

# Glossary of Terms

## **Employee engagement score**

A point-in-time score of employee engagement levels at the time The Employee Survey is administered. The survey is conducted through a third-party service provider that uses a web-based program and records responses to questions focusing on employee engagement, leadership, accountability, collaboration, and diversity and inclusion. The employee engagement score includes all active and on-leave employees, 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.

## **The Employee Survey**

A voluntary survey focusing on employee engagement, leadership, accountability, collaboration, 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.

## **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.

## **Complaints accepted by the Commissioner for Complaints for Telecom-Television Services (CCTS)**

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

## **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.

## **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 volunteers**

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

## **Energy use**

Energy use is measured in gigajoules (GJ) and refers to direct and indirect energy consumption. Direct energy consumption includes natural gas, gasoline, fuels consumed by Rogers owned or leased vehicles and properties. Indirect energy consumption includes electricity used by Rogers properties, which include owned or leased office buildings, transmission sites, power supply stations, retail spaces, and the Rogers Centre.

### **Environmental Management System (EMS)**

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

### **Greenhouse Gas (GHG) Protocol**

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

### **Capital expenditures**

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

### **Taxes paid and other government payments**

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

### **Community investment - cash**

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

### **Community investment - in-kind**

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

### **Diversity metrics**

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

### **Middle and other Managers**

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

### **Senior Managers**

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

### **Active employees**

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

### **Data centre**

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

### **Devices collected and processed for reuse or recycling**

Total number of 'used' wireless devices collected and processed for donating, reusing, reselling or recycling (collectively known as 'repurposed') during the reporting period. Repurposed devices will include all devices collected and processed inhouse or, on behalf of Rogers, by third-party service providers.

### **Rogers Business Conduct Policy training participation rate**

The percentage of active employees, as at January 15, 2021 who have read and completed Rogers annual Business Conduct Policy training, based on a snapshot of enrolled employees as of August 18, 2020. 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.

### **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 requires a subscriber to prepay for a set amount of airtime or data usage 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.

### **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.

### **5G (Fifth Generation Wireless)**

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

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

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

### **Regulated community investment - in-kind**

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

### **Thrive**

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

### **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.

### **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.

### **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.