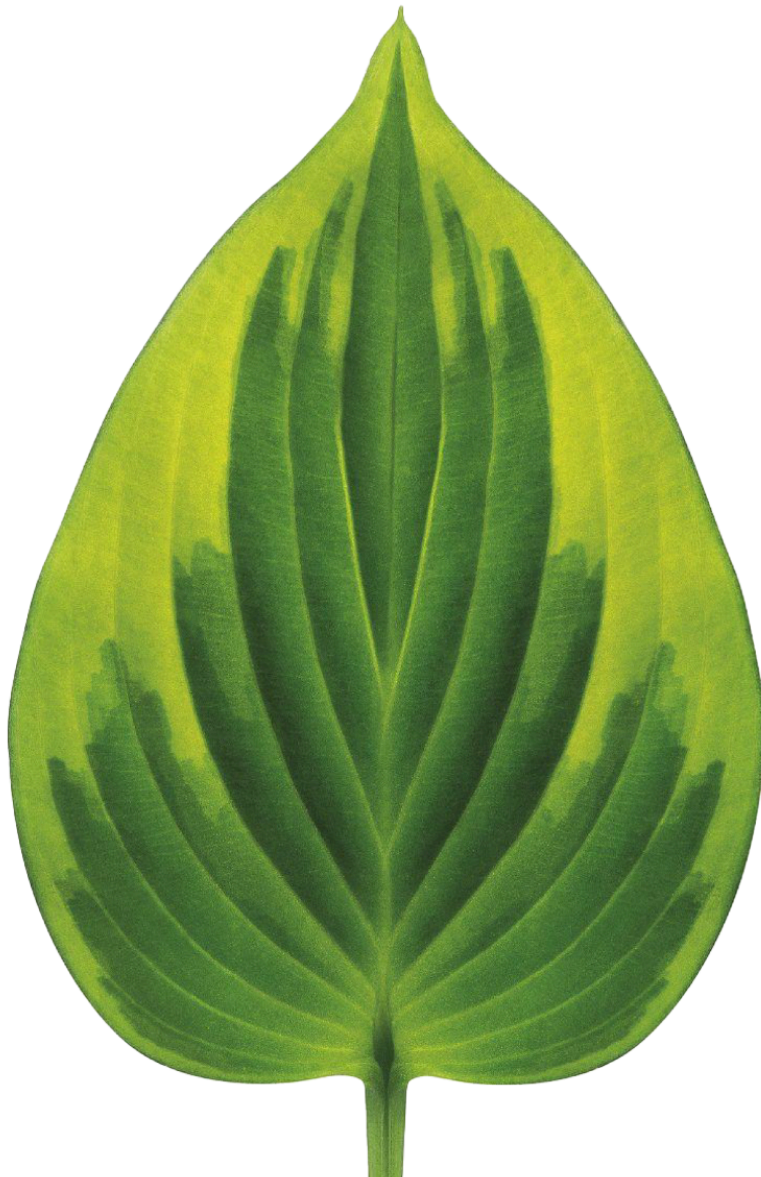


CSR Policy 2025



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.

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.



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.

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

This policy complements our suite of ESG policies: the TELUS Digital Environmental Policy, the TELUS Digital 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 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 our customers.



We focus our CSR work in three primary areas:



Meaningful employment, education and skill building:

By providing meaningful work for our global community of team members, 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.



Volunteerism:

In addition to our ongoing charitable activities across TELUS Digital, each year we focus our efforts on our participation in TELUS Days of Giving within many of the countries where we operate. Thousands of our team members put aside their daily activities to join a common cause under three pillars: Education and employment, health and environment.



Community Investment:

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. We believe this approach best exemplifies our leadership in social impact and showcases our team's compassion and enthusiasm to support the profound needs of our communities.

Created by TELUS in 2005, the Community Boards provide a unique and innovative way to fund grants for charitable programs in a key region of interest. This unique model enables local thought leaders to provide valuable insight on pressing community needs and make recommendations ensuring that funding is allocated to programs that best support vulnerable populations. Preference is given to programs that support community-based health, educational and environmental initiatives and can best demonstrate the use of technology to increase the effectiveness of their programs. The TELUS Community Boards are composed of both community leaders and TELUS team members who serve as volunteer board members.

The allocation of funds for Community Boards and the budget for the Company's CSR initiatives are determined through a rigorous and transparent process. This process adheres to the Company's established budget approval procedures and complies with applicable legal requirements.

The TELUS Digital CSR Policy is reviewed annually by our Board of Directors and is shared on our website, internal social media channels and through team member communications. We commit to sharing updates on our progress against our commitments annually in our Annual Report and Sustainability & ESG Report.