

2023 Sustainability and Social Impact Report

152	About Sustainability and Social Impact Reporting	162	People and Communities
153	Our Approach	162	Safety, Well-Being, and Labour Relations
153	Shared Value Creation	162	Talent Attraction and Development
153	Material Areas of Impact	163	Diversity, Equity, Inclusion and Belonging
156	Target Performance	163	Indigenous Community Relations and Socio-Economic Investment
156	Environmental Leadership	164	Social Impact of Products and Services
156	People and Communities	166	Responsible Management
157	Responsible Management	166	Data Privacy and Security
157	Sustainability and Social Impact Governance	166	Business Ethics and Open Internet Access
158	Risk Management	167	Customer Relationships
159	Environmental Leadership	168	Network Leadership and Resilience
159	Climate Change Mitigation and Adaptation	169	Transparency in our Reporting
161	Product End-of-Life Management	170	Assurance
		170	KPMG's Independent Practitioner's Limited Assurance Report

About Sustainability and Social Impact Reporting

Transparent reporting


The scope of our reporting on sustainability and social impact relates to Rogers Communications Inc.'s (RCI) operations in Canada. It summarizes our work in 2023 and the progress we have made in addressing our strategic priorities. On April 3, 2023, following the completion of our acquisition of Shaw Communications Inc. (Shaw and the Shaw Transaction, respectively), Shaw was amalgamated with RCI. The results from the acquired Shaw operations are included herein from the date of acquisition unless otherwise noted.

We report key material topics related to sustainability and social impact on an annual basis. For 2023, we have combined this reporting into our Annual Report, highlighting our commitment to continue embedding sustainability and social impact into how we do business. This helps us to drive our business priorities while making a positive impact in the lives of Canadians.

To guide our reporting, we consider the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosures (TCFD), the World Economic Forum (WEF), and Greenhouse Gas (GHG) Protocol.

Our 2023 reporting has been prepared based on internal criteria in recognition of the GRI Universal Standards, with reference to SASB reporting standards, and we consider our commitment to improve disclosure against the four pillars of TCFD. Refer to our 2023 Data Supplement at about.rogers.com/our-impact/impact-reports for our Index, Data Table, and Glossary of Terms. Please also refer to our 2023 Climate Action Report for our climate disclosures.

External assurance statement

KPMG was engaged to provide a limited assurance conclusion over indicators identified with this symbol  as at and for the year ended December 31, 2023. Refer to KPMG's Independent Limited Assurance Report on page 170.

Statement on forward-looking information

This 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; and
- includes conclusions, forecasts, and projections that are based on our current objectives and strategies and on estimates, expectations, assumptions, and other factors that we believe to have been reasonable at the time they were applied but may prove to be incorrect.

Our forward-looking information includes forecasts and projections related our various targets, including our target to reduce our Scope 1 and 2 GHG emissions to achieve net-zero, and all other statements that are not historical facts.

Readers are cautioned not to place undue reliance on forward-looking information. Actual events and results can be substantially different from what is expressed or implied by forward-looking information as a result of risks, uncertainties, and other factors. These factors can also affect our objectives, strategies, and intentions. Many of these factors are beyond our control or our current expectations or knowledge. Should one or more of these risks, uncertainties, or other factors materialize, our objectives, strategies, or intentions change, or any other factors or assumptions underlying the forward-looking information prove incorrect, our actual results and our plans could vary significantly from what we currently foresee.

All of the forward-looking information in this report is subject to the disclaimer, and qualified by the assumptions and risk factors referred to, in "About Forward-Looking Information" in our 2023 Annual Management's Discussion and Analysis, as filed with securities regulators at sedarplus.ca and sec.gov, and also available at investors.rogers.com.

The forward-looking information contained in this report describes our expectations as of March 5, 2024 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 report is qualified by the cautionary statements herein.

Trademarks in this report are owned by Rogers Communications Inc. or an affiliate. This report also includes trademarks of other parties. The trademarks referred to in this report may be listed without the TM symbols. ©2024 Rogers Communications

Our Approach

SHARED VALUE CREATION

Corporate values and giving back to communities

Rogers' purpose is to connect Canadians where and when they want. A combined Rogers and Shaw has the scale, assets, and capabilities to invest, innovate, and grow faster than either company could have on its own. This provides greater choice for Canadians and delivers more value to communities across our country.

In 2023, we continued to invest in our networks to deliver world-class connectivity to Canadian consumers and business, invest in our customer experience to deliver timely, high-quality customer service consistently to our customers, and improve execution and deliver strong financial performance for our shareholders.

As a combined, and truly national company, we continued to showcase how our sustainability and social impact efforts contribute to achieving our strategic goals as a corporation while making a meaningful difference in communities across Canada.

As we progress towards an integrated reporting approach, we will leverage our value creation model as a framework for how we assess, manage and communicate corporate impact and performance. Read more in "Sustainability and Social Impact" in our 2023 Annual Management's Discussion and Analysis (MD&A).

Global frameworks

We work to identify sustainability and social impact efforts within our business operations and practices, guided by our commitments to international standards. We align our practices with the United Nations Global Compact (UNGC), a voluntary global standard on human rights, labour, the environment, and anti-corruption.

We also align to the United Nations (UN) Sustainable Development Goals (SDGs) to inspire and guide our initiatives.

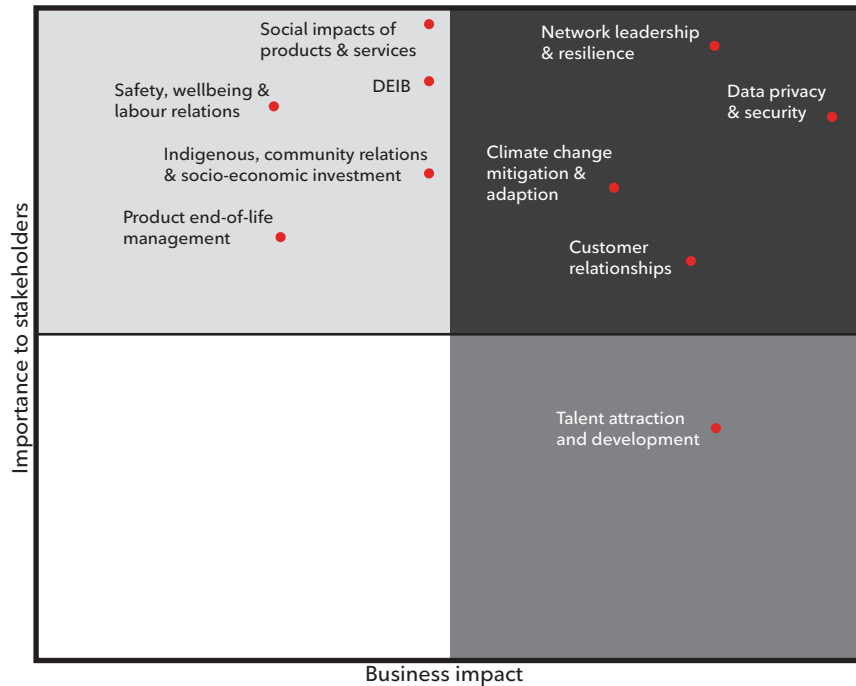
MATERIAL AREAS OF IMPACT

During 2023, we undertook an extensive stakeholder engagement exercise with both internal and external stakeholders to identify the topics they believe to be most important to our business, prioritized based on their perceptions of our ability to have an impact on each topic.

Supported by our foundational practices, outlined in "Sustainability and Social Impact" in our 2023 Annual MD&A, our top material sustainability and social impact topics include:

- network leadership and resilience;
- customer relationships;
- data privacy and security; and
- climate change mitigation and adaptation.

Materiality matrix



By focusing our efforts on these topics, we aim to maximize value for our business, our shareholders, communities, and all other stakeholders to which our operations are connected. We continue to manage the remaining topics through our established engagement processes and operations, all of which undergo regular review and enhancements, to help ensure stakeholder expectations are met and material sustainability and social impact topics are embedded within our business. Each topic and its importance to stakeholders and Rogers is summarized below.

Topic	Importance to our stakeholders and Rogers
Network leadership and resilience	Improving our network speed, performance, and coverage enables us to reach more Canadians, connect more rural, remote, and Indigenous communities, diversify our products and services, and meet customer demands. While innovating, it is also critical to build network resilience to safeguard against the effects of extreme weather events, natural disasters, grid disruptions, and technical issues.
Customer relationships	Investing in customer experience improvements and expanding the number of digital and self-serve capability initiatives available to our customers allows us to lower customer wait and resolution times, making the customer experience convenient and cost-effective while also enabling our employees to focus their efforts where it is needed most.
Data privacy and security	Protecting the privacy of information shared by employees, customers, and partners, as well as safeguarding against threats to the security of their data, is a critical area of importance in maintaining trust.
Climate change mitigation and adaptation	Minimizing our impact on the climate through emissions reductions and energy efficiency, while also adapting to a changing climate, helps enable us to be resilient in the face of potential operational and supply chain disruptions and a changing regulatory environment, minimize damages to assets and infrastructure, and align with stakeholder values.
Talent attraction and development	Investing in our employees and the future generation through talent training, coaching, feedback, and development programs helps increase our capacity for innovation while also building employee engagement and retention.
Social impact of products and services	Developing innovative business models and product and services that are aligned to the needs and values of Canadians helps enable us to ensure our business model not only connects Canadians when and where they want, but also generates positive impact and societal value for communities.
Diversity, equity, inclusion, and belonging (DEIB)	Fostering diversity, equity, inclusion, and belonging in our workforce is a catalyst to help strengthen employee engagement, attraction, retention, innovation, creativity, and productivity.
Safety, well-being, and labour relations	Safeguarding the physical and mental health and well-being of our employees, while also strengthening their rights and labour relations, is key to enabling our employees to thrive at work, thereby reducing turnover and minimizing downtime.
Indigenous, community, and socio-economic relations	Supporting the economic resilience and prosperity of equity-deserving communities and small businesses helps contribute to growth in key sectors and creates meaningful jobs for community members. We strive to be the “partner of choice” for local and Indigenous communities and youth, creating cultural relationships and enabling positive social impacts.
Product end-of-life management	Maintaining responsible material stewardship standards assists us in increasing efficiency, lowering our environmental impacts, and engaging stakeholders in digital solutions to transition towards a circular economy by providing cost-effective and convenient ways to upgrade and return used products.

Stakeholder engagement and materiality assessment approach

Material topics were identified following a materiality assessment in 2023 to identify topics most important to our business, prioritized based on potential impact. This process was undertaken in reference to the International Sustainability Standards Board’s IFRS S1 standard.

To complete the materiality assessment, we:

- engaged with key internal and external stakeholders including the Board of Directors and Executive Leadership Team, employees, customers, shareholders, government, regulatory and industry groups, non-governmental organizations, partners, and Indigenous communities as well as suppliers;
- used various tools including surveys, interviews, and sector insights reports to identify our top material topics, across our value chain and time horizons. Stakeholder inputs were considered in terms of level of influence on Rogers’ strategy and the readiness to engage with Rogers;
- assessed the materiality and likelihood of actual and potential impacts for each material topic to prioritize amongst them, in line with our enterprise risk management framework; and
- developed a materiality matrix (see above) that combines stakeholder sentiment and the prioritization of material enablers to inform our management approach for each topic.

We are leveraging our material topics to realize our corporate priorities, considering impacts for our business, stakeholders, society, and the environment. We will continue to enhance efforts and transparency on the process as we progress toward an integrated reporting approach in future years.

Contributing to global frameworks

Through the materiality assessment process, we re-assessed the UNSDGs to which we believe Rogers has the most opportunity to contribute as an organization. Rogers is committed to the SDGs, including demonstrating our localized efforts towards these broader global goals, as outlined below:

SDG 5: Gender equality - We strive to promote and embed diversity, equity, inclusion, and belonging for our employees, our communities, and stakeholders across our value chain.

SDG 8: Decent work and economic growth - We invest in communities and young Canadians by creating opportunities and valuable work in communications, innovation, and technology to achieve sustainable economic growth.

SDG 9: Industry, innovation and infrastructure - We strive to develop resilient networks that support communities, businesses, and individuals, while innovating to provide products and services that enable better connections for Canadians.

SDG 12: Responsible consumption and production - We strive towards sustainable consumption and production by sourcing responsible products, optimizing material use, and diverting waste from landfills.

SDG 13: Climate action - We are committed to combating climate change through our commitment to carbon net-zero, investing in energy efficiency and renewable energy, and conducting our business in an environmentally responsible manner.

Target Performance

ENVIRONMENTAL LEADERSHIP

Rogers material topics	Rogers metric	Target	Independently assured	2023 performance	YOY change	Trend	GRI	SASB	TCFD	WEF
Climate change mitigation and adaptation	GHG emissions reduction (Scope 1 and 2) ¹	Science-based net-zero target from 2019 by 2050	-	-33%	n/m	Favourable	305-5	TC-TL-130a.1 TC-SI-130a.1	Metrics & targets	GHG emissions
		Interim target of 50% reduction by 2030	-	-33%	n/m	Favourable	305-5	TC-TL-130a.1 TC-SI-130a.1	Metrics & targets	GHG emissions
Product end-of-life management	Diversion rate	100% diversion rate for all returned electronic devices	-	100%	0%	No change		TC-TL-440a.2 TC-TL-440a.3		Resource circularity

n/m - not meaningful

¹ Using a market-based approach. If using a location-based approach, Scope 1 and 2 GHG emissions have been reduced by 20% from our 2019 base year. See "Climate Change Mitigation and Adaptation" for more information.

PEOPLE AND COMMUNITIES

Rogers material topics	Rogers metric	Target	Independently assured	2023 performance	YOY change	Trend	GRI	SASB	TCFD	WEF
Diversity, Equity, Inclusion, and Belonging	Equity-Deserving Group Intersectional Representation in Accelerated Development Program ¹	50% of program participants by 2025	-	Paused in 2023	-	-	405-1	-	-	Diversity & Inclusion
	Percentage of employees who are women (VP+)	Target: 40% by 2025	Yes	31% ² 🚩	-1%	Unfavourable	405-1	TC-IM-330a.3	-	Diversity & Inclusion
	Percentage of employees who are People of Colour (VP+) ³	Target: 21% by 2025	Yes	24% ⁴ 🚩	+4%	Favourable	405-1	TC-IM-330a.3	-	Diversity & Inclusion
Community relations & socio-economic investment	Percentage of pre-tax profits donated to charities and NGOs	2%	Yes	6.4% ⁴ 🚩	+3.1%	Favourable	201-1	-	-	Community and social vitality

¹ Specific to the Accelerated Development Program for women, this target has been established to ensure we are supporting women who identify with an additional equity-deserving group.

² Reflects 29% at Rogers and 40% at Shaw.

³ Per the Employment Equity Act, People of Colour refers to "persons other than Indigenous peoples, who are non-Caucasian in race or non-white in colour".

⁴ Reflects 26% at Rogers and 13% at Shaw.

RESPONSIBLE MANAGEMENT

Rogers material topics	Rogers metric	Target	Independently assured	2023 performance	YOY change	Trend	GRI	SASB	TCFD	WEF
Data privacy & security	Well-founded privacy complaints with the federal Office of the Privacy Commissioner	No complaints	Yes	0 🚩	-1	Favourable	418-1	-	-	-
Network leadership & resilience	Investment in network reliability	\$20 billion over the next five years	-	\$4.4B	+\$4.4B	Favourable	-	-	-	-
Business ethics	Percentage of employees trained in Rogers Business Conduct Policy	95% (not inclusive of Shaw)	Yes	99.8% 🚩	+1.7	Favourable	-	-	-	Anti-corruption
	Percentage of competitive bid processes where the supplier agreed to our Supplier Code of Conduct and Business Conduct Guidelines	100%	-	100%	0%	No change	-	-	-	Anti-corruption, dignity and equality
Customer relationships	Complaints accepted by the Commission for Complaints for Telecom-television Services	Reduce our complaints from 2022 (3,442)	Yes	4,881 🚩	+42%	Unfavourable	-	-	-	Anti-corruption, dignity and equality

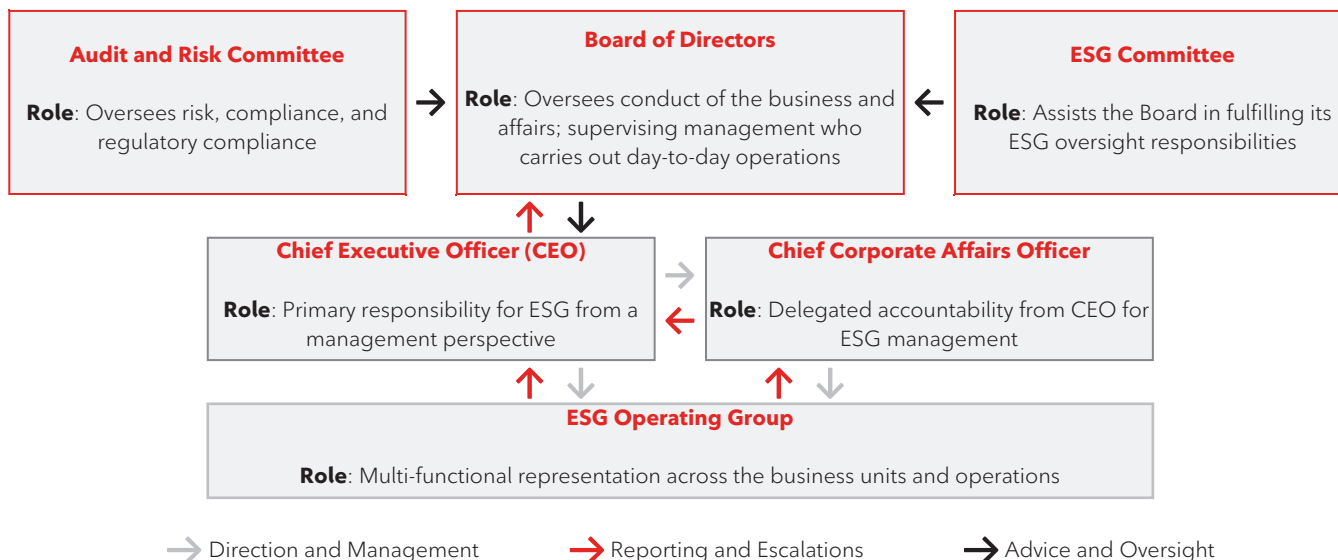
SUSTAINABILITY AND SOCIAL IMPACT GOVERNANCE

Formal oversight of sustainability and social impact is the responsibility of RCI's Board of Directors (Board) and our executive leadership team. The Board is responsible for overseeing the conduct of business and affairs across the Company. As at December 31, 2023, the Board had 13 members, four of whom were female, representing 31% of the Board, and seven of whom were independent. Subsequent to December 31, 2023, two of the female members of the Board resigned such that as at March 5, 2024, the Board had 11 members, two of whom were female, and seven of whom were independent.

We have two Board committees, the ESG Committee and the Audit and Risk Committee, particularly focused on our sustainability-related policies, strategies, and disclosures. The ESG Committee assists the Board in fulfilling its ESG oversight responsibilities and approves sustainability and social impact disclosures. Risk, compliance, and regulatory requirements are overseen by the Audit and Risk Committee.

Our CEO is responsible for sustainability and social impact from a management perspective and is supported by the Chief Corporate Affairs Officer and an Environmental, Social and Governance (ESG) Operating Group composed of senior leaders from across the organization to drive accountability around advancing efforts, including reaching our carbon net-zero commitment by 2050.

Governance, roles, and responsibilities



RISK MANAGEMENT

We strive to continually strengthen our risk management capabilities to protect and enhance shareholder value. The purpose of risk management is not to eliminate risk but to optimize trade-offs between risk and return to maximize value to the organization. As such, we will knowingly take certain risks to generate earnings and encourage innovation that advance us as a customer-centric market leader. To maintain our reputation and trust, we will always work to ensure the impacts (financial, operational, strategic, regulatory, privacy, and cyber security) of our risk-taking activities are understood and are in line with our strategic objectives and company values.

Enterprise risks, including those related to sustainability, are evaluated through a materiality, likelihood, and impact assessment to gauge the severity of the risks, considering a number of risk

categories (financial risk, strategic and reputational risk, operational risk, and regulatory compliance risk). Risks are then prioritized and included within an enterprise-wide dashboard of our key risks with identified risk owners, mitigations, assessment of the risk, and associated key performance indicators (KPIs) for tracking our performance in managing the risk. Our Business Continuity team then works with Company business units to update and develop continuity plans.

We work to ensure sustainability and social impact objectives and values are embedded in how we respond to business continuity incidents as well as in continuity planning. Our 2023 material topics were also identified and assessed in line with our enterprise risk management framework.

For more information on our approach to risk management, see “Risk Management” in our 2023 Annual MD&A.

Environmental Leadership

CLIMATE CHANGE MITIGATION AND ADAPTATION

We are dedicated to minimizing our contribution to climate change by managing our energy and associated carbon emissions through meaningful operational changes that enable a low-carbon transition. Every year, we conduct a comprehensive analysis of our GHG emissions inventory in accordance with the World Resource Institute's GHG Protocol.

Scope 1 and 2 GHG emissions

Both 2023 and our recalculated base year of 2019 reflect our combined (Rogers and Shaw) Scope 1 and 2 emissions to allow us to report on our performance and progress towards our Science Based Target initiative (SBTi) target commitments.

	Units	2023	2019	% Change
GHG emissions (Scope 1 and 2) – location-based	tCO ₂ e	182,400	228,086	(20)
GHG emissions (Scope 1 and 2) – market-based	tCO ₂ e	152,638	228,086	(33)
GHG emission (Scope 1 and 2) intensity by network traffic – location-based	tCO ₂ e/PB	4.19	11.55	(64)
GHG emission (Scope 1 and 2) intensity by network traffic – market-based	tCO ₂ e/PB	3.51	11.55	(70)

Scope 3 GHG emissions

Our reported Scope 3 emissions decreased by 52% compared to 2019, which we can partially attribute to increased efforts to divert all generated waste, reduce employee commuting emissions, and supplier engagement towards energy efficiency and decarbonization efforts. For more details on our GHG emissions performance, please refer to our 2023 Data Supplement.

For more information about how we manage climate risk, please see our 2023 Climate Action Report.

In 2024, we aim to conduct an internal Climate Risk Assessment Survey to determine the climate-related physical risks associated with our numerous business unit operations. The results of this survey will assist us in determining risk avoidance strategies for the future to help with extreme climate-related events such as wildfires, extreme heat, storms, floods, and droughts. Building off this initial assessment process, we plan to complete a formal Climate Risk Scenario Analysis in 2024.

Our targets

We recognize that our commitment and actions towards climate change must be sustained over the long term and be aligned to the latest science deemed necessary to meet the established goals of the Paris Agreement on climate change.

In late 2022, we committed to set a science-based GHG emissions reduction target through SBTi and joining the “Business Ambition for 1.5-degree” campaign. Subject to our work plan approval and validation by SBTi, our target commits Rogers to reduce our Scope 1 and 2 GHG emissions by 50% by 2030 and to achieve net-zero by 2050 from a base year of 2019.

After the Shaw Transaction closed, we updated our SBTi work plan to reset our base line 2019 emissions, inclusive of Shaw, and our combined decarbonization forecast and strategy pillars. The updated plan will be submitted to SBTi for validation and target approval in 2024.

Applying a market-based approach in factoring emission reductions associated with our renewable energy virtual power purchase agreement (VPPA) acquired in the Shaw Transaction (see “Expanding our use of renewable energy” below), we reduced our GHG emissions (Scope 1 and 2) by 33% from 2019. Excluding our VPPA and applying a location-based approach, these emissions were reduced by 20% from 2019. We have also reduced our total Scope 1 and 2 GHG emissions intensity (tCO₂e/petabyte (PB) of network traffic) by 70% compared to 2019, due to the efficiency gains we have achieved optimizing data centres, upgrading and retrofitting buildings, through real estate consolidation, managing our fleet and vehicle replacements, exploring renewable energy alternatives, and the public grid decarbonization efforts.

We plan to meet our commitments through a four-point plan, which includes:

- increasing energy efficiencies across our operations, network, and data centres;
- transitioning our fleet to electric and hybrid vehicles;
- expanding our use of renewable energy; and
- engaging suppliers to set their own science-based targets.

Increasing energy efficiency across our operations

Decarbonizing our business by significantly improving energy efficiency remains a focus across the organization. Our efforts and significant investments towards energy efficiency allowed us to keep energy consumption, inclusive of the acquired Shaw operations, constant since 2019 – our baseline for measuring our performance. The energy use is primarily a reflection of our business growth, including the expansion of our 5G network and enhancements to our wireline network. We also have an energy scorecard to track our energy performance (and associated GHG emissions) against network traffic, which we believe is a more meaningful metric to account for our business growth. Relative to our energy use per network traffic, our energy use decreased by 55% compared to 2019. For more details on our energy use performance, please refer to our 2023 Data Supplement.

Efforts to reduce our energy use include investments in capital projects and driving operational efficiencies. To help us identify opportunities for capital project planning in 2023, we continued to conduct energy audits, which were performed at our Toronto Campus. Results from these audits provide us with information to make better decisions on a building-by-building basis, leading to reduced operating costs and improved building efficiency. In 2024 and beyond, we will continue to conduct energy audits in addition to decarbonization audits and retro-commissioning studies across our largest buildings.

Since 2017, we have been focusing on improving cooling efficiency in critical facilities through our “Cooling Optimization Program” (COP). Over 30 sites have implemented COP, initiated by site audits as a tool to identify energy savings opportunities. Since the inception of COP, we have reduced energy usage by over 11 million kWh, resulting in energy cost savings of over \$1.5 million. In addition to direct energy savings, there are related GHG reductions and carbon footprint reductions that are tracked for each project implementation.

Within our office buildings, we continue to expand our LED lighting retrofits by installing LED lamps and electronic ballasts, occupancy sensors, daylight harvesting, multi-level dimming systems, and automated lighting control systems. Since our national program started in 2014, we have invested over \$5 million in LED lighting retrofits across 43 buildings (including three buildings in 2023). As a result of these efforts, we have saved over 8.8 million kWh and recognized nearly \$1.5 million in energy savings.

In 2023, we continued our national rooftop HVAC replacement program, a multi-year investment of \$4.3 million to replace inefficient HVAC units at various buildings across Canada. Replacement units are higher efficiency, with 33% energy savings for cooling and 25% savings for heating, but also provide benefits such as improved indoor air quality and lower environmental impacts. Wherever feasible, we are also replacing gas-fired units with heat pumps, which significantly reduce GHG emissions.

In 2023, we continued to participate in Ontario’s Industrial Conservation Initiative, which was designed to help large consumers manage their Global Adjustment costs through reducing demand during peak hours. At four of our locations, we reduced and/or shifted electricity consumption during identified peak demand hours to further our conservation and cost saving efforts.

We continued with our multi-year project to upgrade existing cooling systems, extending their operating life and providing capital investment avoidance. Old HVAC systems were either upgraded or replaced with free air cooling (FAC) or combination systems within some of our wireless access sites. Our FAC units are DC-powered and can operate on batteries during commercial power outages, lowering power consumption to complement existing mechanical cooling. Since the project’s inception in 2014, we have installed FAC to 1,773 sites, recognizing average annual energy saving of 12% per site.

To better support our critical sites, we have continued our energy optimization programs through uninterruptible power supply to inverter conversion and through HVAC upgrades to newer free air units or upgrades to units that maximize energy efficiency. In 2023, these programs resulted in a combined savings of 732,000 kWh.

We continued to collaborate with Ericsson to deploy our reliable, secure, and energy-efficient network, including through initiatives to modernize radio equipment and enable energy-saving functionality to help reduce power consumption on our radio access network. This collaboration has led to annual energy reductions of 25 GWh of energy and 3,000 tonnes of CO₂ emissions.

In 2023, we also continued to identify opportunities across our networks to optimize our energy use by removing end-of-life equipment from various platforms so we can accommodate new equipment and improve network stability.

Transitioning our fleet to electric and hybrid vehicles

We have a strategic fleet replacement program using live data to regularly ensure our fleet is optimized and running efficiently, and that older, poor-performing vehicles are removed from the fleet.

Since 2010, through our fleet efficiency strategy, we have replaced 880 vehicles with more efficient vehicles, reducing overall fuel consumption by over 3.7 million litres (reducing GHG emission by 7,854 tonnes). In 2023, we replaced 40 vehicles with higher efficiency models, resulting in lower fuel consumption of 69,975 litres and associated GHG emissions.

In 2024, we will review and adjust our fleet goal to reflect the addition of Shaw fleet vehicles and other conditions to guide our progress.

Expanding our use of renewable energy

We continue to evaluate opportunities to invest in more renewable energy sources at our sites. We increased our use of renewables in 2023 so that 50% of our electricity is now generated from renewable sources, through (i) electricity grid decarbonization and (ii) our VPPA.

By the end of 2023, we had benefited from renewable solar energy generated by Capital Power’s Clydesdale Solar facility in Alberta through a VPPA entered into by Shaw in late 2022. This VPPA entitles us to the benefits of 38% of the total facility generation (or approximately 58,000 MWh per year), providing us with renewable energy credits representing an expected 29,762 tCO₂e.

We also continue to work to provide sustainable off-grid solutions in rural and remote areas across Canada that do not have access to grid power. The goal of the program is to replace existing diesel generators with renewable energy sources, such as solar, wind, and lithium-ion batteries, that have been designed to be self-sustaining by utilizing energy storage systems and renewable energy sources for power. In 2021, we initiated this program at seven wireless network sites and have continued adding additional sites along Highway 652 in Northern Ontario, reducing GHG emissions annually. Collectively, these initiatives have improved the network for our customers by increasing the reliability and availability of our cellular services through investment in modern, efficient, and sustainable power solutions and converted the cell sites from diesel operations to cleaner sources of energy.

Engaging suppliers to set their own science-based targets

To further reduce our Scope 3 GHG emissions, we will engage with our key suppliers and investments to assist them in setting their own science-based targets. In 2023, we engaged our Tier 1 suppliers by administering an enhanced Ethical Procurement Practices (EPP) Survey, which included more rigorous environmental, emissions, and energy reduction targeting and reporting. Through this outreach, we encouraged their commitment to SBTi and informed them of our increased expectations surrounding sustainable products, services, and practices.

Also in 2023, we collaborated with the Canadian Business for Social Responsibility and two of our industry players to determine a telecommunications industry approach to engaging with and assisting our supply chain in measuring, and establishing reduction targets for, their own GHG emissions.

In 2024, a training webinar will be delivered to our supply chain partners to provide them the tools to do so. We plan to also launch a supplier one-on-one engagement program to further work with them to assist us in being able to measure and target reduction in our Scope 3 emissions.

PRODUCT END-OF-LIFE MANAGEMENT

We recognize our responsibility to promote responsible material stewardship through sustainable procurement, increased product efficiencies, lower environmental impacts, and engaging customers in digital solutions to help us transition towards a sustainable circular economy.

We continually assess and update our supply chain practices and make changes to product packaging and return processes to support and champion responsible product production and consumption. Every year, we aim for a 100% diversion rate by recycling all collected electronic waste. In 2023, we achieved this target.

Electronic recycling

We facilitate the collection, treatment, recycling, and proper disposal of e-waste. Through our collection and recycling/reselling programs, we diverted 6.4 million electronic devices and materials (over 8,600 metric tonnes) from landfill in 2023, which included almost 260,000 wireless devices (70 metric tonnes).

Contributing to this success was our Certified Pre-Owned (CPO) device program, which allows customers to purchase fully restored and updated used devices at considerable savings from a new device. This program aids in reducing the number of new devices needing to be manufactured and put into the market. In 2023, we processed almost 123,000 devices (38 metric tonnes) through our CPO program.

In 2024, we will continue to strengthen our product return programs and communications to further encourage our customers and employees to return to us all end-of-initial-life electronic devices and peripherals.

Within our office environments, we have installed electronic collection boxes to allow our employees to bring their e-waste from home and to encourage the responsible disposal of all devices.

Waste diversion

We use innovative technologies that help us minimize waste through recycling, digitization, reuse, and refurbishment. In 2023, we diverted 76% of all waste generated from our operations from landfills, an increase of six percentage points compared to 2022.

Waste in our office buildings

Our “Get Up & Get Green” (GUGG) program remains a cornerstone in educating our employees on correct recycling practices. We continue to engage our employees to further enhance efforts to achieve our waste diversion objectives. In buildings where we have implemented our GUGG bins, we have set a target of 70% diversion through this program.

In 2023, we introduced Oscar Sort as an avenue to further employee education and engagement in two locations in our Toronto Campus. Launched in September 2023, it is simultaneously a tool to gamify recycling and to provide necessary education to employees on how to sort their waste.

Hazardous materials

We recognize that through some of our operations, hazardous materials are used and eventually require disposal. Through our established hazardous waste management practices and third-party service providers, we collect and recycle all batteries used in our network power supply stations and all oil, batteries, and tires from our fleet operations.

In 2023, we collected and safely disposed of 470 metric tonnes of hazardous materials compared to 180 metric tonnes in 2022.

People and Communities

SAFETY, WELL-BEING, AND LABOUR RELATIONS

Through navigating change, empowering safety leadership, elevating emergency readiness and promoting well-being, we are helping our employees remain safe, healthy, and resilient.

Aligning two robust safety management systems

The Shaw Transaction provided a unique opportunity to unite two robust safety management systems. We approached this thoughtfully and with the goal of combining the best of both systems into one to improve safety for all employees. This year, we completed a side-by-side review of the two safety management systems to identify opportunities, best practices, and the steps needed to align policies, programs, training, and equipment. From the review, a prioritized multi-year action plan was established that will act as the roadmap for moving to one enriched safety management system.

Empowering safety leadership

Executive-led accountability for our safety strategy, programs, and performance is governed by the Safety Executive Council, composed of senior leaders from across the organization. We deploy safety initiatives locally, which were supported by 85 Workplace Health and Safety Committees across Canada in 2023.

Safety Representatives play an important role in the internal responsibility system and preventing injuries at our workplaces with less than 20 employees. In 2023, new Safety Representative Training was launched to equip Safety Representatives with the necessary skills and understanding to fulfill their responsibilities effectively.

Elevating our emergency readiness

In 2023, our updated Preparing for Emergencies Training was launched to employees to support them in protecting themselves and others in situations that call for immediate action. This mandatory web-based course prepares employees for various emergency scenarios, including fires, severe weather, and chemical spills, and applies to a range of work environments such as offices, stores, outdoors, studios, or at home.

Supporting well-being

Guided by our five pillars of well-being (mental, physical, social, work, and financial), we executed a strategy in 2023 that focused on evaluating our programs and merging the best of Rogers and Shaw with a focus on supporting leaders, employee-driven well-being initiatives, and supporting accessibility.

We provide employees and their families with access to an array of best-in-class well-being programming, tools, and benefits, such as:

- mental health benefits, including the launch of an expanded employee family assistance benefit offer in partnership with Homewood Health;
- programs focused on physical health, including continued access to online and in-person gym services, and supporting increased awareness around corporate health service programs;
- health care benefits, including increased mental health benefits; and

- financial benefits, including the opportunity to participate in our pension plan, ESAP, RRSP, and TFSA saving programs with elements of employer matching for contributions made by employees.

TALENT ATTRACTION AND DEVELOPMENT

We prioritize accessibility, equity, and individual growth by investing in our employees at every level. In 2023, we launched a refreshed Employee Experience Survey, which provides ongoing feedback from our team members throughout the year, allowing us to understand how they are feeling and determine what actions might need to be taken to improve. We continued to offer a hybrid work model while our customer care teams continued to serve our customers from home. We also worked to harmonize human resources programs and tools to ensure all employees were well supported.

Engaging our employees

When people feel connected, engaged, and supported, it strengthens our ability to better serve our customers and shareholders, build solutions, and support the broader community as strong ambassadors of Rogers.

In 2023, we relaunched our Employee Listening Program to improve our data-driven insights on top strengths and opportunities for employee engagement and to track employee sentiment and progress over time. In lieu of issuing one annual survey focused on a single, overarching engagement score, we now survey our employees quarterly to measure five key aspects of the employee experience: clarity of their role, their confidence in our Executive Leadership Team, their perceived support from their manager, their sense of inclusion and belonging, and their likelihood of recommending Rogers products and services.

Recognizing performance

We remain focused on building a strong, inclusive, and diverse team that reflects the communities and customers we serve by providing competitive and equitable total compensation that considers experience, responsibility, and local market conditions. We also include short- and long-term success into our compensation practices.

Our total rewards programs include monetary, benefits and wealth accumulation programs. We are also committed to supporting employees through every stage of life, including maternity, adoption, and surrogacy benefits, in addition to child and elder-care services.

Through the 2023 Ted Rogers Awards, we were proud to celebrate 3,161 nominations and 2,726 winners (including 287 individuals and 2,439 team members) who lived our values, delivered on our priorities, and went above and beyond for our customers, business, or communities.

Learning and development

We have put significant effort into creating targeted learning experiences for equity-deserving groups at Rogers and building an inclusive work environment across the organization. We continue to focus on building specialized technical skills, increasing the level of business readiness among employees, and reducing security risks

with a focus on employee safety. In 2023, we hired 3,631 new employees (both permanent and temporary), saw 46.1% internal talent mobility, and invested \$26 million into training and development for our employees.

DIVERSITY, EQUITY, INCLUSION AND BELONGING

Our Diversity, Equity, Inclusion and Belonging Strategy

We all bring something different to the workplace, and together, we make an impact for our customers. We also believe that we should reflect the customers we serve. This commitment is demonstrated through our Diversity, Equity, Inclusion and Belonging Strategy (DEIB Strategy). Launched in 2020, this five-year strategy is grounded in three pillars: people, customers, and community. It focuses on embedding diversity, equity, and inclusion into the fabric of our organization and applying a DEIB lens to everything we do – from how we recruit to how we engage with our customers and the content we support. The strategy is championed by our DEIB Council comprising business leaders and 11 volunteer Diversity Groups representing various communities.

Our business units also have representation goals that are aligned with our overall DEIB Strategy. We amplify leadership accountability through Diversity Dashboards that provide leaders with a view of their team diversity data to help inform the specific actions needed to deliver against our representation goals.

Key initiatives in support of our DEIB Strategy include:

- publishing our first three-year Accessibility Plan to help prevent and remove barriers for our teams and customers;
- launching new mandatory training for all employees on accessibility and Indigenous cultural awareness;
- launching Elevate, a leadership and sponsorship program, as part of our Black North Initiative commitment to increase Black representation in leadership;
- creating a third Downie Wenjack Legacy Space and streamlining the Indigenous tax exemption as part of our Truth and Reconciliation commitment;
- delivering year three of the Rogers Sports & Media *All IN* campaign promoting small businesses, charities, and organizations that support equity-deserving communities, which provided 1,711 hours of creative production to design customized campaigns for our partner organizations, aired across our television, radio, and social platforms; and
- Rogers Sports & Media profiling hundreds of businesses owned by women, 2SLGBTQ+, Indigenous, Black, people of colour, and persons with disabilities, and awarding multiple BIPOC scholarships and mentorships across *Sportsnet*, *Cityline*, and *OMNI Television*.

DEIB policies

We have robust policies and programs in place to promote accessibility, diversity, inclusion, and equity internally and within the communities in which we operate. Further, we do not tolerate discrimination or harassment in any form, as defined in our DEIB Policy and Rogers Business Conduct Policy, which state that we will not tolerate harassment or discriminatory acts or practices, by any of our employees in accordance with the Provincial and Canadian

Human Rights Act which prohibits discrimination on the grounds of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Broadening the talent pool

We continue to commit to providing a 50% diverse candidate slate to hiring managers for open positions. In 2023, in aggregate, 60% of internal and external applicants who reached the hiring manager interview phase self-identified as part of any equity-deserving group.¹ Our Inclusive Hiring Training equips recruiters and hiring managers with tools to identify and eliminate bias in the hiring process and we partner with external groups, including Black North Initiative (BNI) Connect, Pride at Work, Indigenous Works, IndigenousLink, Lime Connect, and Women in Communications and Technology, to reach talent from various communities.

INDIGENOUS COMMUNITY RELATIONS AND SOCIO-ECONOMIC INVESTMENT

Since our company was founded more than 60 years ago, our social impact programs have made a meaningful and measurable impact in communities across the country. Our giving programs have evolved into close relationships with, and support for, registered charities and non-profit organizations that are delivering programs to support community needs. Together with our employees who are empowered through employee giving programs, we are investing in communities across the country to help level the playing field for all Canadians, particularly youth, Indigenous communities, new Canadians, and those from other equity-deserving groups.

We support organizations that are helping youth achieve their highest potential by investing in programs that develop life skills and confidence, while providing educational and mentorship opportunities. This includes Ted Rogers Scholarships, Ted Rogers Community Grants, Jays Care Foundation programs, and more. In 2023, we drove benefits to community organizations across Canada of over \$100 million. This includes \$88 million directly invested (cash and in-kind support), or 6.4% of our pre-tax profits, and an additional \$39 million enabled through the Shaw Charity Classic and Jays Care Foundation.

Support for the next generation

In 2023, over 100,000 youth benefited from our programs for youth, including:

- awarding more than 1,000 Ted Rogers Scholarships to youth across Canada to help remove financial barriers to post-secondary education;
- supporting nearly 50,000 Canadian youth through community grants awarded to organizations offering programs in education, digital literacy, health and sport, and entrepreneurship;
- enabling Jays Care Foundation programming across Canada from which over 50,000 children and youth benefited; and

¹ Not inclusive of Shaw hiring.

- through our partnership with Tennis Canada, building four new fully-accessible, year-round covered tennis courts for more than 1.6 million community members in Edmonton, AB and Waterloo, QC. This is part of the Year-Round Community Tennis Courts Program presented by Rogers, which will work to increase participation amongst youth by building 160 indoor courts at up to 30 facilities by 2029.

Through our investment in the annual Shaw Charity Classic, we supported thousands more children and youth across Alberta through \$18.8 million raised at the 2023 tournament benefiting 272 local community organizations. Since launching, the tournament has raised more than \$100 million for charity.

Engaging with Indigenous Peoples

We continue to build programs and expand services to address the needs and promote the economic and social well-being of Indigenous peoples in businesses and communities in Canada.

We are making progress against commitments in our Truth and Reconciliation Commitment Statement released in 2022. Our journey towards truth and reconciliation is guided by the Canadian Council for Aboriginal Business' (CCAB) Progressive Aboriginal Relations (PAR) program, of which we are an active member and sponsor through a variety of initiatives.

In 2023, we won an ESG Leadership Award for our work in Diversity, Equity, and Inclusion at the CoreNet Global 2023 REmmy Awards, which recognized our efforts and the efforts of the Rogers Indigenous People's Network to support Truth and Reconciliation, and in educating our team members on the history of Indigenous peoples in Canada and the injustices committed against them.

We proudly employ one of the industry's first all-Indigenous Indigenous Relations Team who foster outreach, education, and corporate development with Indigenous communities and within Rogers. We have also implemented a resident Elder partnership that has leveraged the knowledge and teachings of Elder Duke Redbird of Saugeen Nation to provide advice and guidance to leadership.

We employ the latest network technology to connect remote, rural, and Indigenous communities across the country using both traditional and innovative means. Once connected, our team supports communities to leverage these network enhancements towards a vision of multi-generational prosperity, health and well-being, and self-determination. In 2023, our Indigenous Relations team had an added focus on online safety and security, innovation, the Internet of Things, and smart cities and it is working to implement forest fire and flood monitoring and remote ultrasound technology in 2024.

Across Rogers Sports & Media, dedicated news coverage and online public information resources amplify Indigenous voices and enhance awareness of the history and legacy of residential schools and the reconciliation process. In 2023, we announced that we will establish an all-Indigenous news outlet to provide authentic and relevant Indigenous coverage from coast-to-coast.

As part of our PAR efforts, we are:

- amending procurement policies and procedures to ease access for Indigenous business owners and service providers;
- working with our Human Resources and Talent Acquisition teams to break down barriers associated with Indigenous recruitment; and

- seeking out innovative strategies to bridge the digital divide for as many First Nations as possible.

We also support Indigenous community members through the creation of legacy and safe spaces to honour and acknowledge our efforts towards equity, truth, and reconciliation in partnership with the Gord Downie & Chanie Wenjack Fund. We opened a new legacy space in 2023 in our Montreal office in partnership with local Mohawk leaders and elders, and we aim to launch new Kelowna and Calgary spaces in 2024.

Support for Canadian content

Since 1980, we have been enthusiastic supporters of Canada's independent film and television producers, with nearly \$700 million invested through three types of funding (Rogers Group of Funds): the Rogers Telefund, which offers loans to Canadian independent producers; the Rogers Documentary Fund, Canada's premier source of funding for documentary films; and the Rogers Cable Network Fund, an equity investor in Canadian programs. Together, these funds contributed \$23.5 million in 2023 to enable the creation of Canadian content, the ability to borrow bridge funds for creators, and the opportunity for artists from Black, Indigenous, People of Colour and other equity-deserving communities to create art.

Rogers Group of Funds also supports Docs for Schools that offers free in-school and in-cinema documentary screenings for Ontario students in grades 5-12.

The 2022-23 school year was a year of continued success for the Docs for Schools program:

- serving 87,666 students and 1,008 teachers; and
- engaging 526 schools in seven provinces and one territory.

SOCIAL IMPACT OF PRODUCTS AND SERVICES

We use our 5G technology as a catalyst for positive change and to drive the next generation of innovation. We make multimillion-dollar investments in universities across Canada, such as the University of British Columbia and the University of Waterloo, to support research and innovation that will transform industries and enhance Canadians' lives. Through our partnerships, researchers are tackling issues like gridlock, through smart transportation systems to improve road safety, improving safety and productivity in industries like mining, and building resilience in critical infrastructure with 5G sensor technology.

With the unprecedented impacts of climate change on communities across the country, we expanded our support to help Canadians, first responders, and governments in 2023. This includes investing in industry-leading wildfire detection and prevention technology that leverages our national 5G network and technology partnerships. With researchers at the University of British Columbia, we will use SpaceX satellite-connected sensors to better predict wildfires in remote areas of British Columbia without wireless networks and we are also introducing AI cameras powered by our 5G network that can detect smoke up to 20 kilometres away. We also donated satellite phones to the British Columbia Search and Rescue Association to support first responders.

Supporting principles

Our responsible technology approach, anchored on the following principles, promotes the use of our technology to connect Canadians:

- promoting safety and security;
- protecting data privacy;
- preventing technology from being misused;
- enabling equitable access;
- respecting human rights;
- treating people fairly and with respect; and
- being open, transparent, and accountable.

Responsible Management

DATA PRIVACY AND SECURITY

At Rogers, safeguarding the privacy of customer information, network security, and promoting transparency are top priorities.

Governance structures

Through the Audit and Risk Committee, the Board oversees data security and is updated on privacy as required. Executive responsibility of privacy is overseen by the Chief Privacy Officer and the Senior Vice President, Regulatory Affairs. The Chief Technology and Information Officer and Chief Information Security Officer (SVP, Information Security) have executive responsibility over data security supported by technology, network resilience, and cybersecurity leaders.

We require our employees and third parties working for, or on behalf of, us to comply with applicable privacy laws and industry standards for cybersecurity. Every year, our employees complete mandatory privacy and cybersecurity training courses and our annual Rogers Business Conduct Policy training, which also highlights privacy and security responsibilities and practices. We regularly conduct simulated phishing exercises with our employees; any employees who do not recognize the phishing simulations are provided with additional training for identifying a phishing attack. We review and enhance content annually for both of our privacy and cyber security training programs.

We also make information about privacy and cybersecurity available to our customers online.

Our cybersecurity practices are continually measured and enhanced against industry-leading frameworks, such as the National Institute of Standards and Technology Cybersecurity Framework for maintaining a robust cybersecurity program and improving critical infrastructure.

We regularly engage independent, external auditors to assess PCI DSS and SOC 2 compliance on areas such as data centres. Our data centres are ISO 27001 certified and we complete regular vulnerability scanning, with third-party validation through external penetration testing on applications.

Industry groups

We participate in several industry groups, associations, and committees to promote the importance of privacy and cyber security, such as:

- the Alliance for Privacy and Innovation in Canada;
- the Canadian Security Telecommunications Advisory Committee;
- the Canadian Marketing Association's Privacy and Data Committee;
- the Canadian Wireless Telecommunications Association's Privacy and Security Committee;
- the Canadian Anonymization Network Steering Committee; and
- the International Association of Privacy Professionals Canadian Advisory Board.

Our Chief Information Security Officer is also on the advisory board of the University of New Brunswick Canadian Institute for Cybersecurity, which aims to support the expansion of industry artificial intelligence and machine learning and cybersecurity capabilities.

Rogers Cybersecure Catalyst

Working with Toronto Metropolitan University, we are helping to develop the Canadian cyber security ecosystem and fuel the country's digital economy through Rogers Cybersecure Catalyst. In 2023, we marked the five-year anniversary of the program with a partnership renewal and \$15 million in new funding. Over the past five years, Catalyst has empowered over 7,000 individuals and 500 organizations across the country through its pioneering cybersecurity programs and initiatives.

BUSINESS ETHICS AND OPEN INTERNET ACCESS

Our Rogers Business Conduct Policy, robust compliance systems, and support for our people ensure that accountability, risk management, and controls are embedded at the right levels. All employees must review and acknowledge their acceptance of the Rogers Business Conduct Policy on an annual basis.

Governance structures

The Board is responsible for overseeing the conduct of business and affairs across the Company and supervising our management team in carrying out their responsibilities.

In addition to the Rogers Business Conduct Policy, the Board has adopted the Directors Code of Conduct and Ethics. The Board exercises its responsibilities through direct action and delegation to its eight standing committees, ensuring effective oversight and accountability: Audit and Risk, Finance, Corporate Governance, Pension, Executive, Nominating, Human Resources, and ESG.

We are committed to addressing any customer concerns regarding our data handling practices. If concerns arise, customers may contact the federal Office of the Privacy Commissioner of Canada (OPC), where we strive to resolve the matter promptly at Early Resolution. Should there be an investigation by the OPC, we will fully cooperate with any investigation and implement recommendations from the OPC.

Adhering to highest ethical standards

Our Rogers Business Conduct Policy, championed by our senior leaders and supported by our employees, consolidates the expectations that apply across our business. We have several mandatory training programs in place to ensure employees understand unethical and corrupt behaviour, and how to avoid accidental causes of privacy breaches.

We are transparent with our customers and employees about the treatment and handling of their personal information through the Rogers Privacy Policy and the Employee Privacy Policy, respectively. These are detailed statements of responsibilities and practices about how we protect personal information that also apply to our suppliers through contract language. The documents outline what data we collect, how and when we disclose information, and the steps we take to safeguard the information. The policies are reviewed regularly to ensure compliance with regulatory requirements and guidelines, as well as industry best practices. We update these documents with any material changes to our practices or when the governing legislation is amended.

Our Environmental Policy enshrines our values to conduct our business in an environmentally responsible manner. In 2023, we reviewed our Environmental Policy to ensure it reflected our material areas of focus, including the reduction of waste through recycling and reuse alternatives, reduction of energy consumption through efficiencies, prevention of pollution and biodiversity loss, and responsible use of natural resources, including water.

ERM facilitates management in conducting a financial statement fraud risk assessment, which aims to ensure the accuracy and transparency of our financial statements and disclosures. This assessment evaluates the effectiveness of controls in place to mitigate the risk of financial statement fraud. The Executive Leadership Team and the Audit and Risk Committee are responsible for approving our enterprise risk policies.

Employees who have reason to suspect any violation of applicable laws or regulations, or have concerns about potential business, ethical, or financial misconduct regarding our accounting practices, financial controls, or the safeguarding of our assets, can speak to a manager, supervisor, or HR Business Partner. They can also report their suspicions or concerns via the STAR Hotline, our corporate whistleblower service that allows for anonymous reporting. Employees may also confidentially access the hotline through its confidential web interface. Both the STAR Hotline and web interface are toll free and available 24/7. Information is available on our intranet and is shared during employee onboarding. Employees may also disclose information to a securities regulatory authority, a self-regulatory organization recognized under securities legislation, or a law enforcement agency.

Net neutrality

The Canadian Radio-television and Telecommunications Commission (CRTC), through the *Telecommunications Act* (Canada), sets the regulatory framework for Internet traffic management practices supporting free and open access to information on our networks (known as net neutrality). We are a firm proponent of net neutrality and comply with the policy and requirements set by the CRTC in ensuring free and open Internet access for our customers. We also acknowledge that Rogers, as well as the other entities in the online ecosystem, have a role to play in addressing illegal, infringing, and harmful content online and protecting our customers and networks from malicious online actors. We believe sanctioned measures to address this behaviour are an essential and consistent aspect of net neutrality principles.

Procurement and supplier management

Our third-party Supplier Code of Conduct defines what we expect of our suppliers as it relates to ethical conduct, anti-bribery practices, labour practices, protection of human rights, environmental, health, and safety management, as well as their interactions with us. This includes not employing forced labour or child labour, complying with applicable wage laws, and respecting local workweek regulations.

We currently use the UN Guiding Principles on Business and Human Rights as a blueprint for mitigating and managing potential human rights issues throughout the supply chain, including identification of geographies, materials, and suppliers at risk, and to leverage and remedy strategies. To ensure our suppliers adhere to our Supplier Code of Conduct and align with our corporate principles and ethics, we conduct an annual EPP survey.

This year, our third-party Supplier Code of Conduct and EPP survey have been enhanced to respond to new legislation on modern slavery, including by adding an obligation on our suppliers to uphold federal policies around the fight against forced labour and child labour and to report annually to Rogers on their compliance. These changes and new expectations were highlighted in pre-EPP supplier communication and will be a requirement in 2024. In 2024, we will also update our Procurement 101 training for employees to include information on modern slavery and our related obligations.

We share the values of, and commit to, respecting and protecting human rights as reflected in international proclamations on human rights, such as the Universal Declaration of Human Rights, the UN Guiding Principles for Business and Human Rights, the UN Declaration on the Rights of Indigenous Peoples, and Canadian human rights laws.

Our human rights expectations for our employees and Directors are defined in our Rogers Business Conduct Policy and our Directors Code of Conduct and Ethics. Our grievance mechanisms are available for any customer concerns and misconduct concerns from employees, which can be reported through a variety of reporting avenues, including our “Share your Concern” portal and our STAR Hotline, respectively.

Identifying and managing our risks in the supply chain is an integral part of our conscious leadership approach. In 2023, we worked with suppliers in 41 different countries, with nearly 73% of our suppliers headquartered in Canada and another 23% based in the US, with similar stringent supplier ethical policies. As part of our Third-Party Risk Management Program, we categorize our suppliers as either strategic, preferred, or approved in order to identify our critical suppliers.

We are committed to growing inclusivity and diversity within our supplier base. In 2023, we focused not only on growing the number of certified diverse suppliers with which we work, but also on increasing our Tier 2 diversity engagements. We applied additional weighting factors to our RFx sourcing templates and worked with many of our Tier 1 suppliers to develop and expand their respective diversity programs. In 2023, we increased the number of certified diverse suppliers we directly work with to 380, representing a 104% increase over 2022, and spent approximately \$206 million for their products and services.

CUSTOMER RELATIONSHIPS

We are committed to putting customer experience at the centre of everything we do through investing in enhancements to make all interactions simple and fast, and ensuring our customer-facing teams are ready to better support our customers. We view each customer interaction as an opportunity to cultivate lasting relationships and aim to provide exceptional customer experiences and offer innovative solutions that resonate with our customers.

Listening to our customers

Last year, leaders across the organization continued to engage with our frontline teams to gain a firsthand view of how our frontline team members serve our customers. These connections allowed us to capture opportunities to continuously improve our customer’s experience through encouraging those closest to our customers to share ideas, provide feedback, and leverage what they know to shape the experiences we design.

We are committed to our proudly Canadian customer-facing teams, who are ready to serve our customers across the country. Following our merger with Shaw, we repatriated the Shaw customer service teams as part of our commitment to 100% Canada-based teams.

In 2023, we remained dedicated to identifying and deploying process improvement opportunities to make the customer experience even better. We delivered over 160 process improvements to reduce customer and frontline friction, removing 48 million unnecessary contact minutes, equal to approximately 2.4 million individual customer contacts. To support this, we continued investing in our frontline teams to remove friction through training and tools, including the ongoing roll out of Agent Assist (AI for frontline) to all Care and Technical Support specialists.

To promote our continued focus on self-serve solutions for customers, we implemented several digital and self-serve capability initiatives, such as Device Guides for all residential and wireless products for both contact centre agents and customers on rogers.com and fido.ca.

Additionally, we introduced the following features and benefits available to customers:

Bill and pay:

- QuickPay access with no login requirements;
- extension of Autopay and Payment Arrangement capabilities into Virtual Assistants, Anna/AskJack (create, manage, get status, and pay); and
- “First bill” tour and explanation.

Wireless:

- roaming and long distance look-up tools in Anna and AskJack;
- extending plan change capabilities in the MyRogers App and through Anna and AskJack; and
- multi-line activation to remove friction from users looking to transfer or activate multiple phones with us.

Residential:

- a network status hub that shows real-time updates on issues or outages and provides the ability to create a ticket with notifications; and
- early outage detection through AI.

Customer experience:

- launched self-serve Indigenous tax exemption on the web and through Anna and AskJack;
- launched a MyOffers tab on MyRogers, allowing customers to see personalized offers curated for their profile and streamlined with offers agents see;
- accessibility enhancements to our T911 self-serve form registration, helping ensure a seamless subscription process for all customers;
- extending key Virtual Assistant capabilities in Apple Business Messaging (including network status and cable burial);
- streamlined order tracking across more touchpoints with added statuses (including backorder estimated shipment timeline); and
- introduced Getting Started hubs to give customers a single destination for all their installation and onboarding needs.

Digital inclusion

We remain committed to using our networks and technology to provide accessible, reliable, high-speed connectivity for Canadians across the country, including those in rural, remote, and Indigenous communities. This year, we expanded Canada’s largest 5G network to reach over 2,200 communities.

In 2023, we expanded Connected for Success, a first of its kind Canadian program, to provide more affordable and accessible Internet and wireless services for low-income Canadians. Our high-speed low-cost Internet program, to Western Canada and Northern Ontario starting at a low monthly rate of \$9.99 plus taxes. We also launched the new national Connected for Success 5G Mobile Plan with a no-cost 5G smartphone that is available to over 2.5 million Canadians, providing a more affordable way to connect to 5G wireless services. The new \$25 5G plan offers 3 GB of 5G data with no overage charges and a no-cost 5G device with financing when you keep your phone for a 24-month term.

Connected for Success is available to over 2.5 million eligible low-income Canadians, including those receiving provincial income or disability benefits, seniors receiving the federal Guaranteed Income Supplement (GIS), rent-geared-to-income tenants of a non-profit housing partner, families receiving the maximum Canada child benefit or maximum GIS through the federal Connecting Families program. We are working with nearly one thousand organizations nationally to provide the program to eligible Canadians, including non-profit housing partners and community organizations.

NETWORK LEADERSHIP AND RESILIENCE

We continually invest in our networks and technology to provide our customers with industry-leading connectivity and our networks are backed by third-party global benchmarking leaders. In 2023, we were awarded Umlaut’s “Best in Test” award for the fifth consecutive year.

Network investments

As part of our commitment to continue expanding Canada’s largest 5G network and connect rural, remote, and Indigenous communities across Canada, we continued to make strategic investments in 2023.

Through the transformative Shaw Transaction, we are focused on making long-term network investments to ensure all Canadians can access the best networks in the world, including our five-year commitment to invest \$6.5 billion across Western Canada by April 3, 2028, which we made when we announced the Shaw Transaction and subsequently agreed to in legally binding undertakings with Innovation, Science and Economic Development Canada.

This year, we enhanced and expanded our 5G network across Western Canada, including enabling new wireless connectivity along unserved highways in rural and remote parts of British Columbia in partnership with the Province. We turned on seven new towers to provide 70 kilometres of new continuous connectivity along a stretch of Highway 14 between Sooke and Port Renfrew and 25 kilometres of new connectivity on Highway 95 between Nicolson and Harrogate. Now, customers have access to 5G services and all residents, visitors, and workers have access to 911 along these corridors. The new towers also support the work of critical first responders, including B.C. Search and Rescue, as well as local businesses and communities along these stretches of highway.

We continue to make progress along Highway 16, also known as the “Highway of Tears,” to bring seamless wireless service between Prince Rupert and Prince George. In December 2023, we turned on three new wireless towers, providing 50 kilometres of new 5G cellular connectivity on sections of Highway 16. The project is supported by the Government of Canada and is also part of our ongoing work with the Province of British Columbia to expand service and improve connectivity along other key routes, including Highways 3, 4, and 97.

Working with Agnico Eagle Mines Limited (Agnico Eagle), we lit up eight new 5G wireless towers along Highway 652 in Northern Ontario to provide seamless wireless connectivity along the 180-kilometre stretch between Cochrane and Agnico Eagle’s Detour Lake Mine, making travel safer for residents, business travelers, and Agnico Eagle employees. These towers are almost all off-grid and are primarily powered by wind and solar energy. In addition to the towers along the highway, we also worked in partnership with Taykwa Tagamou Nation to build a new tower in their specific community to bring wireless coverage to residents for the first time. This new wireless service is helping residents stay connected with friends and family, as well as supporting economic development and improve access to emergency services.

Working with the Eastern Ontario Regional Network (EORN), the Ontario Ministry of Infrastructure, and Infrastructure Canada, we uplifted or built 66 new towers to introduce 5G in eastern Ontario communities in 2023. This investment is part of the EORN Cell Gap Project, a \$300 million public-private partnership to improve and expand cellular services across rural eastern Ontario. Through this partnership, we are building approximately 330 telecommunications sites, consisting of both new sites and colocations and upgrading 312 existing sites—bringing vital

infrastructure to more municipalities and Indigenous communities in eastern Ontario.

Keeping Canadians connected where and when they want means investing in new and innovative network technology. In 2023, we announced partnerships with SpaceX and Lynk Global (Lynk) to bring satellite-to-mobile phone coverage nationwide to help ensure Canadians stay connected in areas beyond the limits of traditional wireless networks. In December, Rogers and Lynk completed Canada’s first successful satellite-to-mobile test phone call in Heart’s Content, Newfoundland and Labrador. We plan to launch satellite-to-mobile phone technology in 2024, starting with SMS texting, mass notifications, and machine-to-machine AI applications, and then expand to include voice and data services quickly thereafter.

In 2023, we acquired BAI Canada and began to modernize and expand the legacy cellular network in Canada’s largest underground transit system. In just a few months, we completed upgrading the legacy network, bringing 5G service to the Toronto Transit Commission (TTC) subway system for the first time so riders can talk, text, and stream and have more reliable access to 911 on 5G in the busiest tunnels and at all stations.

In addition to our wireless expansion, in 2023 we were selected by the Government of Canada through the Universal Broadband Fund to bring access to reliable high-speed fibre Internet to more Canadians. In Nova Scotia, we will be bringing high-speed Internet access to over 1,600 households, including over 440 Indigenous households. In Ontario, along with funding from the Government of Ontario, we are working to provide Internet access to more than 66,000 households across southern Ontario.

Transparency in our Reporting

Learn more about our sustainability and social impact-related disclosures on about.rogers.com and investors.rogers.com:

Sustainability and Overall Social Impact	Environmental Leadership	People and Communities	Responsible Management
Our Impact Data Supplement Impact Reports	Environmental Impact Climate Action Report	Social Impact Truth and Reconciliation Inclusion and Diversity Strategy Booklet	Corporate Governance Leadership Team Board of Directors Annual Report AGM Materials Directors Code of Conduct and Ethics Rogers Business Conduct Policy Board Committee Mandates Rogers Supplier Code of Conduct Rogers Privacy Policy Rogers STAR Hotline Filings on SEDAR+

See our 2023 Data Supplement at about.rogers.com/our-impact/impact-reports for:

- Glossary of Terms
- Non-GAAP and Other Financial Measures – Economic Value Distributed
- Global Reporting Initiative index
- Sustainability Accounting Standards Board index
- TCFD Index
- KPI Performance Data Sheet

Assurance

KPMG'S INDEPENDENT PRACTITIONER'S LIMITED ASSURANCE REPORT

To Board of Directors and Management of Rogers Communications Inc.

We have undertaken a limited assurance engagement on certain quantitative performance indicators of Rogers Communications Inc. (the "Entity"), included in the accompanying 2023 Sustainability and Social Impact Report and Data Supplement (collectively, the "Report"), as at and for the year ended December 31, 2023.

The scope of our limited assurance engagement, as agreed with management, comprises the following performance information (collectively, the "subject matter information") and criteria:

Topic	Units	Subject Matter Information	Criteria
Governance and accountability	Percentage	Percentage of employees trained in Rogers Business Conduct Policy	Internally developed
Customer experience	Percentage	Customer retention - Wireless monthly churn rate (postpaid voice & data)	Internally developed
		Customer retention - Wireless monthly churn rate (prepaid voice & data)	Internally developed
	Number	Complaints accepted by the Commission for Complaints for Telecom-television Services (CCTS)	Internally developed
		Well-founded privacy complaints with the federal Office of the Privacy Commissioner	Internally developed
	\$ millions	Capital expenditures	IFRS
Employee experience	Percentage	Percentage of employees who are women (Overall)	Internally developed
		Percentage of employees who are women (VP+)	Internally developed
		Percentage of employees who are People of Colour (Overall)	Internally developed
		Percentage of employees who are People of Colour (VP+)	Internally developed
		Percentage of employees who are Indigenous Peoples (Overall)	Internally developed
		Percentage of employees who are Persons with Disabilities (Overall)	Internally developed
	Employee voluntary turnover rate	Internally developed	
Rate per 100 full time employees	Lost-time incident rate	Internally developed	
Environmental responsibility	GJ	Energy (Direct and Indirect) consumed by the organization	Internally developed
	GJ	Direct energy consumed	Internally developed
	GJ	Indirect energy consumed (electricity and steam)	Internally developed
Community investment	\$ millions	Total cash donations	Internally developed
		Total in-kind donations	Internally developed
		Total community investment	Internally developed
	Percentage	Percentage of pre-tax profits donated to charities and NGOs	Internally developed
Economy and society	\$ millions	Economic value distributed	Internally developed
		Total income taxes paid	IFRS
Environmental impact	metric tonnes CO ₂ e	Direct GHG Emissions (Scope 1)	GHG Protocol: The Corporate Accounting and Reporting Standard
		Indirect GHG Emissions (Scope 2) location-based	
		Total GHG Emissions (Scopes 1 and 2) location-based	

The subject matter information is denoted by the symbol ✚ in the Report.

Other than as described in the preceding table, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

There are no mandatory requirements for the preparation or presentation of the subject matter information. As such, the Entity has applied The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (revised edition) in relation to greenhouse gas emissions and the internally developed criteria presented in the Glossary of Terms in the Data Supplement in relation to the remaining subject matter information (the “applicable criteria”).

MANAGEMENT’S RESPONSIBILITY

Management is responsible for the preparation and presentation of the subject matter information in accordance with the applicable criteria.

Management is also responsible for such internal control as management determines necessary to enable the preparation and presentation of the subject matter information that is free from material misstatement, whether due to fraud or error. This responsibility includes determining the Entity’s objectives in respect of sustainability performance and reporting, identifying stakeholders and material issues, and selecting or developing appropriate criteria.

PRACTITIONER’S RESPONSIBILITIES

Our responsibility is to express a limited assurance conclusion on the subject matter information based on evidence we have obtained. We conducted our limited assurance engagement in accordance with Canadian Standards on Assurance Engagements (CSAE) 3000, *Attestation Engagements Other than Audits or Reviews of Historical Financial Information* and CSAE 3410, *Assurance Engagements on Greenhouse Gas Statements*. These standards require that we plan and perform our engagement to obtain limited assurance about whether the subject matter information is free from material misstatement.

The procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, we do not express a reasonable assurance opinion about whether the subject matter information has been prepared in all material respects, in accordance with the applicable criteria.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users of our report.

The nature, timing and extent of procedures performed depends on our professional judgment, including an assessment of the risks of material misstatement, whether due to fraud or error, and involves obtaining evidence about the subject matter information.

Our engagement included: assessing the appropriateness of the subject matter information, the suitability of the criteria used by the Entity in preparing the subject matter information in the circumstances of the engagement, and evaluating the appropriateness and consistency of the quantification methods, reporting policies and procedures, and models used in the preparation of subject matter information, including estimates developed by the Entity.

The procedures we performed were based on our professional judgment and included, amongst others, the following:

- Making inquiries, primarily of persons responsible for data collection and preparation of the subject matter information;
- Obtaining and inspecting documents to compare the reported data for the subject matter information to underlying data sources;
- Performing recalculations of the subject matter information to assess the appropriateness and consistency of quantification methods;
- Performing analytical procedures; and
- Considering disclosure and presentation of the subject matter information within the Report.

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

PRACTITIONER’S INDEPENDENCE AND QUALITY MANAGEMENT

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 Canadian Standard on *Quality Management 1, Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements* which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

SIGNIFICANT INHERENT LIMITATIONS

Historical non-financial information, such as that contained in the Report, is subject to more inherent limitations than historical financial information, given the characteristics of the underlying subject matter and methods used for determining this information. The absence of a significant body of established practice on which to draw allows for the selection of different but acceptable evaluation techniques, which can result in materially different measurements and can impact comparability. The nature and methods used to determine such information, as described in the applicable criteria, may change over time, and it is important to read the Entity’s reporting methodology as available within the Report.

EMPHASIS OF MATTER*Comparative information*

As discussed in notes 1 and 14 to the Environment section of the Data Table in the 2023 Data Supplement of the Report, the 2019 base year emissions and energy consumption data has been restated to reflect the structural change that resulted from the 2023 acquisition of Shaw Communications Inc.

Methodology change

We draw attention to note 3 to the Environment section of the Data Table in the 2023 Data Supplement in the Report, which describes the measurement process for the period from January 1, 2023 to December 31, 2023 is based on actual consumption from January 1, 2023 to August 1, 2023 and estimated consumption from September 1, 2023 to December 31, 2023. Comparative information has not been restated.

Our conclusion is not modified in respect the above matters.

OTHER MATTER

We have not been engaged to, and therefore do not, provide any assurance in respect of the restatements discussed in notes 1 and 14. Our conclusion is not modified in respect of this matter.

CONCLUSION

Our conclusion has been formed on the basis of, and is subject to, the matters outlined in this report. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion. Based on the procedures performed and evidence obtained, no matters have come to our attention to cause us to believe that the Entity's subject matter information as at and for the year ended December 31, 2023, is not prepared and presented, in all material respects, in accordance with the applicable criteria.

RESTRICTION ON USE

Our report is intended solely for Rogers Communications Inc. We acknowledge the disclosure of our report, which will be made in full only by Rogers Communications Inc. at its discretion, in the 2023 Sustainability and Social Impact Report and Data Supplement. We do not assume or accept any responsibility or liability to any third party in respect of this report.



Chartered Professional Accountants
Toronto, Canada
March 5, 2024