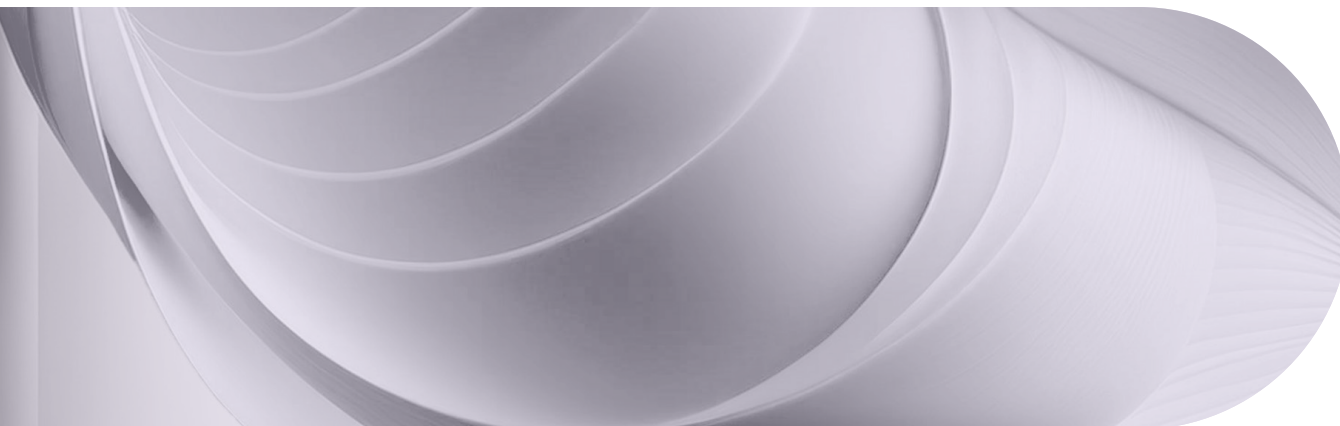


2024 Statement against Modern Slavery and Human Trafficking

For the financial year ending
December 31, 2024





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Organisation, Structure and Supply Chain

TELUS International (Cda) Inc. and its wholly owned subsidiary TELUS International (U.K.) Ltd. (collectively referred to as TELUS Digital, we, or our) believe that human rights are universal, and every individual we connect with deserves to be treated with dignity and equality.

Our parent company and majority shareholder, TELUS Corporation (TELUS), is a signatory to the United Nations Global Compact (UNGC). This commitment, which aligns with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and other internationally accepted standards, is cascaded through our company. As part of the broader TELUS family, we benefit from and contribute to a global commitment to ethical business practices.

TELUS Digital delivers customer and employee digital experiences through technology expertise and innovation. Our global team provides end-to-end solutions including cloud services, AI automation, digital design, and data solutions. Fuel iX™, our proprietary platform, enables enterprise-wide generative AI management with both standardized and custom development capabilities.

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.

As a service company, we operate globally and have a global supply chain. We have visibility into our direct suppliers, including spend, procurement categories, and other key information collected through our supplier due diligence and engagement processes.

Policies and Commitments

We understand our responsibility to respect and promote human rights through our business activities, in our team member management practices, while developing and delivering our products and services, and throughout our supply chain. Our commitment to combating modern slavery is embedded in our governance framework through several key policies.



Our **Code of Ethics and Conduct** sets the foundation for ethical behavior across our organization. It outlines specific requirements regarding voluntary employment, prohibiting any form of forced labor or human trafficking. The Code guides our employees in recognizing and addressing ethical issues, while promoting human rights and fair employment standards throughout our operations.



The **Respectful Workplace Policy** reinforces our commitment to creating an inclusive environment where diversity of thought is valued and a global sense of belonging is fostered. This policy includes measures to prevent workplace violence and harassment, while promoting equality and open communication among all team members.



Our **Anti-Bribery and Corruption Policy** demonstrates our commitment to ethical business practices and regulatory compliance. The policy prohibits the offering of anything of value to gain improper business advantages and extends these requirements to all team members, contractors, and third parties acting on our behalf. Any concerns or suspicions of violations must be reported immediately through established channels.



Our **Global Procurement Policy** establishes a framework for ethical sourcing. It mandates due diligence processes for all suppliers and integrates ethical and sustainability considerations into our procurement decisions. This is supported by our **Supplier Due Diligence Policy**, which outlines a detailed process for assessing and monitoring suppliers based on various risk factors. Further details on our Supplier Due Diligence Policy are provided below.



The **Supplier Code of Conduct** forms a cornerstone of our commitment to ethical business practices throughout our supply chain. This Code explicitly prohibits forced labor, child labor, and human trafficking in any form. Our suppliers must uphold the human rights of workers and treat them with dignity and respect, in compliance with internationally accepted laws and standards, including the core conventions of the International Labour Organization (ILO) and the UNGPs.

A few key provisions of our Supplier Code of Conduct include:

- ✓ The Code sets forth specific requirements regarding freely chosen employment, prohibiting forced, bonded, or indentured labor, involuntary prison labor, slavery, or trafficking of persons. This includes the prohibition of transporting, harboring, recruiting, transferring, or receiving vulnerable persons by means of threat, force, coercion, abduction, or fraud for exploitation. While workers may be asked to provide government-issued documentation as identification, they cannot be required to surrender such documents as a condition of employment.
- ✓ Our suppliers must ensure that all workers, including temporary, migrant, student, contract, direct employees, and apprenticeship program participants are legally entitled to work in their country of employment and are granted all legal protections and rights. The Code also establishes standards for working hours, wages and benefits.
- ✓ Furthermore, we require our suppliers to implement responsible sourcing practices for materials throughout their supply chains. This includes evaluating the origin or source of materials to ensure they have not been obtained through illegal or unethical means.

Due Diligence Process

Our approach to due diligence is governed by our Supplier Due Diligence Policy, which establishes formal requirements for assessing and monitoring suppliers' compliance with our policies, including the Supplier Code of Conduct, and all applicable laws and regulations. This policy mandates an evaluation process before any new supplier engagement or contract renewal.

All TELUS Digital suppliers are required to:

- ✓ Be financially stable and provide safe working conditions;
- ✓ Treat workers with dignity and respect;
- ✓ Act fairly and ethically; and
- ✓ Use environmentally sustainable and responsible practices wherever they make products or perform services for TELUS Digital.

In addition, our due diligence process pays particular attention to ensuring compliance with our labor standards set in our Supplier Code of Conduct. This includes verifying that suppliers have systems in place to:

- ✓ Ensure all work is voluntary and workers are free to leave at any time
- ✓ Prevent child labor in any part of their business operations
- ✓ Manage working hours in compliance with local laws and our standards
- ✓ Provide fair wages and benefits in accordance with applicable laws
- ✓ Verify workers' legal eligibility to work, including appropriate work permits for foreign workers

We require our suppliers to take immediate corrective action if any violations of these standards are detected. For instance, if child labor is discovered, the supplier must immediately stop such practices and implement improved avoidance measures.

Where deemed necessary based on risk assessment results, we conduct on-site audits to verify compliance with our standards. Once engaged, suppliers are subject to ongoing monitoring and regular performance reviews to ensure continued adherence to our human rights practices. Other measures may include a request that the supplier complete a self-assessment questionnaire or provide proof of compliance with all applicable laws in the jurisdiction in which they operate.

Supplier Management Systems and Implementation

We require our suppliers to maintain appropriate management systems scaled to their business operations that support compliance with applicable laws, conformance with our Supplier Code of Conduct, and identification and mitigation of operational risks. These systems must support continuous improvement in addressing modern slavery and human rights risks.

Our suppliers must establish clear management accountability by identifying specific representatives responsible for implementing these systems and associated programs. They are required to maintain processes to identify, monitor, and understand all applicable laws and regulatory requirements in their jurisdictions of operation, including those related to modern slavery and human trafficking.

A crucial element of these management systems is a risk assessment process. Suppliers must identify environmental, health and safety, and labour practice risks associated with their operations. They must determine the significance of each risk and implement appropriate technical, procedural, and physical controls to address these risks and ensure regulatory compliance.

To ensure effectiveness, suppliers must implement clear communication channels and training programs.

These must convey accurate information about their policies and procedures to their workers. Regular self-evaluations are required to ensure conformity with legal requirements and our Supplier Code of Conduct, along with processes for timely correction of any identified deficiencies.

We place particular emphasis on accurate record-keeping. Suppliers must maintain reliable financial and business records that demonstrate compliance with laws and regulations, including those related to labor practices and human rights. All business dealings must be accurately reflected in these records, and documentation must be retained in accordance with legal obligations.

Remediation and Feedback Mechanisms

We have established feedback channels and governance structures to ensure that any concerns related to modern slavery, bribery, corruption, or other ethical issues can be reported and addressed promptly. The cornerstone of these mechanisms is the TELUS Digital Ethics Line, an independent, third-party supported whistleblower line managed by the TELUS Digital Ethics Office. This service provides an anonymous and confidential way for anyone, including employees, suppliers, and other stakeholders, to report concerns or seek guidance.

The TELUS Digital Ethics Office plays a crucial role in our ethical governance structure. It is responsible for initiating and engaging in investigations of suspected or reported violations of our Code of Ethics and Conduct. To ensure top-level oversight and accountability, confirmed breaches and reported violations of our policies are reported to the Audit Committee and the Human Resources Committee of our Board on a quarterly basis. This regular reporting ensures that our leadership teams are kept informed of potential issues and can take appropriate action when necessary.

An Integrity Work Group supports the Ethics Office in overseeing the Code of Ethics and Conduct and quarterly reporting to the Audit Committee and the Human

Resources Committee of our Board. Members of the Integrity Work Group include representatives from Human Resources, Law & Governance, and the TELUS Digital Security Office.

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Training and Awareness

Our commitment to preventing modern slavery is reinforced through training programs for all team members. At the heart of this effort is our annual Code of Ethics and Conduct attestation process. We provide regular training on our Code of Ethics and Conduct and, each year, all team members must review the Code and formally attest to having read and understood its contents, ensuring our ethical standards remain at the forefront of their minds.

We take a risk-based approach to additional training requirements. More in-depth training is delivered to team members from departments identified as higher risk for potential violations of anti-corruption laws, those who have dealings in high-risk jurisdictions, or those who have potential for direct or indirect contact with government officials. These additional training courses cover the processes and controls intended to mitigate the risk of a potential violation of anti-corruption laws. They feature practical scenarios and topics that promote a deeper understanding of the Company's expectations of ethical conduct by all team members.

This approach to training ensures that all team members understand their role in upholding our ethical standards, including those related to preventing modern slavery and human trafficking. By focusing on both general ethical principles and specific risk areas, we aim to create a culture of compliance and integrity throughout our organization.

Effectiveness and Performance Indicators

We monitor the completion rates of our various training programs, ensuring that all team members are up to date with our ethical standards and aware of their responsibilities. Policy compliance metrics are regularly reviewed to identify any gaps in understanding or in the implementation of our standards.

Stakeholder feedback and engagement levels provide valuable insights into the effectiveness of our communication and the clarity of our expectations. We actively seek input from employees, suppliers, and other stakeholders to continually refine and improve our approach to combating modern slavery.

Approval and Attestation

This statement has been prepared by TELUS International (U.K.) Ltd. in compliance with the United Kingdom Modern Slavery Act 2015 for the reporting period of 12 months ending on December 31, 2024. It has been approved by the TELUS International (U.K.) Ltd. Board of Directors on June 9, 2025.

Grant Kearns

Grant Kearns
Director

2024 Statement against Modern Slavery and Human Trafficking

For the financial year ending
December 31, 2024





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Approval and Attestation

This statement has been prepared by TELUS International Services Limited in compliance with the United Kingdom Modern Slavery Act 2015 for the reporting period of 12 months ending on December 31, 2024. It has been approved by the TELUS International Services Limited Board of Directors on July 2, 2025.

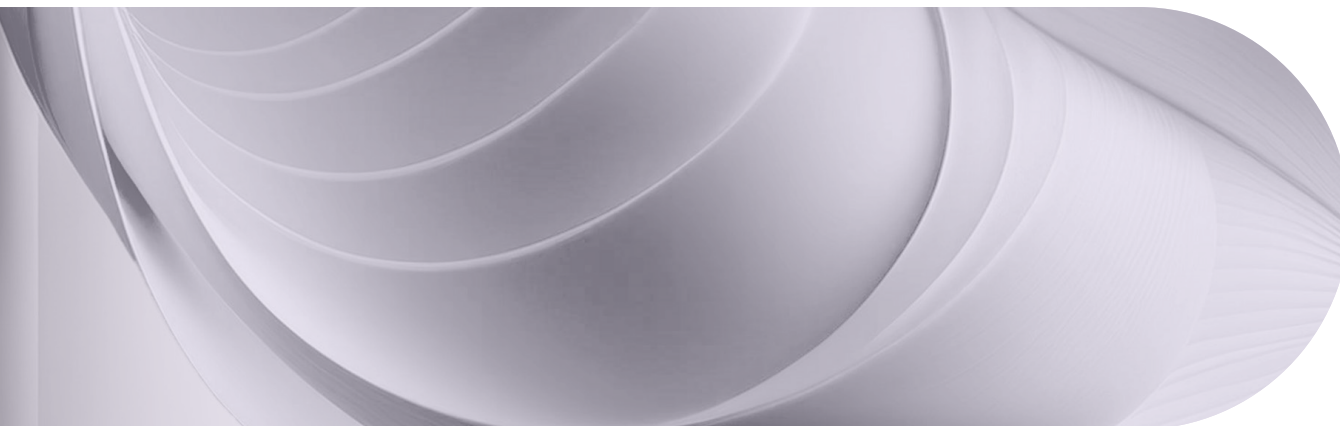


Roger Clancy
Director

2024 Statement against Modern Slavery and Human Trafficking

For the financial year ending
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Michael Ringman

Michael Ringman
Director