

Indigenous Reconciliation Advisory Council



“Indigenous peoples have struggled for 150+ years due to the imposition of the written system on our traditional oral system. Through understanding Indigenous Ways, I believe reconciliation can be achieved. I’m happy TELUS is looking in the direction of reconciliation while learning from Indigenous knowledge. Their understanding of our ways will make it so that their goals and our goals as Indigenous peoples are the same.”

- Elder Reg Crowshoe, former Piikani First Nation Chief, Treaty 7

At TELUS, we understand that each Indigenous community has unique needs, which is why we are seeking ongoing feedback from Indigenous community members and subject matter experts through the establishment of an Indigenous Reconciliation Action Plan (IRAP) Advisory Council. This approach is in alignment with the feedback we received from Indigenous Peoples and ensures we are able to appropriately implement actions.

The IRAPAC is a non-partisan advisory council with the following mandate:

- 1) monitor the progress of TELUS’ Reconciliation Action Plan and
- 2) provide guidance and advice for effective implementation of TELUS’ commitments and targets outlined in the annual Indigenous Reconciliation and Connectivity Report and internal Indigenous Reconciliation Action Plans.

The **IRAP Advisory Council will meet quarterly** and members are responsible for reviewing the information presented, sharing relevant insights and making recommendations to support implementation and accountability of TELUS’ Indigenous Reconciliation Action Plan. Ad Hoc meetings/engagements may be convened based on need.

The IRAPAC will be made up of up to 10 members (for terms of up to two years) based on criteria of:

- Indigenous representation (i.e. First Nations, Metis and Inuit)
- experience in fields where TELUS does business and/or in the areas contained in the IRAP (technology, telecommunications, health, agriculture, social impact, etc.)
- gender parity and geographic representation across ILEC territory
- alignment with TELUS’ values and strategic vision

Members will be nominated and vetted by the Reconciliation and Indigenous Connectivity team and appointed by TELUS’ IRAP VP Sponsor and Executive Sponsor.

The IRAPAC will be supported by the Reconciliation and Indigenous Connectivity team, and co-chaired by an internal TELUS representative and an Executive Sponsor.

Frequently Asked Questions

Q. Why are we forming an Indigenous Advisory Council now?

Answer. TELUS has been working with Indigenous communities for over a decade, and spent 2021 actively developing an inclusive, culturally relevant Indigenous Reconciliation Strategy and Indigenous Reconciliation Action Plan (IRAP) that was guided by Indigenous voices and frameworks of reconciliation and leveraged our core competencies with an emphasis on meeting the needs of the diversity of Indigenous Peoples in the areas that we serve. Learn more about our IRAP in our [2021 Indigenous Reconciliation and Connectivity Report](#).

TELUS' IRAP has established various targets to guide TELUS' Reconciliation activities over the next five years (2022 through to 2026). The formation and establishment of the Advisory Council this year will assist TELUS in implementing and achieving the targets in the Action Plan.

Q. Has TELUS explored Advisory Councils and methods for including Indigenous perspectives in Corporate Canada?

Answer. Best practices in Advisory Councils and Indigenous representation have been explored, to ensure Indigenous voices are represented. TELUS' approach is to create a formal Advisory Council to allow for genuine, transparent Indigenous perspectives, in alignment with Indigenous governance and feedback models.

Q. How have Indigenous peoples supported TELUS' reconciliation actions to date?

Answer. A robust engagement process was implemented to support our IRAP development. In 2021, TELUS hosted 18 engagement sessions with Indigenous leaders, Elders, subject matter experts and Indigenous team members from across our serving areas. One recommendation that was heard in many engagement sessions was the implementation of an Indigenous Advisory Council to ensure Indigenous community representation and perspectives. TELUS aims to include Indigenous perspectives through this council as one method of avoiding over-consultation/engagement in Indigenous communities, recognizing that we want to do this in the most cohesive way possible. Engagement will remain a cornerstone of TELUS' commitments and actions moving forward.

Q. How will TELUS ensure a safe space for Indigenous Advisory Council members when discussing Reconciliation topics?

Answer. TELUS team members hosting the meetings are well-versed in cultural protocols, and respectful relationship building with Indigenous peoples. The inaugural TELUS Indigenous Reconciliation Action Plan Advisory Council (IRAPAC) will establish meeting guidelines through consensus. It is expected that cultural protocols will be implemented through sharing circles and provision of recommendations through consensus-building. Agendas will be formulated by the Reconciliation and Indigenous Connectivity TELUS team members, and Advisory Council members will determine their preferences for executing meetings in alignment with cultural protocols.

Q. How will Advisory Council members be compensated for their time?

Answer. Compensation will be provided to Advisory Council members through honorariums for attendance at meetings. Schedule / time expectations include pre-reading materials, which will be sent in advance of meetings. Meetings are expected to be two hours in length, held 4-5 times annually.

Q. How will TELUS talk about the work of the Advisory Council to Indigenous and non-Indigenous people across Canada?

Answer. The mandate of the Indigenous Advisory Council is to support TELUS in monitoring the IRAP and providing guidance and advice for effective implementation of actions supporting the plan. An annual report will highlight the work of the Advisory Council, and showcase to a public audience the progress achieved.

Q. How will the Advisory Council navigate perceived or real conflicts of interest?

Answer. TELUS has internal processes to support the navigation of Conflicts of Interest. Conflicts of interest may arise in any situations where an IRAPAC member's personal interests, or those of a friend, partner, family member, and current or former business associate or where a member holds or held a significant interest that could impair that member's ability to fulfill their duties on the IRAPAC in an appropriate manner. If an IRAPAC member is in any way directly or indirectly conflicted, they shall promptly advise the TELUS Reconciliation and Indigenous Connectivity Team.

Q. Who do I reach out to for more information?

Answer. Contact Amanda Ens, Business Consultant Reconciliation and Indigenous Connectivity at amanda.ens@telus.com or 403-370-6706.

TELUS, in partnership with Indigenous Peoples, is committed to progressing the path of reconciliation in a deeply meaningful way, and is dedicated to fulfilling our role and responsibilities in alignment with Indigenous-led frameworks of Reconciliation. Learn more about our [Reconciliation commitment](#).