

# 2021 ESG Data Supplement





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# About this Report

## Reporting Standards

To guide our ESG reporting, we have used the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), Task Force on Climate-related Financial Disclosures (TCFD), and the United Nations Sustainable Development Goals (UN SDGs).

We self-declare that our 2021 ESG Report has been prepared in accordance with the GRI core reporting requirements, with reference to SASB reporting standards, and considers our commitment to progress towards the UN Global Compact and UN SDGs. Please also refer to our 2021 TCFD Report for our climate disclosures

### Our Material ESG Topics

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

Dimension	Pillar	Material Topic	Definition
Social	Customer Excellence	Customer Experience	Refers to a commitment to put the customer at the heart of everything we do. We design experiences that help us get it right the first time and aspire for excellence in every customer interaction.
		Network Leadership	Refers to the continued investment in our networks to ensure customers have access to award winning network connectivity, backed by third-party global benchmarking leaders and experts.
		Digital Inclusion	Refers to providing connectivity to the two million rural Canadian households that are digitally underserved and left behind. Only half of rural Canadians, and only about one-third of Indigenous communities, have access to high-speed Internet. Solving this urgent problem requires partnerships among all sectors and Rogers is actively engaged in initiatives across the country to work towards connecting all Canadians.
	People and Culture	Talent Attraction and Development	Refers to the process of incentivizing and/or attracting desirable candidates to apply to an organization through sharing of implied benefits (e.g. culture, perks of working at an organization, etc.), and is often tied to organizational Employee Value Proposition.
		Inclusion and Diversity	Refers to the creation of an equitable, diverse and inclusive workplace for all employees at Rogers by creating a culture of inclusion where everyone feels they belong, where diversity is embraced and where we stand against all acts of hate, racism, and discrimination.
		Safety and Well-being	Refers to understanding the risks our work and work environments can pose to health, physical & mental safety, and physical & mental well-being; and proactively and reactively eliminating or reducing those risks. We aim to protect, and enrich, the safety and physical & mental well-being of our people - at work and in their lives - by providing robust policies, programs, support, tools, training, expertise, awareness, and forums for engagement.
	Community Empowerment	Employee Engagement	Refers to the level of enthusiasm and dedication an employee feels towards their job and/or organization. At Rogers, engagement is measured via the Employee Survey.
		Community Engagement	Refers to working with, listening to, and investing in communities to build long-term relationships and develop meaningful interventions to complex issues. For Rogers, community engagement could include in-kind and/or financial support, employee volunteering and ongoing dialog with communities.

# About this Report

Dimension	Pillar	Material Topic	Definition
Social	Community Empowerment	Indigenous Peoples	Refers to a company’s collaboration directly with communities in ways that respect self-determination and the history of Indigenous peoples in Canada. It is our goal to help solve access to broadband connectivity that will eventually provide equitable access to education, employment and economic development via participation in the digital economy.
Environment	Environmental Stewardship	Climate Change and Energy Efficiency	<p>Climate change refers to the long-term alteration of temperature and typical weather patterns in a place. Climate change may cause weather patterns to be less predictable and has been connected with other damaging weather events, such as more frequent and more intense hurricanes, floods, downpours, and winter storms.</p> <p>Energy efficiency refers to the use of all types of energy throughout the conduct of our business. Energy types include electricity, natural gas, vehicle fuel, diesel oil, and propane.</p>
		Waste Management	Refers to efforts taken through proactive programs to reduce the generation of waste from all operations and a company’s supply chain. Waste to landfills is a significant contributor of GHG emissions (methane gas) into the atmosphere.
Governance	Conscious Leadership	ESG Governance and Risk Management	Refers to a broad range of corporate activities including board and management structures, as well as a company’s policies, standards, information disclosure and compliance to aim to ensure a company is able to be an accountable and responsible company, taking into account all of its stakeholders.
		Responsible Procurement	Refers to the process of selecting, managing and improving relationships with third party suppliers who provide goods and/or services to Rogers. The key aspects of procurement and supplier management involve assessing suppliers’ strengths, capabilities as well as associated risks during the entire lifecycle of a supplier.
		Data Privacy and Cyber Security	Refers to the appropriate safeguards that are in place for the personal information that is collected, used, and disclosed by Rogers. At Rogers, cyber security protections are integral to privacy protection, including strong protocols and controls to secure data, when in transit and at rest.
		Socio-Economic Impact	Refers to the good we contribute to the Canadian economy through the people we employ, the goods and services we buy, and the people we connect through our various products and services. We measure economic performance based on our total economic footprint, economic value generated and distributed, and taxes paid to various levels of government.

## External Assistance

KPMG was engaged to provide a limited assurance conclusion over indicators identified with this symbol \* as at and for the period-ended December 31, 2021. Refer to KPMG’s Independent Limited Assurance Report on page 65 of the 2021 ESG Report.



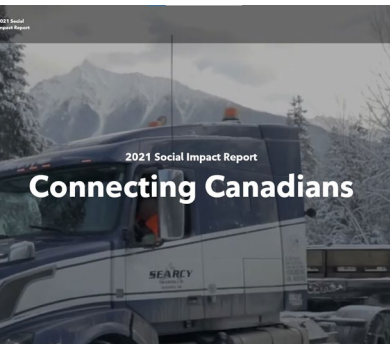
[2021 ESG Report](#)



[2021 TCFD Report](#)



[2021 Annual Report](#)



[2021 Social Impact Report](#)

# Data Table

The following data covered in this report applies to Rogers Communications Canada Inc.

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
ABOUT ROGERS									
ACTIVITY METRICS									
Number of Wireless subscribers	Thousands	11,297	10,943	10,840	10,783	10,482		201-1	TC-TL-000.A
Number of Internet subscribers	Thousands	2,665	2,598	2,534	2,430	2,321		201-1	TC-TL-000.C
Network traffic	Petabyte	22,582	19,926	12,023	7,637	5,990		201-1	TC-TL-000.D

# Data Table

Key preformance indicator	2021 Objective	Independently assured (2021)	2021 Progress
TARGETS AND PERFORMANCE			
Customer Excellence			
Complaints accepted by the Commissioner for Complaints for Telecom-Television Services (CCTS)	Reduce our complaints from 2020 (2,987)	*	4,187
Well-founded privacy complaints with the federal Office of the Privacy Commissioner	None	*	2
People and Culture			
Percentage of employees who feel proud to work at Rogers			89%
Voluntary turnover rate	10% improvement from 2020 (9.5%)	*	16.3%
Percentage of employees who are women	Close gap to LMA	*	38.5%
Percentage of employees who are women (Senior Managers+)	Make improvements towards our 2021 target of 35%	*	31.6%
Percentage of employees who are Visible Minorities	Meet or exceed LMA (29.55%)	*	38.2%
Percentage of employees who are Visible Minorities (Senior Managers+)	Make improvements towards our 2021 target of 20%	*	15.1%
Percentage of employees who are Indigenous peoples	Make improvements towards our 2021 target of 1.5%	*	1.1%
Percentage of employees who are Persons with Disabilities	Make improvements towards our 2021 target of 3%	*	4.1%

# Data Table

Key preformance indicator	2021 Objective	Independently assured (2021)	2021 Progress
TARGETS AND PERFORMANCE			
Community Empowerment			
Percentage of pre-tax profits donated to charities and non-profit organizations	2%	*	3.28%
Environmental Stewardship			
Scope 1 and 2 greenhouse gas emissions	Make improvements towards our 2025 targets (2025 Target = 148.1K tonnes of CO2e)	*	133,754
Direct and indirect energy use	Make improvements towards our 2025 targets (2025 Target - 3,385,300 GJ)	*	4,252,614
Customers who receive electronic bills	Continually increase percentage of customers receiving electronic bills.	*	93%
Conscious Leadership			
Percentage of employees trained in Rogers' Business Conduct Policy	95%	*	96.7%
Percentage of competitive bid processes where the supplier agreed to our Supplier Code of Conduct and Business Conduct Guidelines	100%	-	100%



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
ENVIRONMENT									
EMISSIONS									
Total GHG Emissions (Scopes 1, 2 and 3)	Metric tonnes (tCO2e)	164,713	171,683	218,892	235,501	227,687		305-1	
Total GHG Emissions (Scopes 1 and 2)	tCO2e	133,754	148,118	156,203	166,335	155,576	*	305-1	
Direct GHG Emissions (Scope 1)	tCO2e	27,398	29,456	33,300	34,395	31,297	*	305-1	
Buildings	tCO2e	13,106	14,631	17,626	17,640	14,809		305-1	
Transmission towers	tCO2e	1,246	1,243	1,289	2,026	1,821		305-1	
Fleet	tCO2e	13,046	13,582	14,385	14,729	14,664		305-1	
Indirect GHG Emissions (Scope 2)	tCO2e	106,356	118,662	122,903	131,940	124,279	*	305-1	
Buildings	tCO2e	35,603 <sup>3</sup>	52,327	55,382	62,549	63,108		305-1	
Transmission towers	tCO2e	63,197	58,627	60,193	60,071	52,631		305-1	
Power supply stations	tCO2e	7,556	7,708	7,327	9,320	8,540		305-1	
Other Indirect GHG Emissions (Scope 3)	tCO2e	30,959	23,565	62,689	69,166	72,111		305-3	
Category 1: Purchased goods and services <sup>1</sup>	tCO2e	17,377 <sup>3</sup>	834	2,947	4,668	10,388		305-3	
Category 5: Waste <sup>2</sup>	tCO2e	3,525	2,659	7,961	8,395	7,407		305-3	
Category 6: Business travel	tCO2e	1,801	2,632	7,319	8,388	6,377		305-3	
Category 7: Employee commuting	tCO2e	8,256	17,439	44,462	47,715	46,938		305-3	

1. Includes emissions from the manufacturing of our paper consumption for all internal, billing and marketing/communication purposes

2. Includes only emissions from building waste

3. Historically, emissions from energy used by Rogers for Business data centers (2020: 29,670 tCO2e; 2019: 33,976 tCO2e) were classified entirely as Scope 2. In 2021, we determined that, where separately sub-metered, emissions from energy used to support the overall building infrastructure (13,352 tCO2e) should be presented as Scope 2, while emissions from energy used by Rogers for Business™ data center customers (16,476 tCO2e) are outside Rogers’ operational boundary and should be presented as Scope 3. Emissions from energy used by Rogers for Business™ data center customers have not been reclassified from Scope 2 to Scope 3 in the comparative periods.



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
ENVIRONMENT									
EMISSIONS									
GHG Emissions Intensity								305-4	
GHG Emission (Scope 1 and 2) intensity by revenue <sup>4</sup>	tCO2e / \$ million	9.13	10.64	10.36	11.02	11.00		305-4	
GHG Emission (Scope 1 and 2) intensity by network traffic	tCO2e / Petabyte	5.92	7.43	12.99	21.78	25.97		305-4	
GHG (Scope 1 and 2) absolute reductions year over year	tCO2e	14,364	8,084	10,133	10,759	8,349		305-5	
ENERGY									
Energy (Direct and Indirect) Consumed Within the Organization	Gigajoules	4,252,614 <sup>3</sup>	4,438,340	4,547,381	4,256,612	4,083,288	*	302-1	TC-TL-130a.1
Direct Energy Consumed <sup>5</sup>	Gigajoules	454,955	507,968	579,491	550,168	543,911	*	302-1	TC-TL-130a.1
Energy Type									
Natural gas	Gigajoules	252,991	298,281	357,072	317,871	304,031		302-1	TC-TL-130a.1
Fuel gas	Gigajoules	184,742	192,290	204,173	209,128	216,074		302-1	TC-TL-130a.1
Diesel	Gigajoules	16,372	16,991	17,844	22,644	23,218		302-1	TC-TL-130a.1
Propane gas	Gigajoules	849	407	402	525	590		302-1	TC-TL-130a.1
Indirect Energy Consumed (Electricity)	Gigajoules	3,797,659	3,930,372	3,967,890	3,706,444	3,539,377	*	302-1	TC-TL-130a.1

3. Historically, emissions from energy used by Rogers for Business data centers (2020: 29,670 tCO2e; 2019: 33,976 tCO2e) were classified entirely as Scope 2. In 2021, we determined that, where separately sub-metered, emissions from energy used to support the overall building infrastructure (13,352 tCO2e) should be presented as Scope 2, while emissions from energy used by Rogers for Business™ data center customers (16,476 tCO2e) are outside Rogers’ operational boundary and should be presented as Scope 3. Emissions from energy used by Rogers for Business™ data center customers have not been reclassified from Scope 2 to Scope 3 in the comparative periods.

4. Scope 1 and 2 GHG emissions per revenue is a supplementary financial measure; it is calculated by dividing the sum of Scope 1 and 2 GHG emissions in metric tonnes by consolidated revenue in millions of dollars.

5. Direct energy represents the consumption of fuel energy on site (gas, propane, oil etc.)



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
ENVIRONMENT									
ENERGY									
Renewable Energy								302-1	TC-TL-130a.1
Direct energy consumed	MWh	0	0	0	0	0		302-1	TC-TL-130a.1
Indirect energy consumed <sup>6</sup>	MWh	1,632,993	1,738,404	1,777,154	1,616,045	1,579,421		302-1	TC-TL-130a.1
Renewable energy share of total energy consumed <sup>7</sup>	Percentage	44%	44%	45%	44%	45%		302-1	TC-TL-130a.1
Energy intensity								302-3	TC-TL-130a.1
Total energy use per network traffic	Gigajoules / Petabyte	188	223	378	558	688		302-3	TC-TL-130a.1
Total energy use per revenue <sup>8</sup>	Gigajoules / \$Million	290	319	302	282	289		302-3	TC-TL-130a.1
WATER									
Water consumption	Cubic metres	174,182	192,608	243,573	265,640	279,147		303-5	
WASTE									
Waste Generated <sup>9</sup>	Metric Tonnes	7,946	5,422	9,393	8,891	8,112		306-3	
Diverted from disposal (recycled)	Metric Tonnes	5,780	3,695	5,237	5,195	5,029		306-3	
Directed to disposal (landfill)	Metric Tonnes	2,166	1,727	4,156	3,696	3,083		306-3	
Percentage of waste diverted from landfill	Percentage	73%	68%	56%	58%	62%		306-3	

6. Indirect energy represents the consumption of electricity purchased for use in Rogers’ own operations

7. Grid level electricity from renewable sources nationally

8. Total energy use per revenue is a supplementary financial measure; it is calculated by dividing energy use in gigajoules by consolidated revenue in millions of dollars

9. Includes waste from buildings, fleet, construction, device recovery, power stations, and network



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
ENVIRONMENT									
WASTE									
Spills and releases									
Level 1	Number	34	35	90	89	80			
Level 2	Number	25	19	27	25	34			
Level 3	Number	1	0	2	1	3			
Total spills and releases	Number	60	54	119	115	117			
MATERIALS									
Paper consumption	Metric Tonnes	648	593	1,727	3,314	4,886		301-1	
Publishing	Metric Tonnes	-	-	764	2,151	3,086		301-1	
Marketing and communications	Metric Tonnes	458	228	316	453	1,048		301-1	
Billing	Metric Tonnes	156	328	580	648	679			
Internal office use	Metric Tonnes	34	37	67	62	73		301-1	
Product End-of-life Management									
Wireless devices collected and processed for reuse and recycling	Number	123,678	113,447	131,502	133,784	181,773	*		
Materials recovered through take back programs	Weight or volume	1,119,195	785,726	1,478,593	154,944	212,742			TC-TL-440a.1
Percentage of recovered materials that were reused/resold	Percentage	73%	47%	40%	86%	85%			TC-TL-440a.2
Percentage of recovered materials that were recycled	Percentage	27%	53%	60%	14%	15%			TC-TL-440a.3



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
SOCIAL									
EMPLOYEES									
Total employees in Canada	Number	23,000	23,500	25,300	26,100	24,500		102-7	
EMPLOYEE TURNOVER									
Employee voluntary turnover rate	Percentage	16.3%	9.5%	14.6%	13.6%	15.6%	*	401-1	
TRAINING AND EDUCATION									
Investment in training	\$ million	34	35	43	43	51		404-1	
Investment in training per employee	\$	1,478	1,503	1,700	1,320	1,595		404-1	
REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEW									
Percentage of employees receiving regular performance and career development reviews	Percentage	100%	100%	100%	100%	100%		404-3	
HEALTH, SAFETY AND WELLBEING									
Lost-time incident rate	Number per 200 hours worked	0.33	0.37	0.40	0.38	0.36	*		
Fatalities total	Number	0	0	0	0	0		403-9	
# of Workplace Health & Safety Committees across Canada	Number	54	56	70	60	60			
# of Thrive Ambassadors and Primes across Canada	Number	171	189	172	171	106			



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
SOCIAL									
DIVERSITY AND INCLUSION									
Diversity								405-1	
Indigenous peoples	Percentage	1.1%	1.0%	0.9%	0.9%	0.9%	*	405-1	
Persons with Disabilities	Percentage	4.1%	2.9%	2.7%	2.3%	2.2%	*	405-1	
Visible Minorities	Percentage	38.2%	36.3%	35.8%	35.4%	34.6%	*	405-1	
Women	Percentage	38.5%	38.3%	37.4%	38.0%	38.4%	*	405-1	
Women								405-1	
Senior Level Management	Percentage	31.6%	27.4%	29.5%	27.5%	26.5%	*	405-1	
Visible Minorities								405-1	
Senior level management	Percentage	15.1%	14.0%	14.7%	15.8%	13.5%	*	405-1	
Indigenous peoples								405-1	
Senior level management	Percentage	0%	0%	0%	0%	0%	*	405-1	
Persons with Disabilities								405-1	
Senior Managers (VP+) / Middle and Other Managers	Percentage	3.6%	2.5%	2.1%	1.6%	1.8%	*	405-1	

# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
SOCIAL									
COMMUNITY ENGAGEMENT									
Total Community Investment	\$ million	69.7	76.3	64.2	65.7	64.0	*	201-1	
Total cash donations	\$ million	9.0	11.6	12.0	11.3	9.4	*	201-1	
Cash donations	\$ million	7.5	10.6	10.4	10.0	7.3		201-1	
Regulated community investment - cash donations	\$ million	1.5	1.0	1.6	1.3	2.1		201-1	
Total In-kind Donations	\$ million	60.7	64.7	52.2	54.4	54.6	*	201-1	
Community Investment - in-kind donations	\$ million	44.3	48.5	34.7	36.8	32.6		201-1	
Regulated community investment - in-kind donations <sup>1</sup>	\$ million	16.4	16.2	17.5	17.6	22.0		201-1	
% of pre-tax earnings donated to charities & non-profit organizations	Percentage	3.3%	3.3%	2.3%	2.3%	2.5%	*	201-1	
Employee Volunteering									
Volunteer hours invested by Rogers employees	Number	22,000	51,500	24,523	20,354	11,700		201-1	
DIGITAL INCLUSION									
Funding provided to support Canadian film and television production through the Rogers Group of Funds	\$ million	23	26.1	25.3	18.5	26.8			

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.



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
SOCIAL									
CUSTOMER EXPERIENCE									
Customer retention – Wireless monthly churn rate (postpaid)	Percentage	0.95%	1.00%	1.11%	1.10%	1.20%	*		
Customer retention – Wireless monthly churn rate (prepaid)	Percentage	4.20%	4.38%	4.86%	4.38%	3.48%	*		
Complaints accepted by the Commissioner for Complaints for Telecom-Television Services (CCTS) <sup>2</sup>	Number	4,187	2,987	2,866	2,258	1,641	*		
System average interruption frequency	Number	Rogers does not yet report on this indicator.							TC-TL-550a.1
Customer average interruption duration	Number	Rogers does not yet report on this indicator.							TC-TL-550a.1
NETWORK LEADERSHIP									
Capital expenditures	\$ millions	2,788	2,312	2,807	2,790	2,436	*		
Approximate percentage of Canadian population covered by Rogers LTE network	Percentage	96%	96%	96%	96%	96%			

2. Complaints measured from August 1 to July 31 annually. 2021 includes complaints from all Rogers brands, including acquisitions, as at December 31, 2021. 2018, 2019, and 2020 include Rogers, Fido, and Chatr complaints. 2017 includes Rogers, Fido, Mobilicity, and Chatr complaints.

# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
GOVERNANCE									
BOARD COMPOSITION									
Total Board Members									
Women	Percentage	31%	33%	33%	33%	31%		102-22	
Independent	Percentage	46%	50%	50%				102-22	
Ethics and Integrity									
Percentage of employees completing training on the code of conduct	Percentage	97%	95%	96%	98%	98%	*		
Critical Concerns									
Nature and total number of critical concerns	Number	0	0	0	0	0		102-34	
ANTI-COMPETITION									
Average actual sustained download speed of (1) owned and commercially associated content and (2) non-associated content	Download speed	Rogers does not disclose due to the sensitive nature of this information.							TC-TL-520a.2
SOCIO-ECONOMIC IMPACT									
Economic Impact								201-1	
Direct Economic Value Generated									
Revenues	\$ million	14,655	13,916	15,073	15,096	14,143		201-1	



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
GOVERNANCE									
SOCIO-ECONOMIC IMPACT									
Economic Value Distributed									
Operating expenses	\$ million	6,281	5,904	6,509	6,708	6,385		201-1	
Benefits and wages <sup>1</sup>	\$ million	2,046	1,710	1,861	1,954	1,987		201-1	
Shareholders and Providers of Capital									
Dividends paid <sup>2</sup>	\$ million	1,010	1,011	1,016	988	988		201-1	
Interest paid <sup>2</sup>	\$ million	802	808	779	726	735		201-1	
Government Taxes and other government payments <sup>2</sup>	\$ million	1,384	1,104	1,127	1,070	1,185		201-1	
Capital expenditures	\$ million	2,788	2,312	2,807	2,790	2,436	*	201-1	
Community investments	\$ million	9	11	10	11	9	*	201-1	
Total Economic Value Distributed	\$ million	14,320	12,860	14,109	14,247	13,725	*	201-1	
Income Taxes by Province									
Total income taxes	\$ million	700.4	418.3	400.2	370.1	475.3	*	201-1	
Canadian Federal Government	\$ million	385.5	229.3	228.6	212.8	266.0		201-1	
British Columbia	\$ million	23.9	12.7	11.1	11.2	13.8		201-1	
Alberta	\$ million	18.3	12.6	18.7	16.6	21.5		201-1	
Saskatchewan	\$ million	0.8	0.4	0.6	0.7	0.6		201-1	

1. Employee salaries and benefits and stock-based compensation (excluding payroll taxes)  
2. Certain items are presented on a cash basis because it is more relevant to the stakeholders.

# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
GOVERNANCE									
SOCIO-ECONOMIC IMPACT									
Income Taxes by Province									
Manitoba	\$ million	5.0	2.8	2.3	3.0	3.3		201-1	
Ontario	\$ million	208.9	146.6	120.0	105.2	143.5		201-1	
Quebec	\$ million	42.6	6.0	11.0	13.4	17.6		201-1	
PEI	\$ million	0.2	0.1	0.1	0.1	0.1		201-1	
NF	\$ million	2.5	1.1	1.1	1.3	1.7		201-1	
NS	\$ million	1.9	1.1	1.3	1.4	1.4		201-1	
NB	\$ million	10.8	5.0	3.8	3.8	5.7		201-1	
Foreign	\$ million	-	0.6	1.6	0.6	0.1		201-1	
Sales Taxes by Province									
Total sales taxes	\$ million	8.6	7.7	8.6	8.9	8.7		201-1	
Canadian Federal Government	\$ million	-	-	-	-	-		201-1	
British Columbia	\$ million	7.3	6.0	7.1	5.7	3.1		201-1	
Alberta	\$ million	-	-	-	-	-		201-1	
Saskatchewan	\$ million	-	-	-	-	-		201-1	
Manitoba	\$ million	1.2	0.8	0.5	0.9	0.8		201-1	
Ontario	\$ million	0.1	0.7	0.7	1.9	4.3		201-1	
Quebec	\$ million	-	0.2	0.3	0.4	0.5		201-1	
PEI	\$ million	-	-	-	-	-		201-1	



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
GOVERNANCE									
SOCIO-ECONOMIC IMPACT									
Sales Taxes by Province									
NF	\$ million	-	-	-	-	-		201-1	
NS	\$ million	-	-	-	-	-		201-1	
NB	\$ million	-	-	-	-	-		201-1	
Foreign	\$ million	-	-	-	-	-		201-1	
Payroll Taxes by Province									
Total payroll taxes	\$ million	134.6	136.6	136.2	130.4	126.7		201-1	
Canadian Federal Government	\$ million	82.5	79.4	88.0	84.2	80.8		201-1	
British Columbia	\$ million	1.9	2.6	1.8	0.9	1.5		201-1	
Alberta	\$ million	0.3	-	0.1	0.1	0.2		201-1	
Saskatchewan	\$ million	-	-	-	-	-		201-1	
Manitoba	\$ million	0.2	0.2	0.2	0.2	0.2		201-1	
Ontario	\$ million	32.7	37.0	36.9	36.8	35.7		201-1	
Quebec	\$ million	16.3	16.7	8.4	7.7	7.7		201-1	
PEI	\$ million	-	-	-	-	-		201-1	
NF	\$ million	0.3	0.3	0.3	0.3	0.3		201-1	
NS	\$ million	0.1	-	0.1	-	0.1		201-1	
NB	\$ million	0.3	0.4	0.5	0.2	0.2		201-1	
Foreign	\$ million	-	-	-	-	-		201-1	

# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
GOVERNANCE									
SOCIO-ECONOMIC IMPACT									
Broadcast, Spectrum, and Other Regulatory Fees <sup>3</sup>									
Canadian Federal Government	\$ million	491.2	489.9	531.6	513.3	520.9		201-1	
Property and Business Taxes by Province								201-1	
Total property and business taxes	\$ million	50.0	49.7	50.3	47.8	52.5		201-1	
Canadian Federal Government	\$ million	6.0	5.7	5.9	6.1	7.7			
British Columbia	\$ million	5.2	4.1	4.8	3.8	4.1		201-1	
Alberta	\$ million	5.9	6.0	6.4	5.8	6.0		201-1	
Saskatchewan	\$ million	0.2	0.2	0.2	0.2	0.2		201-1	
Manitoba	\$ million	0.6	0.7	0.7	0.5	0.5		201-1	
Ontario	\$ million	21.7	22.2	21.1	20.6	21.8		201-1	
Quebec	\$ million	7.2	7.4	8.1	7.6	7.6		201-1	
PEI	\$ million	-	-	-	-	-		201-1	
NF	\$ million	1.4	1.4	1.5	1.6	1.6		201-1	
NS	\$ million	0.4	0.6	0.5	0.4	0.5		201-1	
NB	\$ million	1.4	1.4	1.1	1.2	2.5		201-1	
Foreign	\$ million	-	-	-	-	-		201-1	

3. Included 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.



# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
GOVERNANCE									
SUPPLIERS									
Number of certified diverse suppliers	Number	68	63	26	23	-			
Cumulative total spend with certified diverse suppliers	\$ million	45	40	38	34	-			
New suppliers that were screened using social criteria	Number	309	NA	103	57	26		414-1	
DATA PRIVACY AND SECURITY									
Complaints Accepted by the Commissioner for Complaints for Telecom-Television Services (CCTS)	Number	4,187	2,987	2,866	2,258	1,641	*		-
Number of Law Enforcement Requests for Customer Information	Number	354,850	343,864	-	-	-			TC-TL-220a.4
Court orders / warrants	Number	256,121	253,827	-	-	-			TC-TL-220a.4
Government requirement letters	Number	1,133	1,219	-	-	-			TC-TL-220a.4
Foreign requests	Number	322	58	-	-	-			TC-TL-220a.4
Requests from law enforcement and 911 emergency responders	Number	97,274	88,760	-	-	-			TC-TL-220a.4

# Data Table

Data	Measurement	2021	2020	2019	2018	2017	Independently Assured (2021)	GRI	SASB
GOVERNANCE									
DATA PRIVACY AND SECURITY									
Number of Law Enforcement Requests for Customer Information Fulfilled	Number	347,388	340,754	-	-	-			TC-TL-220a.4
Court orders / warrants	Number	253,074	251,479	-	-	-			TC-TL-220a.4
Government requirement letters	Number	1,094	1,054						TC-TL-220a.4
Foreign requests	Number	-	-	-	-	-			TC-TL-220a.4
Requests from law enforcement and 911 emergency responders	Number	93,220	88,221	-	-	-			TC-TL-220a.4
Number of Law Enforcement Requests for Customer Information Not Fulfilled	Number	7,462	3,110	-	-	-			TC-TL-220a.4
Court orders / warrants	Number	3,047	2,348	-	-	-			TC-TL-220a.4
Government requirement letters	Number	39	165	-	-	-			TC-TL-220a.4
Foreign requests	Number	322	58	-	-	-			TC-TL-220a.4
Requests from law enforcement and 911 emergency responders	Number	4,054	539						TC-TL-220a.4
Number of Data Breaches	Number	Rogers does not disclose due to the sensitive nature of this information.							TC-TL-230a.1
Percentage involving personally identifiable information (PII)	Number	Rogers does not disclose due to the sensitive nature of this information.							TC-TL-230a.1
Number of customers affected		Rogers does not disclose due to the sensitive nature of this information.							TC-TL-230a.1

# ESG Index

The following Global Reporting Initiative Index has been developed in accordance with the GRI Standards: Core option, with reference to SASB reporting standards, and considers our commitment to progress towards the UN Global Compact. The Index provides references to relevant information presented in the 2021 ESG Report, as well as other corporate disclosures such as the Annual Report to Shareholders and other regulatory or voluntary reports.

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
1. ORGANIZATIONAL PROFILE					
Name of the organization	Rogers Communications Inc.		N/A	102-1	N/A
Activities, brands, products, and services	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	7 17	N/A	102-2	N/A
Location of headquarters	<a href="#">2021 ESG Report</a>	7	N/A	102-3	N/A
Location of operations	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	7 13	N/A	102-4	N/A
Ownership and legal form	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	7 17	N/A	102-5	N/A
Markets served	<a href="#">2021 ESG Report</a>	7	N/A	102-6	N/A
Scale of the organization	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	7 17	N/A	102-7	N/A
Information on employees and other workers	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>  More than 99% of our employees are in Canada and 99% are employed either full time or part time by the company.	25-30, 33-35, 38 38	N/A	102-8	N/A
Supply chain	<a href="#">2021 ESG Report</a>	55-56	N/A	102-9	N/A



# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
1. ORGANIZATIONAL PROFILE					
Significant changes to the organization and its supply chain	No significant changes in 2021.		N/A	102-10	N/A
Precautionary principle or approach	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	52 62	N/A	102-11	N/A
External initiatives	<a href="#">2021 ESG Report</a>	19-21, 36-40, 42-49, 61-62	N/A	102-12	N/A
Membership of associations	Memberships in 2021 include: <ul style="list-style-type: none"><li>• Canada Wireless Telecommunications Association (CWTA): Rogers hold positions on the CWTA's Board of Directors and participate in CWTA committees and addressing industry topics.</li><li>• Canadian Marketing Association</li><li>• Canadian Association of Broadcasters (CAB): Rogers hold positions on the CWTA's Board of Directors and CAD's X Radio Council Canada Broadcasting Standards Council</li><li>• TECHNATION</li><li>• Radio Advisory Board of Canada</li><li>• Canadian Women in Communications and Technology</li><li>• Public Policy Forum</li><li>• CD Howie Institute</li><li>• OECD - BIAC</li><li>• Canadian Chamber of Commerce</li><li>• Ontario Chamber of Commerce</li></ul>	-	N/A	102-13	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
2. STRATEGY					
Statement from senior decision-maker	<a href="#">2021 ESG Report</a>	5	N/A	102-14	N/A
Key impacts, risks, and opportunities	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	10-12 60	N/A	102-14	N/A
3. ETHICS AND INTEGRITY					
Values, principles, standards and norms of behavior	<a href="#">2021 ESG Report</a>	27, 51, 53	N/A	102-16	N/A
Mechanisms for advice and concerns about ethics	<a href="#">2021 ESG Report</a>	53	N/A	102-17	N/A
4. GOVERNANCE					
Governance structure	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a> <a href="#">2022 Information Circular</a>	51-53 57-58 62	N/A	102-18	N/A
Delegating authority			N/A	102-19	N/A
Executive-level responsibility for economic, environmental and social topics	<a href="#">2021 ESG Report</a>	52	N/A	102-20	N/A
Consulting stakeholders on economic, environmental and social topics	<a href="#">2021 ESG Report</a>	3	N/A	102-21	N/A
Composition of the highest governance body and its committees	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a> <a href="#">2022 Information Circular</a>	52 57-58 62-72	N/A	102-22	N/A
Chair of the highest governance body	<a href="#">2021 Annual Report</a>	58	N/A	102-23	N/A
Nominating and selecting the highest governance body	<a href="#">2021 ESG Report</a> <a href="#">2022 Information Circular</a>	57-58 6-13	N/A	102-24	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
4. GOVERNANCE					
Conflicts of interest	<a href="#">2021 ESG Report</a> <a href="#">2022 Information Circular</a>	51 69	N/A	102-25	N/A
Role of highest governance body in setting purpose, values and strategy	<a href="#">2022 Information Circular</a>	84-115	N/A	102-26	N/A
Collective knowledge of highest governance body	<a href="#">2021 ESG Report</a>	52	N/A	102-27	N/A
Evaluating the highest governance body's performance	<a href="#">2022 Information Circular</a>	97-99	N/A	102-28	N/A
Identifying and managing economic, environmental and social impacts	<a href="#">2021 ESG Report</a> <a href="#">2022 Information Circular</a>	15-23, 42, 61-62 97-101	N/A	102-29	N/A
Effectiveness of risk management process	<a href="#">2021 ESG Report</a>	52-53	N/A	102-30	N/A
Review of economic, environmental and social topics	<a href="#">2021 ESG Report</a>	15-23, 42, 61-62	N/A	102-31	N/A
Highest governance body's role in sustainability reporting	<a href="#">2021 ESG Report</a>  Rogers' ESG Report is approved by the company's ESG Board Committee	52	N/A	102-32	N/A
Communicating critical concerns	In the event of a critical concern related to economic, environmental or social impacts, the ESG Team would meet with the CEO to advise on the best course of action. This would then be relayed to the Board of Directions.	-	N/A	102-33	N/A
Nature and total number of critical concerns	There were no critical concerns raised on environmental, social or economic issues.	-	N/A	102-34	N/A



# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
4. GOVERNANCE					
Remuneration policies	<a href="#">2022 Information Circular</a>	24-51	N/A	102-35	N/A
Process for determining remuneration	<a href="#">2022 Information Circular</a>	24-51	N/A	102-36	N/A
Stakeholder involvement in remuneration	<a href="#">2022 Information Circular</a>	24-51	N/A	102-37	N/A
5. STAKEHOLDER ENGAGEMENT					
List of stakeholder groups	Please refer to 2020 ESG Report where stakeholder engagement described. An internal stakeholder engagement process was conducted in 2021.		N/A	102-40	N/A
List of stakeholder groups	8.1% of our employees are covered by collective bargaining agreements with various unions from Connected Home, Finance & Strategy, Rogers Sports and Media, and Technology sectors.		N/A	102-41	N/A
Identifying and selecting stakeholders	Please refer to 2020 ESG Report where stakeholder engagement described on pages 53-54. An internal stakeholder engagement process was conducted in 2021.		N/A	102-42	N/A
Approach to stakeholder engagement	Please refer to 2020 ESG Report where stakeholder engagement described. An internal stakeholder engagement process was conducted in 2021.		N/A	102-43	N/A
Key topics and concerns raised	Please refer to 2020 ESG Report where stakeholder engagement described. An internal stakeholder engagement process was conducted in 2021.		N/A	102-44	Principle 3 - Note that we do not have a significant unionized workforce.

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
6. REPORTING PRACTICE					
Entities included in the consolidated financial statements	<a href="#">2021 Annual Report</a>	96-97	N/A	102-45	N/A
Defining report content and topic boundaries	<a href="#">2021 ESG Report</a>	3	N/A	102-46	N/A
List of material topics	<a href="#">2021 ESG Report</a>	3	N/A	102-47	N/A
Restatements of information	Referenced in ESG Report where applicable.	-	N/A	102-48	N/A
Changes in reporting	<a href="#">2021 ESG Report</a>	N/A	N/A	102-49	N/A
Reporting period	January 1 - December 31, 2021	-	N/A	102-50	N/A
Date of most recent report	<a href="#">2021 ESG Report</a>	4	N/A	102-51	N/A
Reporting cycle	Annual		N/A	102-52	N/A
Contact point for questions regarding the report	corp.responsibility@rci.rogers.com		N/A	102-53	N/A
Claims of reporting in accordance with the GRI Standards	<a href="#">2021 ESG Report</a>	3	N/A	102-54	N/A
GRI content index	2021 ESG Data Supplement	23	N/A	102-55	N/A
External assurance	<a href="#">2021 ESG Report</a>	65	N/A	102-56	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
MANAGEMENT APPROACH FOR ALL TOPICS					
Explanation of the material topic and its boundary	For each material topic section of the ESG Report, the introduction explains why topics are significant and what we are doing. Definitions of our material topics are provided on pages 3-4 of the 2021 ESG Data Supplement.	-	N/A	103-1	N/A
The management approach and its components	For each material topic section of the ESG Report, associated policies, procedures, directives and relevant performance indicators are discussed.	-	N/A	103-2	N/A
Evaluation of the management approach	Policies, procedures, directives and key performance indicators are reviewed annually for relevance and to determine necessary improvements.	-	N/A	103-3	N/A
ECONOMIC					
ECONOMIC PERFORMANCE					
Direct economic value generated and distributed	2021 ESG Data Supplement	16-20	N/A	201-1	N/A
Financial implications and other risks and opportunities due to climate change	<a href="#">2021 ESG Report</a>	46	N/A	201-2	N/A
Defined benefit plan obligations and other retirement plans	<a href="#">2021 Annual Report</a>	49	N/A	201-3	N/A
Financial assistance received from government	<a href="#">2021 Annual Report</a>	98	N/A	201-4	N/A



# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
ECONOMIC					
MARKET PRESENCE					
Proportion of senior management hired from the local community	We do not have a formal policy or procedures for local hiring and do not track the proportion of senior management hired from our local community. We do strive to make our employee populations reflect the communities we serve. More than 99% of our employees are based in Canada.	-	N/A	202-2	N/A
INDIRECT ECONOMIC IMPACTS					
Infrastructure investments and services supported	<a href="#">2021 ESG Report</a>	15, 22-23, 61-62	N/A	203-1	N/A
Significant indirect economic impacts	<a href="#">2021 ESG Report</a>	15, 22-23, 61-62	N/A	203-2	N/A
PROCUREMENT PRACTICES					
Proportion of spending on local suppliers	While Rogers does not have a specific mandate for using Canadian based suppliers, we do so wherever possible. Approximately 87% of our top 200 suppliers have headquarters in Canada or have significant operations in Canada.		N/A	204-1	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
ECONOMIC					
ANTI-CORRUPTION					
Operations assessed for risks related to corruption	<a href="#">2021 ESG Report</a>	53	N/A	205-1	Principle 10
Employees having received training on anti-corruption	<a href="#">2021 ESG Report</a>	53	N/A	205-2	Principle 10
Incidents of corruption	<a href="#">2021 ESG Report</a>	53	N/A	205-3	Principle 10
	All potential incidents received are investigated and appropriate actions taken. Cases related to financial concerns are reported to the Audit and Risk Committee.				
ANTI-COMPETITIVE PRACTICES					
Legal actions for anti-competitive behavior, anti-trust and monopoly practices	<a href="#">2021 Annual Report</a>	68-69	N/A	206-1	N/A
Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	<a href="#">2021 Annual Report</a>	68-69	TC-TL-520a.1	N/A	N/A
Average actual sustained download speed of (1) owned and commercially associated content and (2) non-associated content	Rogers does not disclose due to the sensitive nature of this information.	-	TC-TL-520a.2	N/A	N/A
Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	<a href="#">2021 Annual Report</a>	74	TC-TL-520a.3	N/A	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
ENVIRONMENTAL					
Precautionary approach to environmental challenges	<a href="#">2021 ESG Report</a>	42	N/A	N/A	Principle 7
MATERIALS					
Materials used by weight or volume	2021 ESG Data Supplement Rogers is not a manufacturer therefore this is not applicable. We report on our corporate paper consumption by weight and volume.	N/A	N/A	301-1	N/A
Recycled input materials used	Rogers is not a manufacturer therefore this is not applicable.	N/A	N/A	301-2	Principle 8
Reclaimed products and their packaging materials	2021 ESG Data Supplement	11	N/A	301-3	Principle 8
(1) Materials recovered through take back programs, percentage of recovered materials that were (2) reused, (3) recycled, and (4) landfilled	2021 ESG Data Supplement	11	TC-TL-440a.1	N/A	Principle 8
ENERGY					
Energy consumed within the organization	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	45 9	TC-TL-130a.1	302-1	N/A
Energy consumed outside the organization	2021 ESG Data Supplement	9	TC-TL-130a.1	302-2	N/A
Energy intensity	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	45 10	N/A	302-3	N/A
Reduction of energy consumption	<a href="#">2021 ESG Report</a>	44-46	N/A	302-4	Principle 9
Reduction in energy requirements of products and services	<a href="#">2021 ESG Report</a>	44-46	N/A	302-5	Principle 8



# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
ENVIRONMENTAL					
WATER AND EFFLUENTS					
Interactions with water as a shared resource	<a href="#">2021 ESG Report</a>	44-45	N/A	303-1	Principle 8
Management of water discharge related impacts	<a href="#">2021 ESG Report</a>	42	N/A	303-2	Principle 8
Water withdrawal	Not material to our business	N/A	N/A	303-3	N/A
Water discharge	Not material to our business	N/A	N/A	303-4	N/A
Water consumption	2021 ESG Data Supplement	10	N/A	303-5	N/A
EMMISSIONS					
Direct (Scope 1) GHG emissions	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	43 8	N/A	305-1	N/A
Indirect (Scope 2) GHG emissions	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	43 8	N/A	305-2	N/A
Other indirect GHG emissions (Scope 3)	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	43 8	N/A	305-3	N/A
GHG emission intensity	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	42-43 9	N/A	305-4	N/A
Reduction of GHG emissions	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	42-43 8	N/A	305-5	Principle 9
WASTE					
Waste generation and significant waste-related impacts	<a href="#">2021 ESG Report</a>	47-49	N/A	306-1	N/A
Management of significant waste-related impacts	<a href="#">2021 ESG Report</a>	47-49	N/A	306-2	Principle 8

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
ENVIRONMENTAL					
WASTE					
Waste generated	<a href="#">2021 ESG Report</a>	47-49	N/A	306-3	N/A
Waste generation and significant waste-related impacts	<a href="#">2021 ESG Report</a>	47-49	N/A	306-1	N/A
Management of significant waste-related impacts	<a href="#">2021 ESG Report</a>	47-49	N/A	306-2	Principle 8
Waste generated	<a href="#">2021 ESG Report</a>	47-49	N/A	306-3	N/A
Waste diverted from disposal	<a href="#">2021 ESG Report</a>	47-49	N/A	306-4	Principle 8
Waste directed to disposal	<a href="#">2021 ESG Report</a>	47-49	N/A	306-5	N/A
ENVIRONMENTAL COMPLIANCE					
New suppliers that were screened using environmental criteria	<a href="#">2021 ESG Report</a>	55-56	N/A	308-1	Principle 8

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
SOCIAL					
EMPLOYMENT					
New employee hires and employee turnover	<a href="#">2021 ESG Report</a>	26	N/A	401-1	N/A
	2021 ESG Data Supplement	12			
Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">2021 ESG Report</a>	26	N/A	401-2	N/A
	2021 ESG Data Supplement	12			
	All benefits are effective immediately for full-time employees and after three months of continuous service for part-time employees.				
Parental leave	<a href="#">2021 ESG Report</a>	26	N/A	401-3	N/A
	2021 ESG Data Supplement	12			
	All full-time and part-time female employees are entitled to maternity leave and all full-time and part-time employees who are parents are eligible for parental/adoption leave. Employees returning from maternity and/or parental/adoption leave are reinstated to their former position, unless the former position is no longer available for a valid reason. In this event, employees are offered a comparable position with the same wages and benefits.				
OCCUPATIONAL HEALTH & SAFETY					
Occupational health and safety management system	<a href="#">2021 ESG Report</a>	31-32	N/A	403-1	N/A
Hazard identification, risk assessment, and incident investigation	<a href="#">2021 ESG Report</a>	31-32	N/A	403-2	N/A



# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
SOCIAL					
OCCUPATIONAL HEALTH & SAFETY					
Occupational health services	<a href="#">2021 ESG Report</a>	31-32	N/A	403-5	N/A
Worker participation, consultation, and communication on occupational health and safety	<a href="#">2021 ESG Report</a>	31-32	N/A	403-4	N/A
Worker training on occupational health and safety	<a href="#">2021 ESG Report</a>	31-32	N/A	403-5	N/A
Work-related injuries	<a href="#">2021 ESG Report</a>	31-32	N/A	403-9	N/A
TRAINING AND EDUCATION					
Average hours of training per year per employee	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	25-26 12	N/A	404-1	N/A
Programs for upgrading employee skills and transition assistance programs	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	25-26 12	N/A	404-2	N/A
Percentage of employees receiving regular performance and career development reviews	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement  100%. All employees receive performance reviews, regardless of gender or employee category.	25-26 12	N/A	404-3	N/A
DIVERSITY AND EQUAL OPPORTUNITY					
Diversity of governance bodies and employees	<a href="#">2021 ESG Report</a> 2021 ESG Data Supplement	28-30 16	N/A	405-1	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
SOCIAL					
CHILD LABOR					
Operations and suppliers at significant risk for incidents of child labor	<a href="#">2021 ESG Report</a>	55-56	N/A	408-1	Principle 5
FORCED OR COMPULSORY LABOR					
Operations and suppliers at significant risk for incidents of forced or compulsory labor	<a href="#">2021 ESG Report</a>	55-56	N/A	409-1	Principle 4
HUMAN RIGHTS ASSESSMENT					
Operations that have been subject to human rights reviews or impact assessments	<a href="#">2021 ESG Report</a>	54	N/A	412-1	Principle 1, 2
Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Rogers conducts an annual Ethical Procurement Practices (“EPP”) assessment of our supplier base to identify positive value contributions in our supply chain. The survey focuses on the following aspects of EPP: Environmental Management, Use of Resources, GHG and Energy Consumption, Diversity, Human Rights, Labour Practices, Ethics, and Health and Safety. In conjunction with this EPP assessment, we leverage our Environmental Policy and Supplier Code of Conduct to ensure that we monitor and govern the procurement practices of our Supplier base.		N/A	412-3	Principle 1, 2
LOCAL COMMUNITIES					
Operations with local community engagement, impact assessments, and development programs	<a href="#">2021 ESG Report</a>	15-18	N/A	413-1	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
SOCIAL					
SUPPLIER SOCIAL ASSESSMENT					
New suppliers that were screened using social criteria	2021 ESG Data Supplement	21	N/A	414-1	N/A
CUSTOMER HEALTH AND SAFETY					
Assessment of the health and safety impacts of product and service categories	All wireless installations are designed for strict compliance with Health Canada’s Safety Code 6 and verified by a Professional Engineer. Refer to our 2021 ESG Report for additional details.	16-18	N/A	416-1	N/A
Incidents of non-compliance concerning the health and safety impacts of products and services	<a href="#">2021 ESG Report</a>	16-18	N/A	416-2	N/A
MARKETING AND LABELING					
Requirements for product and service information and labeling	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	16-18 68-69	N/A	417-1	N/A
Incidents of non-compliance concerning marketing communications	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	16-18 68-69	N/A	417-3	N/A



# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
SOCIAL					
CUSTOMER PRIVACY AND CYBER SECURITY					
Substantiated complaints concerning breaches of customer privacy and losses of customer data	<a href="#">2021 ESG Report</a>	57-60	N/A	418-1	N/A
Description of policies and practices relating to behavioural advertising and customer privacy.	<a href="#">2021 ESG Report</a>  Rogers does not participate in behavioural advertising.	57-60	TC-TL-220a.1	N/A	N/A
Number of customers whose information is used for secondary purposes	<a href="#">2021 ESG Report</a>	57-60	TC-TL-220a.2	N/A	N/A
Total amount of monetary losses as a result of legal proceedings associated with customer privacy	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	61-62 68-69	TC-TL-220a.3	N/A	N/A
(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	2021 ESG Data Supplement  Rogers will not disclose a customer’s confidential information to government agencies unless specifically compelled to do so by a legal authority or in the case of an emergency where the life, health, or security of an individual is threatened.	21	TC-TL-220a.4	N/A	N/A
(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Rogers does not disclose due to the sensitive nature of this information	-	TC-TL-230a.1	N/A	N/A
Description of approach to identifying and addressing data security risks, including use of third-party cyber security standards	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	57-60 62-63, 65	TC-TL-230a.2	N/A	N/A

# ESG Index

Description	Location	Page Number	SASB indicator	GRI Indicator	UNGC Indicator
SOCIAL					
SOCIO-ECONOMIC COMPLIANCE					
Non-compliance with laws and regulations in the social and economic area	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	61-62 68-69	N/A	419-1	N/A
CUSTOMER SERVICE					
(1) System average interruption frequency and (2) customer average interruption duration	Rogers does not yet report on this indicator	-	TC-TL-550a.1	N/A	N/A
Discussion of systems to provide unimpeded service during service interruptions	<a href="#">2021 ESG Report</a> <a href="#">2021 Annual Report</a>	15-18 28-29	TC-TL-550a.2	N/A	N/A
ACTIVITY METRICS					
Number of Wireless subscribers	2021 ESG Data Supplement	5	TC-TL-000.A	N/A	N/A
Number of Wireline subscribers	2021 ESG Data Supplement	5	TC-TL-000.B	N/A	N/A
Number of Internet subscribers	2021 ESG Data Supplement	5	TC-TL-000.C	N/A	N/A
Network traffic	Rogers does not disclose due to the sensitive nature of this information.	-	TC-TL-000.D	N/A	N/A

# Glossary of Terms

Rogers applies the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (the GHG Protocol) and its own internal reporting guidelines and definitions for ESG reporting (collectively the ‘applicable criteria’).

Term	Definition
Employee Engagement Score	A point-in-time score of employee engagement levels at the time the Employee Survey is administered. The survey is conducted through a third-party service provider that uses a web-based program and records responses to questions focusing on employee engagement, leadership, accountability, collaboration, and diversity and inclusion. The employee engagement score includes all active and on-leave employees who complete the survey, excluding independent and agency contractors and employees on leave for two years or longer.
Employee Survey Participation Rate	The number of Rogers employees who complete the Employee Survey divided by the total number of active employees and employees on leave for less than two years at the time the survey was performed.
Employee Survey	A voluntary survey focusing on employee engagement, leadership, accountability, collaboration, and diversity and inclusion. The survey is typically conducted annually by a third-party service provider. The online survey is available to all active and on-leave employees, excluding independent and agency contractors, and employees on leave for two years or longer.
Canadian Radio-Television & Communications Commission (CRTC)	The federal regulator for radio and television broadcasters and cable TV and telecommunications companies in Canada.
Churn	This business performance measure is used to describe the disconnect rate of customers to a telecommunications service. It is a measure of customer turnover and is often at least partially reflective of service quality and competitive intensity. It is usually expressed as a percentage and calculated as the number of subscriber units disconnecting in a period divided by the average number of units on the network in the same period.
Complaints Accepted by the Commissioner for Complaints for Telecom-Television Services (CCTS)	Complaints that were received, reviewed, and found to be within the CCTS mandate over the 12-month period ended July 31 each year by Fido, Chatr and Rogers customers.
E-billing	E-billing represents electronic billings sent to customers. The percentage of customers who received electronic bills is calculated by dividing the total number of electronic bills sent to customers by the total number of bills (electronic and paper) sent to customers.
Employee Volunteers	Employees who volunteered through the Rogers Employee Volunteer Program. Measured as those employees who signed up through the volunteer program portal and the number of employees who volunteered at group events during the reporting period.
Energy Use	Energy use is measured in gigajoules (GJ) and refers to direct and indirect energy consumption. Direct energy consumption includes natural gas, gasoline, fuels consumed by Rogers owned or leased vehicles and properties. Indirect energy consumption includes electricity used by Rogers properties, which include owned or leased office buildings, transmission sites, power supply stations, retail spaces, and the Rogers Centre.
Environmental Management System (EMS)	A set of processes and practices to reduce environmental impacts, mitigate environmental risks, and improve operating efficiency.
Greenhouse Gas (GHG) Protocol	The most widely used international accounting tool for government and business leaders to understand, quantify, and manage greenhouse gas emissions. The GHG Protocol was jointly convened in 1998 by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI).

# Glossary of Terms

Term	Definition
Capital Expenditures	Investments made to acquire or upgrade physical assets, including technology, networks, and infrastructure.
Taxes paid and other government payments	The amount of income taxes, sales taxes, payroll taxes, property and business taxes, and regulatory and spectrum fees paid to Canadian federal, provincial, and municipal governments.
Community Investment – Cash	Includes cash donations made to registered charities and non-profit organizations during the reporting period. Excludes in-kind donations, sponsorships, and fundraising dollars.
Community Investment – in-kind	Includes contributions of products, goods, and services to registered charities and non-profit organizations during the reporting period. The majority of our in-kind contributions are from free advertising airtime provided to charities and non-profit organizations in the form of public service announcements (PSAs) or event coverage on our radio and television stations and in our publications. In-kind community investments have been measured at the cost Rogers incurs to provide the products, goods, or services.
Diversity metrics	These metrics include employees who identify as Women, Visible Minorities, Indigenous Peoples and Persons with Disabilities represented as a percentage of the workforce for all employees and those in Senior Manager and Middle and other Manager positions. All active, federally regulated employees are included in the metric.
Middle and other Managers	Position is defined by the Legislated Employment Equity Program under the Employment Equity Act. Middle and other managers receive instructions from Senior Managers and administer the Company’s policy and operations through subordinate managers or supervisors.
Senior Managers	Position is defined by the Legislated Employment Equity Program under the Employment Equity Act. Senior Managers are officials holding the most senior positions the Company. They are responsible for the Company’s policy and strategic planning, and for directing and controlling the functions of the organization.
Active Employees (in Headcount)	Includes full-time, part-time, temporary employees and US Employees. Excludes all employees on leave and all independent and agency contractors.
Average Headcount (Used to calculate turnover)	Includes full-time and part-time employees, and employees on leave (except Extended Long-Term Disability of 2 Year+). Excludes temporary employees, employees on Extended Long-Term Disability of 2 Year+ leave, US Employees, all independent and agency contractors.
Data Centre	A facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (e.g., air conditioning, fire suppression), and security controls.
Devices collected and processed for reuse or recycling	Total number of ‘used’ wireless devices (mobile phones, tablets and watches) collected and processed for donating, reusing, reselling or recycling (collectively known as ‘repurposed’) during the reporting period. Repurposed devices will include all devices collected and processed inhouse or, on behalf of Rogers, by third-party service providers.
Rogers Business Conduct Policy training participation rate	The percentage of active employees, as at December 31, 2021 who have read and completed Rogers’ annual Business Conduct Policy training, based on a snapshot of enrolled employees as of June 23, 2021. The calculation excludes any employees who are terminated or go on leave, employees who are newly hired or return from leave after the program was launched, Board of Directors, contractors, Toronto Blue Jays and Rogers Centre part-time employees and U.S. employees.
Level 3 Spill	An accidental release of chemicals, oils, and/or fuels that has a potentially negative impact on the environment and/or human health and is reportable by law to Environment Canada within 24 hours. This is a level 3 spill or release that is greater than 100 kilograms or 100 litres.
Lost Time Incident Rate	The number of work-related injuries per 200,000 hours worked by active employees that resulted in lost time.



# Glossary of Terms

Term	Definition
LTE (Long-Term Evolution)	A fourth generation cellular wireless technology (also known as 4G) which has evolved and enhanced the UMTS/HSPA+ mobile phone standards. LTE improves spectral efficiency, lowers costs, improves services, and, most importantly, allows for higher data rates. LTE technology is designed to deliver speeds up to 150 Mbps with further increases over time.
Material Topics	Topics that are (a) significant to stakeholders and substantively influence their decisions and assessments of Rogers, and (b) reflective of our significant social, environmental, and economic impacts.
5G (Fifth Generation Wireless)	The proposed next generation of wireless telecommunications standards. We expect 5G technology to result in significantly reduced latency compared to LTE, improvements in signalling efficiency and coverage, and the ability to connect to more devices at once than ever before.
Percentage of suppliers who are Canadian or have significant operations in Canada	Total of our top 200 suppliers in the year who are Canadian or have significant operations in Canada.
Regulated Community Investment – in-kind	Includes contributions of products, goods, and services during the reporting period that are tied to a regulatory decision or process, such as a condition of licence for broadcasting entities. For this indicator, we have reported the cost of operating our Rogers TV community stations that operate where we provide cable service. These stations air local programming that promotes the local community and associated charitable and non-profit organizations.
Thrive	Thrive is the Rogers Employee Wellness Program. The goal of the program is to create a leading work culture at Rogers by being an advocate and resource for employee safety and wellbeing. Through Thrive, we offer a wide range of initiatives, comprehensive safety and well-being information, and much more.
Scope 1 Greenhouse Gas Emissions	Direct greenhouse gas emissions from sources owned and/or controlled by Rogers. Total Scope 1 emissions are calculated in accordance with the GHG Protocol and include those resulting from energy combustion from owned or leased vehicles and properties under Rogers operational control (including office buildings, transmission sites, power supply stations, retail spaces, and the Rogers Centre). This definition aligns with the GHG Protocol and the results are reported for the period January 1 to December 31.
Scope 2 Greenhouse Gas Emissions	Indirect greenhouse gas emissions from the consumption of electricity purchased by Rogers for use in the general course of business, typically by properties under Rogers operating control, including office buildings, transmission sites, power supply stations, retail spaces and the Rogers Centre. This definition aligns with the GHG Protocol and the results are reported for the period January 1 to December 31.
Scope 3 Greenhouse Gas Emissions	Greenhouse gas emissions from other indirect sources of energy used by Rogers, such as business air and rail travel, vehicle rentals, hotels, employee commuting, Toronto Blue Jays travel and hotels, building waste, electricity used by data centre customers, and total paper usage. This definition aligns with the GHG Protocol and the results are reported for the period January 1 to December 31.
Voluntary Turnover Rate	The number of employees who have voluntarily left the company as a percentage of the total average number of employees during the reporting period. The average number of employees includes all permanent full-time and part-time employees and all employees on leave for less than two years. Temporary employees and independent and agency contractors are excluded.
Volunteer Hours	The total number of volunteer hours is calculated by averaging 6.5 hours per employee volunteer participating in the Rogers Employee Volunteer Program and a 10% absenteeism rate for the Give Together Days campaign.



Rogers is committed to protecting the environment, promoting the health and wellness of its employees and contributing to the economic vitality of the communities in which it operates.

The best is yet to come.

*Ted Rogers*

