

# TELUS 2023 ESG Data Sheet



# Contents

**1** Governance

---

**2** Putting customers first

---

**3** Environment

---

**9** Community

---

**11** Economic impact

---

**15** Our people

---

**23** Supply chain sustainability

---

**26** Privacy, transparency and regulatory compliance

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Our 2022 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 2023 Sustainability and ESG Report.

Unless otherwise stated, the reporting period for information contained in this report is January 1 – December 31, 2023. 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 non-monetary information, unless otherwise noted, in this report is for TELUS (except TI), other than for information and data related to energy, water and greenhouse gas emissions, community giving and volunteer hours which does include TI data (“company-wide”), unless otherwise noted. For information on sustainability for TI, please refer to this [link](#). This report also describes TELUS Friendly Future Foundation (TFFF)

grants. TFFF is the funding arm for charitable granting decisions made by our 13 Canadian TELUS Community Boards, however it is an entity distinct from TELUS Corporation. Data and information related to acquisitions TELUS has made between January 1 - December 31, 2023, 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 provide three years of comparative data in this ESG data sheet. Where three years of data are not available, we disclose the data available and comparative data for those years only.

Additional information about our environmental, social and governance performance can be found at [telus.com/sustainability](https://telus.com/sustainability). Our 2023 Annual Report provides information on our financial performance.

# Governance

We are dedicated to upholding high standards in corporate governance and ensuring transparent and comprehensive disclosure. Our organizational structure, corporate policies, and practices prioritize the inclusion of social, economic, and environmental factors in all stages of our planning and decision-making process. To promote accountability, we provide the 24-hour TELUS EthicsLine, which allows employees and external stakeholders to anonymously and confidentially ask questions or report concerns regarding accounting, internal controls, or ethical matters.

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

Type	2023	2022	2021
Requests for advice	161	120	244
Ethical complaints	548	479	330
<b>Total contacts</b>	<b>709</b>	<b>599</b>	<b>574</b>

<sup>1</sup> Data includes all employees in Canada that are tracked in the primary human resources management system, and TELUS International employees. Data excludes employees of LifeWorks, TELUS Agriculture & Consumer Goods and employees of out-of-footprint acquisitions, as well as select contractors.

## Types of breaches of ethics and resulting actions in 2023<sup>1</sup>

Category	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	43	0	30	2	75
Falsification of contracts, records or reports	38	0	5	0	43
Theft	14	0	0	1	15
Confidentiality or misappropriation	7	0	0	0	7
Conflict of interest	6	1	2	2	11
Misuse of assets or services	5	1	2	0	8
Unsafe working conditions	1	0	1	0	2
Bribery and corruption	0	0	0	0	0
Improper giving and receiving of gifts	0	0	0	0	0
Money Laundering	0	0	0	0	0
<b>Total</b>	<b>114</b>	<b>2</b>	<b>40</b>	<b>5</b>	<b>161</b>

# 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	2023 <sup>1</sup>		2022 <sup>2</sup>		2021 <sup>3</sup>	
	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints
TELUS	1,798	12.3	1,256	9.8	1,221	7.2
Koodo Mobile	1,016	7.0	828	6.5	749	4.4
Public Mobile	115	0.8	100	0.8	105	0.6

1 Data applicable from August 1, 2022 to July 31, 2023.

2 Data applicable from August 1, 2021 to July 31, 2022.

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

Likelihood to Recommend (L2R) is a strategic key performance indicator (KPI) 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).

## Likelihood to recommend consumer division survey results<sup>1</sup>

L2R KPI	2023	2022	2021
% of ‘definitely’ or ‘probably’ responses	73%	75%	73%

1 Data does not include customers of TELUS Agriculture & Consumer Goods and TELUS International. The products included are home phone, internet, home security, TV, TELUS Mobility, Koodo and Public Mobile.

# 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.

Our energy demand consists of direct and indirect energy used to power our business, both in Canada and internationally, from owned and leased real estate properties, cell tower sites, and fleet vehicles, to data centers and remote generator fuel.

## Power usage effectiveness for data centres<sup>1</sup>

	2023	2022	2021
Power usage effectiveness	1.24	1.32	1.32
Total power consumption (MWh)	73,487	76,391	76,727

<sup>1</sup> Our data centres effectively use renewable solar generated electricity in Alberta (100% of total data center power) and low-emitting electricity in British Columbia, Ontario and Quebec.

## Energy consumption

Company-wide consumption (eMWh)	2023	2022	2021
<b>North American</b>			
Scope 1	202,086	210,966	220,776
Scope 2	812,589	819,760	791,696
<b>Total</b>	<b>1,014,675</b>	<b>1,030,726</b>	<b>1,012,472</b>
<b>International</b>			
Scope 1	18,474	12,802	1,728
Scope 2	77,897	63,163	48,128
<b>Total</b>	<b>96,371</b>	<b>75,965</b>	<b>49,856</b>
<b>International and North American</b>			
Scope 1	220,560	233,768	220,504
Scope 2	890,486	882,923	839,824
<b>Company-wide energy consumption</b>	<b>1,111,046</b>	<b>1,106,691</b>	<b>1,062,328</b>
<b>Renewable energy production</b>			
Renewable energy <sup>1</sup>	100,610	77,061	20,915

<sup>1</sup> 2021-2023 renewable energy from Brooks, Alberta Solar Project Renewable Energy Certificates (REC) and REC's retired through the WREGIS system.

Company-wide GHG emissions intensity

tCO <sub>2</sub> e	2023	2022	2021
GHG per terabyte of data	0.0082	0.010	0.012

Scope 1 emissions breakdown in 2023

Sources	eMWh	GHG emissions (tCO <sub>2</sub> e)
North American total	202,086	45,255
International total	18,474	3,111
<b>Company-wide total<sup>1</sup></b>	<b>220,560</b>	<b>48,366</b>

<sup>1</sup> Direct emissions from one corporate jet and two float planes of 2,142 tCO<sub>2</sub>e are excluded from the total Scope 1 company-wide emissions and included in scope 3 category 6 business travel greenhouse gas emissions.

Scope 2 energy consumption in 2023 breakdown

Scope 2 company-wide energy consumption (eMWh)	Contracted renewable sources	Low-emitting sources <sup>1</sup>	High-emitting sources <sup>2</sup>	Total
Alberta	100,610	-	212,888	313,498
British Columbia	-	259,199	-	259,199
Illinois	-	-	1,018	1,018
Manitoba	-	7,277	-	7,277
New Brunswick	-	-	177	177
Nova Scotia	-	-	1,309	1,309
Ontario	-	104,968	-	104,968
Quebec	-	122,912	-	122,912
Saskatchewan	-	-	1,188	1,188
Washington	-	1,041	-	1,041
<b>North American total</b>	<b>100,610</b>	<b>495,398</b>	<b>216,581</b>	<b>812,589</b>
Americas	-	-	23,881	23,881
Asia	-	-	43,534	43,534
Europe	-	-	10,482	10,482
<b>International total</b>	<b>-</b>	<b>-</b>	<b>77,897</b>	<b>77,897</b>
<b>Company-wide total</b>	<b>100,610</b>	<b>495,398</b>	<b>294,478</b>	<b>890,486</b>

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

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

## Scope 2 emissions breakdown

2023 Scope 2 emissions	Non-renewable MWh	GHG emissions tCO <sub>2</sub> e
Alberta <sup>1</sup>	212,888	108,849
British Columbia	259,199	3,875
Illinois	1,018	257
Manitoba	7,277	14
New Brunswick	177	52
Nova Scotia	1,309	869
Ontario	104,968	3,400
Quebec	122,912	186
Sask	1,188	682
Washington	1,041	95
<b>North American total</b>	<b>711,979</b>	<b>118,279</b>
Americas	23,881	6,599
Asia	43,534	30,912
Europe	10,482	3,344
<b>International total</b>	<b>77,897</b>	<b>40,855</b>
<b>Company-wide total</b>	<b>789,876</b>	<b>159,134</b>

<sup>1</sup> Alberta non-renewable MWh is 313,498 MWh, less 100,610 MWh from renewable energy from AB PPA's. TELUS has retired 100,610 MWh in Renewable Energy Certificates generated in 2023 from facilities in Alberta

## Absolute Scope 1 and 2 GHG emissions

Sources (tCO <sub>2</sub> e)	2023	2022	2021
Scope 1 company-wide emissions <sup>1</sup>	48,366	50,689	51,075
Scope 2 company-wide emissions	159,134	175,268	204,698
<b>Totals</b>	<b>207,500</b>	<b>225,957</b>	<b>255,773</b>

<sup>1</sup> Direct emissions from one corporate jet and two float planes of 2,142 tCO<sub>2</sub>e are excluded from the total Scope 1 company-wide emissions and included in scope 3 category 6 business travel greenhouse gas emissions. (see table below)

Scope 3 GHG emissions<sup>1</sup>

Sources (tCO <sub>2</sub> e)	2023	2022 <sup>2</sup>	2021
Scope 3 category 6 business travel	6,466	4,775	1,110
Scope 3 category 7 employee commuting	5,359	600	572
<b>Totals</b>	<b>11,825</b>	<b>5,375</b>	<b>1,682</b>

<sup>1</sup> Scope 3 categorization and calculation methodologies are consistent with the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Category 6 and 7 data includes employees in Canada only. Business travel is measured as air travel.

<sup>2</sup> 2022 employee commuting estimated based on approximately 95% of our employees working from home during the COVID-19 pandemic.

Due to the complexity of consolidating and calculating value chain Scope 3 data in accordance with the GHG Protocol, and the timing of CDP Supply Chain program data products (which include data from the prior reporting year), we disclose the following Scope 3 categories one year behind. In this report we share our restated baseline (2019) and most recent (2022) value chain Scope 3 data, and will disclose comparable 2023 Scope 3 data in our next report.. As we improve the quality of our data in collaboration with our suppliers, we may restate our past results and recalculate targets based on SBTi guidelines.

**Value chain Scope 3 GHG emissions<sup>1</sup>**

Sources (tCO <sub>2</sub> e)	2022	2019 <sup>2</sup>
Scope 3 category 1 & 2 purchased goods & services, capital goods <sup>3</sup>	380,606	348,690
Scope 3 category 11 use of sold products	176,060	167,732
Scope 3 intensity per \$1 million revenue	30.43	35.23
<b>Totals</b>	<b>556,666</b>	<b>516,422</b>

- 1 Scope 3 categorization and calculation methodologies are consistent with the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
- 2 We are restating our 2019 baseline emissions for these Scope 3 (value chain) categories based on significant improvements to our methodologies and data. We aim to continuously refine our calculation methodologies over time by acquiring more supplier and product-specific data and refining assumptions and estimates. Our emissions reduction ambition remains unchanged, and we are in the process of updating our related target with SBTi.
- 3 Data for categories 1 & 2 (purchased goods and services, capital goods) are combined based on our internal procurement data and processes. The calculation methodologies for these categories are the same.

**Waste and recycling by source (metric tonnes)<sup>1, 2</sup>**

Source	Additional waste streams	Real Estate	Totals
<b>2023</b>			
Recycled <sup>3</sup>	2020	3,580	5,600
Landfill	40	2,72	2,764
Total	2,060	6,304	8,364
Diversion %	98	57	67
<b>2022</b>			
Recycled <sup>3</sup>	2,429	3,866	6,286
Landfill	92	2,602	2,694
Total	2,522	6,468	8,980
Diversion %	96	60	70
<b>2021</b>			
Recycled <sup>3</sup>	2,438	2,666	5,104
Landfill	107	2,534	2, 641
Total	2,544	5,007	7,745
Diversion %	96	51	66

- 1 To provide timely reporting, our data is based on October 1 - September 30 of each year.
- 2 Data only includes waste from our Canadian facility based telecommunication operations including, owned and leased buildings, ADT Security Services Canada, Inc 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.

**Electronic waste recycled**

Waste Type	2023	2022	2021
E-waste (metric tonnes) excluding mobile devices <sup>1</sup>	1108	1,579	1,254
Mobile devices (units)	393,328	258,799	139,685

<sup>1</sup> Data only includes waste from our reverse logistics materials (like circuit cards, data equipment, IT equipment and telsets)

**Hazardous waste<sup>1</sup>**

Waste Type	2023	2022	2021
Solid hazardous waste from our facilities (kg)	2,514	508	52,942
Liquid hazardous waste from our facilities (litres)	4232	18,528	5,130
Batteries from network equipment and fleet operations (metric tonnes)	85	75	349

<sup>1</sup> Data only includes waste from our Canadian facility based telecommunication operations including, owned and leased buildings, ADT Security Services Canada, Inc sites, our reverse logistics materials and other specialty materials (like furniture and paper shredding).

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

	2023	2022	2021
<b>Resources</b>			
Copy paper used with FSC certification	55%	75%	89%
Copy paper from recycled and renewable materials from well-managed sources	55%	26%	85%
<b>Volume</b>			
Total copy paper used (metric tonnes) <sup>1,2</sup>	15.1	18.1	10.3
Total paper and packaging used (metric tonnes) <sup>3</sup>	682	602	496

<sup>1</sup> We only report on copy paper purchased by employees tracked in our primary human resources management system.

<sup>2</sup> 2020 copy paper data has been updated to correct for a reporting error.

<sup>3</sup> 2020 paper and packaging data has been updated to correct for a reporting error.

**TELUS tree planting**

Trees	2023	2022	Pre 2022
Trees planted by TELUS <sup>1</sup>	6,530,000	3,780,000	N/A
Cumulative total of trees planted to date <sup>2</sup>	11,333,000		1,023,000

<sup>1</sup> Included in the trees planted by TELUS in 2023 statistics are 20,688 trees planted for the previous year's total paper and packaging consumption, as well as 100,000 trees for team member engagement, community efforts, marketing campaigns, etc.

<sup>2</sup> Between 1998 and 2022, TELUS planted 1,022,679 trees through Tree Canada, World Tree and Shakti by TELUS.

### Company-wide water consumption

(million litres)	2023	2022	2021
North American Consumption	312	412	412
International Consumption	355	256	146
<b>Total</b>	<b>667</b>	<b>668</b>	<b>558</b>

### Spills breakdown

Spills <sup>1</sup>	2023	2022	2021
Reportable	35	33	36
Not reportable <sup>2</sup>	181	199	192
Total spills and releases	216	232	228
Approximate volume (L) <sup>3</sup>	41,525	103,726	101,592
Approximate weight (kg) <sup>4</sup>	1,309	1,623	2,063
Category A – reportable, serious <sup>5</sup>	1	1	3
Category B – reportable, significant <sup>5</sup>	41	51	58
Category C – not reportable, insignificant <sup>5</sup>	174	180	167

1 Spill amounts reflect best estimates based on investigation results. Data does not include TELUS Health (including Lifeworks), TELUS Agriculture & Consumer Goods 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 we have created over two decades is underpinned by our collective belief in the power of giving where we live. We continued 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 investment<sup>1,2</sup>

Category (\$ millions)	2023	2022	2021
Philanthropic investment	7	6	10
Social investment	71	65	64
Commercial initiatives	15	47	14
Value of employee giving	2	7	2
<b>Total</b>	<b>95</b>	<b>125</b>	<b>90</b>

<sup>1</sup> Represents community investments by TELUS, our team members and retirees, and includes the following elements: cash donations, value-in-kind contributions and program management costs.

<sup>2</sup> 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 and might not be comparable to similar measures disclosed by others.

### Community investment by type<sup>1</sup>

Category (\$ millions)	2023	2022	2021
Education	57	87	59
Environment	1	1	2
Health	37	37	29
<b>Total</b>	<b>95</b>	<b>125</b>	<b>90</b>

<sup>1</sup> Represents community investments by TELUS, our team members and retirees, and includes the following elements: cash donations, value-in-kind contributions and program management costs.

### Global volunteer hours

Team (hours)	2023	2022	2021
TELUS team members, family and retirees	1,502,289	1,440,470	1,302,530

**TELUS Friendly Future Foundation (TFFF) grants**

Grants (\$ millions)	2023	2022	2021
Canadian Community Board grants	6.1	6.2	5.6
Foundation grants	3.1	4.4	3.2
Bursary Program	1.8	-	-
<b>Total</b>	<b>11.0</b>	<b>10.6</b>	<b>8.7</b>

**TELUS Wise participants**

TELUS Wise	2023	2022	2021
Workshop participants	116,482	112,129	105,122

**Connecting for Good**

Program	2023	2022	2021
Additions to Internet for Good program	8,482	15,433	11,529
Additions to Mobility for Good program	8,621	10,830	6,989
Visits to Health for Good program	56,236	47,020	34,992
<b>Total</b>	<b>73,339</b>	<b>73,283</b>	<b>53,510</b>

# Economic impacts

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. Our consolidated financial and operational results for the year ended December 31, 2023 reflect our two reportable segments – TELUS technology solutions (includes: network revenues and equipment sales arising from mobile technologies; data revenues; healthcare software and technology solutions; agriculture and consumer goods services; voice and other telecommunications services revenues) and digitally-led customer experiences - TELUS International (which is comprised of digital customer experience and digital-enablement transformation solutions, along with design, build and delivering capabilities of next generation digital solutions, provided by TELUS International.)

## Tax payments to governments

(\$ millions)	2023	2022	2021
<b>Corporate income tax paid</b>			
Federal	170	226	265
British Columbia	43	60	81
Alberta	23	32	29
Saskatchewan	1	0.8	1
Manitoba	1	1	2
Ontario	34	43	42
Quebec	(1)	30	36
Atlantic provinces	3	4	5
<b>Total</b>	<b>274</b>	<b>397</b>	<b>460</b>
<b>Other tax payments</b>			
Employer portion of payroll taxes	201	197	175
Property and business taxes	123	119	113

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ECONOMIC IMPACT

(\$ millions)	2023	2022	2021
British Columbia	25	30	38
Saskatchewan	0.2	0.1	0.1
Manitoba	0.6	1	1
Ontario	0	0	0
Quebec	0	0	0
Provincial premium and capital taxes	(0.1)	-7	0
Quebec tax credits	0	-3	-3
<b>Total other tax payments</b>	<b>350</b>	<b>338</b>	<b>483</b>
Payroll taxes remitted	838	793	722
9-1-1 taxes and other payments remitted	54	52	39
<b>Total other taxes remitted</b>	<b>892</b>	<b>845</b>	<b>761</b>
<b>Sales taxes remitted</b>			
Canadian GST and HST	1,074	1,040	988
British Columbia	245	233	217
Saskatchewan	10	9	9
Manitoba	16	14	13
Quebec	223	218	211
<b>Net sales taxes collected/remitted</b>	<b>1,568</b>	<b>1,514</b>	<b>1,437</b>
<b>Total taxes remitted</b>	<b>3,084</b>	<b>3,095</b>	<b>3,141</b>

**Tax reporting – income tax accrued**

Canada (\$ millions)	Other (\$ millions)
\$220	\$1

**R&D spend<sup>1,2</sup>**

(\$ millions)	Estimated investment in R&D
2023	669
2022	819
2021	799
2020	553

1 TELUS is committed to investing in research and development to drive technological advancements, enhance network capabilities, and deliver innovative solutions that empower businesses and customers. With a steadfast mission to connect Canadians and enable them to thrive in an ever-changing digital world, TELUS continues to pave the way for a future of connectivity and growth.

2 The Organization for Economic Co-operation and Development (OECD) definition of R&D is utilized, which comprises creative work undertaken on a systematic basis in order to increase the stock of knowledge (including knowledge of man, culture and society) and the use of this knowledge to devise new applications. R&D covers three activities: basic research, applied research, and experimental development.

**Economic value distributed**

(\$ millions)	2023	2022	2021
Goods and services purchased	7,537	7,107	6,699
Employee benefits expense	6,148	4,899	4,269
Capital expenditures, excluding spectrum licenses	2,822	3,472	3,498
Interest paid	1,196	816	744
Income taxes paid, net	389	519	601
Dividends declared to the holders of common shares	2,111	1,899	1,711
Cash payments for spectrum licenses	29	0	2,219
<b>Total</b>	<b>20,232</b>	<b>18,712</b>	<b>19,741</b>

Capital expenditures by region<sup>1,2</sup>

(\$ millions)	2023	2022	2021
British Columbia	1,139	1,221	1,110
Alberta	475	959	1,201
Saskatchewan	4	8	4
Manitoba	12	31	37
Ontario	601	668	601
Quebec	424	403	400
Atlantic Canada	9	9	6
Territories	1	0	4
United States and other	33	173	15
<b>Total capital expenditures<sup>1,2</sup></b>	<b>2,822</b>	<b>3,472</b>	<b>3,377</b>

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)	2023	2022	2021
Reused, recycled or refurbished handsets <sup>1</sup>	1,369	1,146	1,013
Cloud-based services, connected technologies and other <sup>2</sup>	695	673	639
Health services	1,705	913	521
<b>Total clean revenue</b>	<b>3,769</b>	<b>2,732</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 & Consumer Goods business, as well as tree planting and restoration.

# Our people

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

## Pulsecheck engagement results

%	2023	2022	2021
Overall engagement	82	83	84

## New employee hires by province<sup>1</sup>

Province	2023		2022		2021	
	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
British Columbia	8.0	582	15.0	1,172	16.5	1,277
Alberta	7.4	381	16.1	874	13.1	706
Saskatchewan	36.0	36	53.3	40	32.0	24
Manitoba	19.7	35	34.1	47	34.6	44
Ontario	13.7	1,339	24.9	2,038	23.1	1,806
Quebec	12.6	833	21.9	1,198	21.9	1,191
Newfoundland & Labrador	11.8	16	29.6	41	22.5	27
New Brunswick	22.0	36	54.8	37	22.0	13
Nova Scotia	20.1	55	41.3	64	27.0	38
<b>Total</b>	<b>26.7</b>	<b>3,313</b>	<b>20.0</b>	<b>5,511</b>	<b>19.1</b>	<b>5,126</b>

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as LifeWorks. TELUS Agriculture & Consumer Goods and other out of footprint acquisitions are not included.

New employee hires by age group and gender<sup>1</sup>

Category	2023		2022		2021	
	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
Over 50 years old	4.2	214	6.9	421	5.7	333
30-50 years old	8.4	1,433	14.7	2,532	13.5	2,301
Under 30 years old	35.6	1,666	60.6	2,558	61.4	2,492
<b>Total</b>	<b>11.8</b>	<b>3,313</b>	<b>20.0</b>	<b>5,511</b>	<b>19.1</b>	<b>5,126</b>
Women	14.1	1,864	21.8	2,231	22.1	2,197
Men	10.1	1,850	19.0	3,280	17.3	2,929

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as LifeWorks. TELUS Agriculture & Consumer Goods and other out of footprint acquisitions are not included.

Turnover rates by province<sup>1</sup>

Province	2023		2022		2021	
	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
British Columbia	25.7	1,874	15.5	1,208	13.2	1,022
Alberta	25.7	1,331	15.1	820	12.7	682
Saskatchewan	44.0	44	44.0	33	42.7	32
Manitoba	21.3	38	31.2	43	29.9	38
Ontario	22.0	2,143	18.7	1,531	19.4	1,513
Quebec	21.1	1,396	23.2	1,273	22.0	1,196
Newfoundland and Labrador	40.6	55	28.9	40	32.5	39
New Brunswick	26.5	41	31.1	21	30.5	18
Nova Scotia	27.0	74	27.7	43	34.9	49
Prince Edward Island	13.3	1	-	-	-	-
<b>Total</b>	<b>23.5</b>	<b>6,997</b>	<b>18.2</b>	<b>5,012</b>	<b>17.1%</b>	<b>4,589</b>

<sup>1</sup> Data covers all employees in Canada (including TELUS International employees based in Canada) that are tracked in the primary human resources management system as well as LifeWorks. TELUS Agriculture & Consumer Goods and other out of footprint acquisitions are not included.

Turnover rates by country<sup>1</sup>

Country	2023	
	Turnover rate (%)	# of exits
Australia	37.0	117
Bahamas	0.0	0
Ireland	28.6	3
Netherlands	14.3	7
New Zealand	8.0	1
Singapore	0.0	0
United Kingdom	18.2	41
United States	21.0	239
<b>International Total</b>	<b>23.2</b>	<b>408</b>

<sup>1</sup> Data includes international LifeWorks employees. LifeWorks was acquired in 2022 but was not included in the 2022 submission.

Turnover rates by age group and gender<sup>1</sup>

Age group	2023		2022		2021	
	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
Over 50 years old	26.5	1,919	15.5	946	11.6	675
30-50 years old	19.2	3,706	13.9	2,389	12.7	2,164
Under 30 years old	35.3	1,780	39.7	1,677	43.2	1,754
Women	24.8	3,281	19.8	2,029	18.3	1,822
Men	22.5	4,124	17.3	2,983	16.4	2,767
<b>Total</b>	<b>23.5</b>	<b>7,405</b>	<b>18.2</b>	<b>5,012</b>	<b>17.1</b>	<b>4,589</b>

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as LifeWorks. TELUS International, TELUS Agriculture & Consumer Goods and other out of footprint acquisitions are not included.

Voluntary turnover<sup>1</sup>

Type (%)	2023	2022	2021
Voluntary <sup>2</sup>	13.0	13.2	12.2
<b>Total</b>	<b>23.5</b>	<b>18.2</b>	<b>17.1</b>

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as LifeWorks. TELUS International, TELUS Agriculture & Consumer Goods and other out of footprint acquisitions are not included.

<sup>2</sup> Voluntary rates exclude employees that left TELUS due to retirement

Open positions filled by internal candidates

	2023	2022	2021
% of open positions filled internally <sup>1</sup>	38	36	42

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

Average training hours<sup>1,2,3</sup>

	Overall	Gender		Role			Level		
		Men	Women	Bargaining unit	Management professional	Retail	Single contributor	Middle manager	Senior manager
<b>2023</b>	8.3	8.8	8.1	13.4	6.6	11.6	8.6	8.4	3.1
<b>2022</b>	7.7	8.9	5.7	12.6	5.2	12.7	7.7	7.8	2.0
<b>2021</b>	9.2	10.9	6.5	14.6	6.1	15.2	9.3	10.3	4.7

- 1 Only includes training completed by December 31, 2023, that was captured and recorded internally, as of January 31, 2024. 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 Data covers all employees in Canada (including TI employees based in Canada) that are tracked in the primary human resources management system. TELUS International, TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Training that was provided for team members in 2023, who were no longer with the company on December 31, 2023 has not been included.
- 3 As tracked through our learning portal – TeamHub and LinkedIn Learning only. TELUS has shifted from instructor-led or classroom learning to informal 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 spend<sup>1</sup>

	2023	2022	2021
Average amount spent per full time employee on training and development	\$895	\$746	\$682

- 1 Includes training investment across TELUS up to December 31, 2023. Only includes team members who have system accessibility that are tracked in the primary human resources management system. TELUS International, TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint M&As are not included.

Return on learning<sup>1,2,3</sup>

Performance Impact (%)	2023	2022	2021
Employees that felt satisfied with the learning opportunity	93	92	91
Employees that feel the learning opportunities helped their performance on the job	93	91	88
Employees that would recommend this learning opportunity to other employees	92	90	86

- 1 Results are based on responses to common survey questions included in all corporate broad scale leadership development offerings.
- 2 The survey scale changed in August 2022 to align with the way P&C measures results. The scale prior to August 2022 was “Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree,” where Strongly Agree and Agree results were utilized to calculate the performance score %. The change introduced utilizes the following 6-point scale “Strongly Agree, Agree, Slightly Agree, Slightly Disagree, Disagree, Strongly Disagree,” where Strongly Agree and Agree responses are used to calculate the performance score %.
- 3 In August 2022, the questions meant to measure that “employees that feel the learning opportunities helped their performance on the job” changed. Prior to August 2022 the question was: “As a result of this learning, I believe I will be more effective at work”. For the entire year of 2023 the question became: “I feel that I can apply what I learned in this course (to my work activities and/or to my personal development).”

Wages compared to minimum wage<sup>1</sup>

Country/Location	Currency	Wage rate frequency	Average entry level wage	Minimum wage <sup>2</sup>	Wage ratio
<b>2023</b>					
Canada	CAD	annual	34,600	29,100	1.19
<b>2022</b>					
Canada	CAD	annual	30,500	27,300	1.12
<b>2021</b>					
Canada	CAD	annual	29,000	26,300	1.10

1 Data does not include TELUS Agriculture & Consumer Goods.

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 equity<sup>1</sup>

Level	2023		2022		2021	
	Female representation	Key factor average differential <sup>2</sup>	Female representation	Key factor average differential <sup>2</sup>	Female representation	Key factor average differential <sup>2</sup>
Executive	28%	5.8%	28%	6.3%	25%	3.4%
Management	38%	1.9%	37%	1.3%	35%	1.9%
Non- Management	39%	4.1%	39%	1.5%	38%	1.0%
overall	39%	2.7%	38%	1.5%	37%	1.1%

1 Data covers all employees in Canada that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included.

2 Average male salary differential versus average female salary per level after normalizing for key factors such as job family, hierarchical level, market rate (midpoint of salary range), tenure, and performance history.

## Total salaries and benefits in Canada

(\$ millions)	2023	2022	2021
Total pay and benefits <sup>1</sup>	4,039	3,607	3,162

1 Excludes TELUS International

**Safety performance in 2023<sup>1</sup>**

	2023 Results
Total hours worked (millions)	43.9
Number of recordable work-related injuries (i.e. lost-time accidents)	79
Rate of recordable work-related injuries (per 200,000 hours worked)	0.36
Fatalities	0

<sup>1</sup> Data covers all employees in Canada (including TI employees based in Canada) that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included

**Canadian union representation**

Year	# covered by a collective agreement	Total employees	% covered by a collective agreement
2023 <sup>1</sup>	5,385	30,915	17
2022 <sup>2</sup>	7,512	34,720	22
2021 <sup>3</sup>	8,069	28,125	29
2020 <sup>4</sup>	8,630	27,839	31

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system (including TELUS International employees based in Canada and 5,343 employees in Lifeworks) as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods is not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

<sup>2</sup> Active employees as of December 31, 2022, including 5,715 employees in LifeWorks acquisition.

<sup>3</sup> Active employees as of December 31, 2021

<sup>4</sup> Active employees as of December 31, 2020, including 1,185 employees in TELUS Agriculture & Consumer Goods acquisitions.

**Bargaining unit employees by union affiliation**

Union	2023 total employees	2022 total employees	2021 total employees
TWU	3,981	5,881	6,515
SQET	626	699	705
SAMT	471	540	555
BCGEU	56	53	53
IBEW/Other <sup>1</sup>	248	336	236
MNU	3	3	5
<b>Total<sup>2</sup></b>	<b>5,385</b>	<b>7,512</b>	<b>8,069</b>

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

<sup>2</sup> Active employees as of December 31, 2023, 2022, 2021, and 2020.

**Human rights feedback**

Human rights complaints <sup>1</sup>	2023	2022	2021
Carry over from previous year	21	20	27
New	8	9 <sup>3</sup>	5
Closed	9	8	12 <sup>2</sup>
In progress at end of year	20	21 <sup>3</sup>	20 <sup>2</sup>

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included.

<sup>2</sup> Additional complaint closures confirmed subsequent to 2021 publication.

<sup>3</sup> Additional complaint opened in 2022 confirmed subsequent to 2022 publication.

Human rights resolution

Closed human rights complaints	2023	2022	2021
Referred to TELUS internal or other resolution process	0		0
Resolution reached	1	3	4 <sup>1</sup>
Dismissed	6	5	3
Withdrawn	2	0	5 <sup>1</sup>

<sup>1</sup> Additional complaint closures confirmed subsequent to 2021 publication.

Respectful Workplace resolution

Closed discrimination or harassment complaints	Cases in 2023	Cases in 2022	Cases in 2021
Respectful Workplace Policy complaint reported, breach found and addressed with employee disciplinary action <sup>1</sup>	20	18	16
Respectful Workplace Policy complaint reported and no breach found	35	26	13

<sup>1</sup> 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 demographics<sup>1</sup>

Work Type	2023			2022			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Permanent	12,470	17,490	29,960	10,547	17,995	28,542	10,086	17,172	27,258
Temporary	288	181	469	241	223	464	324	356	680
Full-time	11,256	16,477	27,733	9,533	16,881	26,414	9,154	16,216	25,370
Part-time	1,502	1,194	2,696	1,255	1,337	2,592	1,256	1,312	2,568

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as out-of-footprint M&As. TELUS Agriculture & Consumer Goods is not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems

Employees by province, territories and employment contract<sup>1</sup>

Province	2023			2022			2021		
	Permanent	Temporary	Total	Permanent	Temporary	Total	Permanent	Temporary	Total
British Columbia	6,681	105	6,786	7,870	127	7,997	7,862	142	8,004
Alberta	4,756	59	4,815	5,585	97	5,682	5,351	91	5,442
Saskatchewan	107	-	107	94	1	95	75	1	76
Manitoba	180	4	184	153	4	157	131	15	146
Northwest Territories	-	-	-	-	-	-	-	-	-
Ontario	9,758	99	9,857	8,903	77	8,980	8,130	182	8,312
Quebec	6,176	148	6,324	5,442	118	5,560	5,394	211	5,605
Newfoundland and Labrador	103	16	119	116	40	156	104	38	142
New Brunswick	158	3	161	93	-	93	67	-	67
Nova Scotia	278	1	279	184	-	184	144	-	144
Prince Edward Island	79	-	79	102	-	102	-	-	-
<b>Canadian total</b>	<b>28,276</b>	<b>435</b>	<b>28,711</b>	<b>28,542</b>	<b>464</b>	<b>29,006</b>	<b>27,258</b>	<b>680</b>	<b>27,938</b>

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system (including TELUS International employees based in Canada and 5,343 employees in Lifeworks) as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods is not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

International Employees by country and employment contract<sup>1</sup>

Country	2023		
	Permanent	Temporary	Total
Australia	273	13	286
Bahamas	1		1
Ireland	11		11
Netherlands	31	18	49
New Zealand	14	2	16
Singapore	6		6
United Kingdom	218		218
United States	1,130	1	1,131
<b>International total</b>	<b>1,684</b>	<b>34</b>	<b>1,718</b>

<sup>1</sup> Data includes international Lifeworks employees

Employees by age group<sup>1</sup>

Employee category (%)	2023			2022			2021		
	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	0.0	45.8	54.2	0.0	55.7	44.3	0.4	62.5	37.1
Middle / Junior management	5.2	72.3	22.5	5.8	71.1	23.1	6.7	73.0	20.3
Professional / staff	16.5	60.8	22.7	14.3	63.1	22.7	13.5	63.5	23.0
Frontline / agents / retail	22.5	58.2	19.3	24.7	56.5	18.8	22.9	58.1	19.0
<b>Percentage of employees</b>	<b>16.2</b>	<b>61.3</b>	<b>22.5</b>	<b>16.7</b>	<b>61.8</b>	<b>21.5</b>	<b>15.9</b>	<b>62.3</b>	<b>21.8</b>

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as out-of-footprint M&As. TELUS Agriculture & Consumer Goods is not included. Out-of-footprint M&As are acquisitions that have not been integrated into the human resources management systems.

Employees by gender<sup>1</sup>

Employee category (%)	2023		2022		2021	
	Women	Men	Women	Men	Women	Men
Senior management	30.7	69.3	25.1	74.9	32.2	67.8
Middle management	39.5	60.5	34.3	65.7	37.6	62.4
Junior management	40.0	60.0	38.5	61.5	37.6	62.4
Management positions in revenue-generating functions	35.4	64.6	36.3	63.7	34.5	65.5
Professional / staff	47.0	53.0	41.2	58.8	40.9	59.1
Frontline / agents	29.7	70.3	31.3	68.7	32.6	67.4
STEM Roles <sup>2</sup>	22.4	77.6				

<sup>1</sup> Data covers all TELUS team members that are tracked in the primary human resources management system as well as LifeWorks and out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods is not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems

<sup>2</sup> STEM roles refer to occupations which generate advancements and create innovations through the application of knowledge and expertise from one or more fields of science, technology, engineering and mathematics (STEM), as a central function of the occupation. This includes 100+ roles at TELUS based on each role's National Occupational Classification (NOC). TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included.

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

Designated group (%)	2023	2022	2021
Female	37.2	37.3	37.3
Visible minorities <sup>1</sup>	35.1	34.4	33.8
Persons with disabilities <sup>1</sup>	8.6	9.0	8.4
Indigenous Peoples <sup>2</sup>	3.6	3.8	3.6

<sup>1</sup> Data covers all employees in Canada (including TI employees based in Canada) that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included.

<sup>2</sup> Data for these categories depends upon full-time and part-time employee self-identification in TELUS' self-identificationsurvey. The Canadian Legislated Employment Equity Program (LEEP) makes our results available to the public after they've been reviewed, verified, analyzed and consolidated into the Employment Equity Annual Report, which is tabled in Parliament by the Minister of Employment, Workforce Development and Labour (Minister of Labour).

# 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.

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

	2023	2022 <sup>3</sup>	2021
Spend (\$ millions)	\$193	\$194	\$102
% change in spend from previous year	-0.50%	90%	-11%

1 We define tier one suppliers as those 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 TI, or out-of-footprint acquisitions. Out-of-footprint acquisitions are acquisitions that have not been integrated into the SAP management systems.

3 Data for 2022 has been restated to reflect the revised values resulting from improved tracking mechanisms

## JAC supplier audits<sup>1</sup>

	2023
Onsite supplier audits <sup>2</sup> conducted collectively	137
Corrective action plans raised	890

1 Joint Alliance for CSR. See the 2023 JAC Annual Report for a complete summary of JAC impact statistics, including data assumptions.

2 Includes onsite JAC audits and 14 Validated Assessment Program (VAP) audits carried out under the Responsible Business Alliance initiative conducted by an independent auditing body on behalf of JAC members. JAC recognizes VAP audits as materially equivalent (accepting minor differences related to specific parameters) to JAC Audits.

## Vendor payments<sup>1</sup>

Metric (in millions)	2023	2022	2021
Spend with Vendors with locations in Canada <sup>2</sup>	\$9,726	\$10,168	\$9,060
As a % of total vendor payments	92%	91%	92%
Spend with Non-Canadian vendors	\$817	\$957	\$813
As a % of total vendor payments	8%	9%	8%
<b>Total vendor payments</b>	<b>\$10,544</b>	<b>\$11,125</b>	<b>\$9,873</b>

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

2 We define local suppliers as those that reside in Canada

# 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	2023	2022	2021
Court orders	8,929	7,775	7,557
Subpoenas	250	342	272
Mutual legal assistance treaty (MLAT) orders <sup>1</sup>	2	2	-
Emergency calls	90,069	74,477	69,016
Legislative demands <sup>2</sup>	382	372	409

<sup>1</sup> 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.

<sup>2</sup> 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

	2023	2022	2021
Political contributions (millions)	-	-	-