



CSR Policy 2024

We give where we live

At TELUS Digital, 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 Digital, 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 Digital 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 Digital 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 Digital Environmental Policy, the TELUS Digital Diversity, Inclusion and Equity Policy and the Terms of Reference for the Community Boards. Human rights and health and safety measures, as examples are outlined in the TELUS Digital Respectful Workplace Policy.

At TELUS Digital, 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 customers.

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

How TELUS Digital 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 Digital 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 Digital. HOPE, hiring those with disabilities, the TELUS Digital 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 Digital 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 Digital, 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, 14 Canadian community boards and five TELUS Digital boards have led the company's support of grassroots charities. TELUS Digital'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 Digital 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 TELUS Digital CSR Policy is reviewed annually and reviewed by the TELUS Digital Board of Directors. It is posted on the TELUS Digital web site and is shared extensively internally (including on our Intranet site) and with customers, vendors and stakeholders.

