

TELUS 2021 ESG Data Sheet



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Our 2021 ESG Data Sheet aims to provide a consolidated overview of our environmental, social and governance performance data to accompany our annual sustainability and ESG report. For further information and context on each of the data sets included, please reference our [2021 Sustainability and ESG Report](#).

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.

All financial information is presented in Canadian dollars and other data exclusions or additions are noted throughout the document.

We work to provide three years of comparative data in this report. For data sets where there are less than three years of data provided, previous years’ data had not been collected.

Additional information about our environmental, social and governance performance can be found at [telus.com/sustainability](#). Our [2021 Annual Report](#) provides information on our financial performance.

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 elements to be considered at every stage of our planning and decision-making process. Through the 24-hour TELUS EthicsLine, employees and external stakeholders can raise anonymous and confidential questions or file complaints related to accounting, internal controls or ethical issues.

Ethics office engagements¹

Type	2021	2020	2019
Requests for advice	244	368	197
Ethical complaints	330	325	422
Total contacts	574	693	619

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

Types of breaches of ethics and resulting actions in 2021¹

Category	Unfounded	Cases resulting in employment terminated	Cases resulting in employment suspended	Cases resulting in letter in employment file	Cases resulting in employee resignation	Total cases resulting in disciplinary action
Violation of policy	123	40	3	5	1	49
Falsification of contracts, records or reports	7	34	–	3	–	37
Conflict of interest	24	1	–	–	1	2
Misuse of assets or services	3	4	2	–	–	6
Confidentiality or misappropriation	10	7	–	1	–	8
Theft	1	10	–	–	–	10
Bribery and corruption	4	–	–	–	–	–
Improper giving and receiving of gifts	3	–	–	–	–	–
Unsafe working conditions	8	1	–	–	–	1
Discrimination or Harassment	32					
Environmental Incident	1	–	–	–	–	–
TELUS Retail Limited Loss Prevention	1	–	–	–	–	–
Total Cases	217	97	5	9	2	113

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

Putting customers first

Every year, the Commission for Complaints for Telecom-television Services (CCTS) issues [a report](#) providing statistics on complaints against the telecom industry.

Commission for Complaints for Telecom-television Services (CCTS) Reported Complaints

Brand	2021 ¹		2020 ²		2019 ³	
	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints
TELUS	1,221	7.2	1,166	7.4	1,610	8.3
Koodo Mobile	749	4.4	687	4.4	755	3.9
Public Mobile	105	0.6	112	0.7	191	1.0

¹ Data applicable from August 1, 2020 to July 31, 2021.

² Data applicable from August 1, 2019 to July 31, 2020.

³ Data applicable from August 1, 2018 to July 31, 2019.

Likelihood to Recommend (L2R) is a strategic key performance indicator (KPI) on our Enterprise Scorecard that gauges the loyalty of our customer relationships and measures the strength of the bond between our customers and our brand.

Customers are surveyed with the question: "If a colleague, friend or family member were looking for [...] services, what is the likelihood that you would recommend each of your service providers to them?" The response options are: Definitely, Probably, Maybe, Probably Not or Definitely Not. L2R Result = % Definitely or Probably responses (top two options). Our target for 2021 was 75% and we achieved 73%.

Likelihood to recommend consumer division survey results¹

L2R KPI	2021 ¹	2020	2019
% of 'definitely' or 'probably' responses	73%	75%	73%

¹ Data does not include TELUS Agriculture consumers.

Environment

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. 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.

Power usage effectiveness for data centres¹

	2021	2020	2019
Power usage effectiveness	1.32	1.31	1.42
Total power consumption (MWh)	76,727	76,126	85,550

¹ Our data centres effectively use renewable solar generated electricity in Alberta (29% of total data center power) and low emitting electricity in British Columbia, Ontario and Quebec.

Energy consumption

Company-wide consumption (eMWh)	2021	2020	2019 ¹
Domestic			
Scope 1	220,776	234,435	275,234
Scope 2	791,696	787,983	798,686
Total	1,012,472	1,022,418	1,073,920
International			
Scope 1	1,728	1,707	1,843
Scope 2	48,128	37,674	50,115
Total	49,928	39,381	51,958
International and domestic			
Scope 1	222,504	236,142	277,077
Scope 2	839,824	825,657	848,801
Company-wide energy consumption	1,062,328	1,061,799	1,125,878
Renewable energy production			
Renewable energy ²	20,915	22,021	20,308

¹ 2019 base year was chosen as it aligns with our Science Based Scope 1 and Scope 2 GHG reduction targets.

² 2021-2019 renewable energy from Brooks, Alberta Solar Project Renewable Energy Certificates (REC).

Company-wide GHG emissions intensity

tCO ₂ e	2021	2020	2019
GHG per terabyte of data	0.012	0.015	0.021

Scope 1 GHG emissions breakdown in 2021

Sources	eMWh	GHG emissions (tCO ₂ e) ¹
North American total	220,776	50,154
International total	1,728	921
Company-wide total	222,504	51,075

1 117 tCO₂e in biogenic emissions from biodiesel fuels not included in this total.

Scope 2 GHG emissions breakdown in 2021

Scope 2 company-wide emissions (eMWh)	Contracted renewable sources	Low-emitting sources ¹	High-emitting sources ²	Total
Alberta	20,915	–	271,969	292,884
British Columbia	–	261,696	–	261,696
Illinois	–	–	964	964
Manitoba	–	5,876	–	5,876
New Brunswick	–	–	168	168
Nova Scotia	–	–	1,207	1,207
Ontario	–	110,104	–	110,104
Quebec	–	116,763	–	116,763
Saskatchewan	–	–	1,164	1,164
Washington	–	870	–	870
North American total (eMWh)	20,915	495,309	275,472	791,696
Americas	–	–	12,492	12,422
Asia	–	–	25,082	25,082
Europe	–	–	10,624	10,624
International total	0	0	48,198	48,128
Company-wide total	20,915	495,309	323,670	839,824

1 Low-emitting sources of electricity include electricity generated from solar, wind, geothermal, hydro-electric and other renewable sources.

2 High-emitting sources of electricity include electricity generated from the combustion of fuels, such as coal and natural gas.

Scope 2 emissions breakdown in 2021

Scope 2 emissions	Non-renewable MWh	GHG emissions tCO ₂ e
Alberta	271,969 ¹	169,733
British Columbia	261,696	5,264
Illinois	964	243
Manitoba	5,876	78
New Brunswick	168	44
Nova Scotia	1,207	861
Ontario	110,104	3,725
Quebec	116,763	174
Saskatchewan	1,164	775
Washington	870	80
North American total (eMWh)	770,781	180,895
Americas	12,492	3,837
Asia	25,082	16,198
Europe	10,624	3,769
International total	48,198	23,803
Company-wide total	818,979	204,698

1 Alberta non-renewable MWh is 3,268 MWh, less 20,915 MWh in renewable energy from Brooks I solar farm in Brooks, Alberta. TELUS is retiring all Renewable Energy Certificates generated in 2021 at that facility.

Absolute Scope 1 and 2 GHG emissions

Sources (tCO ₂ e)	2021	2020	2019 ²
Scope 1 company-wide emissions	51,075 ¹	53,002	61,215
Scope 2 company-wide emissions	204,698	200,848	240,919
Totals	255,773	253,850	302,134

1 117 tCO₂e in biogenic emissions from biodiesel fuels not included in this total.

2 2019 emissions data restated to match our Science Based Target market-based baseline year.

Scope 3 GHG emissions¹

Sources (tCO ₂ e)	2021	2020	2019 ²
Scope 3 category 6 business travel	1,110	2,026	9,210
Scope 3 category 7 employee commuting ²	572	2,381	11,432
Totals	1,682	4,407	20,642

1 2021 employee commuting estimated based on approximately 95% of our employees working from home during the COVID-19 pandemic.

2 Scope 3 categorization is aligned with the Global Reporting Initiative Scope 3 reporting categories.

In this report we share our 2020 Scope 3 data and will disclose our 2021 Scope 3 data in our next 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.

Value chain Scope 3 GHG emissions¹

Sources (tCo ₂ e)	2020	2019
Scope 3 category 1 purchased goods & services	1,883,671	1,862,053
Scope 3 category 2 capital goods	1,450,714	1,599,351
Scope 3 category 11 use of sold products	927,806	833,427
Scope 3 intensity per \$1 million revenue	275	292
Totals	4,262,191	4,294,831

¹ Scope 3 categorization is aligned with the Global Reporting Initiative Scope 3 reporting categories.

Waste and recycling by source (metric tonnes)^{1, 2}

Source	Additional waste streams	Owned properties	Leased properties	Totals
2021				
Recycled ³	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
2020⁴				
Recycled	4,273	1,506	938	6,717
Landfill	449	2,118	445	3,011
Total	4,722	3,623	1,383	9,728
Diversion %	86	42	68	69
2019⁴				
Recycled	3,758	1,673	1,304	6,735
Landfill	48	2,091	1,198	3,337
Total	3,806	3,764	2,501	10,071
Diversion %	99	44	52	67

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).

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

⁴ Construction and demolition material has been removed from 2019 and 2020 data.

Electronic waste recycled^{1, 2}

Waste Type	2021	2020	2019
E-waste (metric tonnes) excluding mobile devices	1,254	1,521	1,701
Mobile devices (units) ³	139,685	114,340	237,607

1 Decline in mobile device recycling in 2020 and 2021 were a result of fewer customers opting for in-store returns and exchanges during the COVID-19 pandemic health mandates. While we continue to offer a pre-paid mail-in return program, more customers have opted for third-party recycling and to keep their used devices.

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).

3 2019 and 2020 data updated to correct for a reporting error.

Hazardous waste¹

Waste Type	2021	2020	2019
Solid hazardous waste from our facilities (kg)	52,942	474	600
Liquid hazardous waste from our facilities (litres)	5,130	319	218
Batteries from network equipment and fleet operations (metric tonnes)	349	136	52

1 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 performance¹

	2021	2020	2019
Resources			
Copy paper used with FSC certification	89%	91%	–
Copy paper from recycled and renewable materials from well-managed sources	85%	86%	93%
Volume			
Total copy paper used (metric tonnes) ^{2, 3}	10.3	13.8	38.0
Total paper and packaging used (metric tonnes) ⁴	496	564	856

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

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

3 2020 copy paper data has been updated to correct for a reporting error.

4 2019 and 2020 paper and packaging data has been updated to correct for a reporting error.

TELUS tree planting

Trees	2021	2020	2019
Trees planted to compensate for paper and packaging consumed ^{1, 2}	20,094	34,631	53,741
Total number of trees planted ³	31,991	38,553	64,084

1 We plant trees based on our previous year's total paper and packaging consumed in that year.

2 2020 trees planted data updated to correct for a reporting error.

3 Includes all trees planted by TELUS in a given year including for employee anniversaries, community efforts etc.

Water consumption in Canada

	2021	2020	2019
Consumption (million litres)	412	375	494

Spills breakdown

Spills ¹	2021	2020	2019
Reportable	36	27	39
Not reportable ²	185	174	163
Total spills and releases	228	201	202
Approximate volume (L) ³	101,592	52,807	2,125
Approximate weight (kg) ⁴	1,982	1,317	1,791
Category A – reportable, serious ⁵	3	–	3
Category B – reportable, significant ⁵	58	43	46
Category C – not reportable, insignificant ⁵	167	158	153

¹ Spill amounts reflect best estimates based on investigation results. Data does not include TELUS Agriculture or any operations located outside of Canada.

² Spills and releases below regulatory thresholds do not require reporting and are termed "not reportable." The definition of "reportable" varies by jurisdiction.

³ Volume in litres includes liquid petroleum hydrocarbons, battery acid, glycol and other.

⁴ Weight in kilograms includes refrigerants (Chlorofluorocarbons) and fire suppression agents (Halon and FM-200).

⁵ Halocarbon – Category A > 100 kg, Category B = 10 - 100 kg, and Category C < 10 kg

Hydrocarbon – Category A > 1000 L or enters water, Category B = 100 - 1000 L, and Category C < 100 L

Glycol – Category A > 500 L, Category B = 5 - 500 L, and Category C < 5 L

Battery acid – Category A > 50 L, Category B = 5 - 50 L, and Category C < 5 L.

Community

The culture of caring that we have created over two decades is underpinned by our collective belief in the power of giving where we live. We continue to put our customers and communities first, delivering programs and leveraging our highly engaged team to support those who need us most.

TELUS Giving (including our team members and retirees)

Understanding the broad impact of our 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.

Community investment¹

(\$ millions)	2021	2020	2019
Philanthropic investment	10.4	5.2	16.7
Social investment	63.8	65.1	23.1
Commercial initiatives	14.4	12.9	12.5
Value of employee giving ²	1.7	1.9	2.2
Total	90.3	85.1	54.5

¹ Represents community investments 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.

Community investment by type¹

Category (\$ millions)	2021	2020	2019
Education	59.6	61.2	23.9
Environment	1.8	2.6	1.4
Health	28.9	21.3	29.2
Other	–	–	–
Total	90.3	85.1	54.5

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

Global volunteer hours

Team (hours)	2021	2020	2019
TELUS team members, family and retirees	1,232,823	1,230,198	1,071,324

TELUS Friendly Future Foundation (TFFF) grants

Grants (\$ millions)	2021	2020	2019
Community Board grants	5.6	6.5	6.0
TFFF grants	3.2	2.4	1.6
Total	8.7	8.9	7.6

Connecting for Good

Program	2021	2020	2019
Additions to Internet for Good program	11,529	8,647	5,363
Additions to Mobility for Good program	6,989	2,496	2,610
Visits to Health for Good program	34,992	28,151	10,585
Total	53,510	39,294	18,558

TELUS Wise participants

TELUS Wise	2021	2020	2019
Workshop participants	105,122	90,446	63,946

Economic impact

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.

Tax payments to governments

Consolidated financial statements for the year ended December 31, 2021 present operational results for two operating segments – TELUS technology solutions (that includes network revenues and equipment sales arising from mobile technologies: data revenues; certain healthcare software and technology solutions, etc.) and digitally-led customer experiences.

(\$ millions)	2021	2020	2019
Corporate income tax paid			
Federal	265.1	201.3	339.5
British Columbia	80.8	73.9	103.1
Alberta	28.5	29.0	63.8
Saskatchewan	1.0	0.7	1.4
Manitoba	1.6	1.0	1.8
Ontario	41.5	29.6	57.0
Quebec	36.1	19.9	38.0
Atlantic provinces	5.4	3.4	6.9
International	140.8	71.5	36.6
Total	600.8	-	-
Other tax payments			
Employer portion of payroll taxes	175.4	144.1	142.2
Property and business taxes	113.1	109.3	111.4
Non-creditable/non-refundable sales taxes			
Federal	0.0	0.1	0.7
British Columbia	38.3	40.3	39.1
Saskatchewan	0.1	0.2	0.5
Manitoba	1.4	1.2	1.0
Ontario	0.0	0.0	0.0
Quebec	0.0	0.0	0.2
Provincial premium and capital taxes	0.0	0.0	0.0
Quebec tax credits	-3.3	-1.8	-5.0
Total other tax payments	483.3	362.0	355.9

Continued on following page

	2021	2020	2019
Payroll taxes remitted	722.0	649.9	633.0
9-1-1 taxes and other payments remitted	38.9	36.6	38.8
Total other taxes remitted	760.9	686.5	671.8
Total other taxes remitted	760.9	686.5	671.8
Sales taxes remitted			
Canadian GST and HST	987.6	955.0	934.5
British Columbia	217.2	211.5	209.8
Saskatchewan	8.6	9.0	9.0
Manitoba	13.1	12.7	13.1
Ontario	0	0	0
Quebec	210.6	211.0	191.8
International VAT	35.5	29.2	26.1
Net sales taxes collected/remitted¹	2,233.5	1,428.4	1384.3
Total taxes remitted	3,317.6	–	–
Total Canadian taxes remitted	2,989.8	–	–
Total International taxes remitted	327.8	–	–

Economic value distributed

(\$ millions)	2021	2020	2019
Goods and services purchased	6,699	6,268	6,070
Employee benefits expense	4,269	3,701	3,034
Capital expenditures, excluding spectrum licenses	3,498	2,775	2,906
Interest paid	744	740	714
Income taxes paid, net	601	430	644
Dividends declared to the holders of common shares	1,711	1,520	1,358
Cash payments for spectrum licenses	2,219	–	942
Total	19,741	15,434	15,668

Additional Tax Disclosure

(\$ millions) - 2021	
Continent	Net International Payments
North America	23.4
Europe	105.5
Asia	9.9
Central America	2.1
Australia	(0.1)
Total	140.8

Additional Tax Disclosure

(\$ millions) - 2021		TELUS Worldwide		
Continent		Net Payments	Net Income Before Tax	Income Tax Expense
North America ¹		483.4	1,875.9	487.9
Europe		105.5	294.5	72.3
Asia		9.9	85.5	17.8
Central America		2.1	22.1	1.8
Australia		(0.1)	0.5	0.1
Total		600.8	2,278.5	579.9

¹ Includes Canada and the United States of America

Capital expenditures by region

(\$ millions)	2021	2020	2019
British Columbia	1,110	883	1,061
Alberta	1,201	910	889
Saskatchewan	4	7	7
Manitoba	37	19	14
Ontario	601	548	534
Quebec	400	303	315
Atlantic Canada	6	7	4
Territories	4	–	–
United States and other	15	7	6
Total capital expenditures^{1,2}	3,377	2,683	2,830

¹ Totals may differ due to rounding.

² Excludes capital expenditures at TELUS International in 2019, 2020 and 2021 of \$77 million, \$91 million and \$121 million, respectively. Owing to this exclusion, these totals do not align with the total capital expenditures reported in our 2021 MD&A, our 2021 consolidated financial statements and notes to the consolidated financial statements, and other financial disclosures.

Clean revenue

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

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.

R&D spend¹

(\$ millions)	Estimated investment in R&D
2021	799
2020	553
2019	530

¹ 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.

Our people

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

Pulsecheck engagement results

%	2021	2020	2019
Overall engagement	84	87	84

New employee hires by province¹

	2021		2020		2019	
Province	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
British Columbia	16.5	1,277	9.8	747	13.7	1,029
Alberta	13.1	706	16.6	884	11.6	608
Saskatchewan	32.0	24	10.9	10	42.7	44
Manitoba	34.6	44	42.0	50	0.0	0
Ontario	23.1	1,806	21.6	1,583	20.6	1,034
Quebec	21.9	1,191	23.4	1,240	19.3	1,331
Newfoundland & Labrador	22.5	27	54.2	52	28.1	34
New Brunswick	22.0	13	18.8	12	64.0	40
Nova Scotia	27.0	38	30.2	40	17.6	12
Total	19.1	5,126	17.7	4,618	16.6	4,132

¹ 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.

New employee hires by age group and gender¹

	2021		2020		2019	
Category	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
Over 50 years old	5.7	333	12.4	662	3.8	212
30-50 years old	13.5	2,301	14.7	2,422	9.9	1,664
Under 30 years old	61.4	2,492	36.0	1,534	57.9	2,302
Total	19.1	5,126	17.7	4,618	16.6	4,132
Female	22.1	2,197	18.3	1,765	18.5	1,721
Male	17.3	2,929	17.4	2,853	15.5	2,457

¹ 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.

Turnover rates by province¹

Province	2021		2020		2019	
	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
British Columbia	13.2	1,022	9.8	746	13.1	1,008
Alberta	12.7	682	11.2	599	13.2	709
Saskatchewan	42.7	32	31.7	29	41.1	43
Manitoba	29.9	38	28.6	34	28.3	33
Ontario	19.4	1,513	11.0	809	17.3	1,213
Quebec	22.0	1,196	16.2	860	18.6	971
Newfoundland and Labrador	32.5	39	15.6	15	34.8	27
New Brunswick	30.5	18	26.6	17	20.6	14
Nova Scotia	34.9	49	15.8	21	27.9	34
Total	17.1	4,589	12.0	3,130	15.7	4,052

¹ 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.

Voluntary turnover¹

Type (%)	2021	2020	2019
Voluntary ²	12.0	7.1	10.4
Total	17.1	12.0	15.7

¹ 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.

² Voluntary rates exclude employees that left TELUS due to retirement.

Turnover rates by age group and gender¹

Age group	2021		2020		2019	
	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
Over 50 years old	11.6	675	10.1	538	17.1	740
30-50 years old	12.7	1,754	8.4	1,383	7.4	1,644
Under 30 years old	43.2	1,754	28.3	1,209	19.4	1,675
Female	18.3	1,822	13.1	1,261	15.6	1,709
Male	16.4	2,767	11.4	1,869	13.6	2,350
Total	17.1	4,593	12.0	3,130	14.4	4,059

¹ 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.

Open positions filled by internal candidates

	2021	2020	2019
% of open positions filled internally ¹	42	49	43

¹ Per cent of positions posted that are filled by internal candidates in Canada that are tracked in our primary recruiting system.

Average training hours^{1,2,3}

Overall	Gender		Role			Level		
	Male	Female	Bargaining unit	Management professional	Retail	Single contributor	Middle manager	Senior manager
2021								
9.2	10.9	6.5	14.6	6.1	15.2	9.3	10.3	4.7
2020								
8.1	9.3	5.7	11.2	4.1	22.3	8.0	10.0	3.0
2019								
9.2	11.0	6.3	11.5	6.4	16.1	8.7	15.4	5.6

¹ Only includes training completed by December 31, 2021, and was captured and recorded internally, as of January 31, 2022. This number does not include business unit specific training, external training or educational pursuits paid for by the company and other ad hoc training sessions that employees may engage in.

² Averages are based on TELUS (except TI) employees on December 31, 2021, and are only reporting on permanent employees that are tracked in the primary human resources management system. Team members from Medisys Health Group and EQ Care who were onboarded on December 28, 2021, are not included. Training that was provided for team members in 2020, who were no longer with the company on December 31, 2021, has not been included.

³ As tracked through our learning portal – TeamHub only. TELUS has shifted from instructor-led or classroom learning to informal, self-led learning. The latter hours are not formally tracked and are difficult to estimate and so they are not included in this data.

Training and development spend¹

	2021	2020	2019
Average amount spent per full time employee on training and development	\$682	\$686	\$532

¹ 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.

Return on learning¹

Performance Impact (%)	2021	2020	2019
Employees that felt satisfied with the learning opportunity	91	93	84
Employees that feel the learning opportunities helped their performance on the job	88	85	77
Employees that would recommend this learning opportunity to other employees	86	91	84

¹ Results are based on responses to common survey questions included in all corporate broad scale leadership development offerings.

Wages compared to minimum wage¹

Country/ Location	Currency	Wage rate frequency	Average entry level wage	Minimum wage ²	Wage ratio
2021					
Canada	CAD	annual	29,000	26,300	1.10
2020					
Canada	CAD	annual	28,700	25,200	1.14
2019					
Canada	CAD	annual	28,650	24,050	1.19

1 Data does not include TELUS Agriculture.

2 Where there are different minimum wages by province where TELUS operates, the minimum wage is the median of the wages for the different locations.

Gender pay equity¹

	2021		2020		2019	
Level	Female representation	Key factor average differential ²	Female representation	Key factor average differential	Female representation	Key factor average differential
Executive	25%	3.4%	26%	1.7% ²	27%	-1.5% ²
Management	35%	1.9%	34%	1.5%	33%	1.3%
Non- Management	38%	1.0%	36%	1.2%	36%	1.5%
Overall	37%	1.1%	36%	1.3%	35%	1.4%

1 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.

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

Total salaries and benefits in Canada

(\$ millions)	2021
Total pay and benefits ¹	3,162

1 Excludes restructuring and other costs.

Safety performance in 2021¹

	2021
Total hours worked (millions)	45
Number of recordable work-related injuries	81
Rate of recordable work-related injuries (per 200,000 hours worked)	0.36
Fatalities	0

1 Data presented are for TELUS (except TI) employees tracked in the primary human resources management system.

Canadian union representation

Year	# covered by a collective agreement	Total employees	% covered by a collective agreement
2021 ¹	8,069	27,938	29
2020 ²	8,630	27,839	31
2019 ³	9,217	27,530	33

1 Active employees as of December 31, 2021.

2 Active employees as of December 31, 2020, including 1,185 employees in TELUS Agriculture acquisitions.

3 Active employees as of December 31, 2019.

Bargaining unit employees by union affiliation

Union	2021 total employees	2020 total employees	2019 total employees
TWU	6,515	6,983	7,561
SQET	705	734	748
SAMT	555	578	605
BCGEU	53	53	55
IBEW/Other ¹	236	282	248
MNU	5	–	–
Total²	8,069	8,630	9,217

1 ADT Canada employees covered by different collective agreements / various unions.

2 Active employees as of December 31, 2021, 2020 and 2019.

Human rights feedback

Human rights complaints	2021	2020	2019
Carry over from previous year	27	25 ¹	18
New	5	16	22
Closed	10	14	16
In progress at end of year	22	27	24

1 ADT human rights complaint file added subsequent to integration with TELUS.

Human rights resolution

Closed human rights complaints	2021	2020	2019
Referred to TELUS internal or other resolution process	0	1	0
Resolution reached	3	9	5
Dismissed	3	2	8
Withdrawn	4	2	3

Respectful Workplace resolution

Closed discrimination or harassment complaints	Cases in 2021
Respectful Workplace Policy complaint reported, breach found and addressed with employee disciplinary action ¹	16
Respectful Workplace Policy complaint reported and no breach found	13

¹ Corrective or disciplinary action may include: termination of employment, disciplinary suspension, letter of expectation and/or disciplinary letter, coaching or training, or employee resignation.

Employee demographics¹

	2021			2020			2019		
Work Type	Female	Male	Total	Female	Male	Total	Female	Male	Total
Permanent	10,086	17,172	27,258	9,844	17,143	26,987	9,822	16,956	26,778
Temporary	324	356	680	361	401	762	374	340	714
Full-time	9,154	16,216	25,370	8,812	16,134	24,946	8,670	15,719	24,389
Part-time	1,256	1,312	2,568	1,393	1,410	2,803	1,526	1,577	3,103

¹ 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 province and employment contract¹

	2021			2020			2019		
Province	Permanent	Temporary	Total	Permanent	Temporary	Total	Permanent	Temporary	Total
British Columbia	7,862	142	8,004	7,787	175	7,962	7,634	162	7,796
Alberta	5,351	91	5,442	5,340	118	5,458	5,539	120	5,659
Saskatchewan	75	1	76	90	1	91	121	4	125
Manitoba	131	15	146	116	20	136	127	18	145
Northwest Territories	–	–	–	–	1	1	2	2	4
Ontario	8,130	182	8,312	7,761	181	7,942	7,482	142	7,624
Quebec	5,394	211	5,605	5,569	223	5,792	5,568	230	5,798
Newfoundland and Labrador	104	38	142	100	42	142	101	35	136
New Brunswick	67	–	67	75	–	75	72	–	72
Nova Scotia	144	–	144	149	1	150	132	1	133
Canadian total	27,258	680	27,938	26,987	762	27,749	26,778	714	27,492

¹ 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 age group¹

Employee category (%)	2021			2020			2019		
	under 30 years old	30-50 years old	over 50 years old	under 30 years old	30-50 years old	over 50 years old	under 30 years old	30-50 years old	over 50 years old
Senior management	0.4	62.5	37.1	0.1	62.4	37.5	0.1	62.7	37.2
Middle management	6.7	73.0	20.3	7.5	73.3	19.2	6.2	74.1	19.7
Professional / Staff	13.5	63.5	23.0	12.6	64.6	22.8	12.3	64.8	22.9
Frontline / Agents / Retail	22.9	58.1	19.0	22.5	59.2	18.4	22.0	60.2	17.8

Employees by gender¹

Employee Category (%)	2021		2020		2019	
	Female	Male	Female	Male	Female	Male
Senior management	32.2	67.8	31.5	68.5	31.4	68.6
Middle management	37.6	62.4	36.1	63.9	36.7	63.3
Junior management	37.6	62.4	38.0	62.0	38.0	62.0
Management positions in revenue-generating functions	34.5	65.5	37.0	63.0	37.0	63.0
Professional / staff	40.9	59.1	39.7	60.3	39.4	60.6
Frontline / agents	32.6	67.4	33.9	66.1	34.0	66.0

¹ 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 groups¹

Designated group (%)	2021	2020	2019
Female	37.3	36.8	37.1
Visible minorities ²	33.8	33.1	32.6
Persons with disabilities ²	8.4	8.3	8.3
Indigenous Peoples ²	3.6	3.6	3.6

¹ 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.

² Data for these categories depends upon employee self-identification in TELUS' diversity survey.

Supply chain sustainability

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.

Vendor payments¹

Metric (\$ millions)	2021	2020	2019
Vendors with locations in Canada ²	9,709	9,560	10,698
Spend with Vendors with locations in Canada	\$9,060	\$8,527	\$8,862
As a % of total vendor payments	92%	93%	93%
Non-Canadian vendors	1,144	1,117	1,073
Spend with Vendors with locations in the USA	\$614	\$541	\$555
Spend with Vendors with locations in Taiwan	\$83	\$51	\$53
Spend with Vendors with locations in Great Britain	\$44	\$22	\$18
Spend with Vendors with locations in the Netherlands	\$21	\$11	\$1
Spend with Vendors with locations in Hong Kong	\$10	\$10	\$22
Spend with other non-Canadian vendors	\$40	\$38	\$41
Total spend with non-Canadian vendors	\$813	\$673	\$690
As a % of total vendor payments	8%	7%	7%
Total vendor payments	\$9,873	\$9,200	\$9,552
As a % of consolidated revenues	60%	60%	65%

¹ Vendor payments include all trade vendor spend, including both capital expenditure and operating expenditure.

² We define local suppliers as those that reside in Canada.

Spend with diverse tier one suppliers^{1, 2}

	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 Partners that you 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.

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.

Information requests by law enforcement agencies

Type of request	2021	2020	2019
Court orders	7,557	6,679	6,069
Subpoenas	272	273	439
Mutual legal assistance treaty (MLAT) orders ¹	–	7	4
Emergency calls	69,016	66,304	57,443
Legislative demands ²	409	646	1,335

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.

Political contributions

	2021	2020	2019
Political contributions (millions)	–	–	–