



# Leading with purpose, innovating with passion.

2024 TELUS DIGITAL SUSTAINABILITY AND ESG REPORT

 **TELUS**® Digital



# Who we are

TELUS Digital (NYSE & TSX: TIXT) (TELUS International (Cda) Inc. or the Company) crafts unique and enduring experiences for customers and employees, and creates future-focused digital transformations that withstand disruption and deliver value for our clients. We are the brand behind the brands. Our global team members are both passionate ambassadors of our clients’ products and services, and visionary technology experts resolute in our pursuit to elevate their end customer journeys, solve business challenges, mitigate risks, and drive continuous innovation. Our portfolio of end-to-end, integrated capabilities includes digital solutions, such as cloud solutions, AI-fuelled automation, front-end digital design and consulting services, AI data solutions, such as computer vision, and trust, safety and security services. Fuel iX™ is TELUS Digital’s proprietary platform and suite of products for clients to manage, monitor and maintain generative AI across the enterprise, offering both standardized AI capabilities and custom application development tools for creating tailored enterprise solutions.

Powered by purpose, TELUS Digital leverages technology, human ingenuity and compassion to serve customers and create inclusive, thriving communities in the regions where we operate around the world. Guided by our humanity-in-the-loop principles, we take a responsible approach to the transformational technologies we develop and deploy by proactively considering and addressing the broader impacts of our work. Learn more at [telusdigital.com](https://telusdigital.com).

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# Our digital differentiation

Our solutions and services have multiple markets. We focus on providing four key services:



**Customer experience management (CXM)**  
We provide customer care and technical support for our clients, built off our AI capabilities in several areas. Our solutions integrate skilled talent with digital and AI accelerators such as our Fuel iX™ platform to address evolving market demands. Our extensive experience in managing large-scale customer interactions across various channels enhances our ability to capture market opportunities.



**Trust, safety and security**  
Our solutions combine human intervention and technology automation to help companies maintain a safe environment for their customers and employees, encompassing social media and content moderation, channel and community management, user safety, identification verification and fraud detection. We believe our market differentiation is our prioritization of our team member's well-being and workplace safety; we provide support systems and resources that help them manage the challenges of handling sensitive content and situations.



**AI data solutions**  
We are well-positioned to support organizations throughout their AI journey, from data collection and enrichment to launching AI-driven experiences and managing complex AI ecosystems. Our services include fully-managed data annotation, supporting applications like computer vision, data categorization and search relevance for AI applications. These services are important for the development of AI solutions in areas such as facial recognition, autonomous vehicles, and medical imaging. There is demand for our AI data solutions, particularly in foundational model development, including supervised fine-tuning and reinforcement learning from human feedback.



**Digital solutions**  
The digital transformation sector continues to offer potential for value creation as organizations seek partners who can help them develop future-oriented strategies, drive product and experience innovation, integrate next-generation technologies, optimize cost efficiencies, enhance service quality through technological enablement, and maintain scalable infrastructure. Our digital talent has experience working across enterprise platforms, which provides the flexibility needed to enhance our clients' technology ecosystems. A key component of our enterprise platform offerings is Fuel iX™, our proprietary platform that helps organizations manage, monitor and maintain GenAI across the enterprise in a reliable, scalable and secure environment. Fuel iX™ simplifies GenAI implementation and maximizes business value by offering both standardized AI capabilities and custom application development tools, enabling the creation of tailored enterprise solutions.

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# Our brand evolution

In September 2024, we officially launched our global rebrand, transitioning from TELUS International to TELUS Digital. The new name reflects our commitment to providing a digital-first experience to our clients that enables a seamless integration of digital, AI-powered, and human interactions in order to optimize both customer journeys and employee experiences.

TELUS Digital harnesses technology, human expertise, and a commitment to social responsibility to support positive outcomes for our customers and to contribute to the development of inclusive communities in the regions where we operate globally. Guided by human-assisted automation principles, we take a responsible approach to the technologies we develop and deploy, always considering and addressing the broader impacts of our work.





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# About this report

Treating people, the planet and profits with care is how we do business at TELUS Digital. Our 2024 Sustainability and ESG Report outlines the progress we made in 2024 and our commitment to making the future friendly. We continuously work to enhance our reporting, using an environmental, social and governance (ESG) approach to track our progress against our goals and identify areas of opportunity. This report was prepared with reference to the Global Reporting Initiative Standards Core Option.

Our relationship with TELUS, our largest client and controlling shareholder, has been instrumental to our success. TELUS provides us with access to revenue visibility, stability and growth, as well as a strategic partnership for co-innovation within our communications & media and healthcare industry verticals, a focus on customer service excellence, and an internationally recognized social purpose. As a subsidiary of TELUS Corporation, select data from TELUS Digital’s ESG performance is consolidated in TELUS’ 2024 Sustainability and ESG Report.

Unless indicated or where the context requires otherwise, all references in this report to the “Company,” “TELUS Digital,” “we,” “us,” “our,” or similar terms, refer to TELUS International (Cda) Inc. and its subsidiaries. All references in this report to “TELUS” refer to TELUS Corporation and its subsidiaries other than TELUS Digital.

Unless otherwise stated, the reporting period for the information contained in this report is January 1, 2024 to December 31, 2024. Data and information related to acquisitions TELUS Digital made between January 1, 2024 and December 31, 2024 are not included unless otherwise stated. If prior years’ data is restated, that is indicated within this report.

All monetary amounts are in U.S. dollars, all references to “US\$,” “\$,” “USD” and “dollars” mean U.S. dollars, all references to “C\$,” “CDN\$” and “CAD\$” mean Canadian dollars, and all references to “euro” and “€” mean the currency of the European Union.

This Sustainability and ESG Report contains forward-looking statements concerning our business, operations and financial performance and condition, as well as our plans and expectations. Any forward-looking information should be read in conjunction with the cautionary statement regarding forward-looking statements provided at the end of this document.

We use various trademarks, trade names and service marks in our business, including TELUS, which is used under license from TELUS Corporation. For convenience, we may not include the ® or ™ symbols, but such omission is not meant to indicate that we would not protect our intellectual property rights to the fullest extent allowed by law. Any other trademarks, trade names or service marks referred to in this Sustainability and ESG Report are the property of their respective owners.

## How to get in touch with us



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[@TELUS\\_Digital](https://twitter.com/TELUS_Digital)



[linkedin.com/company/telus-digital/](https://linkedin.com/company/telus-digital/)

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# 2024 results at a glance



## Investors

\$2,658 million

Total revenue

\$413 million

Free Cash Flow<sup>1</sup>

\$61 million

Net loss

\$481 million

Adjusted EBITDA<sup>1</sup>

\$517 million

Cash provided by operating activities



## Community

\$500,000

Community Board donations to over 40 projects

\$1.354M

Local grants, Community Board, payroll and in-kind donations

103,714

Team member volunteer hours

13,829

Volunteer days



## Team members

78%

Employee engagement score

1 million+

All Community members

31

Countries of operation

36%

of Board of Directors are women

161

Data annotation languages



## Environment

32,580

Trees planted

510,000

Bees protected

73.4 %

Decrease of scope 1 emissions year-over-year

<sup>1</sup> Adjusted EBITDA and Free Cash Flow are non-GAAP financial measures. Please refer to the “Non-GAAP Financial Measures and Non-GAAP Ratios” section of TELUS Digital's management's discussion and analysis for the year ended December 31, 2024, which is available through <https://www.sedarplus.ca> and <https://www.sec.gov> and which disclosure is specifically incorporated by reference and forms an integral part of this Sustainability and ESG Report.



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# Letter from our CEO

I am thrilled to share our third annual Sustainability and ESG Report, highlighting our 2024 achievements across our environmental, social and governance (ESG) priorities. Throughout our company’s 20-year evolution to what is now TELUS Digital, one thing has remained constant – our commitment to putting our communities, team members, customers and sustainability at the forefront has never wavered.



Consider our significant real estate optimization, where we reduced our global footprint by approximately 250,000 ft² across nine facilities while simultaneously expanding our delivery capabilities with over 500,000 ft² in strategic locations, strengthening our partnerships with some of the world’s largest brands. This balanced approach exemplifies our commitment to sustainability and growth.

Most notably, TELUS Digital achieved an unprecedented milestone in our history of community engagement, surpassing 100,000 hours of meaningful service through TELUS Days of Giving events and initiatives. This achievement underscores our belief that stronger communities and technological innovation are not competing priorities, but rather complementary forces that drive sustainable growth.

Our commitment to diversity, equity and inclusion continues to flourish, as demonstrated by our third annual Luminary Awards, which celebrate team members who champion these vital principles. In 2024, we saw a 10 per cent increase in eligible nominations, and this culture of inclusion enabled us to welcome 55 new clients while expanding our services to 162 existing partnerships, laying a solid foundation for our pursuit of excellence and continued growth in 2025 and beyond.

The remarkable progress of our innovative Fuel iX platform is also a testament to our technological leadership and now serves more than 120,000 registered users across TELUS Digital, TELUS and our clients, with more than 1,500 custom co-pilots created

for internal use by our team members around the world. Fuel iX is a comprehensive solution that seamlessly integrates GenAI, digital consulting and data analytics to drive exceptional customer experiences.

As we look ahead, I am so proud to share the remarkable achievements of our dedicated team members. It is also my privilege to reaffirm TELUS Digital’s commitment to pushing the boundaries of digital innovation while maintaining our human-centred approach to technology and service.

In this era of digital transformation, I am confident in our ability to combine leading-edge technology with genuine human connection. The achievements of 2024 have set the stage for even greater impact in the years to come, and I look forward to continuing this journey of innovation and service together.

With gratitude and appreciation,

**Jason Macdonnell**  
Acting CEO

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# ESG at TELUS Digital

As a member of the TELUS family, we have a long-standing tradition of incorporating ESG considerations into our business operations. As we progress on our ESG journey, our primary focus is on evaluating sustainability matters from a financial and impact perspective, monitoring our progress against targets, and reporting on our impact.

The following TELUS Digital values fuel our collective success:



We passionately put our customers and our communities first



We embrace change and innovate courageously



We grow together through spirited teamwork

We understand that rapid advances in technology can lead to uncertainty related to usability, safety and privacy. Our brand promise is an invitation to use technology for good, to help promote responsible AI, and to empower the digital CXM journeys of our global clients while remaining human-centred and purpose-driven in a digital world.

## ESG priorities

Our unique and caring culture is rooted in our organizational values and ESG-aligned principles. We have identified the following priorities:

- Supporting a sustainable planet for all by embracing the principles of refuse, reduce, reuse, repurpose and recycle;
- Hiring, motivating and promoting our diverse talented team, who exceed customer expectations, including through impact sourcing programs;
- Giving back to the communities where we live, work and serve by creating meaningful and lasting impact through the efforts of our team members; and
- Adhering to principles of strong corporate governance.

We also consider the following global standards and goals in our ESG reporting and strategy development:



Global Reporting Initiative (GRI) Standards



The United Nations Global Compact



SCIENCE BASED TARGETS  
Science-Based Targets Initiative (SBTi)

Our governance documents outline the guidelines and controls that define how our Board of Directors and Leadership Team fulfill their responsibilities. These guidelines are designed to promote transparency and the highest ethical business practices, enabling a relationship of trust among our Board of Directors, Leadership Team, shareholders and all stakeholders.

TELUS Digital’s ESG work is governed and guided by the following policies:

- Code of Conduct and Ethics
- Anti-Bribery and Anti-Corruption Policy
- Board Policy Manual
- Environmental Policy
- Diversity, Equity and Inclusion Policy
- Corporate Social Responsibility Policy
- Insider Trading Policy
- Tax Strategy



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## Materiality and stakeholder engagement

TELUS Digital actively engages with stakeholders through a comprehensive materiality assessment process. We conduct this assessment every two years to ensure we remain aligned with our stakeholders’ evolving expectations. The insights gathered from this assessment play a crucial role in shaping the focus areas of our ESG strategy, informing our reporting practices and guiding our sustainability disclosures. This approach allows us to be responsive to our stakeholders while driving meaningful progress in our sustainability reporting initiatives.

In 2024, we conducted a double materiality assessment in anticipation of the requirements of the Corporate Sustainability Reporting Standards (CSRD) and the European Sustainability Reporting Standards (ESRS). A double materiality approach reviews and assesses sustainability-related topics from two perspectives:

- An impact perspective: TELUS Digital’s positive or negative impact on people and/or the environment.
- A financial perspective: Sustainability issues affecting TELUS Digital’s financial performance from a risk and opportunity perspective.

To determine our material topics, we followed a rigorous and structured process consisting of four important steps:

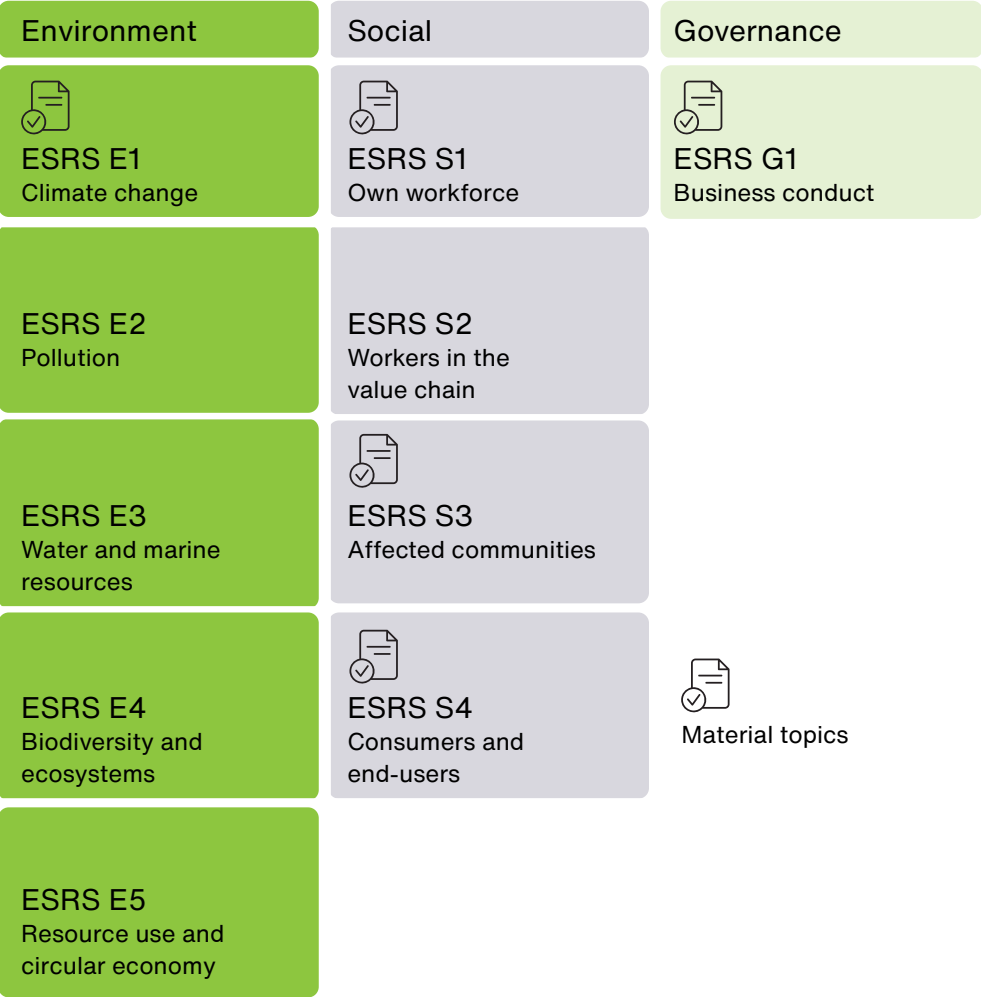
- 1. Context setting:** Understanding and identifying relevant material topics, leveraging the ESRS requirements and the topics outlined in the CSRD, and by mapping out TELUS Digital’s value chain.
- 2. Design the engagement approach:** Developed a scoring methodology with defined criteria and grading scales for both impact and financial materiality. The methodology was informed by existing internal risk scoring frameworks, including our Enterprise Risk Management framework and TELUS’ Environmental Management System framework.
- 3. Stakeholder engagement:** We conducted extensive stakeholder interviews, including 17 interviews with 75 TELUS and TELUS Digital team members. This engagement process facilitated the collection of information on a variety of topics, which informed our impact, risk, and opportunity statements.
- 4. Validation and finalization:** Our material topics were identified through a rigorous process of scoring and evaluating impact, risk, and opportunity statements against predetermined thresholds. The results of this double materiality assessment were validated and confirmed by senior leadership in a focused review session.

### Results

Our comprehensive double materiality assessment has identified 10 key material topics that encapsulate TELUS Digital’s impact on people and the environment, as well as the influence of ESG factors on our business performance. The diagram below highlights these key material topics, which exceeded our established impact and financial materiality thresholds.

While some topics did not reach the materiality threshold, TELUS Digital remains committed to transparent reporting across all relevant areas of our business. We continue to set and pursue ambitious goals aligned with the ESG pillars, demonstrating our unwavering dedication to comprehensive sustainability practices and social capitalism.

### Material topics





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# Environment



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# Environment

As a leading provider of technology solutions that help companies address the entire spectrum of designing, building and delivering integrated, end-to-end customer experience (CX) systems, we recognize the importance of integrating environmental considerations into our operations. Our teams embrace the principles of refuse, reduce, reuse, repurpose and recycle across all facets of our business – from green building management to energy use and waste management.

Our environmental commitments are centred on collaborating with our parent company TELUS to achieve our science-based targets. We are expanding our environmental data tracking and measurement to deepen our understanding of our impact and set more ambitious targets.

Commitment	2024 progress
Achieve net carbon-neutral operations by 2030.	We continue to work with our parent company TELUS to achieve our carbon neutral operations target. In 2024, we established scorecards to track energy and greenhouse gas (GHG) emissions across all of our global facilities.
Working with our parent company TELUS to meet our science-based targets by 2030, including reducing absolute scope 1 and 2 GHG emissions by 46 per cent from a 2019 base year.	For TELUS Digital, there was a 2.9 per cent decrease in combined scope 1 and 2 emissions from 2023. Scope 1 emissions decreased by 73.4 per cent year-over-year, reflecting successful direct emission reduction strategies, while scope 2 emissions saw a modest 2.4 per cent increase.
Work with our key suppliers to track and disclose scope 3 GHG emissions.	We continue to work with our parent company TELUS to improve our scope 3 GHG emissions reporting, including collecting primary data from our suppliers via the Carbon Disclosure Project (CDP) Supply Chain program.
Prioritize educating our team members on the importance of strong environmental stewardship, with campaigns focused on energy, waste, water and paper reduction.	In 2024, we implemented waste management processes in 11 countries, covering 89 per cent of our global team. This initiative established baselines for waste generation and diversion. We also continued company-wide environmental education campaigns, focusing on sustainable practices.
Continue our global focus on biodiversity projects such as tree planting and protecting bees, while fostering regional projects based on local needs.	In 2024, we planted 32,580 trees and adopted 11 bee hives that helped protect 510,000 bees.
Fund environmental projects through the TELUS Digital Community Boards.	Eight environmental projects were supported by TELUS Digital Community Boards that focused on sustainable farming practices, environmental education and hydroponics gardening.

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# Climate action

We share our parent company TELUS’ commitment to achieving net carbon-neutral operations by 2030.

This includes our SBTi-approved target of an absolute reduction of scope 1 and 2 emissions by 46 per cent by 2030. TELUS Digital’s main contributors to GHG emissions are:

- Heating, cooling and operating workspaces within office buildings
- Company-provided transportation for team members
- Data centre energy usage

In 2024, we focused on:

- Collaborating with landlords to achieve certified sustainable building status
- Implementing eco-friendly design principles in TELUS Digital workspaces to optimize energy efficiency and incorporate biophilic elements
- Utilizing less harmful materials, such as non-toxic paints and low-carbon building materials
- Minimizing the impact of team member travel by incorporating commuting considerations into site selection and leveraging technology for remote collaboration.





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# Energy consumption and GHG emissions

In 2024, we continued to expand our operations to new countries while focusing on optimizing energy efficiency and reducing emissions. Following an increase in energy consumption and GHG emissions in 2023 due to business growth and operational expansion, we achieved a 11.7 per cent reduction in energy consumption in 2024. Additionally, combined scope 1 and 2 emissions decreased by 2.9 per cent compared to 2023, reflecting our ongoing efforts in energy efficiency and operational optimization.

As part of our commitment to transparent and accurate emissions tracking, we have transitioned to reporting scope 2 emissions using the market-based methodology as of 2024, aligning our reporting with global best practices. This approach will allow us to better reflect the impact of our renewable energy procurement and contractual agreements.

We remain committed to our carbon-neutral operations goal and are integrating sustainability into our facility design and operational strategies.

Absolute scope 1 and 2 GHG emissions <sup>1,2</sup>			
Sources (tCO <sub>2</sub> e)	2024	2023 <sup>3</sup>	2022
Scope 1 company-wide emissions	826	3,111	2,950
Scope 2 company-wide emissions	42,581	41,585	34,959
Totals	43,407	44,696	37,909

1 Our GHG emissions are reported for the period from January 1 to December 31.  
2 TELUS Digital is reporting market-based scope 2 emissions as of 2024. All prior year scope 2 emissions have been restated.  
3 We have revised the 2023 GHG emissions data for our U.S. operations following the identification of a measurement unit conversion error that had inadvertently overstated the consumption for a facility by a factor of 100.



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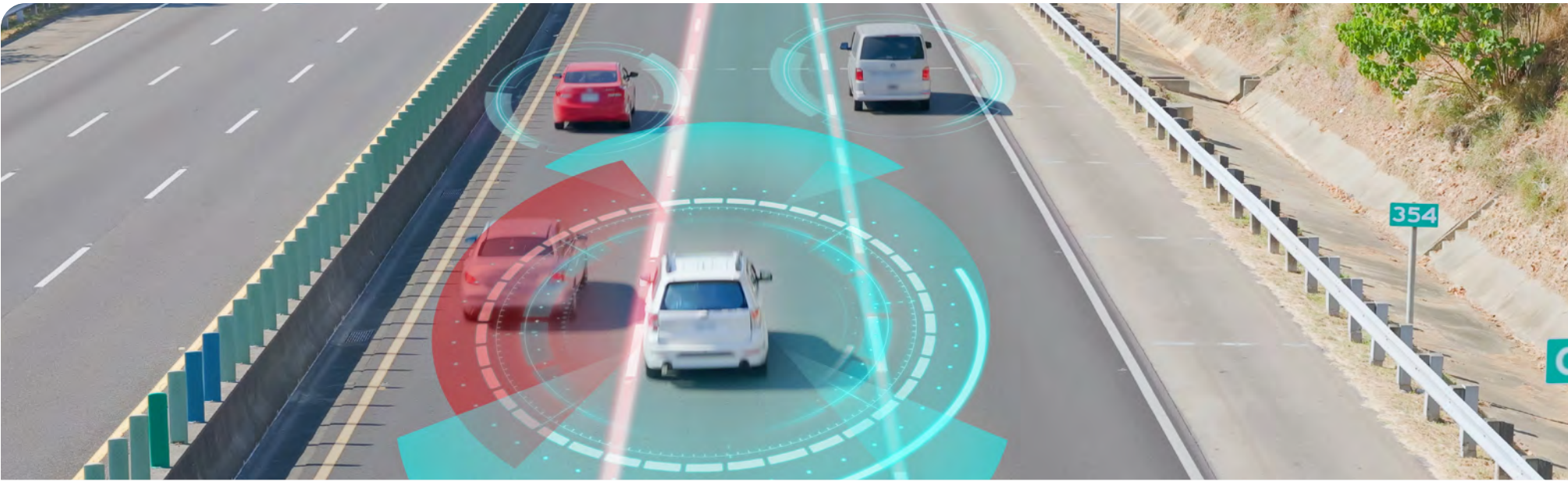
Energy consumption			
Company-wide consumption (eMWh)	2024	2023 <sup>3</sup>	2022
Buildings	84,991	86,087	67,517
Electricity generation			
Solar-PV	995	– <sup>4</sup>	– <sup>4</sup>
Purchased and used electricity			
Electricity	80,650	77,542	64,114
Purchased heat and steam			
Natural gas	278	4,980	– <sup>4</sup>
On-site heat and steam	322	354	23
Stationary combustion			
Biofuels <sup>2</sup>	9	30	– <sup>4</sup>
Charcoal <sup>1</sup>	219	218	71
Diesel	1	28	20
Gas/diesel oil	151	71	113
Natural gas	2,366	2,835	3,176
Fleet	1,062 <sup>5</sup>	10,283	9,699
Mobile combustion – owned fleet			
Biofuels	10	1,603	4
Gasoline/petrol	729	6,021	5,061
On-road diesel fuel	324	2,659	4,634
Company-wide energy consumption	86,053	96 370	77,216

1 Charcoal “fuel type” includes charcoal, gas, oil and gas works gas.  
2 Biofuels include B5/B7 biodiesel, biogasoline, E5 ethanol and ethanol.  
3 We have revised the 2023 energy data for our U.S. operations following the identification of a measurement unit conversion error that had inadvertently overstated the consumption for a facility by a factor of 100.  
4 Periods in which there is no consumption of energy per fuel type are presented as “–”.  
5 Reduction of fleet energy consumption in 2024 corresponds to a 39% decrease in company fleet.

2024 energy consumption by country and source <sup>1,2</sup>			
Country	Low-emitting sources <sup>3</sup>	High-emitting sources <sup>4</sup>	Total (eMWh)
Africa	202	916	1,118
Morocco	79	298	378
South Africa	122	617	740
Americas	15,897	9,809	25,706
Brazil	121	12	134
El Salvador	6,722	3,876	10,597
Guatemala	7,435	3,583	11,018
United States	1,619	2,338	3,957
Asia	9,642	34,616	44,258
China	108	197	305
India	786	2,794	3,580
Philippines	8,740	31,611	40,351
South Korea	8	14	22
Europe	6,107	3,783	9,890
Austria	131	24	155
Bosnia and Herzegovina	95	139	235
Bulgaria	1,682	854	2,536
Finland	58	3	62
France	75	7	82
Germany	1,051	890	1,942
Ireland	601	775	1,376
Latvia	476	145	622
Poland	73	195	268
Romania	1,041	440	1,481
Spain	754	306	1,060
Switzerland	67	2	69
Turkey	1	1	1
United Kingdom	2	1	3
Company-wide total	31,848	49,124	80,972

1 This table represents Scope 2 energy only.  
2 Low-emitting and high-emitting values have been calculated based on data available at: Ember (2024); Energy Institute – Statistical Review of World Energy (2024) – with major processing by Our World in Data.  
3 Low-emitting sources of electricity include electricity generated from solar, wind, geothermal, hydroelectric and other renewable sources.  
4 High-emitting sources of electricity include electricity generated from the combustion of fuels, such as coal and natural gas.

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Fleet

TELUS Digital operates a small corporate fleet of vehicles in various locations around the world. These vehicles serve multiple purposes that are integral to our operations and to maintaining smooth and efficient business practices. The primary functions of the fleet are team member transportation, asset delivery for remote team members, and customer transportation.

While GHG emissions from our corporate fleet are minimal, TELUS Digital is dedicated to minimizing its environmental impact, so we continually seek efficiencies to reduce our

carbon footprint and contribute to a more sustainable future for our organization and the communities we serve.

Supply chain emissions

TELUS Digital is a service-based company that purchases goods and services globally for operational purposes. We are currently working with our suppliers to improve and refine the data that we receive related to our supply chain.

Scope 3 GHG emissions

Sources (tCO <sub>2</sub> e)	2024	2023	2022	2019 (Baseline)
Purchased goods and services	41,498	32,029	41,869	35,305
Capital goods	5,330	1,323	2,711	2,988
Fuel and energy-related activities not included in scope 1 or 2	12,811	13,325	11,196	7,695
Business travel	4,570	6,205	4,092	4,536
Company-wide total	64,210	52,882	59,868	50,524

Prior year Scope 3 emissions data has been restated to reflect improvements in calculation methodologies, the availability of more accurate emission factors, and enhanced data quality. TELUS Digital reports on material Scope 3 categories as defined through our screening process and in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard.



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# Climate risk

TELUS Digital recognizes the importance of addressing climate-related risks and opportunities in its business operations. We are working to help accelerate the transition to a net-zero future by partnering with our suppliers and our clients across the value chain to influence, support and enable their plans.

We are developing a clear climate strategy and roadmap by working with our parent company TELUS to combine short- and long-term actions and commitments that support our goal to achieve carbon-neutral operations by 2030 or sooner.

We are engaging across sectors and in the communities where we work to make a difference in five key ways:

1. Helping clients as they transition to net-zero emissions by working with them to understand and shape their journeys, and supporting them with products and services.
2. Holding ourselves accountable by setting emission reduction targets that are aligned with science and our parent company’s objectives.
3. Transparently measuring and monitoring our progress.
4. Inspiring a sustainable future by working with our team members around the world to drive action in our operations, and in their homes, and by continuing to support community action on climate change and biodiversity loss.
5. Advancing climate leadership in our own operations by moving towards effectively procuring 100 per cent renewable or low-carbon sources.

As a global company, we are vulnerable to natural disasters and other extreme weather events, including those resulting from or exacerbated by climate change, such as earthquakes, floods, volcano eruptions, large-scale fires, heavy rains, winter storms, tsunamis and cyclones. These may impact our facilities, which could severely disrupt our business operations and adversely affect our business.

However, the geographic range of our delivery locations and our data and voice communications, including in Africa, Central America, Europe, India, North America and the Philippines, presents an incredible opportunity. We have the flexibility and agility to respond and support our customers impacted by natural disasters or extreme weather events in any region by providing our custom-made solutions around the globe.

Resiliency and disaster recovery plans are in place to enable continuity and reliability of service during disruptions and to support the safety of our team members.





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## Celebrating a significant milestone

Our Emblema site in El Salvador has won the Iconic Sustainable Construction Project award from CASALCO (Cámara Salvadoreña de la Construcción), due to its efficient use of water and energy, indoor air quality, sustainable construction, and sustainable use of materials and resources.

## Green building certifications

As of December 31, 2024, TELUS Digital operated 67 delivery sites across 31 countries. Over 95 per cent of our locations are leased, and we collaborate with our landlords to implement innovative environmental management solutions.

Across our operations, 18 sites have received prestigious green building certifications, demonstrating our commitment to sustainability, efficiency, and occupant well-being. These certifications are issued by globally recognized organizations and assess the environmental performance, energy efficiency, and health and safety factors within buildings.

### Our Portfolio of Green Buildings

Country	City	Building	Certifications
Brazil	Porto Alegre	Pavei	LEED Gold
Bulgaria	Sofia	TELUS Tower	BREEAM
China	Chengdu	OCG Center	LEED Platinum
El Salvador	Antiguo Cuscatlan	Torre Emblema	LEED Silver
Guatemala	Guatemala City	Pradera East	Fitwel – 1 Star; LEED Gold
Guatemala	Guatemala City	Pradera West	Fitwel – 2 Stars; LEED Gold
Guatemala	Guatemala City	Torre Pradera	Fitwel – 1 Star
India	Gurugram	DLF TechPark	IGBC Platinum
India	Mumbai	Aurum Q Parc 2	IGBC Platinum
India	Noida	Candor Buildings <sup>1</sup>	IGBC Platinum
Morocco	Casablanca	Casanearshore Park 30	HQE; BBCA; OSMOZ
Philippines	Manila	McKinley West	LEED Bronze
Philippines	Manila	One Le Grande Tower	LEED Gold
Romania	Bucharest	AFI Park <sup>2</sup>	LEED Gold; BREEAM
Spain	Barcelona	BCN	BREEAM ES

<sup>1</sup> Candor Buildings includes three towers that have all been awarded IGBC Platinum certification.  
<sup>2</sup> AFI Park includes two buildings that have both been awarded LEED Gold certification.

By achieving these globally recognized certifications, our sites demonstrate our strong commitment to sustainability, resource efficiency, and the well-being of our team members.



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# Water

We are committed to minimizing water consumption across our operations by implementing efficient solutions and promoting responsible water use.

We source low-consumption and high-efficiency fixtures, faucets and sanitation accessories to reduce overall water usage. Our teams conduct periodic meter readings to monitor consumption and check for leaks. This helps us identify potential areas for improvement to prevent unnecessary waste. Where possible, we install water purification systems in our offices to provide team members with high-quality drinking water and reduce reliance on bottled water. Additionally, we raise awareness through team member campaigns and strategically placed signage that encourages the responsible use of water.

Beyond our own facilities, we recognize the importance of water quality in underserved communities. In water-scarce regions of the world, our teams volunteer to install water purification filters. These communities often rely solely on wells and lack access to potable water, making this initiative critical in improving health and quality of life.

Water consumption <sup>1</sup>			
Consumption (million litres)	2024	2023	2022
Africa	10	–	–
Americas	122	95	57
Asia	210	223	181
Europe	42	36	20
Company-wide total	384	355	257

<sup>1</sup> The numbers provided combine real-time data as well as estimates for certain countries where primary data is not available. We continue to refine and formalize our water data collection.



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# Waste

TELUS Digital continues to prioritize the principles of refuse, reduce, reuse, repurpose and recycle. Building on our efforts in 2023, we advanced our waste management and sustainability initiatives throughout 2024.

A key achievement this year was the successful implementation of accurate waste measurement and tracking systems across 11 countries, representing 89 per cent of our total team member footprint. This comprehensive coverage has enabled us to establish a robust waste baseline, marking a crucial milestone in our sustainability journey. With this baseline in place, we can effectively measure and track improvements in our waste reduction efforts, setting the foundation for data-driven sustainability decisions.

In 2025, TELUS Digital will leverage this baseline data to set meaningful reduction targets and implement targeted waste reduction strategies across our global operations. We remain committed to enhancing our sustainable practices, with a particular focus on innovative technologies and sustainable business practices that will help reduce our collective carbon footprint.

## Waste and recycling by source (metric tonnes)<sup>1,2</sup>

Source	2024
Recycled <sup>3</sup>	439
Landfill	855
Total	1,294
Diversion rate %	34

1 Our data is based on January 1 to December 31 of each year.  
2 Data includes waste from our owned and leased buildings across 11 locations, which represent 89 per cent of our total employee population.  
3 Recycled includes items that are either reused recycled, or composted.





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# Social

At TELUS Digital, our commitment to a caring culture is reflected in our initiatives that foster diversity, equity and inclusion, promote employee well-being, and invest in the communities where we operate. By prioritizing responsible business practices, we create a supportive workplace culture and drive positive societal change. Whether through impact sourcing, employee resource groups, or volunteer programs, we remain dedicated to making a meaningful difference.

Commitment	2024 progress
Fostering a caring, engaged and inclusive culture in every region where we operate, with global engagement scores above 80 per cent annually.	As we continue to grow, the global employee engagement score was 78 per cent.
Seeking to attain a Board composition in which at least 30 per cent of our Board of Directors are women.	36 per cent of our Board of Directors identify as women.
Ensuring a balanced representation of women leaders on an ongoing basis.	25 per cent of our executive leadership team identify as women and 41 per cent of leaders at the manager level and above identify as women.
Broadening the focus and participation of TELUS Digital AI impact sourcing programs by increasing participants to 15 per cent annually.	Approximately 20 per cent of our global applicants are from a diverse background or group, as defined in our Diversity, Equity and Inclusion Policy.
Expanding participation in community employment programs like HOPE, Work for Her, and Digital Solutions University.	In 2024, the programs welcomed more than 60 new students in Guatemala and El Salvador.
Working with existing and new suppliers to agree to our Supplier Code of Conduct.	The TELUS Supplier Code of Conduct is now linked to all our contracts and will be included in our Procurement Policy.
100 per cent employee participation in our annual integrity training.	99.8 per cent of team members have completed integrity training.
Increasing the number of TELUS Digital team member volunteer hours at TELUS Days of Giving events.	Team members volunteered a record 103,714 volunteer hours in 2024, which is a 10 per cent increase from 2023.



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# Diversity, equity and inclusion

At TELUS Digital, we believe our unique, caring culture, focused on our people, purpose and principles, is our most valuable asset and also a competitive differentiator. How we treat our team members around the world – hiring, motivating and promoting based on team engagement, giving back and a commitment to excellence – inspires how they treat our clients and their customers. This is what drives our exceptional results, year after year. We are committed to treating people, the planet and profits with care.

We foster a safe, engaged, inclusive and equitable workplace where all team members, whatever their unique diversity characteristics, are valued for their authentic selves. TELUS Digital works to ensure that the diversity of our workforce is reflected at every level of the organization and in every business unit.

The TELUS Digital team’s commitment to diversity guides our practices and policies, including:

- Recruitment and selection
- Compensation and benefits
- Professional development and training
- Promotions, transfers, layoffs and terminations
- Ongoing reinforcement of our TELUS Digital values and development of a respectful workplace culture.

Our Diversity, Equity and Inclusion Policy applies to all TELUS Digital team members, contractors, agents and representatives when they act on behalf of TELUS Digital.

In 2024, our Human Resources and management teams supported and promoted diverse team members through employee resource groups, special accommodations including prayer rooms, gender neutral bathrooms and sleeping areas, flexible work hours and spaces, and on-site pharmacies and medical services.

## Employees by gender in 2024

Employee group	Men	Women	Undeclared	Undisclosed
Executive team	75.0%	25.0%	—	—
Vice President, Director, Manager	57.7%	41.7%	0.4%	0.3%
Total population	53.3%	46.5%	0.1%	0.1%



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New hires by ethnicity in 2024<sup>1</sup>

Race/Ethnicity (U.S.)	Percentage
American Indian or Alaska native	0.6%
Asian	6.0%
Black or African American	22.4%
Decline to self-identify	0.9%
Hispanic or Latino	7.7%
Native Hawaiian or other Pacific Islander	1.5%
Other	1.0%
Two or more races	8.5%
White	25.2%
Undisclosed (blank)	26.4%

1 Self-declared. Ethnicity information only captured in the U.S.

New hires by gender in 2024

Gender	Percentage
Female	45.0%
Male	52.2%
Undisclosed (blank)	2.8%
Undeclared	—

New hires by age group in 2024

Age group	Percentage
Baby boomers (1946–1964)	0.4%
Generation X (1965–1980)	5.5%
Generation Y/Millennials (1981–1996)	39.3%
Generation Z (1997 and onwards)	52.1%
Undisclosed (blank)	2.7%





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**New hires by region in 2024**

Region	Percentage
Europe	18.4%
North America	7.2%
Asia	41.5%
Central America	26.4%
South America	0.6%
Africa	5.9%
Oceania	—

**Crowdsourcing**

To deliver TELUS Digital AI data solutions’ services, we use a crowdsourcing model, which enables us to access talent that is global, flexible and scales to meet the geographic, demographic or cultural data needs of our clients. Annotators are provided with purpose-built educational materials and tools and, through our proprietary platform, we have the ability to track each annotator’s efficiency, virtually oversee quality management protocols and process payments to our one million annotators across more than 88 countries. This community is organized through a framework that provides for annotator sourcing, education and management that is supported by team members around the world.



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# Employee Resource Groups

Our employee-led and employee-driven resource groups help foster our culture of diversity and inclusion. Around the world, we have chapters supporting women and lesbian, gay, bisexual, transgender, queer/questioning, intersex, asexual and two-spirited (LGBTQIA2S+) people.

Supporting our team members around the world requires nuances by geography. For example, in North America, we offer geography-specific groups that help team members connect with others who share their identities and experiences, and unleash their capabilities for the benefit of our business. We’ve grown over the years through acquisitions and this brings together people of all kinds to deliver the work we do. In 2024, we engaged our teams to create pathways for clearer and more effective communication across our multicultural teams.

## Perspective

Launched in Guatemala, Perspective focuses on mental health awareness and coping with chronic illness, providing care and tools, and enabling team members to relate to others on a similar journey.

The group focuses on destigmatizing and providing support for team members living with chronic illnesses such as HIV, lupus and cancer, as well as conditions such as bipolar disorder, depression and diagnosed anxiety, to help give a new perspective on life during challenging times. It provides a space to share with others, and keeps team members up to date on the latest information related to emotional, psychological and social well-being.

## Connections

Connections, the TELUS Digital women’s network, is integral to our commitment to diversity and inclusion, focusing on empowering team members and promoting gender equality within the organization.

As part of Connections’ efforts to support women around the globe, the team saw a 30 per cent increase in its membership in 2024, and launched two new chapters, in Bulgaria and Northern Europe. Connections provides leadership, networking, development and mentoring opportunities, helping to address the needs of women at TELUS Digital.





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**Spectrum**  
TELUS Digital’s resource group for LGBTQIA2S+ team members and their allies was created with belief in the power and happiness that comes from bringing your true self to work every day. There are currently chapters in the Philippines, Central America and the U.S. In 2024, Spectrum members participated in activities that included: a virtual drag competition featuring TELUS Digital Philippines team member drag queens, which raised funds for the LoveYourself Foundation; sexual orientation, gender identity and expression sessions; gender-sensitivity workshops; and celebrated World AIDS Day by hosting virtual HIV 101 sessions and offering on-site free HIV testing and counselling. The TELUS Digital United States Spectrum chapter also expanded to include Canada.

**Luminary Awards**  
TELUS Digital celebrates diversity, equity and inclusion through the annual Luminary Awards, which are awarded to employees around the globe. We recognize team members who drive a culture that honours our diversity and allows us to bring our true self to work with five awards that recognize team members who: bring our caring culture to their community; find ways to embrace and promote diversity and inclusion in our team; are an ally who helps amplify diverse voices; a leader who knows our differences make us stronger; and an emerging leader making an impact through diversity and inclusion. Our team is critical to our culture of inclusion and the Luminary Awards reward their dedication to our caring culture.

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# Impact sourcing

Our hiring practices focus on hiring the best and the brightest team members from around the world. Since 2012, we have had recruited programs to hire and provide career development opportunities to people in economically disadvantaged or marginalized communities around the world.

These powerful, life-changing impact sourcing programs have a dual benefit: they provide training, employment, coaching and development to members of the local community, and provide TELUS Digital with a deeply engaged, highly skilled workforce. Our programs include:

**HOPE (Helping Our People through Education):** In Guatemala and El Salvador, a significant portion of the population lives below the poverty line, with limited access to education and vocational training. The HOPE program provides a transformative opportunity for participants to develop English proficiency and job skills while receiving essential support to enable their participation in the program, which includes an allowance, meals and transportation. By alleviating financial burdens, the program enables participants to focus on their education and professional development. Upon completing the 10- to 12-month program, graduates have the opportunity to secure employment at TELUS Digital, empowering them to achieve financial stability and improve their quality of life.

**Work for Her:** The Work for Her program in El Salvador is dedicated to empowering young women from underserved regions by equipping them with the skills needed to secure meaningful, well-paying jobs. Participants receive comprehensive training in English, life skills, and employment readiness throughout the year, attending sessions for eight hours a day. Each participant also benefits from personalized mentorship with a TELUS Digital female leader. To ensure their full participation and success, the program provides essential support, including school supplies, meals, transportation, and job-focused training, enabling these talented young women to build sustainable careers and support their families.



“HOPE restructured my life. It helped me reach my highest level in English and be better able to express myself. I also secured a job that supports my future. I enjoyed the familiar atmosphere, where strangers became important people in my life. I strengthened my belief that

people’s dreams have no end, and I learned that it’s never too late to keep learning and pursue my dreams.”

— Ángel Reina, El Salvador HOPE Student



“Work for Her has been a bridge in my life. Thanks to this program, I got my first job and learned a second language. Feeling like part of a family and receiving support was crucial. Work for Her taught me that the only barrier is yourself. I am deeply grateful for this opportunity.

It has empowered and shaped me.”

— Karina Melara, a Work for Her student



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## Project Samika

Project Samika, an initiative of TELUS Digital in India, is dedicated to empowering women from economically challenged communities by providing them with training and employment opportunities. More than a livelihood program, it is a catalyst for change – helping young women break free from societal constraints. Driven by our “we give where we live®” philosophy, Project Samika is not just transforming individual lives but creating a lasting generational impact, fostering stronger communities, and shaping a more inclusive and equitable future.

For the past eight years, TELUS Digital has proudly partnered with the Setu Foundation to empower girls’ education at the Setu community centre. Our commitment goes beyond education; we have also established vocational skill centres, including an IT skill centre, where young women can gain vital skills for their future. Through this initiative, we have successfully hired and trained 22 young women in data labelling, opening doors to new career paths. We also look to help them to handle more complex projects, such as 2D/3D annotation, robotic process automation, tech support, and data monitoring. The initiative has inspired 33 dedicated TELUS Digital mentors and garnered strong support from leaders across the organization, contributing to its success. In 2025, we are hiring 20 more young women under Project Samika.

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# Accessibility

We seek to hire team members with diverse needs and specialized skills, including American Sign Language, screen reader subject matter experts and quality analysts, and accessibility consultants, because of their ability to assist our customers by approaching their issues with innovative perspectives and genuinely empathetic support.

Through our AI data solutions service line, we seek to partner with organizations that help mitigate bias in AI and create work opportunities for displaced persons. As the world begins to rely more on AI to deliver robust technological solutions, data bias has become a real concern. It is important to ensure that the training data fed into AI models is diverse and inclusive of the collective, rather than one dominant group’s opinions and judgments.

# Well-being

At TELUS Digital, we protect and promote the psychological health and safety of our team members, through primary, secondary and tertiary interventions.

These include root cause analysis, work design and community building, training targeted at enhancing the self-management of well-being, and support services that foster emotional, social, physical and financial well-being.

In 2024, we continued to offer training opportunities and support services on topics such as building resilience, stress management, mindfulness and guided meditation. We provide educational materials to team members on topics such as healthy eating, workouts, positive thinking, building strong relationships, and financial management. Many employees also have access to our in-house mental health professionals and our Employee and Family Assistance Program (EFAP), which provides 24/7 care for team members and their families.

A key focus of our global well-being strategy is developing an aligned approach to enhance and embed the culture of psychological health and safety across the organization, as well as building the key components required to support the unique needs of team members across our different regions and service lines.





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# Community investment

We are part of a global legacy of community investment that began with our parent company TELUS, in Canada. Since then, we have expanded around the world, and the extended TELUS family and TELUS Digital team members, retirees and family members have donated \$1.8 billion in cash, in-kind contributions and time to charitable organizations. In 2024, TELUS Digital, through corporate, local grants, in kind, payroll and community board donations, contributed more than \$1.354 million to local communities where we do business. This generosity and volunteerism have made TELUS the most giving company in the world.

Our community investment and volunteer programs focus on three pillars:

- **Education and employment:** Providing underserved youth with access to education, skills and language training that match labour market demands, and providing mentorship and extracurricular activities.
- **Environmental initiatives:** Supporting environmental conservation and combatting wildlife and biodiversity loss.
- **Health and well-being:** Ensuring that people around the world have access to care, and supporting healthcare research.

In 2024, TELUS Digital team members contributed 103,714 hours or 13,829 days volunteering in communities around the world.

## Community Boards

At TELUS Digital, we understand that each community has unique needs. That’s why we put community funding in the hands of local leaders who know our communities best. This approach exemplifies our leadership in social impact and showcases our team’s compassion and enthusiasm for supporting the most pressing needs of our communities.

Our Community Boards provide an innovative way to fund grants for charitable programs in key regions. These boards engage local thought leaders to provide valuable insight on pressing community needs and make recommendations on allocating funds to programs that best support vulnerable populations. Preference is given to programs that support community-based health, educational programs, and environmental initiatives.



Our Community Boards are composed of community leaders and TELUS Digital team members who serve as volunteer board members.

In 2024, our five Community Boards donated \$500,000 in cash to over 40 initiatives in non-governmental and charitable organizations.

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### Bulgaria

Since 2015, our Community Board in Bulgaria has funded over 170 socially significant projects to support local communities. This year, the program won the Best Donation Program award at the prestigious Bulgarian Donors Forum Gala, recognizing its positive impact over the past decade.

In 2024, 13 projects focused on education, health or the environment positively impacted over 140,000 people. These initiatives provided crucial support to children from vulnerable families, focusing on the development of communication, socio-emotional and motor skills. The projects also included providing therapeutic services for individuals undergoing addiction rehabilitation and psychological support for children aged 9 to 16 with scoliosis. Some of the projects funded included:

- “Moga Sama” (I Can Alone) by the EMROVE Foundation addresses domestic violence and empowers women through a network of local specialists and community partnerships. Since 2022, the Community Board has supported several of EMROVE's initiatives, such as the EarlyRaiser chatbot for violence prevention and the “I CAN: Awakening the Female Power” program in rural areas.
- ARTON-Bulgaria Foundation provides weekly art therapy for children with oncohematological diseases, helping them cope with fear and pain while adapting to the hospital environment.
- Speleo Club Burgas-NEPIAST monitors 11 caves to promote the conservation of cave ecosystems, fostering collaboration among researchers and scientists.



### El Salvador

TELUS Digital’s El Salvador Community Board supported 12 charities in 2024 with \$100,000 in cash in total in donations, benefiting 4,207 people through programs in education and health. Some of the projects funded included:

- Fundación Casa de los Jóvenes installed an aquaponic system on El Zonte beach, providing food security for 25 people.
- Agua Viva Association drilled a potable water well in Caserío Ojo de Agua, improving access to clean water for 40 families.
- Fundación Parque Cuscatlán developed a toy library for children visiting the park, supporting their development.



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**Guatemala**

In 2024, the TELUS Digital Guatemala Community Board supported 12 projects across Guatemala, benefiting over 4,500 people. Some of the projects funded included:

- Esperanza Juvenil integrated the science, technology, engineering, arts and math (STEAM) approach into its educational methodology, benefiting 300 children annually.
- Sanitation projects in Palestina de Los Altos, installing ventilated cesspits and tippy taps to improve community hygiene.
- “Agua Limpia y potable para todos y todos” provided 36 rainwater harvesting systems to supply clean water to vulnerable families.



**Philippines**

The TELUS Digital Community Board in the Philippines awarded \$100,000 in cash in total to 12 local organizations focused on health, education and sustainability, impacting over 2,100 people. Some of the projects funded included:

- HELP Learning Center Foundation launched a tuberculosis screening and treatment program in Camarines Norte.
- Natasha Goulbourn Foundation enhanced crisis intervention services for people undergoing emotional crises.
- The University of San Agustin Research Foundation integrated the Inati language into digital education for Ati children.



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Romania

Since its launch in 2016, the TELUS Digital Community Board in Romania has been a key funding partner, providing total annual financial support of \$100,000 to non-governmental organizations focused on education, health and the environment. In 2024, 13 funded projects impacted over 13,300 people, improving access to education for vulnerable children, promoting environmental awareness, and supporting child health through medical screenings and therapies. Some of the projects funded included:

- Eematico Association developed a hands-on science, technology, engineering and mathematics (STEM) Learning Club within the Calarasi Children’s Palace, dedicated to children 8 to 12 years old.
- The International Foundation for Child and Family is working to equip two playrooms in public hospitals with digital tools for educational activities (smart tablets, VR devices) in order to improve children’s experience during hospitalization.
- The Autism Voice Association provides specialized therapy for 100 children with autism, who benefited from over 500 hours of therapy.



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# Volunteerism

Volunteerism and community impact are central to our caring culture.

Team members around the world dedicate their time year-round, working on hundreds of projects that produce healthier, greener communities with better access to education and skills development. In addition to contributing to their communities, our team members develop valuable leadership skills, connect with their peers and company leadership, and build team spirit and engagement.

Our mantra #WeGiveWhereWeLive is brought to life by our team members around the world who identify the biggest challenges and needs in their communities and partner with organizations to bring forward solutions.

## TELUS Days of Giving

Every year, our signature volunteer event, TELUS Days of Giving (TDOG), brings together team members, customers and community partners to build stronger and healthier communities around the world.

In May, 80,000 team members from TELUS, including TELUS Digital, around the globe in 33 countries came together to give where we live. Here are a few stories of impact from our volunteerism activities in our global operations in 2024.

### Bosnia and Herzegovina

**Community Impact:** TELUS Digital Bosnia organized a charity collection for flood victims in Jablanica, providing material donations and financial aid. A winter charity drive for toys also brought joy to local children by providing holiday gifts.

### Bulgaria

**TDOG, Sofia – Community Builders:** Over 400 volunteers dedicated more than 3,000 hours to transforming 13 yard zones, cleaning 5,000 square metres, and removing over 40 tonnes of litter at the Complex for Social Services in Gorna Banya, Sofia. This effort benefited over 500 children and youth, including those with disabilities and those in foster care. Volunteers also refurbished playgrounds, planted trees, and restored outdoor seating areas, significantly enhancing the facility’s usability and the quality of life of the community’s residents.



**Ready for Success:** For the ninth year, TELUS Digital Bulgaria participated in the Ready for Success scholarship program, awarding financial aid to five outstanding students who had lost one or both parents. This scholarship provides financial support to set these students up for future success.



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**China**  
**TDOG Share to Care for SOS Children’s Villages China:** In 2024, TELUS Digital launched the TDOG Share to Care initiative, a fundraising effort that supports the children of SOS Children’s Villages Chengdu. This initiative provided essential funding for education, daily activities, and living expenses, positively impacting over 30 children. Thirty of our team members contributed to this initiative, reinforcing TELUS Digital’s commitment to making a difference in the communities where we live and work.

**El Salvador**  
**SOS Children’s Village** – In November 2024, over 1,200 team members in El Salvador revitalized the abandoned SOS Children’s Village in Santa Tecla, which had been unused for over 20 years. Volunteers engaged in mass planting, painting, mural creation, and renovating a multipurpose room, transforming the space into a beacon of hope for the local community.

**After-School Programs:** Funded through voluntary payroll donations, TELUS Digital partnered with Glasswing International to support after-school programs at three public schools in Santa Tecla. Volunteers guided the students in life skills clubs focused on communication, debate, storytelling, art, English, robotics, soccer and leadership. In 2024, 254 students and 140 volunteers participated.



## #WeGiveWhereWeLive awards

#WeGiveWhereWeLive awards in El Salvador, Guatemala City and Xela: To acknowledge that volunteers are at the heart of our community efforts and to recognize their genuine interest in impacting lives for the better, we created the #WeGiveWhereWeLive Awards.

In El Salvador, 11 team member volunteers were recognized for their time, passion and community impact.

In Guatemala, six awards were issued, one for each city where we operate, recognizing the most giving team by monthly donations and the team that participated the most in volunteer activities during the year.



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### Guatemala

**Xela:** In April 2024, 423 volunteers contributed 1,427 hours to refurbish the Francisco Capuano School. They built a new classroom for students and created a dedicated kitchen for the school snack program. A local dog shelter participated in the event to showcase dogs available for adoption. This initiative enhanced the school’s facilities while fostering community engagement and animal adoption awareness.

**Eco Guatemala and Xela:** TELUS Digital volunteers brought eco-stoves and water filters to 201 families in rural Sacatepéquez and Quetzaltenango. These eco-stoves reduce wood consumption, lower respiratory risks from smoke inhalation, and help families save money while preserving traditional cooking methods. This initiative highlights sustainable solutions for improving health and environmental conservation in rural areas.

**Medical Missions “Broken Earth”:** Volunteers played a key role supporting medical missions at a hospital in Antigua, Guatemala, assisting with translation services to facilitate communication between doctors and patients, particularly for Mayan language speakers. These missions provided essential medical care, including gynecological, cleft lip, orthopedic, prostate and gallbladder surgeries for low-income individuals.



### Philippines

**TELUS 10 Years of TDOG Brigada Eskwela School Renovation Projects:** TELUS Digital Philippines celebrated a milestone in the Department of Education’s Brigada Eskwela program partnership, impacting over 70,000 students across 24 public schools in Manila and Iloilo. Over the past decade, 18,800 volunteers contributed 94,000 volunteer hours to renovating classrooms, repairing infrastructure and donating essential equipment. This year, nearly 1,700 volunteers participated in Manila and Iloilo, continuing the company’s long-term commitment to strengthening public education.

**Brigada Pagbasa – Reading Remediation Program:** TELUS Digital Philippines has supported World Vision’s Brigada Pagbasa program for the past three years. In 2024, volunteers provided 16 weeks of reading support for 30 learners from BASECO, Port Area Manila. The program achieved a 70 per cent success rate, with 21 students showing improved literacy skills, while others who need additional support will continue in the next program cycle.

**Empowering Communities Through AI Education:** TELUS Digital Philippines launched two AI education initiatives in 2024. Volunteers trained 21 young women from the Voice of the Free Foundation in AI fundamentals and job applications. In partnership with the Aboitiz Foundation and the Department of Education, an AI symposium for educators was held during National Teachers’ Month, enhancing AI literacy and integration into classrooms.

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India

**Nehru Smarak Inter College Renovation:** Over 600 team members dedicated 3,000 volunteer hours to refurbish 20 classrooms, hallways and benches, and also mentored 30 students. Volunteers repainted walls, repaired school infrastructure, and provided school supplies to enhance the learning environment. Additionally, a medical room, water cooler, and a men’s washroom were renovated, improving conditions for 1,300 students and ensuring access to essential health and hygiene facilities.

**Community Impact Initiatives:** Investing over \$250,000 in cash across 13 projects, TELUS Digital India supported 3,000 children and families through education, employment, and environmental sustainability efforts. Key initiatives included coding programs, youth professional training, scholarships for underprivileged students, special needs support, and afforestation projects that aimed to restore degraded lands and promote green cover.

**Healthcare and Disaster Relief:** Blood donation camps in Gurugram and Noida mobilized 200 donors, supporting critical healthcare needs in local hospitals. Additionally, in response to the Kerala floods, TELUS Digital team members launched a fundraising drive to provide essential food, water and medical supplies to affected families, showcasing their commitment to disaster relief and community resilience.

Ireland

**Serenity Garden at Fota Wildlife Park:** In 2024, nearly 100 volunteers transformed a disused green space into a serenity garden at Fota Wildlife Park. They planted native plants, laid pathways, and refreshed animal enclosures. Volunteers also built benches and installed educational signs about biodiversity, creating a relaxing space for visitors and promoting conservation awareness.

**Sweet Success in Cork:** In its third year, the Cork TELUS Digital campus’s beekeeping project supports local biodiversity, providing a conservation area for 60,000 native Irish honey bees.

Romania

**Habitat for Humanity:** TELUS Digital Romania partnered with Habitat for Humanity to construct two new homes for low-income families. Volunteers also assembled and installed 300 artificial bird nests to support local biodiversity. Additionally, they repainted community spaces and improved insulation in existing homes, reinforcing a long-term commitment to sustainable community development.

Spain

**Collaborating with NGOs:** TELUS Digital Spain conducted beach clean-ups, organized autism awareness races, and supported diversity initiatives. A food donation drive also provided relief to Valencia flood victims.



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### Tech for Good

TELUS Digital’s commitment to environmental stewardship and community development led to a major initiative across Bulgaria, Türkiye, and Romania. Over 1,600 IT items, including 350+ computers, 1,000+ monitors, tablets and laptops, along with 800+ pieces of office furniture, were donated. These contributions benefited schools, grassroots charities, and thousands of vulnerable individuals, including refugees and underprivileged children.

This initiative not only supported educational opportunities by equipping PC labs in Türkiye and refugee children’s learning spaces in Bulgaria but also enhanced schools and daycare centres in Romania. Environmentally, it diverted an estimated 7.5 metric tonnes of potential e-waste from landfills and mitigated approximately 7.4 metric tonnes of CO<sub>2</sub> emissions.



### Türkiye

**Together for Change:** For the first time since the launch of our operations in Türkiye, 70 volunteers in İzmir participated in TDOG, renovating a primary and secondary school. They painted, gardened, revamped the playground, assembled new desks, and decorated classrooms. Volunteers also installed new learning materials and provided school supplies, enhancing the educational experience for over 300 children.

These efforts demonstrate TELUS Digital’s ongoing dedication to social responsibility, environmental stewardship, and community empowerment worldwide as we continue to expand our operations.

### United States

**Gray Elementary School:** Nearly 100 volunteers from our team in Las Vegas joined forces with Gray Elementary School in October 2024 to refurbish its facilities. The team refreshed the interior and exterior paint and trim work, created a sensory path, redecorated the library and painted murals inside the school. The team also donated robotics kits to kickstart the school’s first robotics club.

**The Family Tree Denver:** Team members in Denver dedicated time to volunteer with The Family Tree – a non-profit organization providing a safe haven for unhoused families and those experiencing domestic violence. Team members donated essential items, cleaned, organized, performed minor repairs, and painted and prepared rooms for families in need.



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# TELUS Digital Tree Planting

**Eco TELUS Days of Giving:** The Eco TDOG initiative planted over 7,000 trees across 17.5 hectares in Bulacan’s Ipo Watershed, engaging 3,590 donors and 200 volunteers. In partnership with Maynilad and Ipo Tree Planters of Norzagaray, this effort also supported 120 Dumagat families through sustainable livelihoods.

**Happy Trees in Guatemala:** Between May and September 2024, team members collaborated with local municipalities and the Instituto Nacional de Bosques (INAB) to plant approximately 21,000 trees. INAB provided them with training on wildfire prevention, environmental conservation, and proper tree-planting techniques, promoting sustainable reforestation efforts that support Guatemala’s natural heritage.

**Rooting for the Future in Romania:** In our ongoing commitment to environmental sustainability, over 60 dedicated team members volunteered their time and energy to support local NGOs’ afforestation efforts, joining a series of planting events held in four counties – Brasov, Ialomita, Constanta and Buzău, planting over 1,500 trees.

**Fitness Challenge for Environmental Conservation in India:** A virtual fitness challenge encouraged 25 participants to complete 500 minutes of exercise, which resulted in the sponsorship of over 100 trees. This initiative combined personal wellness with environmental impact, promoting sustainability through active engagement.

**Eco TDOG at Jonapur City Forest:** In partnership with Give Me Trees Trust, 70 team members planted 2,000 saplings, expanding urban green spaces in Delhi. Volunteers participated in land preparation, sapling planting, and long-term maintenance to ensure sustainable growth.





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# Governance



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# Governance

At TELUS Digital, we take pride in being a global leader in ethical business practices. How we work is just as important as what we do. Our goal is to demonstrate the highest level of ethics and integrity in all our dealings with our team members, clients, customers, suppliers, governments, Board of Directors and other stakeholders. This is a company-wide priority and a shared responsibility for all team members, as each one of our actions and decisions can affect our company and its reputation.

To that end, we are committed to complying with all laws and regulations that apply to our business operations anywhere in the world, including all applicable anti-bribery and anti-corruption laws, rules and regulations of the jurisdictions in which we operate. We believe that bribery and corruption are among the primary obstacles to economic development and that they can undermine the rule of law, weaken trust in public institutions and challenge democratic principles. TELUS, our parent company, is a signatory to the United Nations Global Compact, through which it has committed to work against bribery and corruption around the world. As part of the TELUS family, we share this commitment.





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# Our leadership

The TELUS Digital Board of Directors is responsible for the stewardship of our company and overseeing the management of our business and affairs, including our ESG strategy. The Board reviews and approves the ESG priorities, commitments and policies, including climate-related risks and opportunities and the broader climate change strategy.

The Governance and Nominating Committee has responsibility for the oversight of TELUS Digital's ESG strategies, facilitated through biannual ESG updates from our executive leadership team, primarily from the Chief Human Resources Officer and the Chief Legal Officer and Corporate Secretary. Items related to social good, wellness and team member engagement may also be overseen by the Human Resources Committee and, where disclosure on sustainability matters contains material public financial disclosure, it will be overseen by the Audit Committee.

As part of our onboarding practices for our Board of Directors, we provide materials outlining our caring culture and highlighting the community-oriented focus of our

business. Additionally, our Board receives regular reporting on respectful workplace, ethics violations and integrity initiatives and, should they arise within our business, any significant incidents.

### Executive leadership team

TELUS Digital's executive leadership team guides our ESG strategy, priorities and commitments, working collaboratively with their respective teams. As of December 31, 2024, our executive leadership team was comprised of:



**Jason Macdonnell**  
Acting Chief Executive Officer, Chief Operating Officer and President, Customer Experience



**Tobias Dengel**  
President of Digital Solutions



**Gopi Chande**  
Chief Financial Officer



**Michel Belec**  
Chief Legal Officer and Corporate Secretary



**Monty Hamilton**  
Chief Product and Marketing Officer



**Brian Hannon**  
Chief Growth Officer



**Michael Ringman**  
Chief Information Officer



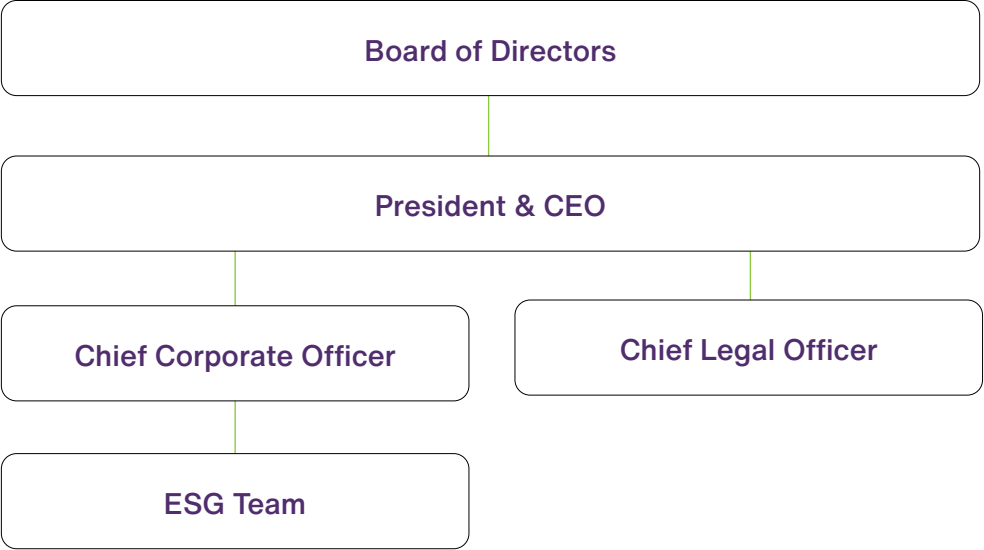
**Marilyn Tyfting**  
Chief Corporate Officer (until October 11, 2024)

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ESG governance

At the corporate level, the ESG and community investment and volunteerism functions fall under the purview of the Chief Financial Officer and the Chief Corporate Officer, who report directly to the Chief Executive Officer. They share the overall responsibility for the ESG strategy and initiatives, as well as the assessment and management of sustainability risks and opportunities.

Corporate governance is overseen by the Chief Legal Officer and Corporate Secretary, who is responsible for ensuring strong governance and that the company has the proper policies, processes and safeguards in place to manage the business ethically and responsibly.



We believe the promotion of diversity is best served through careful consideration of each candidate’s knowledge, experience, skills and background, in light of the needs of the Board, without focusing on a single diversity characteristic. When assessing the composition of the Board, the principal focus is on ensuring its directors have the diversity of experience, skills and background needed to oversee the business of our company.

Our Board Diversity Policy provides that the Governance and Nominating Committee consider diversity criteria, such as gender, age, ethnicity/Aboriginal status and geographic background in recommending director nominees to the Board, which we apply in our director search efforts. In addition, over time, we aspire for our Board to achieve greater geographic, age and ethnic diversity. We have also authorized the Governance and Nominating Committee to engage qualified independent external advisors to conduct a search for candidates that meet the Board’s skills and diversity criteria to help us achieve these diversity objectives.

In 2024, four of 11 board members were women (36 per cent) and five self-identified as diverse (45 per cent).



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# Ethics

At TELUS Digital, we are committed to fostering a culture of ethical behaviour with our team members, clients, customers, suppliers, community partners, government, Board of Directors and other stakeholders. We value integrity, fairness and transparency, which ultimately shape the decisions we make as an organization, guided by our Code of Ethics and Conduct (the “Code”).

The Code applies to the Board, the executive leadership team, officers and employees of the company and all of our subsidiaries. The Code addresses a wide range of critical topics, including: avoiding conflict of interest; accepting gifts and benefits; protecting our brand, reputation, assets, information, and intellectual property; and safeguarding our customers’ data, security and privacy.

**The Ethics Office** was established to provide team members with a resource regarding ethics and conduct matters to ensure TELUS Digital maintains the highest levels of ethical behaviour and compliance with laws, regulations and internal policies. This office oversees the Code, conducts investigations, provides advice on ethics and conduct matters and develops and administers training on TELUS Digital’s expected standards of business conduct. The Ethics Office reports on its activities, including breaches of the Code and any related investigations, to our Human Resources and Audit Committees on a quarterly basis, who in turn report to the Board. Our Human Resources Committee also regularly reviews our practices and, together with our Audit Committee, the Code, to align them with the needs of our company and best practices.

**The EthicsLine**, a resource operated by a third party, is available to all of our stakeholders as a confidential and anonymous way to request guidance or make good-faith reports about: harassment; misconduct; perceived violations of the Code or our other policies or practices; questionable business practices; potential fraud; concerns or complaints with respect to any accounting, accounting controls or auditing matter; or non-compliance with laws.

**The Integrity Work Group** supports the Ethics Office in overseeing the Code, reporting quarterly to the Human Resources and Audit Committees. The Integrity Work Group includes representatives from Human Resources, Law and Governance and the TELUS Digital Security Office.

Further to the Code, all team members are required to attend and complete respectful workplace training annually.



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# Anti-bribery and corruption

The TELUS Digital Anti-Bribery and Anti-Corruption Policy applies to all directors, officers and employees of the company and its subsidiaries.

TELUS Digital provides integrity training on the Code to team members. This training highlights TELUS Digital’s zero tolerance approach to bribery and corruption. All team members are required to complete this training annually.

# Cybersecurity

As technology advances, safeguarding digital ecosystems is essential for maintaining sustainable business operations. TELUS Digital is committed to protecting customer data, preventing cyber threats, and fostering a culture of security awareness across all operations.

Commitment	2024 Results
Investing in team members, IT equipment and AI to protect data.	Global Security and Risk has over 60 team members who cover security operations, business continuity and resiliency, security and enterprise architecture, operational risk and IT audit and compliance. The team has expanded its tooling capabilities to further protect data through increased technical and governance capabilities.
Ensuring all team members know when, how and where to report any suspicious email or potential issues.	In 2024, ongoing security awareness campaigns were executed for all employees, along with the rollout of security and fraud training.
Providing team members with security training, including work from home-specific training.	Training was provided to all team members through our online portal.
Maintaining and updating the TELUS Digital Global Security and Risk Policy.	The TELUS Digital Global Security and Risk Policy is reviewed and updated annually.
Leveraging <a href="#">TELUS Wise</a> to help keep our children safe online by sharing the program with team members, customers and corporate social responsibility partners.	Our team members around the world leverage TELUS Wise to teach children about online safety.



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### Security investigations

In 2024, the TELUS Digital Security team completed 2,021 security investigations, ranging from agent fraud and insider threats to cybersecurity incidents, among others. Additionally, 23 phishing reports were logged by TELUS Digital employees independent from our phishing campaigns. Daily, we have tens of thousands of alerts that are logged and contained by our cybersecurity technical controls to limit malware, phishing attempts and other nefarious attacks. Investigations of incidents follow processes outlined in our Global Security and Risk Policy, and are classified according to industry standards. Depending on the type of investigation, escalation and resolution involve a cross-functional team with representatives from Legal, Technology, Human Resources and Operations, as well as Cybersecurity.

### Risk management framework

Protecting our information systems, assets, data, intellectual property, and network infrastructure is critical to delivering a consistently high level of service while ensuring the confidentiality, integrity, and availability of our systems. To mitigate cybersecurity risks effectively, we have implemented a multi-layered cybersecurity risk management framework that is integrated into our enterprise risk management processes. This framework includes an AI Policy and AI risk assessment process to proactively address emerging threats.

### ISO certifications

TELUS Digital is ISO 27001 – Information Security and 27701 – Privacy certified. TELUS Digital had no material cybersecurity incidents in 2024.

### Mandatory security and privacy awareness training

At TELUS Digital, we work to create processes and educational programs that underpin the vital privacy and security needs of our customers, our stakeholders and our business. Since the beginning of the pandemic, there has been a significant increase in security incidents around the globe. Criminals are aggressively targeting companies with a variety of scams – many of which we may not have seen before. To adhere to legal escalation requirements and, equally important, to keep our team members and our customers safe, we depend upon team members to promptly report any potential risks.

Our annual Security and Privacy Awareness course is intended to ensure that our team members, whether working from home or on-site, fully understand our procedures and policies for handling data confidentially and securely within the TELUS Digital virtual and physical environments. In 2024, 99.4 per cent of team members completed the course.

### TELUS Digital Data Guardian

TELUS Digital Data Guardian is a comprehensive managed backup service designed to provide advanced data protection against accidental deletions, service outages and cyber threats.

Data Guardian uses state-of-the-art backup technology and processes to help ensure that data is secure and easily recoverable in the event of a disaster, system failure or large-scale ransomware attack. It is based on Cohesity’s flagship data protection product, featuring powerful backup and restore capabilities. The solution is designed to meet the needs of medium and larger-sized organizations with features such as automated backups, off-site storage, centralized management and encryption to protect sensitive information.



### TELUS Wise

TELUS Wise® empowers individuals of all ages to stay safe and informed in our digital world. The program provides free workshops and online resources related to protecting online security, responsible AI, privacy, rising above cyberbullying, and staying safe in the connected world.

Between September and November of 2024, TELUS Wise workshops educated over 850 grade 7 students in Metro Manila on digital safety, fraud prevention, and cyberbullying awareness.

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# Select global awards and recognition

## Bulgaria

- **Stakeholder Engagement Award:** PwC ESG Awards 2024
- **CSR Initiative of the Year:** AIBEST SEE ITS Summit Conference and Awards 2024
- **Best Donation Program Award:** Bulgarian Donors' Forum
- **Donation Support for Difficult Causes Award:** Bulgarian Donors' Forum
- **Gold in the Volunteering Category:** International CSR Excellence Awards 2024 for TDOG – Beekeeper for a Day 2.0, presented by The Green Organization
- **Silver Honour Mark for Promoting Workplace Giving through Volunteering and Most Dedicated Team:** Annual Awards “Responsible Company – Responsible Employees,” organized by BCause Foundation, Bulgarian Public Relations Association, Bulgarian Association for People Management, and Bulgarian Association of CSR Professionals
- **Silver Award in the “Volunteer Initiative” Category:** Career Show Awards 2024 for Beekeeper for a Day 2.0



**TELUS Days of Giving: Beekeeper for a Day 2.0** won Gold at the prestigious International CSR Excellence Awards 2024. Out of 500+ nominations, the event stood out globally as the best social responsibility initiative in the Service Industries Sector and Volunteering category.



## El Salvador

- **Iconic Sustainable Construction Project Award:** CASALCO, for the Emblema site, recognized for energy efficiency, water management, indoor environment quality, sustainable practices, and resource utilization

## India

- **Most Preferred Workplace 2024-25:** Marksmen Daily, June 2024

## Philippines

- **2024 LinkedIn Talent Awards:** Talent Insights Pioneer (Winner)
- **2024 LinkedIn Talent Awards:** Best Talent Acquisition Team (Winner)
- **Blood Service Platinum Award:** Philippine Red Cross



- **2024 CSR Guild Awards:** Outstanding CSR Project in Disaster Resilience (Winner) – League of Corporate Foundations, in partnership with GeoScience Foundation Inc.
- **2024 Maynilad Water Warrior Award for Advocacy Leadership:** Maynilad Water Services, Department of Environment and Natural Resources, and National Water Resources Board
- **Best Employers 2024:** Inquirer Statista
- **Quill Awards 2023:** A Taste of Diversity – International Association of Business Communicators (IABC) – Quill Awards

## Romania

- **Award for Long-Term Impact of the Community Board Grants Program:** Gala Ziarul Pozitiv
- **Silver Recognition at Community Index 2023:** Te Aud Romania Foundation for the project “Mini Rugby for All”



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**Reporting period:** January 1 – December 31, 2024  
**GRI option:** In reference to Core option  
**Reference document:** 2024 TELUS Digital Sustainability and ESG Report

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This Sustainability and ESG Report contains forward-looking statements. Any statements contained herein that are not statements of historical facts may be deemed to be forward-looking statements, including, but not limited to, any statements related to our ESG priorities, commitments, targets, goals, focus areas, programs, plans, projects, strategy, impact, or savings or progress towards any of the above, as well as statements related to our plans, objectives and expectations for our business operations and financial performance and condition. In some cases, you can identify forward-looking statements by terminology such as “aim,” “anticipate,” “assume,” “aspire,” “believe,” “contemplate,” “continue,” “could,” “due,” “estimate,” “expect,” “goal,” “intend,” “may,” “objective,” “plan,” “predict,” “potential,” “positioned,” “seek,” “should,” “strive,” “target,” “will,” “would” and other similar expressions that are predictions of or indicate future events and future trends, or the negative of these terms or other comparable terminology.

These forward-looking statements are based on our current expectations, estimates, forecasts and projections about our business and the industry in which we operate and management’s beliefs and assumptions, are not guarantees of future performance or development, and involve known and unknown risks, uncertainties and other factors that are in some cases beyond our control. As a result, any or all of our forward-looking statements in this Sustainability and ESG Report may turn out to be inaccurate. Under no circumstances should the inclusion of such forward-looking statements be regarded as a representation or warranty by us or any other person with respect to the achievement of results set out in such statements.

Factors that may cause actual results to differ materially from current expectations include, but are not limited to, those listed under “Risk Factors,” “Forward-Looking Statements,” “Management’s Discussion and Analysis,” “Operating and Financial Review

and Prospects” or similar headings included in our 2024 annual report and other public disclosure documents and filings with securities regulatory authorities in Canada (on SEDAR+ at [sedarplus.com](https://www.sedarplus.com)) and with the U.S. Securities and Exchange Commission (on EDGAR at [sec.gov](https://www.sec.gov)). You are urged to consider these factors carefully in evaluating the forward-looking statements and not to place undue reliance on the forward-looking statements. Comparisons of results for current and any prior periods are not intended to express any future trends or indications of future performance, unless specifically expressed as such, and should only be viewed as historical data.

These forward-looking statements speak only as at the date of this Sustainability and ESG Report. Except as required by law, we assume no obligation to update or revise these forward-looking statements for any reason, even if new information becomes available in the future.

This Sustainability and ESG Report contains estimates, projections and other information concerning our industry and our business, including, but not limited to, our emissions, resource consumptions and outcomes of our programs. Information that is based on estimates, projections or similar methodologies is inherently subject to assumption and uncertainties, and may differ materially from actual events or circumstances. We obtained such information from our own internal estimates and research, as well as from reports, research surveys, studies and similar data prepared by third parties, including industry and general publications, government data and similar sources. Although we believe such information to be accurate, to the extent permitted by law, we make no representation or warranty and take no responsibility as to the fairness, accuracy, reasonableness or completeness of third-party data and information.