



Investing in Canada's Future

Rogers 2022 ESG Report

ROGERS

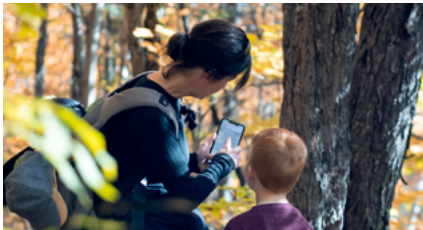
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Introduction

About this report

Approach and scope

The scope of this Environmental, Social and Governance (ESG) report relates to Rogers Communications Inc.'s operations in Canada. This Report summarizes our ESG work for calendar year 2022 and the progress we have made in addressing our strategic priorities and does not include Shaw Communications which we acquired in April 2023. We issue our report on an annual basis.

We ensure that the 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.

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


Reporting standards

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

We self-declare that our 2022 ESG Report has been prepared in accordance with the GRI core reporting requirements, with reference to SASB reporting standards, and considers our commitment to improve disclosure against the four pillars of TCFD. Refer to our 2022 ESG Data Supplement for our material topic definitions, ESG Index, ESG Data Table and Glossary of Terms. Please also refer to our 2022 TCFD Report for our climate disclosures.



External assurance statement

KPMG was engaged to provide a limited assurance conclusion over indicators identified with this symbol  as at and for the period ended December 31, 2022. Refer to KPMG's Independent Limited Assurance Report on [page 39](#).

Statement on 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 2022 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.





Taking action on climate change

Building a stronger Canada means protecting the environment. In 2022, we committed to meaningful action on climate change as the first national telecommunications company in Canada to commit to net-zero by 2050. This complements our plan to reduce greenhouse gas emissions by 50% by 2030 for baseline year 2019. We have a four-point plan to help reach this goal by transitioning our fleet to electric and hybrid, engaging suppliers to set their own targets, implementing energy efficiencies across our business, and expanding our use of renewable energy. I am pleased to share that we were once again recognized as one of Canada's Greenest Employers in 2022.

A Message from Tony

For over 60 years, Rogers has invested to connect Canadians with the best networks, services, and entertainment. At the same time, we have invested significantly in our community and our country to help make Canada more prosperous and competitive.

In 2022, we continued to make meaningful progress in our ESG journey. Our most recent report showcases how we strengthened our networks, invested in youth and equity-deserving communities, took action on climate change and helped close the digital divide. These efforts consistently delivered a positive impact to our customers, communities, and shareholders.

Strengthening our networks

In 2022, we continued to expand Canada's largest 5G network, reaching over 1,900 communities. With governments across the country, we partnered to bring wireless and wireline services to unserved communities including the Eastern Ontario Cell Gap Project and cellular connectivity on B.C. highways. Over the next five years, we have also committed to invest \$20 billion in our networks to improve reliability so our customers can always count on us. Our efforts were recognized by Umlaut as Canada's Most Reliable Internet.

Investing in youth and equity-deserving voices

Ted Rogers believed that an investment in youth was an investment in Canada's future. Last year, we invested \$76 million in communities to help 60,000 youth reach their potential through Ted Rogers Scholarships, community grants, and Jays Care. We continued to focus our Rogers Group of Funds investments to support diverse storytelling, investing \$23 million last year. We also leveraged our Rogers Media platforms to amplify the voices of equity-deserving communities and businesses.

“

As a proud Canadian company, we remain committed to delivering measurable and positive change across our great nation.

Bridging the digital divide

As we come together with Shaw, we will build on the deep legacy of both companies. We will invest to close the gap between rural and urban communities and to connect more low-income Canadians. This includes a \$6.5 billion investment to expand 5G and fibre-powered Internet across the west and to connect more rural, remote, and Indigenous communities. It also includes the expansion of Connected for Success to 2.5 million eligible Canadians. This vital program is available to eligible seniors, people receiving provincial income or disability support, and those living in rent-geared-to-income housing.

As a proud Canadian company, we remain committed to delivering measurable and positive change across our great nation. In closing, I would like to thank our dedicated and proudly Canadian team for their commitment to our customers and our community.

The best is yet to come.

Tony Staffieri
President and CEO

Who we are

Rogers is dedicated to delivering the best networks, the most reliable services, and the most compelling entertainment to millions of Canadians.

Our founder, Ted Rogers, believed in the power of communication to enrich, entertain, and embolden Canadians. He followed in his father's footsteps, and at the age of 27, purchased his first radio station, CHFI. From these modest beginnings, Rogers has grown to become a leading Canadian technology and media company that works hard to be the first choice for Canadians.

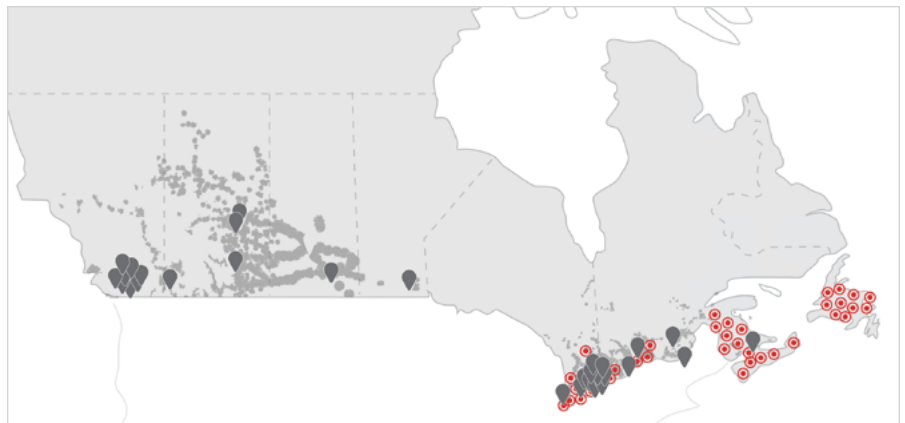
We believe we have a role to play in supporting environmental sustainability, corporate citizenship, and good governance in our activities.

Rogers is a proudly Canadian company. We have a highly skilled and diversified workforce of approximately 22,000 employees. Our head office is in Toronto, Ontario and we have numerous offices across Canada. 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).

More information about Rogers is available on our [website](#). Information on or connected to this and any other websites referenced in this document does not constitute part of this document.

- **Canada's largest 5G network** and the first wireless provider to launch 5G in Canada
- **With 3500 MHz spectrum 5G+** capabilities allow Rogers customers to experience faster speeds, range and improved response and download times
- **Largest cable footprint** across Ontario, New Brunswick, Newfoundland, and Nova Scotia

Internet speeds of 1 Gbps covering our entire cable footprint; and 1.5 Gbps, covering our entire Ontario cable footprint, with some areas able to receive access speeds of up to 8 Gbps symmetrical speeds



As of Dec 31 2022

Media focused on Canada's largest sports entertainment portfolio

FXNOW

CityNews 680

SPORTSNET

KISS RADIO

Frequency

98.1 CHFI

TSC

ROGERS tv

Citytv

OMNI TELEVISION

Building a 5G Ecosystem with leading institutions





Our ESG approach

1. Shared value creation: Corporate values and ESG action

Corporate strategy: guiding our ESG and corporate approach

Rogers purpose includes connecting Canadians where and when they want.

As stated in our 2022 Annual Report, we had four focus areas in 2022: successfully complete the Shaw acquisition, invest in our networks to deliver world-class connectivity to Canadian consumers and business, invest in our customer experience to deliver timely, high-quality customer service consistently to our customers, and improve execution and deliver strong financial performance across all lines of business.

In support of our 2022 focus area to invest in our networks to deliver world-class connectivity to Canadian consumers and business, Rogers invested \$3.1 billion into capital investments in Canada, enabling us to expand Canada's largest 5G network, as at December 31, 2022, to connect to over 1,900 communities across the country.

Our ambition is to be number one in wireless, cable, and media. To help deliver on this ambition, in 2023, we will be guided by our five corporate priorities:

1. Build the biggest and best networks in the country;
2. Deliver easy to use, reliable products and services;
3. Be the first choice for Canadians;
4. Be a strong national company investing in Canada; and
5. Be the growth leader in our industry.

We are committed to striving to do our best for Canadians with honesty, integrity, and transparency. Our corporate strategy outlines key indicators of success, including customer reach, satisfaction, relationship growth, quality services and shared value growth. We are on an ongoing journey to showcase how our ESG efforts deliver meaningful impact in achieving our strategic goals, as a corporation.

Global frameworks

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

We also align to the United Nations (UN) Sustainable Development Goals (SDGs) to inspire and guide our initiatives. In 2022, as a result of our review of our material ESG topics and stakeholder engagement, we identified an additional SDG that our business has direct impact on because of our commitments to “Responsible Consumption and Production”. In total, our business has the most impact on seven SDGs outlined below, while recognizing that we indirectly contribute to each of the 17 key SDGs.

	Environmental leadership	People and communities	Responsible management
UN SDGs + our role	 <p>We work to combat climate change by improving the efficiency of our value chain from supplier engagement to energy and resource use.</p>	 <p>We provide scholarships, access to technology and knowledge to empower and improve peoples' lives.</p>	 <p>We strive to develop resilient telecommunications networks that support communities, businesses, and individuals.</p>
		 <p>We promote diversity, equity and inclusion for our people, and communities.</p>	 <p>We strive towards sustainable consumption and production patterns throughout our value chain.</p>
		 <p>We create valuable work in communications, innovation, and technology to achieve sustainable economic growth.</p>	
		 <p>We reduce digital inequality by supporting equity-deserving communities.</p>	
UNGC Pillars	Environment	Human rights Labour	



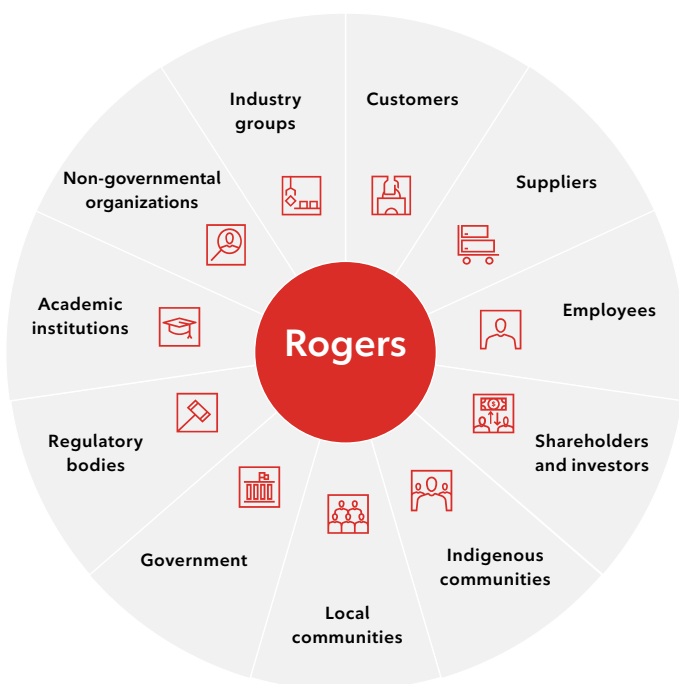
Stakeholder engagement for priority setting

We are fostering meaningful relationships with stakeholders and integrating stakeholder engagement in our business operations to help influence how we prioritize where to focus our efforts to make the most impactful change.

Currently, our key internal and external stakeholders include:

Some key stakeholder engagement activities throughout 2022 include:

- **Employees:** employees across the organization were interviewed about stakeholder engagement policies, programs and procedures currently in place at Rogers to more formally document how we are engaging with our key stakeholders. This will help establish an approach and a program for ongoing stakeholder engagement.
- **Suppliers:** an Ethical Procurement Practices (EPP) Survey was administered to our Tier 1 suppliers, informing them of our increased expectations surrounding sustainable products, services and practices, and to promote their commitment to the [Science Based Targets initiative \(SBTi\)](#). Rogers Procurement plays an important role in implementing our existing policies and processes and leveraging reporting tools to enforce stricter guidelines around net-zero and human rights goals, inclusion and diversity, and accessibility compliance throughout our supply chain.
- **Investors:** we actively meet with investors throughout the year to discuss topics such as financial performance and outlook, business operations, and other company related matters, including ESG. These investor engagements occur through multiple forums including, but not limited to: investor conferences, group, and individual meetings.



Additionally, in 2022, we engaged a varied group of internal stakeholders during our priority-setting efforts to refine our material ESG topics. We engaged teams across Rogers responsible for a variety of business areas, including environment, Indigenous relations, government relations, external reporting and finance, investor relations, and legal.

Indigenous engagement

In recognition of our ongoing and collective journey towards reconciliation, the need for action, and for greater collaboration with Indigenous communities, we released our [Truth and Reconciliation Commitment Statement](#) on September 15, 2022. Written in partnership with Indigenous leaders at the company, the statement reflects the Truth and Reconciliation Commission of Canada's 94 Calls to Action and the UN Declarations on the Rights of Indigenous Peoples.

With unanimous support from executive leadership, Rogers proudly employs one of the industry's first Indigenous relations teams, made up entirely of Indigenous employees, who conduct outreach, engagement and corporate development with Indigenous communities. We use the latest network technology to connect rural, remote, and Indigenous communities across the country using both traditional and innovative means. Once connected, our team supports communities to leverage these network enhancements towards a vision of multi-generational prosperity and well-being.

Our Indigenous relations team has established relationships with over 120 Indigenous communities, organizations, and industry partners, including the Indian Residential School Survivors Society, Red Dress Society, Gord Downie & Chanie Wenjack Fund, Orange Shirt Society, Indspire, Carrier Sekani Family Services, Forward Summit, Coastal First Nations Guardianship Program, and others. Learn more about our engagement with Indigenous Peoples in the [Community & Indigenous engagement](#) section later in this report.

Stakeholder communication

There are a number of ways that stakeholders can communicate with Rogers:

- Public channels of contact such as our [live chat](#), [Facebook page](#), or [Twitter](#)
- Online at rogers.com/contact
- Customer service phone calls at 1-888-Rogers
- In-store feedback with frontline staff
- Investor relations



Material ESG topics: driving value and delivering impact

Guided by our corporate strategy to connect Canadians where and when they want, in 2022 we undertook a review of our material topics to evolve our understanding of what is driving value for Rogers, and what impact we are having

on people, society, and the environment. Based on a peer benchmarking analysis, stakeholder engagement, and a review of emerging standards and trends, we have refined our material ESG topics to focus our efforts on what matters most to Canadians.



Environmental leadership



People and communities



Responsible management

1. Environmental impact

- Climate change
- Energy management
- Biodiversity

2. Circularity

- Product end-of-life management
- Waste management

3. Health, safety and well-being

- Safety and well-being

4. Employee experience

- Employee engagement and talent development
- Inclusion & Diversity

5. Community Relations

- Community and Indigenous engagement
- Socio-economic investment
- Human rights

6. Governance and accountability

- Data privacy and security
- Business ethics and net neutrality
- Procurement and supplier management

7. Customer experience

- Customer service
- Digital inclusion
- Network leadership
- Service reliability and managing systemic risks from technology disruption

In 2023, we plan to do a comprehensive materiality assessment and impact analysis aligned to the GRI Universal Standard, including systematic engagement with investors and key internal and external stakeholders, to further contextualize our material ESG topics and understand key impacts across our value chain.



Transparency on our ESG performance

With rapidly growing stakeholder expectations around ESG, Rogers is responding by improving our disclosures on how we are developing a responsible business. We are actively working towards integrating our ESG reporting with our other annual disclosures to further showcase connectivity to business objectives and value for our shareholders. Through these efforts, we strive to enhance accountability and transparency, ensure stakeholder and investor confidence, and increase customer confidence.

Below are ESG-related disclosures:



ESG overall

- [Our Impact](#)
- [ESG Report](#)
- [Data Supplement](#)
- [Impact Reports](#)



Environmental leadership

- [Environmental Impact](#)
- [TCFD Report](#)



People and communities

- [Social Impact](#)
- [Truth and Reconciliation](#)
- [Inclusion and Diversity Strategy Booklet](#)



Responsible management

- [Corporate Governance](#)
- [Leadership Team](#)
- [Board of Directors](#)
- [Annual Report](#)
- [AGM Materials](#)
- [Directors Code of Conduct and Ethics](#)
- [Rogers Business Conduct Policy](#)
- [Board Committee Mandates](#)
- [Rogers Supplier Code of Conduct](#)
- [Rogers Privacy Policy](#)
- [Rogers STAR Hotline](#)
- [Filings under Sedar](#)

2 ESG performance

ESG highlights

Environmental leadership



Submitted a net-zero greenhouse gas (GHG) emissions target by 2050 (Scope 1 and 2) to SBTi, and a near-term target to reduce emissions by 50% by 2030, from a base year of 2019.



Reduced our total energy use per network traffic by 3%; and total Scope 1 and 2 GHG emissions per network traffic by 12%, compared to 2021.



Replaced 64 vehicles with new, more efficient vehicles with smaller engines and more efficient powertrains (including 60 hybrids), resulting in a reduction of 226 tonnes of annual GHG emissions.



Reduced 25,000,000 kWh of electricity through system upgrades in collaboration with Ericsson, reducing 3,000 tonnes of GHG emissions annually.

People & communities



Released our **Truth and Reconciliation Commitment Statement**, committing us to the Truth and Reconciliation Commission's (TRC) Calls to Action 7, 43, 44, 86, 87, and 92 (i,ii,iii).



Invested \$76 million in total community investments, amounting to 3.3% of our pre-tax profits provided to charities and non-profit organizations, and reaching almost 1,200 community organizations.



Hired 4,883 new employees (both permanent and temporary), saw 46.8% internal talent mobility, and invested \$30 million into training and development for our employees.

Responsible management



Enhanced our Environmental Policy to prioritize our ESG material topics, including waste reduction, energy and resource efficiency, and prevention of pollution and biodiversity loss.






Continued expanding Canada's largest 5G network, which reached over 1,900 communities as at December 31, 2022, a 27% increase, by investing in projects across the country.



Announced a \$20 billion commitment over the next five years to invest in network reliability, with a focus on increased oversight, testing and predictive technologies, and improved customer experience.








ESG target performance

Environmental leadership

Pillar	Rogers material topics	Rogers metric	Target	Independently assured	2022 performance	YOY change	Trend	GRI	SASB	TCFD	WEF	SDG
Environmental leadership	Environmental impact	Climate change: GHG emissions reduction	Science-based net-zero target from 2019 by 2050 (Scope 1 and 2)	-	New target in process	-	-	305-5	TC-TL-130a.1 TC-SI-130a.1	Metrics & targets	GHG emissions	
			Interim target of 50% reduction by 2030 (Scope 1 and 2)	-	New target in process	-	-	305-5	TC-TL-130a.1 TC-SI-130a.1	Metrics & targets	GHG emissions	
	Circularity	Product end-of-life management: E-waste recovery	100% diversion rate for all returned electronic devices	-	100%	0%			TC-TL-440a.2 TC-TL-440a.3		Resource circularity	



People and communities






Pillar	Rogers material topics	Rogers metric	Target	Independently assured	2022 performance	YOY change	Trend	GRI	SASB	TCFD	WEF	SDG
People and communities	Inclusion & Diversity	Inclusion & Diversity: Intersectional representation in Accelerated Development Program ¹	50% of program participants by 2025	-	New target	-	-	405-1	-	-	Diversity & Inclusion	
		Inclusion & Diversity: Percentage of employees who are women (VP+)	Target: 40% by 2025	Yes	32% 	1%	-	405-1	TC-IM-330a.3	-	Diversity & Inclusion	
		Inclusion & Diversity: Percentage of employees who are People of Colour (VP+) ²	Target: 21% by 2025	Yes	20% 	4%	-	405-1	TC-IM-330a.3	-	Diversity & Inclusion	
	Community relations	Socio-economic investment: Percentage of pre-tax profits donated to charities and NGOs	2%	Yes	3.3% 	0%	No change	201-1	-	-	Community and social vitality	

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

²Per the Employment Equity Act, People of Colour refers to “persons other than Indigenous peoples, who are non-Caucasian in race or non-white in colour”.



Responsible management

Pillar	Rogers material topics	Rogers metric	Target	Independently assured	2022 performance	YOY change	Trend	GRI	SASB	TCFD	WEF	SDG
Responsible management	Risk management and network resilience	Data privacy: Well-founded privacy complaints with the federal Office of the Privacy Commissioner	No complaints	Yes	1🔴	+1	+1	418-1	-	-	-	
		Service reliability: Investment in network reliability	New target: \$20 billion over the next five years	-	New target	-	-	-	-	-	-	
	Governance and accountability	Business ethics: Percentage of employees trained in Rogers Business Conduct Policy	95%	Yes	98%🔴	+3.1	+3.1	-	-	-	Anti-corruption	
		Supplier management: Percentage of competitive bid processes where the supplier agreed to our Supplier Code of Conduct and Business Conduct Guidelines	100%	-	100%	-	-	-	-	-	Anti-corruption, dignity and equality	
	Customer experience	Customer service: Complaints accepted by the Commissioner for Complaints for Telecom- Television Services	Reduce our complaints from 2021 (4,187)	Yes	3,442🔴	-17%	Improving	-	-	-	Anti-corruption, dignity and equality	



ESG governance

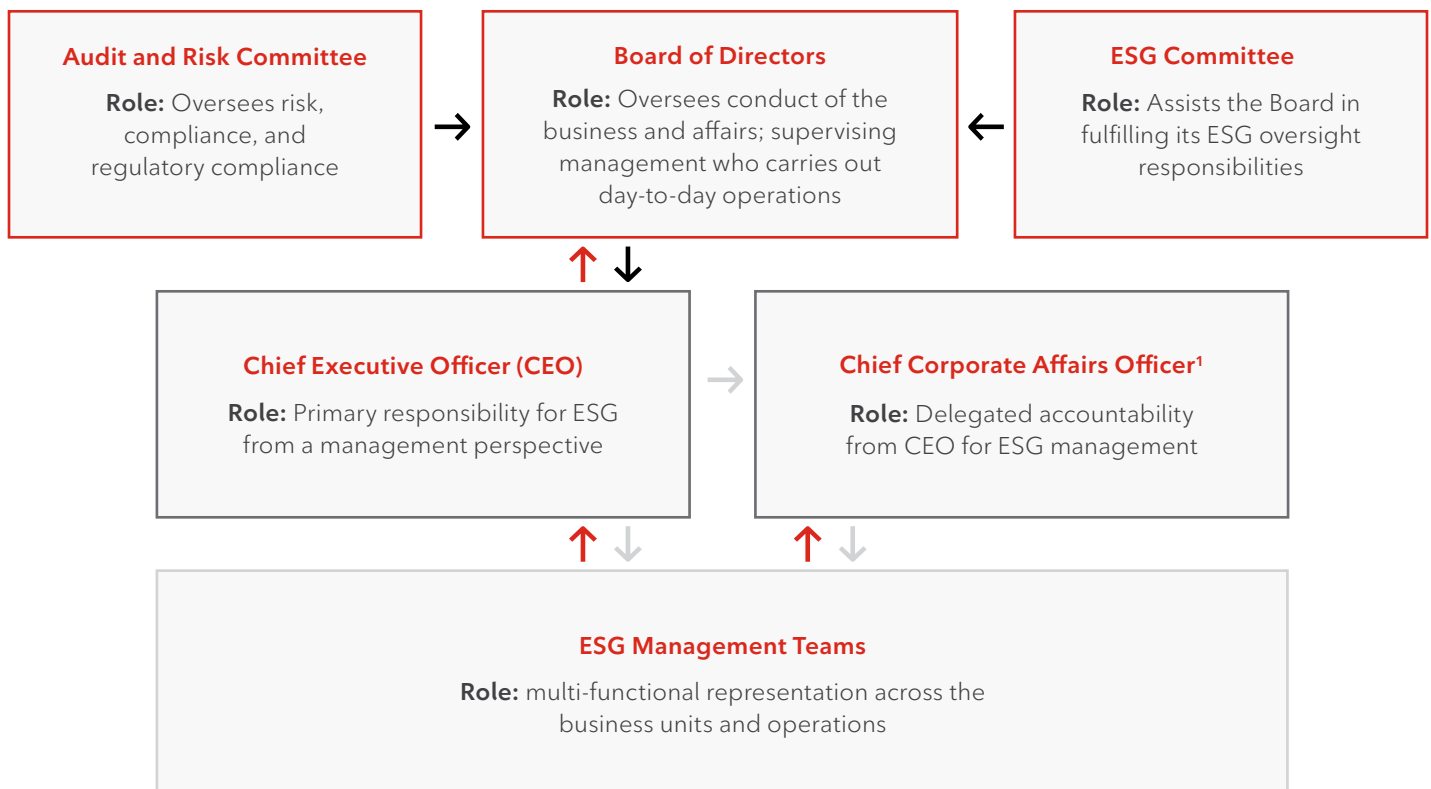
Formal oversight for ESG is at the Board and Executive Management level. Our Board is responsible for overseeing the conduct of business and affairs across the Company. As of December 31, 2022, the Board had 14 members, three members of the Board were female, representing 21% of the Board, and eight members of the Board were independent.

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

Our CEO is responsible for ESG from a management perspective and is supported by the Chief Corporate Affairs Officer and an ESG Working Group made up of leaders from across the organization. For additional information, please see the graphic below or the “Business Ethics” section of this report.

Rogers is committed to holding ourselves accountable to our ESG commitments. Within the Energy and Sustainability Group, performance bonuses are partially tied to achieving our energy and climate-related management objectives.

ESG governance, roles and responsibilities



¹As of May 8, 2023



ESG risk management

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

Risk governance

The Board has overall responsibility for risk governance. They oversee management in identifying the key risks we face in our business and implementing appropriate risk assessment processes to manage these risks. It delegates certain risk oversight and management duties to the Audit and Risk Committee.

The Audit and Risk Committee discusses risk policies with management and the Board and assists the Board in overseeing our compliance with legal and regulatory requirements. The Audit and Risk Committee also reviews:

- The adequacy of the internal controls that have been adopted to safeguard assets from loss and unauthorized use, to prevent, deter, and detect fraud, and to ensure the accuracy of the financial records;
- The processes for identifying, assessing, and managing risks;
- Our exposure to major risks and trends and management's implementation of risk policies and actions to monitor and control these exposures, including cyber security, privacy, technology, and environmental;
- The implementation of new major systems and changes to existing major systems;
- Our business continuity and disaster recovery plans;
- Any special audit steps adopted due to material weaknesses or significant deficiencies that may be identified; and
- Other risk management matters from time to time as determined by the Audit and Risk Committee or directed by the Board.

Enterprise risk management

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

First Line of Defence	Second Line of Defence	Third Line of Defence
Business units and departments <ul style="list-style-type: none"> Led by Executive Leadership Team Accountable for identifying and assessing key risks, defining controls and action plans to minimize risks, and enhance ability to meet business objectives 	Enterprise Risk Management <ul style="list-style-type: none"> Annually carries out corporate risk assessment and provides quarterly risk reports results to Executive Leadership Team and the Audit and Risk Committee Supports Management Team in business units and departments to provide guidance and advice in managing key risks and associated controls Business continuity is a function of ERM that oversees incident management and planning to maintain operations in the event of threats and natural disasters 	Internal Audit Department <ul style="list-style-type: none"> Independent function that supports management in enhancing and protecting organizational value by providing risk based and objective assurance, advice and insight Develop an annual risk-based audit plan in consideration of Rogers strategic priorities and initiatives Alignment with ERM to monitor risk trends and help reduce risks to an acceptable level

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. Our ERM methodology and policies rely on the expertise of our management and employees to identify risks and opportunities and implement risk mitigation strategies as required.

Enterprise risks, including ESG, are evaluated through a materiality likelihood and impact assessment to gauge the severity of the risks, considering a number of risk categories (financial risk, strategic and reputational risk, operational risk, and regulatory compliance risk). Risks are then prioritized and included within an enterprise-wide dashboard of our key risks with identified risk owners, mitigations, assessment of the risk, and associated key performance indicators (KPIs) for tracking our performance in managing the risk. Our Business Continuity team then works with Company business units to update and develop continuity plans. There is a disaster relief playbook in place and the ESG team is embedded in the business continuity process as Rogers may provide donations for emergency relief and emergency connectivity when a major domestic incident such as a storm or natural fire occurs on a case-by-case basis.

3

Environmental leadership

Environmental impact

Conducting business in an environmentally responsible manner means reducing our carbon footprint while meeting an ever-growing demand for faster Internet speeds and infrastructure expansion. We are proud to be one of [Canada's Greenest Employers](#) in 2022, recognizing the actions our team takes every day to work towards a greener future for our communities. We have received this recognition seven times since 2013.

By using resources more efficiently, investing in innovative solutions, and collaborating with stakeholders, we can reduce costs, increase competitiveness, and create trust in our business. To drive accountability within the Energy and Sustainability Group, a performance bonus structure is tied to achievement of our energy and climate related management objectives.

1. Climate change

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

This year, we continued to make meaningful strides toward reducing our GHG emissions. Compared to 2021, we reduced our GHG emissions (Scope 1 and 2) by 2%. We reduced our total Scope 1 and 2 GHG emissions intensity (tCO₂e/ PB of network traffic) by 12% compared to 2021 (55% since our new base year of 2019), due to the efficiency gains we have achieved optimizing data centres, upgrading and retrofitting buildings, replacing and managing our fleet, exploring renewable energy alternatives and the public grid decarbonization efforts.

Our Scope 3 emissions increased by 2% compared to 2021, which we can partly attribute to an increase in our employee's business travel and waste generated as a reflection of increased employee return to office. For more details on our GHG emissions performance, please refer to our [2022 ESG Data Supplement](#).



Our targets

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

Leveraging our 2021 efforts to define a new GHG emissions reduction target, we continued to engage with our executives and ESG Committee in 2022. As a result of these efforts, Rogers committed to set a science-based GHG emissions reduction target through SBTi and joining the “Business Ambition for 1.5-degree” campaign. Subject to approval and validation by SBTi, our target commits Rogers to reduce our Scope 1 and 2 GHG emissions by 50% by 2030 and to achieve net-zero by 2050 from a base year of 2019.

Rogers plans to meet these new commitments through a four-point plan:

- Transition our fleet to electric and hybrid vehicles;
- Engage suppliers to set their own science-based targets;
- Increase energy efficiencies across our operations, network, and data centers; and
- Expand our use of renewable energy.

We discuss our progress towards the first two points within this section, and energy efficiency and renewable energy in the following section.

Transitioning our fleet to electric and hybrid vehicles

We have a Strategic Fleet Replacement program using live data to regularly ensure the fleet is optimized, running efficiently, and older, poor performing vehicles are removed from the fleet.

In 2022, we replaced 447 vehicles (24% of our current total fleet) with more efficient ones. Of these vehicles, we downsized 64 vehicles to ones with smaller or more efficient engines, including 60 hybrids, resulting in a reduction of 226,205 kilograms of annual GHG emissions. Since 2010, we have replaced a total of 840 vehicles through this program.

Our fleet transition ambition is to replace approximately 1,200 of our vehicles (65% of total) with either electric or hybrid by 2030.

Engaging suppliers to set their own science-based targets

To further reduce our Scope 3 GHG emissions, we will engage with our key suppliers and investment holdings to assist them in setting their own science-based targets. In 2022, we engaged our Tier 1 suppliers by administering an enhanced EPP Survey, which included more rigorous environmental, emissions, energy reduction targeting and reporting, and encouraged commitment to SBTi. This outreach informed our Tier 1 suppliers of our increased expectations surrounding sustainable products, services, and practices.

TCFD

We are doing our part to take action on climate change, for today and tomorrow. Across our operations, supply chain, and the products and services we offer our customers, we have introduced actions to reduce our carbon footprint and embed climate resilience into our operations.

In 2022, we continued to formalize and advance our approach to addressing and managing climate-related impacts on our business through formal oversight for climate-related issues at the Board and Executive Management levels of Rogers. In 2023, the ERM team will convene its first Executive Risk Advisory Council meeting to address physical and transitional climate risks across our business unit operations, including completion of a Climate Risk Scenario Analysis.

In our 2022 TCFD Report, we discuss progress to date and future plans organized by the core pillars of the TCFD recommendations - Governance, Strategy, Risk Management, and Metrics and Targets. For more information about how Rogers manages climate risk, please see our [2022 TCFD Report](#).

2. Energy management

Increasing energy efficiency across our operations, and expanding our renewable energy strategy and impact, are two key elements within a four-point plan supporting our SBTi commitments, as referenced in the Climate Change section of this report, see [page 19](#).

Increasing energy efficiency across our operations

Decarbonizing our business by significantly improving energy efficiency, remains a focus across the organization. However, as a reflection of our business growth, including the expansion of our 5G network and enhancements to our wireline network, we recognize the challenges in reducing our total absolute energy use. We also recognize that other parts of the business had experienced energy growth, driven by an increase in the number of employees returning to our offices (post-pandemic). As a result, in 2022 our total energy use increased 8% compared to 2021. Relative to our energy use per network traffic, our energy use decreased by 3% compared to 2021 (a decrease of 51% compared to 2019). For more details on our energy use performance, please refer to our [2022 ESG Data Supplement](#).

Since 2017, we have completed 23 Cooling Optimization Program (COP) projects at 42% of our Rogers Business data centres and 60% of our larger headend locations to further achieve energy efficiency. As a result of our efforts, we estimate an overall annual electricity consumption reduction of 10,590,000 kWh. Next year, we also plan to expand this program to an additional five sites as well as performing energy audits to identify further opportunities.

In 2023, we will initiate a Proof of Concept for Phase Change Material (PCM) with the expectation to reduce energy use and GHG emissions for telecom, fibre, broadcast, and shelter sites by 70% or more. PCM is a process where heat is absorbed or released when a material changes from solid to liquid, and outside air passing over the PCM is used to extend the heating and cooling period and maintain the desired temperature.

Within our office buildings, we continue to expand our LED lighting retrofits by installing LED lamps and electronic ballast, occupancy sensors, daylight harvesting, multi-level dimming systems, and automated lighting control systems. Since 2014, we have completed LED retrofits across 51 buildings, approximately a third of our portfolio, prioritizing our largest sites representing the biggest reduction opportunities, and have saved approximately 8,640,000 kWh and 259 tonnes of GHG emissions.

In 2022, our national decommissioning objectives identified opportunities across our networks to optimize our carbon footprint by removing end-of-life equipment from various platforms to accommodate new equipment and improve network stability. Our unified efforts resulted in an estimated annualized savings of 7,500,000 kWh and operating expense savings of \$1.2 million.

We continued to collaborate with Ericsson to deploy our reliable, secure and energy-efficient network, including through initiatives to modernize radio equipment and enable energy-saving functionality to help reduce power consumption on our radio access network. Through this collaboration, Rogers has saved 25,000,000 kWh of power annually since 2021, reducing CO2 emissions annually by 3,000 tonnes. We expect to improve our efficiency further as we continue this journey and advance our capabilities with the latest Ericsson software and hardware, including energy-efficient massive MIMO (multiple-input multiple-output) radios. MIMO, an antenna technology for wireless communications in which multiple antennas are used at both the source (transmitter) and the destination (receiver), improves spectral and energy efficiency.

Expanding our use of renewable energy

We continue to evaluate opportunities to invest in more renewable energy sources at our sites. In 2022, 46% of our electricity consumption was drawn from renewable sources through electricity grid decarbonization.

We also continue to work to provide sustainable off-grid solutions in rural and remote areas across Canada that do not have access to grid power. The goal of the program is to replace existing diesel generators with renewable energy sources, such as solar, wind, and lithium-ion batteries, that have been designed to be self-sustaining by utilizing energy storage systems and renewable energy sources for power. We leveraged the learnings from a 2021 pilot program to install two additional renewable solar power projects at two cell sites in Alberta in 2022, bringing the project installations to nine sites in total. Collectively these initiatives have improved the network for our customers by increasing the reliability and availability of our cellular services through investment in modern, efficient and sustainable power solutions and converted the cell sites from diesel operations to cleaner sources of energy. In 2023, we plan to continue to expand our pilot program to multiple sites in British Columbia.

3. Biodiversity

Rogers promotes healthy and sustainable ecosystems through responsible environmental management, based on traditional ecological knowledge (where possible) and responsible procurement practices across our operations. One example of responsible environmental management is our continued commitment to not use harmful pesticides at any of our facilities and only use native plant species where required.

Rogers continued our employee recognition program in 2022 with Tree Canada, where we plant a tree for every employee reaching specific employment milestones. With our annual commitment of 8,000 trees through this program, since 2021 we have planted 16,000 trees and have offset about 500 tonnes of carbon.

In 2023, Rogers will strive to enhance its commitment to biodiversity in areas in which it operates through new and strengthened policies and procedures.



Urban bees

We continued our partnership with Alvéole, a Canadian urban beekeeping company. With hives all over North America and Europe, Alvéole has become a key player in promoting environmental awareness for bees and other pollinators. As the beehives are usually installed near or on corporate buildings, they create habitats for bees in urban areas and provide engagement and educational opportunities for employees. We have set up hives on one of our sites in Brampton, Ontario and plan to expand to other locations in the coming years. We have cultivated over 160,000 bees over the past two years. The hives engage our employees through in-person, hands-on beehive inspections during the year, supported by our beekeeper.

We provided our bee educational workshop to a Montessori school in the fall of 2022 to educate teachers and young students on the value bees contribute to our environment and our society.

Circularity

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

1. Product end-of-life management

Enabling the circular economy

We continually scrutinize and update our supply chain practices and make changes to product packaging and return processes to support and champion responsible product production and consumption. In 2022, our 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.

Each year, we aim for a 100% diversion rate by recycling all collected electronic waste. In 2022, we achieved this target. Since 2017, a total of 877,399 wireless devices have been collected and processed for resale, reuse, or recycling.



Our Certified Pre-Owned Device Program allows customers to purchase minimally-used devices that have been completely restored and updated at a low price. Since 2018, we have processed over 225,000 phones through this program.

In 2023, we will endeavour to strengthen our product return and oversight programs to encourage the return of all end-of-initial-life electronic devices and peripherals. The objective of these enhancements will be to increase the sustainable recycling of such materials, so they enter our circularity process.

2. Waste management

At Rogers, we use innovative technologies that help us minimize waste through digitization, reuse, and refurbishment. In 2022, Rogers recycled 9,177 tonnes of materials, diverting 70% of the total waste generated this year from landfill.

Our “Get Up & Get Green” program remains a cornerstone in educating our employees on correct recycling practices. We continue to engage our employees through our communication channels and engagement efforts, to further enhance efforts to achieve our waste diversion objectives.

In 2022, by working closely with our contractors and our enhanced data collection efforts, we diverted 1,717 tonnes of construction waste from landfill, representing a diversion rate of 67% of total construction waste collected this year.

Through our established hazardous waste management practices and third-party service providers, we collected and recycled 4,957 batteries from our network power supply stations in 2022. Similarly, across our fleet operations, we responsibly disposed of 18,411 litres of oil, 724 batteries, and 2,324 tires. We work with third-party service providers to collect and safely dispose of these materials when recycling is not feasible.

Federal and provincial regulations in Canada are in place to progressively eliminate halocarbons and regulate their use and handling, as well as their release and disposal. Occasionally, we have spill or release incidents that require careful cleanup, disposal, and reporting. In 2022, we had a total of 85 halocarbon releases:

- Zero level 3 halocarbon releases greater than 100 kilograms;
- Nine Level 2 releases of 10 to 100 kilograms; and
- Seventy-six Level 1 releases less than 10 kilograms.

We have launched mandatory online training programs on the importance of preventing spills and releases for all employees who manage halocarbons and storage tanks, and review annually to ensure employees are up to date on their training.



4

People and communities

Safety and well-being

Through leveraging safety management systems, empowering safety leadership, and promoting well-being, we are helping our employees remain safe, healthy, and resilient.

Our robust safety management system is focused on preventing injuries through governance, policies, programs, training, engagement, and continuous improvement.

Empowering safety leadership

Executive-led accountability for our safety strategy, programs and performance is governed by the Safety Executive Council, composed of senior leaders from across the organization. We deploy safety initiatives locally which, in 2022, were supported by 53 Workplace Health and Safety Committees across Canada. We divided our National Retail Safety Committee into three Regional Retail Safety Committees to unite locally in support of safety for Retail employees.

Enhancing worker safety

In 2022, Rogers introduced a highly interactive virtual training for technicians on identifying hazards and drilling safety in customer homes to prevent injury and damage to customer property. The training was designed to simulate real situations technicians encounter and received a Brandon Hall Learning and Development Technology Award silver medal in the category of Best Advance in Gaming or Simulation Technology. Over 400 Rogers technicians completed the training in 2022.

Supporting well-being

Guided by our five pillars of well-being (mental, physical, social, work and financial), we executed on a strategy in 2022 that has allowed us to create critical programming for people leaders, consult on employee-driven well-being initiatives, and support accessibility. We provide employees and their families with access to an array of best-in class well-being programming, tools, and benefits, such as:

- **Mental health training:** We continue to train leaders on mental health to help them guide and support their teams to actively manage their mental health and well-being. This training was delivered to over 200 people leaders in 2022.
- **Suicide prevention training:** Suicide prevention training was rolled out to 304 frontline managers and senior managers to equip them with tools, knowledge, and resources to support employees in crisis.
- **Thrive well-being ambassadors and primes:** 237 participants championed well-being initiatives nationally and locally across Rogers. Through various initiatives including increasing ambassador communications and meetings, and simplifying the registration process, we grew ambassador participant numbers by 39%. We also launched a monthly themed well-being newsletter for ambassadors, program primes and people leaders, with resources, event information, and support for sharing the information.
- **Safe talk and listening sessions:** Created safe spaces for team members to share their lived experiences with mental health challenges and mental illness.

- **Mental Illness Awareness Week:** Recognized the week by hosting events and sharing resources to bring the realities of mental illness to the forefront, providing safe spaces for reflection and discussion, and to help fight stigma.
- **Fitness:** Continued to provide free virtual exercise classes to employees and their families to support overall health and well-being. Sixteen virtual fitness workshops/webinars were held on a variety of topics. Our on-site fitness centres also welcomed employees back to in-person fitness with free memberships.
- **Health care benefits:** Maintained benefits to employees and families, including access to virtual health and wellness tools, such as Dialogue virtual health care and the Headspace mindfulness app. Rogers employees logged over five million minutes of meditation and mindfulness on Headspace.

The Rogers Total Rewards Program includes salaries, benefits, and stock-based compensation; our commitment to support employees through every stage of life means this program also includes maternity, adoption, and surrogacy benefits, in addition to child- and elder-care services.

In 2023, we will publish our first Accessibility Plan with a three-year roadmap for removing barriers to accessibility for our employees and our customers. This Plan has been informed by an accessibility feedback process launched in 2022 to gather information from our customers on how we can better interact with, support, and elevate their experience at Rogers.

Employee experience

We prioritize accessibility, equity, and individual growth by investing in our employees at every level. In 2022, we officially transitioned corporate employees to a hybrid work model and moved to a permanent work from home model for our customer care teams.

1. Employee engagement and talent development

Recruiting diverse talent

We have put significant effort into creating a sustainable pipeline of future leaders within Rogers that takes a balanced approach of promoting talent from within, while enriching our pipeline from external markets. We aim to attract and retain individuals with diverse skill sets and experiences that reflect the communities where we operate. In 2022, we hired 4,883 new employees (both permanent and temporary), saw 46.8% internal talent mobility, and invested \$30 million into training and development for our employees.

We have committed to providing a 50% diverse candidate slate to hiring managers for all open positions.

Our Inclusive Hiring Training equips recruiters and hiring managers with tools to identify and eliminate bias in the hiring process and we offer a 1:1 Mentoring Program to employees with a focus on supporting equity-deserving groups.



Working together with post-secondary institutions and recruitment agencies, Rogers recruits, retains and promotes Indigenous talent across Canada, including through internship and co-op initiatives. In 2022, we continued these efforts by building new community partnerships with the Métis Nation of BC, Métis Nation of Ontario, and Qmunity to attract diverse talent from across the country. As a result of our efforts, 57% of the applications received in 2022 came from talent identifying with an equity-deserving group, which is a 17% increase from 2021. We also started recruiting outside of our customer solutions centre footprint for certain remote customer care roles to reach more communities and increase our diverse talent pools.

Engaging our employees

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

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

Recognizing performance

Our approach to salary and total compensation and rewards supports our principle of attracting top talent by offering equitable and competitive remuneration packages that align with local market conditions and include short and long-term success in our rewards policy.

Through the 2022 Ted Rogers Awards, we were proud to celebrate 6,296 nominations, 2,600 seasonal winners, 494 annual winners, and 246 CEO winners who lived our values, delivered on our priorities and went above and beyond for either our business, customers or communities.

2. Inclusion & Diversity

We are committed to cultivating a culture of inclusion, where diversity is celebrated and equity is prioritized for our employees and the community. We have robust policies and programs in place to promote accessibility, diversity, inclusion, and equity internally and within the communities where we operate, as defined in our Rogers Business Conduct Policy. Further, we do not tolerate discrimination or harassment in any form.

Our Inclusion & Diversity Strategy

We demonstrate our commitment to diversity, equity, and inclusion through our **Inclusion & Diversity Strategy (I&D Strategy)**. Launched in 2020, this five-year strategy is grounded in three pillars: people, customers, and community. It focuses on embedding diversity, equity and inclusion into the fabric of our organization and applying an I&D lens to everything we do, from how we recruit to how we engage with our customers and the content we support. The I&D Strategy established pathways to action which include our I&D commitments. For example, our action-focused All IN initiative provides free advertising and creative services over five years to charities and small businesses that support equity-deserving communities.

The Inclusion & Diversity Council, established to accelerate momentum of our I&D Strategy, is composed of executive sponsors, the Inclusion & Diversity HR Team, employee-led Diversity Groups, and senior leaders from across our business.

Each of our business units also has action plans and representation goals to embed inclusion and diversity across the organization, aligned to our overall I&D Strategy. We amplify leadership accountability through Diversity Dashboards that provide leaders with a monthly view of their team diversity data to help inform the specific actions needed to deliver against our representation goals.

In 2022, our leaders and employees continued to evolve their inclusive practices through participation in initiatives such as:

- Indigenous cultural awareness training for each member of the Executive Leadership Team, facilitated by the employee-led Indigenous Peoples' Network;
- Twenty-two Safe Talk / Listening Sessions held in collaboration with employee-led Diversity Groups;
- Four accessibility PowerPoint webinars; and
- Anti-bias training as part of our employee onboarding.

As part of our commitments within our I&D Strategy, Inclusive Recruitment training was mandatory for all recruiters in 2022. In 2023, we will launch mandatory training on accessibility, anti-racism, and Indigenous cultural awareness for all employees.

Supporting equity-deserving groups

Incorporating diversity, equity, and inclusion into the organization takes intentional and collaborative efforts.

We supported the growth and development of equity-deserving groups through key programs in 2022, such as:

- **My Path**, our frontline development program that supports our frontline staff to take on corporate roles, which has seen increased representation of People with Disabilities, People of Colour, and Indigenous Peoples year over year.
- **Our 1:1 Mentoring program**, for which 73% of all 2022 matches were with a team member who self-identified as part of at least one equity-deserving group, which has also increased year over year.
- **Our RISE Speed Networking program**, which offers virtual speed networking sessions focused on making connections and sharing stories, triumphs and challenges while working together towards solutions. Participants network with up to four mentors from various areas of the business, gaining exposure and creating connections.
- **Inspiration Circles mentorship program**, run by Rogers Pan-Asian Network (RPAN) for the second year, provides Pan-Asian team members with the opportunity to connect with a network of mentors, build relationships, and explore various topics in a safe space. The team held over 70 mentoring sessions with 60 mentees and up to 10 mentors in attendance.

- **Our Accelerated Development Program** focuses on building a strong pipeline of female directors and senior managers at Rogers by increasing their confidence through professional skills development and increasing their exposure to senior and executive leaders through coaching, networking, and other developmental opportunities. To date, 73 women have completed the Accelerated Development Program, 33% of which identify with an additional equity-deserving group, and 40% have advanced their careers at Rogers. In support of our commitment to equity, we aim to achieve 50% intersectional representation within the Accelerated Development Program by 2025.

In February 2023, we launched Elevate, a leadership and sponsorship program as part of our Black North Initiative Commitment to increase Black representation in leadership.

Employee Diversity Groups

We have 11 employee volunteer-led Employee Diversity Groups that support equity-deserving communities within Rogers: Indigenous Peoples' Network, Mosaic (supporting People of Colour), Black Leadership Council, Rogers AccessAbility Network (supporting Persons with Disabilities), RISE (supporting Women), Spectrum (supporting 2SLGBTQ+), Rogers Women of Colour, Rogers Women in Tech, RPAN, the Rogers Jewish Community, and the Rogers Muslim Community.



Investing in future leaders

We are committed to helping the next generation of Canadians reach their potential. In 2022, over 60,000 youth benefitted from Rogers programs for youth.

- **New Graduate Leadership Development Program:** More than 120 new graduates were successfully onboarded in 2022 into this program, which operates working with 25 universities and colleges, as well as various diversity focused organizations across Canada.
- **Ted Rogers Scholarships:** We awarded more than 350 Ted Rogers Scholarships to youth from nearly 140 communities across Canada to help remove financial barriers to post-secondary education.

Our Class of 2022 recipients include youth recognized for their community leadership and were nominated by 18 partner organizations that are helping youth achieve their highest potential. 70% of community recipients were from equity-deserving communities.

- **Community Grants:** Over 54,800 Canadian youth were supported through community grants awarded to organizations offering programs in education, digital literacy, health and sport, and entrepreneurship.
- **Jays Care Foundation:** Over 8,100 children benefitted from Jays Care Foundation programming across Canada, assisted through Rogers \$1million donation.



Support for Indigenous communities

“Carrier Sekani Family Services (CSFS) would like to express our gratitude for support from the Ted Rogers Community Fund. Monetary grants and equipment donations from Rogers have been so important in supporting the educational work, digital literacy, and digital accessibility needs of the Indigenous youths and families we serve. CSFS would like to recognize that the Ted Rogers Community Grants help Indigenous youth in northern BC discover their highest potential.

We are so pleased to see Rogers “walk the talk” of reconciliation – Rogers has a fulsome Indigenous strategy based on the UN Declaration of the Rights of Indigenous Peoples (UNDRIP), TRC and Reconciliation. Furthermore, the company funds Indigenous-focused initiatives across Canada. The campaign, #dosomething, is positively impacting communities across this country – thank you.”

Mary Teegee,
CSFS Executive Director of Child and
Family Services

Community relations

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

1. Community and Indigenous engagement

Empowering communities

We support organizations that are helping youth achieve their highest potential by investing in programs that develop life skills and confidence, while providing educational and mentorship opportunities. This includes Ted Rogers Scholarships, Ted Rogers Community Grants, Jays Care Foundation programs, and more. In 2022, we invested \$76 million in total community investments, which consisted of cash and in-kind support and represented 3.3% of our pre-tax profits. Through our annual corporate matching program, Rogers and our employees donated \$1.3 million to more than 850 registered charities. Employees continued to give thousands of hours of their time using their paid day off for volunteering.

Responding to communities in need

Rogers continued to support multiple Canadian Red Cross disaster and humanitarian relief efforts around the world in 2022. In response to the conflict in Ukraine, we provided \$130,000 in financial support to the Canadian Red Cross's Ukraine Humanitarian Crisis Appeal through corporate donations, text-to-donate, and online portal donations; and donated almost 3,500 prepaid chatr Mobile SIM cards to provide immediate emergency connectivity for Ukrainians arriving in Canada. To support our customers, we waived long-distance and SMS charges in related support efforts, including in Iran. We also donated \$50,000 to support Canadian Red Cross's Pakistan Floods Appeal and \$50,000 to support Canadian Red Cross's Hurricane Fiona relief appeal for donations.

We also extended a variety of wireless plans for devices originally donated during the COVID-19 crisis to continue to support vulnerable Canadians. This included women's shelters and transition houses, and organizations that support 2SLGBTQ+ and BIPOC youth.

Engaging with Indigenous Peoples

Our journey towards Truth and Reconciliation is guided by the Canadian Council for Aboriginal Business' (CCAB) Progressive Aboriginal Relations (PAR) program, of which we are an active member and sponsor through a variety of initiatives.

Our Executive Leadership Team has endorsed the installation of 30 land acknowledgement plaques in various corporate retail locations across Canada, including Rogers Centre in Toronto, the City OMNI Vancouver studio, the Kitchener, Ontario office, and most recently the Sportsnet studio in Toronto. Some of the plaques are accompanied by art created by Indigenous artists. The team is on track to install additional land acknowledgment plaques in 2023 in our corporate retail locations. In 2022, we created our overall Indigenous relations strategy built upon the Two-Eyed Seeing approach, devoted to investing in people, communities, partnerships, innovation and reconciliation.

We continued to build our industry-first all-Indigenous, Indigenous relations team, bringing aboard community experts to further geographic representation and Indigenous relations expertise nationally.

Creating safe spaces for and amplifying Indigenous voices

Rogers Indigenous Peoples' Network works with senior leaders and allies across the company to promote safe spaces, educate colleagues, and grow the culture of inclusion. Rogers has also implemented a resident Elder Program which has leveraged the knowledge and teachings of Elder Duke Redbird of Saugeen Nation.

Rogers supports Indigenous community members through legacy and safe spaces being designated to honour and acknowledge its efforts towards equity, truth and reconciliation. One of those spaces is the newly reinvigorated Ishkozi Park. Located on the grounds of Rogers Toronto headquarters, the former Huntley Parkette was renamed using the Anishinaabemowin/Ojibwe word for 'awake'. Local Indigenous artists, such as [Patrick Hunter](#), were also invited to transform the space through art to create a place for reflection, healing, and to learn about Indigenous culture.

Rogers has partnered with the Gord Downie & Chanie Wenjack Fund to develop Legacy Spaces at our Toronto and Montreal offices. Legacy Spaces are safe, welcoming places dedicated to providing education and spreading awareness about Indigenous history and our journey towards reconciliation. They feature artwork from local Indigenous artists and information about local Indigenous history.

Across Rogers Sports & Media, dedicated news coverage and online public information resources amplify Indigenous voices and enhance awareness of the history and legacy of residential schools, and the reconciliation process. Since 2019, Sportsnet and APTN (Aboriginal Peoples Television Network) have teamed up to deliver a multi-game national broadcast series of Cree-language NHL commentary and analysis for Hockey Night in Canada. In 2022, Rogers was the game night sponsor of “First Nations Night” with the Canucks at Rogers Arena in Vancouver, which celebrated the achievements and stories of Indigenous athletes.

In 2023, we are entering into Phase 2 of the PAR program, which involves working with our head of procurement to establish meaningful targets and criteria for how we work with Indigenous businesses. During Phase 2, we will continue to work with the CCAB mentorship program to obtain guidance from Indigenous businesses.

In 2023, we will continue to make improvements to attract, retain and grow Indigenous talent at Rogers. To support this, we will continue to educate, inform and prepare our non-Indigenous staff and leadership on their journey towards reconciliation and make internal policy enhancements.

“Reconciliation must be achieved by a genuine understanding of the exceptional circumstances faced by the First Nation you work with – and then coming to the table as a true partner in achieving mutual goals. In our experience, Taykwa Tagamou Nation’s partnership with Rogers achieved just that. Our enhanced connectivity provides us with everything from improved safety when hunting and harvesting in our vast Traditional Territory to providing a competitive edge in the modern economy, and everything in between. Our partnership with Rogers is as unique as we are and fulfills our community’s many growing needs.”

Chief Bruce Archibald,
Taykwa Tagamou First Nation

2. Socio-economic investments

Supporting Canadian content and storytelling

Since 1980, we have been enthusiastic supporters of Canada’s independent film and television producers, with more than \$676 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 contributed \$23 million in 2022 to enable the creation of Canadian content, the ability to borrow bridge funds for creators, and the opportunity for artists from Black, Indigenous, People of Colour and other equity-deserving communities to create art.

In 2022, we joined Creative BC in launching the first year of funding for the Rogers Indigenous Film Fund, a multi-year \$1 million program to support Indigenous storytellers in British Columbia. We also continued to support the multi-year \$750,000 Rogers-BSO Script Development Fund with the Black Screen Office and Canadian Independent Screen Fund, in support of Black and People of Colour creators.

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 2022, we generated a direct economic value with an annual revenue of over \$15 billion⁺, up 5.1% from 2021, due to growth in our wireless and media businesses.

In addition to the services we provide, the investments we make, and the approximately 22,000 Canadians we employed as at December 31, 2022, our impact extends to include activities by our suppliers, networks, partners, and the infrastructure we support through taxes and government fees.

- **Suppliers:** Payments to our suppliers amounted to over \$14 billion in 2022, generating indirect benefits for companies in our supply chain.
- **Employees:** 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.

- **Shareholders:** In 2022, we invested a record \$3.1 billion³ in capital including \$2.6 billion in technology and networks. Despite this sizeable investment, free cash flow excluding Shaw financing for the year was \$2 billion and we paid over \$1 billion in dividends to our shareholders.
- **Governments:** We pay taxes and other government payments across the country, with the Government of Canada receiving about 77% of the total taxes and other government payments, including spectrum and other regulatory fees, and the Province of Ontario receiving 15%. In 2022, we paid \$1.3 billion in income taxes and other government payments³. We also collected \$2.1 billion in sales taxes on our products and services and \$720 million in employee payroll taxes on behalf of the government. For a more specific breakdown of our approach to tax management, see “Income Tax and Other Government Payments” in our [2022 Annual Report](#).

3. Human rights

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

In our [Truth and Reconciliation Commitment Statement](#), released in 2022, we commit specifically to [Calls to Action](#) 7, 43, 44, 86, 87, and 92 (i,ii,iii). These Calls to Action touch upon human rights expectations surrounding Indigenous Peoples, such as education and employment opportunities, UNDRIP, historical and cultural awareness, meaningful consultation and the importance of free, prior, and informed consent, and skills-based training in conflict resolution, human rights, and anti-racism.

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



Protecting human rights within our supply chain

Our commitment to protecting human rights extends to our suppliers, who are expected to adhere to our Supplier Code of Conduct that outlines ethical conduct, anti-bribery practices, and safe, environmentally and socially responsible behaviour. This includes not employing forced or child labour, complying with applicable wage laws, and respecting local workweek regulations. We conduct annual EPP assessments of our supplier base to monitor performance against our Supplier Code of Conduct.

³Taxes 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 2022 Annual Management’s Discussion and Analysis, which is available on www.sedar.com, for more information about, and a reconciliation of, this measure.

5

Responsible management

Governance and accountability

1. Data privacy and security

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

Accountability and leadership

Accountability and leadership around data privacy and security is a collaborative process at Rogers. The Board of Directors oversees data privacy and security through the Audit and Risk Committee, with management and executive responsibilities overseen by the Chief Privacy Officer, Chief Technology and Information Officer, Chief Information Security Officer, technology and network resilience leaders, and privacy and cyber security leaders.

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

We make information about [privacy and cyber security](#) available to our customers online.

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

Cyber security partnerships

Rogers Cybersecure Catalyst is a partnership with Toronto Metropolitan University to help develop the Canadian cyber security ecosystem and fuel the country's digital economy. Between 2020 and 2022, the Rogers Cybersecure Catalyst ACTP (Accelerated Cyber Security Training Program) trained and certified over 400 new cyber professionals, with 58% of this group self-identifying as women. The ACTP has helped fill over 300 cyber security-related jobs in Canada, with 60% of these jobs filled by women. In 2022 alone, the ACTP admitted over 400 new students to receive training in cyber security, with 85% of this group self-identifying as a Person of Colour.

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

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

Rogers Chief Information Security Officer (SVP Information Security) is on the advisory board of the University of New Brunswick Canadian Institute for Cybersecurity, which aims to support the expansion of industry Artificial Intelligence and Machine Learning and cyber security capabilities.

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

Data privacy transparency report

Every year since 2013, Rogers has published a Transparency Report to provide our customers and stakeholders with information about the number of requests for disclosure of personal information about our customers we receive from law enforcement and government agencies. Our Lawful Access Response team works diligently to review each request received and respond as appropriate. In 2022, we received 307,461 lawful access requests for disclosure of customer information. We granted over 300,000 requests because they met the criteria - a warrant/legislation or exigence. 5,679 requests were rejected because they were not related to a Rogers customer, they were not an emergency and therefore not released without a warrant, or the information sought was not available.

2. Business ethics and net neutrality

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

Governance structures

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

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



The following best practices have been established for effective governance at the Board level:

- Separation of the CEO and Chair roles;
- A Board-appointed independent lead director that facilitates the functioning of the Board independently of management and provides independent leadership to the Board;
- Formal corporate governance policies and charters;
- A code of business conduct and whistleblower hotline;
- Director share ownership requirements;
- Board and committee in camera discussions;
- Annual reviews of Board and Committee performance;
- Audit and Risk Committee meetings with internal and external auditors;
- An orientation program for new directors;
- Regular Board and committee education sessions;
- Committee authority to retain independent advisors; and
- Director material relationship standards.

Adhering to highest ethical standards

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

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

Our Environmental Policy enshrines our values to conduct our business in an environmentally responsible manner. In 2022, we enhanced our Environmental Policy identifying the material areas of focus including the reduction of waste through recycling and reuse alternatives, reduction of energy consumption through efficiencies, prevention of pollution and biodiversity loss, and responsible use of natural resources, including water.

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

Employees who have reason to suspect any violation of applicable laws or regulations, or have concerns about potential business, ethical or financial misconduct regarding our accounting practices, financial controls, or the safeguarding of our assets, can speak to a manager, supervisor, or HR Business Partner. They can also report their suspicions or concerns via the STAR Hotline, our corporate whistleblower service that allows anonymous reporting when desired. The STAR Hotline channels concerns to a representative of the Audit and Risk Committee. Employees may also confidentially access the hotline through its confidential web interface. Both the STAR Hotline and web interface are toll free and available 24/7. Information is available on the Company intranet and shared during employee onboarding.

Net neutrality

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



3. Procurement and supplier management

Our third-party Supplier Code of Conduct defines what we expect of our suppliers as it relates to ethical conduct, anti-bribery practices, labour practices, protection of human rights, environmental, health, and safety management, as well as their interactions with us. Rogers currently uses the UN Guiding Principles on Business and Human Rights as a blueprint for mitigating and managing potential human rights issues throughout the supply chain, including identification of geographies, materials, and suppliers at risk, and to leverage and remedy strategies. To ensure our suppliers adhere to our Supplier Code of Conduct, we conduct an annual EPP survey.

Our Supplier Code of Conduct has been updated to include accessibility compliance, environmental reporting, and SBTi accountability. To support accessibility within our procurement process, in 2022, we updated our sourcing events to encompass a new template questionnaire around Web Content Accessibility Guidelines (WCAG) 2.1 AA compliance. This will ensure that all suppliers are vetted at the onset of the sourcing process for accessibility compliance, thus closing a known gap within the procurement process. Building on the work accomplished in 2022, our focus in 2023 will be to shift outwards as we strive to ensure that we are not only sourcing products and

services that are compliant with WCAG 2.1 AA guidelines, but also that both Rogers and our partners are held accountable through updates to our Master Agreement Terms and Conditions templates and Supplier Code of Conduct.

Identifying and managing our risks in the supply chain is an integral part of our conscious leadership approach. We worked with suppliers in 52 different countries, with nearly 80% of our suppliers headquartered in Canada and another 19% based in the U.S., with similar stringent supplier ethical policies. As part of our Third-Party Risk Management Program, we categorize our suppliers as either strategic, preferred, or approved in order to identify our critical suppliers.

We value the opportunity to support diverse suppliers, including small businesses and those owned by women or other equity-deserving groups, to promote economic livelihoods, and bring fresh perspectives and innovative ideas to our business relationships. Rogers is committed to growing inclusivity and diversity within our supplier base, and additional weighting factors have been applied to our RFx sourcing templates. We have partnered with Supplier Diversity Alliance Canada to increase the number of certified diverse suppliers we work with. In 2022, we increased the number of certified diverse suppliers we work with to 186, representing a 176% increase over 2021, and spent \$126 million for their products and services.

Customer experience

We are committed to putting customer experience at the centre of everything we do through investing in enhancements to make all interactions simple and fast, and ensuring our customer-facing teams are ready to better support our customers.

1. Customer service

We view each customer interaction as an opportunity to cultivate lasting relationships and aim to provide exceptional customer experiences and offer innovative solutions that resonate with our customers.

Listening to our customers

Last year, we engaged more than 4,000 leaders across the organization through our Voice of the Frontline program to gain a firsthand view of how our frontline team members serve our customers. These connections allowed us to capture opportunities to continuously improve our customer's experience through encouraging those closest to our customers to share ideas, provide feedback, and leverage what they know to shape the experiences we design.

We are committed to our proudly Canadian customer-facing teams, who are ready to serve our customers across the country. Our Contact Transformation Hub, created in 2021, remained dedicated to identifying and deploying process improvement opportunities to make the customer experience even better. The Contact Transformation Hub tracked the removal of approximately 46 million minutes of customer irritants in 2022, equal to removing the need for 3.1 million individual customer contacts and seeing a 5.5% decrease in total contact minutes year over year. To support the Contact Transformation Hub, we invested \$40 million in our frontline teams to remove friction by increasing training and compensation.

To promote our continued focus on self-serve solutions for customers, we implemented a number of digital and self-serve capability initiatives, such as:

- Launching the ability for customers to complete a transfer of their wireless phone number from a different carrier online, without having to contact a Customer Solution Specialist;
- Continuing to accelerate our digital-first plan to make it easier for customers, with digital adoption at 88% of eligible transactions; this includes 24/7 virtual assistant support tools and the ability for Fido and Rogers customers to complete price plan changes, hardware upgrades, and other account updates online;

Serving our customers

In 2022, we served customers through virtual and in-person interactions, by:

- Handling over 31 million phone and online customer requests;
- Welcoming over 15 million customers into over 700 branded retail stores;
- Serving 1.8 million Today's Shopping Choice shoppers; and
- Visiting over 1.6 million customer homes through our field sales.

- Developing digital self-serve appointment management capabilities that empower customers to reschedule or cancel their Ignite and Smart Home Monitoring service order appointment dates directly on their mobile device or via Rogers.com;
- Creating a new self-serve capability to allow customers to set up a multiple date installment payment arrangement;
- Introducing Ignite Grab and Go™, which allows customers to walk into select retail stores and walk out with everything they need to successfully install their Ignite services at their convenience. Ignite Grab and Go is the next iteration of our self-installation program, and customers will be able to benefit from not only equipment courier and technician installations, but now same-day in-store activations; and
- Using our Fleet Management Solution, Rogers Business customers can leverage the power of the Internet of Things, the network of physical objects that are embedded with technologies for the purpose of connecting and exchanging data, to control costs, increase driver safety, simplify compliance, and decrease downtime. 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, contributing to fleet decarbonization.

2. Digital inclusion

Access to reliable, high-speed connectivity is key to unlocking the full potential of communities and Canada. Rogers remains committed to using our networks and technology to provide accessible, reliable, high-speed connectivity for Canadians across the country, including rural, remote and Indigenous communities. We have continued to expand high-speed fibre-powered Internet to more communities across Ontario, New Brunswick, Nova Scotia, and Newfoundland & Labrador. This year, we expanded Canada's largest 5G network to now reach over 1,900 communities.

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 high-speed Internet starting at a low monthly rate of \$9.99 plus taxes. As of December 31, 2022, there are over 55,000 customers on the program.

Connecting communities

"The digital divide has long hindered coastal communities from taking full advantage of new opportunities to improve our well-being - culturally, socially or environmentally. We are thrilled to work with Rogers Communications in bridging that divide through high-speed Internet. Improving connectivity throughout the North and Central Coast and Haida Gwaii is an example of reconciliation in action; it will bring transformational change to our communities, and a range of new educational, employment and economic opportunities."

Christine Smith-Martin,
CEO, Coastal First Nations

Connecting Indigenous communities

Through innovative partnerships with Indigenous communities, all levels of government, and its dedicated Indigenous relations team, Rogers builds digital infrastructure which removes inequities and aims to ensure no one is left behind due to access or geographical challenges.

As part of its \$1.4 million investment, Rogers expanded its fibre network delivering fibre-to-the-home technology across 30 square kilometres of underserved areas, servicing more than 275 homes and businesses in Mississaugas of the Credit First Nation.

Our partnership with the Government of Canada, the Province of Ontario, and the Eastern Ontario Regional Network (EORN) will bring reliable wireless connectivity to 99% of Eastern Ontario's residents and businesses. Our Indigenous relations team continues to assist the EORN Cell Gap Project, which impacts over a dozen Indigenous communities and organizations throughout eastern Ontario. Valued at more than \$300 million, the project will involve construction of approximately 265 new telecommunications towers and the upgrade of more than 300 existing sites. In 2022, we brought 5G to 22 new Eastern Ontario communities, including new wireless service to four communities. Upgrading the existing sites is still underway and as at December 31, 2022, 288 towers have been upgraded.

We are also taking actionable steps to help ensure safety for Indigenous communities across Canada, including along B.C.'s Highway 16, tragically known as the Highway of Tears, in reference to Indigenous women and girls who have disappeared or were found murdered along the route. Our crews have started construction on the first of 12 new towers that will service the area along the route between Prince Rupert and Prince George, fulfilling one of the 33 recommendations in the 2006 Highway of Tears Symposium report to enhance safety for Indigenous women and girls. It is our hope that in providing increased safety through wireless connectivity along Highway 16, we can honour survivors, victims, their families and communities. Furthermore, our partnership with Coastal First Nations will construct an additional five new cell towers that will provide 100 kilometres of new service coverage and improved connectivity from Masset through Port Clements to Queen Charlotte.

3. Network leadership

We continuously invest in our network and technology to provide our customers with industry-leading connectivity, and our networks are backed by third-party global benchmarking leaders. In 2022, we were proud to be recognized as Canada's Most Reliable Internet by Umlaut.

Last year, we invested a record \$3.1 billion in capital including \$2.6 billion in technology and networks, as we continued to expand Canada's largest 5G network. We have also committed to investing \$20 billion over the next five years in network reliability, with a focus on increased oversight, testing and predictive technologies, as well as physically separating our Internet Protocol core to support wireless and wireline services, so our customers always stay connected.

We use our 5G technology as a catalyst for positive change and for servicing the next generation of innovation. We have made multimillion-dollar investments into universities across Canada, such as the University of British Columbia and the University of Waterloo's Communitel, to drive innovation. Our partnerships tackle initiatives such as creating smart transportation systems to improve road safety and reduce carbon emissions, building resilience in critical infrastructure with 5G sensor technology, and supporting medical facilities using drone technology to find and deliver alternative access to critical supplies.

Our responsible technology approach

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

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

4. Service reliability and managing systemic risks from technology disruption

On July 8, 2022, a network outage occurred across both wireless and wireline services following a maintenance update in our core network that caused some of our routers to malfunction.

We know our customers look to us to deliver the highest standard of network reliability and to keep them connected to what matters most. In 2022, we committed to investing \$20 billion in our network over the next five years. We are committed to setting the highest standards of reliability and working to ensure that customers are connected in any emergency through a formal agreement between providers to switch 911 calls to each other's networks in the event of any outage for any provider.

Through our commitment to proudly Canadian call centres, the provision of 24/7 technical support options, and our over 700 branded retail stores, we are ensuring that our customers can get support wherever they are.



6 Assurance

KPMG's Independent Limited Assurance Report

We have undertaken a limited assurance engagement on certain Subject Matter Information of Rogers Communications Inc. (the "Entity"), included in the accompanying 2022 ESG Report and ESG Data Supplement (collectively, the "Report") ("subject matter information") and as described below, as at and for the year ended December 31, 2022.

The subject matter information are denoted by the symbol 🌟 in the Report.

Topic	Units	Subject Matter Information
Governance and accountability	Percentage	Percentage of employees trained in Rogers Business Conduct Policy
Customer experience	Percentage	Customer retention - Wireless monthly churn rate (postpaid)
		Customer retention - Wireless monthly churn rate (prepaid)
	Number	Complaints accepted by the Commission for Complaints for Telecom-television Services (CCTS)
		Well-founded privacy complaints with the Federal Office of the Privacy Commissioner
	\$ million	Capital expenditures
Employee experience	Percentage	Women - Overall
		Women - Vice President +
		People of Colour - Overall
		People of Colour - Vice President +
		Indigenous Peoples - Overall
		Persons with Disabilities - Overall
		Employee voluntary turnover rate
Safety and well-being	Number per 200 hours worked	Lost-time incident rate
Community relations	\$ million	Total community investment
		Total cash donations
		Total in-kind donations
	Percentage	Percentage of pre-tax earnings donated to charities & non-profit organizations
	\$ million	Total Economic Value Distributed
		Total income taxes paid
Environmental impact	GJ	Direct and indirect energy use
	Tonnes CO ₂ e	Scope 1 greenhouse gas emissions
		Scope 2 greenhouse gas emissions

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

Management's Responsibility

There are no mandatory requirements for the preparation or presentation of the subject matter information. As such, the Entity has applied The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (revised edition) in relation to greenhouse gas emissions as well as the internally developed criteria presented on the Glossary of Terms in the Report in relation to the remaining Subject Matter Information (together the "applicable criteria").

Management is responsible for the development of such criteria as well as for determining the appropriateness of the use of the applicable criteria and measuring and evaluating the underlying Subject Matter Information against the applicable criteria.

Management is also responsible for determining the Entity's objectives in respect of sustainability performance and reporting, including the identification of stakeholders and material issues and for establishing and maintaining 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.

Practitioner's Responsibilities

Our responsibility is to express a limited assurance conclusion on the subject matter information based on evidence we have obtained. We conducted our limited assurance engagement in accordance with Canadian Standards on Assurance Engagements (CSAE) 3000, *Attestation Engagements Other than Audits or Reviews of Historical Financial Information* and CSAE 3410, *Assurance Engagements on Greenhouse Gas Statements*. These standards require that we plan and perform our engagement to obtain limited assurance about whether based on the procedures performed and evidence obtained, any matter(s) has come to our attention to cause us to believe that the subject matter information is materially misstated.

The procedures performed in a limited assurance engagement vary in nature and timing from and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Accordingly, it is not a guarantee that a limited assurance engagement conducted in accordance with this standard will always detect a matter that causes the practitioner to believe that the subject matter information is materially misstated.

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

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

Our engagement included: assessing the appropriateness of the Subject Matter Information, the suitability of the criteria used by the Entity in preparing the Subject Matter Information in the circumstances of the engagement and evaluating the appropriateness of the methods, policies and procedures, and models used in the preparation of subject matter information and the reasonableness of estimates made by the Entity.

Our engagement included, amongst others, the following procedures:

- Making inquiries, primarily of persons responsible for the preparation of the Subject Matter Information;
- Making inquiries to understand the Entity's data collection and reporting processes;
- Comparing the reported data for the Subject Matter Information to underlying data sources; and
- Considering disclosure and presentation of the Subject Matter Information within the Report.

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

Practitioner's Independence and Quality Management

We have complied with the relevant rules of professional conduct/code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The firm applies Canadian Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements* which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Significant Inherent Limitations

Historical non-financial information, such as that contained in the Report, is subject to more inherent limitations than historical financial information, given the characteristics of the underlying subject matter and methods used for determining this information. The absence of a significant body of established practice on which to draw allows for the selection of different but acceptable evaluation techniques,

which can result in materially different measurements and can impact comparability. The nature and methods used to determine such information, as described in the applicable criteria, may change over time, and it is important to read the Entity's reporting methodology available within the Report.

Conclusion

Our conclusion has been formed on the basis of, and is subject to, the matters outlined in this report. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion. Based on the procedures performed and evidence obtained, no matters have come to our attention to cause us to believe that the Entity's subject matter information as at and for the year ended December 31, 2022, is not prepared and presented, in all material respects, in accordance with the applicable criteria.



Chartered Professional Accountants,
Licensed Public Accountants
Toronto, Canada
June 5, 2023

2022 ESG Data Supplement

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



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

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