

# The power of our purpose



2021 SUSTAINABILITY AND ESG REPORT



The social purpose company

Social capitalism is at the core of who we are and what we do. As the global leader in social capitalism, we are committed to leveraging our innovative technology to drive positive change, create meaningful outcomes for customers, shareholders, citizens, communities and team members, and help address the world's most pressing social and environmental issues.

Let's make the future friendly™

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The TELUS team acknowledges that our work spans many Territories and Treaty areas and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us. We recognize the land and the benefits it provides all of us, as an act of Reconciliation, as recommended by the Truth and Reconciliation Commission's 94 Calls to Action, and express gratitude to those whose territory we reside on, work on or are visiting.

# About this report

Through our 2021 Sustainability and ESG Report, we aim to disclose our performance on issues that are important to our stakeholders, have a significant impact on our company, and issues that we have an opportunity to positively influence. Our target audience for this report includes our team members, customers, investors (including shareholders and bondholders), community members, suppliers, governments, rating agencies, non-governmental organizations, and society.

## Independent assurance

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards Core option and we have engaged Deloitte LLP as our independent assurance providers for information within this report. The Limited Assurance Report can be found on page 59.

Any forward-looking information should be read together with the cautionary note regarding forward-looking statements on page 69.

## Reporting period and organizational boundaries

Unless otherwise stated, the reporting period for information contained in the 2021 Sustainability and ESG Report is January 1 to December 31, 2021. In this report, “TELUS (except TI)” refers to TELUS Corporation and its subsidiaries other than TELUS International (Cda) Inc. (“TELUS International” or “TI”) and its subsidiaries. All references in this report to TELUS International or TI include its subsidiaries. All information in this report is for TELUS (except TI), other than for information and data related to energy and greenhouse gas emissions, which does include TI data. Data and information related to acquisitions TELUS has made between January 1 to December 31, 2021, is not included unless otherwise stated.

## Third-party information

This report contains hyperlinks to websites operated by parties other than TELUS. These hyperlinks are provided for reference only. TELUS is not responsible for the availability of these external sites, nor is it responsible for the content,

advertising, products or other materials shared. Our inclusion of hyperlinks does not imply any endorsement of the material on these websites or any association with their operators. Under no circumstances shall TELUS be held responsible or liable, directly or indirectly, for any loss or damage caused or alleged to have been caused in connection with the use of or reliance on any content, goods or services available on the linked websites.

## Financial information and trademarks

All financial information is reported in Canadian dollars unless otherwise specified. Copyright © 2022 TELUS Corporation. All rights reserved. The symbols TM and ® indicate trademarks owned by TELUS Corporation or its subsidiaries used under licence. All other trademarks are the property of their respective owners.

## Changes to reporting in 2021

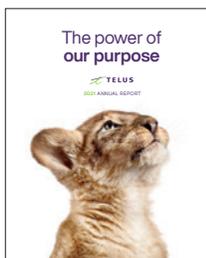
We are always seeking to improve the transparency and scope of our reporting. If prior years’ data is restated, it will be indicated within this report. Changes to the format of this years’ report include moving the majority of our data to our 2021 ESG Data Sheet, enhancing our disclosure with respect to our progress towards our science-based greenhouse gas emission reduction targets and optimizing content across our financial and non-financial disclosure to avoid duplication, and to meet standards and regulations. Readers can find our Letter from our Chief Executive Officer, including a commitment to support the United Nations Global Compact principles, in our [2021 Annual Report](#).

## Learn more

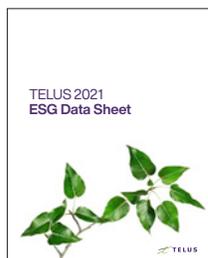
An archive of past sustainability reports is available at [telus.com/sustainability](https://telus.com/sustainability). In addition, we regularly update our website with features and information on our work in sustainability and social purpose.

We continuously seek ways to improve our reporting and welcome your feedback and suggestions. Questions or comments can be directed to [sustainability@telus.com](mailto:sustainability@telus.com).

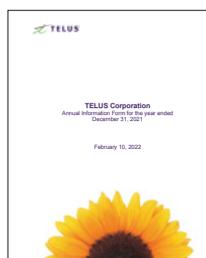
## Companion Documents



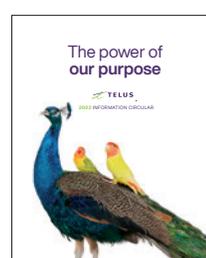
[2021 Annual Report](#)



[2021 ESG Data Sheet](#)



[2021 Annual Information Form](#)



[2022 Information Circular](#)



[2021 Indigenous Reconciliation & Connectivity Report](#)

# Commitments and Recognition

## Commitments

As part of our commitment to sustainability, we are supporters of, or signatories to, the following frameworks:



## Recognition in 2021

We are proud to have been recognized with the following awards and included in these indices for our globally-leading sustainability performance:



2021 Communitas Award for Excellence in Corporate Social Responsibility



Strategy Magazine's 2021 Brands of the Year



Terra Carta Seal for leadership on climate change energy transition



Sustainability Magazine's top 100 companies



DJSI North American Index



Corporate Knights Global 100



Corporate Knights Best 50



Listed on the FTSE4Good Index



Ranked 3/13 in sector by Vigeo Eiris



Awarded an AA rating by MSCI



Industry Top-Rated ESG Performer by Sustainalytics

# The power of our purpose

As the leading social capitalism company, we are leveraging our global-leading technology and compassion to drive social change and enable remarkable human outcomes.

Putting our customers and communities first was paramount as we managed through year two of the global COVID-19 pandemic. Despite shifts in financial markets, impacts to supply chains and disastrous weather events that impacted customers and communities across Canada, we kept our commitments to our ambitious social purpose goals. Inspired by our passionate social purpose, our team continues to improve environmental, social, economic and health outcomes for Canadians and citizens around the world.

## Putting our customers first

This year, our team demonstrated incredible resiliency by assisting with COVID-19 vaccine efforts, booking seven million vaccination appointments and safeguarding our most vulnerable citizens so they were not left behind. We continued to leverage innovative tools and approaches for virtual and professional product and service installations and repairs to protect our customers and team members and provide options and peace of mind.

Keeping our customers connected remained a top priority, especially when natural disasters struck. The unrivaled resilience of our network allowed it to withstand the demands of the pandemic and extreme weather events, such as 2021's devastating wildfires and flooding in British Columbia. Our efforts were recognized by the Disaster Recovery Institute (DRI) Canada with the COVID-19 Response and Recovery Award.

## Protecting the planet

Investing in an environmentally sustainable future is just one way we are helping solve some of the biggest challenges facing our planet. For decades, we have demonstrated what a committed organization can do to transition to a low-carbon future. Now, we are working to achieve our goal to be net carbon neutral in our operations by 2030. Underpinning



*"I am proud of our team's industry-leading commitment to ESG initiatives and our leadership in delivering amazing human and social outcomes through the power of our technology. With our sustainability-linked bond framework, we are demonstrating our dedication to environmental sustainability."*

our goals to reduce our impacts, we have adopted three targets aligned with limiting warming to below 1.5°C, which have been approved by the Science Based Target initiative (SBTi). By adopting Scope 1, 2 and 3 science-based targets, we're committing to a greener, brighter future.

For the 21st consecutive year, we were named to the Dow Jones Sustainability North America Index, a feat which is unmatched by any other North American telecommunications or cable company. We also placed among the Corporate Knights Global 100 for the 10th time and Best 50 Corporate Citizens in Canada for the 15th time.

## Caring for our communities

Our culture of caring was displayed throughout the year as our highly engaged team offered support to those who needed us most.



Simon Ager

## Support our local community recycle marine debris

Every year, approximately 8.8 million tonnes of marine debris consisting of industrial, residential, and single-use plastics enter our oceans and end up on B.C.'s shorelines, threatening our fragile ecosystems. This year, the Province of B.C.'s Clean Coast, Clean Waters Initiative, which supports marine shoreline clean-up and derelict vessel removal in coastal communities, funded the largest-ever marine debris cleanup.

In support of this initiative, we sponsored the Wilderness Tourism Association and the Small Ship Tour Operators Association on a 42-day excursion. During this event, teams collected more than 200 tonnes of marine debris along 300 kilometres of B.C.'s shoreline, with support from Wuikinuxv (Oweekano) Nation, Heiltsuk Nation, Kitasoo / Xai'xais Nation and Gitxaala Nation. [Read more.](#)

This year, in partnership with our team members and retirees, we collectively provided \$90 million in cash, in-kind contributions, time and programs, and volunteered 1.3 million hours to charitable and community organizations. Since 2000, our extended TELUS family has gifted \$1.4 billion, including \$900 million in cash, in-kind contributions, time and programs and 1.8 million days of volunteerism, to make the world a better place.

Through our Connecting for Good programs, we are addressing critical inequities facing Canadians in our increasingly digital society. We continued to extend support to those facing financial and other barriers, helping to improve the lives of 230,000 Canadians. In 2021, TELUS Internet for Good® provided close to 12,000 low-income families, youth aging out of foster care and people living with disabilities with vital access to low-cost, high-speed internet service. Through TELUS Mobility for Good®, we supported nearly 7,000 youth exiting foster care and low-income seniors by offering free or subsidized mobile phone

rate plans and devices, and in October, we expanded the program to support Indigenous women at risk of or experiencing violence.

We expanded our Tech for Good program nationwide in collaboration with March of Dimes Canada, empowering more people living with disabilities to use their smartphones and tablets independently, and with TELUS Health for Good™, we unveiled four new mobile health clinics in Victoria, Vancouver, Toronto and the Niagara Region of Ontario. During the year, we supported 35,000 patient visits and administered more than 9,000 COVID-19 vaccinations through our network of mobile health clinics operating in 14 communities across the country.

# 35,000

patients were supported, and over  
9,000 COVID-19 vaccines were given  
through TELUS Health for Good  
mobile clinics.

As Canada marked its first National Day for Truth and Reconciliation, we announced our corporate commitment to supporting Reconciliation with our third annual Indigenous Reconciliation and Connectivity Report and a \$1 million leadership commitment to support the development and promotion of the [Digital Witness Blanket](#). Together, with the Canadian Museum for Human Rights, we will create a digital platform to expand the reach of this national monument, to share the stories of survivors so they are not forgotten.

## Bringing our social purpose to life in health and agriculture

Our TELUS Health team is achieving important milestones as we continue to build significant scale. In 2021, we completed 551 million digital health transactions and added 1.1 million new virtual care members to reach nearly three million members now using our virtual care solutions. These positive trends supported strong health services revenue growth of 16 per cent in 2021. In 2022 and beyond, we will continue to leverage our leadership in healthcare technology to provide solutions enabling better access to health information and deliver improved health outcomes.

The growth of TELUS Agriculture is a great example of how TELUS is leveraging technological innovation to help farmers and ranchers produce food for the world's expanding population more efficiently, safely, and in a more environmentally responsible manner. By empowering farmers with solutions that help optimize crop production, manage costs, and increase yields, together, we are advancing record keeping for food traceability, improving soil nutrient management and reducing GHG emissions.

## Leading with the best team on the planet

As the pandemic continued throughout 2021, we remained committed to the health and mental wellness of our team members, who are our source of differentiation in the market and the enablers of our success. In alignment with the National Standard for Psychological Health and Safety in the Workplace, we introduced our [TELUS Mental Health Commitment](#). This resource helps create a shared understanding of the role team members play in examining and addressing workplace factors that may negatively affect mental health, promoting healthy practices, and offering support to others so we can be our best selves at work, at home and in the community.

In early 2021, we introduced our sixth TELUS Resource Group (TRG), called Reach, which aims to advance diverse representation in decision-making and to shine light on systemic issues that disproportionately and uniquely affect the Black community. Our TRGs support over 7,000 team members and are leading to greater inclusion at TELUS.

## Investing in a sustainable future

Increasingly, people are choosing to do business with organizations that share their values and are beacons for sustainability. Our team's dedication to our customers, communities and one another drove our leading operational and financial results in 2021. We welcomed a record of 960,000 total new customer connections, delivered \$17 billion in revenue, increased net income by 35 per cent to \$1.7 billion and grew Adjusted EBITDA<sup>1</sup> by 6.4 per cent to \$6.1 billion. Our commitment to social capitalism is evidenced by our healthy balance sheet and team's passion for delivering outstanding results for all our stakeholders.

# \$54 billion

in new communications infrastructure and operations across Canada through 2024 to accelerate the extension of our 5G and PureFibre networks.

We continue to invest in our world-leading network technology and the expansion of our 5G and PureFibre networks, bridging the digital divide by providing connectivity to 70 per cent of the Canadian population, including 744 urban and rural communities. Importantly, \$54 billion in new communications infrastructure and operations across Canada will be invested through 2024 to accelerate the extension of our 5G and PureFibre networks, and enable critical connectivity for millions of people.

## Sustainability-linked bonds

In June 2021, TELUS made history by becoming the first company in Canada to release a Sustainability-Linked Bond (SLB) Framework, and complete a SLB offering. With a maturity date of November 2031, \$750 million was raised at an interest rate of 2.85 per cent. This offering will help us execute and deliver on our corporate strategy by linking financing to the achievement of ambitious science-based targets to reduce absolute Scope 1 and 2 GHG emissions by 46 per cent over 2019 levels by 2030. This offering demonstrates our leadership in social capitalism and puts our team at the forefront of sustainable finance. [Read more.](#)

Additionally, we celebrated the first anniversary of our TELUS Pollinator Fund for Good and launched our one-year [impact report](#). This social impact fund invests in for-profit, responsible and sustainable businesses who seek to answer the biggest challenges facing our communities. Since its inception, the Fund has invested nearly \$20 million in debt and equity securities for start-ups, all of which focus on innovation that promotes better mental and physical health, greater social equity, a safer food supply and a greener planet.

## Positioned for future successes

Since 2004, we have returned \$21 billion to shareholders, including \$15.7 billion in dividends and \$5.2 billion in share purchases, representing over \$15 per share. In November 2021, we announced our 21st dividend increase, raising our annual dividends declared by 7.3 per cent over last year. Undeniably, when our team puts our customers and communities first, the resulting prosperity enables us to improve the outcomes of Canadian youth, families and seniors who invest in TELUS.

Our commitment to empowering Canadians with connectivity, transforming healthcare, caring for the planet and giving back to our communities, is the foundation on which we continue to build, and what will ensure our ongoing success in 2022 and beyond.



Doug French  
Executive Vice-President and Chief Financial Officer  
April 1, 2022

<sup>1</sup> Please refer to Section 11.1 of the 2021 annual Management's discussion and analysis (MD&A) for the quantitative reconciliation of Net Income to Adjusted EBITDA. MD&A is made available on SEDAR ([www.sedar.com](http://www.sedar.com)).

# Our social purpose

Our social purpose is to leverage our global-leading technology and compassion to drive social change and enable remarkable human outcomes.

Our long-standing commitment to putting our customers first fuels every aspect of our business, making us a distinct leader in customer service excellence and loyalty. TELUS is a dynamic, world-leading communications technology company with \$17 billion in annual revenue and 17 million customer connections spanning wireless, data, IP, voice, television, entertainment, video, and security. TELUS Health is Canada's leader in digital health technology, improving access to health and wellness services. TELUS Agriculture provides innovative digital solutions throughout the agriculture value chain, supporting better food outcomes.

TELUS International is a leading digital customer experience innovator that designs, builds and delivers next-generation solutions for global brands across high-growth industry verticals.

For the past two decades, we have demonstrated consistent execution as a global leader in social capitalism, addressing the world's greatest social challenges. Together, we are empowering Canadians with connectivity, transforming healthcare, caring for the planet, improving the global food system and giving back to our communities.



## Let's empower Canadians with connectivity

We work to provide everyone access to our world-leading networks – including rural, remote and Indigenous communities and over three million Canadians in need.



## Let's help everyone live healthier lives

We're revolutionizing access to healthcare for millions of Canadians and for the most vulnerable among us to receive care.



## Let's care for our planet's future

We're committing to using 100 per cent renewable energy by 2025, and becoming a zero-waste, net carbon-neutral company by 2030.



## Let's build a better and more sustainable global food system

We're creating innovative tech solutions to help feed the world, transforming food production, quality and delivery from farm-to-fork.



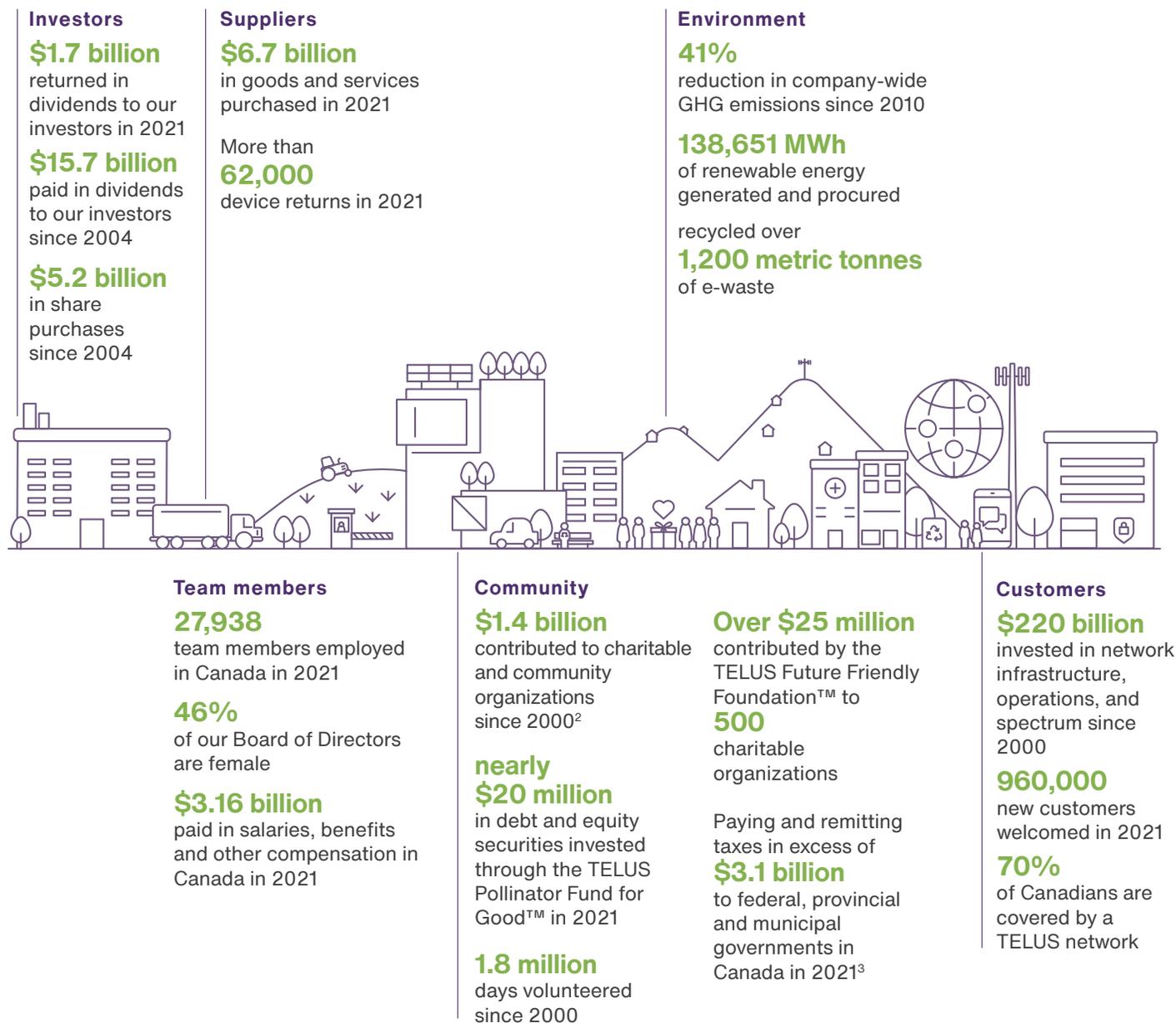
## Let's give where we live

TELUS, our team members and retirees contributed \$90 million in cash, in-kind contributions, time and programs in 2021 to help communities across Canada become stronger and able to care for their most vulnerable members.

## Creating value

At TELUS, our social purpose guides our strategy and acts as the blueprint for how we engage and interact with our customers, communities and each other. It drives all areas of the business, from where we're going to invest our capital, to where we focus our research and development, and how we ultimately create long-term, sustainable value for our stakeholders.

We are focused on the growth of our businesses for our investors, customers, team members, suppliers and communities. Our products and services enhance people's lives and support the success of our customers and contribute to the development of healthy communities and the digital economy. We work together to embed sustainable business practices into our operations and manage our impacts across our value chain.



Made possible by our amazing people, world-leading networks and commitment to putting our customers and communities first.

<sup>2</sup> Since 2000, TELUS, our team members, and retirees have provided more than \$900 million in cash, in-kind contributions, time and programs and volunteered 1.8 million days of service; amounting to \$1.4 billion in cash, in-kind value, and in time and programs.  
<sup>3</sup> Total amount consists of corporate income taxes, sales taxes, property taxes, employer portion of payroll taxes and various regulatory fees.

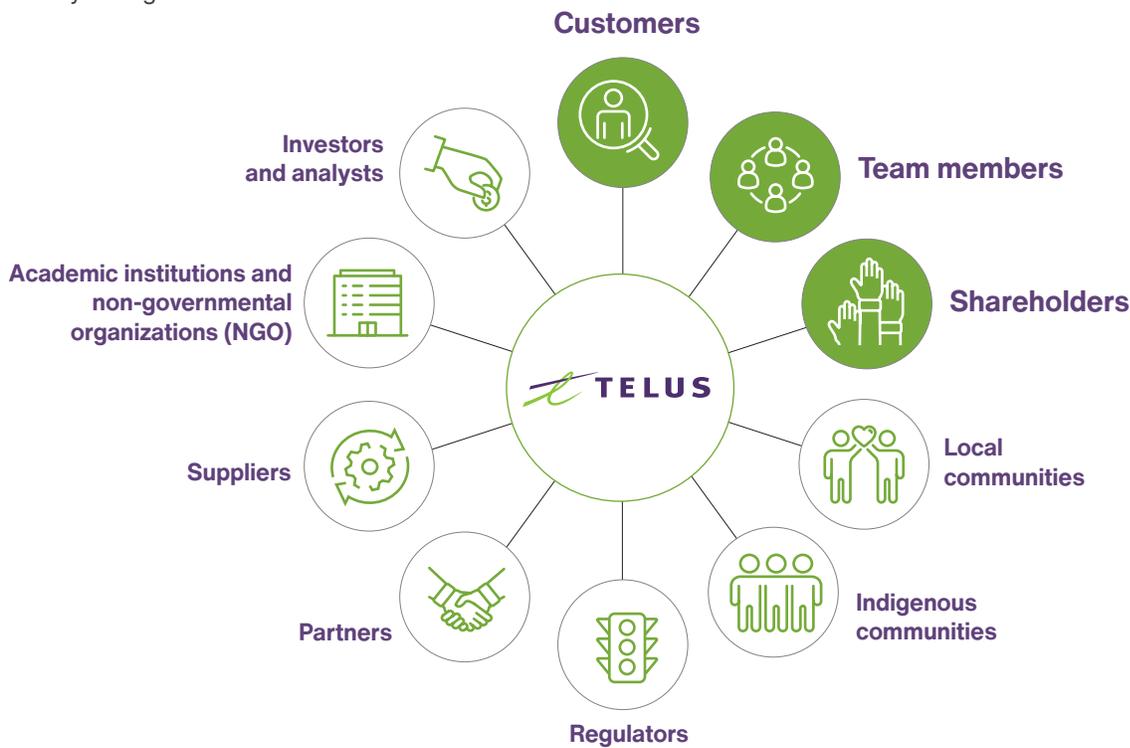
# Materiality & stakeholder engagement

Our focus on sustainability creates long-term value for our business, demonstrates leadership in our industry and makes a positive impact in our global community. Societal expectations on social and environmental issues are shifting and we are taking action on addressing these risks and opportunities through tech-forward innovation. We are improving and enhancing our practices in sustainability by listening to our internal and external stakeholders and monitoring emerging global issues. Our materiality assessments not only help us prioritize the issues that are important to our global community and have the greatest impact on our business, they also guide us in developing and refining strategies as we make the future friendly® – together.

## Stakeholder engagement

Continuously fostering relationships and engaging with our stakeholders is a foundation of our sustainability practices. We integrate stakeholder engagement and related outcomes in our governance, strategic planning and decision-making processes across our business.

We have internal and external stakeholders across our value chain, each with their own needs and expectations of TELUS, including:



One of our corporate priorities is to elevate our customers, communities and social purpose by honouring our brand promise – Let’s make the future friendly®. We prioritize engagement with and feedback from customers, team members, and shareholders.

In addition to our numerous feedback mechanisms such as our Media Relations team, TELUS social media channels and the [sustainability@telus.com](mailto:sustainability@telus.com) inbox, we regularly engage directly with specific stakeholders. Depending on the purpose of the engagement, individual stakeholders are assessed and prioritized based on:

- Impact of TELUS on the stakeholder
- Stakeholder’s impact on TELUS
- Stakeholder’s capacity to engage with TELUS
- Stakeholder’s willingness to engage with TELUS.

We also work to provide stakeholders with the knowledge and skills to be able to effectively engage with us when needed. When selecting the method of stakeholder engagement and individual stakeholders for the activity, several factors are considered:

- Desired level of interaction, from passive monitoring to active collaboration
- Preferred language, format and cadence for connecting
- Ability to proactively mitigate potential risks, such as inviting individuals that do not have participation fatigue.

Insights gained from our stakeholders are shared internally among relevant team members and communicated externally through platforms such as our website and this report. Below is a selection of stakeholder engagement activities that occurred in 2021.

**Stakeholder engagement examples in 2021**



**Team members**

A comprehensive survey uncovered the environmental, social and governance topics that matter most to our team members.



**Academic institutions and NGOs**

Direct engagement, forum participation and event attendance with NGO partners such as Thompson Rivers University, Global Compact Network Canada, Canadian Business for Social Responsibility and the Business Renewables Centre Canada.



**Local communities**

TELUS Community Boards, composed of local leaders, were engaged to make recommendations on funding the projects, places, and people that need the TELUS Friendly Future Foundation's support the most.



**Indigenous communities**

Direct engagement with Indigenous leaders, Indigenous governments, Elders, subject matter experts, Indigenous team members, and federal, provincial, and municipal governments to support the development of TELUS' Reconciliation Commitment and expansion of connectivity.



**Suppliers**

Quarterly supplier performance management meetings as well as interviews with critical suppliers and strategic partners to discuss items such as equity, diversity and inclusion and environmental impacts.



**Shareholders**

One-on-one meetings, roadshows, conferences, discussions with the Executive Team, conference calls, press releases and media relations, and the Annual General Meeting of shareholders.

**Engaging with Indigenous Peoples**

We acknowledge that our work spans many territories and treaty areas and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us. Through our world-leading network technology, underpinned by our team's long-standing passion for creating stronger, healthier communities, we are committed to supporting the goals of Indigenous Peoples. We believe that connectivity, along with human compassion and ingenuity, is intricately linked to positive economic, social, health and community outcomes; and the benefits of the digital economy increase for all Canadians when Indigenous communities are connected.

We are committed to progressing the path of Reconciliation in partnership with Indigenous Peoples and are dedicated

to fulfilling our role and responsibilities in this regard. Our actions will be informed by:

- The Truth and Reconciliation Commission's 10 Principles of Reconciliation and the 94 Calls to Action
- The United Nations Declaration on the Rights of Indigenous Peoples
- Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women & Girls 231 Calls for Justice
- Progressive Aboriginal Relations certification process

We believe in understanding shared history, developing and deepening meaningful, productive relationships with Indigenous Peoples including First Nations, Métis and Inuit communities, and taking accountability for constructive actions moving forward. We recognize that reciprocity is the foundation of respectful relations, which only occur within the framework of inclusive dialogue.



We are committed to continuing to learn, evolve and grow to become aligned with Indigenous-led Reconciliation frameworks. We are devoted to ongoing engagement with Indigenous leaders, Elders, and communities in the areas we operate. This engagement informed the development of TELUS’ first ever Indigenous Reconciliation Action Plan (IRAP) and will remain a cornerstone of implementing our commitments and actions moving forward. We continue to be flexible, hold ourselves accountable, while engaging, listening, learning, and adapting.

Read more on TELUS’ reconciliation commitments and our process for engagement in our [2021 Indigenous Reconciliation & Connectivity Report](#).

### Materiality assessment

In 2021, with help from our stakeholders, we conducted a comprehensive materiality assessment to determine our significant economic, environmental and social impacts. This assessment helps to inform our current and future sustainability practices, while also strengthening our ability to report on what matters most to our stakeholders. Our materiality assessment consisted of:

- 1. Topic and stakeholder identification:** we compiled a list of topics and stakeholders who could potentially shape our business and our sustainability practices
- 2. Topic prioritization and stakeholder engagement:** we engaged 249 internal and external stakeholders through interviews and surveys
- 3. Topic finalization and presentation:** we analyzed our engagement results and refined our analysis with subject matter experts to determine our final list of priorities.

The results from the materiality assessment and identified issues are categorized below:

FOUNDATIONAL	STRATEGIC	EMERGING
<b>Core to TELUS business and brand</b>	<b>Key focus areas and aligned to TELUS brand</b>	<b>Topics that will grow in importance in the future</b>
<ul style="list-style-type: none"> <li>• Business ethics</li> <li>• Community investment</li> <li>• Customer relationships</li> <li>• Economic impacts</li> <li>• GHG emissions and energy</li> <li>• Network reliability and coverage</li> <li>• Privacy and cybersecurity</li> <li>• Regulatory compliance</li> <li>• Safety, health and well-being</li> <li>• Supply chain sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Climate risks and opportunities</li> <li>• Digitizing communities</li> <li>• Diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Biodiversity conservation and restoration</li> <li>• Circular economy</li> <li>• Human rights</li> <li>• Water management</li> </ul>
<b>CUSTOMERS FIRST COMMITMENT</b>		

We have mapped our foundational, strategic and emerging priorities in the matrix below, which highlights their relative impact for TELUS and for our stakeholders, as identified in our assessment.

**2021 materiality assessment results**



The table above prioritizes these topic areas as those that are most impactful for our internal and external stakeholders, and those that are most impactful to our business. The most impactful topics identified during our assessment in priority order, as shown in the matrix, are: 1) digitizing communities 2) climate risks and opportunities 3) privacy and cybersecurity and 4) network reliability and coverage.

As a result of our materiality assessment, we confirmed the top Sustainable Development Goals (SDGs) where we believe we will have a positive influence. These goals, like our priorities, shape our strategies and focus areas.



## Our future focus

We routinely set targets for our sustainability goals that are informed by stakeholder engagement activities and our materiality assessment. We believe that achieving these targets will make a positive impact in our communities and for the environment. We are pleased that we have successfully reached several targets to date and have learned from the challenges we have faced along the way. We remain committed in our pursuit of progress towards these goals and targets.

Goal	Target year	Progress in 2021
<b>Energy and carbon management</b>		
Net carbon-neutral operations.	2030	17% GHG reduction from 2019.
100% of our electricity requirements effectively procured from renewable or low-emitting sources.	2025	65% of electricity requirements procured from renewable or low-emitting sources.
Reduce energy intensity per terabyte of data traffic 50% from a 2019 base year.	2030	Reduced energy intensity by 43% per terabyte of data traffic from 2019.
Science-based target: reduce absolute Scope 1 and 2 GHG emissions by 46% from a 2019 base year.	2030	Reduced absolute Scope 1 and 2 GHG emissions by 17% from 2019.
Science-based target: reduce absolute Scope 3 GHG emissions from business travel and employee commuting 46% from a 2019 base year.	2030	Reduced absolute Scope 3 GHG emissions from business travel and employee commuting by 92% from 2019. <sup>4</sup>
<b>Waste and circular economy</b>		
5% annual reduction in total materials discarded to landfill.	annual	Exceeded goal with 12% reduction in total materials discarded to landfill. 
65% diversion of waste from offices and facilities.	2025	Diverted 51% of waste from offices and facilities.
85% diversion of waste from additional waste streams.	2025	Achieved goal early and diverted 94% of waste from additional waste streams. 
<b>Water</b>		
Reduce water consumption intensity per terabyte of data traffic 50% from a 2019 base year.	2030	Reduced water consumption intensity per terabyte of data traffic by 19% from 2019.
<b>Health</b>		
Support 200,000 patient visits to our TELUS Health for Good <sup>®</sup> mobile health clinics.	2025	Supported over 44,000 patient visits to our mobile health clinics in 2021 and over 94,000 to date.
<b>Community</b>		
Issue grants exceeding \$55 million by the TELUS Future Friendly Foundation to more than 3,500 projects offered by Canadian charities.	2025	In 2021, the TELUS Friendly Future Foundation and 13 Canadian TELUS Community Boards, provided grants of \$8.7 million to 500 charities, bringing our total to \$25 million in grants since inception.

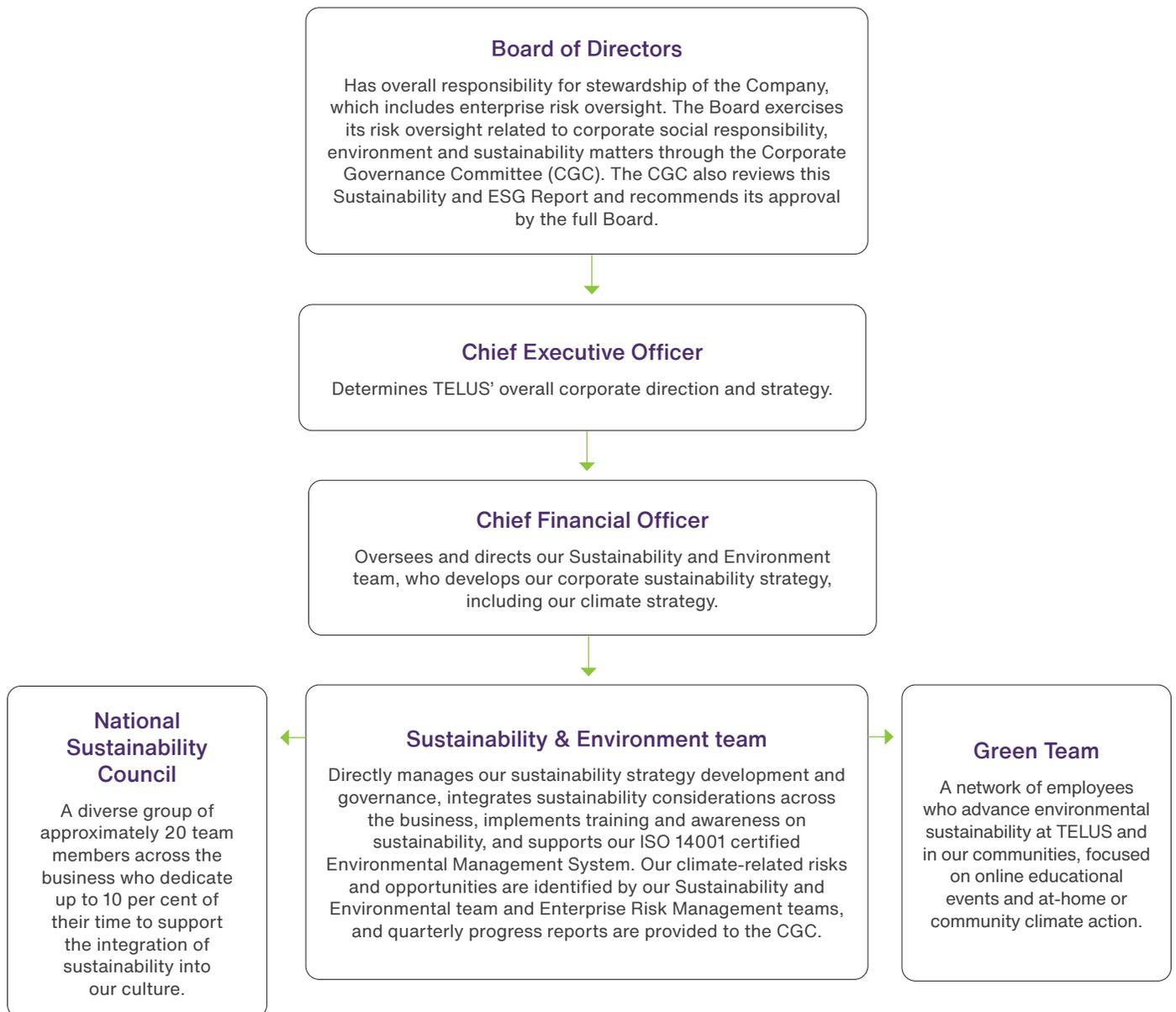
<sup>4</sup> The COVID-19 pandemic has impacted these results because over 95% of team members have been working from home and we anticipate these results to normalize in future years as team members return to the office.

Goal	Target year	Progress in 2021
<b>Community (continued)</b>		
TELUS, our team members and retirees to provide \$1.2 billion in cash, in-kind contributions, time and programs to charities and community organizations through TELUS giving initiatives since 2000.	2025	This year, TELUS, our team members and retirees contributed \$90 million in cash, in kind contributions, time and programs, bringing our total support since 2000 to \$900 million.
Contribute a cumulative 2.5 million days of giving since 2000.	2025	In 2021, our TELUS family contributed 174,000 days of giving, bringing our total contribution to 1.8 million days of giving since 2000.
<b>Connectivity</b>		
Internet for Good: reach 75,000 households with low-income families, seniors, youth from care or and people with disabilities with low-cost, high-speed connectivity.	2025	Added over 11,500 households with low-cost, high-speed connectivity in 2021. Since the program began, we have added over 31,000 households in B.C., Alberta and Quebec.
Mobility for Good: reach 30,000 youth aging out of foster care, low income seniors and and other marginalized Canadians with access to a free smartphone and a free or subsidized smartphone and data plan.	2025	Helped connect 7,000 marginalized Canadians with a free or subsidized phone and plan in 2021, including 5,600 low-income seniors, and over 13,000 people to date.
TELUS Wise®: engage and educate 700,000 youth, adults, parents and seniors through TELUS Wise® digital literacy workshops.	2025	Over 451,000 Canadians have participated in our free TELUS Wise workshops online or through live, virtually-delivered workshops and events since the program began.
<b>Board diversity</b>		
Have at least two directors on our Board who represent a visible minority or are Indigenous; and women and men each represent at least 33.3% of independent directors, as outlined in our Board diversity policy.	2023	We surpassed these targets in 2021, with our Board now including six independent directors (46 per cent) who are women and three directors who represent a visible minority or are Indigenous. 
	2025	
<b>Supply chain</b>		
Science-based target: reduce Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products 75% per million dollars revenue from a 2019 base year.	2030	Reduced Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products by 5% per million dollars of revenue from 2019 to 2020.
Maintain a minimum of 50% recycled and renewable materials from well-managed sources for our copy paper.	2023	Achieved goal with 85% of recycled and renewable materials in our copy paper. 

# Governance

We have a long-standing commitment to high standards in corporate governance, and to full and fair disclosure.

Our organizational structure, corporate policies and practices enable social, economic and environmental aspects to be considered at every stage of our planning and decision-making process. Sustainability oversight starts with our Board of Directors, and is integrated throughout our business and in our pay structure.



### Sustainability pay link

We link organizational sustainability performance to compensation for all team members through our corporate scorecard, which affects the company-wide performance bonus structure. The social capitalism index within the scorecard contains metrics that measure our performance in reducing GHG emissions as well as various social impact measures. We regularly assess the metrics contained in our scorecard to continue to improve our environmental, social and governance performance.

## Ethics

We have an ethical responsibility as corporate citizens to make every decision with the highest degree of integrity. At TELUS, we value transparency and are committed to creating a culture of ethical and respectful behaviour with our team members, suppliers, vendors, community partners and Board of Directors. Our collective efforts help us deliver on our Customers First promise, whilst further elevating our world-leading culture and leadership in social capitalism.

**100%**  
of our employees completed the  
2021 Integrity Training Course

Our [Code of Ethics and Conduct](#) addresses a wide range of critical topics, including, but not limited to:

- Avoiding conflict of interest
- Accepting gifts and benefits
- Safeguarding our brand and reputation as well as our company’s assets
- Information and intellectual property
- Lawful competition, including anti-bribery and corruption
- Protecting our customers’ data and privacy.

Annually, our ethics processes and controls, including the EthicsLine reporting tool, Code of Ethics and Conduct as well as our annual Integrity training are a foundational component of the overall control environment at TELUS and are reviewed externally by a third party. The Code is formally reviewed and updated biennially (or sooner if required) so that we maintain and continue to elevate ethical standards.

Each year, we require our team members and contractors to complete an online integrity training course, referred to as TELUS Integrity, which outlines key aspects of our Ethics, Respectful Workplace, Security and Privacy policies. One-hundred per cent of our employees completed the

### Ownership

Corporate governance systems are designed and implemented so that a company is managed in the interests of its stakeholders. To the knowledge of our Board of Directors, no governmental institution holds a total of five per cent or more of the company's voting rights and government institutions hold no golden shares. We are not a family-owned company and thus no family members, personally or through other companies or organizations, hold five per cent or more of total voting rights.

See our [2022 Information Circular](#) for additional information on our Board diversity.

2021 Integrity Training Course, which is based on employees with access to the integrity training course, and excludes employees that are currently on leave.

### TELUS EthicsLine

Through the 24-hour TELUS EthicsLine (1-888-265-4112 or [telus.ethicspoint.com](https://telus.ethicspoint.com)), employees and external stakeholders can raise anonymous and confidential questions or file complaints related to accounting, internal controls or ethical issues. Our leaders are expected to create and maintain a work environment where all team members feel comfortable speaking up and having open discussions without the fear of retaliation. Retaliation or retribution against a team member for contacting the Ethics Office, or for assisting or participating in an investigation of a complaint, violates our ethical principles and is not tolerated.

#### Ethics office engagements<sup>1</sup>

Type	2021
Requests for advice	244
Ethical complaints	330
<b>Total contacts</b>	<b>574</b>

<sup>1</sup> Data includes acquisitions TELUS (except TI) has made between January 1 to December 31, 2021.

In 2021, 574 contacts were made to the Ethics Office, with callers seeking advice on ethical situations or making complaints. This represents a 17 per cent decrease from the 693 contacts made in 2020.

In 2021, there were 113 breaches of the Code of Ethics and Conduct, involving 143 employees, compared with 119 breaches involving 123 employees in 2020. There were no breaches relating to an officer or involving the integrity of financial disclosure. Corrective action was taken in each

case of a breach, with some of the breaches resulting in discipline or dismissal of one or more employees.

Detailed reporting on all EthicsLine activity, including the nature of complaints or inquiries received, as well as breaches determined including type, location, business area and tenure of employee, is shared with the Audit Committee and Human Resources and Compensation Committee of our Board of Directors on a quarterly basis. For a more detailed breakdown of our ethics-related data, see our [2021 ESG Data Sheet](#).

### Anti-bribery and corruption

The TELUS [Anti-bribery and Corruption Policy](#) applies to all team members, the TELUS Board of Directors, wholly owned or controlled subsidiaries, and entities in which TELUS has a controlling interest. Updates to the Policy, which were

approved by the TELUS Board, were implemented in 2019 to reflect legislative changes and international developments.

Our anti-bribery and corruption compliance program includes team member training and awareness and due diligence compliance activities that reflect best practices for comparable Canadian companies. Our annual TELUS Integrity training brings to life the policies and guidelines of the policy and tests our integrity knowledge through realistic scenarios. The training highlights our zero-tolerance approach to bribery and corruption.

Our Data & Trust Office did not receive any reported violations of the Anti-Bribery and Corruption Policy in 2021, and no business partner contracts were terminated, nor employees dismissed or disciplined, with respect to instances of corruption.

## Risk management and business continuity

Our business continuity and disaster recovery programs are widely recognized and award-winning. These programs include provisions for monitoring and preparedness, mitigation, response and recovery. They also keep our team members safe, minimize the potential impact of threats to our facilities, infrastructure and business operations, support the maintenance of service to our customers and help keep our communities connected.

In response to the COVID-19 pandemic, our Corporate Business Continuity Office and Emergency Management Operating Committee (EMOC) continued to meet regularly to coordinate strategic management of the COVID-19 pandemic and advise on tactical issues such as door-to-door activities, retail safety measures, and technician safety in the field. COVID-19 case counts are closely monitored so that we can align our operations with public health measures within individual public health agency jurisdictions. The Corporate Business Continuity Office convened the EMOC in two additional instances in 2021, to manage the impacts on TELUS of wildfires and flooding in British Columbia, while continuing to respond to the global pandemic.

We continue to leverage our Medical Advisory Council (MAC), composed of leading medical professionals from across the country, along with other key leaders from TELUS. The MAC meets regularly, advises on the Company's COVID-19 pandemic policy, and makes recommendations for specific health and safety measures, which are incorporated into our corporate infectious disease playbook and other guidance. These documents are continuously updated and provide foundational governance for all other pandemic-related playbooks for specific business functions.



As a result of our unwavering commitment to promote the safety and well-being of our team members, customers, and the communities where we serve, we were honoured to receive the [Disaster Recovery Institute's Canadian COVID-19 Response and Recovery Award](#). The prestigious award recognizes our organization's commitment and capability to respond to and recover from the COVID-19 pandemic.

# Our priorities





## Caring for communities

At TELUS, we're building a better future by using our technology for good. The culture of caring we have created over two decades is underpinned by our collective belief in the power of giving where we live. From connecting families in need with high-speed internet, to delivering medical care to people experiencing homelessness, we remain committed to providing all Canadians, no matter their geography or circumstance, access to the tools and resources needed to stay connected.

### Governance and oversight

We maintain a strong foundation of social purpose governance that supports our work to align and integrate our community investment and business strategies. Our leadership in social capitalism reflects the symbiotic nature of doing well in business by doing good in our communities.

Our Chief Communications Officer leads corporate citizenship, social impact investing, brand marketing and communications at TELUS, helping bring our social purpose to life by driving positive social change and enabling remarkable human outcomes.

### Initiatives to give back

In 2021, TELUS, our team members and retirees contributed \$90 million in cash, in-kind contributions, time and programs to charitable and community organizations and volunteered 1.3 million hours of service, including virtual and socially distanced safe acts of giving. Our commitment to giving back to our communities and volunteering is structured through a number of programs, such as our annual global volunteer movement TELUS Days of Giving® and our Team TELUS Cares programs, which are community engagement

initiatives that are making our world a better place. Through these programs we motivate, mobilize and reward employees and retirees who make positive changes in the communities where we live and work.

### TELUS Community Ambassadors

TELUS Community Ambassadors, our network of current and retired team member volunteers, provide a critical connection between TELUS and our communities.

<p>TELUS, our team members and retirees provided</p> <p><b>\$90 million</b></p> <p>in cash, in-kind contributions, time and programs</p>	<p>Over</p> <p><b>\$8.7 million</b></p> <p>in grants to 500 charitable organizations through the <a href="#">TELUS Friendly Future Foundation</a></p>	<p><b>\$1 million</b></p> <p>committed to support the communities in British Columbia following unprecedented weather events and flooding</p>	<p>Nearly</p> <p><b>\$20 million</b></p> <p>debt and equity securities invested by our <a href="#">TELUS Pollinator Fund</a> in 10 sustainable businesses</p>	<p><b>\$1 million</b></p> <p>leadership commitment for The <a href="#">Digital Witness Blanket</a>, part of our \$8 million commitment to support Indigenous-led projects and initiatives</p>
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Over 5,000 Ambassadors based in 23 clubs across Canada work collectively to respond to the needs of their communities. In 2021, our Ambassadors:

Donated

**102,000**

care items

Fundraised

**\$50,565**

for local causes

Filled over

**14,100**

Kits for Kids with school supplies

Prepared more than

**7,705**

comfort kits with basic toiletries and comfort items for homeless and displaced families.

In 2021, our team, retirees, customers and partners helped to collectively raise \$3 million in cash donations for TELUS Friendly Future Foundation in support of youth charities serving communities across Canada.

### TELUS Friendly Future Foundation

The Foundation provides grants to charities across Canada that enable youth to reach their full potential. In 2021, the Foundation responded to the urgent needs facing charities providing critical support to youth and families affected by the COVID-19 pandemic. Together, with the 13 Canadian TELUS Community Boards, the Foundation provided more than \$8.7 million in cash donations to support 500 health

and education projects, creating a brighter future for young people across Canada. For more information, visit the [TELUS Friendly Future Foundation's website](#).

The TELUS Community Boards put philanthropic decision-making in the hands of local leaders who know their communities best. The Boards provide recommendations on the allocations of funds from the Foundation for grants to grassroots Canadian charities that support youth from underserved communities. Preference is given to projects that also demonstrate tangible technological or social innovation.

Since 2005, the Boards have contributed \$91 million in cash donations and supported close to 7,800 projects.

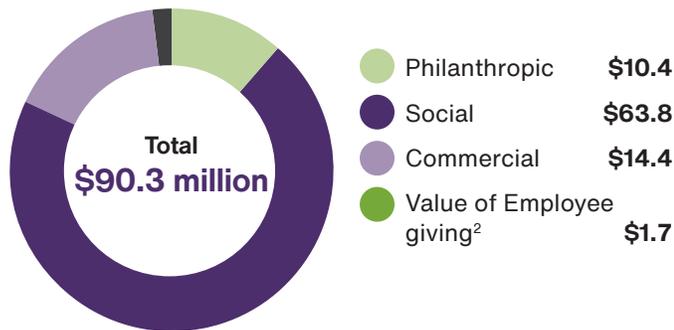




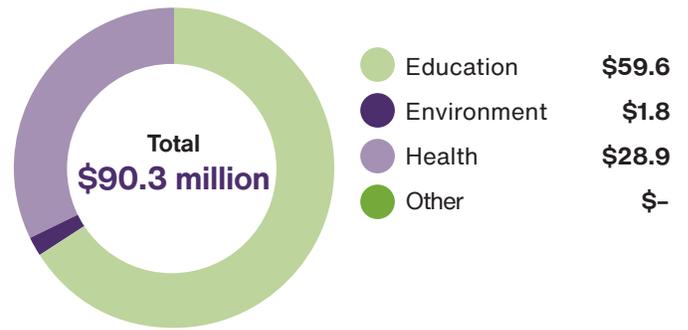
## Our impact

Measuring the broad impact of our TELUS community investments is a critical component of understanding the success and reach of the program. We work with the [London Benchmarking Group](#) and use their methodology to measure our impact. Our community investments can be categorized as follows:

**Community investment<sup>1</sup>** (\$ millions)



**Community investment by type<sup>1</sup>** (\$ millions)



1 Represents community investment by TELUS, our team members and retirees.  
 2 Within our total community contributions, we include value-in-kind (VIK). A VIK contribution is a non-cash contribution of a good or a service. We calculate VIK contributions based on the costs of provision of services and products, and estimates of labour costs and other inputs. Methodologies may rely on certain estimations that have inherent limitations and uncertainties due to the various nature of the VIK contribution being delivered.

1 Represents community investment by TELUS, our team members and retirees.



# Protecting our planet

Through simple steps taken at work or home by our team members or ambitious, company-wide initiatives, we are making choices and taking action on our commitment to protect our planet. We consider our impact on the environment in every decision we make, and building an environmentally focused business is an important aspect of our corporate strategy. Climate change is increasingly impacting our vital ecosystems and poses a significant risk to our global economy. By reducing our own environmental footprint and providing solutions for others to do so as well, we are sustaining our business and the environment for generations to come.

## Governance and oversight

Our Board oversees our approach to corporate social responsibility and environmental matters through the Corporate Governance Committee of the Board, including assessing the impacts from climate change. Our Sustainability and Environment team develops and implements our environmental strategies, evaluates and manages risks, sets targets and objectives, and reports our progress toward meeting our environmental goals. This team reports to our Chief Financial Officer.

For all energy and greenhouse gas emission data in this report, or in our [2021 ESG Data Sheet](#), we annually assess the scope of our reporting, particularly as it pertains to

acquisitions and divestitures as our business evolves. Our goal is to be transparent and have our data reviewed by a qualified third-party assurance provider for independent and external verification, in our Limited Assurance Report (see page 59). We may, due to certain events such as acquisitions or divestitures, restate past data, including base year data, with appropriate context and notes, as determined.

For our disclosure aligned with the Task Force on Climate-related Financial Disclosures, see our [2021 Annual Information Form](#).

## Climate action & carbon neutrality

We understand the global challenge posed by climate change. As a world leader in environmental performance, we have demonstrated what a committed organization can do to transition to a low-carbon future and reach our goal to be net carbon-neutral for our company-wide operations by 2030.

In addition to setting transformative climate targets, many of our product and service offerings – including our virtual healthcare offerings such as TELUS Health MyCare and our agriculture solutions – also support a low-carbon future.

<p>Closed our inaugural</p> <h3>Sustainability-Linked Bond</h3> <p>offering leveraging behaviour-based financing to our sustainability goals</p>	<p>Established new Scope 1, 2 and 3 targets approved by the</p> <h3>Science Based Targets initiative</h3>	<h2>1,200+</h2> <p>metric tonnes of e-waste recycled</p>	<h2>20</h2> <p>metric tonnes of mobile devices recycled, representing over 139,000 devices</p>
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## Transitioning to our low-carbon future



### 2010-2021: Over a decade of significant energy and emission reductions

**41%**

reduction in GHG emissions since 2010

**138,651**

MWh of renewable energy generated and purchased since 2010

**49%**

reduction in energy intensity since 2010

Exceeded 2020 targets, set new ambitious carbon-neutral operations by 2030 target

Launch of science-based targets and Sustainability-Linked Bond



### Our current climate goals

Procure 100% of our electricity requirements from renewable or low-emitting sources by 2025

**2021 progress:**

**65%**

from renewable or low-emitting sources

Reduce our energy intensity by 50% from 2019 levels by 2030

**2021 progress:**

**32%**

energy intensity reduction from 2019 levels

Enable our operations to become net carbon-neutral by 2030

**2021 progress:**

**1%**

reduction from 2020 levels

Reduce absolute Scope 1 and 2 GHG emissions 46% by 2030 from a 2019 base year<sup>5</sup>

**2021 progress:**

**17%**

reduction from 2019 levels

Reduce absolute Scope 3 GHG emissions from business travel and employee commuting 46% by 2030 from a 2019 base year

**2021 progress:**

**92%**<sup>6</sup>

reduction from 2019 levels

Reduce Scope 3 GHG emissions from purchased goods and services, capital goods and use of sold products by 75% per million dollars revenue by 2030 from a 2019 base year

**2021 progress:**

**6%**

intensity reduction from 2019 to 2020

science-based targets



### 2022-2030: achieving operational net carbon-neutrality

Advance our corporate energy efficiency and decarbonization program

Implement a fleet electrification strategy to reduce GHG emissions

Evaluate and implement emerging technologies and their potential to reduce climate impacts

Adapt to changing climate legislation and regulations in our jurisdictions

Engage with supply chain partners to reduce Scope 3 GHG emissions

Execute our carbon-neutral data management partnerships

<sup>5</sup> The target boundary includes biogenic emissions and removals from bioenergy feedstocks.

<sup>6</sup> The COVID-19 pandemic has impacted these results because over 95% of team members have been working from home and we anticipate these results to normalize in future years as team members return to the office.

By building a broadband network that enables our customers to live and work where they choose, and by offering products that allow customers to connect virtually, we help customers reduce their carbon footprint by limiting travel and enabling their interactions to be more efficient.

### Energy consumption

Our energy demand consists of direct and indirect energy used to power our business that is within our operational control, both in Canada and internationally. This includes, but is not limited to, our owned and leased real estate properties, cell tower sites, fleet vehicles, and remote generator fuel.

An inherent challenge we face is an increase in energy demand as we grow our business, expand our network and integrate 5G technology into our network to meet customer demand for data and connectivity. To address this challenge, we have implemented a strategy that involves seeking out and deploying innovative technologies in our network, and:

- Executing on our real estate optimization strategy, including deploying green building technologies
- Advancing our copper to fibre migration strategy in our network
- Enhancing our energy management program across our business.

In 2021 we increased our company-wide energy consumption by 0.1% per cent compared to 2020. For further details, please see our [2021 ESG Data Sheet](#).

A critical component of our energy supply strategy is to transition to the use of renewable energy where relevant market conditions and opportunities exist. In total, we have signed four Power Purchase Agreements in Alberta, three for 82 MW of solar-powered generating capacity and one for 78 MW of wind-powered generating capacity. We will own the environmental attributes generated by these facilities, which will help achieve our net carbon neutrality and

renewable electricity goals. Investing in renewable energy not only helps us grow our core business sustainably by powering our network from cleaner energy sources, it also provides positive financial impacts for our organization.

In total, we have signed four Power Purchase Agreements, three for **82 MW** of solar-powered generating capacity and one for **78 MW** of wind-powered generating capacity.

### Science-based targets

To underpin our goals to reduce GHG emissions and inspire innovation and action, we collaborated with subject matter experts to submit our GHG inventory and a set of three proposed targets to the Science Based Targets initiative (SBTi). In 2021, the SBTi approved our targets and declared them to have met the criteria in terms of time frame, emissions coverage and ambition, and confirmed they are aligned with long-term temperature pathways in line with a 1.5 degrees Celsius trajectory. These targets address our Scope 1, 2 and 3 GHG emissions.

As a result of having our science-based targets approved, we published our [Sustainability-Linked Bond Framework](#). Sustainalytics, a leading independent ESG research, ratings and analytics firm, issued a [Second Party Opinion](#) confirming that the Framework aligns with the International Capital Market Association's Sustainability-Linked Bond Principles, 2020.

### Progress report for sustainability-linked series CAF notes

Company-wide GHG emissions by source	2021 tonnes CO <sub>2</sub> e	2020 tonnes CO <sub>2</sub> e	2019 <sup>1</sup> tonnes CO <sub>2</sub> e	Cumulative performance and commentary
Scope 1	51,175	53,002	61,215	On track
Scope 2	204,698	200,848	240,919	On track
<b>Total</b>	<b>255,773</b>	<b>253,850</b>	<b>302,134</b>	<b>On track</b>

<sup>1</sup> 2019 is our base year for our targets.

We sponsored a component of the Clean Waters initiative and their shoreline cleanup project, which collected more than 200 tonnes of debris across 300km of B.C.'s shorelines. The Clean Coast, Clean Waters Initiative aligns with TELUS' long-standing commitment to building a better, more sustainable future



Simon Ager

Subsequently, we closed our inaugural Sustainability-Linked bond offering, the first of its kind in Canada. This successful offering demonstrates our commitment to environmental sustainability by linking financing to the achievement of ambitious environmental targets, specifically, reducing absolute Scope 1 and 2 GHG emissions by 46 per cent by 2030 from a 2019 base year.

### Greenhouse gas emissions

Beginning in 2021, we report our emissions using the market-based method to align with our approved science-based targets, which were set using a market-based approach. This approach more accurately reflects the emissions profiles of our contractually based electricity purchases in renewable energy for the markets they directly support zero waste.

In 2021, we reduced our absolute company-wide combined Scope 1 and Scope 2 GHG emissions by 1 per cent compared to 2020. The reductions can be attributed to energy efficiency programs, temporary office vacancies related to the COVID-19 pandemic and a significant reduction in emissions from the Alberta electricity grid. This includes the retirement and realization of 20,915 MWh of EcoLogo certified Renewable Energy Credits generated by the Brooks Solar facility in Alberta.

In 2021, our GHG emission intensity improved by approximately 20 per cent per terabyte of data throughput on our network.

Our Scope 3 emissions linked to business travel and employee commuting were largely impacted by the COVID-19 pandemic again this year as 95 per cent of our staff continued to work remotely. Overall, passenger kilometres

traveled by air by our Canadian employees decreased by 45 per cent in 2021, compared to 2020, resulting in air travel emissions of 916 tonnes CO<sub>2</sub>e.

Beginning in 2020, we engaged EY to help us use the SBTi-approved Absolute Contraction Approach method for our target setting, including for our total Scope 3 GHG emissions across all available categories and to help us identify the top three emission sources based on our annual spend. As a result of that process, the SBTi approved our target to reduce Scope 3 GHG emissions from purchased goods and services, capital goods and use of sold products by 75 per cent per million dollars revenue by 2030 from a 2019 base year.

To calculate our Scope 3 results for purchased goods and services and capital goods, we use the Quantis tool, developed in association with the Greenhouse Gas protocol, which uses expenditure data input into the tool in any of the 15 identified Scope 3 categories. Over time, we aspire to use a combination of calculation methods in order to improve the quality of our calculations and include more supplier-specific GHG emissions, including working collaboratively with our suppliers on life-cycle assessments, while reducing costs and complexity. In this report we share our 2020 Scope 3 data and will disclose our 2021 Scope 3 data in our next sustainability and ESG report. This approach allows us the time to present more meaningful data given the current complexities in this emerging field of disclosure. As we improve the quality of data in collaboration with our suppliers, we may restate our past results and recalculate targets based on SBTi guidelines.

For a detailed breakdown of our energy and GHG performance data, see our [2021 ESG Data Sheet](#).

## Circular economy and responsible resource use

Circular economy is an economic model that prioritizes resource conservation throughout the entire lifecycle of a product or package to maximize value and eliminate waste from resource extraction to re-manufacturing. We are applying circular economy principles by developing new systems that minimize waste generation, reuse materials, and maximize diversion of waste to landfill. We are also helping our customers and community implement similar circular economy strategies to encourage responsible resource use.

### Promoting community circularity

In 2021, we partnered with the Toronto Region Conservation Authority to develop the Circular Economy Leaders Consortium, a group of industry leaders committed to implementing new practices within their organizations. The group will learn from each other’s circular economy projects, share resources and expertise, strategize solutions to common challenges through collective projects, and identify opportunities for continuous improvement. The consortium will launch in Spring 2022.

We also participate in a number of leadership committees that can help encourage the widespread adoption of zero waste and circular economy, including [Circular Opportunity Innovation Launchpad’s Advisory Council](#), [Global Compact](#)

[Network’s Circular Economy Working Group](#) and [National Zero Waste Council’s Management Board](#).

**66%**  
of our waste from landfill was diverted,  
and the total amount of waste landfilled  
decreased by 12 per cent.

### Waste diversion

In 2021, we diverted 66 per cent of our waste from landfill and the total amount of waste landfilled decreased by 12 per cent. The decrease in waste disposed was partly due to the shift in team members working remotely in response to the COVID-19 pandemic as well as our continued expansion of recycling services, and our increased focus on waste reduction at the source.

The waste diversion rate for our real estate assets (owned and leased properties) increased from 49 per cent in 2020 to 51 per cent in 2021.

For a detailed breakdown of our waste and recycling performance data, see our [2021 ESG Data Sheet](#).

### 2021 waste and recycling by source in Canada (metric tonnes)<sup>1,2</sup>

Source	Additional waste streams	Owned properties	Leased properties	Overall
Recycled <sup>3</sup>	3,111	1,590	403	5,103
Landfill	191	2,108	342	2,641
Total	3,302	3,698	744	7,744
Diversion %	94	43	54	66

1 To provide timely reporting, our data is based on October 1 - September 30 of each year.

2 Data only includes waste from owned and leased buildings, ADT sites, our reverse logistics materials and other specialty materials (like furniture and paper shredding). It does not include TELUS retail, Mobile Klinik, TELUS Health, TELUS Agriculture, TELUS International, and construction and demolition waste. Given a number of factors, including the COVID-19 pandemic, we anticipate our data may fluctuate in future reporting years.

3 The definition of recycled includes items that are either reused, recycled, or composted.

## Electronic waste

Through Mobile Klinik®, we are supporting our customers to reduce waste and repair electronic equipment. Mobile Klinik is Canada’s leader in professional smartphone and tablet repair, refurbishment and resale with 100 locations across Canada. Buying used devices or repairing old ones keeps devices out of landfills and gives people options that are better for the planet and improve affordability.

In 2021, we recycled 1,254 metric tonnes of e-waste and 20 metric tonnes of mobile devices (139,685 total devices).

### Electronic waste recycled<sup>1</sup>

Waste Type	2021
E-waste (metric tonnes) excluding mobile devices	1,254
Mobile devices (units)	139,685

<sup>1</sup> Data only includes waste from owned and leased buildings, ADT sites, our reverse logistics materials and other specialty materials (like furniture and paper shredding).

In 2021, we launched a partnership with [Taoglas](#), leveraging TELUS Internet of Things infrastructure, to provide waste bin sensor technology that monitors and reports bin fill levels to track and manage waste in real-time, optimize collection routes, right size waste receptacles and pick up frequency and promote sustainability.

## Hazardous waste

Our domestic operations typically generate small quantities of hazardous waste, such as aerosol cans, batteries, and motor oil. In 2021, and partially in 2020, we saw a significant increase in hazardous waste generation as a result of the disposal of expired hand sanitizer (liquid) and hand wipes (solid) that were purchased for our COVID-19 pandemic response.

### Hazardous waste<sup>1</sup>

Waste type	2021
Solid hazardous waste from our facilities (kg)	52,942
Liquid hazardous waste from our facilities (litres)	5,130
Batteries from network equipment and fleet operations (metric tonnes)	349

<sup>1</sup> Data only includes waste from owned and leased buildings, ADT sites, our reverse logistics materials and other specialty materials (like furniture and paper shredding).

## Paper and packaging

Our [Sustainable Paper and Packaging Policy](#) outlines our goal to reduce paper and packaging consumption by 10 per cent on a year-over-year basis, while also maximizing recycled and FSC certified content. In addition, through e-billing, digital marketing and packaging optimization, we have been able to minimize our consumption significantly, with a 12 per cent reduction in 2021.

### Paper and packaging performance<sup>1</sup>

Resources	2021
Copy paper used with FSC certification	89%
Copy paper from recycled and renewable materials from well-managed sources	85%
Volume	
Total copy paper used (metric tonnes) <sup>2</sup>	10.3
Total paper and packaging used (metric tonnes)	496.3

<sup>1</sup> This data does not include TELUS Agriculture, however it does include Mobile Klinik, which was announced to be acquired in July 2021.

<sup>2</sup> We only report on paper purchased by employees tracked in our primary human resources management system.

For the paper and paper-based packaging that we do consume, we compensate for the use by planting trees in collaboration with [Tree Canada](#). In 2021, we planted more than 20,000 trees at the McLeod Lake Indian Band Reserve in British Columbia to rehabilitate 2,700 hectares of beetle-destroyed forest habitat. Planting trees in our communities helps to capture carbon, create natural forest restoration, provide oxygen and enhance wildlife habitat for generations to come.

### TELUS tree planting

Trees	2021
Trees planted to compensate for paper consumed <sup>1</sup>	20,094
Total number of trees planted <sup>2</sup>	31,991

<sup>1</sup> We plant trees based on our previous year’s total paper and packaging consumed in that year.

<sup>2</sup> Includes all trees planted by TELUS in a given year including trees planted to recognize employee anniversaries, community efforts etc.

## Water

Promoting the responsible use and conservation of water is a priority at TELUS. Our water sources include municipal water supplies or other water utilities and our primary uses of water are for heating and cooling systems, irrigation and for drinking water in our office spaces. Ongoing assessment and audit of our ISO 14001:2015 certified Environmental Management System (EMS) positions us as a global leader in environmental excellence.

We do not currently consume large amounts of water in water-stressed areas. We actively monitor our water-related impacts through regular preventative maintenance such as inspection and leak testing for our buildings and equipment. Additionally, our automated monitoring systems and call-in processes enable on-demand repair of newly discovered leaks or other water issues.

In 2021, we increased our water consumption intensity by 27 per cent, compared to 2020 which was impacted by a one time refill of a cooling system and increased water

We continue to work towards our target to reduce water consumption intensity, per terabyte of data traffic on our network, by **50%** from 2019 levels by 2030.

usage due to intense summer heat waves within Canada. We continue to work towards our target to reduce water consumption intensity, per terabyte of data traffic on our network, by 50 per cent from 2019 levels by 2030. This goal aligns with our energy efficiency goals and timelines as well as local regulatory guidelines and supports the sustainable growth of our business.

## Environmental management system

Our EMS provides the foundation for all of our environmental sustainability initiatives. In 2021, we completed the required external audits to certify our EMS to the updated ISO 14001:2015 standard. Maintaining this ISO standard positions us as a global leader in environmental excellence and creates ongoing opportunities for improvements to our environmental management processes.

### Auditing and site assessments

To affirm our compliance with regulatory requirements, TELUS standards, and to maintain our ISO 14001 certification, we conduct regular site assessments and audits of our operations. In 2021, there were no major non-conformities identified in our audits and there were a small number of minor non-conformities discovered, primarily related to site housekeeping, equipment maintenance schedules, signage, and document control.

In addition to the formal audits, more than 2,000 facility assessments are conducted by network technicians on an annual basis.

### Training

Environmental training provided to our employees and contractors is a key component of our EMS. Training covers topics such as construction risks, spills and releases,

response and reporting, and the transportation and disposal of waste. In 2021, team members completed 2,907 training courses with environmental themes.





## Compliance

We present quarterly reports to the Corporate Governance Committee of our Board on issues resulting in written warnings, fines or investigations by regulatory authorities. In 2021, TELUS had no such incidents related to environmental compliance.

## Spills and releases

External reporting of spills (liquids) and releases (gases) is regulated in the communities where we work. We also require that all spills and releases, regardless of the quantity, must be reported internally to our 24/7 spill reporting system, where team members get expert advice on site management and reporting to external agencies.

The majority – over 85 per cent – of our recorded spill incidents are halocarbon releases from air conditioning equipment used to cool our facilities and network equipment. These are typically caused by hot weather events, which result in additional system stress. We continue to seek out opportunities to use more efficient cooling technologies.

We define Category A spills and releases as both reportable and serious and set a target of zero incidents for this category. In 2021, we had three Category A spills.

In 2021, we had a significant increase in the volume of liquid spilled due primarily to two large process water releases from a water treatment system at a TELUS facility in Burnaby, B.C. Due to two excessive rainfall events, the collection and treatment system could not manage the volumes and excess water was released to the storm sewer system. The released process water met the storm sewer criteria, so did not result in any significant environmental impact. Our complete spills and releases data can be found in our [2021 ESG Data Sheet](#).

## Addressing contamination

By using a risk matrix based on the [Canadian Council of Ministers of the Environment](#) guidance manual, we prioritize the management of our contaminated sites. Our contaminated sites have resulted from historical fuel spills at remote sites that used diesel generators to power equipment. Our annual target is to complete remediation work at five sites and we met this goal in 2021. A 'completed site' is one where known contamination has been remediated according to the appropriate regulatory guidelines for soil and/or groundwater.



# Transforming healthcare and employee well-being

We believe all team members and Canadians have the right to health and well-being. As our global TELUS Health portfolio evolves, we aim to address one of Canada’s most pressing challenges – access to healthcare and service efficiency. For over a decade, TELUS Health has been working with health authorities, community partners and stakeholders to build a more sustainable healthcare system leveraging the power of technology.

## Team member well-being

We believe that technology can help deliver even better and more sustainable health and wellness experiences for Canadians and our team members. We also understand the need to support the healthcare industry overall, which is why we are working so hard to make prevention and wellness more accessible to everyone.

### Governance and oversight

The Board’s Human Resources and Compensation Committee (HRCC) plays a critical role in overseeing the delivery of our commitments to the health and safety of our team members. The HRCC monitors, on behalf of the Board, our health and safety policies and receives and reviews regular reports concerning our health and safety programs, policies and results.

Our comprehensive Well-being Strategy provides a thoughtful, integrated, and sustainable approach to keeping our team members well. Despite evolving internal or external pressures – including the COVID-19 pandemic – we have a dynamic framework in place to assess needs and design

flexible solutions. We focus on five overlapping dimensions of well-being – physical; psychological; social; financial and environmental; and support team members whether they are at work or at home. Our strategy encourages personal growth through awareness-building, ready access to tools and resources, and motivation to be your best self.

As part of our Well-being Strategy, we are continuously assessing against, and aligning with, the [National Standard of Canada for Psychological Health and Safety in the Workplace](#) to maintain a psychologically safe and healthy workplace.

### Team member health

In 2021, we continued to focus on proactive ways to reduce the negative impacts of the COVID-19 pandemic and keep team members well. We connected team members together to learn about boosting resilience, managing finances, protecting heart health, improving nutrition and more. Our Chief Human Resource Officer and Chief Neuroscience Officer joined forces for live sessions with all team members –

Over  
**20 million**

lives covered by our healthcare services and technology, and 2.8 million virtual healthcare members

Launched the TELUS Mental Health Commitment and trained over

**10,000**

team members to support good mental health for themselves and those around them

Provided a subscription to our team members for

**Calm**

the award-winning mental fitness app, through a global-first agreement



answering important questions and providing guidance for navigating these tough times. From coast to coast, our team members and their family members joined together in two well-being challenges, motivating one another to keep active, eat well and practice good self-care.

We also launched a total well-being app with some teams to provide access to personalized health and benefits information, well-being education and financial savings in an effort to advance our digital health experience. Over 10,000 of our leaders and team members were also trained to support good mental health for themselves and for those around them—at work, at home and in the community.

### Team member safety

We remain in a relentless pursuit of the prevention of workplace accidents and injuries. Our Safety Management System (SMS), which aligns with governing legislation, promotes a positive safety culture and is continuously monitored for its effectiveness. As team member safety is a priority, our SMS is integrated in all levels of the organization and supported by a dedicated team of safety consultants. To further complement our SMS, a robust ergonomic program provides team members with job specific ergonomic training, awareness and hands-on support, if needed. Additionally, we facilitate the active participation of our Policy and Workplace Health and Safety Committees to assist in promoting and advocating our strong safety culture.

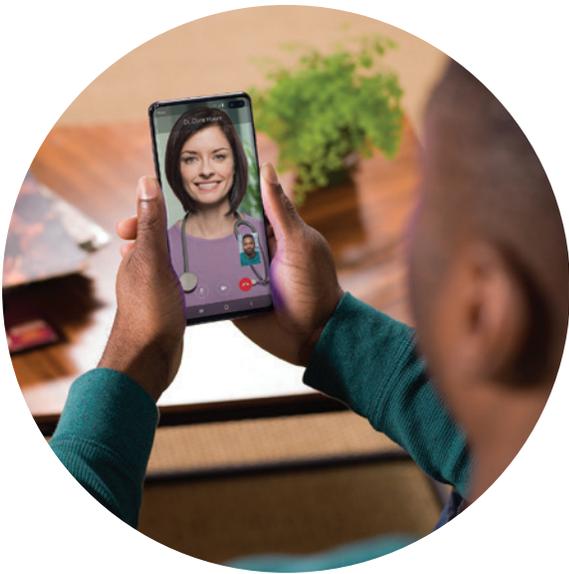
In 2021, we formalized our Hazard Prevention Program, which examined job tasks to determine their hazards, risks and whether existing controls are optimal. When completed

in 2022, the output of the process will identify where improvements can be made to our SMS and ultimately, further reduce preventable accidents and incidents.

To further support the reduction of preventable accidents and incidents, ongoing safety training is mandated and closely monitored for completion in all areas of the organization, with a particular focus on the identification and management of workplace hazards. In 2021, our Canadian team members in the field each completed 10.5 hours of formal safety training, building their safety knowledge and skills, which are confirmed via formal assessments. Performance targets are also set for our hazard control programs. These results are reported every quarter to the HRCC of our Board.

### Our COVID-19 response

The COVID-19 pandemic continues to shape the work environment and how we prioritize and safeguard our team members. At the start of the pandemic, TELUS quickly transitioned the vast majority of team members to working remotely. At the same time, we relied heavily on the expert advice of our Medical Advisory Council, and deployed multiple layers of protection to prevent the spread of COVID-19 among those team members working outside the home, including: protocols to reduce workplace contacts, travel restrictions, daily health self-assessment, mask wearing policies, and safe distancing in the workplace, additional workplace cleaning and sanitization, case and contact management, and COVID-19 communications and awareness campaigns.



### Our safety record

The most common types of recordable work-related injuries continue to be ergonomic-related, such as overexertion and repetitive strain. Despite the return-to-normal client-facing interactions by our field technicians, we saw a 21 per cent decrease in these types of injuries, year-over-year. In 2022, we intend to further reduce the rate of these injuries by implementing an expanded ergonomic program that will focus on a more comprehensive root cause analysis to identify and prevent ergonomic-related injuries or incidents.

We strengthened our leadership position across the primary healthcare continuum, completing **551 million** digital healthcare transactions over the course of the year, illustrating the significant scope and scale of our healthcare offerings.

## Transforming healthcare

We continue to collaborate to make healthcare better for providers and patients with the aim of delivering care in a whole new way. Leveraging technology to create better health outcomes, we further advanced our fast-growing and technology-oriented TELUS Health business in 2021. We strengthened our leadership position across the primary healthcare continuum, completing 551 million digital healthcare transactions over the course of the year, illustrating the significant scope and scale of our healthcare offerings.

### Governance and oversight

Our TELUS Health team continuously works to innovate for a healthier future for everyone. By redefining healthcare collaboration, they are:

- **Leveraging partnerships:** we work hand in hand with inspiring partners to try and build the best possible healthcare ecosystem

- **Innovating continuously:** through everyday, small-scale innovations, we strive to create solutions that are built for real-world clinical experiences
- **Investing in the future:** we support and are part of the health community's growth through investments across the spectrum of healthcare technology.

### Supporting virtual healthcare

Our innovative virtual care offerings continued to grow to meet the increasing demand and evolving healthcare needs of Canadians. In 2021, we introduced TELUS Health Virtual Care and became the first digital health provider in Canada to integrate an employer-focused virtual care platform with electronic medical records (EMRs). With [TELUS Health Virtual Care](#), critical patient health information from virtual care sessions can be securely shared, with consent, with any of the health professionals who are using our EMRs



across Canada. [TELUS Health MyCare](#) is now available to millions of Canadians in multiple languages.

Within our physical [TELUS Health Care Centres](#), in-person patient activity resumed as Canadians emerged from restrictions related to the COVID-19 pandemic. TELUS Health also played a pivotal role in communities across Canada through our nationwide Health for Good program, providing 35,000 primary and mental health interventions to our most vulnerable Canadians and enabling better healthcare access for all.

### Advancing our healthcare strategy

Our social purpose strategy remains focused on improving digital and virtual access to quality healthcare and delivering better health outcomes for all Canadians, including our most vulnerable citizens.

Our goals support:

- Increased efficiency for health professionals
- Seamless flow of health information
- Patients playing an active role in managing their health.

In 2021, we continued to help Canadians live healthier lives through innovative technologies that revolutionize access to healthcare. Some of our ongoing and recent initiatives included:

- Leveraging technological innovation, artificial intelligence and human ingenuity to create better healthcare outcomes and empower people to live healthier lives

## 34,000+

Canadian healthcare professionals use a TELUS Health EMR solution

- Providing healthcare professionals the right tools to focus on what matters most as Canada's leading EMR provider, with more than 34,000 Canadian healthcare professionals using a TELUS Health EMR solution
- Enhancing our healthcare offerings with the launch of our national network of care centres, virtual care services and virtual pharmacy, helping patients along their healthcare journey in a safe, accessible and convenient way
- Helping individuals, companies and industry professionals cope with mental health challenges through our state-of-the-art mental health practices, virtual care services or custom industry resources
- Building healthier communities through our Health for Good program, providing primary care, mental health and addiction support services to marginalized Canadians.

Across our healthcare offerings, we are also harnessing our world-leading 5G network, to help create better, more connected experiences, such as enabling virtual healthcare with augmented and virtual reality applications. This approach is helping to revolutionize real-time care and communications between medical experts and their patients.



## Connecting for Good

At TELUS, supporting meaningful change in our communities is at the heart of everything we do. That means providing equal access to technology, promoting its responsible use, and putting our world-leading solutions to work for good. Building on Canada’s fastest mobile network, our award winning 5G network will power Canada’s economy, making our lives easier, safer and healthier through increased speeds, reliability and capacity.

### Governance and oversight

Our Corporate Citizenship team oversees our Connecting for Good® program strategy and evolution. Our Social Purpose Programs team develops, manages and monitors our Connecting for Good programs and targets, which are

elevated to our TELUS corporate scorecard as part of our social capitalism index. Monthly, quarterly, and annual reporting practices help us monitor our performance in achieving program objectives.

## Connecting for Good programs

We are bridging digital and socio-economic divides by advocating that everyone, no matter their income level, should be able to access the internet and stay safe in our digital world. We are proud to have supported nearly 700,000 Canadians through our Connecting for Good and TELUS Wise programs.

nationwide where frontline care is urgently needed. Our mobile clinics are equipped with TELUS Wi-Fi connectivity, TELUS Mobility services and TELUS Health EMRs to assist the onboard care team in their work as they provide primary and mental health care as well as other support to those that need it most.

### Health for Good

Health for Good helps connect marginalized and homeless Canadians to our healthcare system through specially equipped mobile health clinics operating in 14 communities

In 2021, the program supported 35,000 visits, and delivered over 9,000 COVID-19 vaccinations, largely surpassing our previous goal of supporting 25,000 patient visits each year across all mobile health clinics.

Supported	Nearly	Added close to	Over
<b>35,000</b>	<b>12,000</b>	<b>7,000</b>	<b>105,000</b>
patient interventions and administered 9,000 COVID vaccinations through our TELUS Health for good mobile clinics, operating in 14 communities	households, reaching 35,000 Canadians in need, were connected through Internet for Good®	Canadians to our Mobility for Good® program and expanded to support Indigenous women at risk of or experiencing violence, in addition to youth aging out of foster care and low-income seniors	Canadians participated in TELUS Wise® workshops and events, bringing our cumulative total of Canadians supported through the program to over 450,000.



Thanks to support from our partners, there are ongoing efforts to integrate our program patients into the broader healthcare and social support systems. Since the inception of our program we have supported close to 95,000 cumulative visits through our mobile clinics.

### Mobility for Good

Mobility for Good provides youth transitioning out of foster care and low-income seniors with free or subsidized smartphones and mobile plans, enabling them to stay connected to support networks, social services and more. In 2021, almost 7,000 youth and seniors enrolled in the program, and since the program's inception, over 28,000 marginalized Canadians have benefited.

We also expanded the program in 2021, to support Indigenous women at risk of, or surviving violence, as part of the TELUS Indigenous Reconciliation Action Plan, and in partnership with Alberta Native Friendship Centres Association, B.C. Association of Aboriginal Friendship Centres, Prince George Native Friendship Centre, and Native Courtworker and Counseling Association of British Columbia. This program gives Indigenous women at risk a critical lifeline to timely emergency services, reliable access to virtual healthcare and wellness resources, and the ability to stay connected to their friends, family, and support networks.

# 400,000+

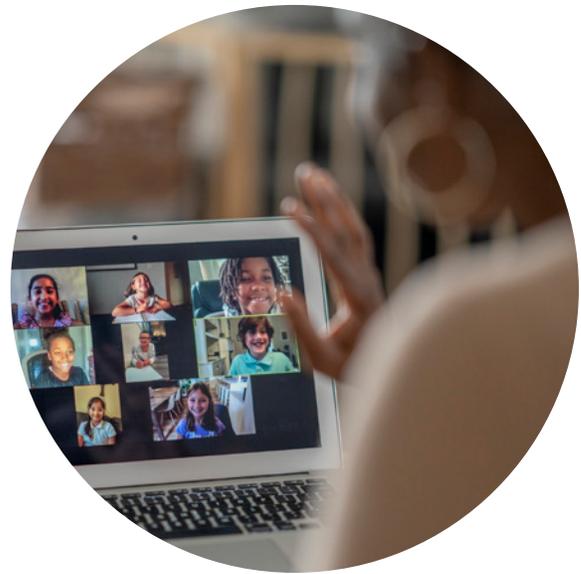
low-income families and people who live with disabilities access high-speed internet through Internet for Good

### Internet for Good

Internet for Good offers over 400,000 low-income families and people living with disabilities (in our broadband internet footprint) access to subsidized high-speed internet and a low-cost computer to help them participate safely in our digital world. In 2021, we added close to 12,000 households to the program. Since the inception of our program in 2016, 106,000 Canadians have positively benefited from our Internet for Good program.

### Tech for Good

Tech for Good empowers Canadians with disabilities to independently use their mobile devices. The program offers specialized training, tools and, in some cases, financial assistance for the purchase of assistive technology. In 2021, we expanded Tech for Good nationally in partnership with March of Dimes, helping to enable even more Canadians with disabilities. Since the program's inception, over 4,600 Canadians have participated in the program, benefiting from customized training, resources, and/or a monthly, ongoing TELUS Wireless Accessibility Discount.



## TELUS Wise

TELUS Wise, now in its ninth year, is a digital literacy education program that empowers Canadians to stay safe in our digital world. Endorsed by the Canadian Association of Chiefs of Police and offered free-of-charge, the program provides workshops and online resources related to protecting our online security, privacy and reputation, rising above cyberbullying, and staying well in our connected world.

In 2021, and in our ongoing response to the COVID-19 pandemic, we continued to deliver [TELUS Wise workshops online](#) or through live, virtually-delivered workshops and events. Since inception, over 450,000 Canadians of all ages have participated in our free workshops, including:

**TELUS Wise footprint:** helps elementary school children learn how to be good digital citizens and keep their digital footprint clean.

**TELUS Wise impact:** engages middle school and junior high students in a conversation around cyberbullying, helping them explore and understand different options for safe and appropriate ways of intervening when they witness cruel behaviour online.

**TELUS Wise in control:** engages middle school and junior high students in a discussion about cyberbullying, identity theft, protecting and positively growing their online reputation and more.

**TELUS Wise happiness:** engages high school students in a conversation about building and maintaining a healthy relationship with technology.

**TELUS Wise adults and TELUS Wise parents:** is a two-part series that covers topics such as living in a digital society, as well as internet, smartphone and social media safety, and supporting youth in our digital world.

**TELUS Wise seniors:** engages Canadian seniors in a discussion about how to participate safely in our growing digital society.



## Empowering youth through virtual offerings

In 2021, we worked collaboratively with many of our partners in communities across Canada to provide virtual programming for youth promoting both TELUS Wise workshops and educational content.

### Virtual Spring and Summer Camps powered by TELUS

We continued our partnerships with TELUS World of Science® Edmonton and TELUS Spark in Calgary, reaching over 1,200 campers across Alberta and British Columbia through Virtual Spring and Summer Camps. The Science Centres also produced 24 hours of virtual camp content that we shared through Optik TV. By working with each Centre and their respective community partners, we were able to provide 100 vulnerable youth with scholarships to the camps and their own laptops for access.

### Canadian Football League (CFL)

In partnership with the B.C. Lions, Calgary Stampeders, Edmonton Elks, Hamilton Tiger-Cats and Ottawa

REDBLACKS, we offer #EndBullying All-Stars. This grassroots community program promotes the importance of online safety while bringing TELUS Wise workshops led by CFL players to local schools. In 2021, we offered these programs virtually, reaching 2,000 youth across Canada.

### Hockey Canada (The Code)

The Code is an extension of TELUS Wise and is designed specifically for the hockey community. The program offers customized, free digitized educational tools, resources and workshops to help hockey fans, players and families safely and respectfully navigate digital spaces. The Code is also a pledge that all participants can be a good digital citizen or a great teammate. Since 2018, Hockey Canada and TELUS have shared The Code with more than 730,000 players and coaches across 30,000 minor league hockey teams in Canada.



## Economic impacts

We leverage our globally-leading technology to enable remarkable human outcomes and deliver value to all of our stakeholders. We are focused on the long-term growth of our business to connect individuals for good, both in Canada and globally. Our products and services enhance the lives of our customers and contribute to the development of sustainable communities and the world's digital economy.

### Governance and oversight

Our corporate priorities help guide our actions as we execute on our growth strategy. These priorities include:

- Elevating our customers, communities and social purpose by honouring our brand promise, let's make the future friendly
- Leveraging our world-leading technology to drive superior growth across mobile, home and business services
- Scaling our innovative digital capabilities in TELUS International, TELUS Health and TELUS Agriculture to further build these businesses to support global challenges.

Throughout 2021, in a dynamic operating environment, we once again reported strong financial and operating results across our business. Our performance continues to be driven by our commitment to social capitalism, an exceptional team member culture focused on customer service excellence, and significant ongoing transformational investments to further advance our growth strategy. We strengthened our competitive position by advancing our network leadership position and digital capabilities while continuing to deliver a differentiated and superior customer experience.

See our [2021 Annual Report](#) for more information on our financial performance.

### Investor engagement

In 2021, investors focused on the financial and operational impacts of our accelerated capital investment program and our network evolution. Our strategic approach centered on delivering exceptional customer experiences and improving societal outcomes, and the regulatory and competitive environment for the communications industry in Canada. We employed a range of virtual activities where we leveraged technology to engage with our investors.

These included one-on-one and group meetings, roadshows, industry conferences, quarterly conference calls, press releases and media relations initiatives, and our Annual General Meeting of shareholders.

Our [Shareholder Engagement Policy](#) outlines how the Board may communicate with shareholders, how shareholders may communicate with the Board, and which topics are appropriate for the Board to address. It also provides an overview of how management interacts with shareholders. Furthermore, our say-on-pay policy sets out the Board's objectives and practices with respect to say-on-pay and disclosure pertaining to executive compensation.

## \$1.7 billion

returned in dividends to our investors through our multi-year dividend growth program

## \$3.1 billion

paid and remitted in corporate income taxes, sales taxes, property taxes, employer portion of payroll taxes and various regulatory fees to all levels of government

## \$3.5 billion

invested in capital expenditures, including \$708 million related to our accelerated capital investment program

### Paying taxes

In 2021, TELUS paid and remitted on behalf of our employees more than \$3.1 billion to federal, provincial, local and international governments in corporate income taxes, sales taxes, property taxes, employer portion of payroll taxes and various regulatory fees, which support services for Canadians and citizens wherever TELUS operates. We follow a [Tax Strategy](#) that has been approved by our Board of Directors and is consistent with our overarching [Code of Ethics and Conduct](#) and [Anti-Bribery and Corruption Policy](#). The Tax Strategy outlines how we manage our tax risk in a manner that is ethical, transparent and collaborative while complying with all applicable tax laws and regulations.

For a detailed breakdown of taxes paid in 2021, see our [2021 ESG Data Sheet](#).

#### Economic value distributed

(\$ millions)	2021
Goods and services purchased	6,699
Employee benefits expense	4,269
Capital expenditures, excluding spectrum licences	3,498
Interest paid	744
Income taxes paid, net	601
Dividends declared	1,711
Cash payments for spectrum licences	2,219
<b>Total</b>	<b>19,741</b>

### Clean revenue and investments

It is important to demonstrate how our products and services are contributing to a sustainable future as we are committed to leveraging our world-leading technology to drive positive change. Starting this year, we are disclosing clean revenue sources, which includes revenue from select goods and services that have clear environment and, – in some cases, social – benefits. This includes revenue from the clean transition, low-carbon economy and circular economy streams. In 2021, our clean revenue streams listed in the table below represent approximately 13 per cent of consolidated annual revenues.

#### Clean revenue

(\$ millions)	2021
Reused, recycled or refurbished handsets <sup>1</sup>	1,013
Cloud-based services and connected technologies <sup>2</sup>	639
Health services	521
<b>Total clean revenue</b>	<b>2,173</b>

1 This includes revenue from handset repairs, sales of certified pre-owned handsets, and handset sales from our Bring-It-Back program.

2 This includes revenue from cloud-based services, Internet of Things, and our TELUS Agriculture business.

In future years, we will work to refine and expand on our efforts to track and disclose additional clean revenue streams.



## Research and development

We deliver on our brand promise by offering the best technology and an amazing customer-first experience. To do this, we collaborate with many partners on research and development opportunities that will enhance our product and service offering, including strategic partnerships announced in 2021 with Google, General Motors, and IBM, amongst others.

In 2021, we invested \$799 million in research and development, \$246 million more than in 2020. The increase in spending is indicative of our strategic investments designed to advance next-generation technologies, including through our accelerated broadband expansion plan announced in March 2021. These investments enhance innovation and help drive digital development across industries in a new age of hyper-connectedness, including through unleashing the full potential of fibre and 5G for Canadians.

## Network investments

Our transformational network investments create critical connections across the country. Our LTE technology covers 99 per cent of the Canadian population and our LTE Advanced technology covers more than 97 per cent. At the end of 2021, our 5G network connected approximately 26 million Canadians, representing 70 per cent of the population. Canadians enjoy one of the most advanced and accessible mobile networks in the world, which held up extremely well under the demands of the COVID-19 pandemic. In 2022, we will continue to expand and enhance our 5G network and we will operationalize 3,500 MHz spectrum to drive further improvements in speed, latency and reliability in our communities.

In 2021, we were recognized by globally-leading experts for our network performance, including:

- Fastest 5G and 4G download speeds in Canada by U.K.-based Opensignal
- Best mobile experience provider, nationally, by Canada-based Tutela
- Highest overall network quality in Ontario seven years in a row and five times in the West by U.S.-based J.D. Power
- Fastest mobile network in Canada nine consecutive times by U.S.-based Ookla
- Fastest internet service provider (ISP) among major ISPs in Canada by U.S.-based PCMag.

### Fibre footprint

At the end of 2021, over 2.7 million households and businesses across British Columbia, Alberta, and Eastern Quebec were connected to our TELUS PureFibre® network. During the year, we also launched PureFibre X, Canada's fastest internet speed tier, giving customers access to the

**2.7 million+**  
households and businesses across  
British Columbia, Alberta and Eastern  
Quebec are connected to our TELUS  
PureFibre® network

world's fastest fibre internet technology with the best upload and download speeds. Our broadband investments provide a distinct advantage to our fibre-enabled communities by stimulating employment and economic growth. They also allow healthcare providers, educators and technology companies to reimagine how they deliver services and develop entirely new solutions.

Our broadband investments support our 5G mobile network, enabling improved speed and reliability for Canadians as well as a multitude of anticipated future applications. Through our accelerated capital investment program, we will deliver benefits to Canadians and society even sooner.

### Network uptime

Keeping our customers connected – even when natural disasters strike – is a top priority. The unrivaled resilience of our network has allowed it to withstand the demands of the pandemic and extreme weather events, such as 2021's devastating wildfires and flooding in British Columbia. We work around the clock to maintain access to our mobile network capabilities when areas are affected by natural disasters and equip emergency shelters with TELUS PureFibre Internet®.

In 2021, our average interruption frequency, calculated as the total number of customer interruptions divided by the total number of customers served, was 0.29. Our average interruption duration, which is the sum of all interruptions of the total downtime of each interruption, multiplied by the number of customer accounts affected by each

interruption, was 14.58 minutes of duration per customer, per outage. This data underpins the continued recognition of our network performance as best in class from several independent network performance assessment organizations.

## Capital expenditures

In 2021, our capital expenditures were approximately \$3.5 billion, representing 20 per cent of operating revenues. This includes approximately half of the \$1.5 billion earmarked for our accelerated capital investment program that is expected to conclude by the end of 2022. Our investments continue to focus on:

- Mobile network infrastructure expansion and upgrades, including our 5G buildout and expansion
- Connecting more homes and businesses directly to our PureFibre service
- Network and systems resiliency and reliability, providing faster broadband speeds, greater capacity and lower latency

- Strengthening our home and business smart technology, including security
- Enhancing our innovative healthcare and agriculture technology solutions
- Improving digital capabilities across the organization, driving enhancements in operational effectiveness and efficiency, and in our customer experience leadership.

Since 2000, we have invested approximately \$47 billion in infrastructure and operations across Canada to significantly enhance connectivity.





## Our people and culture

Our team members are the foundation of our business and drive our success as a globally-leading telecommunications company.

### Governance and oversight

Our People and Culture team works to provide an environment for our team members that is safe, empowering and engaging and our culture is anchored in our [TELUS leadership values](#). Our objective is to attract, develop and retain talented employees and we achieve this by investing

in our people throughout their careers, and by offering diverse and inclusive employment prospects and development opportunities. We are proud of the globally admired culture our team has built together.

For a complete overview of our team member demographics and performance data, see our [2021 ESG Data Sheet](#).

### Employee experience

Each year, we invite our team members to share their ideas, comments and feedback on how we can improve their day-to-day experience through our annual engagement survey. We listen, leverage the practice of fair process, address feedback and implement solutions to further enhance our customers' and team members' experience.

We achieved 84 per cent in our 2021 Pulsecheck engagement survey through a very challenging pandemic year resulting in TELUS being the most engaged organization globally compared to organizations of our size and composition according to our survey provider, Kincentric.

### Flexible work

To support our culture of collaboration and spirited teamwork, our Work Styles® program provides our team members with flexible work options, both in and out of the

**84%**  
score in Pulsecheck  
engagement survey

office. This long-standing approach to flexible work options has provided a foundation that has enabled our in-office teams to rapidly adopt an at-home work style in the face of the COVID-19 pandemic. Under this program, we are working to develop a safe and effective return-to-work plan for 2022.

We also continue to offer [Work Styles® solutions](#) as part of our many social purpose offerings.

Recognized as one of Canada's Best Diversity Employers for the

**12<sup>th</sup> time**

Named one of Association for Talent Development's BEST organizations for the

**16<sup>th</sup> year**

and named Best of the BEST organization for the seventh year

**Gold level**

certification achieved through Women in Governance and certification through the LGBT Canadian Corporate Index



## Recognition

Celebrating each other's success, sharing our gratitude, and acknowledging the many ways our team members' unique contributions support our top priorities are a few ways recognition drives engagement, wellness and high performance.

Team members recognize colleagues who embody our values by going above and beyond to drive value for our customers, business, team and community. Recipients receive Bravo points that can be redeemed for gifts or gift cards. We also have nomination-based enterprise recognition awards, which include:

- **Customers First Champion:** recognizing frontline team members for extraordinary customer service
- **Leadership Values in Practice:** celebrating role models who demonstrate our values and in doing so, created exceptional outcomes for our business, customer, team or community
- **Legend Award:** a career achievement award honouring team members with over 20 years of service who have significantly contributed to building our TELUS legacy
- **CHLOE Award:** recognizing women and champions of diversity
- **President's Club:** distinguishing top performing team members in sales who demonstrate our values and meet aspirational performance targets.

## Family friendly policies

We provide a number of family friendly resources to support our team members. These resources include:

- **Parental leave:** a financial top-up for regular full-time or part-time mothers, fathers and adoptive parents for the first 16 weeks of leave
- **Employee and Family Assistance Program (EFAP):** is a confidential and voluntary service that provides counseling services on topics such as family care, emergency home care services, rehabilitation and home support programs, adoption and multiple birth services and palliative care
- **Kids & Company:** helps parents find guaranteed placement in high quality private daycare centres across Canada as well as offers support for team members who need help caring for their aging parents (currently available in Calgary and Toronto)
- **Well-being account:** is a flexible benefits account designed to support team members in a personalized way, such as tuition fees for university, college or continuing education, child and elder-care expenses, and baby safety equipment. The amount in this account was increased in 2021
- **Gender affirmation coverage:** recognizes and supports team members going through gender transition. Eligible team members and their dependents (18 years old or over) will receive coverage for expenses not paid through provincial health programs

- **Fertility treatments:** are offered to team members with coverage for fertility treatments and drugs
- **Psychology services:** are offered to team members and each of their dependents covered under the plan
- **Calm:** is a globally leading mental health app that features meditation, sleep aids, music and more. It is available to all team members and their families
- **Virtual care:** team members have access to healthcare support 24/7 with our virtual care apps. Services include video consultations with locally-licensed doctors, dietitians, or mental health therapists.

## New employee hires and turnover

Our culture helps us to attract and retain top talent in highly competitive labour markets in Canada. We rely on our strong referral culture that continues to make a difference when attracting the best candidates. In addition, our sourcing strategy is to proactively attract and engage prospective candidates and retain existing team members. In 2021, we hired 5,126 team members in Canada.

Our turnover rate in 2021, was 17.1 per cent, of which 12.0 per cent was voluntary. Employee turnover is closely monitored by senior leaders and the voluntary turnover

5,126

team members were hired in Canada in 2021

for our frontline team members is lower than industry standards/averages. A key factor driving down our voluntary turnover is our Work Styles® program.

## Talent development

We believe that an effective performance development experience that provides team members the direction, coaching and feedback they need to achieve their personal and professional goals, is critical to achieving our business goals.

Partnering with their leader, all team members set quarterly goals, linked to business priorities and scorecards, and complete a year-end assessment. This program creates a continuous coaching culture with regular check-ins and real-time feedback from multiple sources, including peers and stakeholders, to provide all team members the opportunity to receive the feedback they need to achieve their business and personal goals.

### Training and development spend<sup>1</sup>

Category	2021
Average amount spent per full time employee on training and development	\$682

<sup>1</sup> Includes training investment across TELUS up to December 31, 2021. Only includes team members who have system accessibility that are tracked in the primary human resources management system. Team members from Secure Sense, Mobile Klinik, and TELUS Agriculture are not included.

### TELUS MBA program

To cultivate leaders with a distinctive mindset, we have partnered with the University of Victoria's Peter B. Gustavson School of Business to create the TELUS MBA program. Partial content in each course is tailored to leadership and strategy issues specific to TELUS and the telecom industry. In 2021, 20 team members officially graduated as part of our third cohort and our fourth cohort of 20 team members launched their studies.

### Leadership Now (LNow) program

Our LNow program focuses on the development of TELUS' existing and future high-potential leaders who have the desire and capability to move into roles of greater responsibility. In 2021, over 200 individuals entered the program, which will be completed in 2022. The program delivers a comprehensive virtual curriculum that moves participants beyond leadership fundamentals to cultivate their strategic leadership capabilities and business knowledge.

## Compensation

Our cash compensation for team members (not covered by a collective agreement) consists of a non-variable base salary and a variable component designed to focus on results. This approach recognizes high performers and key talent who are critical to the success of our organization.

We conduct ongoing market reviews and compensation analyses of job roles relative to the market and take appropriate action to pay competitively. Based on the results of the market review, the midpoints of our salary ranges are adjusted to align with the market median, where necessary.

### Gender pay equity in 2021<sup>1</sup>

Level	Female representation	Key factor average differential <sup>2</sup>
Executive	25%	3.4%
Management (people leaders)	35%	1.9%
Non-management (all others)	38%	1.0%
<b>Overall</b>	<b>37%</b>	<b>1.1%</b>

<sup>1</sup> Data includes acquisitions made between January 1 - December 31, 2021. Data covers all employees in Canada that are tracked in the primary human resources management system as well as team members from Secure Sense and Mobile Klinik, which were acquired in 2021. TELUS Agriculture is not included.

<sup>2</sup> Key factors include similar job family, hierarchical level, market rate (midpoint of salary range), tenure, and performance history.

While there are differences with the technical requirements of the Pay Equity Act (which requires the use of a formal, pay equity compliant job evaluation plan to provide equal pay for work of equal value), our approach has provided us with meaningful insight into any existing gender pay gaps, supported our efforts to address these gaps, and helped us quantify the progress we have made as an organization. We anticipate that these efforts will minimize any corrective measures required as a result of forthcoming pay equity legislation requirements.

### Benefits

We provide competitive, comprehensive and flexible benefit packages for permanent team members. This allows them to customize a plan to suit their diverse personal and familial situations. Our defined contribution pension plans allow team members to contribute up to 10 per cent of their salary with TELUS providing a maximum contribution of 5.8 per cent. While benefits are not provided to temporary team members, most are eligible for the well-being account, retirement savings and the employee share purchase plan.

We paid \$3,162 million in salaries and benefits for Canadian team members in 2021.

## Labour relations

We maintain respectful and professional relationships with the labour unions that represent our team members across Canada and therefore, the right to exercise freedom of association and collective bargaining is not at risk for TELUS. Our collective agreements contain mutually agreed upon adjustment processes that include:

- Redeployment to another position based on seniority/ qualifications
- Wage protection/retraining opportunities

- Paid relocations
- Early retirement or voluntary severance options for team members affected by organizational change
- Advance notice periods for employees and the union in cases of management-initiated workplace changes.

Notice periods are different in each collective agreement and vary based on the nature of the operational issue, and in some cases, a team member's seniority.

## Union recognition and consultation

In our negotiated collective agreements with various unions, we have established formal structured consultation committees and processes. In addition to regular and ongoing information sharing with union representatives and leaders, there were joint consultation sessions at the senior leadership level to discuss matters of mutual interest in 2021.

## Union representation in 2021<sup>1</sup>

Covered by a collective agreement	Total employees	% covered by a collective agreement
8,069	28,125	29

<sup>1</sup> Active employees as of December 31, 2021.

## Diversity and inclusion

At TELUS, we are dedicated to fostering and celebrating diversity and inclusion within our team, company and communities. We recognize that, in all areas of our business, different perspectives and experiences bring innovative ways of thinking that enable us to deliver better insights, decisions and solutions.

Our Board of Directors has updated its diversity policy to establish specific representation targets for visible minorities and Indigenous groups by 2023, as well as women and men each representing at least 33 ⅓ per cent of independent directors. In May 2021, we surpassed these targets two years early, with our Board including six out of 13 independent directors who are women (46 per cent), and three directors who represent a visible minority or are Indigenous.

In February 2021, we evolved our Diversity Council from a working group to an appointed Advisory Board of Directors and Vice Presidents who are accountable for elevating our strategy and delivering even more measurable impact with the support of our Diversity and Inclusion team. With the evolution of our Council, we also progressed our Council Chair position to a Chief Diversity and Inclusion Officer role that supports the work of the Advisory Board.

24

scholarships awarded in our Diversity Scholarship program since 2018.

To measure our progress in cultivating an inclusive culture, we introduced an inclusion index in 2021, as part of our annual engagement survey and achieved a score of 85 per cent, indicating a strong sense of inclusion and belonging among team members.

We also continue to maintain our neuroscience-based learning program on unconscious bias that was developed by the [NeuroLeadership Institute](#). The DECIDE program helps our leaders and team members make better decisions by accepting, labeling and mitigating bias. In 2021, we had a 294 per cent increase in participation year-over-year for the program. Furthermore, since our launch of the Diversity Scholarship program in 2018, we have awarded 24 scholarships valued at \$5,000 each.

## Employees by gender in 2021<sup>1</sup>

Employee Category (%)	Female	Male
Senior Management	32.2	67.8
Middle Management	37.6	62.4
Junior management	37.6	62.4
Management positions in revenue-generating functions	34.5	65.5
Professional / Staff	40.9	59.1
Frontline / Agents	32.6	67.4

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as team members from Secure Sense and Mobile Klinik, which were acquired in 2021. TELUS Agriculture is not included.



**Employees by designated groups<sup>1</sup>**

Designated group (%)	2021
Female	37.3
Visible minorities <sup>2</sup>	33.8
Persons with disabilities <sup>2</sup>	8.4
Indigenous Peoples <sup>2</sup>	3.6

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as team members from Secure Sense and Mobile Klinik, which were acquired in 2021. TELUS Agriculture is not included.

<sup>2</sup> Data for these categories depends upon full-time and part-time employee self-identification in TELUS' diversity survey.

**TELUS Resource Groups**

Our TRGs support over 7,000 members, and together play an important role in advancing inclusion within our organization and communities. Some of the TRG achievements in 2021 include:

**Abilities:** continue to make impactful changes by celebrating key dates, such as International Day of People with Disabilities, holding events that raise awareness about the disability experience; supporting improvements to the TELUS Accommodation and adjustment process; and increasing education of abilities topics.

**Connections:** shared a five-part Self Investment Series that provided tools for building personal coalitions, growing self-advocacy, and owning your power. Our CHLOE awards honoured 57 winners and 70 finalists through our second national virtual event and raised \$28,000 in cash, in-kind contributions, time and programs to support our TELUS Friendly Future Foundation. Our Mama Bear program

supporting working mothers was recognized by Diversity Hub, receiving two awards for Most Valuable COVID-19 Response and receiving special distinction in the ERG Leadership Award category.

**Eagles:** hosted virtual events open to all team members including: “Decolonizing Disney Princesses” with TEDxYYC speaker Keeta Gladue, a Frybread (Bannock) cooking class, and a fireside chat with author Phyllis Webstad Jack and Aunt Agness Jack. Eagles members were also actively involved in the consultation and creation of TELUS’ Indigenous Reconciliation statement and action plan.

**Mosaic:** engaged with team members through virtual events and celebrations, including Lunar New Year, Vaisakhi, Rosh Hashanah, Eid-al-Fitr, New Moon festival and Diwali.

**Our TELUS Resources Groups support 7,000+ members**

**Spectrum:** supported the Rainbow Railroad through several fundraising efforts, including the Celebrate Pride video-on-demand charitable campaign, team member donations and the HoliDrag fundraiser event. Along with team member donations and TELUS match, \$24,000 cash was raised which went directly to the Rainbow Railroad.

**Reach:** launched their new ‘Uncomfortable Conversations’ series, partnering with Daphne Magna, CEO of Tough Convos. The series consists of four virtual workshops, hosted quarterly, introducing thought provoking dialogue, in an effort to increase cultural awareness.



# Human rights

Human rights are universal, which means every individual we connect with, should be treated with dignity and equality. We understand our responsibility to respect and promote human rights through all of our business activities, in our team member management practices, while developing and delivering our products and services, and throughout our supply chain.

## Governance and oversight

TELUS has a long-standing commitment to respecting and protecting human rights in our value chain as outlined in our Code of Ethics and Conduct, [Respectful Workplace policy](#) and Supplier Code of Conduct. The Code of Ethics and Conduct ties together all policies regulating business behaviour and provides standards of ethical conduct expected of all team members, including our Board. We also have a Workplace Accommodation Policy that aims to remove barriers preventing affected individuals from fully participating in the workplace and allows our team members to submit requests for assistance in assessing their individual circumstances and potential solutions.

These policies formalize our commitment to safeguard internationally-proclaimed human rights.

## Feedback mechanisms

We maintain feedback mechanisms for our team members, suppliers, customers and communities, to help address human rights risks and maintain a positive working environment. The TELUS EthicsLine provides an opportunity for anyone to anonymously and confidentially ask questions, request support or make a good faith report.

We also maintain an internal complaints procedure for human rights and Respectful Workplace issues, which are investigated and addressed by our Respectful Workplace Office. Human rights complaints may be dismissed, withdrawn or referred to the appropriate Human Rights Tribunal. Complaints and resolution status are reported quarterly to the Human Resources and Compensation Committee of our Board.

In addition to these feedback mechanisms, all collective agreements applicable to unionized team members include grievance and arbitration processes.

## Human rights feedback

Human rights complaints	2021
Carry over from previous year	27
New	5
Closed	10
In progress at end of year	22

## Human rights resolution

Closed human rights complaints	2021
Referred to TELUS internal or other resolution process	0
Resolution reached	3
Dismissed	3
Withdrawn	4

## Assessing human rights risks

Our Respectful Workplace Office performs an annual review of the Respectful Workplace policy to foster continued compliance with associated human rights legislation in each of the jurisdictions that TELUS operates. An analysis of complaints filed with our office and the Canadian Human Rights Commission, or other applicable human rights commissions, is conducted quarterly to determine if there are internal practices causing concern for our team members.

As a result of these practices, the teams identified in the table below (which represents 100 per cent of our team members and locations), continually identify gaps and maintain mitigation plans and actions to address key human rights issues where TELUS may experience risk or exert influence.

Human rights risk mapping

Relevant human rights risk	Approach to risk mitigation	Responsible business unit
Freedom of association	Administer and interpret collective agreements, labour and human rights laws and maintain respectful and professional relationships with the labour unions that represent team members.	Labour Relations
Data protection and privacy	Determine that data handling practices are responsible and respectful of customer and team member privacy.	Data & Trust Office
Aboriginal title and rights, treaty rights and self-determination	Engage with Indigenous Nations in a manner that supports and respects self-determination and the rights set out in UNDRIP. Build authentic relationships with Indigenous governments that respect Aboriginal Title and Rights, Treaty Rights that create opportunity and support the processes of decolonization and reconciliation.	Regulatory Affairs and Indigenous Relations
Freedom from discrimination and harassment	Support a strong culture of respect in the workplace through education, consultation, mediation, and investigation of workplace issues.	Respectful Workplace Office
Equity and accessibility	Develop and implement initiatives and provide education that promotes diversity and inclusiveness within the workplace and the community.	Diversity and Inclusiveness
Safety	Support the creation and maintenance of a healthy and safe workplace through education, hazard identification, and prevention.	Corporate Safety
Standard of living	Design and promote personalized recognition, compensation and benefits programs that support the diverse needs and well-being of our team members and their families.	Total Rewards
Health	Equip team members with resources and knowledge to optimize their well-being, support the health of those around them, and contribute to an elevated culture of well-being.	Well-Being and Health Services

In addition, when completing the due diligence process during mergers and acquisitions, the risk review covers the following human rights topics: privacy, environmental management and compliance, employee well-being and property rights, among others.

In 2021, the Respectful Workplace Office identified a gap in resources available for team members experiencing domestic violence. Guidance on how to seek support at TELUS, as well as a comprehensive list of support organizations and resources available in the geographic regions where our team members live and work is now accessible on our intranet.

Monitoring and identifying risk in our value chain

We believe that awareness and active management of human rights issues in our value chain is essential to our success. We continuously look to identify and manage risk as well as create opportunities for our team members, customers and communities. Examples include:

- **For our Canadian workforce:** the Compliance Governance Committee provides oversight of our annual human rights program, and conducts an annual maturity assessment and an inherent and residual risk assessment.

- **For the assessment and understanding of community needs:** we partner with local organizations in the community and other organizations with subject matter expertise related to the vulnerable groups who would benefit most from our Connecting for Good initiatives.
- **For the assessment of suppliers:** our Supply Chain team uses surveys to assess alignment on sustainability-related matters, which includes human rights principles.
- **For the assessment of equal remuneration:** each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. Our approach has provided us with meaningful insight into any existing gender pay gaps, supported our efforts to address these gaps, and helped us quantify the progress we have made as an organization.

### Training

We have specific human rights training based on our [Respectful Workplace Policy](#) that is required for all team members at least every three years. Newly hired team

members and newly engaged contractors are required to complete the training within three months of their start date. A new and significantly enhanced course was launched in 2021, to emphasize the healthy and respectful behaviours we expect from our team, including the responsibility to support others as a bystander when conflicts or inappropriate behaviours are observed. The training also outlines current human rights and occupational health and safety legislation, and the protections and resolution processes available to our team, should an issue arise. In addition, our integrity training is completed by 100 per cent of employees annually.

### Gender transition guidelines

To support individuals considering or going through a gender transition, we have developed gender transition guidelines that are available on our intranet. Upon request, the Respectful Workplace Office provides team members with additional information, resources and education for gender transition.





## Supply chain sustainability

We are dedicated to providing the highest quality services and products to our customers and, therefore, work to consider the impacts of our products' journey throughout our entire supply chain. This includes raw materials sourcing to production, storage, delivery and everything in between. Our goal is to minimize environmental harm from factors such as energy usage, water consumption and waste production while having a positive impact on the people and communities in and around our operations.

### Governance and oversight

Our Supply Chain team plays a vital role in carrying out our strategic initiatives, which involves working with suppliers to procure the right products and to deploy them in a safe and cost-effective manner. Our supply chain strategy aims to be inclusive, sustainable, and one that makes a positive difference for our business, customers and communities. We are committed to applying policies and practices that reflect this vision and to collaborate with our stakeholders to reach our goals.

Our [Supplier Code of Conduct](#) (the Supplier Code) outlines our expectations for suppliers to demonstrate a strong commitment to ethical, labour, health and safety, environmental principles and compliance practices that align with ours. Consistent with the Code of Ethics and Conduct that applies to our employees and contractors, the Supplier Code is based upon generally accepted standards of ethical business conduct. We expect our suppliers to comply with this Supplier Code, embedded in all supplier contracts, and all applicable laws and regulations wherever they operate. We have also integrated our company-wide [Sustainable Paper and Packaging Policy](#) into the Supplier Code.

### Supply chain continuity

Following a year of tremendous changes, our global supply chain saw continuous constraints and impacts from the COVID-19 pandemic. The demand for electronics, computer servers and other technical products dramatically outstripped supply in an already depleted global supply chain. We identified challenges early on and devised a number of strategies to mitigate the impacts on our business and customers.

In 2021, we built upon and created new relationships with supplier partners, vendor partners, and others to limit these impacts. We also increased our focus on using refurbished materials, which helped relieve supply chain challenges, while also saving costs and reducing our environmental impact. Through our dedication to providing the best service to our customers, we were able to secure the products we needed to build our networks and support our communities with the capabilities they needed to work, learn and stay connected while remaining at home.

More than  
**62,000**

device returns through our Bring-It-Back<sup>®</sup>™ program

Expanded our existing refurbishment program to include

**Smart Home Security**  
equipment.

**15%**

increase in the volume of refurbished devices through the expansion of our Certified Pre-Owned Program

## Monitoring our suppliers

We continued investing in our multi-year transformation project this year to evolve how we manage our key supplier relationships. The aim of the project is to revitalize our existing Supplier Relationship Management Program by developing a systematic approach to aid in how we manage the key milestones within the supplier lifecycle and to enhance strategic partnerships.

### Large Suppliers

In accordance with our supplier due diligence program, we monitor suppliers that surpass a spending threshold with an additional level of scrutiny. There is a focus on financial health, adherence to a sustainability questionnaire, insurance compliance, health and safety auditing, and sanction vetting. Following this screening, suppliers who are rated as high risk are notified and a corrective action plan is developed between TELUS and the supplier to move towards compliance.

### Critical Suppliers

We define critical suppliers as those having a high impact on customer experience or network reliability, as well as other parameters. In addition, non-critical suppliers may become defined as critical if they experience repeated outages and become a risk for our business continuity performance.

We continued investing in our multi-year transformation project this year to evolve how we manage our key supplier relationships.

Our Supply Chain team works to establish a culture of continuous improvement with these suppliers through regular meetings on reliability and performance, governance and technological risk. We screen and monitor critical suppliers through our performance management framework called Sentinel as well as maintain a supplier enabled innovation program. This framework has two parts: a dashboard that tracks metrics on performance; and a stakeholder management component with lagging metrics used to create an improvement plan for suppliers.

### Digitizing our supply chain

In 2021, we began to digitize our supply chain through leveraging technology and streamlining processes to enhance our ability to be proactive and reduce supply chain risk. With our enhanced digital procurement strategy, we have incorporated big data tools and improved the sourcing process.

## Integrating sustainability into our supply chain

We are committed to integrating sustainability considerations throughout our supply chain management practices. In 2021, we implemented a refined scoring weight requirement for all sourcing events to include a prioritized set of environmental and social responsibility considerations, which has been rolled out to all procurement stakeholders.

In addition to including new sustainability parameters when selecting suppliers, we continue to evaluate our incumbent suppliers, assessing their performance on upholding their role in supporting our environmental goals. In 2021, we collaborated with key suppliers to assess the environmental impact of the goods and services we purchase, to further align their practices with our goal to reduce our Scope 3 GHG emissions target (read more on page 12).

### Fleet decarbonization

As we work towards net-carbon neutrality, we have developed a roadmap to decarbonize our leased fleet operations with the goal of more effective and sustainable vehicles. We expanded our electric vehicle fleet in early 2022 and in the coming years, we plan to continue to increase electric vehicle deployment.

We also remain focused on improving our policies and guidelines to discourage unnecessary engine idling. Furthermore, a proactive maintenance approach was implemented in 2021, to extend preventative maintenance intervals on our light-duty fleets, which will significantly reduce the number of oil changes required. We are also leveraging technology that gives us the ability to remotely diagnose engine codes as a way to resolve mechanical issues prior to extensive repairs.



## End-of-life management

A key focus for our Supply Operations team is the management of end-of-life products and devices that are returned or recovered from our customers. New product innovations such as Certified Pre-Owned, Take-home-trade-later, and online Bring-It-Back<sup>®</sup>™ and Trade-in, have expanded our ability to accept more used devices and create more choice for Canadians when it is time to make their next purchase.

## Supplier diversity

Our supplier diversity program takes proactive steps to provide equal access to suppliers that reflect the diversity of where we live, work and serve. Our goal is to encourage positive social change through buying behaviour with suppliers that are 51 per cent or more owned, controlled and operated by an individual that's considered diverse based on their ethnicity, sexuality, gender, veteran status and/or if able bodied.

Highlights include:

- More than 62,000 device returns
- Over 140,000 used devices traded in
- A 15 per cent increase in our refurbishment volumes
- Expansion of our existing refurbishment program to include Home Security equipment.

For further information on our work in responsible resource use in our supply chain, including our targets to improve our performance, see page 12.

Since 2019, we have had a target to increase our direct diverse supplier spend by three to five per cent over the previous year. In 2022, our target is to increase the direct and tier two spend by five per cent, the Aboriginal supplier spend by 10 per cent and increase the number of diverse suppliers working with TELUS.



**Spend with diverse tier one suppliers<sup>1,2</sup>**

	2021	2020	2019
Spend (\$ millions)	\$101	\$114	\$135
% change in spend from previous year	-11	-16	-18

1 We define tier one suppliers as those that we directly conduct business with, including contracted manufacturing facilities or production partners. We define diverse suppliers as suppliers that are 51 per cent or more owned, controlled and operated by an individual that's considered diverse based on their ethnicity, sexuality, gender, veteran status and/or if able bodied.  
 2 Data does not include TELUS Agriculture.

The diverse tier one supplier spend declined following a fair process review and bidding process, which was indicative of a very competitive market for talent that altered the mix of suppliers able to meet our requirements. We continue to support the engagement of our diverse suppliers, providing feedback and opportunities where suitable to increase our partnerships and future spend with diverse suppliers.

We are corporate partners with the [Canadian Aboriginal and Minority Supplier Council](#), [Women Business Enterprises Canada](#), and [Canadian Gay and Lesbian Chamber of Commerce](#) and the [Canadian Council for Aboriginal Business](#) as part of our focus on supplier diversity.

In 2022, we will further implement our action plan to develop and promote our supplier diversity program, increase our spending with Aboriginal businesses and work closely with the supplier diversity organizations in Canada.

**Conflict minerals**

The Securities and Exchange Commission (SEC) maintains reporting requirements to disclose the use of designated minerals and metals mined in the Democratic Republic of Congo and adjacent countries. Cassiterite (a source of tin), wolframite (a source of tungsten), columbite-tantalite (or coltan, a source of tantalum) and gold are often referred to collectively as conflict minerals. Such minerals may be used in electronic and communications equipment that we use or sell.

As a signatory of the UNGC, we are committed to preventing human rights abuses that could result from our operations. These SEC reporting requirements for conflict minerals, mandated by Section 1502 of the *Dodd-Frank Wall Street Reform and Consumer Protection Act*, came into effect for our 2013 annual reporting cycle. Through the establishment of an internal conflict minerals working group, we have performed our due diligence and have met the reporting requirements each year.



# Privacy, transparency and regulatory compliance

We earn and maintain customers’ trust by diligently protecting their personal information and using data in a way that generates value, promotes respect and delivers security.

## Governance and oversight

TELUS’ Board of Directors and executive team are accountable for oversight of the privacy management program. The Audit Committee of the Board receives a formal report on the privacy program from the Chief Data and Trust Officer on a quarterly basis. Our Data & Trust Office (DTO) develops and delivers our data handling practices that are responsible and respectful of customers’ privacy. We are continuously evolving our privacy and data governance models so that the stringent protections we put in place for our customers are up to date with technological advancements and innovation. A core objective of the DTO is to earn and maintain customer trust through transparency about TELUS’ rigorous data handling practices and our commitment to ethical data use. Learn more about the TELUS trust model [here](#).

We use a program of dedicated Privacy Partners and DTO team members who develop a deep understanding and working relationship with specific business units. In 2021, TELUS elevated its strategy by launching a Data Steward program overseen and supported by the DTO. Each business unit designates Data Stewards who are accountable for maintaining data governance in their business unit, and for assisting in monitoring adherence to privacy and other data standards. Tools such as mandatory privacy impact assessments and ethical reviews are used by the DTO team to identify and mitigate risks.

## Privacy by Design

We have embraced Privacy by Design (PbD) as an essential component of our privacy management program. PbD’s seven principles are a globally recognized framework for the protection of privacy, guiding us as we proactively embed privacy into the design specifications of information technologies, organizational practices and system architectures. Our Insights and SmartHome Security programs have maintained PbD certification this year

## Our privacy commitment

The [TELUS Privacy Management Program](#) reflects our desire to exceed our privacy obligations as prescribed by legislation, to be transparent with customers, and to provide further direction to our team members. To help our customers understand our privacy practices, we have created information sources that explain those practices in our online [Privacy Centre](#). When necessary, customers can make a request to our [Privacy Request Centre](#) and have their information sent to them for transfer to another service provider.

TELUS Security conducts regular penetration tests at the application level to maintain the security of data held by TELUS, which includes personal information. Furthermore, our Loss Prevention team conducts compliance evaluations within corporate stores on a yearly basis. This encompasses Security, Privacy, Health and Safety and Operations processes to maintain adherence to the privacy policies we have in place.

### Extended our **Data for Good**

program to the federal government to help flatten the COVID-19 curve and reduce associated health and economic impacts

### Received two **Google Cloud Customer Awards**

for our Data for Good program

### Implemented a comprehensive **data literacy**

campaign in 2021 for team members

In addition, we engage independent, external auditors to assess our compliance with SOC2, PCI-DSS and ISO-27001 (an internationally accepted standard for establishing, implementing, maintaining and continually improving information security management systems).

### Privacy complaints

In 2021, there were no TELUS privacy complaints resulting in a formal finding of “well founded” by the Office of the Privacy Commissioner of Canada, therefore, a description and breakdown of complaints does not exist.

### Breaches

Any organization that collects and uses personal information must be prepared to respond quickly and effectively to a breach of data security safeguards. We have a dedicated breach response group within the DTO that coordinates cross-functional teams to rapidly address suspected breaches. The teams are guided by a Data Incident Response Readiness Playbook.

### Transparency

As a national telecommunications company, we receive requests for information about our telecommunications customers from law enforcement and government agencies. Accurate information about the nature and volume of personal information requests by such government bodies to private companies inform the ongoing global discussion about the collection and handling of personal information by government organizations.

We continue to be transparent in our approach for responding to lawful requests as well as the volume and types of requests we receive. We are proud of our record of openly sharing with our customers the details about how we respectfully handle and secure their data.

The vast majority of the requests we received in 2021, were related to calls from 9-1-1 Public Safety Answering Point operators and Police Agencies across Canada asking for help in real time to locate a person that may be missing, suicidal or in imminent danger. In addition to emergency circumstances, we must respond when we are required by a lawful authority.

### Information requests by law enforcement agencies

Type of request	2021
Court orders	7,557
Subpoenas	272
Mutual legal assistance treaty (MLAT) orders <sup>1</sup>	0
Emergency calls	69,016
Legislative demands <sup>2</sup>	409

- 1 Typically, these are requests for aid from a law enforcement agency in another country related to a criminal investigation and require an order from a Canadian court. We do not respond to requests that come directly from foreign agencies but will provide information if ordered to do so by a Canadian court.
- 2 Requests for information by a government body where TELUS is required by applicable legislation to provide the information. For example, pursuant to the Income Tax Act, the Canada Revenue Agency may require TELUS to disclose certain customer information.

In the interest of protecting customer data and privacy, we challenge information requests that go beyond what is lawfully authorized. We review court orders and accompanying production requests and, where applicable, take necessary legal steps to address potential overreach. We will only release confidential customer information when we are confident it is appropriate and legally necessary to do so.

In 2021, we challenged or declined to provide information in response to a total of 516 court orders that appeared to be invalid or overreaching. The continued due care that law enforcement exercises in preparing their requests for records has contributed to minimizing the challenge we are required to make to production requests.

Due to COVID-19 impacts, legislative demand orders from government agencies were down 53 per cent from 2020. This was attributed to a shift in processes and priorities within various government agencies. Court orders from law enforcement increased by 13 per cent from 2020, which is attributed to law enforcement investigative procedures and lawful requests.



## Cybersecurity

Our cybersecurity strategy is overseen by the TELUS Chief Security Officer, who presents and engages the Audit Committee of the Board of Directors on a quarterly basis. Our security team keeps up to date with the latest physical and cyber threats and devise solutions that help keep TELUS, our network, team members and customers secure.

We provide resources to all team members to be able to report a security issue (e.g. loss, phishing, fraud, social

engineering attempts and other security issues), resources to design secure solutions, and a library of our corporate security policies and practices. In the event that an employee notices something suspicious, we maintain a clear escalation process so issues are managed according to our policies. Furthermore, all team members complete a cybersecurity awareness training module on an annual basis.

## Regulatory compliance

We understand the important role regulation plays for our operating environment and our customers. We continue to be an advocate for positive regulatory changes and demonstrate compliance with legislation, regulatory rules and requirements while delivering vital and reliable products and services. Our compliance differentiates us from our competitors.

Canadian Radio-television and Telecommunications Commission (CRTC) decisions and court rulings continue to support the federal government's exclusive jurisdiction over telecommunications, including the construction, maintenance and operation of network infrastructure, allowing us to deliver services to Canadians and contribute to the digital economy.

For further details on regulatory impacts to our business, see section 10.3 of our [2021 Annual Report](#).

### Responding to COVID-19

To maintain business continuity and flexibility during the COVID-19 pandemic, we continued to maintain our ability to operate. As we face further public health restrictions and challenges with vaccine distribution, we are protecting team members by advising on workplace vaccine policies.

### TELUS Health and TELUS Agriculture

TELUS Health is playing an active role in promoting a regulatory framework that will help transform and digitize health care. Virtual care has great potential to address many of the challenges faced by Canadians and we recognize and respect the principles of the Canada Health Act and that Canadian citizens should have equal access to medically necessary services.

TELUS Health also advocates for national digital interoperability standards that would facilitate collaboration among health professionals in a patient's health care team. This allows health care professionals to collaborate and exchange information across multiple health care systems (e.g. hospitals, clinics, pharmacies, senior homes and laboratories) and provides patients access to their health records and those of their dependents.

In all of the jurisdictions in which we operate, our TELUS Agriculture operations comply with laws and regulations, including:

- Data privacy and protection
- Privacy practices; data residency
- Employment and labour relations
- Trade protections and restrictions
- Import and export control
- Tariffs
- Taxation
- Sanctions
- Data and transaction processing security
- Records management
- Corporate governance.

### Preventing spam and nuisance calls

Canada's Anti-Spam Legislation (CASL) is intended to protect Canadians from spam (e.g. marketing emails and text messages) and other electronic threats, while allowing companies to compete in an increasingly digital world. We maintain a CASL compliance program that includes consent and form requirements that apply to commercial electronic messages sent to customers by or on behalf of TELUS. Our Unsolicited Telecommunications Rules (UTR) compliance program outlines telemarketing rules.

We continue to offer our team members up-to-date training and education with respect to TELUS' CASL and UTR obligations to foster compliance. We also operate a Call Control service, an advanced call filtering system to block auto-dialed nuisance calls.

### Net neutrality

The CRTC has an established net neutrality framework with respect to internet traffic and we remain in full compliance. The legislative framework for net neutrality is included in the Telecommunications Act as well as mandated in CRTC decisions governing internet traffic management practices and differential pricing practices.

### Mobile and Internet Codes

The CRTC's Wireless Code is a mandatory code of conduct for all retail mobile voice and data services providers offering services to consumer and small business customers. The Wireless Code sets baseline requirements for customer rights and service provider responsibilities. We submit a Wireless Code compliance report to the CRTC each year in accordance with their requirements.

We also work to exceed the baseline elements of the CRTC's mandatory Internet Code and submit an Internet Code compliance report to the CRTC each year in accordance with their requirements.

### Accessibility

We promote the values of diversity and inclusion and are committed to meeting the needs of people with disabilities. In this effort, we have engaged in numerous consultations with people with disabilities to better understand their needs and enhance accessibility offerings. Both TELUS Mobility and Koodo offer discounted mobile rate plans designed for people with disabilities that include unlimited access to Canada's Video Relay Service, which enables sign language users to have video conversations over the internet. In addition, we have developed a comprehensive database of accessibility features and devices based on audits of mobile devices conducted by the Inclusive Design Research Centre. We also design our websites to meet or exceed the latest accessibility standards and best practices and conduct accessibility reviews before launching any new website.

We provide comprehensive accessibility and diversity training to each of our call centre and retail customer service representatives. To enhance the accessibility of built environments, we are working with the Rick Hansen Foundation to obtain Accessibility Certification for numerous retail locations. TELUS Accessibility Centres of Excellence also incorporate accessibility principles into the physical environment and customer service experience.

We understand the important role regulation plays for our operating environment and our customers. We continue to be an advocate for positive regulatory changes and demonstrate compliance with legislation, regulatory rules and requirements while delivering vital and reliable products and services.

Representatives at these locations receive intensive training focused solely on understanding and assisting customers with disabilities.

Further, we offer programs to assist people living with disabilities, including Tech for Good in partnership with March of Dimes Canada and Internet for Good, which are helping to enable equal access to technology and create a more accessible world.

Our Accessibility Policy and a full description of our various products and services can be found on our [website](#).

### Mobile public alerting

We are a proud supporter of the public alerting system which provides mobile and broadcasting customers with immediate notice of an emergency that is occurring or about to occur, in their local area. Further details of Canada's emergency public alerting system and a demonstration of how the alert appears and sounds on a mobile device are available at [Alertready.ca](http://Alertready.ca)



## Broadcasting

Our regional licences to operate broadcasting distribution undertakings in B.C. and Alberta, and our license to operate a national video-on-demand service were granted renewals in 2018, which extends the license terms of each licence to 2023. Our license to operate a regional broadcasting distribution undertaking in areas of Quebec was renewed in 2019, extending the licence term to 2024. We received authorization to operate our national pay-per-view service in 2020, and our licence term will expire in 2025.

In 2020, the Broadcasting and Telecommunications Legislative Review Panel released its final report entitled Canada's Communications Future: Time to Act, which contained 97 recommendations to update legislation governing broadcasting, telecommunications and radio communication for the Government of Canada to consider. Further to the report, the Government introduced legislation to amend the Broadcasting Act, but the bill was not advanced after the 2021 fall federal election was called. We are now awaiting reintroduction of the bill. The bill would bring streaming services that operate over the internet expressly within the scope of the Broadcasting Act.

## Copyright Act

"Notice and Notice" provisions in the Copyright Act require internet service providers to forward notices received from copyright-holders about alleged acts of copyright infringement by customers. TELUS has complied with the Notice and Notice requirements since they came into force, and prior to that, voluntarily forwarded notices of alleged infringement received from copyright complainants. TELUS continues to advocate for changes to support automation of notice processing within the Copyright Act, and to reduce risk for ISPs under the regime. The intent of these advocacy efforts, which remain ongoing, is to:

- Deter misuse of the regime by rights owners, by allowing internet service providers to charge a fee for notice forwarding
- Facilitate automation by having a statutory form of notice that rights holders are required to use when sending notices

- Reduce non-compliance risks by requiring that statutory damages awards be proportional to actual harm to rights holders, supported by evidence of bad faith, and subject to a due diligence defense for ISPs.

## Political contributions

TELUS supports the participation of its employees in the democratic process on an individual basis and outside of their capacity as TELUS team members by voting, volunteering and/or financially supporting candidates and parties of their choice. As a general rule, TELUS will not provide any political contributions to any political party, campaign or candidate at either the federal, provincial or municipal level. If an exception to this rule is authorized in accordance with our Political Contributions Policy, any contribution would be made in accordance with all applicable laws, as well as our Code of Ethics and Conduct, our Anti-Bribery and Corruption Policy and our Political Contributions policy. We made no political contributions in 2021.



# Limited assurance report

To: The Board of Directors and Management of TELUS

## What we looked at: scope of our work

We have reviewed the accompanying selected corporate-wide and business unit information as disclosed in the table presented on pages 60 - 61 of TELUS' 2021 Sustainability and ESG Report (the "Report") for the year ended December 31, 2021.

## Selected corporate-wide and business unit sustainability information

We reviewed the selected sustainability information, using the Global Reporting Initiative ("GRI") Standards 2016 (or updated versions where applicable), and the definitions by TELUS as stated in the Report. The GRI Standards definitions can be found at [www.globalreporting.org/standards/](http://www.globalreporting.org/standards/).

## Responsibilities

TELUS management is responsible for the collection and presentation of the information and disclosures set out in the Report. TELUS is also responsible for selecting the information and presentation in the report. This responsibility includes the design, implementation and maintenance of internal controls relevant to the preparation of the selected sustainability information on pages 60-61 of the Report, and ensuring that it is free from material misstatement, whether due to fraud or error. Our responsibility is to express an independent conclusion on whether anything has come to our attention that causes us to believe that the selected sustainability information is not presented fairly, in all material respects, in accordance with the GRI Standards, and the definitions by TELUS as described in the Report.

## Our independence and quality control

We have complied with the relevant rules of professional conduct / code of ethics applicable to the practice of public accounting as related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behaviour.

We apply the International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements*, and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

## What we did: assurance standards and key assurance procedures

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 Revised, *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and Assurance Standards Board. As such, we planned and performed our work in order to provide limited assurance with respect to the selected sustainability information. Environmental and energy use data are subject to inherent limitations of accuracy given the nature and methods used for determining such data. The selection of different acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

Considering these inherent limitations, to perform a limited assurance engagement, we obtained and evaluated evidence using a variety of procedures including:

- interviewing relevant TELUS management and staff responsible for data collection and reporting;
- obtaining an understanding of the management systems, processes and the relevant controls used to generate, aggregate and report the data at TELUS regional operations and head office;
- reviewing relevant documents and records on a sample basis;
- testing and re-calculating information related to the selected information on a sample basis;
- assessing the information for consistency with our knowledge of TELUS operations, including comparing TELUS' assertions to publicly available third-party information; and
- assessing the selected quantitative information noted in on pages 60-61 of the Report, and TELUS' self-declaration that it has met the Core level of conformance with the Global Reporting Initiative (GRI) Sustainability Standards 2016 (GRI Standards) requirements.

Our assurance criteria were based on the GRI Standards 2016 (or updated versions where applicable). Our engagement team included individuals with environmental and assurance experience.

**What we found: limited assurance conclusion**

Based on our work as described in this report, nothing has come to our attention that causes us to believe that the selected sustainability information is not, in all material aspects, presented fairly using the GRI Standards.

*Deloitte LLP*

Chartered Professional Accountants

Toronto, Ontario, Canada

March 29, 2022

# Appendix A – Selected corporate-wide and business unit sustainability information

The following selected sustainability information was included in our limited assurance engagement of TELUS' 2021 Sustainability and ESG Report for the year ended December 31, 2021.

GRI Standard	Performance indicator	Coverage	2021 value
102-8	Total workforce – By region	Canada	BC: 8,004 AB: 5,442 ON: 8,312 QC: 5,605 SK: 76 MB: 146 NL: 142 NB: 67 NS: 144 YK: 0 NWT: 0 Total Canada: 27,938
102-8	Total workforce – By employment type	Canada	Permanent Domestic: 27,258 Temporary Domestic: 680
102-8	Total workforce – By age group	Canada	Over 50 Domestic: 6,084 30-50 Domestic: 17,407 Under 30 Domestic: 4,447
102-41	Percent of workforce unionized	Canada	TELUS domestic: 29%
201-1	Community investment	Company-wide	\$90.3 million
205-2	Percent of employees completing ethics training	Canada	100%
205-3	Inquiries and complaints relating to the company's ethics policy	Company-wide	461
205-3	Number of concerns determined to be breaches of ethics policy	Company-wide	113
301-1	Paper purchased	Canada	10.3 metric tonnes
302-1	Total energy use – Direct sources	Company-wide	222,504 kwh (000s)
302-1	Total energy use – Indirect sources (gross)	Company-wide	Gross: 839,824 kwh (000s)
303-3	Total water withdrawal	Canada	412 million litres (L)
305-1	Total direct greenhouse gas emissions	Company-wide	51,075 tonnes CO <sub>2</sub> e
305-2	Total indirect greenhouse gas emissions (net)	Company-wide	Net: 204,698 tonnes CO <sub>2</sub> e
306-3	Number of reportable spills and releases	Canada	36
306-3	Number of non-reportable spills and releases	Canada	185

GRI Standard	Performance indicator	Coverage	2021 value
306-3	Total volume of spills and releases	Canada	Liquids: 101,592 L Gases: 1,982 kg
401-1	Employee turnover rate	Canada	TELUS Canada: 17.1%
403-9	The number and rate of recordable work-related injuries	Canada	Number: 81 Rate: 0.36
404-1	Average annual learning hours	Canada	9.24 per employee
405-1	Workforce demographics – Gender and minorities as a percent of TELUS workforce	Canada	Women: 37.3% Members of Visible Minorities: 33.8% Persons with Disabilities: 8.4% Indigenous People: 3.6%
406-1	Number of human rights cases opened and closed	Canada	Carryover from previous year: 27 New: 5 Closed: 10 In progress at end of year: 22

# Global Reporting Initiative

This report has been prepared using the Global Reporting Initiative Standards Core Option and we have engaged Deloitte LLP as our independent assurance provider over this information. The index below lists where you can find information related to each GRI criterion – either in the 2021 Sustainability and ESG Report (SR), the 2021 ESG Data Sheet (ESG), the TELUS 2021 Annual Report (AR), the 2021 Annual Information Form (AIF), or the 2022 Information Circular (IC).

General Disclosure	Standard Indicator or disclosure	Report Location	Comment/Omission
Organizational Profile	<b>GRI 102-1</b> Name of organization	AIF page 7	
	<b>GRI 102-2</b> Activities	AR page 16-21 AIF page 8-13	
	<b>GRI 102-3</b> Headquarters location	AIF page 7	
	<b>GRI 102-4</b> Location of operations	ESG page 19	
	<b>GRI 102-5</b> Ownership and legal form	AIF page 7	
	<b>GRI 102-6</b> Markets served	AR page 18-21	
	<b>GRI 102-7</b> Scale of organization	AR page 34	
	<b>GRI 102-8</b> Employee information	ESG page 18-20	
	<b>GRI 102-9</b> Supply Chain	SR page 13, 50-53	
	<b>GRI 102-10</b> Significant changes to organization or supply chain	AR page 45-46	
Commitments to External Activities	<b>GRI 102-11</b> Precautionary principle or approach	AIF page 14-20	
	<b>GRI 102-12</b> External initiatives	SR page 2	
	<b>GRI 102-13</b> Memberships	SR page 2	
Strategy and Analysis	<b>GRI 102-14</b> Statement from Senior Decision Maker	SR page 3-5	
Ethics and Integrity	<b>GRI 102-16</b> Organizational Values, principles, standards, norms of behaviour	SR page 12-15 AR page 11-15, 51-55	
Governance	<b>GRI 102-18</b> Governance Structure and Composition	IC page 35-40 AR 27-28, 102 SR page 14	
Stakeholder Engagement	<b>GRI 102-40</b> List of stakeholders	SR page 8	
Organizational Profile	<b>GRI 102-41</b> Collective bargaining agreements	SR page 44-45	
Stakeholder Engagement	<b>GRI 102-42</b> Identifying and selecting stakeholders	SR page 8	
	<b>GRI 102-43</b> Approach to stakeholder engagement	SR page 8	
	<b>GRI 102-44</b> Key topics and concerns raised	SR page 8-9	

General Disclosure	Standard Indicator or disclosure	Report Location	Comment
Identified Material Aspects and Boundaries	<b>GRI 102-45</b> Entities included in consolidated financial statements	AR page 32-33, 66	
	<b>GRI 102-46</b> Defining report content and topic boundaries	SR page 1	
	<b>GRI 102-47</b> List of material topics	SR page 11	
	<b>GRI 102-48</b> Restatements of information	SR page 1	
	<b>GRI 102-49</b> Changes in reporting	SR page 1	
Report Profile	<b>GRI 102-50</b> Report content	SR page 1	
	<b>GRI 102-51</b> Date of most recent report	SR page 1	
	<b>GRI 102-52</b> Reporting cycle	SR page 1	
	<b>GRI 102-53</b> Contact for report questions	SR page 1	
	<b>GRI 102-54</b> Reporting in accordance with GRI standards	SR page 1	
	<b>GRI 102-56</b> External assurance	SR page 1, 59-60	
Management Approach	Standard Indicator or disclosure	Report Location	Comment
Management approach	<b>GRI 103-1</b> Explanation of material topic and its boundaries	N/A	Approaches for GRI Standards Specific Topics as indicated below in this table are disclosed in each relevant section in the report and explains why they are significant
	<b>GRI 103-2</b> Management approach and its components	N/A	Each relevant section in the report discloses applicable strategies, policies, procedures and KPIs
	<b>GRI 103-3</b> Evaluation of management approach	N/A	At the end of each section we discuss plans for the following year as part of continuous evaluation process
Material Topics	Standard Indicator or disclosure	Report Location	Comment
<b>Economic</b>			
Economic Performance	<b>GRI 201-1</b> Direct economic value generated and distributed	AR page 4, 6-8, 16 SR page 7, 37-40	
	<b>GRI 201-2</b> Financial implications and other risks and opportunities due to climate change	SR page 14, 21-24 AIF page 14-20	
	<b>GRI 201-3</b> Defined benefit plan obligations and other retirement plans	SR page 44 AR page 79, 89, 97	
	<b>GRI 201-4</b> Financial assistance received from government	AR page 156	Our level of participation in our retirement plan is not currently available.
Indirect economic impacts	<b>GRI 203-1</b> Infrastructure investment and services supported	SR page 40, AR page 11-12, 50, 53	
	<b>GRI 203-2</b> Significant indirect economic impacts	SR page 38-39	
Procurement practices	<b>GRI 204-1</b> Proportion of spending on local suppliers	ESG page 21	
Anti-corruption	<b>GRI 205-1</b> Operations assessed for risks related to corruption	SR page 16	
	<b>GRI 205-2</b> Communication and training about anti-corruption policies and procedures	SR page 15-16	
	<b>GRI 205-3</b> Confirmed incidents of corruption and actions taken	SR page 15-16	

Material Topics	Standard Indicator or disclosure	Report Location	Comment
Anti-competitive behaviour	<b>GRI 206-1</b> Legal actions for anti-competitive behaviour, antitrust and monopoly practices	AR page 106 AIF page 27	
<b>Environment</b>			
Materials	<b>GRI 301-1</b> Materials used by weight or volume	SR page 25-26	TELUS is not a manufacturer therefore, this is not applicable. However, we do report on our office paper purchases, including weight, volume and renewable materials used. We do not disclose data on the content of the packaging used in the products we sell.
Energy	<b>GRI 302-1</b> Energy consumption within the organization	SR page 23 ESG page 3	Aggregate totals are reported.
	<b>GRI 302-2</b> Energy consumption outside the organization	SR page 23 ESG page 3	Aggregate totals are reported.
	<b>GRI 302-3</b> Energy intensity	SR page 23 ESG page 3	
	<b>GRI 302-4</b> Reduction in energy consumption	SR page 23 ESG page 3	
Water and effluents	<b>GRI 303-1</b> Water withdrawal by source	SR page 27 ESG page 8	
	<b>GRI 303-2</b> Management of water discharge-related impacts	SR page 27	TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not monitor the quality of effluent discharge directly as the information is not available and extends beyond our regulatory requirements.
	<b>GRI 303-3</b> Water withdrawal	SR page 27	TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not monitor the quality of effluent discharge directly as the information is not available and extends beyond our regulatory requirements.
Emissions	<b>GRI 305-1</b> Direct (Scope 1) GHG emissions	SR page 22-24 ESG page 4-6	
	<b>GRI 305-2</b> Indirect (Scope 2) GHG emissions	SR page 22-24 ESG page 4-6	
	<b>GRI 305-3</b> Other Indirect (Scope 3) GHG emissions	SR page 22-24 ESG page 4-6	
	<b>GRI 305-4</b> GHG emissions intensity	SR page 22-24 ESG page 4-6	
	<b>GRI 305-5</b> Reduction in GHG emissions	SR page 23-24 ESG page 4-6	
Effluents and waste	<b>GRI 306-2</b> Waste by type and disposal method	SR page 25-26 ESG page 8	
	<b>GRI 306-3</b> Significant spills	SR page 28 ESG page 8	
Environmental compliance	<b>GRI 307-1</b> Non-compliance with environmental laws and regulations	SR page 27-28	
Supplier environmental assessment	<b>GRI 308-1</b> New suppliers screened using environmental criteria	SR page 51	
	<b>GRI 308-2</b> Negative environmental impacts in supply chain and actions taken	SR page 50-53	Number of suppliers assessed is disclosed but percentage unavailable due to data access issues for suppliers otherwise engaged.

Material Topics	Standard Indicator or disclosure	Report Location	Comment
<b>Society</b>			
Employment	<b>GRI 401-1</b> New employee hires and employee turnover	SR page 43	Turnover by age group and gender uses a methodology described in the report and is only reported for domestic employees. Employee turnover rates for TI does not include temporary employees in the calculation.
	<b>GRI 401-2</b> Benefits provided	SR page 43-45	
Labour/ Management relations	<b>GRI 402-1</b> Minimum notice periods regarding operational changes	SR page 44	The minimum of weeks notice provided are 3 weeks to a maximum of 12 months (for 95% of our unionized team members). However, some ADT collective agreements are still in negotiations/mediation.
Occupational health and safety	<b>GRI 403-9</b> Work-related injuries	SR page 31 ESG page 17	We are working towards disclosing our number and rate of high-consequence work-related injuries in our next reporting cycle.
Training and education	<b>GRI 404-1</b> Average hours of training per year per employee	ESG page 16	
	<b>GRI 404-2</b> Programs for upgrading employee skills and transition assistance programs	SR page 43-44	
	<b>GRI 404-3</b> Percentage of employees receiving regular performance and career development reviews	SR page 43	
Diversity and equal opportunity	<b>GRI 405-1</b> Diversity of governance bodies and employees	SR page 13, 15, 45-46 ESG page 19-20	Employee data is broken out by age, gender and location
Non-discrimination	<b>GRI 406-1</b> Incidents of discrimination and corrective actions taken	SR page 47-49	
Freedom of association and collective bargaining	<b>GRI 407-1</b> Operations and suppliers in which freedom of association and collective bargaining may be at risk	SR page 47-49	
Child labour	<b>GRI 408-1</b> Operations and suppliers at significant risk for incidents of child labour	SR page 47-49	See our <a href="#">UNGC Communication on Progress</a> .
Forced and compulsory labour	<b>GRI 409-1</b> Operations and suppliers at significant risk for incidents of forced and compulsory labour	SR page 47-49	See our <a href="#">UNGC Communication on Progress</a> .
Security practices	<b>GRI 410-1</b> Security personnel trained in human rights policies and procedures	SR page 47-49	
Rights of Indigenous Peoples	<b>GRI 411-1</b> Incidents of violations involving rights of Indigenous Peoples	SR page 47-49	TELUS does not have human rights violations against Indigenous Peoples.
Human Rights assessment	<b>GRI 412-1</b> Operations that have been subject to human rights reviews or impact assessments	SR page 47-49	
	<b>GRI 412-2</b> Employee training on human rights policies or procedures	SR page 47-49	All team members receive annual ethics training which includes a review of our Respectful Workplace Policy and Human Rights. The specific number of hours required to complete this training is not tracked.
	<b>GRI 412-3</b> Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	SR page 47-49	

Material Topics	Standard Indicator or disclosure	Report Location	Comment
Supplier social assessment	<b>GRI 414-1</b> New suppliers that were screened using social criteria	SR page 50	All new suppliers engaged through major procurement contractual templates have TELUS' Supplier Code of Conduct included. Percentage unavailable due to data access issues for suppliers otherwise engaged.
	<b>GRI 414-2</b> Negative social impacts in the supply chain and actions taken	SR page 51	Numbers of suppliers assessed is disclosed but percentage unavailable due to data access issues for suppliers otherwise engaged.
Public policy	<b>GRI 415-1</b> Political contributions	SR page 58	
Customer health and safety	<b>GRI 416-1</b> Assessment of the health and safety impacts of products and service categories	AR page 118-119	TELUS does not have a mechanism in place nor have we assessed or reported on lifecycle stages or health and safety of the products we sell. However, our products and services are approved by all legal/governing bodies relevant to the product or service that we provide.
Society – Marketing and labeling	<b>GRI 417-1</b> Requirement for product and services information and labeling	SR page 25-26	Percentage data not available.
	<b>GRI 417-3</b> Incidents of non-compliance concerning marketing communications	AIF page 27	From time to time there may be some certified or uncertified class action lawsuits with respect to non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship.
Customer privacy	<b>GRI 418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR page 54-55	
Socioeconomic compliance	<b>GRI 419-1</b> Non-compliance with laws and/or regulations in the social and economic arena	AIF page 27	

# TELUS 2021 SASB Disclosure

This index discloses against recommendations of the Sustainability Accounting Standards Board (SASB) – Telecommunication Services industry classification, where applicable to TELUS and provided such disclosure is not commercially sensitive.

**Table 1: Sustainability disclosure topics and accounting metrics**

Standard	Activity Metric	Measurement/Omission	2021	SASB Code
Environmental Footprint of Operations	Total energy consumed	Gigajoules (GJ), Percentage (%)	2021 ESG Data Sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operations	Percentage grid electricity	Gigajoules (GJ), Percentage (%)	2021 ESG Data Sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operations	Percentage renewable energy	Gigajoules (GJ), Percentage (%)	2021 ESG Data Sheet, page 3	TC-TL - 130a.1
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	Discussion	page 54-58	TC-TL - 220a.1
Data Privacy	Number of customers whose information is used for secondary purposes	TELUS uses customer personal information only for purposes for which we have the customer's express or implied consent or as otherwise authorized or required by law.	N/A	TC-TL - 220a.1
Data Privacy	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	This response reflects monetary losses as a result of legal proceedings associated with TELUS customer privacy but does not include any legal fees or costs incurred to defend claims.	\$0	TC-TL - 220a.2
Data Privacy	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Number, Percentage (%)	page 55	TC-TL - 220a.3
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Disclosure of the number of data breaches could be misleading, as some actions may not involve a company's direct fault (outside of a liability context), such as third party breaches. Please refer to TELUS' Privacy Management Program Framework for more details on how TELUS safeguards customer data.	N/A	TC-TL - 220a.4
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion	page 54-58	TC-TL - 230a.1
Product End-of life Management	(1) Materials recovered through take back programs, percentage of recovered materials (2) reused, (3) recycled, and (4) landfilled	Metric tons (t), Percentage (%)	page 25-26	TC-TL - 440a.1
Competitive Behavior and Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Discussion	2021 Annual Information Form, section 10	TC-TL - 520a.1
Competitive Behavior and Open Internet	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	Megabits per second (Mbps)	2021 Annual Report, page 51	TC-TL - 520a.2

Standard	Activity Metric	Measurement/Omission	2021	SASB Code
Competitive Behavior and Open Internet	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion	page 56-57	TC-TL - 520a.3
Managing Systemic Risks	1) System average interruption frequency	Total number of customer interruptions divided by total number of customers	page 39	TC-TL - 550a.1
Managing Systemic Risks	(2) customer average interruption duration	Sum for all interruptions of the total downtime of each interruption multiplied by the number of customer accounts affected by each interruption	page 39	TC-TL - 550a.1
Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	Discussion	page 39	TC-TL - 550a.2

Table 2. Activity Metrics

Standard	Measurement	2021	SASB Code
Number of mobile subscribers	Number	2021 Annual Report, page 18	TC-TL-000.A
Number of wireline subscribers	Number	2021 Annual Report, page 19	TC-TL-000.B
Number of broadband subscribers	Number	2021 Annual Report, page 20	TC-TL-000.C
Network traffic	This information is considered to be competitively sensitive and is therefore not disclosed		TC-TL-000.D

# Caution regarding forward-looking statements

This sustainability and impact report contains forward-looking statements. Forward-looking statements include any statements that do not refer to historical facts and are typically identified by the words “goal”, “objective”, “plan”, “intend”, “strategy” and other similar expressions. They include, but are not limited to, statements in the report relating to our sustainability goals and the United Nations Sustainable Development Goals, and statements relating to our business plans and objectives such as statements about business continuity plans, investment in and expansion of our communications infrastructure and operations and the extension of our network, energy reduction initiatives, environmental remediation targets, and plans to implement best practices as we integrate acquired businesses.

By their nature, forward-looking statements are subject to inherent risks and uncertainties, including risks associated with capital and debt markets, our ability to identify and implement solutions to reduce energy consumption and adopt cleaner sources of energy, our ability to identify and make suitable investments in renewable energy including in the form of power purchase agreements, our ability to continue to realize significant absolute reductions in energy use and the resulting GHG emissions in our operations (including as a result of programs and initiatives focused on our buildings and network), and other risks associated with achieving our goals to reduce our GHG emission targets by 2030. Forward-looking statements are made based on assumptions, including assumptions about future economic conditions and courses of action. These assumptions may ultimately prove to have been inaccurate and, as a result, our actual results or events may differ materially from our expectations expressed in or implied by the forward-looking

statements. There can be no assurance that TELUS will achieve its goals or objectives.

Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could also cause actual future performance and events to differ materially from those expressed in the forward-looking statements. These factors include, but are not limited to:

- The COVID-19 pandemic
- Regulatory developments and government decisions
- The competitive environment
- The impact of technological substitution
- Capital expenditure levels and potential outlays for spectrum licenses
- Economic performance in Canada
- Our earnings and free cash flow
- Business continuity events.

Accordingly, this document is subject to the disclaimer and qualified by the assumptions, qualifications and risk factors described in detail in the annual Management's discussion and analysis included in our 2021 Annual Report and in other TELUS public disclosure documents and in filings with securities regulatory authorities in Canada (on SEDAR at [sedar.com](https://www.sedar.com)) and in the United States (on EDGAR at [sec.gov](https://www.sec.gov)).

Except as required by law, TELUS disclaims any intention or obligation to update or revise forward-looking statements. Forward-looking statements in this report are presented for the purpose of assisting our stakeholders in understanding certain of our sustainability goals and objectives in the context of our anticipated operating environment. Such information may not be appropriate for other purposes.



Many photos within this report were taken prior to the COVID-19 pandemic. For those photos taken during 2021, all necessary precautions were strictly followed. TELUS is committed to ensuring the health and safety of our team members, customers and communities.