

Glossary of Terms

4G (Fourth Generation Wireless)

A technology that offers increased voice, video, and multimedia capabilities, a higher network capacity, improved spectral efficiency, and high-speed data rates over current 3G benchmarks. Also referred to as LTE.

4.5G (Enhanced Fourth Generation Wireless)

Evolutionary upgrades to 4G services that enables two to three times the download speeds of 4G technology. 4.5G technology has been designed to support virtual and augmented reality, 4K streaming, and other emerging services.

5G (Fifth Generation Wireless)

The proposed next generation of wireless telecommunications standards. We expect 5G technology to result in significantly reduced latency compared to LTE, improvements in signalling efficiency and coverage, and the ability to connect to more devices at once than ever before.

Active employees

Includes full-time, part-time, and temporary employees. Excludes all employees on leave and all independent and agency contractors.

ble headend

A master facility in a physical location that receives television signals for processing and distribution over a cable television system, often to a local region.

Canadian Radio-television and Telecommunications Commission (CRTC)

The federal regulator for radio and television broadcasters and cable TV and telecommunications companies in Canada.

Capital expenditures

Investments made to acquire or upgrade physical assets, including technology, networks, and infrastructure.

Churn

This business performance measure is used to describe the disconnect rate of customers to a telecommunications service. It is a measure of customer turnover and is often at least partially reflective of service quality and competitive intensity. It is usually expressed as a percentage and calculated as the number of subscriber units disconnecting in a period divided by the average number of units on the network

in the same period.

Community investment - cash

Includes cash donations made to registered charities and non-profit organizations during the reporting period. Excludes in-kind donations, sponsorships, and fundraising dollars.

Community investment - in-kind

Includes contributions of products, goods, and services to registered charities and non-profit organizations during the reporting period. The majority of our in-kind contributions are from free advertising airtime provided to charities and non-profit organizations in the form of public service announcements (PSAs) or event coverage on our radio and television stations and in our publications. In-kind community investments have been measured at the cost Rogers incurs to provide the products, goods, or services.

Commissioner for Complaints for Telecom-Television Services (CCTS)

An independent organization dedicated to working with consumers and service providers to resolve complaints about telephone and Internet services. Its structure and mandate were approved by the CRTC.

Complaints accepted by the Commissioner for Complaints for Telecom-Television Services

Complaints that were received, reviewed, and found to be within the CCTS mandate over the 12-month period ended July 31 each year by Fido or Rogers customers.

Complaints reported to Rogers Office of the Ombudsperson

The number of concerns and complaints from customers submitted to and received by the Rogers Office of the Ombudsperson during the reporting period.

Data centre

A facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (e.g., air conditioning, fire suppression), and security controls.

Devices collected and processed for reuse or recycling

Total number of cell phones and tablets collected and processed for reuse or recycling during the reporting period. Devices are collected and processed on behalf of Rogers by third-party service providers

Diversity metrics

These metrics include employees who identify as Women, Visible Minorities, Indigenous Peoples, and Persons with Disabilities represented as a percentage of our workforce for all employees and those in Senior Manager and Middle and other Managers. All active, federally regulated employees are included in the metric.

E-billing

E-billing represents electronic billings sent to customers. The percentage of customers who received electronic bills is calculated by dividing the total number of electronic bills sent to customers by total number of bills (electronic and paper) sent to customers.

Employee engagement score

A point-in-time score of employee engagement levels at the time the Employee Engagement Survey is administered. The survey is conducted by a third-party service provider that uses a web-based program and records responses to questions focusing on employee engagement, leadership, accountability, performance enablement, and diversity and inclusion. The employee engagement score includes all active and on-leave employees, excluding independent and agency contractors, and employees on leave for two years or longer.

Employee Engagement Survey

A voluntary survey focusing on employee engagement, leadership, accountability, performance enablement, and diversity and inclusion. The survey is conducted annually by a third-party service provider. The online survey is available to all active and on-leave employees, excluding independent and agency contractors, and employees on leave for two years or longer.

Employee Engagement Survey participation rate

The number of Rogers employees who complete the Employee Engagement Survey divided by the total number of active employees and employees on-leave for less than two years at the time the survey was performed.

Employee volunteers

Employees who volunteered through the Rogers Employee Volunteer Program. Measured as those employees who signed up through the volunteer program portal and the number of employees who volunteered at group events during the reporting period.

Energy use

Energy use is measured in gigajoules (GJ) and refers to direct and indirect energy consumption. Direct energy consumption includes natural gas, gasoline, and other

fuels consumed by Rogers owned or leased vehicles and properties. Indirect energy consumption includes electricity used by Rogers properties, which include owned or leased office buildings, transmission sites, power supply stations, retail spaces, and the Rogers Centre.

Environmental Management System (EMS)

A set of processes and practices to reduce environmental impacts, mitigate environmental risks, and improve operating efficiency.

Greenhouse Gas (GHG) Protocol

The most widely used international accounting tool for government and business leaders to understand, quantify, and manage greenhouse gas emissions. The GHG Protocol was jointly convened in 1998 by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI).

Investment in training per employee

Calculated as the total amount spent on training over the reporting year divided by the average number of employees during the reporting period.

Level 3 spill

An accidental release of chemicals, oils, and/or fuels that has a potentially negative impact on the environment and/or human health and is reportable by law to Environment Canada within 24 hours. This is a level 3 spill or release that is greater than 100 kilograms or 100 litres.

Lost-time incident rate

The number of work related injuries per 200,000 hours worked by active employees that resulted in lost time.

LTE (Long-Term Evolution)

A fourth generation cellular wireless technology (also known as 4G) which has evolved and enhanced the UMTS/HSPA+ mobile phone standards. LTE improves spectral efficiency, lowers costs, improves services, and, most importantly, allows for higher data rates. LTE technology is designed to deliver speeds up to 150 Mbps with further increases over time.

Material topics

Topics that are (a) significant to stakeholders and substantively influence their decisions and assessments of Rogers, and (b) reflective of our significant social, environmental, and economic impacts.

Middle and other Managers

Position is defined by the Legislated Employment Equity Program under the Employment Equity Act. Middle and other managers receive instructions from Senior Managers and administer the Company's policy and operations through subordinate managers or

supervisors.

Percentage of complaints resolved by Rogers Office of the Ombudsperson within 60 days

This metric includes all complaints that were received by the Ombudsperson's Office during the reporting period and excludes any complaints redirected to the Office of the President. Days to resolution is defined from when the Ombudsperson's Office receives written consent from the customer to access their files to when the problem is confirmed as resolved by the Ombudsperson's Office via letter to the customer.

Percentage of suppliers who are Canadian or have significant operations in Canada

Total of our top 200 suppliers in the year who are Canadian or have significant operations in Canada.

Political donations

Political donations recognized during the reporting period which include support to Canadian municipal or provincial political parties or political candidates through direct cash donations or through sponsorship of fundraising events.

Postpaid

A conventional method of payment for wireless service where a subscriber pays a fixed monthly fee for a significant portion of services. Usage (e.g. long distance) and overages are billed in arrears, subsequent to consuming the services. The fees are often arranged on a term contract basis.

Prepaid

A method of payment for wireless service that allows a subscriber to prepay for a set amount of airtime in advance of actual usage. Generally, a subscriber's prepaid account is debited at the time of usage so that actual usage cannot exceed the prepaid amount until an additional prepayment is made.

Regulated community investment - cash

Includes cash donations made during the reporting period that are tied to a regulatory decision or process, such as a condition of licence for broadcasting entities. For donations relating to TV stations, they are calculated based on broadcasting period. Excludes in-kind donations, sponsorships, and fundraising dollars.

Regulated community investment - in-kind

Includes contributions of products, goods, and services during the reporting period that are tied to a regulatory decision or process, such as a condition of licence for broadcasting entities. For this indicator, we have reported the cost of operating our Rogers TV community stations that operate where we provide cable service. These stations air local programming that promote the local community and associated charitable

and non-profit organizations.

Rogers Business Conduct Policy training participation rate

The percentage of active employees, as at December 31, who have read and completed Rogers annual Business Conduct Policy training, based on a snapshot of enrolled employees as of June 1, 2019. The calculation excludes any employees who are terminated or go on leave, and any employees who are newly hired or return from leave after the program was launched.

Rogers Employee Volunteer Program

A program that allows each Rogers employee to take one paid day off per year to volunteer at any registered charity or non-profit organization of their choice. Full time employees are eligible to take 7.5 hours off to volunteer and part-time employees are eligible to take 4 hours off to volunteer.

Scope 1 greenhouse gas emissions

Direct greenhouse gas emissions from sources owned and/or controlled by Rogers. Total Scope 1 emissions are calculated in accordance with the GHG Protocol and include those resulting from energy combustion from owned or leased vehicles and properties under Rogers operational control (including office buildings, transmission sites, power supply stations, retail spaces, and the Rogers Centre). This definition aligns with the GHG Protocol and the results are reported for the period January 1 to December 31.

Scope 2 greenhouse gas emissions

Indirect greenhouse gas emissions from the consumption of electricity purchased by Rogers for use in the general course of business, typically by properties under Rogers operating control, including office buildings, transmission sites, power supply stations, retail spaces and the Rogers Centre. This definition aligns with the GHG Protocol and the results are reported for the period January 1 to December 31.

Scope 3 greenhouse gas emissions

Greenhouse gas emissions from other indirect sources of energy used by Rogers, such as business air and rail travel, vehicle rentals, hotels, employee commuting, Toronto Blue Jays travel and hotels, building waste, and total paper usage. This definition aligns with the GHG Protocol and the results are reported for the period January 1 to December 31.

Senior Managers

Position is defined by the Legislated Employment Equity Program under the Employment Equity Act. Senior Managers are officials holding the most senior positions the Company. They are responsible for the Company's policy and strategic planning, and for

directing and controlling the functions of the organization.

Taxes paid and other government payments

The amount of income taxes, sales taxes, payroll taxes, property and business taxes, and regulator and spectrum fees paid to Canadian federal, provincial, and municipal governments.

Thrive

Thrive is the Rogers Employee Wellness Program. The goal of the program is to create a leading work culture at Rogers by being an advocate and resource for employee safety and wellbeing. Through Thrive, we offer a wide range of initiatives, comprehensive safety and well-being information, and much more.

Thrive Ambassadors

Thrive Ambassadors are Rogers employees and contractors who support the Rogers Healthy Workplace Policy by promoting health and wellness in their workplaces. The following responsibilities are required at minimum by Ambassadors:

- promoting participation in national Thrive initiatives through emails, posters, and any other methods available;
- building awareness of the Thrive program at their location/with their business group; and
- participating in Ambassador conference calls when possible.

Voluntary turnover rate

The number of employees who have voluntarily left the company as a percentage of the total average number of employees during the reporting period. The average number of employees includes all permanent full-time and part-time employees and all employees on leave for less than two years. Temporary employees and independent and agency contractors are excluded.

Volunteer hours

The total number of volunteer hours is calculated by averaging 6.5 hours per employee volunteer participating in the Rogers Employee Volunteer Program and a 10% absenteeism rate for the Give Together Days campaign.