

# Corporate Social Responsibility Policy





## We give where we live

At TELUS International, we believe our unique caring culture, focused on our people, purpose and principles, is our most valuable asset and 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.

Treating people, the planet and profits with care – this is our commitment.

## Environmental, Social and Governance priorities

When it comes to Environmental, Social and Governance (ESG), impact is what matters most to us. Harnessing our team's minds, hearts and hands to make a real difference on our planet's biggest challenges, while partnering with customers who feel the same way, is the basis of our approach.

Our ESG priorities are:

- Hiring, motivating and promoting a 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, lasting impact through the efforts of our team members
- Supporting a sustainable planet for all by embracing the principles of refuse, reduce, reuse, repurpose and recycle
- Adhering to principles of strong corporate governance

### Corporate social responsibility approach and commitment

At TELUS International, Corporate Social Responsibility (CSR) means providing meaningful opportunities for our team members to give back to their communities where we live, work and serve, investing in their near and long-term personal and professional success and leading by example to inspire our team members, customers, vendors and stakeholders to commit to protecting the environment and minimizing our impact on the planet.

Our company is committed to the United Nations (UN) Global Compact and the UN Sustainable Development Goals.

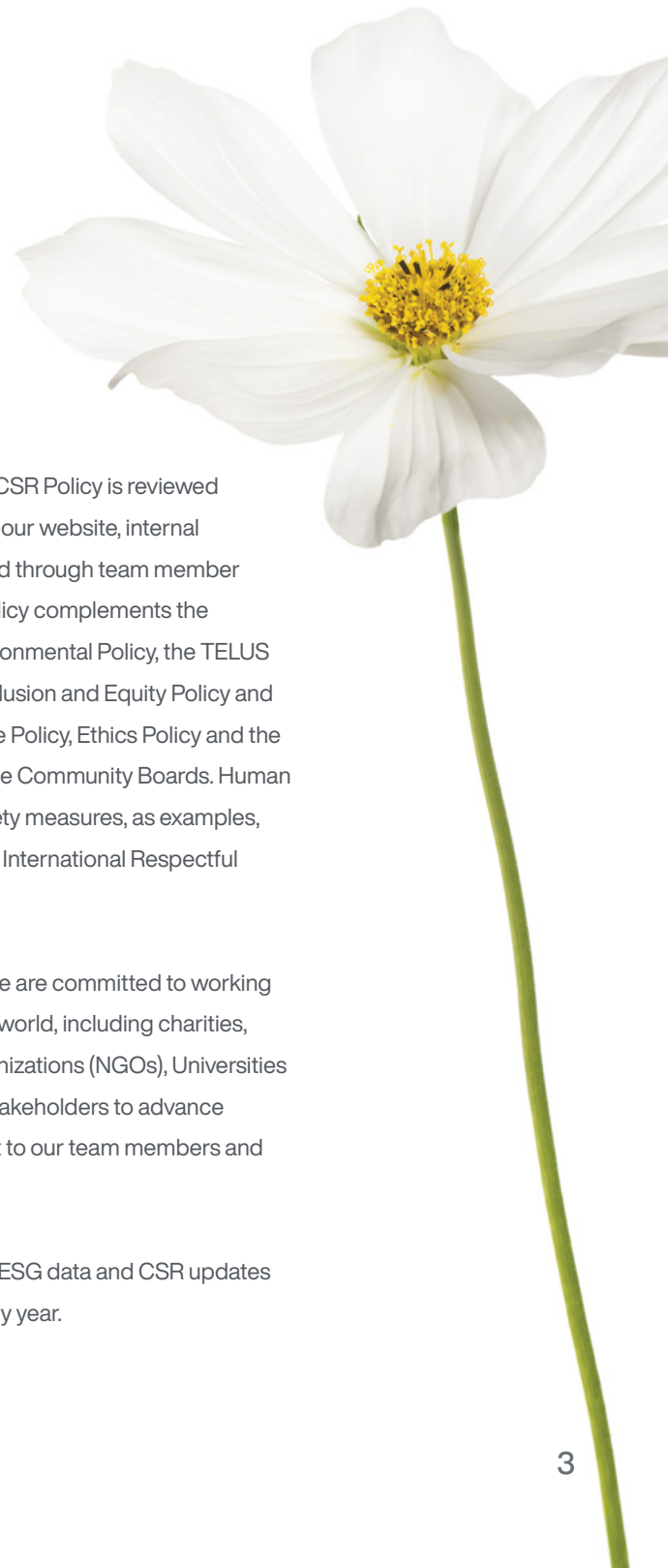
The TELUS International values govern our approach to our caring culture:

- We passionately put our customers and communities first.
- We embrace change and innovate courageously.
- We grow together through spirited teamwork.

The TELUS International CSR Policy is reviewed annually and is shared on our website, internal social media channels and through team member communications. This policy complements the TELUS International Environmental Policy, the TELUS International Diversity, Inclusion and Equity Policy and the Respectful Workplace Policy, Ethics Policy and the Terms of Reference for the Community Boards. Human rights and health and safety measures, as examples, are outlined in the TELUS International Respectful Workplace Policy.

At TELUS International, we are committed to working with partners around the world, including charities, Non-Governmental Organizations (NGOs), Universities and colleges and other stakeholders to advance causes that are important to our team members and our customers.

We commit to disclosing ESG data and CSR updates in our Annual Report every year.

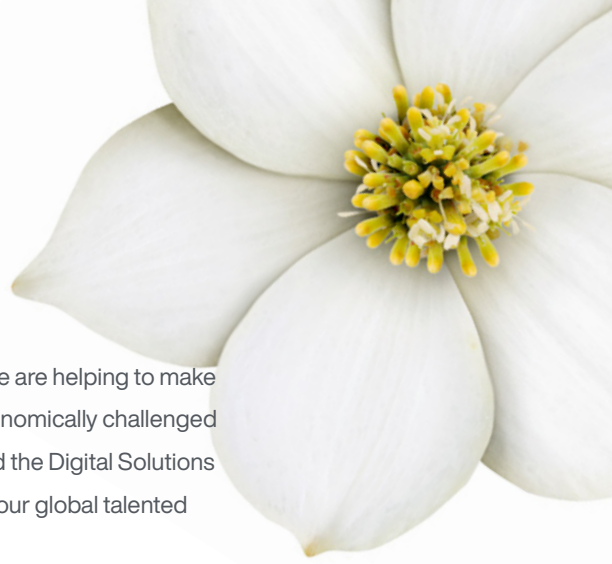


## How TELUS International team members bring the policy to life

By providing meaningful work for more than 73,000 people around the world, we believe we are helping to make a positive impact on them, their families and their communities, in particular for those in economically challenged regions. We train (including upskill opportunities through TELUS International University and the Digital Solutions University), compensate (offering impressive and unique benefits programs), and promote our global talented team.

Our hiring practices focus on hiring the best and the brightest from around the world. In some regions and for some roles, however, we intentionally identify occasions to coach and prepare those with limited economic opportunity for long-term career growth at TELUS International. HOPE, hiring those with disabilities, the TELUS International Language Academy and the Digital Solutions University are examples of powerful, life-changing impact sourcing programs we have been developing since 2012.

We know that our team members want to be part of something bigger. And when given the opportunity to make a meaningful difference in their own communities, our proud team members reward us with their ongoing commitment and loyalty. Since 2007, TELUS International and our team members have impacted the lives of more than 1.2 million people across the globe through our volunteer activities and charitable giving, including Community Board donations.



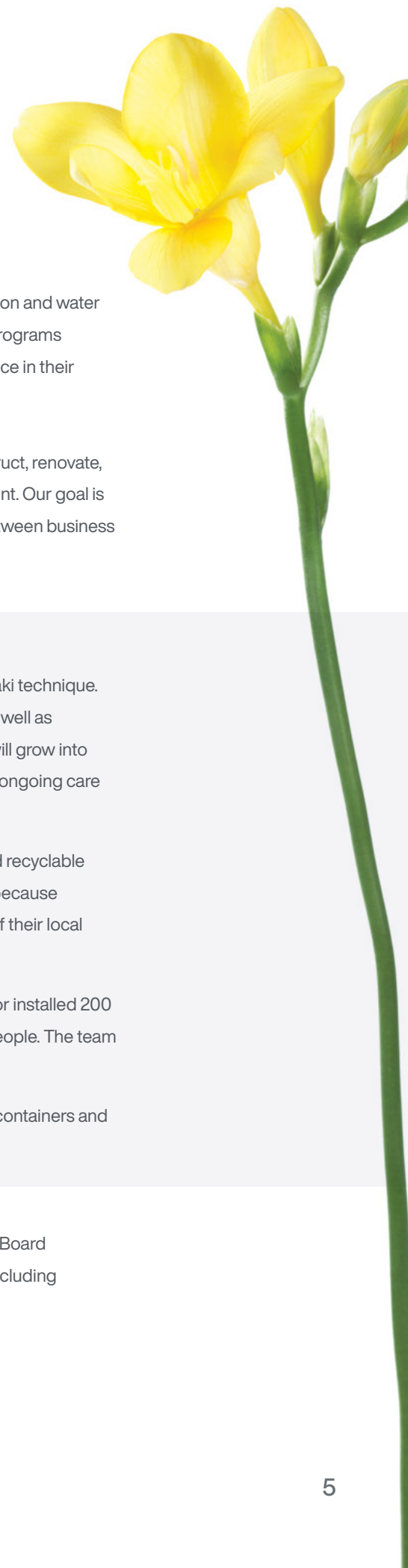
### • TELUS Days of Giving

In addition to our ongoing, often weekly, charitable activities across TELUS International, once a year we focus our efforts on our participation in TELUS Days of Giving. Thousands of our team members put aside their daily activities to join a common cause, whether it's building entire schools in Central America, refurbishing centers for young children in Eastern Europe or constructing entire villages for the homeless in the Philippines. In 2022, our efforts were focused on children's education, fundraising races for local charities, health initiatives, helping those impacted by the war in the Ukraine and improving the environment. In 2022, we volunteered 75,000 hours, demonstrating the resiliency of our caring culture.



### • Community Boards

Created in 2005 by our parent company, TELUS, 13 Canadian community boards and five TELUS International boards have led the company's support of grassroots charities. TELUS International's five Community Boards are making a positive impact in Bulgaria, El Salvador, Guatemala, the Philippines and Romania, each with a \$100,000 annual donation budget.



We implement controls to minimize our environmental impacts, including reducing waste generation and water as well as energy and paper consumption across our sites around the world. Our environmental programs are spearheaded regionally, and are focused on the significant ways our team can make a difference in their communities.

The TELUS International facilities team ensures that sustainability is core to how we design, construct, renovate, operate and innovate through our facilities, including service centers, to reduce our carbon footprint. Our goal is to identify opportunities that support regenerative resource use while helping to break the link between business growth and the consumption of finite resources.

**The following are just a few examples of the many ways our teams are reducing total waste:**

- On October 8, 2022, 150 team members in Noida, India planted 3,500 trees using the Miyawaki technique. The trees will help restore flora and fauna in the area, attracting birds, bees and butterflies, as well as improving the ecological balance by raising the water line over time. To ensure the saplings will grow into mature forests, the funds donated by TELUS International India will also be used towards the ongoing care and maintenance of the trees for three years.
- On June 24, 2022, 40 team members in El Salvador cleaned up 1,000 pounds of garbage and recyclable materials from Playa Cangrejera. Our Salvadoran team regularly conducts beach clean-ups because they can see first-hand the environmental value of their work, preserving the natural beauty of their local beaches.
- During Eco TELUS Days of Giving events, almost 350 volunteers in Guatemala and El Salvador installed 200 ecological stoves and 200 water filters, providing cleaner air and water to more than 1,000 people. The team in El Salvador also planted 400 trees.

Other initiatives include encouraging team members to use reusable drinking bottles, cups, food containers and cutlery instead of disposable products.

The TELUS International CSR Policy is updated annually and reviewed by the TELUS International Board of Directors. It is posted on the TELUS International web site and is shared extensively internally (including on our Intranet site) and with customers, vendors and stakeholders.