

Connecting Canadians

2021 Environmental, Social
and Governance Report



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Additional support documents:

[Social Impact Report](#)

[TCFD Report](#)

[ESG Data Supplement](#)

01

Introduction



About this Report

Our Approach and Scope

The scope of information covered in this report relates to Rogers Communications’ operations in Canada for the year ended December 31, 2021, unless otherwise indicated. This Environmental, Social and Governance (ESG) Report summarizes our ESG work for 2021 and the progress we have made in addressing the material topics identified through stakeholder engagement. We issue our report on an annual basis. Previous reports can be accessed on our [reports page](#).

Our ESG team is responsible for the collection and presentation of information provided in this ESG Report. We ensure that all content is accurate in all material respects, confirmed by a broad range of internal subject matter experts from across the Company, and reviewed by management. All currency is in Canadian dollars unless otherwise stated.

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

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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. Refer to our 2021 ESG Data Supplement for our material topic definitions, ESG Index, ESG Data Table and Glossary of Terms. 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. For our material topic definitions please refer to the 2021 ESG Data Supplement.

Dimension	Pillar	Material Topic
Social	Customer Excellence	Customer Experience
		Network Leadership
		Digital Inclusion
	People and Culture	Talent Attraction and Development
		Inclusion and Diversity
		Safety and Well-being
		Employee Engagement
	Community Empowerment	Community Engagement
		Indigenous Peoples
Environmental	Environmental Stewardship	Climate Change and Energy Efficiency
		Waste Management
Governance	Conscious Leadership	ESG Governance and Risk Management
		Responsible Procurement
		Data Privacy and Cyber Security
		Socio-Economic Impact



External Assurance

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](#).

About forward-looking information

This ESG 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.
- Includes conclusions, forecasts, and projections that are based on our current 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.

Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could cause actual future results and events to differ materially from that expressed in the forward-looking information.

Accordingly, this ESG Report is subject to the disclaimer and qualified by the assumptions and risk factors referred to in Rogers' 2021 Annual Report, as filed with securities regulators at [sedar.com](#) and [sec.gov](#), and also available at [investors.rogers.com](#).

The forward-looking information contained in this ESG Report describes our expectations as of the date this ESG Report was published 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 ESG Report is qualified by the cautionary statements herein.

Leadership Messages

Message from our President and CEO

For more than 60 years, Rogers has proudly kept Canadians connected while helping to build a strong and prosperous country. From pioneering new technologies, providing exceptional customer service, investing in best-in-class networks, and giving back to communities, we are committed to this country and its future.

We are so fortunate to be part of the lives of millions of Canadians and every one of our employees is committed to not only driving growth across our business, but also delivering a positive impact to our customers, communities, and shareholders.

As part of this commitment, we are on an ongoing journey to deliver meaningful impact across all parts of our Environmental, Social, and Governance (ESG) efforts. Our 2021 ESG Report showcases the measurable progress we have made towards strengthening our networks, closing the digital divide, investing in youth, being a good environmental steward, and fostering best practices across our business.

As we come together with Shaw, we will build on the strong entrepreneurial legacies of our two family-founded companies and leverage our combined strength to do even more for our communities, customers, and teams.

Growing our networks and bridging the digital divide

We have accelerated investments in 5G and broadband and are building the digital infrastructure that is vital to consumers and businesses. We are helping to close the gap between rural and urban communities and deliver critical connectivity by expanding our cable and wireless networks to even more homes across the country.

We are making the right long-term investments in our networks to build a truly connected Canada, not only in urban and suburban areas, but in rural, remote and Indigenous communities. Through direct investments and with the support of government partners, we are proud to expand our networks across Canada, including in remote parts of British Columbia, like the Highway of Tears, and for over a hundred communities in Eastern Ontario in partnership with the Eastern Ontario Regional Network (EORN).

To further bridge the digital divide, we expanded eligibility of our low-cost high-speed Internet program *Connected for Success*™, now available to more than 750,000 Canadians in our coverage area. This vital program is now available for those receiving income or disability support, and seniors receiving the Federal Guaranteed Income Supplement.

Investing in youth and amplifying equity-deserving voices

Our founder Ted Rogers believed in the power of education to change the trajectory of a young person's life. We have awarded Ted Rogers Scholarships

to thousands of young Canadians pursuing post-secondary education and hundreds of grants to organizations who are helping youth develop important life and academic skills. These investments are empowering young people, particularly equity-deserving youth, to realize and achieve their highest potential.

We have continued to focus our Rogers Group of Funds investments to help amplify diverse voices and storytelling across Canada. We have awarded \$23 million in grants and investments to support independent Canadian cable, documentary, and film production, with a focus on supporting Black, Indigenous and People of Colour creators in 2021.

Protecting the environment and embedding ESG across our business

A critical part of building a strong future for the next generation is protecting our environment. Environmental stewardship is evident across our business operations and that will become even more deeply embedded as we become more energy efficient and reduce waste. We are focused on reducing greenhouse gas emissions, diverting waste from landfills, and reducing our environmental footprint.

Our efforts were reflected again this year through the recognition of Rogers as one of Canada's Greenest Employers.

ESG touches every part of our business. We adhere to the highest ethical standards across our operations and build accountability into our policies, oversight, and



systems. It is reflected in how we report transparently, identify and manage risk across our supply chain, protect customer data and privacy, and take measurable action to ensure responsible procurement and supplier diversity.

We are a proud member of the United Nations Global Compact, and we will continue to align our practices, measure, and report transparently on our progress as an industry leader in ESG.

We believe in this country's strong future and remain committed to making measurable and positive impacts across Canada for generations to come. As investors, customers, employees, and governments expect more from corporate Canada, Rogers will continue to exceed that growing bar, as we have for over 60 years.

Tony Staffieri

President and CEO, Rogers Communications

Message from the Chair of the ESG Committee of the Board of Directors

When my father Ted Rogers started our company more than 60 years ago, he was committed to making Canada even stronger by growing our business, innovating to connect Canadians, and making a meaningful impact in our communities.

Since the beginning of 2021, I have had the privilege of chairing our Board’s ESG Committee. Our role is to oversee and guide our company’s Environmental, Social, and Governance efforts, including delivering best-in-class ESG reporting to our shareholders, customers and stakeholders.

We are proud to share our 2021 ESG Report and enhanced disclosure framework that demonstrates the progress we are making on our longstanding commitments to keep Canadians connected, give back to communities, be good environmental stewards, support equity-deserving communities, and demonstrate accountability and transparency.

Keeping employees safe and fostering inclusion

Throughout 2021, we continued to promote employee well-being and keep our teams safe during the second year of the pandemic, so that they could continue to be there for our customers, communities, and shareholders. We believe that every employee should be able to bring their authentic self to work and feel supported and included. That’s why last year we deepened our commitment to fostering a culture of inclusion and diversity across the company.

Employees have also stepped up to create new employee resource groups to ensure team members have the support they need to grow their career here at Rogers. Thank you to everyone involved in these important initiatives.

We were incredibly proud to see our team’s hard work recognized by being ranked again among Canada’s Top 100 Employers, re-certified as one of Canada’s Most Admired Corporate Cultures, and recognized, for the ninth year in a row, as one of Canada’s Best Diversity Employers.

Partnering with non-profits and supporting customers

Since the start of the pandemic and throughout this past year, Rogers has demonstrated its commitment to supporting communities across Canada. Last year, Rogers donated \$70 million in cash and in-kind services to more than 400 charities and non-profit organizations and awarded hundreds of scholarships to youth pursuing a post-secondary education. When we all work together, we can make a meaningful difference in the lives of Canadians.

When our customers and communities are in need, Rogers is there to help. When events in Haiti and Afghanistan impacted our customers with loved ones in those countries, we waived long-distance and SMS charges to help them stay connected, while helping to drive donations to the Canadian Red Cross.

Cutting emissions and reducing waste

We remain committed to being a good environmental steward, and have decreased our energy consumption, reduced waste, and improved disclosure. Thanks in part to our Certified Pre-Owned device program, we diverted 73% of our waste last year and are committed to evolving our digital solutions, to maximize the recycling and repurposing of our e-waste.

Careful oversight forms a crucial part of realizing the ambitions we have across our ESG efforts. I would like to thank my committee colleagues and the Board as a whole for making these issues a key priority.

I look forward to continuing our discussions about the importance of working together to make our country even stronger, and a more connected and equitable place for all Canadians.



Martha Rogers
Director, Rogers Board of Directors and Chair,
ESG Committee

Who We Are

About Rogers

Rogers is a leading Canadian technology and media company that provides world-class communications services and entertainment to consumers and businesses on our award-winning networks. Our founder, Ted Rogers, purchased his first radio station, CHFI, in 1960. Today, we are dedicated to providing industry-leading wireless, cable, sports, and media to millions of customers across Canada. More information about Rogers’ operations is available on [our website](#).

As Canada’s only national wireless network, we connect Canadians across the country. We believe we have a role in supporting environmental sustainability, corporate citizenship, and good governance.

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

For further information about the Rogers group of companies, please visit [rogers.com](#). Information on or connected to this and any other websites referenced in this document does not constitute part of this document.

Almost all of our operations and sales are in Canada. We have a highly skilled and diversified workforce of approximately 23,000 employees. Our head office is in Toronto, Ontario and we have numerous offices across Canada.



Media focused on Canada’s largest sports entertainment portfolio

SPORTSNET **Frequency** **KISS RADIO**
podcast network

TSC **Citytv** **OMNI TELEVISION**

CityNews 680 **FXNOW** **98.1 CHFI**


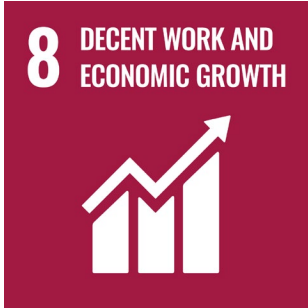


ROGERS tv.



Shared Value Creation

We are delivering on our commitment to connect Canadians with the United Nations (UN) Sustainable Development Goals (SDGs) that inspire all of us to work together to end poverty, protect the planet, and build peace. Adopted in 2015 as part of the 2030 agenda for sustainable development, these global goals outline 17 key targets. While Rogers indirectly contributes to each of them, we have identified six SDGs in which our business has the most impact, based on materiality and stakeholder inclusiveness principles, while continuing to contribute indirectly to all other targets.



						
Our Role	We provide scholarships, access to technology and knowledge to empower and improve peoples’ lives.	We promote diversity, equity and inclusion for our people, and communities.	We create valuable work in communications, innovation, and technology to achieve sustainable economic growth.	We develop resilient telecommunications networks that support communities, businesses, and individuals.	We reduce digital inequality by supporting equity-deserving communities.	We work to combat climate change by improving the efficiency of our value chain from supplier engagement to energy and resource use.
Our Impact	96% of Canada’s population has wireless services available through our LTE network	87% of our workforce feels included and can be themselves at work	55,750 jobs in Canada enabled	81,000 route kilometres across our transcontinental fibre-optic network	1,500+ communities reached through our 5G network	9.7% reduction in Scope 1 and 2 greenhouse gas (GHG) emissions since 2020
Key Initiatives	<ul style="list-style-type: none">• Invested \$34 million in training and development• Provided 375 Ted Rogers Scholarships to students from across the country	<ul style="list-style-type: none">• Contributed to increased workforce representation across all equity-deserving groups, with the greatest growth for Senior Manager women and Visible Minorities overall by activating our 2025 I&D Strategy	<ul style="list-style-type: none">• Fostered a company culture where 89% of our employees told us in a pulse check survey that they feel proud to work for Rogers, with over 80% feeling a strong sense of well-being at Rogers	<ul style="list-style-type: none">• Grew the population covered by 4G / 5G connectivity and rolled out Internet speeds of 1 Gbps across our entire cable footprint and 1.5 Gbps in select areas• Deployed smart city sensors and 5G-enabled test beds creating North America’s first 5G smart campus	<ul style="list-style-type: none">• \$70 million in total community investment• Spent more than \$45 million with 68 certified diverse suppliers• Committed \$150 million to improve connectivity in rural communities in Eastern Ontario	<ul style="list-style-type: none">• Consolidated IT into a single shared cloud• Optimized HVAC to reduce annual electricity consumption by 11% and natural gas consumption by 17% compared to 2020• Retrofitted 1,617 vehicles resulting in a 10% reduction in fuel consumption compared to 2020

Awards and Recognitions



Ranked among Canada's Top 100 Employers for the ninth year in a row for our success in creating employee, customer, community, and team satisfaction.



Recognized for exceptional employee experience as one of Greater Toronto's Top Employers 2021 and 2021 Best Places to Work in Ottawa.



Named among Canada's Best Diversity Employers for the ninth year in a row, demonstrating our commitment to establishing inclusion and diversity programs.



Recognized for our environmental policies, programs, and employee engagement by Canada's Greenest Employers for the seventh time since 2007.



Awarded Best In Test and recognized as Canada's most reliable 4G and 5G network for the third year in a row by umlaut, the mobile network benchmarking global leader.



Recognized by LinkedIn's Top 2021 Companies in Canada list as one of Canada's 25 best workplaces to grow your career.



Won the Major League Baseball 'Green Glove' award for the Rogers Centre having the highest waste diversion rate in the American League East.



Rogers was re-certified as one of Canada's Most Admired Corporate Cultures by Waterstone Human Capital.

Our Commitment to International Sustainable Development Standards

We continue to move forward with our commitment to international sustainable development standards to support our people, our communities, and the environment. As a proud member of the United Nations Global Compact (UNGC), we join more than 12,000 companies across 160 countries globally in aligning our practices with the UNGC, a voluntary global standard on human rights, labour, the environment, and anti-corruption. We have described our commitment to the UNGC principles with details on our performance.

Anti Corruption

We work to eliminate corruption including bribery and extortion wherever it takes place. Codes of conduct for our employees and suppliers reinforce ethical behaviours that avoid corruption. For more information, refer to the [ESG Governance and Risk Management](#) section.

Environment

We conduct our business in an environmentally responsible manner in that we minimize waste generation, prevent pollution, use natural resources efficiently, and conserve energy. We enshrine our values in our environmental policy, which applies to employees and suppliers. For more information, refer to the [Environmental Stewardship](#) section.

Human Rights

We are committed to respecting internationally-recognized human rights. Our values are enshrined in our business and supplier codes of conduct, which emphasize that we do not tolerate harassment or discrimination. For more information, refer to the [ESG Governance and Risk Management](#) section.

Labour Standards

We defend the elimination of discrimination in respect of employment and occupation and of forced labour and the abolition of child labour. For more information, refer to the [People and Culture and Responsible Procurement](#) sections.



Our ESG Approach



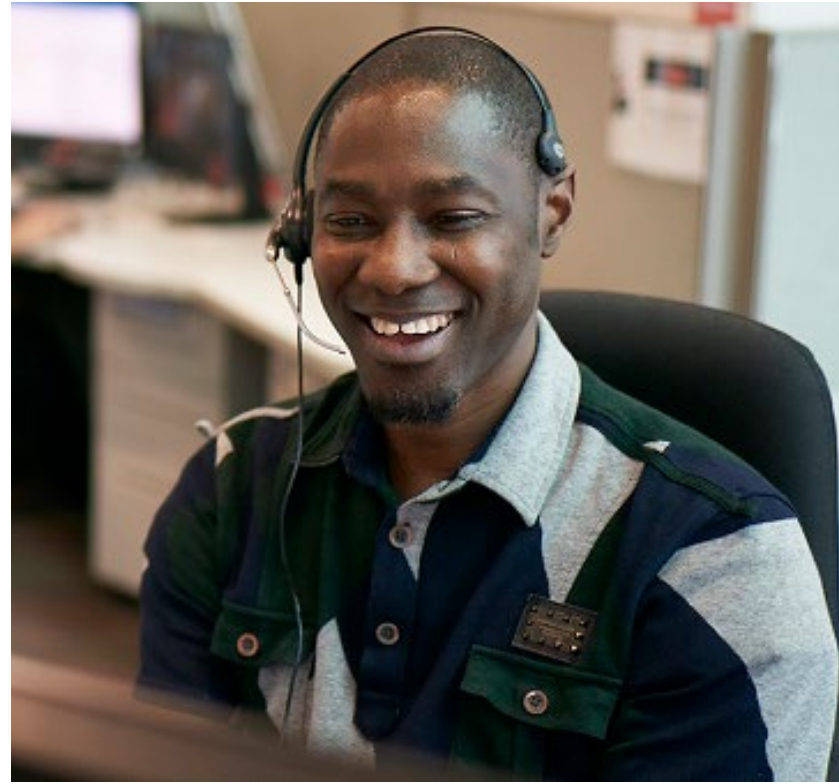
Focus Areas and Intended Outcomes

Dimension	Pillars	Focus Areas		Intended Outcomes
Social	Customer Excellence	Customer Experience	Creating best-in-class customer experiences and delivering innovative sustainable solutions that customers will love	Best-in-class customer experiences with innovative product and service offerings
		Network Leadership	Investing in our networks and technology to deliver leading performance, reliability and coverage	Largest and most reliable 5G network
		Digital Inclusion	Expanding digital accessibility and improving connectivity for underserved rural, remote and Indigenous communities across Canada	Digitally connecting rural and Indigenous communities
	People and Culture	Talent Attraction and Development	Attracting the best talent, being an employer of choice, and developing our people’s skills so they can be high performing, motivated, engaged and resilient	Employer of choice
		Inclusion and Diversity	Creating a culture of inclusion where everyone feels they belong, where diversity is embraced, and where equity is fostered, is core to who we are	Continue to increase representation across equity-deserving groups to reach our diversity goals
		Safety and Well-being	Protecting and enriching our employees’ safety, and mental and physical well-being at work and in their personal lives	Continuously improve the physical and psychological safety of our workplaces
		Employee Engagement	Recognizing our team’s performance and engaging them on our values and the progress we are making as a company	Employees feel proud to work at Rogers



Dimension	Pillars	Focus Areas		Intended Outcomes
	Community Empowerment	Community Engagement	Using our generosity and core capabilities to transform Canadian communities	2% of pre-tax profits donated
		Indigenous Peoples	Promoting awareness and understanding of Indigenous rights, experiences and culture, and the systemic bias that still exists	Foster collaborative and constructive relationships with Indigenous communities
Environment	Environmental Stewardship	Climate Change Mitigation and Energy Efficiency	Decarbonizing our business by significantly improving energy efficiency	10% energy use reduction by 2025 from 2011 base year
		Waste Management	Significantly decreasing waste by using less and diverting from landfills through circular business models	100% electronic waste recycled
Governance	Conscious Leadership	ESG Governance and Risk Management	Ensuring ESG accountability, managing risks and adhering to the highest ethical standards, compliance, and integrity	Adherence to federal employment equity standards outlined in the Employment Equity Act
		Responsible Procurement	Partnering with our suppliers to deliver value by supporting our ESG ambitions and operating in a responsible manner	100% competitive bid processes where suppliers agree to Rogers Supplier Code of Conduct
		Data Privacy and Cyber Security	Protecting the privacy and security of our customer information and being transparent about our security practices	Resolve all well-founded privacy complaints before the federal Privacy Commissioner
		Socio-Economic Impact	Contributing to the economic and social well-being of Canada	Contribute more than \$10 billion annually to Canada's economy

Performance Highlights



Customer Excellence

- Awarded Best In Test and recognized as Canada's most reliable 4G and 5G network by umlaut, the global leader in mobile network benchmarking, for the third year in a row in Q3 of 2021
- Committed \$150 million to improve connectivity in rural communities in Eastern Ontario



People and Culture

- Ranked among Canada's Top 100 Employers in Q4 of 2021
- 89% of employees feel proud to work for Rogers in 2021 according to a pulse check survey
- Recognized as one of Canada's Best Diversity Employers in Q1 of 2021 by Mediacorp
- Rogers was re-certified as one of Canada's Most Admired Corporate Cultures by Waterstone Human Capital



Community Empowerment

- \$70 million in total community investment
- Over 3% of pre-tax profits provided to charities and non-profit organizations, above the 1% Imagine Canada benchmark and our goal of 2%
- 440 community organizations reached through community investments



Environmental Stewardship

- 9.7% reduction in GHG emissions (Scope 1 and 2) and 20.3% reduction in GHG emissions per network traffic since 2020
- 15.7% drop in our total energy use per petabyte (PB) of network traffic since 2020
- 56.4% increase in recycled materials; achieved diversion rate of 73% (up from 68%) since 2020



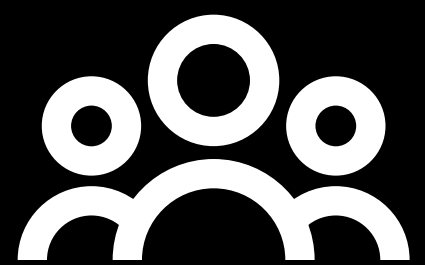
Conscious Leadership

- Continued evolving our data analytics strategy
- Contributed \$14 billion to Canada's economy¹

¹Economic value distributed is a non-GAAP financial measure. This is not a standardized financial measure under IFRS and might not be comparable to similar financial measures disclosed by other companies. See "Non-GAAP and Other Financial Measures" for more information about this measure.

02

Social



Customer First

We connect our customers to the people and things that matter most. This clear intent is supported by: our focus on creating best-in-class customer experiences; responsibly investing in our networks and technology to deliver leading performance, reliability, and coverage; creating and broadcasting Canadian content; and growing our presence locally and regionally to bridge the digital divide within underserved communities across Canada..

2021 Key Highlights

- Awarded Best In Test and recognized as Canada’s most reliable 4G and 5G network for the third year in a row in Q3 of 2021 by umlaut, the mobile network benchmarking global leader
- Committed \$150 million to improve connectivity in rural communities in Eastern Ontario
- Committed to creating a new \$1 billion Rural and Indigenous Connectivity Fund to provide broadband services to underserved Indigenous, remote, and rural communities as part of the Shaw transaction

Our Progress

1. Customer Experience

Creating best-in-class customer experiences continued to be a core part of our strategy. Last year, we engaged more than 4,000 employees in our virtual customer experience program to gain a firsthand view of how our frontline team members serve our customers. We also launched a Contact Transformation Hub to continuously improve the customer experience. In addition to working towards keeping our customers and people safe during the COVID-19 pandemic (COVID-19), we made payment plans more flexible, put plans in place to minimize service disruptions, and waived charges for people in crisis including during flooding in British Columbia and internationally for Afghanistan and Haiti.

2. Network Leadership

We continued to invest in our network and technology to deliver leading connectivity to our customers. Hundreds of millions in capital expenditures were invested to build capacity and speed in our wireless network. We successfully completed our 5G standalone core network deployment nationally to reach more communities. Our network is consistently recognized by third parties through industry awards, and we were awarded Best In Test and recognized as Canada’s most reliable 4G and 5G network for the third year in a row by umlaut, the mobile network benchmarking global leader.

3. Bridging the Digital Divide

We are deeply committed to using our network and technology to bridge the connectivity gap for underserved communities. In 2021, we expanded eligibility criteria so that more than 750,000 eligible Canadians could access our Connected for Success program, enabling seniors, people receiving provincial income or disability support and those living in rent-geared-to-income housing of a non-profit housing partner to access an Internet connection starting at a low monthly rate of \$9.99 plus taxes.



1 Customer Experience

Creating best-in-class customer experiences and delivering innovative sustainable solutions that customers will love.

Every customer interaction is an opportunity to influence the way our brand is perceived and experienced. From the quality of our content to the quality of our service, the way we create value for our customers helps build loyalty and fosters long-lasting relationships. Doing that requires clear, simple, and fair transactions across our operations, as well as providing products and services that make peoples' lives easier and more meaningful.

2021 highlights

- Welcomed over 12 million customers in more than 600 branded retail and dealer stores
- Visited over 1 million customer homes through our field sales team with 4,000 employees engaged in our virtual customer experience program
- Invested in sustainable customer solutions across our business and retail offerings

Listening to our Customers

We listen carefully to the voices of our customers and frontline employees and use their feedback to help us improve. Last year, we engaged more than 4,000 employees in our virtual customer experience program to gain a firsthand view of how our frontline team members serve our customers. We also continued our Voice of the Frontline program to encourage those closest to our customers to share ideas, provide feedback, and leverage what they know to shape the customer experiences we design.

In 2021, we served customers through virtual and in-person interactions by handling over 33 million phone and online customer requests, welcoming over 12 million customers into stores, and completing service visits to over 1 million customer homes (not including Rogers Bank). All Rogers customer service team members across all brands are based in Canada.

Our commitment to delivering exceptional customer experiences is unwavering. To respond to our customers, we created a Contact Transformation Hub dedicated to identifying and deploying process improvement opportunities to make the customer experience better.



Made Payments More Flexible

We launched a new down payment capability last year, which enables customers to make payments towards their devices, while lowering their monthly balance at the same time. Greater flexibility in paying off past due balances for customers in arrears was also offered through our new installment payment plans process.

Minimal Service Disruptions

To minimize service disruptions for our customers, we reorganized our scheduling of customer-impacting maintenance work. Now, more than 89% of customer-impacting maintenance work is done between 2:00 a.m. and 8:00 a.m. We also launched a proactive notification system to advise our customers if a technician appointment would be impacted by system outages or inclement weather, including calls to help customers easily reschedule appointments.

Waived Charges During Crises

We care about our customers and took measures in 2021 to temporarily waive charges for Rogers and Fido customers calling, texting, or living in Haiti after a devastating earthquake, and in Afghanistan following political unrest.

Kept Customers Safe During COVID-19

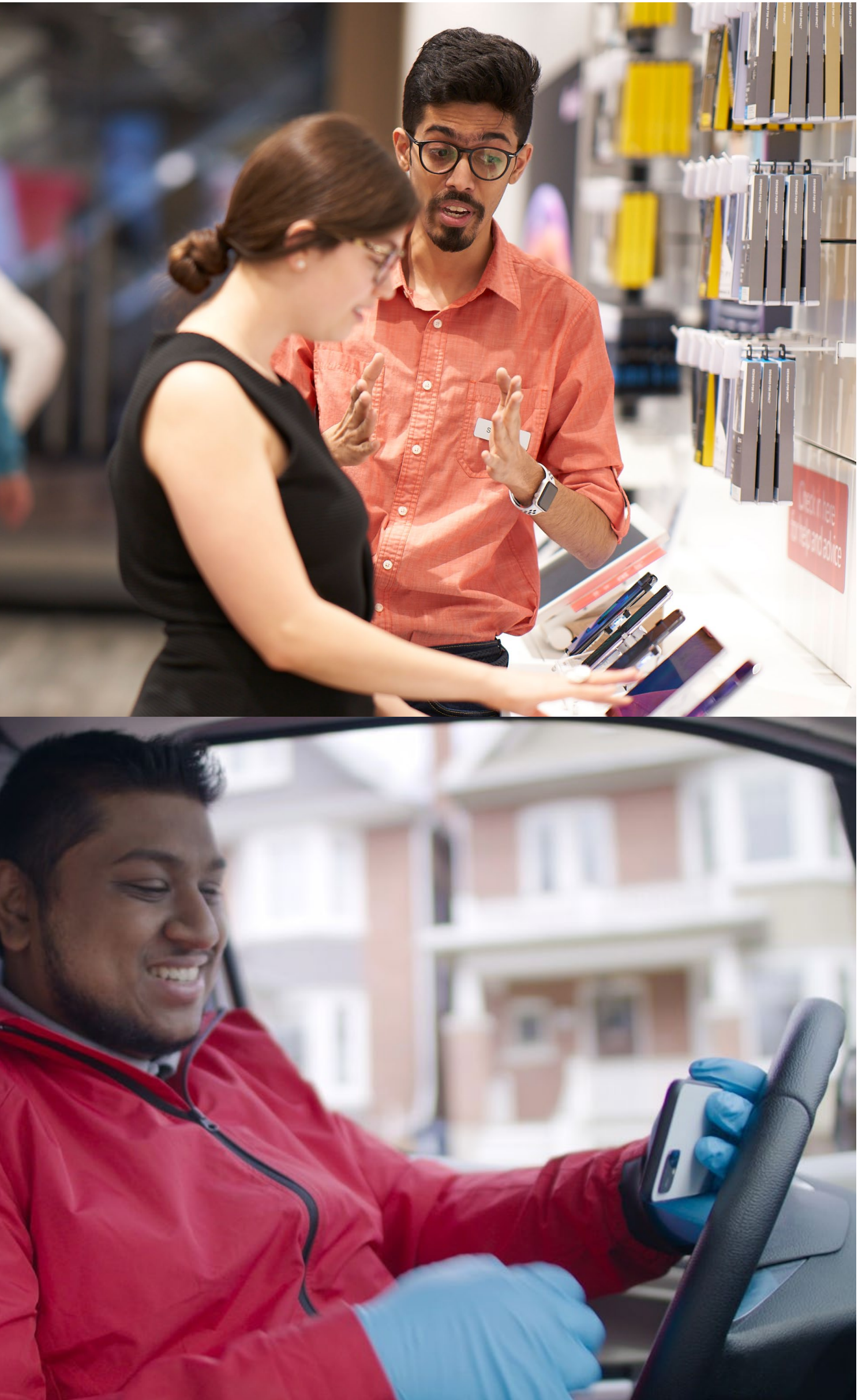
We continued to provide essential services to our customers during COVID-19, including critical device activations and renewals, repairs, and equipment swaps and returns. Strict safety guidelines were implemented and regular website updates were provided to our customers.

Expanded Rogers Pro On-the-Go

In 2021, *Rogers Pro On-the-Go*™ which offers personalized, same day device delivery with expert setup to Rogers wireless subscribers at no extra cost, expanded to reach customers in new markets including London, Barrie, Halifax, Mississauga and Winnipeg.

Building Frictionless Digital and Self-Serve Capabilities

Last year, eliminating customer friction as we evolved our channel strategy was an integral part of how we brought customers reliable, consistent, and seamless experiences. Notably, we provided more customers with choice, convenience, and flexibility through our advanced self-installation capabilities for broadband Internet, Wi-Fi, and TV services. Since launching in late March 2020, more than 86% of our Cable installations have been conducted through the self-install program. We also launched a new service option for Fido customers enabling them to pivot from a phone call to an online interaction or request a callback, further providing them with flexibility to use the service option that works best for them.





Delivering Sustainable Customer Solutions

Over the course of the year, we continued to explore opportunities to innovate our products and services so that we can be even more relevant to our customers.

Energy Efficient Data Centres

We offer our business customers data centres and cloud solutions across nine data centres nationally. We are working on ways to reduce the carbon impact to help ensure that we store customer data in the most energy efficient ways possible while ensuring good service through our investments in Data Centre Infrastructure Management (DCIM) technologies.

Providing Accessible Services

We have customer service representatives trained and focused on providing an accessible service experience, with skills bolstered by training models that were refreshed in 2021. We provide sign language interpretation on request at stores for customers who are deaf or hard of hearing. We expanded our Connected for Success program to individuals receiving disability support in 2021 and also offer accessibility discounts on certain products and services. As we continue our commitment to accessibility and removing barriers, we launched an Accessibility Governance Council to drive the internal conversations, innovation, and action to create change now and in the future.

Certified Pre-Owned (CPO) Program

Our CPO device program provides customers the opportunity to buy like-new devices at lower prices than brand new. This includes premium devices such as the iPhone 12 and Samsung Galaxy S20. CPO devices are as good as new, fully functional and completely restored. They are data wiped, thoroughly tested by qualified technicians, and the latest software version is installed so customers get a fresh experience with a fully functional device. Since 2018, we have processed over 65,000 phones through this program.

Inspiring Social Change

We employed our platforms and assets to share stories, encourage conversations, and inspire change on important issues around social justice, equality, inclusion, and more. Examples include: the second seasons of Cityline's YouTube series #CitylineReal on Race, Sportsnet's *Top of Her Game*™, exploring the lives, careers, and accomplishments of women athletes and OMNI Television's and Rogers tv's series of multilingual interstitials to help foster better understanding and respect of Indigenous history and traditions.

Decarbonizing Vehicle Fleets

Using our Business Advanced Solutions, customers are leveraging the power of the Internet of Things and cloud services to support their digital transformation and fleet decarbonization strategies. By tracking how vehicles are driven, a customer can identify driver behaviour and patterns to improve fuel efficiency and track goods being transported to optimize routes and reduce carbon footprints.

2 Network Leadership

Investing in our networks and technology to deliver leading performance, reliability, and coverage.

We are proud to have grown to become a leading technology and media company, building and expanding world-class networks to deliver the next generation of connectivity to consumers and businesses and to support Canada’s future. Our network leadership helps build resilience, enables digital inclusion and delivers environmental benefits through energy efficiency from 5G. Our plan includes delivering high-performing network services with a focus on continuing our cable and wireless network uplift programs, accelerating our network leadership in 5G to deliver reliable systems, and leveraging emerging technologies.

2021 highlights

- Awarded Best In Test and recognized as Canada’s most reliable 4G and 5G network for the third year in a row in Q3 of 2021 by umlaut, the mobile network benchmarking global leader
- Achieved Canada’s first 5G Standalone Smartphone Certification by Google in Q4 of 2021

Delivering the Best Wireless Experience

As our customers data demands keep growing, our investments to deliver the best wireless experience in Canada remains critical.

Through these investments, we are leading the way in new wireless innovations by operating Canada’s first and largest 5G network. Our accomplishments and the many accolades we received last year give us a real sense of pride. We were awarded Best In Test and recognized as Canada’s most reliable 4G and 5G network for the third year in a row by umlaut, the mobile network benchmarking global leader. We were ranked number one in 5G Reach, 5G Availability, 5G Voice App Experience, 5G Games Experience, and tied first for 5G Upload Speed in Canada by OpenSignal in August.

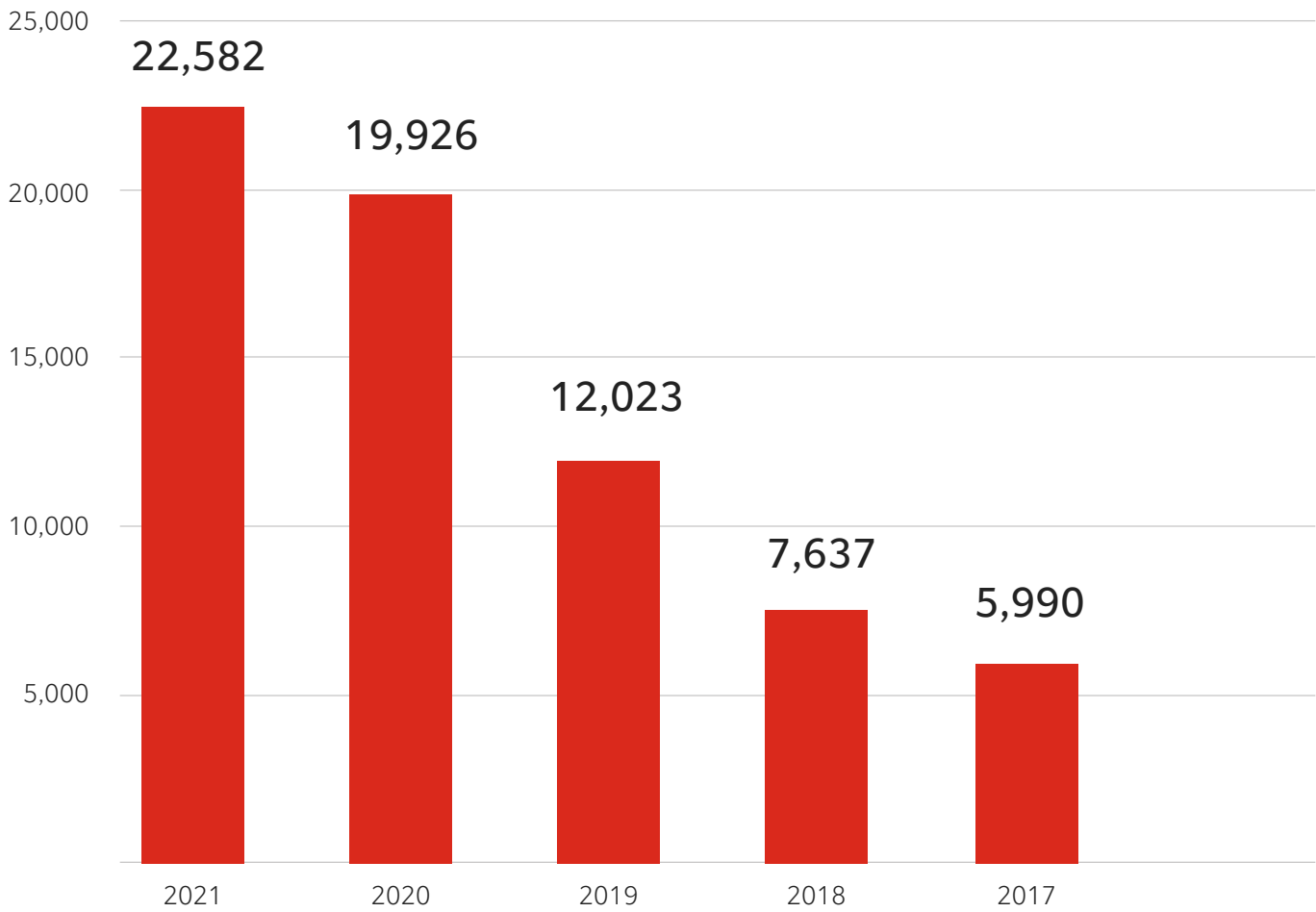
Performance Trends	2021	2020	2019	2018	2017
Total energy use per network traffic (Gigajoules / Petabyte)	188	223	378	558	688
GHG Emission (Scope 1 and 2) Intensity by Network Traffic (tCO2e / Petabyte)	5.92	7.43	12.99	21.78	25.97

Includes Energy Use and GHG Emission (Scope 1 and 2) performance, relative to Rogers network traffic. The network traffic across our core network measures LTE, 3G, 5G & High-Speed Internet data and is defined as the total amount of data per month to (downstream), and from (upstream), the customer measured in petabytes.



Network Traffic

Total Annual Volume Petabyte (PB)



Investing in our Cable Network

Investments in our cable network allow us to continue improving Internet performance and reliability. In 2021, we continued upgrading our hybrid fibre-coaxial infrastructure with additional fibre deployments. We also enhanced our DOCSIS technology to deliver more bandwidth and an even more reliable customer experience.

Using Cellular to Access Medical Supplies

We are working with InDro Robotics and the University of British Columbia to identify if drone technology could help the Penelakut Medical Centre find alternative access to mainland supplies. Using our low-latency LTE network, the team is trialing drone flights to explore the possibility of bringing new, reliable connections to enable the delivery of personal protective equipment, medical supplies, and vital access to data to support mental and physical health and wellness. Read more [here](#).

Leveraging Next Generation Innovations

We are using our advanced network and technology capabilities to explore the possibilities for servicing the next generation of innovations. This meant teaming up with researchers, innovators, and businesses to advance the future of 5G and create positive change for a safer, more sustainable and prosperous future. From smart cities to real-time robotics to fully automated electric vehicles, we are helping position Canada as a leader in the sustainable digital economy.

Achieved Canada’s first 5G Standalone Smartphone Certification from Google in Q4 of 2021 with Google Pixel 6 and Google Pixel 6 Pro with our partners Google and Ericsson. With a compatible smartphone, our 5G innovations will now be able to reach users. Over the next year, we will continue working with leading universities and tech organizations to enable a made-in-Canada 5G ecosystem and leadership in the digital economy.

Our Responsible Technology Approach

We aspire to use our technology responsibly to connect Canadians to what matters most. Our responsible technology approach is anchored on the following principles:

- Ensuring product safety and security
- Protecting data privacy
- Preventing technology from being misused
- Enabling equitable access
- Respecting human rights
- Treating people fairly and with respect
- Being open, transparent, and accountable

In Focus:

Advancing our 5G Network for Positive Change

Q: How can 5G be a catalyst for positive change?

A: When advanced technology meets creative innovators, the world can change for the better. This is the vision behind our multi-million-dollar investments in universities across Canada. We want to empower innovative minds to change the world through the immense capacity of 5G technology by finding progressive solutions for a safer, more prosperous and connected future. Our initiatives include creating smart transportation systems to improve road safety and reduce carbon emissions, as well as building resilience in critical infrastructure with 5G sensor technology.

Q: How does Rogers work with other Canadian organizations to amplify its sustainable impact across its 5G network?

A: Last year, we joined Ericsson's Startup 5G program to work with top innovators on leading-edge offerings for our customers. Our partnerships with universities remained strong. We renewed our 5G research with the University of British Columbia (UBC) and continued innovating with the University of Waterloo and Communitel, Canada's leading tech hub, to push 5G research forward and accelerate real-world applications. As we develop our 5G roadmap and ecosystem, we will continue to embed our responsible technology approach.

Q: What are some of the most innovative applications of 5G?

Improving Road Safety and Congestion

The use of data collected from Light Detection and Ranging sensors at the UBC lab is helping to create smart transportation systems that can better visualize traffic flow. Administrators will be able to manage infrastructure more effectively, and drivers will be alerted if the vehicle is too close to cyclists or pedestrians. The goal is to improve road safety, reduce traffic congestion and smog, enhance vehicle operations, and optimize low carbon efficiencies. Read more [here](#).

Minimizing Failures through Digital Mining

UBC is exploring the possibilities of digital mining technology to minimize human error through autonomous trucks that operate independently on site and technology that predicts maintenance needs. Currently, the researchers are programming small vehicles and testing them remotely on campus, which, if successful, could optimize trucks and provide a safer and more secure working environment at the mine site. Read more [here](#).

Ensuring Resilience Planning Before a Disaster

UBC has been studying seismic sensors used to detect the first energy radiating from an earthquake and anticipate the arrival of the stronger waves to follow. With the low latency of 5G sensors, AI algorithms can collect the data quickly and help people take preventative steps to reinforce critical infrastructure and ensure effective disaster planning and emergency response. An effective early warning system can save lives, protect the environment, and minimize costs. Read more [here](#).

Enabling Smarter Sustainable Cities

We are continuing to invest in the use of our 5G network to enable a highly connected future as more sensors and systems get established. In smart cities alone, connected devices can provide insights on water waste, alleviate congestion, adjust thermostats according to weather conditions, and understand and adapt to each occupant's energy needs. This helps reduce energy costs and enable sustainable living. Read more [here](#).

3 Digital Inclusion

Expanding digital accessibility and improving connectivity for underserved rural, remote, and Indigenous communities across Canada.

At Rogers, we are deeply committed to using our technology to provide accessible, reliable, high-speed connectivity for underserved communities across Canada. Our efforts to bridge the digital divide began in 2013 and have since grown significantly. In the last two years, access to high-speed Internet has become a necessity of life exacerbated by COVID-19 and the sudden shift to a remote work and learning environment. Access to reliable, high-speed Internet is key to unlocking the full potential of communities, which is why we are proud to be expanding our network in underserved communities, contributing to their safety, quality of life, and livelihood.

2021 highlights

- Started construction on the first of 12 new towers that will service Highway 16 between Prince Rupert and Prince George known as the Highway of Tears
- Committed \$150 million to improve connectivity in rural communities in Eastern Ontario
- More than 750,000 Canadians are eligible for affordable high-speed Internet, as a result of our expanded eligibility for Connected for Success

Supporting Equity-Deserving Communities

We think it's important to use our technology to provide greater opportunities to equity-deserving communities. At the end of last year, our teams started construction on the first of 12 new towers that will service the area between Prince Rupert and Prince George known as the Highway of Tears, a reference to Indigenous women and girls who have disappeared or were found murdered on the route.

It is our hope that in providing increased safety through wireless connectivity along Highway 16, we can honour survivors, victims, and their families and communities by taking action to address the tragic crisis of missing and murdered Indigenous women and girls that has taken place there for many decades.

Expanding Access for Indigenous Peoples

Closing the digital divide for equity-deserving communities, particularly Indigenous peoples, continued over the past year. We were pleased to announce a partnership with Coastal First Nations, which will include an additional five new cell towers that will provide 100 km of new service coverage and improved connectivity from Masset through Port Clements to Queen Charlotte. Looking ahead, Rogers and Shaw can do more together than each company can do on its own to close the digital divide. This includes investing more in 5G and cable networks throughout our nation, including funds dedicated to connecting rural, remote and Indigenous communities across Western Canada.



As part of the Highway of Tears Commemoration and Healing Totem Pole series, we sponsored the Two Sister Totem Poles. We plan to place them at each end of the Highway of Tears to offer two safe places for families to commemorate and honour their lost loved ones.





Supporting Low Income Canadians

Expanding our Internet services for eligible Canadians was an important focus in 2021, especially during COVID-19. Our low-cost high-speed Internet program, Connected for Success, is helping improve digital accessibility by enabling eligible seniors, people receiving provincial income or disability support, and those living in rent-geared-to-income housing through a non-profit housing partner to access an Internet connection starting at a low monthly rate of \$9.99 plus taxes. In 2021, we expanded the eligibility criteria so that more than 750,000 Canadians in our internet coverage area could access these services. We now also offer additional speed tiers to support the evolving connectivity needs of Canadians and hope to continue growing this program across Canada.

Connecting Rural Towns

Our partnership with the Government of Canada, the Province of Ontario, and the Eastern Ontario Regional Network will bring reliable wireless connectivity to 99% of Eastern Ontario's residents and businesses and help bridge the cellular gap to enhance work, safety, and quality of life in the region. We plan to invest over \$150 million in this project to upgrade and expand the region's wireless infrastructure over five years. Virtually everyone in Eastern Ontario is expected to have cellular connectivity by 2025, with coverage reducing or eliminating "dead zones" on rural highways, thereby improving accessibility to public and emergency services.

The Heart of the Business

Our people are the foundation of our success.

It is their dedication, motivation, and talent that makes us resilient and flexible in the face of change. We invest in our employees’ growth and development and celebrate their diversity, while offering challenging and rewarding careers. We are building a culture of high-performance, where everyone feels they belong, and diversity of thought is embraced. Our goal is to be the destination of choice for today’s workforce and for the next generation, and to provide an inclusive and collaborative environment where we develop our people, provide competitive compensation, and support them in building rewarding careers. These priorities underpin our ambition for the future.

2021 Key Highlights

- Top 100 Employers Award in Q4 of 2021
- Canada’s Best Diversity Employers in Q1 of 2021
- 89% of employees feel proud to work for Rogers according to a pulse check survey
- Rogers was re-certified as one of Canada’s Most Admired Corporate Cultures by Waterstone Human Capital

²A business-led campaign to achieve better gender balance at the board level, as well as at senior management levels.

Our Progress

1. Talent Attraction and Development

We are proud of our continued recognition as one of Canada’s Top 100 Employers. During 2021, our efforts in creating a sustainable pipeline of future leaders paid off. We successfully onboarded 9,020 new hires, both temporary and permanent. We also invested \$34 million to train and develop the capabilities of all our leaders, managers, and team members.

2. Inclusion and Diversity (I&D)

Being an equitable and inclusive employer enables us to attract a workforce that reflects our communities and helps us better understand and respond to the needs of our customers. We have been working hard to create a culture grounded in equity and inclusion, earning us the esteemed recognition in 2021 as one of Canada’s Best Diversity Employers, selected by Mediacorp Canada Inc.

In 2021, we maintained our membership in the 30% Club as of December 31, 2021², with 31% of our Board who self identify as women, strengthened our inclusive culture by hosting more than 20 I&D events across our organization, and attracted diverse talent.

We work with various community organizations such as NPower Canada to hire diverse young talent who are starting their careers. As of December 31, 2021, Rogers had hired 115 graduates from NPower Canada, with the majority belonging to equity-deserving communities and many who are new Canadians.

3. Safety and Well-being

Our team’s safety and well-being remained a top priority in 2021. We are focused on providing and maintaining safe working environments for our employees, volunteers, contractors, visitors, and members of the public. We successfully trained 600 of our people leaders to bolster their skills in supporting the mental health and well-being of team members. Reflecting our strong culture of caring, we continued providing support to our people and their families with foundational and innovative tools and programs. We are proud that more than 86% of our employees feel they have access to the tools and resources needed to support their well-being.

In 2021, our occupational lost-time incident rate decreased compared to 2020. This decrease was due to implementing prevention measures that resulted in a significant reduction in retail robberies, which lessened the impact on our store representatives.

4. Employee Engagement

Pride in Rogers was at an all-time high of 89%, and more employees felt inspired, motivated, and empowered at Rogers according to a pulse check survey, which is an important indication we are meeting our goal to be an employer of choice.

Recognizing our team’s performance through the Ted Rogers Awards was a highlight for us last year. We were proud to celebrate 64 individual team members and 18 teams for living our values, demonstrating outstanding commitment to customers, creating new benchmarks for success, leading innovative initiatives, and making an impactful difference at home, at work, and within our local communities.

1 Talent Attraction and Development

Attracting the best talent, being an employer of choice, and developing our people's skills so they can be high performing, motivated, engaged and resilient.

We believe that we will gain the most from our people – and attract the best talent – when we help them thrive as individuals. Our goal is to be accessible, attractive, and equitable as an employer, to people from all backgrounds. We are committed to investing in our people at every level, from early careers to senior management. By building the capability of our leaders and managers, we help them develop their teams, create a values-based culture, and demonstrate strong leadership.

2021 highlights

- \$34 million invested in training and development
- 52% internal talent mobility
- 9,020 new hires (temporary and permanent employees)

Recruiting Top Talent

Every year, we put significant effort into creating a sustainable pipeline of future leaders. Our focus is on attracting and retaining people of proven ability, experience, and skills that reflect the diverse communities where we live and work. Over the years, we've achieved our best results when we have taken a balanced approach of promoting talent from within, while continuously enriching our pipeline from external markets. In 2021, we successfully onboarded more than 140 new graduates through our new Graduate Leadership Development Program, which operates in partnership with 25 universities and colleges across Canada.

Providing Competitive Compensation

The principle of attracting “the best people” is supported by our approach to pay and reward. We work to ensure our remuneration packages are equitable, competitive, and match local market conditions. We also use our reward policy to drive excellence and high performance, balancing short-term success for individuals and teams with the achievement of our long-term goals.

Last year, we invested over \$2 billion in our full-time and part-time employees through the Rogers Total Rewards Program, which covers salaries, benefits, and stock-based compensation, including health benefits, a company-matched share purchase plan, and pension plan contributions. Included is our commitment to support employees through every stage of life, which in 2021 meant \$2.4 million went to maternity, adoption, and surrogacy benefits in addition to child and elder care services.



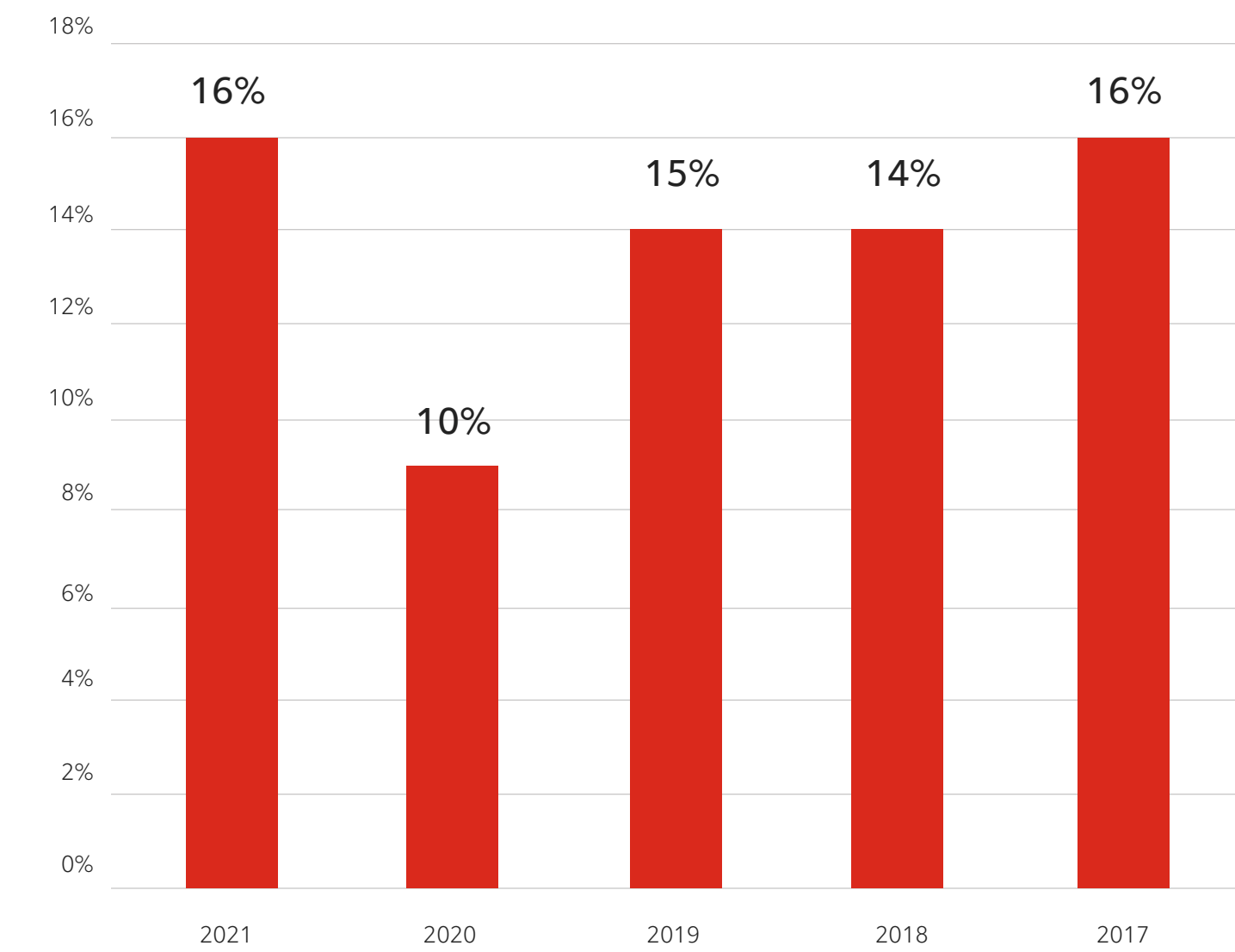
Developing our People

Our training programs have evolved into a curriculum designed to inspire our employees to grow and perform beyond their own expectations. In 2021, we offered quarterly packages to leaders and their team members with curated learning on key topics addressing our workforce’s changing needs, including courses about demonstrating and leading through allyship, psychological safety, interrupting bias, resilience, and career development in times of change. These programs help our people leaders develop their teams, widen their perspectives, and gain a better appreciation for our diverse business.

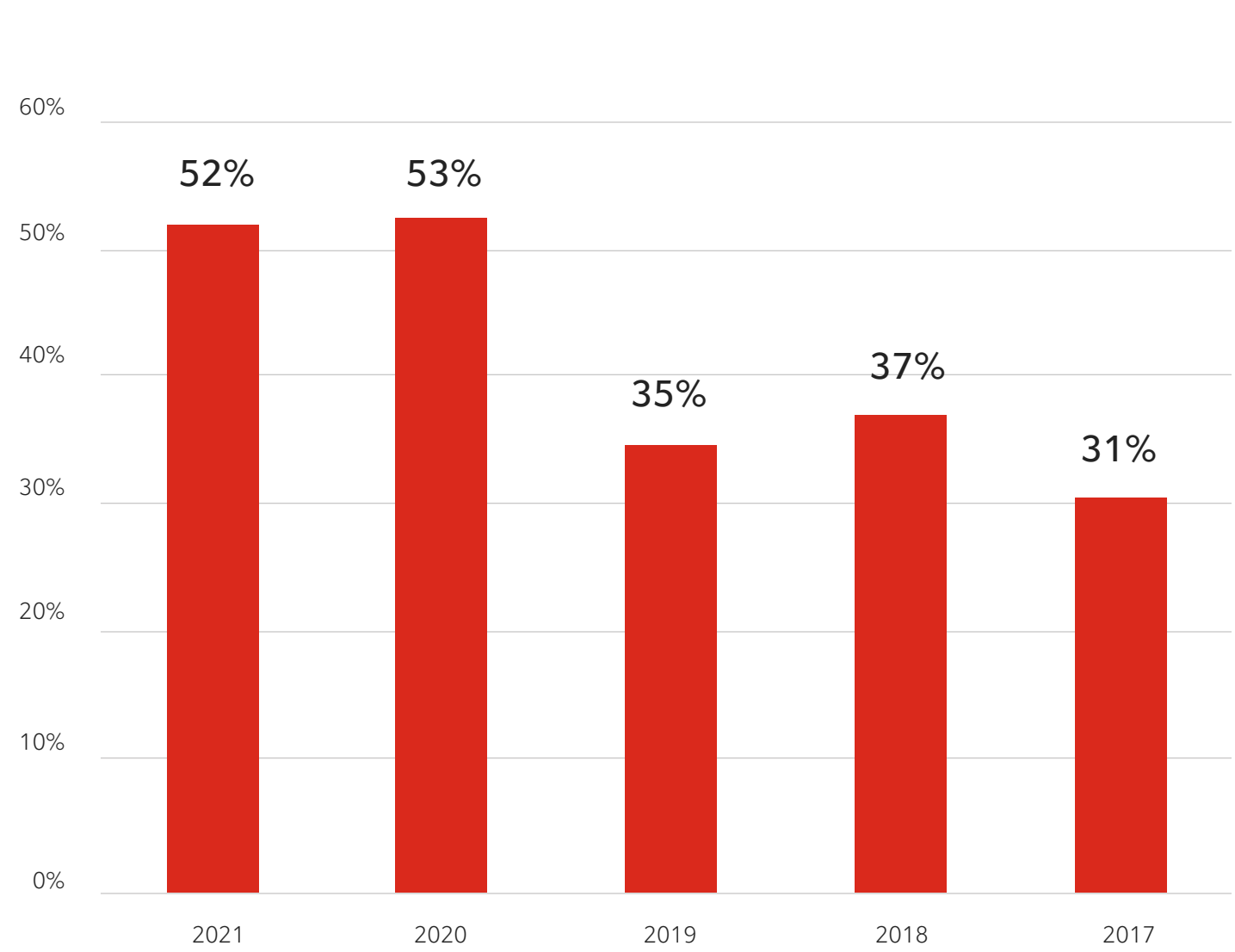
We also continued to support our frontline representatives to learn new skills from home through our Virtual Customer Experience Lab. The program includes a co-pilot that virtually guides new hires and employees cross-training on new skills through the process. Altogether, last year, we invested \$34 million in training and development. Although our overall turnover rate increased this year, it significantly decreased in our technical “skills of the future” teams that work in the digital and cybersecurity fields. These well-trained employees are staying longer as we help them build the skills they need in a fast-changing environment.

Performance Trends	2021	2020	2019	2018	2017
Voluntary turnover rate	16% [⊕]	10%	15%	14%	16%
Internal Talent Mobility	52%	53%	35%	37%	31%

Voluntary Turnover Rate



Internal Talent Mobility



⊕ Independently assured in 2021

2 Inclusion and Diversity

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

We are on a journey to build a more diverse, equitable and inclusive culture. Building a truly inclusive culture does not happen by accident. It is deliberate – the collective result of the actions we take every day. From the ways we recruit and support our team members and design, market and our products to who we choose as our community partners and the voices we amplify across our platforms. Together they represent opportunities to drive positive change grounded in equity and inclusion.

2021 highlights

- Recognized as one of Canada's Best Diversity Employers in Q1 of 2021
- Increased workforce representation across all equity-deserving groups
- 87% of our workforce feels included and can be themselves at work
- Maintained our membership with the 30% Club of Canada, with 31% representation of women on our Board

Formalizing our Strategy

Our commitment to equity, diversity, and inclusion in everything we do is demonstrated through our [2025 Inclusion & Diversity Strategy \(I&D Strategy\)](#) published in 2020 which focuses on creating meaningful change for equity-deserving communities through actions tied to our strategic pillars of People, Customer and Community. Our strategy is guided by four pathways to action: embed inclusion into our employee experience; broaden our talent pipeline and increase leadership diversity; partner with communities to address inequities; and build a customer experience that reflects and supports the diversity of all Canadians.

The Inclusion & Diversity Council (I&D Council) is a catalyst for positive change and accelerates momentum of our I&D Strategy. The I&D Council comprises executive sponsors, Inclusion & Diversity Team (I&D Team), Employee Resources Groups (ERGs) and their subsidiaries, Black Leadership Council (BLC), senior leaders from across our business and the most recently launched “Rogers Communities”.

We have five volunteer-led ERGs representing Indigenous peoples (Indigenous Peoples Network), People of Colour (Mosaic), Persons with Disabilities (Rogers AccessAbility Network), Women (RISE), and the 2SLGBTQ+ community (Spectrum). Networks within two of our ERGs provide more specific support for segments within their larger populations - Rogers Women of Colour (RWOC) and Rogers Women in Tech (RWiT) within RISE, and Rogers Pan-Asian Network (RPAN) within Mosaic. The BLC was formed in 2020 by Black team members from across the organization to drive awareness of anti-Black racism in corporate Canada and support the organization in fulfilling our commitments with the BlackNorth Initiative. In 2021, we expanded the I&D Council to include “Communities”, comprising volunteer-led faith and/or culture-based diversity groups, with the Rogers Jewish Community being the first.



Driving Leadership Accountability

Each of our business units have customized action plans and representation goals to embed inclusion and diversity across the organization. Their action plans align to our overall I&D Strategy and include specific business initiatives to strengthen representation and embed inclusion throughout practices and processes. This past year, we amplified leadership accountability through the launch of our new Diversity Dashboards which provides leaders with a monthly view of their team diversity data to help inform the specific actions needed to deliver against our representation goals.

Broadening our Talent Pipeline

We aim to increase the proportion of people from diverse backgrounds to reflect the communities where we live and work. Last year, we revamped our recruitment practices to deliver an inclusive and accessible candidate experience for all, while attracting talent from equity-deserving groups³. We established a commitment to present a 50% diverse candidate slate to hiring managers for all open positions.

We launched Inclusive Hiring Training to equip recruiters and hiring managers with the tools necessary to identify and eliminate bias in the hiring process. In this two-part training, participants build an understanding of equity-deserving groups and develop skills to mitigate for common hiring biases and build an inclusive recruitment journey. We have begun to see the impacts of our efforts.

Furthermore, we leveraged our New Grad Program to build the next pipeline of future leaders across our business by partnering with multiple post-secondary institutions and community organizations across Canada. In 2021, of our New Grad hires, 54% identified as women, 69% as Visible Minorities, 5% as Persons with Disabilities, and 7% identified as 2SLGBTQ+.

³Equity-deserving groups are defined as women, visible minorities, Persons with Disabilities, Indigenous peoples and those who identify as 2SLGBTQ+.

In 2021, we introduced an organization-wide 1:1 Mentoring Program with a focus on equity-deserving groups. The program provides a self-serve tool for all Rogers team members to connect as Mentors and Mentees with the option to be matched based on lived experience. In 2021, over 1,500 team members enrolled in the program and 64% of participants identified with an equity-deserving group.

Supporting Equity-deserving Groups

Embedding diversity, equity, and inclusion into the fabric of the organization takes collective and deliberate action. As part of our I&D Strategy we are focusing on the employee experience, attracting and retaining diverse talent and motivating a workforce that reflects the communities we serve.

Women

Overall, representation of women across the business increased to 38.5% in 2021, due to our continued efforts and investments in career development. Our Accelerated Development Program is one of our core investments in driving gender diversity at the executive levels. The program focuses on building a strong pipeline of women directors and senior managers by increasing their confidence, building important skills, and exposure through networking, coaching and development opportunities. To date, 67 women have completed the program, with 37% advancing their careers. In 2021, program eligibility was expanded, and diversity criteria was introduced in support of our strategy to build a robust and representative pipeline of women.

To support the development of women, RISE for Women delivered the “RISE Speaker Series” – a collection of candid conversations featuring Rogers leaders and guest panelists diving into trending topics and sharing their personal stories and advice – along with national networking events to create opportunities for women across the business.



Indigenous Peoples

Indigenous peoples represented 1.1% of our total workforce in 2021. This past year, we sponsored the Indigenous Student Career Fair in partnership with TechNation where Rogers team members, including those who identify as Indigenous, participated in panels, keynotes and hosted private networking sessions with Indigenous students. We built a new relationship with Indigenous Link, an organization focused on developing connections to Indigenous communities and peoples across Canada. Working together, we began posting all Rogers jobs on the Indigenous Link job board with featured postings. Indigenous Link provided us with the opportunity to send out a newsletter to over 55,000 community members throughout the year, broadcasting Indigenous collaboration at Rogers, events, and job opportunities. As part of our commitment to truth and reconciliation, the IPN partnered with the business to deliver Indigenous-focused content and initiatives including lunch and learns and the installation of Land Acknowledgement plaques at Rogers corporate and retail locations across the country.



Visible Minorities

Representation of Visible Minorities continues to grow year-over-year and exceeds Labour Market Availability (LMA). In 2021, the representation of Visible Minorities was 38.2% overall and 15.1% at the Senior Management (VP+) level. We attribute this to the expansion of talent outreach to Visible Minority communities. Through our relationship with ACCES Employment, an organization focused on connecting leading employers with diverse talent, we hosted five events and connected with over 45 candidates in workshops, networking, mentoring, and coaching sessions. In 2021, RPAN launched “Inspiration Circles”, a mentorship program providing Asian team members at Rogers the opportunity to connect with a network of mentors, build relationships, and explore various topics including career development in a safe space. Since launch the team has hosted nine mentoring sessions with more than 80 participants in attendance.

Black Communities

We continued to work towards fulfilling our commitments with the BlackNorth Initiative led by the Canadian Council of Business Leaders Against Anti-Black Systemic Racism. Our commitment includes increasing Black representation of our VP+ levels to 3.5% by 2025. This past year we worked with Black Professionals in Technology Network (BPTN) to begin to bridge the gap between Black talent and career opportunities available at Rogers. Our Talent Acquisition team attended the BPTN Global Summit, resulting in over 60 leads for opportunities, and our Campus Recruitment team hosted an information session for BPTN candidates to learn about our New Grad Program, resulting in over 25 candidates being hired. In late 2021 we formed a new relationship with Onyx, an organization focused on expanding the recruitment pipeline and career development opportunities of young Black professionals. As part of this initiative, we commit to recruit candidates from Onyx into our New Grad Program and build a talent pipeline of young Black professionals at Rogers. To support the development of Black employees at Rogers, we expanded our frontline development program “My Path” with two new offerings exclusively for Black team members, which included Career Development Panels and Mentoring Circles. Participants were guided by mentors on how to overcome career challenges and take the next step in their career journey. Over 120 candidates attended the panels and participated as mentees.

Persons with Disabilities

Although we recognize we have more work to do, representation of Persons with Disabilities increased to 4.1% in 2021. This past year, we were intentional in our approach to recruiting Persons with Disabilities. We attended over 20 recruitment and networking events to broaden our talent reach by leveraging existing and forming new Talent Acquisition relationships with partners such as Ontario Disability Employment Network, Community Living, Lime Connect and more. Through continued education, we also upskilled our talent acquisition team in partnership with Community Living Mississauga, where in a virtual workshop on breaking down barriers recruiters focused on how to mitigate for bias, while ensuring accessibility and accommodations are top of mind through the hiring process. Internally, we emphasized creating safe spaces for Persons with Disabilities through our Rogers AccessAbility Network (RAAN) which facilitates regular touchpoints to provide team members with the opportunity to find support, share their lived experiences, learn, and connect with one another.

2SLGBTQ+

In 2021, we built a new relationship with QueerTech and sponsored QueerTech Qareers job fairs, the largest recruitment events for 2SLGBTQ+ technology professionals in Canada. As well, we continued to leverage our partners and promote our co-op opportunities to 2SLGBTQ+ talent with our external partners, including Pride at Work Canada, The 519, QueerTech, and a variety of 2SLGBTQ+ student groups. To focus on the development of our 2SLGBTQ+ team members, Spectrum led three Mentoring Circles with 2SLGBTQ+ talent, allies, and leaders in 2021. Participants had the opportunity to form new mentoring and networking relationships, providing them with the opportunity to discuss career development and their career journey at Rogers. The Mentoring Circles included over 35 participants and will continue into 2022.

Workforce Diversity ⁴		2020 Labour Market Availability ⁵	2021 ⁶	2020	2019	2018	2017
Women	Overall	47.3%	38.5%⬆️	38.3%	37.4%	38.0%	38.4%
	Senior managers (VP+)	27.6%	31.6%⬆️	27.4%	29.5%	27.5%	26.5%
Visible Minorities	Overall	29.0%	38.2%⬆️	36.3%	35.8%	35.4%	34.6%
	Senior managers (VP+)	11.5%	15.1%⬆️	14.0%	14.7%	15.8%	13.5%
Indigenous peoples	Overall	2.0%	1.1%⬆️	1.0%	0.9%	0.9%	0.9%
	Senior managers (VP+)	3.2%	0.0%⬆️	0.0%	0.0%	0.0%	0.0%
Persons with Disabilities	Overall	9.0%	4.1%⬆️	2.9%	2.7%	2.3%	2.2%
	Senior managers (VP+) / middle and other managers	5.0%	3.6%⬆️	2.5%	2.1%	1.6%	1.8%

Percentages prepared ahead of official 2021 Employment Equity submission to the Labour Program.

⁴This chart includes workforce data by designated groups (Women, Visible Minorities, Indigenous peoples and Persons with Disabilities) as per the Employment Equity Act and therefore does not depict trends for 2SLGBTQ+ identifying persons.

⁵Occupational Labor Market Availability (LMA) indicates the percentage of persons in each designated group in the Canadian workforce that may have the skills necessary to fill occupational roles at Rogers. These numbers reflect 2020 LMA as 2021 data was not available at the date of publishing. The data is provided to Rogers by the Canadian government and is based on data from the 2016 National Household Survey and 2017 Canada Survey on Disability.

⁶Employment equity workforce data (reflecting federally regulated employees) as of year-end 2021.

Conversations on Anti-Racism and Allyship

In 2021, Rogers held over 20 Inclusion and Diversity events organized by our ERGs, Networks, Communities, and BLC to recognize various days of significance such as International Women’s Day, National Day for Truth and Reconciliation, Black History Month, International Day of Persons with Disabilities, Pride Month, and more. The BLC launched Unapologetically Black, a quarterly all-employee event series facilitating conversations on anti-racism and allyship. Discussions focused on how to have difficult conversations about racism, breaking down microaggressions and how allies can support and build a culture of inclusion at Rogers. Over 3,200 team members joined the BLC for these conversations.

We continued two-way dialogue through over 100 Safe Talk and Listening sessions. First launched in 2020, these sessions provide an opportunity for employees who self-identify with an equity-deserving group to share their lived experiences and find support, with allies in attendance to listen and learn. Leaders and team members continued their learning by participating in webinars and workshops on topics such as psychological safety, interrupting bias, inclusive leadership and allyship. Over 4,000 leaders and team members took advantage of these learning opportunities.

3 Safety and Well-being

Protecting and enriching our employees' safety, and mental and physical well-being at work and in their personal lives.

Our robust safety management system is targeted at preventing injuries through governance, policies, programs, training, engagement, and continuous improvement. We offer resources to support the mental, physical, and financial well-being of employees and their families. By empowering safety leadership, supporting prevention, and promoting well-being, we are helping our employees remain safe, healthy and resilient.

2021 highlights

- Our lost-time incident rate decreased compared to 2020
- 80% of employees feel Rogers supports their efforts to balance work and personal responsibilities
- 86% of employees indicated that they have access to the tools and resources needed to support their well-being
- 600 people leaders were trained on skills and resources to better support the mental health and well-being of team members

Empowering Safety Leadership

Executive-led accountability for our safety strategy, programs and performance is governed by the Safety Executive Council, comprising senior leaders from across the organization. We deploy safety initiatives locally, which, in 2021, were supported by 54 Workplace Health and Safety Committees across Canada. Also in 2021, more than 100 leaders participated in our “Managing Field Safety for People Leaders” training to enhance their capability to support the safety of their frontline teams.

Supporting Prevention

As part of our commitment to continuous improvement, we strengthened our risk-based safety management system. Under our Compliance Review Program, we completed 35 audits of our Working at Heights practices with Managers across the organization. The audits were completed by a third party who evaluated compliance with legislative requirements and Rogers' policy requirements. We updated our Workplace Harassment and Violence Prevention Training for all employees, empowering them to bring their best selves forward in an environment free from racism, discrimination, harassment, and violence of any kind.

Our efforts paid off. In 2021, our occupational lost-time incident rate decreased compared to the previous year and there were no fatalities. The decrease in the lost-time injury rate was mainly due to a significant reduction in retail robberies as a result of implementing robbery prevention strategies, and a reduction in office-related injuries related to large volumes of employees working from home during the pandemic.



Performance Trends	2021	2020	2019	2018	2017
Lost-time incident rate (hours per 200,000 hours worked)	0.33 ^{⬇️}	0.37	0.40	0.38	0.36

Supporting employees’ well-being

Well-being remained a top priority for us in 2021. Our Chief Human Resources Officer provided regular updates to ensure our people and their families were informed and supported by our policies, benefits, and resources.

We provide employees and their families access to an array of best-in-class well-being programming, tools, and benefits. In surveys, 80% of our employees indicated that Rogers supports their efforts to balance work and personal responsibilities and 86% indicated that they have access to the tools and resources needed to support their well-being.

- **Well-being Plans:** Developed a tool for employees to intentionally plan to invest in their well-being, remain resilient, and cope, particularly during the winter months. A plan for our employees’ children was also provided, to support broader well-being amongst our employees’ families
- **Mental Health Training:** Mental health training was successfully delivered to over 600 people leaders to help them guide and support their teams to actively manage their mental health and well-being
- **Thrive Well-being Ambassadors and Primes:** 171 participants championed well-being initiatives nationally and locally across Rogers
- **Safe Talk & Listening Sessions:** Created a safe space for team members to share their lived experiences with mental health challenges and mental illness
- **Mental Illness Awareness Week:** Promoted understanding of mental illness to debunk misconceptions, break down stigma, and helps ensure employees know where to get help when needed
- **Virtual Fitness:** Provided free exercise classes to employees and their families to support overall health and well-being in line with provincial restrictions, as well as free membership to on-site fitness centres when available
- **Healthcare Benefits:** Increased benefits to employees and families, including access to virtual health and wellness tools such as Dialogue virtual healthcare, and Headspace mindfulness app

In Focus: Keeping employees safe during COVID-19

We continued to adapt our COVID-19 safety response and precautions to limit the spread of COVID-19 in our workplaces, and to support employees making the transition from work at home. We established a vaccination policy, signed the Council of Canadian Innovators’ COVID-19 Vaccine Rollout Pledge, launched virtual Corporate Health Service COVID-19 office hours where employees could consult with the doctors/nurse practitioner about their personal COVID-19 situation, and maintained employee pay protection for COVID-19 illnesses. Our COVID-19 and Return to Workplace Information Sessions attracted an average of 3,000-4,000 attendees per session and received a 94% overall effectiveness score from attendees.

4 Employee Engagement

Recognizing our team's performance and engaging them on our values and the progress we are making as a company.

We strive to be a destination of choice for today's workforce and tomorrow's leaders. Ensuring our people have a positive work experience has always mattered to us. When people feel connected and engaged, it strengthens our ability to better serve our customers and shareholders, build solutions, and support the broader community as strong ambassadors of Rogers. Our focus is on nurturing a work environment where people feel valued, supported, and empowered to be successful professionally and personally.

2021 highlights

- 89% employee pride score from a 2021 pulse check survey

Recognizing Performance

Our employees are incredibly connected to each other and their projects. An indication of their enthusiasm for work were the results of our company-wide employee recognition program, the Ted Rogers Awards.

In 2021, we received 8,368 nominations for individuals and teams that were deemed by their peers to have lived our values, displayed outstanding commitment to customers, created new benchmarks for success, led innovative initiatives, or made impactful differences at home, at work, or within our local communities. Out of 2,464 team members who won seasonal awards throughout the year, our jury selected 64 team members and 18 teams (for a total of 495 people) for the Ted Rogers Awards. We are incredibly proud of our annual winners, seasonal winners, nominees, and everyone who submitted nominations.

Listening to Employees

Having an engaged workforce is a crucial factor in achieving great customer service and excellent business performance. Measuring how engaged they feel and the progress we are making as a company is an important part of our annual performance review process.

A 2021 company-wide pulse check survey resulted in 65% of our employees sharing their views and perspectives about Rogers. Responses to the survey were positive and allowed us to have a more real-time picture of how our employees were doing. Pride in Rogers was at an all-time high of 89% in 2021. The survey results were communicated to employees.





Through the employee pulse check survey which allowed us to check in when it mattered, we asked about company pride, customer trust, inclusion and diversity, and connected with our employees on their well-being. The biggest opportunity coming out of the 2021 pulse survey was well-being.

Employee Survey Results

Performance Trends	2021	2020
Participation rate	65%	84%
Employee engagement	-	87%
% of employees who feel they are proud to work for Rogers	89%	91%

*In 2021, only a pulse survey was conducted with employees, as compared to a full employee engagement survey in 2020



Generosity Feeds Dreams

Our social impact programs generate a wave of generosity that transforms communities.

We have been making a meaningful impact in the communities where we live and work since Ted Rogers founded our company more than 60 years ago. Since then, our giving programs have evolved into close relationships with charitable and non-profit organizations who we enable to increase their positive impact on communities in need. This includes empowering our team to do the same through volunteering, fundraising, and donations. Together, we are investing in communities across Canada so that all Canadians can actively contribute to our society and fulfill their potential.

2021 Key Highlights

- \$70 million* in total community investment
- Over 3%* of pre-tax profits contributed to charities and non-profits, above the 1% Imagine Canada benchmark and above our goal of 2%
- 440 community organizations supported

Our Progress

1. Empowering Communities

We are proud of the work we do with local and national non-profit organizations that are making a difference in the lives of thousands of young Canadians. By investing in programs that help youth develop life skills and confidence, while providing educational and mentorship opportunities, we support organizations that are helping youth achieve their highest potential. In 2021, we spent \$70 million* in total community investments, which consisted of cash and in-kind donations to charities and non-profit organizations. Our employees donated more than 22,000 employee volunteer hours and, in July 2021, we surpassed our 60,000 volunteer hours challenge launched the previous year in celebration of our 60th birthday.

2. Engagement with Indigenous Peoples

We respect the self-determination and history of Indigenous peoples in Canada. In the past few years, we have worked closely with several communities to improve connectivity, inspire creativity, and enhance education. In 2021, we signed the Great Bear Initiative partnership agreement with nine Coastal First Nations communities in Haida Gwaii and committed \$1 million over the next four years for Indigenous storytellers in British Columbia.



1 Community Engagement

Use our generosity and core capabilities to transform Canadian communities.

We aspire to be a catalyst for change. In 2021, we focused our social impact efforts and investments in five areas. This includes bridging the digital divide, supporting Canadian content, developing a more inclusive Canada, responding to those in need, and fostering the next generation of Canadian leaders and changemakers. By working with local organizations and encouraging our employees to give back through volunteering, we believe we can make a meaningful difference, strengthen our relationships, and build trust in society.

2021 highlights

- \$70 million* in total cash and in-kind investments to charities and non-profit organizations
- More than \$23 million invested in independent Canadian film and television producers through Rogers Group of Funds
- 22,000 employee volunteer hours

Supporting Canadian Content and Storytelling

Since 1980, we have been enthusiastic supporters of Canada's independent film and television producers, with more than \$635 million invested through three types of funding: 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 committed more than \$23 million in 2021, enabling the creation of Canadian content, the ability to borrow bridge funds for creators, and the opportunity for artists from Black, Indigenous, and People of Colour communities to create art.

In 2021, we also announced a new \$1 million fund along with Creative BC to support Indigenous storytellers in British Columbia, and a new \$750,000 script development fund with the Black Screen Office and Canadian Independent Screen Fund for BPOC Creators to support Black and People of Colour creators. Contributions were also made to key festivals across Canada, including the Hot Docs festival, the DOXA Documentary Film Festival, the Banff World Media Festival, and the Vancouver International Film Festival.



“Now more than ever, it is critical that we invest in diverse Canadian storytellers, from those who inspire us with thought-provoking content to those who deliver compelling entertainment programming. Independent production is thriving in our country, and Rogers Group of Funds is committed to providing funding and support to content creators from equity-seeking communities, helping to ensure Canada's rich diversity and unique stories are told.”

Robin Mirsky, Executive Director, Rogers Group of Funds

Connecting Vulnerable Communities

Throughout the pandemic, including in 2021, we continued our partnership with Women’s Shelters Canada to help women and their children escape violence and abuse. We donated over 1,500 phones and plans as “digital lifelines” to more than 300 women’s shelters and transition houses across Canada. At a time when stay-at-home orders and reduced shelter capacities exacerbated dangerous situations, women and children escaping violence and abuse were able to stay in touch with loved ones, apply for jobs, and access counseling and other resources. We also extended free plans on 3,800 devices to more than 400 community organizations in 2021 to support equity-deserving Canadians throughout the third and fourth waves of COVID-19. This included a relationship with Big Brothers Big Sisters Canada, enabling connectivity for youth with their mentors when chances for in-person visits, drop-in activities, and mentoring sessions were limited.



Creating an Inclusive Canada

Rogers Sports & Media (RSM) completed the second year of its inclusion and diversity initiative, *ALL IN™*, which offers \$10 million over five years in advertising and creative services to uplift underserved communities. In 2021, RSM gave \$2 million to magnify the impactful work of their ALL IN partners including Big Brothers Big Sisters, Blacbiblio, Canadian Women & Sport, Friends of Ruby, and Spirit North. Over the course of the year, RSM created five customized campaigns, which included 17,000 ads airing across its suite of assets resulting in 63 million impressions for their partner organizations, helping drive meaningful change in the lives of countless Canadians and equity-deserving communities. Due to the overwhelming interest from the applicant pool, RSM profiled an additional 200 businesses owned by women, 2SLGBTQ+, Indigenous peoples, Black people, People of Colour, and Persons with Disabilities, and awarded 26 scholarships and mentorships across *Sportsnet™*, *Cityline™*, and *OMNI Television™* to people from equity-deserving communities.

Investing in the Next Generation of Leaders

Our collective future depends on the investments we make in the next generation today. It is critical that we recognize, celebrate, and prepare the young people who will develop the ideas, innovations, and solutions our country needs next. In 2021, we launched a new social impact brand called *Generation Possible™*, to celebrate all of the ways our company is investing in youth to help make Canada stronger. Our Ted Rogers Scholarships, Ted Rogers Community Grants, and work with *Jays Care Foundation™* all support Canadian youth with post-secondary education, free educational programs, and the opportunity to grow through sports. Generation Possible sparks pride, builds confidence, and removes barriers so that Canadian youth can dream big and accomplish their dreams.

- **Supporting post-secondary education** through 375 scholarships to students from across the country
- **Providing free educational, training, mentorship, and leadership experience** for young Canadians through 86 Ted Rogers Community Grants

- **Promoting Rookie League summer baseball programs** for more than 14,000 underserved children and youth through a partnership with Jays Care Foundation, where we donated \$1 million and launched a fundraising campaign “It’s More Than a Game”
- **Supporting recreational activities** by announcing a multi-year partnership and a \$2.8 million contribution to develop 160 new covered tennis court projects with Tennis Canada to provide more access to the next generation of high-performance athletes as well as families looking for affordable recreational activities in their communities. We also contributed \$200,000 to grassroots community tennis programs to give youth the opportunity to learn the game of tennis and be part of a team while learning valuable development and life-skills
- **Providing athletic mentorships and league fee support** through the Team Rogers Community Draft to enable Canadian youth to access hockey, baseball, and tennis leagues through \$300,000 in donations



Responding to Communities in Need

We help community groups with grants, in-kind sponsorships, employee donation matching, and one paid day off per year for employee volunteers. Last year, we leveraged corporate distributions of low-cost Internet, wireless devices, plan donations, and text-to-donate campaigns with employee volunteer efforts to help Canadians respond to education, health, and food security crises.

- **School supplies:** 200 employees donated 1,000 volunteer hours to stuff and deliver 4,000 backpacks to students in need across Canada, in partnership with organizations like the Education Foundation of Ottawa, the Toronto Foundation for Student Success, Big Brothers Big Sisters of Montreal, the Vancouver Aboriginal Friendship Centre, the Calgary Board of Education, and The Board of Trustees of Edmonton School Division
- **Masks:** During the peak of the Omicron wave of COVID-19, Rogers donated 70,000 triple-layer reusable masks to more than 15 community agencies in need, including the Warden Woods Community Centre, Hong Fook Mental Health Association, Food Share Toronto, African Community Services of Peel, Access Alliance Multicultural Health and Community Services, and Seeds of Hope Foundation
- **Alberta's Health Sciences Centre's RR6 unit:** We donated 60 phones and 63 tablets to patients recovering from accidents, trauma, and falls. The 22-bed unit does not provide phones or televisions in patients' rooms, so our donation enabled them to communicate with their families, access entertainment, and break their isolation
- **Food insecurity:** Donated \$25,000 and 200 employee volunteer hours to the Greater Vancouver Food Bank in June; employees volunteered and helped raise \$160,000 for the Breakfast Club of Canada, including \$25K for Québec's Club des petits déjeuners



2 Indigenous Peoples

Promoting awareness and understanding of Indigenous rights and culture, experiences, and the systemic bias that still exists.

Our IPN is the ERG that we have developed to engage, inspire, and support Indigenous team members and allies to build strong partnerships, meaningful ways of working, and respectful relationships with the customers and communities we serve. While we have a long way to go on our journey, we have taken meaningful steps to increase our support for Indigenous peoples across Canada within the communities where we live, work, and do business.

2021 highlights

- Supported the BC Coastal First Nations' Great Bear Initiative by purchasing 4,000 carbon credits to aid in the management of the rainforest
- Committed to providing \$1 million over the next four years for Indigenous storytellers in B.C.

Connecting Indigenous Peoples

We have several projects underway to increase connectivity with Indigenous communities, including those with the Nisga'a Nation, the Witset First Nation, and the Coastal First Nations to bring wireless coverage to communities across northern Canada. In November 2021, we signed the Great Bear Initiative agreement with nine Coastal First Nations communities in Haida Gwaii. In addition to five new cell sites, the agreement includes investments in environmental stewardship, research, and cultural awareness projects, such as a music festival. It also includes digital resources for Indigenous entrepreneurs, particularly through our online platform, *Today's Shopping Choice*™.

Rogers' Indigenous Collaboration Team fostered positive business relations with over 90 First Nations and associate organizations across Canada. In 2021, Rogers has learned to listen and support, leading to the following notable projects:

- Fibre-to-the-home and wireless build with Mississaugas of the Credit First Nation
- Working with Six Nations of the Grand River and University of Waterloo to leverage 5G technology for water quality testing
- A Connected for Success affordability relationship with 14 First Nations in New Brunswick driven by affordability and a goal to bridge gaps associated with socio-economic challenges
- Wireless coverage enhancement on critical routes, most notably on Highway 16 in British Columbia (the Highway of Tears) in collaboration with the Red Dress Society



- Dialogue and working with 18 First Nations communities in Eastern Ontario to build 300 new towers and uplift 300 existing towers as part of the Cell Gap project administered through EORN
- Conservation-based use cases focused on leveraging 5G technology to support ecological guardianship, most notably with niine First Nations within the Coastal First Nations, B.C. community
- Working on several projects with the Nisga’a Nation, the Witset First Nation, and the Coastal First Nations to bring wireless coverage to communities across northern Canada

Understanding Indigenous peoples’ right to self-determination is paramount. Rogers places much emphasis on building relationships and earning trust.

Respecting Indigenous History and Culture

Through numerous internal and external initiatives, and in partnership with Indigenous artists and community leaders, we brought our team and members of the public together to celebrate and honour the culture, art, and history of Indigenous peoples. We created an awareness campaign for National Indigenous History Month and committed \$1 million over the next four years for Indigenous creators in British Columbia looking for content financing, through our relationship with Creative BC. We have also created two Downie-Wenjack Legacy Spaces, one at our head office in Toronto and a second in Kelowna. Both raise awareness and understanding of Indigenous art, history, and culture.

Advancing the Journey to Reconciliation

Last year, we observed the National Day for Truth and Reconciliation as a statutory holiday and will continue to do so going forward. All our subsidiaries offered educational and informative content about the day, including a video production from Jordan Nolan of what September 30 signifies for Indigenous communities, a profile of former goaltender Devin Buffalo and his work with Indigenous youth, and a documentary *Runs Through Their Blood: A Life Impacted* about residential schools.

The *Toronto Blue Jays*™ recognized the National Day for Truth and Reconciliation through land acknowledgement plaques installed inside the *Rogers Centre*™. The first pitch was thrown by a Residential School Survivor, and the Canadian national anthem was sung in English, French, and Anishinaabemowin.

Honouring National Indigenous Peoples’ Day

In June 2021, we donated \$50,000 to the Indian Residential School Survivors Society and in addition re-launched our orange t-shirt fundraising campaign, which included a redesigned t-shirt by two-spirited Ojibwe artist Patrick Hunter, released in time for the September 30 National Day for Truth and Reconciliation. Sales of the shirts on TSC brought our two-year campaign total to \$250,000.



03

Environment





Minimizing our Impact

Protecting our planet is a shared commitment.

Conducting business in an environmentally responsible manner means reducing our footprint while meeting an ever-growing demand for faster Internet speeds and infrastructure expansion. By using resources more efficiently, and working with others to tackle these challenges, we can reduce costs, increase competitiveness, and create trust in our business. Anchored by our environmental management system, we have set ambitious goals to address climate change by reducing carbon, total energy, and waste across our value chain.

2021 Key Highlights

- 15.7% drop in our total energy use per network traffic since 2020
- 20.3% reduction in our GHG emissions (Scope 1 and 2) per network traffic since 2020
- Recycled almost 5,800 tonnes of materials, an increase of 56% over 2020
- Achieved a company-wide waste diversion rate of 73%, an increase of 5% over 2020
- Reduced water consumption by 10% over 2020

Our Progress

1. Climate Change and Energy Efficiency

We are dedicated to minimizing our contribution to climate change by managing our energy and associated carbon emissions to enable the low carbon transition. Our latest investments prioritize ways to achieve maximum efficiencies across our operations and network. In 2021, we decreased our direct and indirect energy use by 4.2% and reduced our total energy use relative to network traffic by 15.7%. We also reduced our GHG emissions (Scope 1 and 2) by 9.7% and our GHG emissions per network traffic by 20.3% compared to 2020.

2. Waste Management

We use innovative technologies that help us minimize waste through digitization, reuse, and refurbishment. In 2021, the total waste materials we identified increased by 47% over 2020, primarily as a result of improvements to our data collection efforts and particularly within our Connected Home business. Our enhanced material collection for recycling diverted 5,780 tonnes of our waste from landfill. The Toronto Blue Jays and Rogers Centre won the Major League Baseball Green Glove Award for the third year in a row for the highest waste diversion rate in the American League East. To help ensure applicable staff are handling and managing hazardous waste better, we launched mandatory online training programs for employees who manage equipment that has halocarbons and those who work in locations with storage tanks.

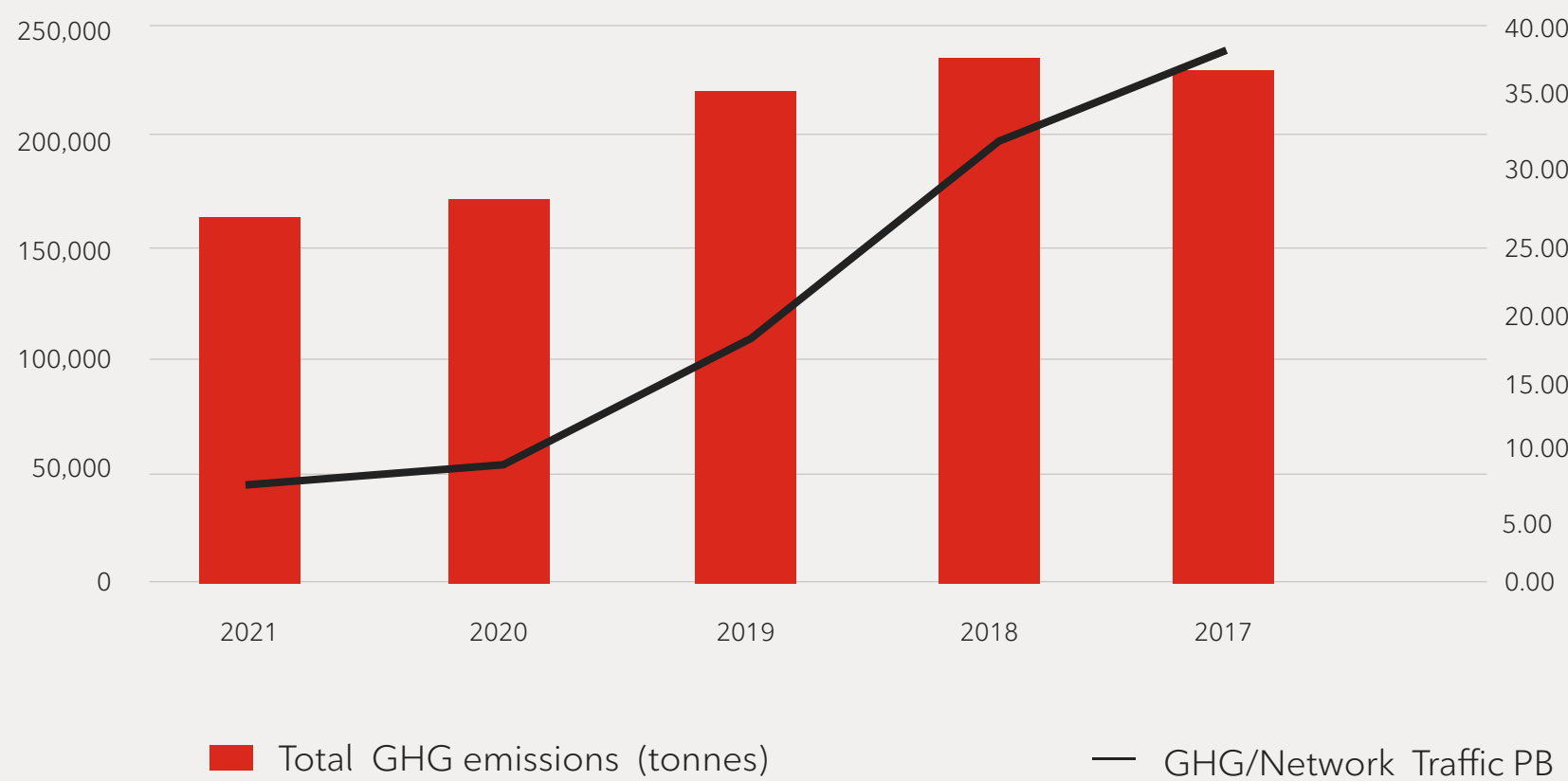
In Focus:

Understanding our Greenhouse Gas Emissions

Our goal is to reduce our emissions in alignment with the Paris Agreement, with a focus on driving the efficiency of our business, empowering our suppliers to decarbonize, and supporting our customers on their transition pathways. This means we need to look at every process associated with our products and services, from sourcing raw materials to operations, use, and disposal.

Every year, we conduct a comprehensive analysis of our energy footprint and GHG emissions in accordance with the World Resource Institute’s GHG Protocol. In 2021, our total Scope 1 and 2 emissions intensity (tCO2e/network traffic) has improved by 87% since 2015, due to the efficiency gains we have achieved optimizing data centres, upgrading and retrofitting buildings, replacing and managing our fleet, and exploring renewable energy alternatives.

GHG Emissions per Network Traffic (Tonnes/PB)



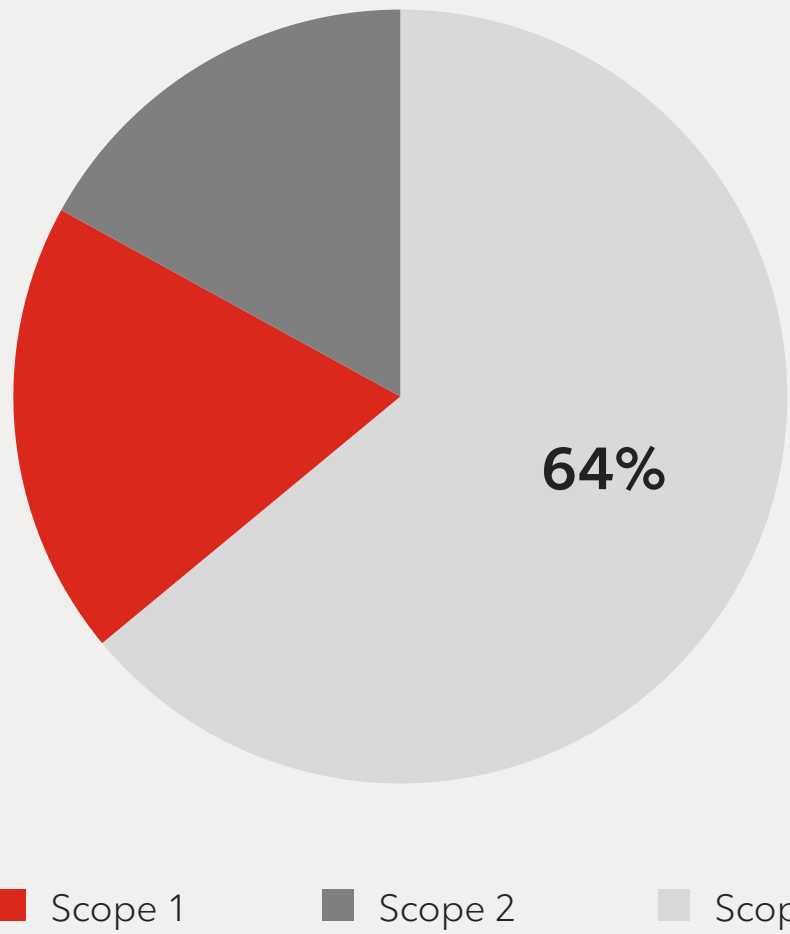
The network traffic volume across our core network measures LTE, 3G, 5G & High-Speed Internet data and is defined as the total amount of data per month to, (downstream) and from, (upstream) the customer measured in petabytes.

2021 GHG Emissions by Scope

Scope 1: Operations: Emissions from burning fuel for heating, generators, and vehicle use (within Rogers’ operational boundaries)

Scope 2: Purchased Energy: Emissions from the electricity purchased to power our offices, towers, and data centres (within Rogers’ operational boundaries)

Scope 3: Value Chain: Emissions from business travel, paper use, employee commuting, office waste and clients’ use of data centre electricity (outside Rogers’ operational boundary)



Performance Trends	2021*	2020	2019	2018	2017
Scope 1 (tCO2e)	27,398*	29,456	33,300	34,395	31,297
Scope 2 (tCO2e)	106,356*	118,662	122,903	131,940	124,279
Scope 3 (tCO2e)	30,959	23,565	62,689	69,166	72,111

*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.

1 Climate Change and Energy Efficiency

Decarbonizing our business by significantly improving energy efficiency.

Our energy performance is significantly influenced by our network growth and operations. Since 2015, wireless network traffic has increased significantly and is expected to continue growing as we upgrade our networks to 5G to meet demands for faster Internet speeds. Through the expansion of our wireless network, technological innovations, and investments in our infrastructure, we plan to continue improving our energy efficiency. We set a target to reduce our energy consumption by 10% by 2025, based on 2011 levels to support our business decarbonization strategies.

2021 highlights

- Since 2020, 9.7% reduction in GHG emissions (Scope 1 and 2) and 20.3% reduction per network traffic
- 4.2% decrease in total energy consumption, 15.7% reduction per network traffic since 2020

Optimizing Data Centres

With nearly 90% of our energy coming from the use of electricity, we see some of the most significant efficiency gains by making improvements to our data centres. Our data centres already benefit from purposeful designs that optimize air conditioning efficiency, delivery, and power distribution. Furthermore, the use of DCIM technologies enable us to continuously monitor and optimize heating and cooling.

Last year, we continued to look for ways to make our processes more efficient and use less energy. We consolidated IT infrastructure to improve overall efficiency, enabling us to reduce energy waste caused by idle server infrastructure. In addition to optimizing our services, consolidating multiple customer environments into a single shared cloud environment allowed us to pass on GHG emission savings to our customers, who could avoid retrofitting their own facilities.

Improving Data Centre Heating and Cooling Systems

In 2021, heating and cooling optimization took place in several locations. 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 Combo 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. Additionally, FAC helps with end-of-life HVAC and HVAC on R22 refrigerant with energy saving Combo FAC units.



Upgrading and Retrofitting Buildings

We invested in LED lighting retrofits and cooling optimization programs to help further drive savings at our corporate head offices and cable head ends. As COVID-19 continued, several of our facilities remained empty or underused, while others were optimized for additional use. To respond with agility, in 2021, we re-ignited our Operations Engagement Program with its “boots on the ground” facility management team to identify opportunities for low- and no-cost energy conservation measures that could be quickly implemented in our buildings.

Through the use of energy standards, audits, and regular brainstorming sessions, our team successfully reduced HVAC setbacks and lighting schedules on unoccupied floors, closed window blinds, turned off unused equipment (water coolers, TVs, fridges, and ice machines) and programmed elevators to “weekend mode” to save energy. Our efforts paid off. A sample of 17 of our largest buildings showed annual reductions of 11% in electricity consumption and 17% in natural gas use against our pre-COVID-19 baseline.

As part of our multi-year decommissioning efforts, in 2021 we continued to identify and implement end-of-life and optimization opportunities across our head ends and data centres. Collectively, these have achieved greater operational savings and deferred capital upgrades.

Deploying Ericsson Energy Savings Software Solutions

Rogers has been focused on deploying advanced energy savings technologies to reduce network energy consumption and environmental impacts. With this shared commitment, Ericsson is collaborating with Rogers in the deployment of a secure and energy-efficient network. This includes initiatives to modernize radio equipment and enable energy saving sleep mode software features to help reduce power consumption in Radio Access Networks.

To deploy these features, Ericsson and Rogers assessed various combinations of network energy performance features to determine the feature combination and parameter settings that maximized power saving without impacting network performance and user experience.

By implementing the most optimal combination, Rogers saved 25,000,000 kWh of power that equates to 3,000 metric tonnes of CO2 emissions. Given the success of this initiative, Rogers and Ericsson plan to continue to explore initiatives throughout 2022 and beyond.

Exploring the Use of Renewable Energy Sources

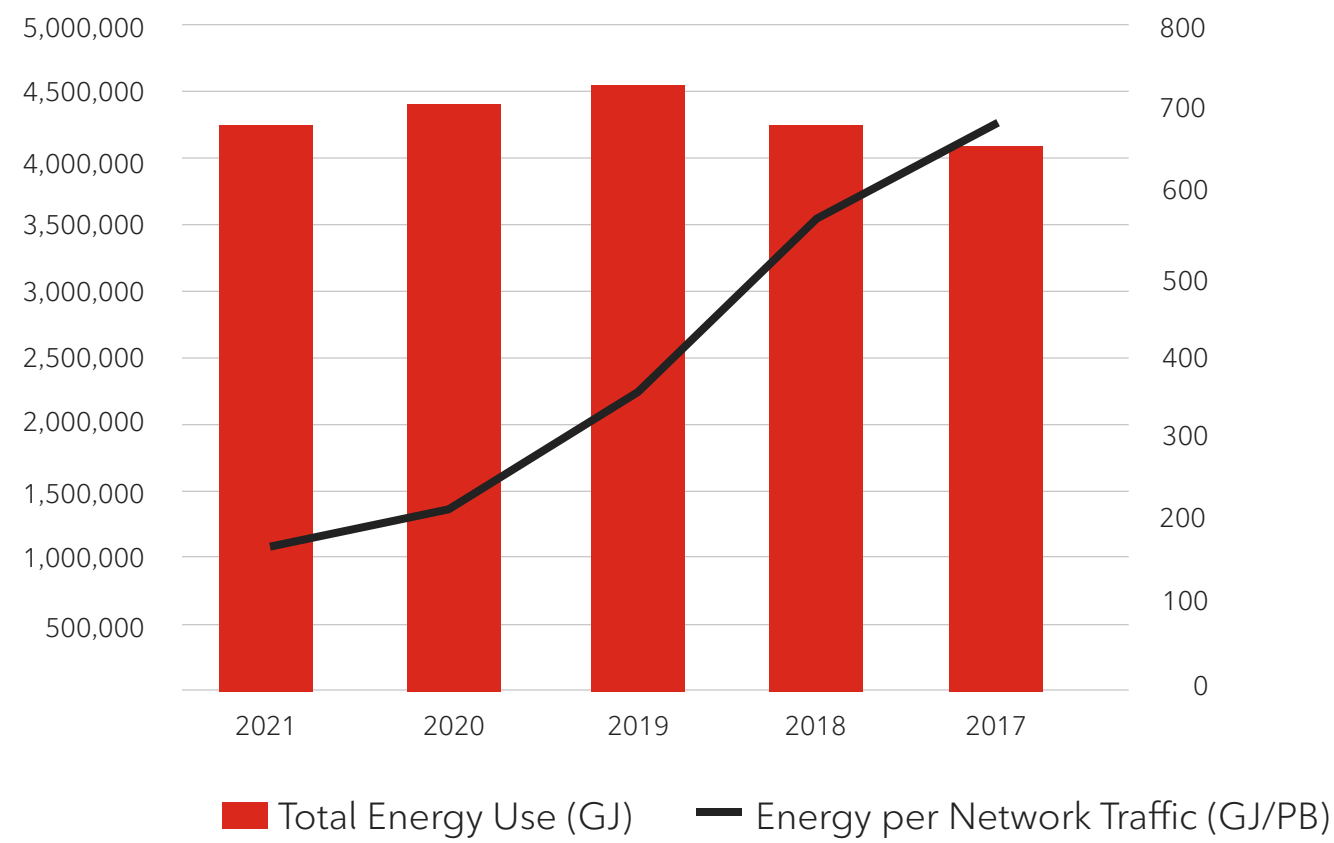
Over the years, our network has been able to take advantage of the electricity grid decarbonization across Canada. Today, we estimate that more than 44% of our electricity use is generated from renewable energy sources. We continue to evaluate opportunities to invest in more renewable energy sources at our sites. In 2021, we evaluated the use of sustainable off-grid power total solutions as a strategy for reducing our energy and carbon footprint, using renewable solar and wind sources to supply 100% off-grid power to various radio base station sites. The evaluation proved successful. In 2023, we plan to build eight *Rogers for Business*™ sites in Northern Ontario. Seven of them will be powered with an off-grid power solution that will be solar, wind, or propane driven.

Optimizing the Fleet Replacement and Management Program

Our strategic Fleet Replacement and Management Program uses analytics to target less efficient vehicles for replacement. This allows us to target poor performing vehicles that meet our replacement parameters. We review our fleet regularly to optimize, run efficiently, and cycle out older, poor-performing vehicles. Our current focus supports efficiency efforts by tracking CO2 emissions and providing data via Manager Dashboards so that reporting, communications, and further fleet reductions can take place. We leverage the data we capture from our onboard telematics devices to focus on four key performance indicators: engine idling, speeding, preventative maintenance completion, and vehicle load management.

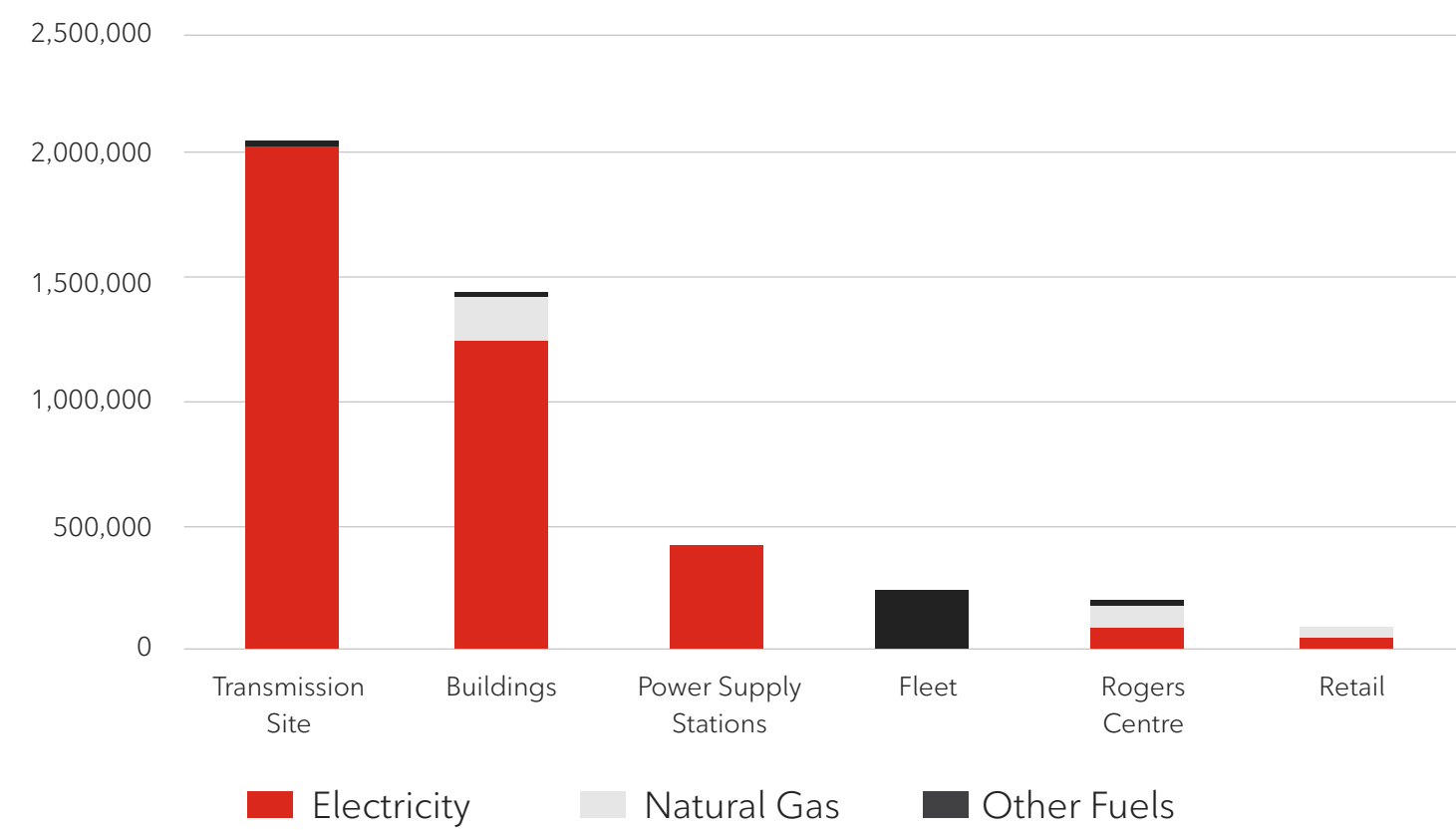
In 2021, we replaced 99% of our technician vans with more efficient vehicles. We also equipped service vehicles with power inverter systems that include auxiliary batteries. This allowed our technicians to operate their equipment and roadside safety lighting without running their engines. So far, we have retrofitted 1,617 vehicles, which reduced daily idling time and resulted in a 10% fuel consumption reduction.

*Total Energy Use per Network Traffic (GJ/PB)



The network traffic across our core network measures LTE, 3G, 5G & High-Speed Internet data and is defined as the total amount of data per month to (downstream) and from, (upstream), the customer measured in petabytes.

*2021 Energy Profile (GJ)



*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 period

In Focus:

Being Transparent on Our Climate Disclosure

Climate Governance

Q: How is accountability set for climate-related issues at Rogers?

A: Accountability for climate-related issues is set at the Board, executive, and management levels. At the Board level, the ESG Committee and the Audit and Risk Committee provide oversight on climate-related issues. At the executive level, climate-related responsibilities have been assigned to the Energy Executive Council, the Climate Change Steering Committee, the Energy Operations Committee, and the Management-level Energy and Sustainability Group. Having responsibility at all levels of leadership helps ensure accountability and effective management for climate-related issues.

Climate Strategy

Q: Can you briefly describe your overall climate focus areas and goals?

A: Taking climate-related risks and opportunities into consideration, we have identified four climate focus areas: improving our energy and carbon efficiency; strengthening our infrastructure resilience; delivering low carbon products and services; and ensuring robust and transparent climate disclosure.

Last year, Rogers achieved its original target to reduce GHG emissions by 25% from our 2011 base year, five years ahead of schedule. In 2021, we engaged with several business groups and executive leaders across Rogers towards developing options for a new target. Following the successful acquisition of Shaw, we plan to develop a new GHG emission reduction target appropriate for our business and industry best practices.

Q: What types of climate scenario analysis have you undertaken?

A: We performed a preliminary quantitative financial impact analysis for a changing carbon price and forecasted our emissions against different global temperature scenarios. We recognize the importance of the TCFD’s guidance in performing quantitative climate scenario analysis to evaluate our company’s resilience in 1.5C-2C futures, using standardized, third-party scenarios to allow for comparability across our industry by investors and stakeholders.

Climate Risk Management

Q: How are climate risks and opportunities integrated into your risk management framework?

A: On an annual basis, our Enterprise Risk Management (ERM) team engages with business units across the Company to identify key risks from our “risk universe” categories. In 2021, physical climate-related risks included increased precipitation and severity of extreme weather, as well as transition risks related to policy, technology, and reputation. We also identified climate-related opportunities, including resource efficiency, products and services, and markets.

Metrics and Targets

Q: How do you measure and track your progress?

A: Annually, we conduct a comprehensive carbon footprint assessment to identify sources, and measure emissions from 100% of our operations. As part of our third-party GHG assurance, we have continued to adopt the ISAE 3410 used for GHG indicators, in keeping with our industry’s accepted practice.

We developed a scorecard to track our energy performance and associated GHG emissions against network traffic, which has been improving over time. We continue to monitor energy consumption against our target to reduce by 10% by 2025. We also monitor renewable energy volumes, waste directed to a landfill, and the impact on our value chain carbon emissions.

For more information, please see our [TCFD Report](#).

2 Waste Management

Rogers aims to significantly decrease the generation of waste by using less and diverting waste from landfills through circular business models.

As we transform our business for the future, we recognize the important responsibility we have to do more with less, while preventing and minimizing the generation of waste. Responsible material stewardship enables us to increase our efficiency, lower our environmental impacts, and engage our stakeholders in digital solutions that will transition us towards a more sustainable circular economy. Our waste management strategy is focused on using sustainable products, optimizing material use, and diverting waste from landfills.

2021 highlights

- 73% waste diversion rate (total waste diverted from landfill)
- 56.4% increase in total recycled materials since 2020

Using Sustainable Products

We work with our suppliers to encourage the supply of responsible products that are sustainably sourced with minimum environmental impacts. Notably, in 2021, we introduced biologically based cleaning products in our operations with multiple benefits, including being safer, non-toxic, carbon efficient and more durable. The paper used across our operations comes from Forest Stewardship Council certified sources and we continue to promote electronic billing to our customers. In 2021, we maintained an e-billing rate of 93%⁺ of our customers.

Optimizing Material Use

Our transformation to digital workplaces has led to a reduction in the amount of waste we generate. Remote meetings, online training, and digital equipment maintenance reduce paper use and employee commute time. In 2021, we advanced toward a more digital workplace with approximately 465 Team Live Events taking place, with more than 270,000 viewers attending the sessions. We also held 67 million meetings, 21 million (or 31%) of which used video conferencing, and 1.3 million used content sharing sessions in Microsoft Teams.

We continued digitizing and recycling paper with a total of more than 9.7 million sheets of paper eliminated since 2015, which otherwise would have filled over 580 file cabinets.

We also reused many items in 2021, including 4,590 ergonomic chairs, which went to employee homes to make their work environments more comfortable.

We supported and championed responsible product production and consumption by continuously analyzing our supply chain practices and making changes to how we package products, review product returns, and manage the return process. In 2021, our operations generated 7,946 tonnes of materials, representing a 47% increase over 2020, primarily due to our enhanced data collection efforts, an increase in electronic recycling efforts and the increase in building waste as our workforce began to re-enter our offices.



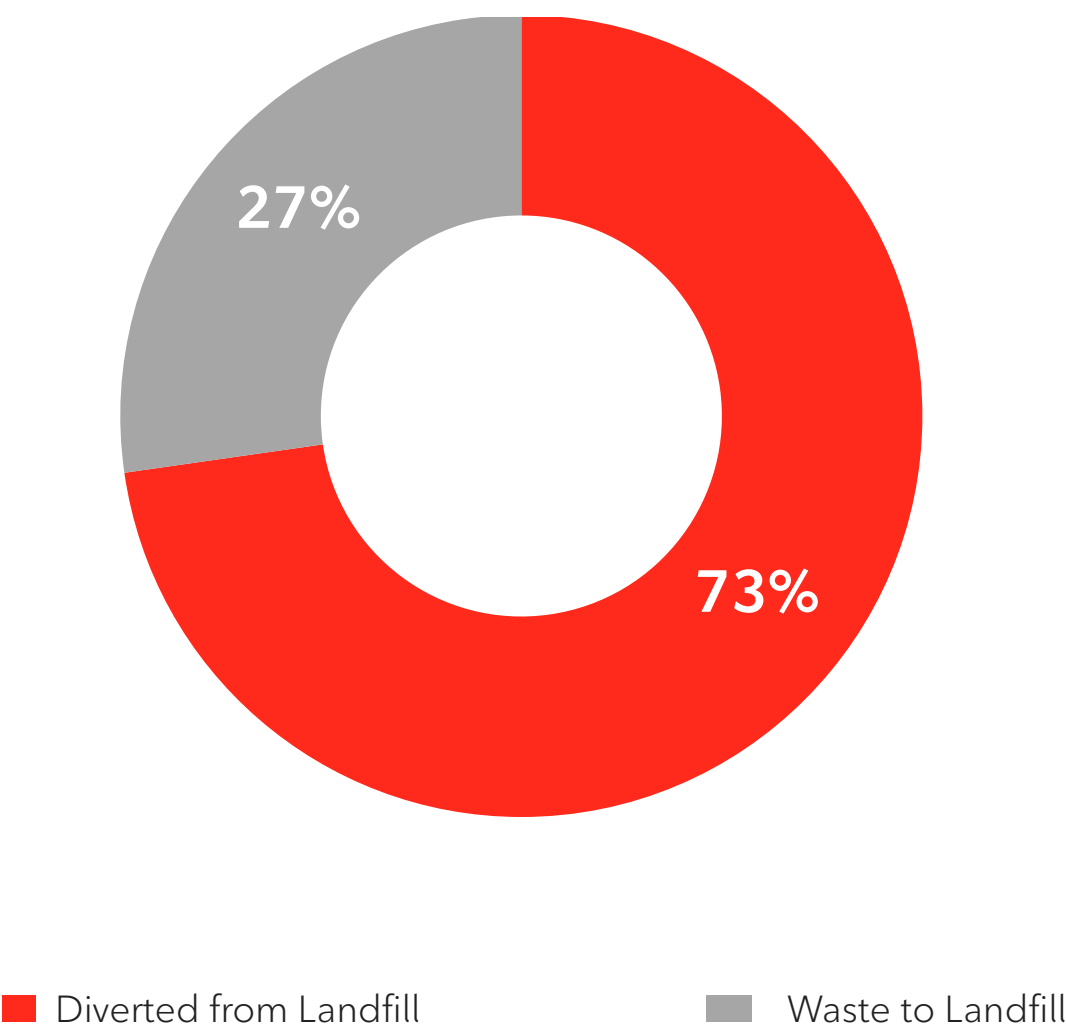
Diverting Waste from Landfills

We encourage our employees to participate in our objective of recycling 70% of our office waste and 100% of our electronic waste. Our Get Up & Get Green program remains a cornerstone in increasing recycling efforts amongst our employees. To facilitate material sorting, we expanded our program to 1,076 centralized waste and recycling units across Canada. In 2021, our total waste diversion rate increased to 73% due to enhanced collection and diversion of electronic waste from our operations and our customers. As a result of our efforts, 2,799 tonnes of electronic waste were responsibly resold, reused, manufactured, or recycled, an increase of 252% over 2020. Our wireless devices alone accounted for an increase of 22%.

In 2021 Rogers focused on its responsibilities for collecting and recycling electronic waste to ensure compliance with all applicable reporting and standards legislation.

In accordance with our Canadian Construction Documents Committee master agreement, all of our construction contractors are required to divert all demolition waste from landfills. With strict reporting requirements to our Project Management Teams, we can ensure compliance with any applicable legislation and our contracting requirements as well as maximizing the diversion of construction waste from landfills.

Waste Generated in 2021



In 2021, our total waste diversion rate increased to 73% due to enhanced collection and diversion of electronic waste from our operations and our customers.

Hazardous Waste Management

Our operations necessitate the need to use hazardous materials. In 2021, through our established management practices and established third-party service providers, we collected and recycled 358 batteries from our network power supply stations. Across our fleet operations, we responsibly disposed of 17,567 litres of oil, 533 batteries, and 2,152 tires. We work with third-party service providers to collect and safely dispose of these materials when recycling is not feasible.

Occasionally we also have spill or release incidents that require careful cleanup, disposal, and reporting. In 2021, we had a total of 50 halocarbon releases: one level 3 halocarbon release greater than 100 kilograms, 25 Level 2 releases of 10 to 100 kilograms, and 34 Level 1 releases less than 10 kilograms. As noted earlier, we launched online training programs for all employees who manage halocarbons and storage tanks on the importance of preventing spills and releases.

Performance Trends	2021	2020	2019	2018	2017
Waste recycled (tonnes)	5,780	3,695	5,237	5,195	5,029
Waste sent to landfill (tonnes)	2,166	1,727	4,156	3,696	3,083
Total waste generated (tonnes)	7,946	5,422	9,393	8,891	8,112
Diversion Rate	73%	68%	56%	58%	62%
# of devices collected and processed for resale, donation, reuse and recycling	123,678 ⁺	113,447	131,502	133,784	181,773

In Focus: Product Stewardship - Enabling the Circular Economy

We recognize the important responsibility we have towards product stewardship in a way that contributes to a sustainable circular economy. In addition to providing sustainably sourced devices to our customers and services to elongate their lifespan, we have also set an ambitious goal to recycle 100% of our electronic waste, completely diverting them from landfills. Currently, our Corporate Real Estate, Connected Home, Network, IT, and other departments work to resell, reuse, donate, or recycle owned and recovered used equipment and assets which are no longer in service.

In Focus: Decommissioning End-of-Life Wireless Networks

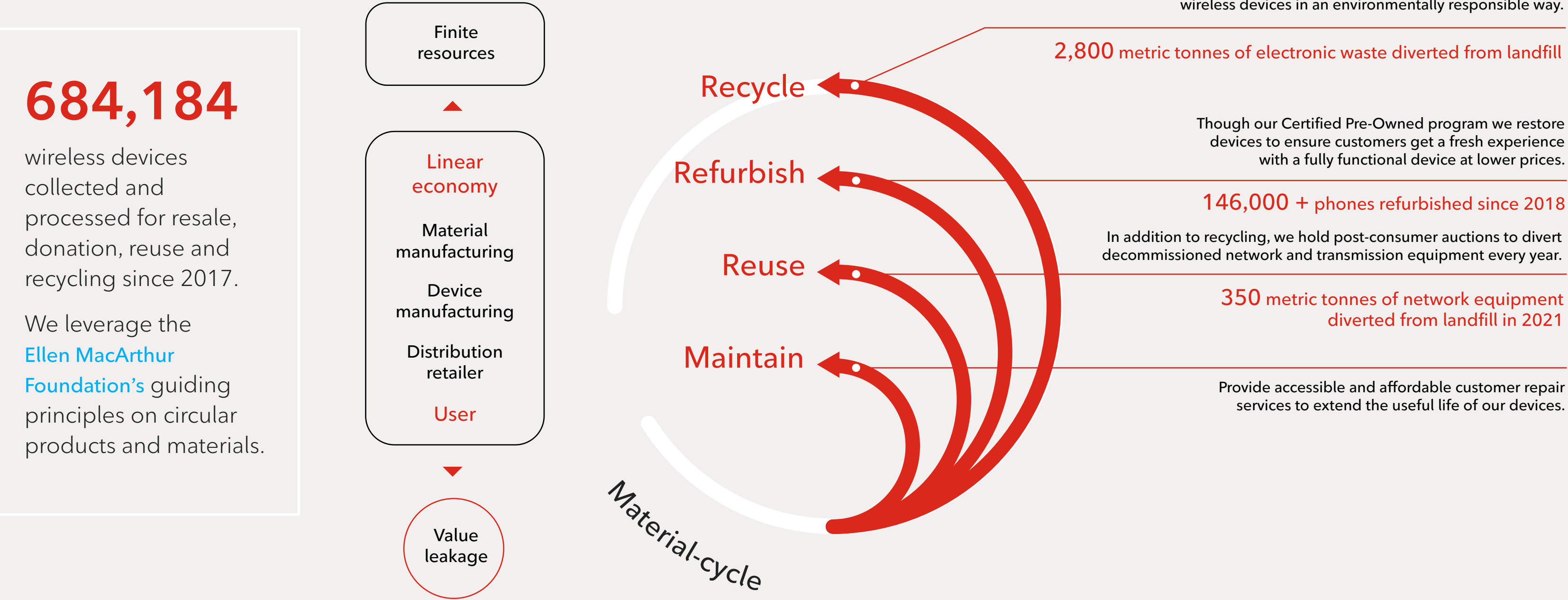
Rogers, through its energy governance, supports decommissioning efforts of our network equipment across the organization. Key areas of focus include assisting with the migrations, logical de-provisioning, power-off, physical removal, and disposal of any equipment and/or network infrastructure. In 2021, we decommissioned several sites. Decommissioning in our key lab was highly successful with 39 pallets of end-of-life equipment removed.

In addition to the environmental benefits including increasing our recycling, reuse, and reduction in energy and associated GHG emissions, decommissioning projects also reduce our operating costs, allow capital investment deferral, and improve network stability.

Championing Circularity in the Telecom Sector

Rogers’ Procurement and Supply Chain teams functioned as key North American contributors in the creation of a GSMA white paper on Circular Economy for Network Equipment within the global telecommunications landscape.

Circular Economy at Rogers



04

Governance



Adhering to the Highest Standards

We build accountability by having strong policies, oversight, and systems that guide us in being responsible, ethical, and fair.

Our policies are written in plain, accessible language and are updated regularly. Engaging with stakeholders on issues of interest informs our decision-making and is essential to the promotion of understanding and trust. We are committed to transparency and put a substantial amount of information in the public domain so that people can see for themselves how we operate.

2021 Key Highlights

- Continued evolving our data analytics strategy
- Contributed to Canada’s economy with a total economic value distributed of \$14 billion⁷

Our Progress

1. ESG Governance and Risk Management

Our governance practices embed business strategy, ethical behaviour, risk awareness, and transparency throughout our organization. In 2021, we continued evolving our data analytics strategy, conducted mandatory employee Business Conduct Training, and carried out a strategic risk assessment under our ERM program.

2. Responsible Procurement

Our responsible procurement framework enables us to identify and manage risks in our supply chain. In 2021, we updated our onboarding assessments to make our selection process more transparent, increased the number of certified diverse suppliers we work with, grew our corporate memberships, and received 309 completed Ethical Procurement Practices surveys from our supplier base (representing 85% of our supplier spend), confirming that they adhere to our standards as espoused in our Supplier Code of Conduct.

3. Data Privacy and Cyber Security

We are committed to protecting privacy and keeping data secure. In 2021, we updated our mandatory employee privacy and cyber security training programs.

4. Socio-Economic Impact

Every year, Rogers contributes billions of dollars to Canada’s economy through direct, indirect, and induced economic activity. In 2021, our total economic value distributed was \$14 billion, we generated \$20 billion⁷ in total economic output and added \$10 billion⁷ to Canada’s Gross Domestic Product (GDP). We enabled 55,750⁷ jobs in Canada, including approximately 23,000 individuals directly employed by us.

⁷Numbers determined by an economic impact study by PwC to determine our indirect and induced economic impacts. The scope of the study was done to reflect only the impacts occurring in Canada, and was based on 2021 financial and operating results. The economic impact study includes the following impacts: Direct - resulting from Rogers’ spending on suppliers and employees and our taxes and government payments; Indirect - arising from the activities of the firms providing inputs to Rogers’ suppliers; and Induced - resulting from consumer spending by employees of the businesses stimulated by direct and indirect expenditures.

1 ESG Governance and Risk Management

ESG accountability, managing risks, and adhering to the highest ethical standards, compliance, and integrity.

Clear systems of governance underpin our way of doing business, ensuring that accountability, risk management, and control are embedded at the right levels. Our values are backed by our Business Conduct Policy, robust compliance systems, and support for our people to always do what is right. Embedding an ESG mindset in our business continues to be a key focus in our governance stewardship responsibilities and in how we identify and manage risks across our organization.

2021 highlights

- Conducted mandatory Business Conduct Policy Training

Reinforcing ESG Stewardship Responsibilities

Our Board oversees the conduct of the business and affairs of the Company. The Board discharges some of its responsibilities directly and discharges others through committees of the Board. The Board is not responsible for the day-to-day management and operation of the Company's business, as this responsibility has been delegated to management. The Board is, however, responsible for supervising management in carrying out this responsibility.

The Board currently has 15 members, with seven being independent. It is the policy of the Board that there is a separation of the offices of the Chair of the Board and the CEO. The Chair and CEO are in regular communication during the year, including with respect to the Company's business and the responsibilities of the Board. As the Chair is not an independent director, the Board has appointed an independent director as the Lead Director. The Lead Director facilitates the functioning of the Board independently of management of the Company and provides independent leadership to the Board.

As at December 31, 2021, the Board had four female directors, which represented 31% of the Board.

Two Board committees are particularly focused on our ESG-related policies, strategies, and disclosures. The ESG Committee assists the Board in fulfilling its ESG oversight responsibilities. Risk, compliance, and regulatory requirements are handled by the Audit and Risk Committee. In 2021, the ESG Committee approved our ESG Report. The Audit and Risk Committee reviewed our key risks, including those of ethical and reputational significance.

Our CEO has primary responsibility for ESG from a management perspective, with delegated accountability to the Chief Human Resources Officer, and is supported by our ESG management teams with multi-functional representation.



Strengthening Risk Management

Our Enterprise Risk Management (ERM) program uses the “3 Lines of Defence” framework to identify, assess, manage, monitor, and communicate risks.

Our business units and departments, led by the Executive Leadership Team, are the first line of defence and are accountable for managing or accepting the risks. Together, they identify and assess key risks, define controls and action plans to minimize these risks, and enhance our ability to meet our business objectives.

ERM is the second line of defence. ERM helps management identify the key and emerging risks in meeting our corporate and business unit objectives in line with our risk appetite. At the business unit and department level, ERM works with management to provide governance and advice in managing the key risks and associated controls to mitigate these risks.

Business continuity is a function within ERM which also assists the business in mitigating key risks. Specifically, the business continuity function oversees incident management and planning to maintain customer service, operation of our network and businesses in the event of threats and natural disasters. Such threats include: cyber attacks or equipment failures that could cause various degrees of network outages; supply chain disruptions; natural disaster threats; epidemics; pandemics; and political instability. Our ERM program also includes insurance coverage allowing us to transfer certain risks.

Lastly, ERM works with our Internal Audit (IA) department to monitor the adequacy and effectiveness of controls to reduce risks to an acceptable level. Annually, ERM carries out a corporate risk assessment. The assessment includes reviewing risk and audit reports and industry benchmarks and conducting an annual risk survey of all senior leaders. Based on the survey results, ERM, in consultation with senior management, identifies the key risks to achieving our corporate objectives. ERM reports the results of the annual corporate risk assessment to the Executive Leadership Team, the Audit and Risk Committee, and the Board and provides quarterly risk updates. ERM also facilitates management’s completion of the financial statement fraud risk assessment which aims to ensure there is no potential fraud or misstatement in our financial statements and disclosures and to assess whether controls are adequately designed and operating effectively to mitigate financial statement fraud risk. The Executive Leadership Team and the Audit and Risk Committee are responsible for approving our enterprise risk policies.

Adhering to the Highest Ethical Standards

Our Business Conduct Policy consolidates the expectations that apply across our business. It is championed by our senior leaders and employees are required to confirm their ongoing compliance with it on an annual basis. In 2021, we updated our annual mandatory Business Conduct Policy Training. We also have several training programs so employees understand what is considered unethical or corrupt behaviour, such as fraud and theft. We also train them to avoid accidentally causing privacy breaches.

Employees who have reason to suspect any violation of applicable law or regulations, or have concerns about potential business, ethical or financial misconduct with regard to our accounting practices, financial controls, or the safeguarding of our assets can speak to a manager, supervisor or HR Business Partner, or they can report their suspicions or concerns via the STAR Hotline, our corporate whistleblower service that allows anonymous reporting when desired.

In Focus:

Respecting Human Rights

We share the values reflected in international proclamations about human rights, such as the Universal Declaration of Human Rights. Through these values, it is our commitment to respect and protect human rights, support the UN Guiding Principles for Business and Human Rights, and comply with Canadian human rights laws.

We recognize the responsibility of governments to protect human rights. If applicable laws in countries in which we operate conflict with our commitment to respect human rights, Rogers will look to promote respect for human rights to the greatest extent possible.

Work Environment: Our human rights expectations for our employees and Directors are defined in our Business Conduct Policy and Director Code of Conduct and Ethics. We are committed to ensuring that we treat each other with respect and dignity. We will not tolerate harassment or discriminatory practices and we have robust policies in place to support accessibility, diversity, inclusion, and equity. Any misconduct can be reported through our STAR Hotline.

Supply Chain: We extend our standards to protecting human rights along our value chain, including our suppliers. Our Supplier Code of Conduct defines what we expect on ethical conduct, anti-bribery practices, safety, environmental, and labour behaviours. This means they do not use forced or child labour, workweeks do not exceed the maximum set by local law, and compensation paid to workers complies with all applicable wage laws. We conduct annual Ethical Procurement Practices assessments of our supplier base to monitor performance. We also continue to support diverse suppliers to help reduce inequalities, including systemic racism and gender issues.

Customers: We deliver products and services to our customers without discrimination and harassment as defined in our Business Conduct Policy. We are committed to providing services that are affordable and accessible and we have in place robust policies and processes to address customer complaints through our “Share your Concern” portal.

Communities: We engage with equity-deserving communities and provide digital access and connectivity through our strategic partnership and investment programs, including Connected for Success, Ted Rogers Scholarships, and Ted Rogers Community Grants.

2 Responsible Procurement

Working with our suppliers to deliver value by supporting our ESG ambitions and operating in a responsible manner.

An effective, resilient, and responsibly managed supply chain is essential for us to succeed. We manage everything we buy for our communications and media businesses, as well as our corporate and internal operations, through rigorous frameworks that allow us to make a positive and sustainable difference in our global supply chain. This rigour also helps us mitigate potential risks as we source products, including the devices we sell our customers, from companies in Canada and abroad. In 2021, we spent \$13.3 billion on goods and services with more than 8,000 suppliers.

2021 highlights

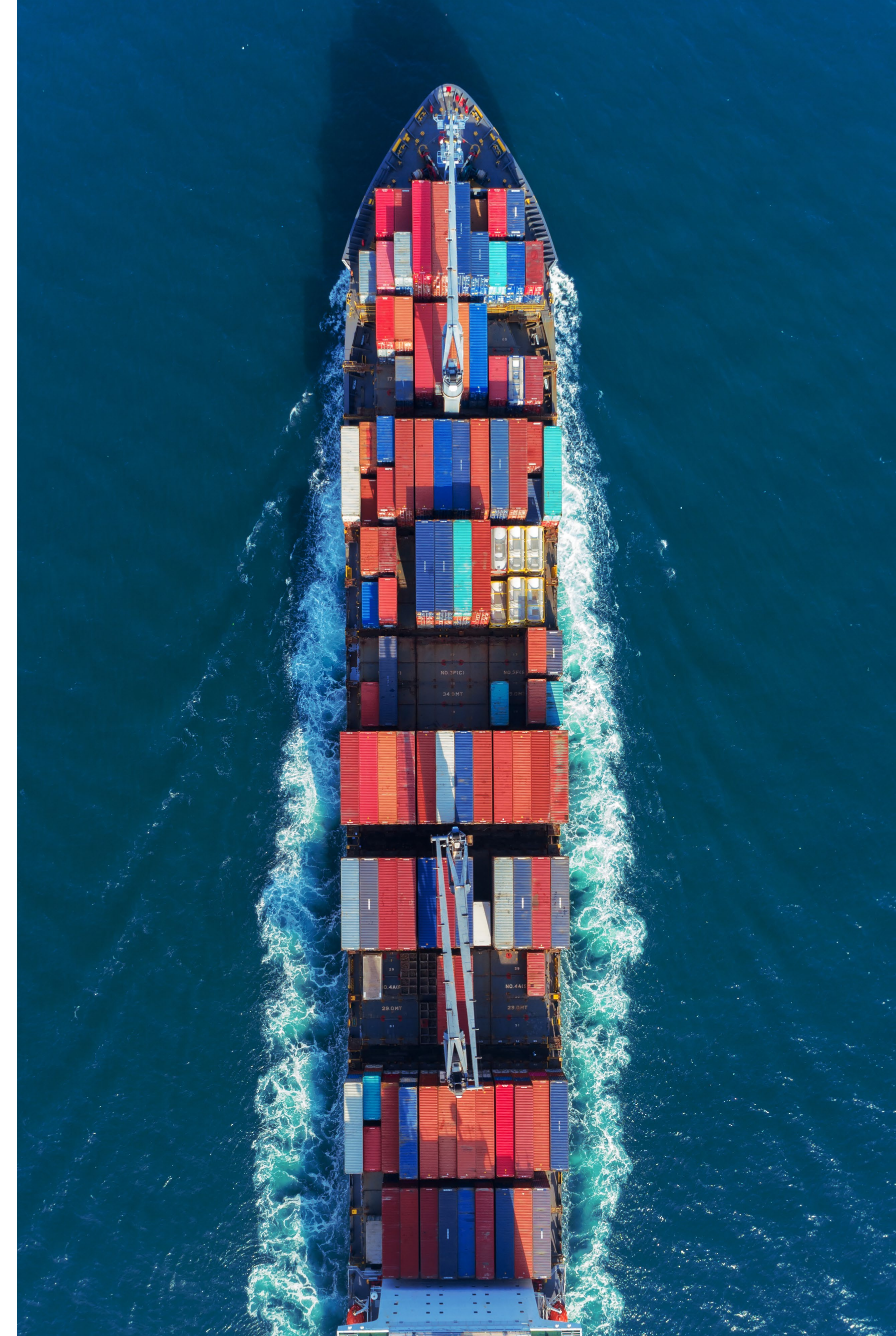
- 85% of suppliers reached through the Annual Ethical Procurement Practices Assessment
- 68 Tier 1 certified diversified suppliers
- Launched internal mandatory training “Know Your Role When Working with Suppliers”

Setting High Ethical Standards

Our third-party Supplier Code of Conduct defines what we expect of our suppliers on ethical conduct, anti-bribery practices, labour practices, protection of human rights, environmental, health, and safety management, as well as their interactions with us.

Our procurement teams actively engage with our suppliers to raise awareness about our expectations, which we have now included as part of master agreements. Last year, we updated our procurement policies and processes on supplier onboarding to promote greater accessibility and create a more fair and transparent selection process. We also continued to carry out performance monitoring and audits to ensure suppliers adhere to the Supplier Code of Conduct, reinforcing our expectations.

Additionally, in 2021, the Procurement team launched a mandatory company-wide web-based training program “Know Your Role When Working with Suppliers”. This training was designed to increase employee understanding of their role in the relationship between Rogers and our Suppliers, thereby reducing risk, helping to ensure we get the best value from all our interactions and that we secure the highest quality for our customers and the company.





Taking a Risk-based Approach

Identifying and managing our risks in the supply chain is an integral part of our conscious leadership approach.

In 2021, we worked with suppliers in 47 different countries. Eighty per cent of our suppliers were headquartered or had significant operations in Canada and another 17% were based in the U.S., with similar stringent supplier ethical policies. Our engagement was focused using our annual Ethical Procurement Practices assessment to highlight our core values, increase supplier governance, and help our downstream suppliers grow and mature their own ethical procurement models.

Promoting Supplier Diversity

We recognize the important opportunity we have to support diverse suppliers - small companies and those owned by women or people who belong to equity-deserving groups. Encouraging them as part of our business relationship with them will not only help bring value to communities through economic livelihoods but will also provide fresh perspectives and new, innovative ideas. Last year, we continued to work with Supplier Diversity Alliance Canada to increase the number of certified diverse suppliers. Since 2019, we have increased our certified diverse suppliers from 26 to 68 and spent more than \$45 million with them in 2021.

We also grew our corporate memberships to include Women Business Enterprises Canada, Canadian Aboriginal & Minority Supplier Council, Canada’s LGBT+ Chamber of Commerce, Canadian Council for Aboriginal Business, and Inclusive Workplace & Supply Council of Canada.

Performance Trends	2021	2020	2019	2018
Number of Tier 1 certified diverse suppliers*	68	63	26	23
Total spend with certified diverse suppliers* (in millions of dollars)	45	40	38	34
*Indicator introduced in 2018.				

3 Data Privacy and Cyber Security

Protect the privacy of our customer information and the security of our networks while maintaining transparency of practices across the organization.

In an increasingly digital world, safeguarding privacy and bolstering cyber security are critically important for every company that holds the personal information of customers and employees. We build trusted relationships with our customers, employees, partners and other stakeholders by maintaining the integrity and safety of our networks and protecting customer information. At Rogers, we continuously review and enhance our privacy and cyber security practices and procedures to stay ahead of the sophisticated and evolving world of cyber threats and bad actors.

The Privacy and Cyber Security teams are responsible for leading enterprise-wide privacy and information security strategies, that includes policies, standards and processes. Protecting the security of our customers and networks is a priority.

2021 highlights

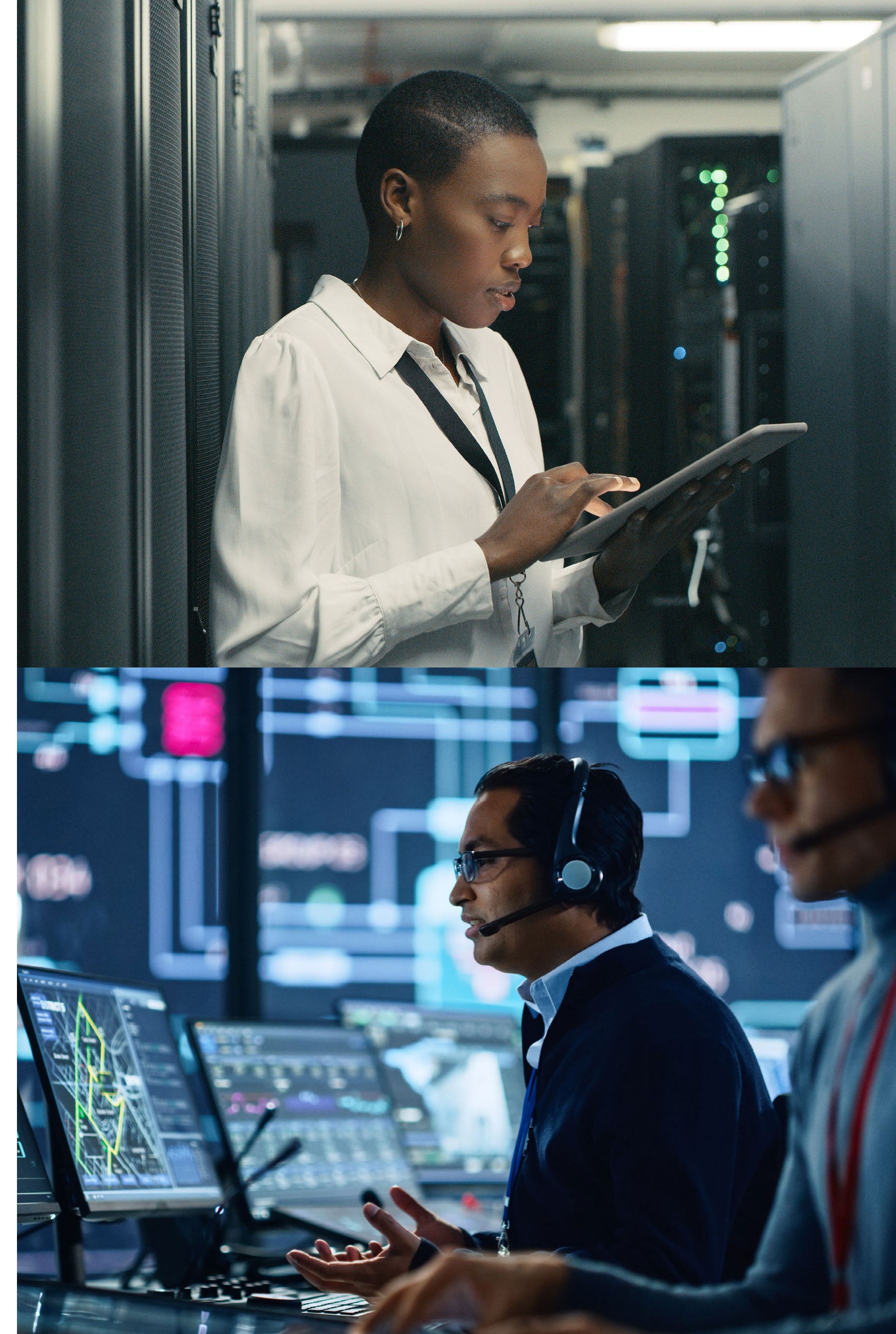
- Invested across academic, government and sectors to help create diverse and inclusive cyber labour pools across Canada. Rogers is invested in a founding partnership with Ryerson University's Rogers Cybersecure Catalyst to help develop the Canadian cyber security ecosystem and fuel the country's digital economy
- Rogers is a nationally recognized industry leader providing cyber and privacy education through the development of academic programs, including the York University School of Continuing Studies Privacy Certification Program and the Rogers Cybersecure Catalyst Accelerated Cybersecurity Training Program
- Assisted Canadian small-medium businesses through Rogers Cybersecure Catalyst Simply Secure program which provides free cyber security education and training

Accountability and Leadership Commitment

We are continually focused on our relationship of trust with our customers. This includes ensuring accountable leadership and implementing rigorous policies and procedures to fully comply with all applicable Canadian privacy laws and regulations. Given the importance of cyber security and information protection, the Board of Directors takes an active role governing this area through the Audit and Risk Committee.

Our senior leadership team is committed to ensuring that Rogers has a strong accountability framework, including dedicated teams, policies, procedures, and processes.

Our Chief Privacy Officer (CPO), reporting to our Chief Regulatory Officer and Government Affairs, oversees our compliance with Rogers Privacy Policy and all applicable privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA), Canada's Anti-Spam legislation, and the CRTC's Unsolicited Telecommunications Rules. Our CPO also helps ensure that Rogers takes responsibility for all the personal information in our possession and control. This commitment includes (through robust contractual arrangements and third-party risk management) applying comparable procedures to any third party processing such information.



Our robust cyber security safeguards and risk management are overseen by the Senior Vice-President of Information Security and Chief Information Security Officer, who reports directly to our Chief Technology and Information Officer. Rogers maintains rigorous security and safeguard procedures, designed to protect personal information from theft, loss, or unauthorized access, are governed by industry best practices and leading international standards.

Robust Data Policies and Governance

Rogers is transparent with our customers and employees about the treatment and handling of their personal information, through the Rogers Privacy Policy. This is a detailed statement of responsibilities and practices in the ways in which we protect personal information. It outlines what data we collect, how and when we disclose information, and the steps we take to safeguard the information. The Rogers Privacy Policy is reviewed regularly to ensure that it is in compliance with regulatory requirements and guidelines, and industry best practices.

Rogers complies with PIPEDA’s Mandatory Breach of Security Safeguard Regulations, which includes record-keeping policies and procedures so that all reportable incidents are tracked and reported as required under the law. As part of this, we maintain strict procedures to manage any suspected privacy incidents. Any suspected incident is reported to the Rogers STAR Hotline and/or our cyber security team. These teams, together with our privacy resources work together to investigate, assess, and implement strategies to mitigate risk.

Culture of Awareness

We require our employees and third parties working for or on our behalf to comply with applicable privacy laws, and industry and international standards for cyber security. Every year, our employees must complete both privacy and cyber security training, including regular phishing simulations that

progressively test against yearly targets to recognize and report phishing. Employees must also complete the annual business conduct training, which highlights privacy and security responsibilities and practices. We review and enhance content annually for both of our privacy and cyber security training programs at about.rogers.com/cyber-security.

We help our customers navigate the complex world of digital experiences through resources provided on consumer hubs: Cyber Security, Privacy Centre, and Frauds and Scams. Through our support of Ryerson University and other academic institutions we have supported the development of cyber educational curriculum for Ontario classrooms and online cyber safety resources for families.

Resolving Customer Complaints

Ensuring information is safe and secure, and protecting the privacy of our customers’ personal information is important to our company, our leadership, and all employees within our organization. We work diligently to address any customer concerns about how we handle data. If customers still have concerns, they can complain to the Office of the Privacy Commissioner of Canada (OPC). When a customer complaint is brought before the OPC, we work to resolve the customer concerns without the need for a full investigation.

If, however, the issue cannot be resolved at early resolution, we will fully cooperate with any investigation and implement recommendations made by the OPC.

Performance Trends	2021	2020	2019	2018	2017
Well-founded privacy complaints with the Office of the Privacy Commissioner of Canada	2 ⁺	0	0	1	0

Safeguarding Personal Information and Cyber Security

As an industry leader, Rogers cyber security 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 cyber security program and improving critical infrastructure.

Our Cyber Security team closely monitors emerging threats and continually introduces new measures to protect our customers. In the case of suspected incidents, our Cyber Security team will investigate, assess, and implement mitigation strategies to help minimize the risk. This includes regular scans and assessments against our environments, using a proprietary risk assessment framework to review new technology vendors and programs prior to implementing, and conducting tabletop simulation exercises to help ensure parts of our business can respond to potential threats.

As critical infrastructure we also work in concert and closely with governments and other telecommunications providers and industry partners to help keep Canadians and our networks safe and secure. This includes Rogers’ role working with other service providers and government partners such as Innovation, Science and Economic Development, Public Safety Canada and the Canadian Centre for Cyber Security, to exchange information and to collaborate strategically on current and evolving issues that may affect telecommunications infrastructure.

Advancing data privacy and security within the industry

Our strategy begins and ends with our customers, and extends to the way we engage with governments, as well as industry associations and other important stakeholders. We want to make the entire industry stronger, safer, and better for Canadians. When we engage to make that happen, we hope to have a positive ripple effect for years to come.

Throughout the past year, we continued to promote the importance of privacy and cyber security through participation in panels, events, and presentations. We also participated in a number of industry groups, associations, and committees, including:

Alliance for Privacy and Innovation in Canada (APIC): Engaged in public discourse for privacy reform through our participation in APIC – an alliance of large businesses that operate across Canada engaging with government decision-makers to ensure that federal privacy reform protects individual privacy while allowing Canadian businesses to continue to responsibly use personal information and innovate.

Canadian Marketing Association’s Privacy and Data Committee / Canadian Wireless Telecommunications Association’s Privacy and Security Committee: Continued to chair and actively participate in these industry committees.

Canadian Anonymization Network Steering Committee: Remained a steering committee member of this a group of large-scale data custodians that promote anonymization as a means of leveraging data in ways that benefit the economy and society, while respecting privacy.

Canadian Security Telecommunications Advisory Committee:

Participated as an Industry Co-chair collaborating with other service providers and government stakeholders with a view to developing a collaborative effort to dealing with these cyber security issues.

International Association of Privacy Professionals Canadian Advisory Board: Remained an active participant in this leading privacy association.

Ryerson University’s Rogers Cybersecure Catalyst: Maintained our multi-year founding partnership to support the development of a robust cyber security ecosystem in Canada, including:

- Accelerated Cyber Security Training Program – since 2020, the program has trained 220 individuals to help create skilled labour pools to address the cyber security talent shortage in Canada
- Mentoring early-stage Canadian cyber security companies to support their continued growth
- Launch of Simply Secure – offering free cyber security educational resources and training for Small-Medium Businesses
- Rogers Cybersecure Catalyst Board and Advisory Councils: active board member and participant in several advisory councils, including the STEM Advisory Council and Women Executive Leadership Program Council

York University School of Continuing Studies, Certificate in Information Privacy, Advisory Board member: Remained an active participant to support privacy continuing education.

In Focus:

Our Data Privacy Transparency Report

Governance

Q: Why does Rogers disclose personal information requests?

A: Ensuring we maintain the trust of our customers is important to everything we do. This commitment includes disclosing customer information when we have their consent or as permitted or required by law and being transparent about it. For example, in some circumstances we are required by law to disclose our customers’ personal information to law enforcement and government agencies. As part of our consumer transparency commitment, we use this section of our ESG report to communicate to our customers and stakeholders the number of such requests we received for personal information and the number of disclosures made.

We have published this type of information since 2013; the communication below marks our ninth year of disclosure.

Q: How many requests did Rogers receive in 2021?

A: In 2021, we received 354,850 requests for customer information from law enforcement and government agencies, impacting 347,388 customers.

Our Lawful Access Response team works diligently to review each request for customer information we receive. Consistent with our customer-first philosophy, our team of experts works closely with the requesting agencies to amend and minimize the scope of specific requests where the requests appear invalid or overreaching. Through this process, last year, we rejected 7,462 requests, because they were not related to a Rogers customer, they were not exigent, or the information sought was not available.

Q: What types of requests did Rogers receive and how many customers were impacted?

A: We received four types of requests related to: court orders / warrants, government requirement letters, foreign requests, and requests from Law Enforcement Agencies and 911 Emergency Responders.

Type of Request	Description of request received in 2021	Number of requests received in 2021	Number of fulfilled requests in 2021
Court Orders / Warrants	A court order or warrant includes production orders, summonses, subpoenas, and warrants issued by a judge or other judicial officer. These are issued under the Criminal Code of Canada. It compels us to provide customer information to police and other authorities, or to attend court or to provide evidence testimony about customer information.	256,121	253,074
Government Requirement Letters	An order issued under legislation such as the Customs Act or Income Tax Act that compels us to provide customer information to the requesting agency.	1,133	1,094
Foreign Requests	We don’t respond directly to requests from foreign government agencies. We do advise them to have their national justice authority contact the Department of Justice Canada. If a treaty or convention exists between the two countries, a request can be processed by Canadian authorities and an order issued by a Canadian court. In such a case, we are compelled to provide customer information to the authority in Canada that is conducting the investigation.	322	0
Requests from Law Enforcement and 911 Emergency Responders	We assist police services and first responders in emergencies and exigent circumstances, such as missing persons cases and individuals in distress	97,274	93,220

Rogers knows that privacy is important to Canadians. Advances in technology and the growing digital economy mean that organizations are managing more personal information than ever before. Rogers will continue working to protect the confidentiality and privacy of the information entrusted to us. If you wish to learn more about how we manage personal information, please visit our [Privacy website](#).

4 Socio-Economic Impact

Contributing to the socio-economic well-being of Canada.

Every year, Rogers contributes billions of dollars to Canada's economy through direct, indirect, and induced economic activity. In addition to the services we provide, the investments we make, and the approximately 23,000 Canadians we employ, our impact extends to include activities by our suppliers, networks, and partners and the infrastructure we support through taxes and government fees.

2021 highlights

- Contributed to Canada's economy with a total economic value distributed of \$14.3 billion*
- Enabled 55,750 jobs in Canada, including approximately 23,000 individuals directly employed by Rogers
- Generated \$20 billion in total economic output and added \$10 billion to Canada's GDP

Creating Socio-Economic Value in Society

In 2021, we generated a direct economic value with an annual revenue of \$14,655 million, up 5% from the previous year due to the significant impacts COVID-19 had on our business and the Canadian economy as a whole. Our total economic value distributed increased to \$14,320 million*.

Customers

Our business has grown. Last year, we generated \$1,558 million of net income. We also created indirect economic benefits by providing more than \$23 million to create Canadian content, the ability to borrow bridge funds for creators, and the opportunity for artists who are Black, Indigenous, and People of Colour to create.

Suppliers

Payments to our suppliers amounted to approximately \$13.3 billion, generating indirect benefits for companies in our supply chain. We also worked with Supplier Diversity Alliance Canada to increase the number of certified diverse suppliers. Since 2019, we have increased our certified diverse suppliers from 26 to 68 and spent more than \$45 million with them in 2021.

Employees

We paid \$2,046 million in salaries, benefits, and stock-based compensation through our Rogers Total Rewards Program, including health benefits, a company-matched share purchase plan, and pension plan contributions.



Shareholders

We continued to deliver solid returns to shareholders through the payment of \$1,010 million in cash dividends. We invested \$2,788 million[⚡] in capital expenditures, primarily in our cable and wireless networks.

Communities

We provided \$70 million[⚡] in total cash and in-kind community investment and employees gave over 22,000 hours of their time volunteering in 2021.

Governments

Our taxes and government payments break down geographically across the country, with the Government of Canada receiving about 70% of the total, including spectrum and other regulatory fees, and the Province of Ontario receiving 19%. In 2021, we paid \$1,384 million[⚡] in income taxes and other government payments⁸, a 25% increase from the previous year. We also collected \$1,995 million in sales taxes on our products and services and \$667 million in employee payroll taxes on behalf of the government. For a more specific breakdown of our approach to tax management, see our [2021 Annual Report](#).

⁸Taxes paid and other government payments is a non-GAAP financial measure. This is not a standardized financial measure under IFRS and might not be comparable to similar financial measures disclosed by other companies. See “Income Tax and Other Government Payments” and “Non-GAAP and Other Financial Measures” in our 2021 Annual Management’s Discussion and Analysis, which is available on [sedar.com](#), for more information about, and a reconciliation of, this measure.

Capital Expenditures

The increase in capital expenditures in Wireless this year was a result of investments made to upgrade our wireless network to continue delivering reliable performance for our customers. We continued to emphasize our 5G deployments in the 600 MHz band and other bands as we have deployed our 5G network in more than 1,500 communities and we continued rolling out our 5G standalone core network in Montreal, Ottawa, Toronto, and Vancouver.

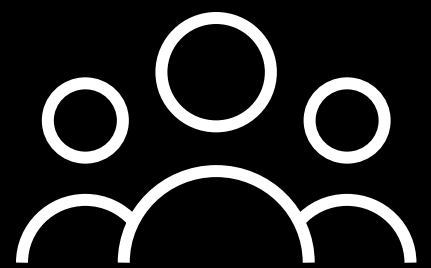
The decrease in capital expenditures in Cable this year was a result of the recognition of capital efficiencies and improved capital intensity. We have continued upgrading our network infrastructure, including additional fibre deployments to increase our FTTH and FTTC distribution. These upgrades will lower the number of homes passed per node and incorporate the latest technologies to help deliver more bandwidth and an even more reliable customer experience as we progress in our connected home roadmap, including service footprint expansion and upgrades to our DOCSIS 3.1 platform to evolve to DOCSIS 4.0, to offer increased download speeds over time.

Capital expenditures are significant and have a material impact on our cash flows; therefore, our management teams focus on planning, funding, and managing them. We believe this measure best reflects our cost of property, plant and equipment in a given period and is a simpler measure for comparing between periods.

In millions of dollars	Years ended December 31		
	2021	2020	%Chg
Wireless	1,515	1,100	38
Cable	913	940	(3)
Media	115	79	46
Corporate	245	193	27
Capital expenditures ¹	2,788 [⚡]	2,312	21

¹Include additions to property, plant and equipment net of proceeds on disposition, but does not include expenditures for spectrum licences or addiitions to right-of-use assets.

Appendices



Non-GAAP and Other Financial Measures

We use the following “non-GAAP financial measure” (within the meaning of applicable Canadian securities laws). Is it not a standardized measure under IFRS, so may not be a reliable way to compare us to other companies.

Specified financial measure	How it is useful	How we calculate it	Most directly comparable IFRS financial measure
Economic value distributed	To assess how we created wealth for stakeholders.	Operating costs add dividends paid; interest paid; income taxes paid; allocation of cost to acquire spectrum licences; and capital expenditures.	Operating costs

Economic value distributed

In millions of dollars	Years ended December 31	
	2021	2020
Operating costs	8,768	8,059
Dividends paid	1,010	1,011
Interest paid	802	808
Income taxes paid	700⚠	418
Allocation of cost to acquire spectrum licences ¹	252	252
Capital expenditures	2,788⚠	2,312
Economic value distributed	14,320⚠	12,860

¹Included in “taxes paid and other government payments”, a non-GAAP financial measure.

External Assurance Statement

To the Board of Directors of Rogers Communications Inc.


We have undertaken a limited assurance engagement with respect to the following selected indicators:

Selected indicators		
Good ESG Governance		
<ul style="list-style-type: none">Percentage of employees trained in Rogers Business Conduct Policy (%)		
Customer Experience		
<ul style="list-style-type: none">Customer Retention – Wireless monthly churn rate (postpaid)	<ul style="list-style-type: none">Capital Expenditures (millions \$)	<ul style="list-style-type: none">Complaints accepted by the Commissioner for Complaints for Telecom-television Services (CCTS)
<ul style="list-style-type: none">Customer Retention – Wireless monthly churn rate (prepaid)	<ul style="list-style-type: none">Devices collected and processed for reuse and recycle (number)	<ul style="list-style-type: none">Well-founded privacy complaints with the Federal Office of the Privacy Commissioner
Employee experience		
<ul style="list-style-type: none">Voluntary Turnover rate (%)	<ul style="list-style-type: none">Percentage of employees who are visible minorities (%)	<ul style="list-style-type: none">Percentage of employees who are persons with disabilities (%)
<ul style="list-style-type: none">Percentage of employees who are women (%)	<ul style="list-style-type: none">Percentage of employees who are visible minorities (Senior manager +) (%)	<ul style="list-style-type: none">Lost time incident rate (hours per 200,000 hours worked)
<ul style="list-style-type: none">Percentage of employees who are women (Senior Manager +) (%)	<ul style="list-style-type: none">Percentage of employees who are Indigenous peoples (%)	
Environmental responsibility		
<ul style="list-style-type: none">Total direct and indirect energy use (GJ)	<ul style="list-style-type: none">Customers who receive electronic bills	
Community investment		
<ul style="list-style-type: none">Percentage of pre-tax profits donated to charities and non-profit organizations (%)		
Economy and society		
<ul style="list-style-type: none">Economic value distributed (millions \$)	<ul style="list-style-type: none">Income taxes paid (millions \$)	

Greenhouse Gas (GHG) Indicators

Environmental responsibility

- Scope 1 greenhouse gas emissions (metric tonnes CO2e)
- Scope 2 greenhouse gas emissions (metric tonnes CO2e)

Collectively, the “ESG Indicators” and “GHG Indicators” form the “subject matter information” and are denoted by the symbol  in the 2021 Environmental, Social and Governance Report (the Report) and accompanying ESG Data Supplement, 2021 issued by Rogers Communications Inc. (Rogers) as at and for the year ended, December 31, 2021.

Other than as described in the preceding paragraph, 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.

Management’s responsibilities

There are no mandatory requirements for the preparation, publication or review of the subject matter information. As such, Rogers applies:

- The internally-developed definitions described in Glossary of Terms to calculate ESG Indicators. The Glossary of Terms can be found in the ESG data supplement.
- The GHG Protocol: A Corporate Accounting and Reporting Standard (revised edition) (the Protocol) to calculate GHG Indicators. The Protocol can be found at <https://ghg-protocol-revised.pdf> (ghgprotocol.org)

Collectively, the “applicable criteria”.

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

Management is responsible for determining the appropriateness of the use of 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.

Practitioners’ responsibilities

Our responsibility is to express a limited assurance conclusion on the subject matter information based on procedures performed and evidence 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 conclude whether a matter(s) has come to our attention that causes us to believe that the subject matter information is materially misstated.

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, amongst other procedures, the following:

- Performing walkthroughs of data collection and reporting processes;
- Comparing the reported data for the Selected Indicators to underlying data sources;
- Inquiries of management regarding key assumptions and, where relevant, the re-performance of calculations; and
- Considering disclosure and presentation of the Selected Indicators within the Report and accompanying ESG Data Supplement.

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.

We believe the evidence we obtained is sufficient and appropriate to provide a basis for our conclusion.

Independence, quality control and competence

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

The firm applies International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance Engagements and, accordingly, maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Significant inherent limitations

Non-financial information, such as that included in the Report, is subject to more inherent limitations than financial information, given the characteristics of significant elements of the underlying subject matter and the availability and relative precision of methods used for determining quantitative information. The absence of a significant body of established practice on which to draw allows for the selection of different but acceptable measurement techniques, which can result in materially different measurements and can impact comparability. The nature and methods used to determine such information, as well as the measurement criteria, may change over time and it is important to read Rogers’ reporting methodology presented in the glossary of terms and in relevant footnotes of the Report.

Conclusion

Based on the procedures performed and evidence obtained, no matters have come to our attention to cause us to believe that the subject matter information of Rogers is materially misstated as at or for the year-ended, December 31, 2021.

Emphasis of matters

Without qualifying our opinion above, we draw attention to the following:

- As noted on page 43 of the Report, in 2021, Rogers reclassified emissions from energy used to support Rogers for Business™ data center customers from Scope 2 to Scope 3 as these emissions are outside Rogers’ operational boundary as defined by the GHG Protocol. Due to lack of data, comparative information was not restated.

Specific purpose of subject matter information

The subject matter information has been prepared and presented based on the applicable criteria. As a result, the subject matter information may not be suitable for any other purpose.



Chartered Professional Accountants, Licensed Public Accountants
Toronto, Canada
May 30, 2022

We invite your feedback and questions about this ESG Report.
Please email us at corp.responsibility@rci.rogers.com

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responsibility at rogers.com/esg

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