

Glossary of Terms

4G (Fourth Generation Wireless)

The latest generation of wireless technology (also known as LTE). 4G technology offers increased voice, video and multimedia capabilities, a higher network capacity, improved spectral efficiency and high-speed data rates over 3G standards. For more information, see LTE below.

Active employees

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

bWell

bWell 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 health. Through the program, we offer a wide range of initiatives, such as on-site flu clinics, health risk assessments, online wellness challenges, comprehensive health information, and much more.

bWell Ambassadors

bWell Ambassadors (or Wellness 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 bWell initiatives (e.g., on-site flu clinics, health risk assessments, online wellness challenges) through emails, posters and any other methods available;
- Building awareness of the Rogers bWell program at their location/with their business group; and
- Participating in the quarterly Ambassador conference calls when possible.

Cable head-end

A master facility in 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.

Carbon Disclosure Project (CDP)

An international, not-for-profit organization that provides a system for companies and cities to measure, disclose, manage and share vital environmental information. CDP works with market forces, including institutional investors, to motivate companies to disclose their impacts on the environment and natural resources and take action to reduce them.

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 or 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.

Complaints accepted by the Commissioner for Complaints for Telecommunications 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 or Rogers customers.

Complaints reported to Rogers Office of the Ombudsman

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

Conflict minerals

Minerals from the Democratic Republic of Congo and other conflict zones, where various militias control and profit from precious natural resources while abusing human rights in the process. We have taken steps to ensure that no such minerals have been used by our suppliers to manufacture cell phones and other electronic products we offer.

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.

Described Video Service (DVS)

A service for people with visual impairments. DVS is a description of a television program's main visual elements, such as settings, costumes or body language.

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 three third party service providers.

Diversity metrics

These metrics include women, visible minorities, Aboriginal employees and employees with disabilities represented as a percentage of our workforce for all employees and those in senior management positions. 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 volunteers

The number of 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. As of 2014, the number includes employees who volunteered with the Jays Care Foundation.

Energy use

Energy use is measured in gigajoules (GJ) and refers to direct and indirect energy consumption. Direct energy consumption includes 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 that year's average employee population.

Leadership in Energy and Environmental Design (LEED)

A voluntary, internationally recognized program that provides a framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.

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 issues

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

Paper consumption

Paper consumption is measured in metric tonnes and includes all paper used in publishing, marketing and communications, internal office and billing activities. Publishing and marketing and communications paper usage is based on paper consumption contracts with printing partners ("contractual consumption").

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

The percentage of complaints received by the

Ombudsman Office during the reporting period resolved within 60 days. This metric includes all complaints that were handled by the Ombudsman Office from receipt to resolution and excludes any complaints redirected to the Office of the President. Days to resolution is defined from when the Ombudsman Office receives written consent from the customer to access their files to when the problem is confirmed as resolved by the Ombudsman Office via letter to the customer.

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

Total suppliers calculated based on the top 200 suppliers in the year who are Canadian or with significant operations in Canada.

Political donations

Political donations include support to Canadian municipal or provincial political parties or political candidates through direct cash donations or through sponsorship of fundraising events. The total donations include those paid between January 1 and December 31.

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.

Power Usage Effectiveness (PUE)

A metric used to determine the energy efficiency of a data centre. PUE is determined by dividing the amount of power entering a data centre by the power used to run the computer infrastructure within it. PUE is expressed as a ratio, with overall efficiency improving as quotient decreases towards one.

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.

Employee Engagement Survey participation rate

Calculated as 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 Engagement Survey

Our voluntary employee engagement 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.

Radiofrequency fields (also known as electromagnetic fields)

Radiofrequency (RF) energy or fields are part of everyday life and produced by sources such as radio and television broadcasting, mobile radio communication transmitting facilities, cell phones and radar.

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 license for broadcasting entities. 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 license 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 and independent and agency contractors (excluding those with Business Code of Conduct incorporated in their Master Service Agreement), as of December 31 each year, who have read and completed Rogers' annual Business Conduct Policy training. 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 on June 2, 2015.

Rogers Employee Volunteer Program

This program allows each Rogers employee to take one paid day off per year to volunteer at any registered charity 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.

Safety Code 6

Health Canada's radiofrequency exposure guidelines, which provide recommended best practices for ensuring compliance with the maximum exposure levels for controlled and uncontrolled environments. Safety Code 6 was first developed in 1979 and has been updated several times with the most recent revision in 2009. The safety limits in the code are based on an ongoing review of published scientific studies as well as Health Canada's own research.

Scope 1 greenhouse gas emissions

Refers to 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 of Scope 1 aligns with the greenhouse gas protocol and is reported for the period January 1 to December 31.

Scope 2 greenhouse gas emissions

Refers to 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 of Scope 2 aligns with the greenhouse gas protocol and is reported for the period January 1 to December 31.

Scope 3 greenhouse gas emissions

Refers to 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 of Scope 3 aligns with the greenhouse gas protocol and is reported for the period January 1 to December 31.

Significant spill

An accidental release of chemicals, oils and 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.

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.

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 short-term leave. 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.