the heart of our success. We are committed to protecting and enriching their safety and well-being, which is fundamental to our values.

Management Approach

Our Safety and Well-being Policy and leadership statement outline Rogers' strong commitment to the safety and well-being of our employees, contractors, visitors, customers, and volunteers and safety and well-being are integrated into operational and human resources processes.

We have continued to promote our safety and well-being brand "Thrive" and we offer extensive resources to

support safety and the mental, physical, and financial well-being of our employees and their families.

Our Health and Safety Executive Council, including senior executives from across the organization, oversees our strategy, programs, and performance. Our Policy Committee provides guidance and input into Rogers' national safety policies. Our Workplace Health and Safety Committees and Thrive volunteers at locations across the country support Rogers' safety and well-being programs and its employees at the local level. These committees help address safety concerns and opportunities and support the safe management of our facilities.

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Our performance trends	2019	2018	2017	2016
Work-related injuries:				
• Lost-time incident rate (<i>hours per 200,000 hours worked</i>)	0.40[⚡]	0.38	0.36	0.32
• Fatalities	-	-	-	-
Number of Workplace Health & Safety Committees across Canada	70	60	60	65
Number of Thrive Ambassadors and Primes across Canada	172	171	106	88
⚡ Independently assured in 2019.				

Performance

In 2019, our occupational lost-time incident rate was 0.40[⚡], an increase of 0.02 from last year. The main drivers of occupation-related absence at Rogers this year were slips, trip, and falls; ergonomic injuries; and contact/struck incidents. Each of these categories has been investigated by our safety and operations teams to identify root causes and corrective actions were implemented where necessary. To help identify and assess our risks, we conducted safety compliance audits that focused on top hazards, including work at heights, work in confined spaces, and occupant safety.

Key initiatives

In 2019, we continued to expand our integrated safety and well-being strategy with a number of key initiatives focused primarily on protecting and enriching our frontline staff, including:

- Made significant progress in management of risks related to Working Alone, Electrical Safety, Work Area Protection, Safe Driving, and Supervisor Safety Competence.

- Placed continued focus on supporting the mental well-being of our team members by offering additional employee-facing mental health supports, with a focus on our frontline and people leaders and by working to break down and reduce stigma by raising awareness.
- Launched Preparing for Emergencies training, an interactive, scenario-based virtual course for all employees.
- Developed comprehensive training and tools to help our teams work more safely and comfortably in our redesigned workspace.

We also continued to enhance our management of contractors, audited our compliance in key hazard areas, continued assessing and mitigating risk, further built the safety and well-being support capabilities of our managers and employees, and drove continued operational safety improvements.

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Our Customers



Our customers are at the centre of everything we do, and our priority is to provide Canadians with products and services that offer the best value and the best customer experience.



Our Customers

Our team strives to put our customers first in everything we do. We connect Canadians to a world of possibilities and the memorable moments that matter most in their lives.

Customer Service

Why it's Material

Every time a customer uses one of our services or contacts us, their experience affects all future interactions with our brands. Customers expect clear, simple, and fair transactions with us every single time, and it is our responsibility to deliver.

Management Approach

Our customers are at the centre of everything we do, and our priority is to provide Canadians with products and services that offer the best value and the best customer experience. We listen carefully to not just the voice of our customers, but to the voice of our frontline team members in order to gather insights to improve our customers' end-to-end experiences.

Each week, we highlight advances we've made and profile a unique customer story so that our people can celebrate the importance of continuous improvement.

We track customer experience through a number of metrics, including subscriber churn and Likelihood to Recommend (LTR). Our customer metrics are aligned to our compensation and account for 50% of our corporate bonus program. Our customer-facing teams report to our Chief Customer Officer, our President, Wireless, our President, Connected Home, and our President, Rogers for Business, all of whom report to our CEO.

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Our performance trends	2019	2018	2017	2016
Customer retention – Wireless monthly churn rate (postpaid)	1.11% [ⓘ]	1.10%	1.20%	1.23%
Customer retention – Wireless monthly churn rate (prepaid)	4.86% [ⓘ]	4.38%	3.48%	3.32%
Complaints reported to Rogers Office of the Ombudsperson	3,408 [ⓘ]	3,616	3,542	4,132
Percentage of investigations by Rogers Office of the Ombudsman closed within 60 days	99%	99%	99%	99%
Complaints accepted by The Commissioner for Complaints for Telecom-Television Services (CCTS) ¹	2,866 [ⓘ]	2,258	1,641	1,406

¹ Complaints measured from August 1 to July 31 annually; 2016 and 2017 include Rogers, Fido, Mobilicity, and Chatr complaints; 2018 and 2019 includes Rogers, Fido, and Chatr complaints.

[ⓘ] Independently assured in 2019.

Tracking our results

In 2019, we continued our journey to provide the best possible customer service, with some positive results and some areas where we need to improve:

- Our postpaid monthly churn remained stable at 1.11%.
- Customer complaints as reported to the CCTS grew by 27% while industry-wide complaints were up 35%.
- Complaints reported to the Office of the Ombudsman decreased by 6%. However, the number of investigations completed by the office increased by 26%, with 99.7% being closed within 60 days.

Complaints reported to the CCTS increased industry-wide in 2019, however our year-over-year growth in complaints continues to be below the industry average. Our share of total complaints to the CCTS decreased by 0.7 percentage points. The most common complaints reported to the CCTS related to incorrect charges and terms.

In 2019, we improved the Likelihood to Recommend (LTR) surveys to align with best-in-class survey experiences and increased our scores across all business units.

Key Initiatives

In 2019, we placed significant focus on creating a seamless experience one would expect from a best-in-class company.

Some of the key enhancements to our services in 2019 included:

- Brought more Canadians a superior IPTV service by migrating 326,000 subscribers to Ignite TV™ and expanded Ignite TV service across the entire Rogers cable footprint.
- Led the industry with the launch of worry-free unlimited data plans, and in the first 6 months, 1.4 million customers chose our *Rogers Infinite*™ plans.
- Announced a new customer solution centre in Kelowna, B.C. scheduled to open in the later half of 2020 to better

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serve customers across time zones.

- Introduced 24-month \$0 down, interest-free wireless device financing options to give customers more choice and transparency.
- Introduced *Rogers Pro On-the-Go™*, a new, personalized retail service that delivers and sets up wireless devices at a time and location that is most convenient for the customer.
- Launched Fido Data Overage

Protection, which pauses data usage when a customer's limit is reached so they can enjoy their wireless services worry-free.

- Invested in our IT infrastructure to improve system stability, decreasing customer-impacting minutes by over 80%.
- To give our customers the best wireless experience, we secured long-term spectrum licences covering areas across the country – spectrum that is a critical foundation for deploying 5G technology.

Network Leadership

Why It's Material

For 60 years our networks have helped power our nation, supporting people, communities and businesses from coast-to-coast. Our decades of investment have resulted in strong, reliable networks that are among the best in the world and will play a key role in fueling the country's future prosperity. The strength of our networks is more important than ever as we continue to connect Canadians to what matters most and support them in adapting to the changing world. We are on the cusp of an innovation shift with the launch of 5G – the next evolution in wireless that will change the way people live and work. We are ready to deliver on the promise of this

new technology that will help drive our country's global competitive advantage.

Management approach

Rogers is working on a multi-year program to bring 5G to Canadians through network investments and strategic partnerships to research, incubate, and commercialize made-in-Canada 5G technology. We have been focusing on making significant investments in spectrum to support the launch of a 5G network and rapidly growing wireless data usage. We have also focused on building capacity in regions across Canada. Our network team is led by our Chief Technology and Information Officer, who reports directly to our CEO.

Our performance trends	2019	2018	2017	2016
Capital expenditures (<i>in millions of dollars</i>)	2,807^o	2,790	2,436	2,352
Approximate percentage of Canadian population covered by Rogers LTE network	96%	96%	96%	95%

^o Independently assured in 2019.

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In 2019, Rogers was awarded "Best in Test" for overall wireless experience

by Umlaut, a global mobile network benchmarking leader, based on measurement testing conducted between May 6 and July 15, 2019. Rogers was also awarded the 2019 Speedtest® Award for Canada's Fastest Internet by Ookla, a global leader in fixed broadband and mobile network testing.

In 2019, we invested \$2,807 million* in capital expenditures, a 1% increase from 2018. The capital expenditures were primarily in Wireless and were a result of investments made to upgrade our wireless network. Throughout the year, we focused on improving our network in communities across Canada, in addition to enhancing and testing our network to be ready for 5G. We continued augmenting our existing LTE network with 4.5G technology investments that are also 5G-ready

Key Initiatives

- Partnering with experts from universities, businesses, start-ups and government so Canada can unlock the potential of 5G technology and lead in the digital economy.
- Announced close to \$20 million national investment in R&D and strategic partnerships at leading Canadian institutions including the University of British Columbia, Ryerson University, University of Waterloo and Communtech to incubate and commercialize and accelerate the adoption of 5G technology.
- Turned on the country's first 5G-powered smart campus at the University of British Columbia, which is serving as a testbed and blueprint for 5G innovation in Canada, looking at such applications as monitoring cars and traffic to develop smarter and safer cities, autonomous vehicles, machine learning, technology for use in robotics, farming and medical applications.

- Secured 600 MHz wireless spectrum licences in every province and territory to build a national 5G network for Canadians.
- Upgraded and enhanced our network in regions across the country, including British Columbia, Alberta, Saskatchewan, Manitoba, Nova Scotia, New Brunswick, Quebec and Ontario.
- Continued upgrading our hybrid fibre-coaxial infrastructure with additional fibre deployments and further DOCSIS technology enhancements to help deliver more bandwidth and an even more reliable customer experience.
- Worked with our 5G partner, Ericsson, to densify our network with small and macro cell sites and upgrade our 4.5G network with the latest technology.
- Partnered with Nisga'a Nation to bring wireless service to 1,200 residents in four communities in British Columbia.
- Launched Narrow-Band Internet of Things (NB-IoT) network technology in Canada, the first carrier to do so in the country.

In 2019, Rogers was awarded "Best in Test" for overall wireless experience by Umlaut, a global mobile network benchmarking leader, based on measurement testing conducted between May 6 and July 15, 2019. Rogers was also awarded the 2019 Speedtest® Award for Canada's Fastest Internet by Ookla, a global leader in fixed broadband and mobile network testing. These recognitions show that our investments are having a positive impact on connecting our customers.

Accessibility

We aim to make our products and services inclusive and accessible for our customers. We meet with accessibility advocacy groups to learn about the needs and concerns of the community, in addition to consulting internally with employees who have self-identified as having a disability.

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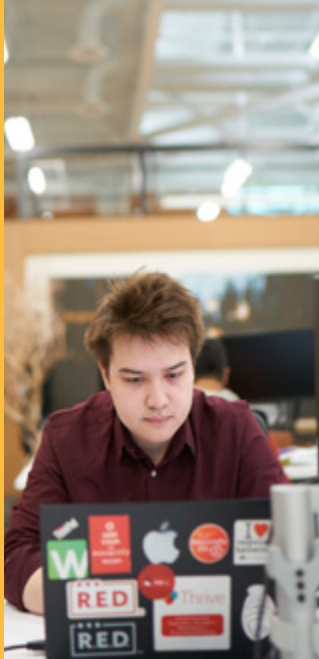
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For more information on current offerings, please visit the [Accessibility Services](#) section of our website.

Key Initiatives

- Offer a flat-rate monthly discount for Rogers and Fido wireless customers with hearing, speech, vision, and physical disabilities
- Describe and promote available services and discount on our Accessibility Services web page
- Expanded our Accessibility Services customer support team to include social media support and offered enhanced training for these teams
- Continued to consult with our employees who self-identify as having accessibility needs, asking them to try out our products and services and provide feedback on their usability. This valuable input helps us recommend the right devices to our customers with disabilities
- Continued the roll-out of Ignite TV, including launching the service in our cable footprint in Atlantic Canada, which has innovative features that significantly improve the accessibility of content: a voice-activated remote control lets users search and select content and easily turn on and off accessibility features like closed captioning and described video; a voice-guidance feature that, when activated, narrates what is on the screen allowing customers with vision disabilities the freedom to explore content by speaking what is on the screen, including details such as program descriptions. We describe and promote these features on our Accessibility Services website page and also offer a monthly discount for customers with disabilities.
- Introduced improvements to IP Relay, a free message relay service (MRS) for customers who have hearing and speech disabilities. IP Relay is available on the Internet and through a newly launched app.

For more information on current offerings, please visit the [Accessibility Services](#) of our website.

Product and Content Diversity

We are committed to reflecting the diverse fabric of our country by providing service to our customers in multiple languages and offering multi-cultural programming.

Across our communications business, we offer customer service and self-service through the Interactive Voice Response (IVR) system in French, English, Cantonese, and Mandarin. Self-service through our IVR system is a quick and easy way for customers to complete transactions on-the-go directly from their phones.

OMNI Television is Canada's largest multilingual and multicultural television broadcaster with a focused mandate to reflect the diversity of our audiences. OMNI Regional, a national specialty channel composed of four regional channels that is available on all digital basic television packages, delivers a wide range of locally produced and acquired programming in multiple languages, including daily national newscasts in Italian, Punjabi, Cantonese, and Mandarin, and current affairs programming.

In early 2019, Sportsnet and APTN teamed up to present Rogers Hometown Hockey in Cree, the first-ever national broadcast of an official NHL game in Plains Cree. The partnership has since been expanded to deliver more games over the next three seasons. OMNI Television, in partnership with Sportsnet, also broadcasts Hockey Night in Canada in Punjabi and *Blue Jays*™: Pinoy Edition, with production assistance from Sportsnet.

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Privacy and Cybersecurity

Why it's Material

Protecting and securing data is at the heart of creating trust and a meaningful relationship with our customers and employees. All organizations, including Rogers, need to be prepared to manage the increasingly sophisticated environment of cyber threats.

Management Approach

The Rogers Privacy Policy outlines our responsibilities and practices regarding the protection of the personal information of our customers and employees. All employees must undertake privacy training. They also receive annual Business Conduct Policy training, which highlights privacy

responsibilities and practices. Any suspected privacy breach must be reported to the Rogers STAR Hotline, where it is investigated and recorded for regulatory purposes.

Our Chief Privacy Officer oversees our compliance with the Privacy Policy and all applicable laws and responds to requests from law enforcement for customer data as compelled by law. Our SVP, Information Security is responsible for our Information and Cyber Security team and reports to our Chief Technology and Information Officer. Our Cyber Security team closely monitors emerging threats and continually introduces new controls to protect our customers.

Our performance trends

Well-founded privacy complaints with the federal Office of the Privacy Commissioner

2019

2018

2017

2016

-

1

-

2

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In 2019, we had one complaint that was discontinued by the Office of the Privacy Commissioner (OPC), the federal regulatory body that oversees privacy compliance. We also had 6 cases closed at the early resolution stage.

We take reasonable measures to ensure the security and privacy of the personal information in our custody and control. We have safeguards and processes in place to help protect it and to minimize the risk of unauthorized access. When we become aware of a suspected breach of privacy, we follow a strict protocol to manage the incident quickly and effectively. This involves an internal investigation, assessment, and mitigation strategies to minimize the risk of a future incident.

We work with suppliers, governments, other telecommunications providers, and industry partners to help make our networks safe and secure. In addition, every device we sell meets Government of Canada standards and is certified for use in Canada.

Key initiatives

- Updated the Rogers Customer Privacy Policy.
- Created an Employee Privacy Policy.
- Enhanced the privacy resources on Rogers.com to include additional information for our customers about how we manage their privacy.
- Developed an internal company-wide online privacy hub.
- Updated the content of the annual mandatory employee privacy training.
- Implemented a robust data privacy governance framework, which includes guiding principles for responsible data use.

Advocacy and Engagement

Rogers remains actively engaged in external privacy developments, both with the government and through participation in industry associations and initiatives. In 2019 Rogers provided insights into Innovation, Science and Economic Development Canada's (ISED) review of the Personal Information Protection and Electronic Documents Act, the private sector privacy law that governs us. We submitted comments to ISED's consultation on Strengthening Privacy for the Digital Age - Proposals to modernize the Personal Information Protection and Electronic Documents Act. Further, we provided comments to various Office of the Privacy Commissioner (OPC) projects, including the consultation on "Transfers for processing" and the call for "Proposals for ensuring appropriate regulation of artificial intelligence".

Rogers is also a member of the Steering Committee of the Canadian Anonymization Network (CANON), a network of large-scale data custodians whose primary purpose is to promote anonymization as a privacy-respectful means of leveraging data for economic and socially beneficial purposes.

Rogers is also a member of the Canadian Marketing Associations Privacy and Data Committee, and Chair of the Canadian Wireless Telecommunications Association Privacy and Security Committee.

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“Giving back and being part of the community where we live, work, and raise our families is a testament to who we are as an organization and who we are as a team. Together, I know we can make a meaningful difference in our communities across the country.”

- Joe Natale, President and CEO

Our Communities

Great companies are also great corporate citizens. We have a responsibility to give back and to harness all the assets we have at our disposal to help the collective good. We must also evolve how we support our communities based on need. Moving forward, we are committed to supporting the most vulnerable

among us who will be particularly hard hit by the pandemic, even as the economy begins to recover. Being a strong, socially responsible leader in communities across Canada means thinking bigger and considering a higher purpose.

Why it's Material

We have been a part of Canadian homes and communities for 60 years. Giving has been a key part of Rogers culture since Ted Rogers first founded the company. Our more than 25,000 team members across the country embody that generosity of spirit and want to be part of a company that gives back in meaningful ways and provides them with opportunities to support the communities in which they live and work.

Management Approach

One of our strategic priorities is to be a strong, socially responsible leader in

our communities across Canada and we work with community partners to develop meaningful programs.

We use corporate citizenship benchmarks established by Imagine Canada, with a target to commit at least 1% of our net earnings before taxes to charities and non-profit organizations. Our Corporate Donations and Sponsorship Policy ensures that all donations are aligned with our community investment strategy. The Rogers Employee Volunteer Program and our Volunteer Policy allow employees to take one paid day off per year to volunteer at the charity of their choice.

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Corporate Community Investment

Our performance trends (In millions of dollars, except percentages)	2019	2018	2017	2016	2015
Cash donations	10.4	10.0	7.3	4.3	7.5
Regulated community investment – cash donations	1.6	1.3	2.1	2.2	1.8
Total cash donations	12.0*	11.3	9.4	6.5	9.3
Community investment – in-kind donations	34.7	36.8	32.6	29.4	27.6
Regulated community investment – in-kind donations ¹	17.5	17.6	22.0	26.5	28.7
Total in-kind donations	52.2*	54.4	54.6	55.9	56.3
Total community investment	64.2*	65.7	64.0	62.4	65.6
Percentage of pre-tax earnings donated to charities and non-profit organizations	2.3%*	2%	3%	5%	4%

¹ Equal to the value of operating our Rogers TV community stations, which air local programming that promote local events and charities. It is a condition of licence for broadcasting entities and therefore considered regulated community investment.

* Independently assured in 2019.

In 2019, Rogers donated \$64.2 million* in cash and in-kind community investments to charities and non-profit organizations. We also continued our community investment through our Ted Rogers Scholarship Fund and our Ted Rogers Community Grants. We committed 2.3%* of our net earnings before taxes to charities and non-profit organizations, more than doubling the Imagine Canada benchmark.

Ted Rogers Scholarship Fund

Since 2017, we've provided more than 300 Ted Rogers Scholarships annually for students entering their first year of post-secondary education. In 2019, we provided 215 employee scholarships and 150 community scholarships across the country. Every Ted Rogers Scholarship recipient chosen through our community partners receives \$2,500 per year for their entire program,

while the children and dependants of our employees may be eligible to receive a \$2,500 scholarship towards their first year of study. Since the program's beginning, we have awarded close to 1,000 scholarships to youth to pursue their dreams across 10 provinces. Recipients are chosen based on their dedicated community leadership.

Ted Rogers Community Grants

Rogers has partnered with organizations across the country that provide innovative, entrepreneurial, and community leadership programming for youth. Since its launch in 2017, Rogers has provided 258 grants of \$10,000 or more to Canadian youth organizations. These grants are provided to help amplify existing programs that focus on inspiring youth to graduate from high school and pursue post-secondary education.

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Ted Rogers Scholarship Fund Partners

Big Brothers
Big Sisters

Boys and Girls
Clubs

YMCA

Children's Aid
Foundation

True Patriot Love
Foundation

Right to Play

Toronto
Community
Housing

Jays Care
Foundation

Power to Be

Pflag

Qmunity

The 519

GRIS Montreal

Indspire

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Our four national partners and the programs we support

Junior Achievement Canada: Rogers is proud to support the company program across Canada, which provides students in grades 10 to 12 a unique opportunity to develop and run their own entrepreneurial venture. Over a four-month period, students learn what risks and rewards come with owning a business, and how to build positive relationships with the community.

Actua: Rogers has partnered with Actua to support two national innovative youth STEM (science, technology, engineering, and math) programs. The National Indigenous Youth in STEM (InSTEM) program incorporates current research and commonly accepted practices in educational pedagogy and Indigenous approaches to education and community engagement. The program works with youth through school workshops and summer camps. We also support their National Girls Program, which inspires girls and young women to fulfill their critical role as leaders in STEM. Hands-on all-girls programs encourage their engagement in STEM fields like engineering and computer science where

women continue to be underrepresented.

Canada Learning Code: The Ted Rogers Community Grants program will help expand Teens Learning Code to support 5,000 learners over the next three years. By supporting Teens Learning Code Hackathons, we can ensure more participants work together to build a tool that leverages the power of technology to make real change in their community. More teens can also gain the skills and confidence, through hands-on workshops, mentorship from industry experts, and peer collaboration, to become creators, and not just consumers, of technology.

Youth Science Canada: Rogers has partnered with Youth Science Canada to support 103 regional science fairs for innovative youth across Canada. The Canada-Wide Science Fair brings together the country's top young scientists in grades 7-12. Youth Science Canada introduced the Ted Rogers Innovation Award at all regional science fairs throughout the spring of 2019. The awards were presented to students with entrepreneurial spirit and a project with commercial potential.



“Soul fulfilling to be able to participate and give back within our communities with my friends and family and makes me feel proud to work for Rogers.”

Kiki Tsitlakidi,
Portfolio Manager,
Rogers for Business, and
employee champion

Other Community Investment

In addition to the above programs, we supported multiple community programs and charitable events.

Examples included:

- Funding the “Ready for School” program at Maple Leaf Sports and Entertainment’s LaunchPad for children and youth in the Moss Park Community in Toronto, providing them access to innovative educational programming, valued at \$100,000 per year.
- Raising \$10 million across Canada through our Jays Care Foundation for programs and facilities that support physical activity, education, and life-skill development among Canadian youth.
- Devoting \$52.2 million to in-kind giving. This includes the value of public service announcement (PSA) airtime on our radio and television stations for charities and non-profit organizations to promote their causes or events. Through the airing of PSAs and on-air segments on Rogers tv™, we promote local charities and community events in our cable footprint.
- Supporting our communities in their time of need during natural disasters and terror-related events.
 - › During the flooding in New Brunswick, we provided loaner phones to Red Cross volunteers, rocket sticks to emergency shelters, and a \$50,000 donation to the Canadian Red Cross, which supported relief efforts.
 - › Our teams, many personally impacted by flooding, also jumped in to volunteer their time by helping residents move their belongings from flooded areas, filling sandbags, and helping with clean up efforts.

Employee Giving and Volunteerism

Our performance trends	2019	2018	2017	2016	2015
Employees who volunteered through Rogers Employee Volunteer Program	4,259 [⚡]	3,679	1,800	1,136	787
Volunteer hours invested by Rogers employees	24,523 [⚡]	20,354	11,700	7,384	5,116

[⚡] Independently assured in 2019.

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Employee Volunteering

In 2019, we had 4,259^{*} employees participate in the Rogers Employee Volunteer Program, a 15.8% increase from 2018. The program offers employees one paid day off annually to volunteer at an organization that matters to them. We attribute the steady increase to the continuation of our giving and volunteering portal that was launched in 2018 and our annual Give Together Volunteer Days, which saw greater numbers in 2019 than in 2018, its first year.

Our Give Together Volunteer Days are a real pride builder for Rogers as we bring employees and their families together for a weekend in June to support local

communities and increase regional engagement. Collectively, we helped more than 80 community organizations across the country over a single weekend. Together, we helped strengthen and brighten communities from coast-to-coast-to-coast.

"It was an incredible experience - I volunteered with my son Connor alongside my colleagues and their friends and family. There was a huge sense of pride felt by everyone working together in the community wearing those great red t-shirts."

Stephen Hayes, VP, Business Development, Rogers for Business, and Chair, Rogers Mosaic

Highlights from our Give Together Volunteer Days in 2019



1,340

trees, shrubs, and wildflowers planted in seven communities



800kg

of garbage and litter collected



10,000

back packs stuffed for 10,000 kids



25 kids

community centres and camps refurbished and ready



10

community gardens refreshed

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Employee Giving

We value our people and are proud to support the charities that matter most to them. Our Third Annual Give Together Month enabled employees to donate to the charity of their choice, with Rogers matching up to \$1,000 per employee. Employees could give to as many charities as they wanted throughout the month. In 2019, we kicked off the campaign with a special concert hosted by Alan Doyle, lead singer of Great Big Sea and founder of A Dollar a Day Foundation,

which raises funds for charities that support mental health. A Dollar A Day is an affordable yet impactful way to help programs for mental illness and addiction by simply donating one dollar every day. Through our Give Together Month in November, Rogers raised \$2.1 million through employee donations and corporate match and event dollars, and we are proud to announce we were able to support over 1,200 unique charities across the country.

Supporting Canadian Content

Our performance trends (In millions of dollars)	2019	2018	2017	2016
Funding provided to support Canadian film and television production through the Rogers Group of Funds	25.3	18.5	26.8	28.8

We are committed to telling great stories by Canadians, and for Canadians. As a nation it's important that we see products that reflect who we are as a people, our values, our environment, our issues of the day and the broad range of experiences and points of view that make up our society.

In 2019, we supported 90 productions in English and French with \$25.3 million in funding. This funding helped producers create new and original Canadian content for both film and television.

Additionally, we sponsored Canadian film and television festivals, including the Vancouver International Film Festival, Banff World Media Festival, and Hot Docs Canadian International Documentary Festival. We also continued our sponsorship with the Rogers Best Canadian Film Award, one of the richest arts awards in the country. In 2019, the \$100,000 cash prize from the Toronto Film Critics for best Canadian Film went to “The Body Remembers When the World Broke Open” filmmakers Kathleen Hepburn and Máijá Tailfeather. The \$50,000 Rogers Audience Award at Hot Docs for Best Canadian Film went to “Prey” filmmaker Matt Gallagher.

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Digital Inclusion

Why it's Material

The Internet provides access to information, education, and the world around us, yet many Canadians don't have access to it or lack the skills to use it effectively. The Rogers *Connected for Success*[™] program is about bringing more Canadians online by offering reliable Internet at an affordable price.

Management Approach

As one of Canada's largest Internet and wireless service providers, we know that our networks play a key role in keeping Canadians connected to so they can

work, learn, and stay in touch with family and friends. Our approach to network investments is covered in the Network Leadership and Innovation section of this Report.

Our signature program, Connected for Success, offers broadband Internet to those living in non-profit housing for \$9.99 per month. In addition to this program, Rogers also participates in Connecting Families, a low-cost Internet initiative launched by the Government of Canada.

Our performance trends	2019	2018	2017	2016
New participants for Connected for Success	5,120	5,212	3,758	2,832

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“Someone gave me a recycled laptop last summer and I then requested from Rogers their Connected for Success option. I so appreciate being able to be in touch with people. I am 73 and live alone in Toronto Community housing, so for me, the connection has been awesome.”

Patrick, Connected for Success customer

Helping More Canadians Get Online

We believe that connecting Canadians to the digital world helps them thrive both at school and work, setting them up for future success. For some, that connection also serves as a lifeline to the outside world and an important way to connect with friends and family. Rogers is committed to finding ways to close the digital divide and help provide support for those who need it the most.

In 2019, 5,120 households joined our Connected for Success program, which provides affordable internet to those in need, bringing the total households who have signed up to the program to about 25,000. Available within our cable footprint in Ontario, New Brunswick, and Newfoundland, we expanded the program to 335 community housing partners in 2019.

In 2018, we became a proud participant in Connecting Families, an initiative launched by the Government of Canada that enables more Canadians to sign-up for broadband Internet for \$9.99 per month. This program is available to qualifying families who are receiving the maximum Canada Child Benefit through the Canadian government. In 2019, 1,935 customers signed up for the Connecting Families program through Rogers.

Through Connected for Success and Connecting Families, Rogers continues to provide access to online tools that benefit Canadians. From seniors, to people with disabilities, to households with youth, we are helping bridge the digital divide to create a more inclusive digital world.

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Investing in the Canadian Economy and Society

Economic Performance

Why it's Material

Technology companies like Rogers contribute to the very fabric of our country's economic and social well-being. We purchase goods and services from companies across Canada and invest in our networks to help businesses thrive and people connect. We pay taxes and government fees. We employ 25,300 Canadians, and in turn, our suppliers employ people to serve our business.

Management Approach

The Board oversees Rogers' overall economic performance, while the Finance Committee of the Board reviews matters relating to the Company's investment strategy and debt and equity structure.

We monitor our economic performance by tracking our economic value distributed, taxes paid, and measuring our economic footprint across the country.

Total Economic Footprint

Our Performance trends	2019	2018	2017
Jobs (annual FTE)	70,395	70,728	71,895
Total economic footprint	\$22.3 billion	\$22.6 billion	\$18.8 billion
Impact on GDP	\$10.8 billion	\$11.0 billion	\$9.5 billion

The impacts of our business extend beyond the walls of our offices – they extend to our suppliers, the communities in which we operate, and the purchasing power we enable through the people we employ. In 2019, our total economic impact in Canada was \$22.3 billion from our direct, indirect, and induced economic activity. We enabled employment of 70,395 Canadians through

our activities, including the 25,300 individuals directly employed by Rogers. Our indirect and induced economic impacts include the activity of our suppliers, their suppliers, and the impacts resulting from consumer spending by our employees and those businesses stimulated by our direct and indirect expenditures.

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Economic Value Generated and Distributed

Our performance trends (In millions of dollars)	2019	2018	2017	2016
Direct economic value generated:				
Revenue	15,073	15,096	14,143	13,702
Economic value distributed:				
Operating costs	6,509	6,708	6,385	6,296
Employee salaries, benefits, and stock-based compensation (excluding payroll taxes)	1,861	1,954	1,987	1,936
Shareholders and providers of capital:				
Dividends paid ¹	1,016	988	988	988
Interest paid ¹	779	726	735	756
Taxes paid and other government payments ¹	1,127	1,070	1,185	998
Capital expenditures	2,807	2,790	2,436	2,352
Community investments	10	11	9	7
Total economic value distributed	14,109[Ⓢ]	14,247	13,725	13,333

¹ Certain items are presented on a cash basis because it is more relevant to the stakeholders.
[Ⓢ] Independently assured in 2019.

Our economic value generated was \$15,073 million in 2019, almost unchanged from 2018. Total economic value distributed decreased to \$14,109 million[Ⓢ] in 2019.

Some of the key elements to our economic value include:

- Continued to deliver solid returns to shareholders in 2019 through the payment of \$1,016 million in cash dividends.
- Paid \$1,861 million in salaries, benefits, and stock-based compensation in 2019, with benefits including health benefits, a Company-matched share purchase plan, and pension payments
- Paid \$1,127 million in taxes and other government payments, an increase of 6.9% from the prior year.
- Invested \$2,807 million[Ⓢ] in capital expenditures, primarily in our cable and wireless networks.


As outlined below, the total cost to Rogers of taxes and other government payments in 2019 was \$1,127 million. We also collected, on behalf of the government, \$1,957 million in sales taxes on our products and services and \$618 million in employee payroll taxes. For further information on our approach to tax management, please see our 2019 Annual Report.



Taxes Paid and Other Government Payments

<i>(In millions of dollars)</i>	Income taxes	Sales taxes	Payroll taxes	Broadcast, spectrum, and other regulatory fees ¹	Property and business taxes	Total
Canadian Federal Government	228.6	-	88.0	531.6	5.9	854.1
British Columbia	11.1	7.1	1.8	-	4.8	24.8
Alberta	18.7	-	0.1	-	6.4	25.2
Saskatchewan	0.6	-	-	-	0.2	0.8
Manitoba	2.3	0.5	0.2	-	0.7	3.7
Ontario	120.0	0.7	36.9	-	21.1	178.7
Quebec	11.0	0.3	8.4	-	8.1	27.8
PEI	0.1	-	-	-	-	0.1
NF	1.1	-	0.3	-	1.5	2.9
NS	1.3	-	0.1	-	0.5	1.9
NB	3.8	-	0.5	-	1.1	5.4
Foreign	1.6	-	-	-	-	1.6
Total	400.2 	8.6	136.3	531.6	50.3	1,127.0

¹ Includes an allocation of \$252 million relating to the \$3.3 billion, \$24 million, and \$1.7 billion we paid for the acquisition of spectrum licences in 2014, 2015, and 2019, respectively.

 Independently assured in 2019.

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Procurement and Supply Chain

Why it's Material

Our operations impact people, products, and materials in our supply chain in Canada and internationally. The products we buy include those for our communications business, our media business, and corporate and internal operations. It is imperative that we manage these supplier relationships with rigour so we can make a positive and sustainable impact in our global supply chain while mitigating any potential risks. We do not have a specific policy to purchase products only from Canada, as many of the devices and customer premise equipment we sell to customers can only be sourced from international companies.

Management Approach

We approach our impact in the supply chain through sound management systems, governance, and through learnings from key partnerships. We use performance monitoring and audits to ensure our suppliers adhere to our

Supplier Code of Conduct, which sets our expectations of suppliers in terms of ethical, social, labour, health and safety, and environmental behaviours. Our Procurement and Supply Chain team uses industry-accepted practices to select high-quality suppliers and provide a fair and transparent bid process.

Our Supplier Council, composed of Rogers executives, manages our supplier governance and ensures a unified supplier management strategy across the organization. Our Senior Vice President, Corporate Finance chairs our Supplier Council and our supplier selection processes.

Through our membership in the Joint Audit Cooperation (JAC) – a group of 17 global telecom companies that share common suppliers - we share audit findings allowing us to better manage sustainability among our suppliers.

Our performance trends (In millions of dollars)	2019	2018	2017
Number of responses to our Ethical Procurement Questionnaire	103	83	50
Number of suppliers audited by Rogers	6	4	5
• Tier 1 Supplier location ¹	1	2	n/a
• Tier 2 or 3 Supplier Location ¹	5	2	n/a
Number of suppliers audited through the Joint Audit Cooperation	124	134	89
Number of workers impacted by Rogers Supplier Audits	5,596	11,300	9,093
Number of workers impacted by Joint Audit Cooperation Supplier Audits	304,703	264,000	94,815
Number of certified diverse suppliers Rogers had spend with ¹	26	23	n/a
Cumulative total spend with certified diverse suppliers ¹	\$38	\$41	n/a
¹ Indicator introduced in 2018.			

Upholding our Values

Our Ethical Procurement Practices (EPP) Framework and Survey continues to evolve and expand as we include more suppliers to evaluate based on their policies, actions, and progress related to environment, human rights, diversity, labour practices, health and safety, ethics, privacy, and data protection. It allows us to ensure the suppliers we deem as highest risk are upholding our values and the standards set forth in our Supplier Code of Conduct.

Some key figures of our 2019 EPP survey include:

- The number of suppliers who received our EPP survey has increased by over 200% since 2017.
- The response rate to our EPP survey has reached 80% in 2019, an increase of 34% from 2017.
- Nearly half of our respondents met our threshold of 70% and we made the remaining respondents aware of their non-compliance while providing feedback on how to enhance their operations.

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Joint Audit Cooperation

In 2019, JAC members collectively conducted a total of 124 audits on suppliers ranging from Tier 1 to Tier 4. These audits led to positive impacts for 304,703 workers globally.

Rogers contributions to those numbers in 2019 included:

- Conducting six onsite audits in 2019, impacting 5,596 workers.
- Obtaining two Responsible Business Alliance (RBA) Validated Audit Program results.
- Putting greater focus on performing audits further into the supply chain, including two Tier 2 and three Tier 3 manufacturing facilities located in various regions of China.
- Identifying 34 corrective action plans and successfully collaborating with audited sites to close 31 of those.

We furthered our commitment to sustainability by partnering with other operators within JAC to establish a Climate Change Task Force. The aim of the Climate Change Task Force is to develop requirements for key JAC suppliers to set science-based targets to help reduce carbon emissions through the implementation of a multi-year plan based on best practice sharing and an effective change management plan and an effective communications program.

Modern Slavery in Supply Chains

Rogers Supplier Management contributed to a joint study by researchers at the Schulich School of Business, the Shareholder Association for Research and Education, and World Vision Canada on the issue of modern slavery in supply chains. The official report, entitled "[The straight goods: Canadian business insights on modern slavery in supply chains](#)", was released on May 23, 2019.

Circular Economy

In 2019, Rogers made significant efforts to support our circular economy initiatives by employing the following strategies to avoid nearly 1,000,000 lbs of our network equipment from going to the landfill:

- Redeployed 1,076 pieces of baseband and radio unit equipment.
- Recycled 636,515 lbs of network and other equipment.
- Resold over 5,500 pieces of equipment weighing over 224,085 lbs.

Supplier Diversity


In 2019, we continued to build on our Supplier Diversity Program, specifically focusing on community investment.

This was achieved by:

- Increasing the total number of certified diverse suppliers Rogers had spend with from 23 in 2018 to 26 in 2019.
- Spending \$38 million with certified diverse suppliers.
- Maintaining our corporate memberships with Women Business Enterprises Canada, Canadian Aboriginal & Minority Supplier Council, Canada's LGBT+ Chamber of Commerce, and Canadian Council for Aboriginal Business.
- Promoting our belief in supplier diversity by sponsoring several events in 2019, such as the CAMSC Business Achievement Awards Gala, CGLCC LGBT+ Global Business Summit, WBE: Breakfast with Brands Tech Event, and WBE 10th Annual Conference and Gala.



Our Environmental Responsibility



Our Environmental Responsibility

Rogers' commitment to the environment is embedded in our culture and company values. Environmental protection and climate change risk mitigation underscore many of our numerous business activities. Whether it be management of our real estate assets, our cell tower infrastructure, our media business, or our Rogers for Business products and services, we manage our environmental risk through committed resources, policies, and programs.

Our strategy is to reduce our environmental footprint, manage our environmental risks, and promote environmental awareness and engagement with all our stakeholders. Our Environmental Policy outlines our environmental standards and management approach. In order to meet our goals,

we focus on the areas where we have the greatest impact – primarily energy use and associated GHG emissions, and waste.

Our Environmental Management System (EMS), designed in compliance with ISO 14001, outlines our environmental management, risk mitigation, and compliance requirements across all our business activities. Our environmental governance structure is supported by our Energy Executive Council and Environmental Compliance Committee, both composed of cross-functional senior representatives across Rogers. Our VP, Corporate Real Estate oversees Rogers Corporate Environmental Program and provides updates to the Executive Leadership Team on a regular basis.

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Energy Use and Climate Change

Why it's Material

The continually growing demand for faster Internet speeds and the required expansion of our wireless network, enhancement of technologies, and supporting infrastructure requires energy. A resulting by-product, in the form of GHG emissions, has implications contributing to climate change. We recognize that climate change is an increasingly important consideration in all businesses, including the telecommunications business. Failure of climate change mitigation and adaptation efforts could affect our business through potential disruption of our operations or supply chains, damage to our infrastructure, and the effects on the communities we serve.

Management Approach

In the design and consideration of our environmental protection activities, our teams consider not only legislation across Canada, but also leading best practices as supported by the Information and Communications Technologies industry, the UN Sustainable Development Goals, the Paris Agreement, and international benchmarking entities.

Rogers annually identifies risks at the business unit level that may impact our strategic, operational, financial, and regulatory/compliance objectives and

goals, including any risks related to climate change implications.

Each year since 2006, Rogers has assessed the performance of our energy use and carbon emission across our operations. This is primarily used to evaluate the effectiveness of our energy reduction programs and the associated GHG emissions. We disclose both indicators to our stakeholders and for corporate reporting purposes. Our calculation of GHG emissions follow the World Resources Institute Greenhouse Gas Protocol methodology, and emission factors applied are based on the latest Canadian National Inventory Report, prepared annually by the Government of Canada.

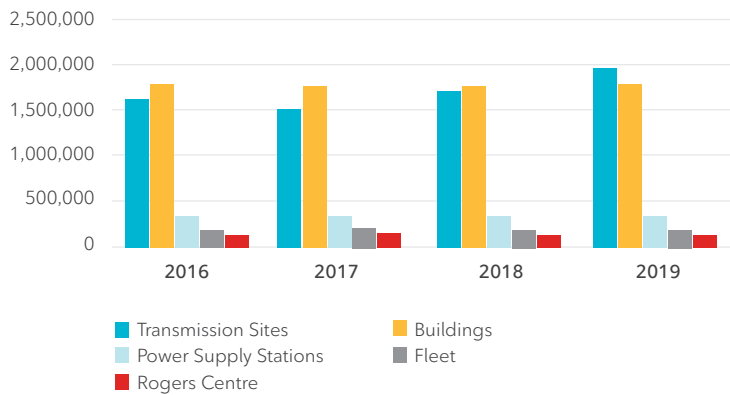
Included in our annual GHG and energy use assessment are our office buildings and retail stores, cell transmission sites, power supply stations, data centres, fleet, employee travel and commuting, and the operations of the Toronto Blue Jays and Rogers Centre.

We have established targets for the reduction of both our GHG emissions and energy use against 2011 baseline levels. By December 31, 2025, we aim to reduce Scope 1 and Scope 2 GHG emissions by 25% and energy use by 10%.

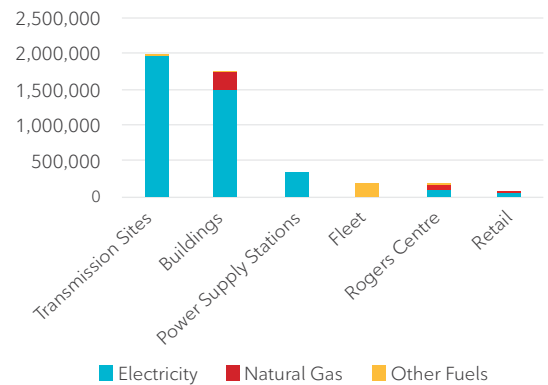
Energy performance

In 2019, our total energy use was 4,547,381 GJ¹, a 7% increase from 2018. This growth is primarily attributed the growth of our network, where our transmission sites' energy use has grown by 15% due to the significant upgrades we've made to our network.

Energy Use (GJ)



2019 Energy Profile (GJ)

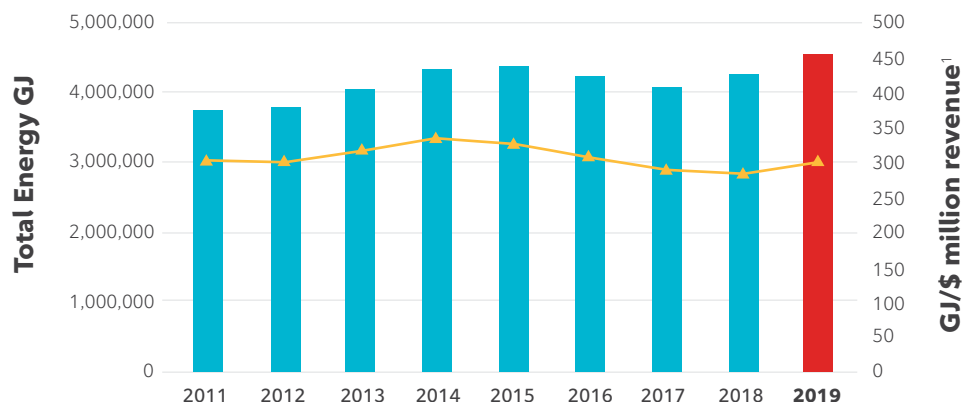


In 2019, our transmission sites represented 44% of our total energy use, followed by our buildings (40%), power supply stations (8%), and the Rogers Centre (4%).

Relative to our energy reduction target, we have increased our energy use by 21% from our 2011 base year. Due to the significant growth since 2011, this target will be extremely challenging to meet. As a result, our Energy Executive Committee will

be reviewing this target and examining the use of potential new targets that are more meaningful to account for our business.

While our energy use continues to increase, our company-wide revenue in 2019 was relatively flat from the previous year; therefore, our energy use was 302 GJ per million dollars of revenue, a 7% increase from 2018.



¹ Approximately 67% of our energy calculations are from actual data, with the remaining based on estimations using industry-accepted standard Independently assured in 2019.

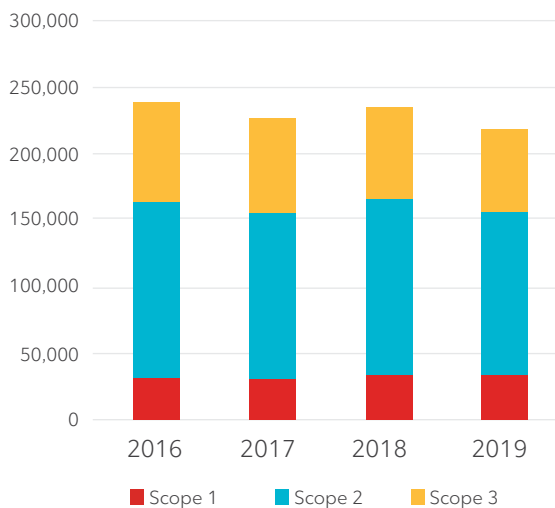
Greenhouse Gas Emissions Performance

In 2019, we had 218,892 tonnes of CO₂e in total GHG emissions, a reduction of 7% from 2018. Our Scope 1 and 2 emissions decreased by 6%. Our Scope 3 emissions were reduced by 9% from 2018. The Scope 3 reduction was a result of continued lower paper use.

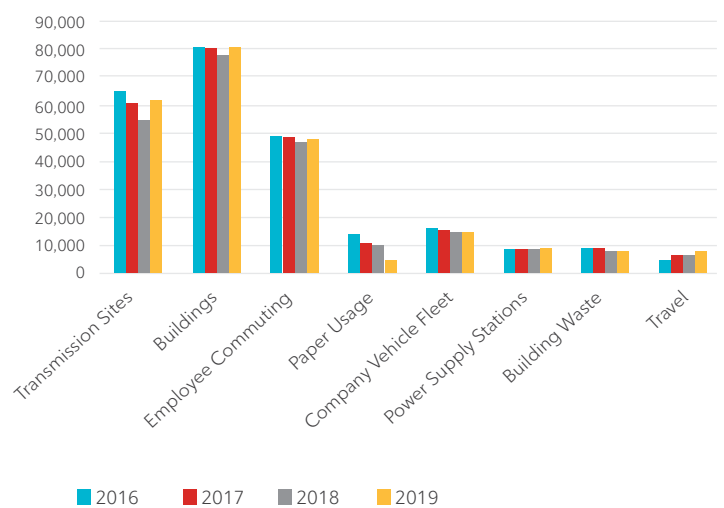
Our reductions from last year were made to the following categories:

- Scope 1: direct energy sources such as fuel combustion that include natural gas, gasoline, diesel, propane, and heating oil (3% reduction).
- Scope 2: indirect energy sources, such as electricity used to power our networks and offices (7% reduction).
- Scope 3: other indirect emissions sources from our downstream activities, such as employee business travel and employee commuting (9% reduction).

GHG emissions (Tonnes CO₂e)



GHG Emissions Profile (Tonnes CO₂e)



In 2019, our total GHG emissions intensity was 14.5 tonnes of CO₂e per million dollars of revenue, a reduction of 7% from 2018.

Relative to our GHG emissions reduction target, we have achieved a 21% reduction from our 2011 base year. Therefore we are just 4% away from reaching our 25% target.

In 2019, buildings, including offices, retail stores, and the Rogers Centre, composed the largest portion of our total emissions (33%). Emissions from our transmission sites (28%) were the second highest source, followed by employee commuting (20%), our company vehicle fleet (7%), and other emissions (8%).

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Reduction initiatives

Despite our efforts, reducing our energy use continues to prove challenging due to increasing consumer use of our wireless and cable networks. Each year, we invest in many projects and technologies aimed to improve energy efficiency across our operations.

Key Initiatives



Office Buildings

- Implemented many energy reduction measures and demand management strategies, such as adjusting set point temperatures, equipment runtimes, etc., identified through several retro-commissioning studies and energy audits.
- Completed LED lighting retrofits at 15 buildings and 61 corporate and dealer retail stores.
- Promoted greener options for our employees by offering EV charging stations; in 2019, we expanded these to our Brampton location and our Toronto head office.



Cell Sites

- Continued to implement Free Air Cooling (FAC) across our wireless cell sites to reduce power consumption and maintenance cooling systems. To date, FAC has been implemented at 1,800 cell sites (430 in 2019).
- Raised set point temperatures at over 1,000 wireless cell sites, to reduce run time hours of air conditioner units.
- Retrofitted the lighting at 50 cell sites to LED lights, part of a multi-year program.



Data Centers
and Cable
Headends

- Decommissioned legacy equipment, including physical and virtual servers.
- Deployed cooling optimization strategies across seven facilities to further improve efficiencies.
- Maintained our LEED certification at our Cochrane data centre utilizing VERTIX DX units for free-air cooling.



Fleet
Operations

- Replaced 244 less efficient vehicles in 2019 and downsized 82 vehicles to smaller and more efficient vehicles. Since 2010, 741 vehicles have been replaced, reducing fuel consumption by over 2.5 million litres and 5,000 tonnes of CO₂e.
- Retrofitted close to 1,500 vehicles with power inverter systems and auxiliary batteries, with an estimated 10% reduction in fuel use.



IT & Internal
communications
systems

- Deployed collaborative technologies that have reduced the need for business travel. In 2019, our tools enabled:
 - › 155,000 video conferences (125,978 hours);
 - › 428,000 content sharing sessions and 130 million instant messages through Skype for Business;
 - › 260,000 messages sent through Yammer; and
 - › 202 Corporate livestream events.



Waste Reduction

Why it's Material

We generate waste in all aspects of our business operations and through the lifecycle of our products and services and that of our supply chain, most significantly office and electronic waste. As waste naturally increases with business growth, the ongoing management of all sources of waste is critical, and we continuously look at new ways to divert our consumables from landfill through reuse and recycling best practices.

Management Approach

We promote a culture of environmental stewardship, encouraging all to participate in our objective of recycling 70% of our office waste and 100% of our e-waste, while ensuring all business operations find ways to limit their production and disposal of waste.

In 2019, we continued to expand our data collection to ensure we have a complete picture of the waste produced across our operations. We also focus on moving toward digital workplace technology, communicating waste separation best practices with employees, and fostering stronger collaboration with our supply chain partners, all to maximize the materials diverted from landfill.

We also promoted waste reduction and participation in our recycling programs across the company. We continue to expand the rollout of our Get Up & Get Green program, our centralized waste/recycling units to facilitate the sorting of materials while increasing recycling with our employees. During 2019, we implemented an additional 82 centralized units, bringing the program to 1,037 units across Canada.

As part of our ongoing workplace transformation efforts since 2015, we have collected over 3,700 tonnes of materials requiring disposal. We have been able to divert 96% (or 3,550 tonnes) of the materials from landfill through reuse, recycling, or donations to local charities. During this same period, our employees also digitized approximately 8.8 million sheets of paper (with originals recycled), and our overall print volume has been reduced by 58%.

In 2019, we generated 9,393 tonnes of waste materials across our operations, an increase of 5.6% (over 500 tonnes) from 2018. With this increase in materials generated, our waste diversion rate decreased slightly from 58% in 2018 to 56%, although recycled materials increased by over 40 tonnes.

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Key Initiatives

- Reduced our total paper use by 48% from 2018, primarily attributed to the sale of our publishing business in early 2019. In other parts of the business, we continue to make great progress.
 - › Paper used for our marketing and communications was reduced by 30%.
 - › Paper used for billing was reduced by 10%.
 - › Paper used internally increased by 8%, however this still represents an 82% reduction from 2011, when we first began tracking our company-wide paper use.
- Converted a total 78% of our customers to e-billing (up from 68% last year), to further reduce paper needed for sending customers' bills.
- Participated in a zero-waste program specific for building HVAC filters, resulting in recycling 932 filters.
- Recycled 1,474 tonnes of e-waste through our wireless device and technology recycling/resale program.
- Recycled 22,000 litres of oil and 2,633 tires when our fleet underwent maintenance last year.
- Donated almost 20 tonnes of leftover food waste from events and Toronto Blue Jays games at the Rogers Centre to Second Harvest, used to support various

community organizations across Toronto.

- Increased the use of recyclable or biodegradable containers offered by our food vendors and encouraged our people to use reusable dishes and utensils. Our food suppliers also participate in food programs, which aim to recover nutritious, unsold food before it becomes waste and distribute it to community organizations.

Water Management

At Rogers, we believe that protecting the world's limited fresh water supply continues to be an imperative and only through conservation efforts can we hope to sustain our shared ecosystem. We continue to implement initiatives and engage our employees to help us reduce water usage. Our primary water usage is for employee needs, such as washrooms and kitchens on our premises.

In 2019, we used 243,573 cubic metres of water, an 8% decrease from 2018 and a 24% decrease from 2016. We can attribute some of this reduction to the installation of high-efficiency water fixtures and appliances in our buildings, as well as the implementation of water-efficient landscaping.



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Spills and Releases

Governed by our EMS, we adhere to all applicable environmental protection legislation and regulations. Our EMS outlines how we mitigate our risk of spills and releases and how we manage them when they happen.

To limit our risk, we continued to decommission HVAC units that contained R-22, a restricted ozone-depleting substance. We manage and maintain our equipment to the manufacturers' recommended standards, but at times, failures occur that result in the release of identified hazardous substances into the atmosphere or onto the ground. As soon as such failures occur, we take immediate action to ensure the protection of our

employees, suppliers' personnel, and the natural environment. After each occurrence, we determine the root cause and determine actions to prevent future similar releases.

In 2019, Rogers had the following spills and release incidents:

- 2 Level 3 spills, which are reportable to Environment and Climate Change Canada within 24 hours and are greater than 100 kg.
- 90 Level 1 spills, which are less than 10 kg and not reportable to Environment and Climate Change Canada.

In 2019, 1 Mount Pleasant Road and 333 Bloor Street East, both in Toronto, were successful in achieving BOMA BEST Silver and Gold, respectively. The BOMA BEST Sustainable Buildings certification recognizes excellence in energy and environmental management and performance in commercial real estate and is Canada's largest environmental assessment and certification program for existing buildings.

In 2019, the Toronto Blue Jays and the Rogers Centre received the MLB "Green Glove" Award for the highest waste diversion rate in the American League East.



Product Responsibility

Why it's Material

Our products need to uphold our promise to our customers and to reflect the society we live in. They need to be accessible to all and have minimal impact on the environment.

Management Approach

We comply with all relevant safety regulations and codes, we have programs and teams to manage and advise on our accessibility offerings, and we operate stewardship programs to manage the proper disposal and recycling of our used

products. Through our Media division, we strive to reflect diverse communities and we have policies and standards in place to guide us in producing accurate and fair news on all platforms. Given our diverse product offerings, product responsibility is managed across our company. Accessible products and services and product takeback are overseen by our Legal and Regulatory team, working together with our Wireless and Connected Home teams, while topics such as editorial independence are managed by our Media business unit.

Our performance trends	2019	2018	2017	2016
Devices collected and processed for reuse and recycling	131,502 [ⓘ]	133,784	181,773	144,806
[ⓘ] Independently assured in 2019.				

Product takeback

In 2019, we collected and processed 131,502[ⓘ] wireless devices for reuse and recycling, a 2% decrease from 2018. We believe this decrease was due to the multiple ways customers can now recycle their device – whether through their municipality or other retailers. In addition, we collected 339,287 kg of cable products for refurbishment or recycling.

We collect used devices and accessories through both the Rogers Trade-Up and FidoTrade programs, which offer customers credit towards a new phone. We also collect phones that have no value.

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Good Governance

Rogers takes pride in our proactive and disciplined approach to ensuring that our governance structure and practices instill confidence in our shareholders.

Why it's Material

As a major, publicly traded company operating in Canada, we have a duty to have strong governance and ethical procedures and policies across all areas of our business in order to maintain the trust of our stakeholders.

Management Approach

We are committed to sound corporate governance and we regularly benchmark ourselves against other industry leaders. Our Business Conduct Policy outlines how we act as a

company, and the Rogers STAR Hotline helps alert management of any potential unethical and/or corrupt behaviour.

Our Board has a Corporate Governance Committee, which continually reviews Rogers' governance practices and benchmarks them against acknowledged leaders and best practices. As at December 31, 2019 half of the directors were independent, while as of our 2020 Annual General Meeting of Shareholders a majority of our directors are independent.

Our performance trends	2019	2018	2017	2016
Female representation on the Board of Directors	33%	33%	31%	33%
Percentage of employees trained on Rogers Business Conduct Policy	96%*	98%	98%	96%
Number of material KPIs independently assured for this report	26	26	27	27

* Independently assured in 2019.

In 2019, 96%* of our employees completed our Business Conduct Policy training, including 100% of our executives, our Board, and employees in our Finance division. We conduct this training every year to ensure our employees understand the high standards to which we expect them to adhere.

We update our Business Conduct Policy training annually to keep up with current issues. We also ensure we use plain language, to ensure that our people understand their commitments as an employee.

Rogers is committed to diversity and inclusion at all levels of the company, including at the Board level.

The Board has adopted a formal gender diversity policy to re-affirm its commitment to diversity and to ensure that the Board is meeting one of its objectives for strong female representation on the Board. The key provision of this policy is to ensure that the Nominating Committee reviews overall composition of the Board and potential nominees with gender diversity as an important consideration. We are a member

of 30% Club Canada, which asks members to achieve the goal of at least 30% female representation on their Board of Directors.

Anti-Corruption and Whistleblowing

Our Business Conduct Policy and related annual training educates employees on what is considered unethical or corrupt behaviour, including fraud, theft, privacy breaches, unethical practices, or any other inappropriate behaviours. Employees are encouraged to bring forward any violation or suspected violation of applicable law or regulations, or any concerns about potential business and/or financial misconduct regarding the Company's accounting practices, financial controls, or the safeguarding of its assets, through their managers or the Rogers STAR Hotline. The Rogers STAR Hotline is an anonymous tip line with each report confidentially handled. When a tip is received, it is investigated and assessed, and action is taken as needed.

Risk Governance and Management

The Board has overall responsibility for risk governance and oversees management in identifying the key risks we face in our business and in implementing appropriate risk assessment processes to manage these risks. The Audit and Risk Committee of the Board discusses key risk policies with management and the Board and assists the Board in overseeing our compliance with legal and regulatory requirements.

Our Enterprise Risk Management (ERM) program uses the "3 Lines of Defence" framework to identify, assess, manage, monitor, and communicate risks. Our business units and departments, led by the Executive Leadership Team, are the first line of defence and are accountable for managing the risks. Together, they identify and assess key risks, define controls and action plans to minimize these risks, and

enhance our ability to meet our business objectives. Our ERM team is the second line of defence, helping management identify the top risks to meeting our business objectives, evaluate our risk appetite, identify emerging risks, and provide advice in managing risks. Our Internal Audit department is the third line of defence. Internal Audit evaluates the design and operational effectiveness of the governance program, internal controls, and risk management.

Risks Affecting our Business

There are risks and uncertainties that could have a material adverse effect on our business and financial results. See the "Risks and Uncertainties Affecting Our Business" section of our 2019 Annual Report and the "Updates to Risks and Uncertainties" section of our Second Quarter 2020 MD&A for more information.

Management Oversight of CSR

Our CSR Governance Committee oversees CSR activities, sets and approves sustainability targets, and approves the CSR Report. The CSR Governance Committee met once in 2019, and the CSR team continued to liaise with the committee members throughout the year on an individual basis. The CSR Governance Committee approved our 26 assured KPIs and worked with senior leaders and our Disclosure Committee on the approval of our 2019 CSR Report. We believe the assured KPIs are the most meaningful KPIs for monitoring our progress. We will continue to evaluate the use of these indicators annually.

Day-to-day management of corporate social responsibility rests with our CSR team, which reports to our Chief Communications Officer. The team works with senior leaders from relevant business units and our CSR Governance Committee.



GRI and Materiality



GRI Compliance

To guide our CSR reporting, we have used the GRI Reporting Standards. We self-declare that our 2019 CSR Report has been prepared in accordance with the GRI Reporting Standards' core reporting requirements.

Data Measurement

Our CSR team is responsible for the collection and presentation of information provided in this report. We ensure that all content is accurate, has been authenticated by internal subject experts, and has been reviewed by management. All currency is in Canadian dollars unless otherwise stated. All information is as at or for the year ended December 31, 2019 unless otherwise indicated.

Operating Environment and Boundary

The information and key performance indicators provided in this Report are related to Rogers Communications Inc. and its subsidiaries. Rogers operates in Canada as a national wireless service provider, with television, Internet, and home phone service in areas of Ontario, New Brunswick, and

Newfoundland. The company's multimedia offerings include 55 radio stations, 29 local TV stations, 23 conventional and specialty television stations, podcasts, digital and e-commerce websites, and sporting events. We also own the Toronto Blue Jays Baseball Club. Over 99% of our employees are located within Canada.

We operate in a regulated environment. Our business, except for the non-broadcasting operations of Media, is regulated by two groups: ISED Canada, on behalf of the Minister of Innovation, Science and Industry; and the Canadian Radio-television and Telecommunications Commission (CRTC), under the Telecommunications Act (Canada) and the Broadcasting Act (Canada).

Given this operating environment, some sustainability impacts related to our business are within our control, while some extend beyond our control. For those within our control, we measure them and provide at least one key performance indicator for each material topic.

Stakeholder Engagement

Our stakeholders are directly or indirectly affected by our business and our actions, such as our customer service, our tower locations, our employee programs, or our position on policy matters.

We have many channels for listening and communicating with our key stakeholders. The topics we discuss depend on the interests of the stakeholder

and the information we look to gather about ourselves. We use this feedback to improve our business and sustainability performance. We provide information throughout this Report about how we address these concerns. The following chart shows the ways in which we engaged with our stakeholders in 2019 and the topics that impact, or are of interest to, our stakeholders.

Stakeholder group	Ways we engaged in 2019	Key issues raised in 2019	Associated material topic
Customers	<ul style="list-style-type: none"> Improved Likelihood to recommend surveys 	Customer service	Customer service and transparency
	<ul style="list-style-type: none"> Expanded Ignite TV footprint 	Clarity	Customer service and transparency
	<ul style="list-style-type: none"> Launched wireless unlimited data plans 	Network reliability	Network leadership and innovation
	<ul style="list-style-type: none"> Announced new customer solution centre 	Product innovation and investment	Network leadership and innovation
	<ul style="list-style-type: none"> Introduced Rogers Pro On-the-Go 	Product takeback	Product responsibility
	<ul style="list-style-type: none"> Consumer outreach 	Accessibility, diversity	Product responsibility
	<ul style="list-style-type: none"> Network investments 	Privacy and data security	Privacy and information security
	<ul style="list-style-type: none"> Problem resolution process 		
	<ul style="list-style-type: none"> Rogers Office of the Ombudsperson 		
Employees		Training and development, internal mobility, career progression	Talent management
		Inclusion	Inclusion and diversity
	<ul style="list-style-type: none"> Employee engagement survey 	Internal collaboration	Talent management
	<ul style="list-style-type: none"> Team and one-on-one meetings 	Tools and training to help serve customers	Customer service and transparency Talent management
	<ul style="list-style-type: none"> Inclusion & Diversity training 	Compensation and benefits	Talent management
	<ul style="list-style-type: none"> Development planning and performance reviews 	Workspace	Talent management
	<ul style="list-style-type: none"> Town halls 	Health and safety	Safety and well-being
	<ul style="list-style-type: none"> Investment in training & development 	Inclusion and diversity	Inclusion and diversity
	<ul style="list-style-type: none"> Intranet and executive vlogs 	Volunteerism	Community giving
	<ul style="list-style-type: none"> Yammer 		
	<ul style="list-style-type: none"> Rogers STAR Hotline 	Opportunities to be socially and environmentally responsible	Community giving Energy use and climate change Waste reduction Paper
	<ul style="list-style-type: none"> Ted Rogers Awards 		

Stakeholder group	Ways we engaged in 2019	Key issues raised in 2019	Associated material topic
Environment groups	• Meetings with environmental consultants and groups	Climate change mitigation strategies and results	Energy use and climate change
	• Employee participation and awareness	Electronic and office waste management	Waste reduction
	• Memberships	Water use	Waste reduction
	• Conferences and events		
Local communities & non-profits	• Partnerships and outreach	Community investment	Community giving
	• Donations and Sponsorships	Employee giving and volunteerism	Community giving
	• Ted Rogers Scholarship Fund	Disaster relief	Community giving
	• Ted Rogers Community Grants		
	• Employee volunteerism	Media partnerships and support	Community giving
	• Memberships	Access to broadband	Digital inclusion
	• Community consultations		
Suppliers	• Requests for Proposal, Request for Information processes	Supplier selection	Procurement and supplier management
	• Interactions with Rogers' procurement team		
	• Site visits to supplier factories and offices	Ethical sourcing	Procurement and supplier management
	• Supplier survey		
	• Audits		
Government, NGO'S, associations, & media	• Dialogue with government officials and regulators	Consumer issues	Customer service and transparency
		Governance, business ethics, regulatory compliance	Governance and ethics
	• Participation in CRTC hearings and public consultations	Economic impacts and contributions	Economic performance
	• Dialogue with non-governmental organizations	Social and health impacts of our products	Product responsibility
	• Industry association memberships	Accessibility	Product responsibility
	• Conferences and forums	Access to broadband	Digital inclusion
	• Media relations		
Shareholders & investors		Return on investment	Economic performance
	• Investor calls and events	Long-term, sustainable growth	Economic performance
	• Meetings/feedback sessions with investor groups		
	• Surveys, consultations	Sound corporate governance	Governance and ethics
		CSR management and reporting	Governance and ethics

Our Material Topics:

Below is a summary identifying where we believe our organization has impacts, either within Rogers or externally.

Material Topic	Boundary
Governance and ethics	Rogers, suppliers
Customer service	Rogers, customers
Network leadership and innovation	Rogers, suppliers, customers
Product responsibility	Rogers, suppliers
Privacy and information security	Rogers, suppliers, customers
Talent management	Rogers
Inclusion and diversity	Rogers, Suppliers
Safety and well-being	Rogers, suppliers
Energy use and climate change	Rogers, suppliers, customers
Waste reduction	Rogers, suppliers, customers
Community giving	Rogers, customers
Digital inclusion	Rogers, customers
Economic performance	Rogers, suppliers, government
Procurement and supplier management	Rogers, suppliers

External Assurance Statement



Independent Limited Assurance Report to Rogers Communications Inc.

We have been engaged by the management of Rogers Communications Inc. (Rogers) to undertake a limited assurance engagement, in respect of the year ended December 31, 2019, on certain quantitative performance information disclosed in the 2019 Corporate Social Responsibility Report (the Report) as described below.

Selected Indicators and Applicable Criteria

The scope of our limited assurance engagement, as agreed with management, comprises the following Selected Corporate Social Responsibility (CSR) Indicators and Selected Greenhouse Gas (GHG) Indicators (collectively, the “Selected Indicators”).

Selected CSR Indicators	
Governance	
<ul style="list-style-type: none"> Percentage of employees trained in Business Conduct Policy (%) 	
Customers	
<ul style="list-style-type: none"> Percentage of employees trained in Business Conduct Policy (%) 	<ul style="list-style-type: none"> Devices collected and processed for reuse and recycling (number)
<ul style="list-style-type: none"> Complaints reported to Rogers Office of the Ombudsperson (number) 	<ul style="list-style-type: none"> Capital expenditures (\$)
<ul style="list-style-type: none"> Complaints accepted by the Commission for Complaints for Telecom-Television Services (CCTS) (number)Policy (%) 	
Employees	
<ul style="list-style-type: none"> Employee engagement score (%)(number) Policy (%) 	<ul style="list-style-type: none"> Voluntary turnover rate (%)
<ul style="list-style-type: none"> Participation rate in the employee engagement survey (%)(number)Policy (%) 	<ul style="list-style-type: none"> Women employees overall and in senior manager roles (%)
<ul style="list-style-type: none"> Visible minority employees overall and in senior manager roles (%) 	<ul style="list-style-type: none"> Indigenous employees overall and in senior manager roles (%)
<ul style="list-style-type: none"> Persons with disabilities overall and in senior manager roles (%)(number)Policy (%) 	<ul style="list-style-type: none"> Lost-time incident rate
Environment	
<ul style="list-style-type: none"> Direct and indirect energy use (GJ) 	<ul style="list-style-type: none"> Customers who receive electronic bills (%)
Community	
<ul style="list-style-type: none"> Community investment – cash (\$) 	<ul style="list-style-type: none"> Volunteer hours (number)
<ul style="list-style-type: none"> Community investment – in-kind (\$) 	<ul style="list-style-type: none"> Employee who volunteered through Rogers Employee Volunteer Program (number)
<ul style="list-style-type: none"> Pre-tax profits donated to charities and non-profit organizations (%) 	
Economy & Society	
<ul style="list-style-type: none"> Economic value distributed (\$) 	<ul style="list-style-type: none"> Income taxes paid (\$)
Selected GHG Indicators	
Environment	
<ul style="list-style-type: none"> Scope 1 and 2 GHG emissions (tonnes CO₂e) 	

The Selected Indicators, contained within the Report and denoted by the symbol[®], have been determined by management on the basis of Rogers' assessment of the material issues contributing to Rogers' CSR and GHG performance and most relevant to their stakeholders.

There are no mandatory requirements for the preparation, publication or review of CSR performance metrics. As such, Rogers applies its own internal reporting guidelines and definitions for CSR reporting in preparing the Selected CSR Indicators which can be found in the [Glossary of Terms online](#). The Selected GHG Indicators contained within the Report have been prepared by management in accordance with the accounting requirements of the World Resources Institute/ World Business Council for Sustainable Development Greenhouse Gas Protocol (the GHG Protocol). These collectively represent the 'applicable criteria'.

Management's responsibilities

Management is responsible for the preparation and presentation of the Selected CSR Indicators in accordance with Rogers' internal reporting guidelines and definitions for CSR reporting, and of the Selected GHG Indicators in accordance with the accounting requirements of the GHG Protocol, both current as at the date of our report. Management is also responsible for determining Rogers' objectives in respect of sustainability performance and reporting, including the identification of stakeholders and material issues, and for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived. Management has chosen to prepare the Report in accordance with the Global Reporting Initiative's Sustainability Reporting Standards Core Option. Information on management's approach to CSR reporting can be found in the section "About this Report" on page 6 of the Report.

Our responsibility and professional requirements

Our responsibility in relation to the Selected Indicators is to perform a limited assurance engagement and to express a conclusion based on the work performed. We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) Assurance Engagements Other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board, and ISO 14064-Part 3:2006 Specification with Guidance for the Validation and Verification of Greenhouse Gas Assertions. Both ISAE 3000 and ISO 14064-Part 3:2006 require that we plan and perform our procedures to obtain limited assurance about whether the Selected Indicators are presented fairly, in accordance with the applicable criteria, in all material respects. ISAE 3000 requires that we comply with applicable professional standards, including International Standard on Quality Control 1.

Assurance approach

We planned and performed our work to obtain all the evidence, information and explanations we considered necessary in order to form our conclusions as set out below. A limited assurance engagement consists of making inquiries, primarily of persons responsible for the preparation of the Selected Indicators, and applying analytical and other evidence gathering procedures, as appropriate. Our procedures included:

- Inquiries of management to gain an understanding of Rogers' processes for determining the material issues for Rogers' key stakeholder groups;
- Inquiries with relevant staff at the corporate and business unit level to understand the data collection and reporting processes for the Selected Indicators; Rogers' key stakeholder groups;

- Where relevant, performing walkthroughs of data collection and reporting processes for the Selected Indicators;
- Comparing the reported data for the Selected Indicators to underlying data sources;
- Inquiries of management regarding key assumptions and, where relevant, the re-performance of calculations; and,
- Reviewing the Selected Indicators presented in the Report to determine whether they are consistent with our overall knowledge of, and experience with, the CSR and GHG performance of Rogers.

The extent of evidence gathering procedures performed in a limited assurance engagement is less than that for a reasonable assurance engagement, and therefore a lower level of assurance is obtained.

Independence, quality control and competence

We have complied with the relevant rules of professional conduct/code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

The engagement was conducted by a multidisciplinary team which included professionals with suitable experience in both assurance and in the applicable subject matter including environmental, greenhouse gas, social, governance and financial aspects.

Inherent Limitations

Non-financial information, such as that included in the Report, is subject to more inherent limitations than financial information, given the characteristics of significant elements of the underlying subject matter and the availability and relative precision of methods used for determining both qualitative and quantitative information. The absence of a significant body of established practice on which to draw allows for the selection of different but acceptable measurement techniques, which can result in materially different measurements and can impact comparability. The nature and methods used to determine such information, as described in management's internally developed criteria, may change over time, and it is important to read Rogers' reporting methodology available in the [Glossary of Terms online](#).

Our conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that for the year ended December 31, 2019, the Selected CSR Indicators, as described above and disclosed in the 2019 Corporate Social Responsibility Report, have not been prepared and presented, in all material respects, in accordance with Rogers' internal reporting guidelines and definitions for CSR reporting, or that the Selected GHG Indicators for the year ended December 31, 2019, as identified above and disclosed in the 2019 Corporate Social Responsibility Report, have not been prepared and presented, in all material respects, in accordance with the accounting requirements of the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol, as at the date of our report.



Chartered Professional Accountants, Licensed
Public Accountants
August 14, 2020
Toronto, Canada

We invite your feedback and questions about this CSR Report.
Please email us at csr@rci.rogers.com.

Discover more about our corporate social responsibility at rogers.com/csr.

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