

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.

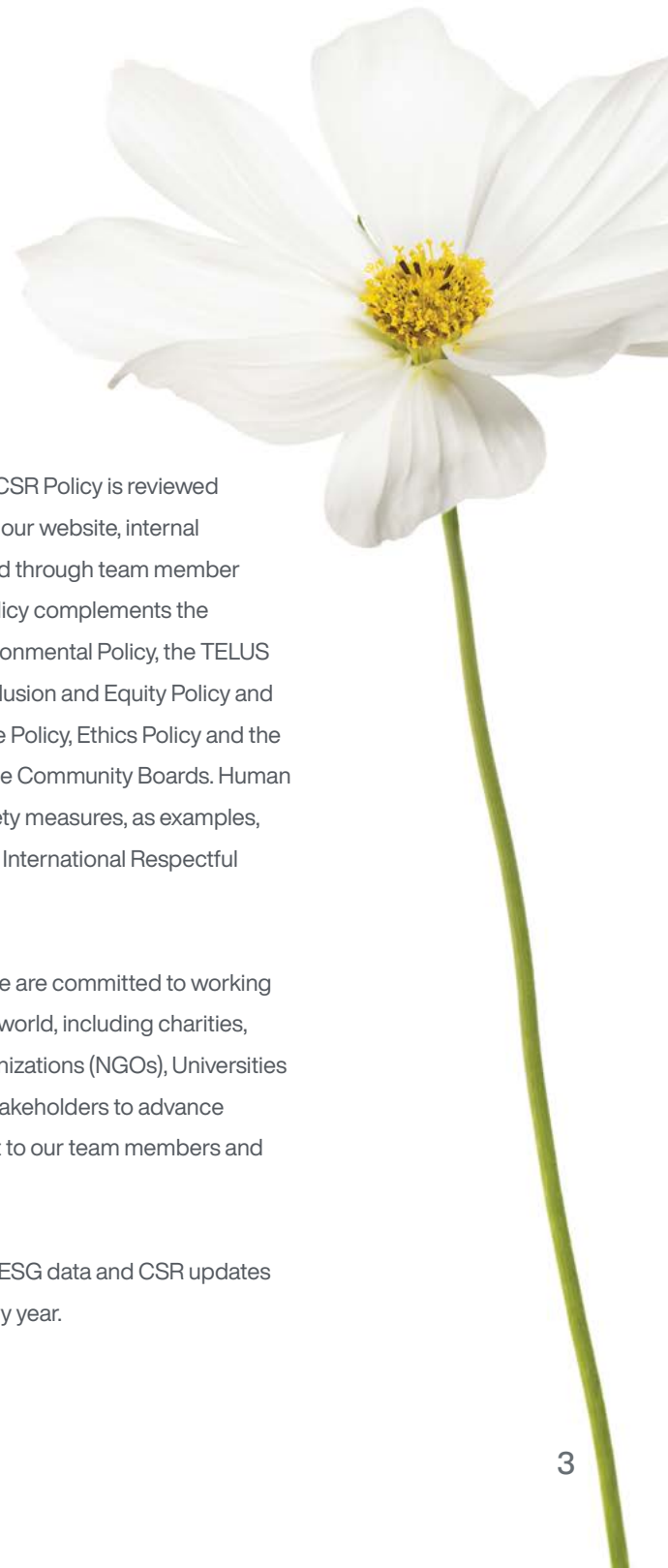
The TELUS International values govern our approach to our caring culture:

- 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 66,000 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 talented team in 28 countries.

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 a 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 2021, we found new ways to make a difference from virtual running challenges, to distributing hygiene kits and school supplies to students in need, to delivering care packages to healthcare workers, to keeping kids safe online with [TELUS Wise](#). In 2021, we volunteered 70,000 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. In 2021, the \$500,000 investment funded 67 projects.

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:

- Every year, the decommissioned IT equipment in Bulgarian offices are refurbished and donated to educational institutions across the country. In 2020 and 2021, TELUS International Bulgaria donated nearly 1,000 refurbished IT equipment sets (computers, monitors, keyboards, etc.) to assist hundreds of students who need devices because of required distance learning.
- Since 2019, the team in Ireland has provided all team members with a reusable 'Keep Cup' to replace the need for disposable paper cups. Before this initiative, more than 1,500 single-use paper cups were used on-site per day, on average. Although compostable cups were used, they were frequently disposed of in the incorrect bin, often ending up with recycling. Single-use cups are no longer available, which has resulted in a saving of over 547,500 cups being sent to landfills each year.
- Since 2017, our team in the Philippines has been meeting their annual target to reduce the amount of paper ordered by 10 per cent. This has led to savings of over 2.6 million sheets of paper, offsetting 315 trees, 95,200 liters of water and 148,090 kilowatt hours of electricity.

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

