



Environmental Policy

TELUS International is leading digital customer experience (CX) innovator that designs, builds and delivers next-gen digital solutions for global and disruptive brands. We believe in leading by example, inspiring our team members, customers, vendors and stakeholders to commit to protecting the environment and minimizing our impact on the planet by:

- Implementing controls to minimize our operational environmental impacts, such as waste generation, water and energy consumption;
- Encouraging our team members, partners and contractors to embrace their roles and responsibilities related to this Policy and the Environmental Management System;
- Continuously improving the integration of environmental sustainability practices in our business operations and value chain to reduce our use of natural resources and greenhouse gas emissions;
- Enabling and supporting dialogue and sharing of ideas with internal and external stakeholders that lead to identify our material and emerging issues and improve our environmental sustainability strategy;
- Identifying opportunities to reduce air and other travel by embracing virtual technology to enable team member and stakeholder collaboration across the miles;
- Complying with all applicable environmental laws and regulation;
- Developing strategic partnerships that encourage innovation and build shared value for a more sustainable future for the people and our planet;
- Holding ourselves to voluntary targets as approved from time to time by our board and/or management;
- Continuously improving our Environmental Management System towards meeting the requirements of the ISO 14001 Standard globally;
- Disclosing our performance in the Sustainability section of the TELUS International Annual Report and continuously reviewing and enhancing our reporting practices to achieve higher standards and greater transparency.

The TELUS International Environmental Policy is updated annually. 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.