TELUS' global leadership in sustainability

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TELUS' global leadership in environmental sustainability is driving Canada's transition to a low-carbon economy. At TELUS, we believe that business success and environmental stewardship go hand in hand.

To this end, we are leveraging our technology leadership and expertise in data analytic insights to stimulate innovation and create a more connected and sustainable world, in a synergistic combination with a more robust economy.

Driving Canada's low-carbon economy

Our world-leading broadband networks and technology are the backbone of our digital economy and societies. They are improving the lives of Canadians by enabling teleworking, online healthcare and education flexibility, and accelerating Canada's digital economy and society for heightened productivity, competitiveness and human welfare outcomes. TELUS' broadband technology is supporting critical transformational change in respect of: remediating the environmental state of our planet by bridging time and distance through technology virtualization; advancing agriculture efficiency and effectiveness, and food quality production through data analytics; and bridging socio-economic and geographic divides so that every member of our society has access to the technology that yields the opportunity to realize their full potential.

TELUS is playing a pivotal role in enabling Canada's transition to a low-carbon economy by using our world-leading technology to significantly reduce greenhouse gas (GHG) emissions across industries and government sectors for the benefit of all Canadians. Our efforts directly support Canada's climate goal of reducing emissions by 40-45 per cent by 2030.

Virtualizing telecom to reduce carbon and drive our economy

- We are enabling our customers to avoid emissions at nearly 7.5 times our own operational footprint. In 2024, we avoided 1.4 million metric tonnes of gross CO_2 emissions, which is equivalent to planting a forest of 56 million trees. By advancing virtualization technology, we continue to enable smarter, more sustainable operations, driving significant carbon avoidance benefits for our customers and shaping a smarter, more sustainable future for the planet.

- Our broadband networks are not only good for the environment, they are also the key enabler of our digital economy. Notably, the telecom industry directly contributed an estimated $80.8 billion to Canada's GDP in 2023 (up 5 per cent from 2022), and supported circa 782,000 jobs across Canadian industries (up 8 per cent from 2022) with wages 42 per cent higher than other service industries. Enhanced connectivity has the potential to contribute an additional $112 billion to Canada's overall GDP by 2035 by empowering individuals and businesses to connect to the digital economy. Moreover, according to the World Bank, every 10 per cent increase in wireless and wireline penetration stimulates GDP growth of up to 2.8 per cent for developed countries. This figure is nearly half of the total of Canada's GDP growth in 2023.

- TELUS PureFibre is the most sustainable network technology available; up to 85 per cent more energy efficient than traditional networks. By retiring our copper network and connecting customers to our world-best PureFibre fibre optic network, we use far less energy while empowering our customers with the speed and reliability to do more, faster. Each tonne of copper recycled from our urban mining operations saves 3 tonnes of GHG emissions typically produced through traditional

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mining. By decommissioning our copper infrastructure and recycling the decommissioned copper, we have cut 9,300 tonnes of emissions – equal to removing nearly 2,000 cars from roads for a year. To date, we have repurposed more than 4,300 tonnes of copper, supporting the circular economy. The value of our green copper urban mine is estimated at $1 billion at current market prices, with a net value of approximately $500 million after refining and other costs; highlighting again the mutualism between environmental responsibility and attractive business economics.

- Correspondingly, we have migrated 99 per cent of our internet customers from copper to TELUS PureFibre, materially reducing repair activity, and yielding fewer fleet emissions, driving operational efficiencies. PureFibre drives higher growth and better customer loyalty – so it is good for the planet and good for our business!

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Reducing Canada's operational GHG emissions

TELUS is committed to leading by example, aligning with Canada's climate commitments:

- By the end of this year, 100 per cent of TELUS' electricity will come from clean and low emitting power sources such as solar, wind and hydro, contributing to a healthy planet, and saving millions in utility costs annually.

- We have set ambitious, science-based targets to achieve a 46 per cent absolute reduction in Scope 1 and 2 emissions by 2030 (from the 2019 baseline). TELUS has publicly committed to net carbon neutrality in our operations by 2027 and achieving net zero by 2040. On a holistic basis, this means that by 2027, we will be responsible for pulling 314,000 tonnes of carbon out of the environment and 970,000 tonnes by 2040. We are not aware of any other corporation on the planet that can make this claim with either this magnitude or the precision.

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Driving sustainable food production and supply chains in Canada... and around the world

As the world's leading digital agriculture company, serving 5,400 customers in more than 60 countries, TELUS Agriculture & Consumer Goods is helping to sustain a healthy planet and population, enabling access to a global quality food supply that is safe, sustainable, expansive and connected.

- Our skilled and passionate team is harnessing the power of digital tools and data analytics to advance sustainable food production, including reducing waste, optimizing resource consumption through precision agronomy, and improving food safety and traceability, all while enhancing the efficiency and effectiveness of the value chain.

- TELUS is leading in precision agronomy to feed 75 million people around the world, ensuring that we maximize yield and decrease losses, driving down water utilization in the industry. Our digital agronomy solutions use data-driven insights to optimize agriculture by enhancing soil health, biodiversity and ecosystem resilience across 200 million acres, on more than 450,000 farms, in 22 countries. With the latest in 5G-enabled soil sampling, coupled with weather, pest and nutrient technologies, we are helping farmers enhance the health of their farms, while lowering costs and reducing seeds, fertilizers and pesticides by 20 per cent, and enabling water savings of 30 per cent.

- We are also enhancing supply chain transparency and efficiency. Alarmingly, one-third of all food produced is wasted each year due to inefficiencies in processing, transportation or demand planning. Not only is this morally troubling in a hungry world, but food waste in landfills amplifies GHG emissions. Paradoxically, with a fixed global footprint of arable land and a growing population, food production will need to increase by 70 per cent by 2050 to prevent scarcity. TELUS is meeting the food waste and scarcity challenge at both ends of the food chain. Our software and 5G IoT solutions enable grocers and retailers to map their product lifecycle right back to the farm. Retailers can track details such as harvest date, and leverage IoT sensors to capture conditions including storage temperature, enabling shelf life prediction and acceleration of perishable items.

- Within our Animal Agriculture business, our industry-leading Animal Management software provides customers with customized nutrition and health plans for their herds. In addition to improving herd health and yield outcomes by 10 per cent, we have measured and verified 230,000 tonnes of CO_2e GHG reduction credits over the past 10 years for TELUS Animal Agriculture customers certified through the standards now in place through the Federal Government's Offset Protocol.

TELUS is leading in precision agronomy to feed 75 million people around the world.

Revolutionizing access and reducing GHGs in healthcare on a global basis

TELUS Health is the world leader in digital health and the largest health technology company in Canada, covering 164 million lives in 200+ countries. We are democratizing access to healthcare, delivering care to someone around the world every 10 seconds; all supported by 183,000 healthcare professionals.

- TELUS is bridging time and distance for millions of citizens, and by extension, lowering GHG emissions, through our virtual healthcare solutions. In addition to using data analytics and AI to drive targeted interventions and preventative health strategies, we are leveraging technology to provide healthcare for patients where and when it is most convenient through TELUS Health MyCare. Disconcertingly, a staggering nine million Canadians are without a family doctor. Crucially, TELUS Health MyCare is closing this gap by enabling millions of Canadians with virtual access to talented doctors, nurses, psychologists, dieticians, and more. These services are materially improving access and productivity, saving time and money, with extremely high customer satisfaction results... and of course, avoiding the need for travel and its attendant environmental benefits from virtualization.

- By way of another example, our virtual pharmacy services are enabling an integrated virtual care experience as patients discuss their health with an expert pharmacy team virtually and have their medications delivered to their home.

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Bridging sustainability with real estate and purpose-built housing in Canada

TELUS actively collaborates with sustainability organizations, policymakers and industry partners to drive innovation in green real estate.

- TELUS is driving energy efficiency and green innovation. Our smart buildings leverage AI-driven energy management, renewable energy and advanced HVAC systems to support TELUS' carbon neutrality goals while optimizing sustainability and employee well-being. TELUS integrates EV charging, water conservation, waste reduction and circular economy initiatives across our real estate, reinforcing our leadership in environmental responsibility.

- We are also enabling affordable housing. As we decommission copper from our central offices, we are re-developing these now vacant, unused buildings to be used as affordable housing, with a technology integrated, sustainable and climate sensitive development approach. Through our TELUS Living real estate initiative, we are constructing 5,000 purpose-built rental housing units over the next five years, helping to address Canada's housing crisis, while also preserving our planet. By way of example, our development includes features that reduce emissions and mitigate climate change.

- Impressively, TELUS occupies the largest LEED Platinum footprint in North America including TELUS Garden in Vancouver, TELUS Sky in Calgary, TELUS Harbour in Toronto, TELUS House Ottawa, and Place TELUS Québec.

Our smart buildings leverage AI-driven energy management, renewable energy and advanced HVAC systems to support TELUS' carbon neutrality goals.
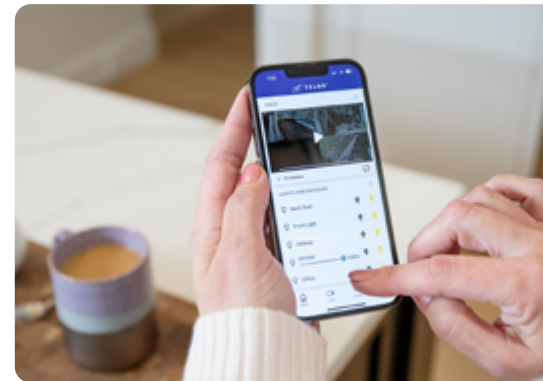
TELUS Smart Energy management products and solutions for Canadians

TELUS is developing cutting-edge smart energy management solutions to drive efficiency, sustainability and cost savings for Canadian homeowners and businesses.

TELUS SmartEnergy is enabling customers to monitor and manage their home's energy consumption, and save up to 15 per cent on their utility bill through one app. With TELUS SmartEnergy, they can track, analyze, and optimize energy consumption in near-real time, empowering them to make smarter, more cost-effective decisions. TELUS' intuitive app lets customers control devices, set up personalized routines, participate in energy savings events, and monitor with ease, providing analytics, insights and customized recommendations based on usage patterns.

By integrating real-time data analytics, automation and predictive insights, our platform helps businesses make smarter energy decisions, furthering Canada's net-zero ambitions. By way of example, our adoption of the KodeLabs Smart Building Platform leverages AI and data analytics to normalize billions of data points across disparate building systems, and acts as a command centre for building managers to troubleshoot issues and drive building efficiencies for ESG/carbon reduction goals.

We are developing cutting-edge smart energy management solutions to drive efficiency, sustainability and cost savings.

Our innovative Smart Cities Solutions are aligned with the Government's Smart Cities Challenge, TELUS is leveraging AI and IoT by adopting data-driven solutions to optimize energy consumption for buildings, supporting businesses and municipalities to reduce energy costs and emissions. By way of example, through our Miovision intelligent Intersection Cameras initiative, we are using traffic insights to optimize traffic signal timing, reduce congestion and improve vehicle flow, thereby leading to fewer emissions, lower fuel consumption and improved air quality for Canadian citizens in these communities.

Restoring Canada's natural landscapes for a sustainable future

TELUS is actively investing in reforestation and nature-based climate solutions to support Canada's environmental objectives.

- In 2024 alone, we planted over eight million trees in Canada through TELUS Environmental Solutions, supporting restoration across more than 5,300 hectares of terrestrial ecosystems and bringing TELUS' total cumulative tree planting contributions to 19 million trees over the last 20 years. We are committed to planting an additional 6.5 million trees as part of the federal government's 2 Billion Trees program.

- We have recycled over 15 million devices through our industry-leading retail and Bring-It-Back programs. The goal of these initiatives is to reduce electronic waste, promote device circularity and ensure that old devices are responsibly refurbished, resold or recycled rather than ending up in landfills. By doing so, TELUS helps lower the environmental impact of e-waste while also making technology more accessible and affordable for Canadians.

- TELUS is helping to build Canada's clean transportation infrastructure. Through our partnership with JOLT, TELUS is deploying up to 5,000 public EV charging stations powered by 100 per cent renewable energy, enabled by TELUS' Wi-Fi network. Similarly, we are bringing our world-leading wireless connectivity to FLO EV chargers, enabling more than 1.5 million charging sessions each month through Canada's most extensive EV network. These JOLT and FLO charging stations will accelerate the adoption of EVs and significantly reduce transportation-related GHG emissions across Canada.

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Leading in sustainable finance

Our sustainability goals are public, transparent and accountable, as evidenced by TELUS becoming the first Canadian company to issue sustainability-linked bonds, with interest rate consequences for underperformance.

- Since 2021, TELUS has raised a total of approximately $4.8 billion through six Sustainability-Linked Bond (SLB) offerings in the fixed income market, reinforcing our position as the largest SLB issuer in Canada. These SLBs underpin our commitment to reduce absolute Scope 1 and 2 GHG emissions by 46 per cent from 2019 levels by 2030. This unique form of investing aligns our fiscal objectives to the achievement of our environmental targets, such as reducing emissions, increasing renewable energy adoption and enhancing digital inclusion.

- TELUS is setting a precedent for the Canadian corporate sector, demonstrating that capital markets can play a critical role in accelerating the transition to a low-carbon economy.

TELUS is the largest Sustainability-Linked Bond issuer in Canada.

Building Canada's innovation and entrepreneurial spirit with the TELUS Pollinator Fund

TELUS is investing in mission-driven companies that are accelerating climate innovation through the $100 million TELUS Pollinator Fund for Good, one of the largest social impact funds in the world, helping to build a 'Social Purpose Silicon Valley North' right here in Canada.

- 61 per cent of our investments support sustainability, including carbon reduction, agroforestry and regenerative agriculture.

- Our cutting-edge climate investments and strategic partnerships include:

  Applied Carbon: A leader in carbon removal that converts plant waste into biochar, locking carbon away for centuries while improving soil health.

  Flash Forest: A drone-powered reforestation company that has helped TELUS plant the aforementioned eight million trees across Canada last year.

  Plentify: A smart energy company that fuses advanced hardware, artificial intelligence and user-centric design to create smart home products that strengthen electricity systems.

  Nectar: Helping beekeepers improve their processes and financial outcomes with digital tools built to enhance modern migratory beekeeping.

  Mycocycle: A company that trains mushrooms to digest toxic, unrecyclable waste materials like discarded roofing shingles, turning them into reusable materials. Clearly not your parents' telecommunications company!

TELUS is investing in mission-driven companies that are accelerating climate innovation.

Reinforcing our shared commitment to a more sustainable and prosperous Canada

At TELUS, our commitment to environmental responsibility reflects our long-standing promise to make the future friendly for all Canadians; however, we know there is more work to be done and we will continue to drive our global leadership in these spaces. We look forward to collaborating on policies that drive Canada's climate agenda and economic growth, ensuring a balanced transition to a net-zero future.

Please refer to our Sustainability and ESG Report for more information.

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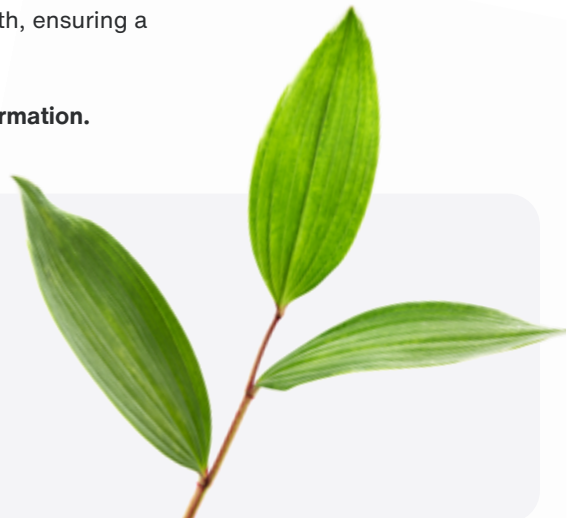
APPENDIX: Sample of TELUS Sustainability Awards & Recognition

TELUS has been consistently recognized as the global leader in sustainability and environmental stewardship, earning prestigious accolades such as TIME magazine's Most Sustainable Companies and ranking on the Dow Jones Sustainability Index (DJSI) as one of the world's top-performing corporations. Please see a list of this unmatched recognition.

TIME Magazine's inaugural World's Most Sustainable Companies 2024: Ranked as the most sustainable telecommunications company globally, the second most sustainable Canadian company overall and #21 of 500 companies globally

World Sustainability Awards: Honored with the Sustainability Excellence Award in 2022 and 2024 for global leadership in driving positive social and environmental change.

Listed on Dow Jones Sustainability North America Index for 24 consecutive years and named to the DJSI World Index 14 times.

Corporate Knights' Global 100 Most Sustainable Corporations 12 times and Canada's Best 50 Corporate Citizens 18 times.

Carbon Disclosure Project (CDP) for top 10% performance globally for leadership in taking action on climate change and environmental stewardship.

Canada's Greenest Employers 10 times (Mediacorp) for exceptional environmental programs and sustainability initiatives.

Inaugural Terra Carta Seal in 2021, presented by His Majesty King Charles III to global companies that are leading the charge to create a nature positive future (five year validation).

TELUS' Pollinator Fund was awarded Funder of the Year by Foresight Canada for its support for transformative and innovative cleantech startups and solutions.

Mercure award for Sustainable Development Strategy - Large Corporation category as part of the 2023 Mercuriades Awards, which celebrates the innovation, ambition, entrepreneurship and performance of Quebec businesses.

Loyalty360 Awards 2023 - TELUS Rewards customer loyalty program, won Platinum (first place) in the Corporate Social Responsibility category, recognizing outstanding efforts in enabling our customers to use their points for humanitarian relief and tree planting campaigns.

Gold rating by Ecovadis, a platform as a service sustainability rating company.

Listed on FTSE4Good Indices and the Jantzi Social Index.

S&P Global in its SAM Sustainability Yearbook as Bronze Class for global sustainability performance 2022.

SDG Accelerator Award winner by the Global Compact Network Canada in the Public Choice category for large employers, particularly for its innovation in healthcare and our For Good programs.

Global Good Awards (2022): Received a bronze award for Company of the Year, acknowledging TELUS' commitment to social and environmental responsibility.