

A close-up photograph of a person's hand gently holding a small, green evergreen branch with several small, developing cones. The background is a soft-focus forest scene with green foliage and brown tree trunks. The overall mood is natural and caring.

# People purpose passion



2023 SUSTAINABILITY AND ESG REPORT

# Making the future friendly

TELUS is a dynamic, world-leading communications technology company with more than \$20 billion in annual revenue and over 19 million customer connections spanning wireless, data, IP, voice, television, entertainment, video, and security over our award-winning networks. Our social purpose is to leverage our global-leading technology and compassion to drive social change and enable remarkable human outcomes. Our long-standing commitment to putting our customers first fuels every aspect of our business, making us a distinct leader in customer service excellence and loyalty.

Operating in 32 countries around the world, TELUS International is a leading digital customer experience innovator that designs, builds and delivers next-generation solutions for global brands across strategic industry verticals. TELUS Health is a global healthcare leader that leverages digital and data analytics capabilities, with unsurpassed client service, to improve health outcomes covering nearly 70 million lives around the world. TELUS Agriculture & Consumer Goods enables efficient and sustainable production from seed to store, helping improve the safety and quality of food and other goods.

Our philosophy to give where we live has inspired TELUS, our team members and retirees to contribute \$1.7 billion in cash, in-kind contributions, time and programs, including 2.2 million days of service, since 2000. This generosity and volunteerism have made TELUS the most giving company in the world.

## Land acknowledgment

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

## What's inside

- 1 Message from our executive team
- 4 About this report
- 7 Engagement, material ESG topics and priority setting
- 11 2023 Sustainability and ESG highlights
- 12 Our ESG approach
- 13 ESG goals and progress
- 16 Passionate about our social purpose
- 17 Passionate about putting our customers first
- 44 Passionate about supporting the best team on the planet
- 51 Passionate about keeping your data safe, secure and private
- 53 Passionate about giving back to build stronger, healthier communities

## 18 Environment

- 19 Leading in environmental sustainability
- 25 Circular economy and responsible resource use
- 30 Environmental management system
- 31 Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain

## 35 Social

- 36 Our impact in 2023
- 37 Passionate about enabling human connection through digitization
- 39 Passionate about building the healthiest communities and workplaces on the planet

## 59 Governance

- 60 Sustainability (ESG) governance
- 62 Passionate about creating an inclusive and caring culture
- 66 Ethics
- 68 Public policy and advocacy
- 71 Economic impacts
- 75 Responsible supply chain
- 79 Human rights
- 82 Serving our loyal customer base
- 87 Risk management and business continuity

- 91 Limited assurance
- 94 Global Reporting Initiative
- 98 Sustainability Accounting Standards Board index

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Message from our Executive Team

# People, purpose, passion

We are the leading social capitalism company in the world, thanks to our people, purpose and passion for putting customers and communities first.

Guided by our social purpose, *we are using our technology for good to address the world’s most pressing social issues and enable remarkable human outcomes.* This formal statement, approved by the Board of Directors, informs decision-making throughout our Company as well as reporting from Management to the Board throughout the year. More details on these reporting activities can be found on [page 60](#).

At TELUS, we believe that good business and doing good go hand-in-hand. We understand that we have a responsibility to address pressing social issues with the products and services we offer. For the last two decades, we have leveraged our focus on social capitalism to strategically grow from our roots as a regional telephone company to a world-leading technology powerhouse. We are proof that a for-profit organization can make a positive impact on society.

In 2023, the TELUS team demonstrated an extraordinary commitment to furthering environmental, social, and governance (ESG) initiatives that positively impact our diverse stakeholders. From improving health and wellbeing outcomes, to investing in renewable energy, we continued to set the standard with best-in-class social capitalism practices. As an organization, we continually pursue leading corporate governance practices to foster greater transparency and integrity in all our actions. We have a long-standing foundation of sustainability governance which supports our commitment to environmental stewardship and responsible corporate citizenship. Led by the efforts of our CEO, TELUS remains a signatory and advocate of the United Nations Global Compact, the world’s largest corporate sustainability initiative, through which we have declared our commitment to upholding fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption.

### Creating a sustainable future for our planet with nature-based solutions

Across our organization, our leaders and team members embed environmental considerations into every facet of our operations. Through strategic investments in innovative technology and sustainable practices, we are furthering our goals to procure



100 per cent of our electricity from renewable or low-emission sources by 2025 and improve energy efficiency by 50 per cent by 2030 compared to 2019 levels. We are on a mission to become a net carbon-neutral company by 2030 or sooner. In fact, since the inception of our program to transition from copper to TELUS PureFibre, we have reduced more than 7,400 tonnes of greenhouse gas (GHG) emissions while making our network more resilient to extreme weather events. Broadband infrastructure plays a vital role in

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

combating climate change, and can enable a substantial 20 per cent reduction in a country’s GHG emissions.<sup>1</sup>

Our world-leading technology and networks are enabling significant carbon avoidance by allowing Canadians to live, work and learn from anywhere, reducing energy consumption in office buildings and leading to fewer commuters on the road. Through our [Smart Cities](#) solutions, we are leveraging emerging technologies like 5G to enable remarkable community outcomes. Furthermore, with initiatives like our Bring-It-Back program, we have successfully diverted 15 million devices from landfills and upcycled or recycled four million mobile devices since 2010.

In April 2023, we celebrated the planting of our one millionth tree, showcasing our unwavering dedication to reforestation and bringing nature-based solutions to help combat the effects of climate change. We continue to make reforestation a priority, and with the TELUS Pollinator Fund for Good, announced a partnership with Flash Forest, an innovative Canadian company that is rapidly scaling post-wildfire reforestation solutions leveraging drone-based technology. We are also actively engaged in global initiatives aimed at carbon sequestration, including reforestation and mangrove planting. In fact, our comprehensive approach has supported the restoration process for more than 1,100 hectares of land and marine ecosystems and enabled the planting of 2.1 million trees in 2023 alone. This collective effort is projected to sequester nearly 600,000 tonnes of CO<sub>2</sub>e, which is equivalent to removing 62,000 cars from the road for a year. We are also expanding access to electric vehicle charging infrastructure, launching collaborations with FLO and JOLT, which leverage TELUS’ world-leading network to connect thousands of electric vehicle chargers across Canada.

Recognizing the urgency of environmental challenges, we are actively investing in energy-efficient and revolutionary technologies, optimizing our processes and aligning our financial decisions with environmental goals. In 2023, our company initiated two sustainability-linked bond (SLB) offerings – one in March for \$500 million and one in September for \$850 million – positioning TELUS as the largest Canadian SLB program in the Canadian fixed income market. Our dedication to sustainability is also evidenced by our recognition on the Dow Jones Sustainability Index for 23 consecutive years, a distinction unmatched by any other North American telecom or cable company.

### Fostering a more vibrant and inclusive future for everyone

It is our deep belief that access to connectivity is the greatest equalizer. By ensuring everyone can get access to our broadband services, in addition to helping the economy thrive and grow, we are also bridging digital and socio-economic divides in Canada.



Since the launch of our Connecting for Good and TELUS Wise programs, we have provided support to over 1.1 million people. Throughout 2023, we leveraged our Connecting for Good programs to support marginalized individuals by enhancing their access to technology and healthcare. Our Mobility for Good program provided free or low-cost mobile phones and data plans to 8,600 refugees, low-income seniors, youth aging out of foster care, Indigenous women at risk of or surviving violence, and other marginalized individuals. Also, through Internet for Good, we expanded the program to offer faster speeds and provided low-cost, high-speed internet access to 8,500 new households, supporting 25,500 refugees, low-income family members and seniors, people living with disabilities and youth leaving foster care. We celebrated the 10th anniversary of our TELUS Wise program, an initiative aimed at providing citizens with complimentary access to digital literacy tools and resources essential for navigating the complexities of our digital landscape safely and knowledgeably. With the rapid evolution of technology and the rise of artificial intelligence (AI), we introduced a new workshop on responsible AI to aid youth in navigating these changes.

With our TELUS Health business, we are scaling our digital health solutions and services to improve health outcomes in Canada and around the world. Our Health for Good program expanded in 2023 with the addition of new mobile clinics in Montreal and Victoria. This pioneering program provides vital support for underserved individuals, including people experiencing homelessness. To date, TELUS has invested \$13 million in cash, in-kind contributions, time and support programs to serve 25 communities across

<sup>1</sup> [The Climate Potential of Broadband: An Urgent Call to OECD Countries](#).

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Canada, recording 200,000 patient visits. We also added two new Health for Good pillars, offering free TELUS Health MyCare counselling services for women in need of mental health support and low-cost TELUS Health Medical Alert services for low-income seniors.

We continued to amplify our impact through the TELUS Pollinator Fund, which invests in companies and charities that share our passion for purpose. Created four years ago, the Fund is now one of the largest corporate impact funds in the world. In 2023, we increased the Fund’s portfolio to 30 companies, committing nearly \$50 million in investments to purpose-driven startups since creating the Fund in 2020. Notably, 40 per cent of our portfolio companies are led by women and 50 per cent are led by Indigenous and racialized founders.

As an organization, we continue to make meaningful progress on the path of reconciliation. As an example, in 2023, we doubled our commitment to the TELUS Indigenous Communities Fund, increasing our investment to \$2 million through 2028, and allocated 14 grants to Indigenous-led organizations across Canada, totalling \$300,000. Since inception, the Fund has granted \$575,000 to 29 community programs.

**We give where we live to build stronger, healthier and more sustainable communities**

Our team is passionate about making a meaningful difference in the communities where we live, work and serve. In 2023, our team members, retirees, family, and friends collectively volunteered 1.5 million hours globally. The TELUS Future Friendly Foundation raised \$3.6 million and committed \$11 million in cash donations, including \$2 million in bursaries, to support charitable projects that promote health, wellbeing and education for youth across Canada.

As we reflect on our achievements in 2023, we are filled with gratitude for the dedication and determination of our team. Their unwavering commitment to making the future friendly is at the core of who we are and what we do.

Looking ahead, we are committed to maintaining our leadership in both our industry and the global community through our principles of social capitalism, while upholding TELUS’ esteemed reputation as the most giving company in the world. We are confident that our passionate team will continue to pursue new and innovative ways to create stronger, healthier and more sustainable communities.

**Together, let’s make the future friendly.**

The TELUS Executive team – Andrea, Doug, Jeff, Jill, Navin, Sandy, Tony, Zainul and Darren.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# About this report

Let's make the future friendly together.

At TELUS, our social purpose enables us to leverage our global-leading technology and compassion to drive social change and enable remarkable human outcomes.

We are pleased to deliver our 2023 Sustainability and ESG Report, highlighting our performance and positive influence on the issues that are important to our team members, customers, investors, governments, non-governmental organizations (NGOs), and our communities and society at large.

The report has been organized to reflect our opportunities and progress in each category of ESG - Environment, Social and Governance. Other highlights include our community engagement, our continued emphasis on putting our customers first, and a focus on TELUS Health and TELUS Agriculture and Consumer Goods. In addition, we have optimized content across our financial and non-financial disclosure to avoid duplication and to meet evolving standards and regulations. If a prior year's data is restated, it will be indicated within this report.

TELUS conducts a materiality assessment every three years to determine our environmental and societal impacts. Survey respondents emphasized TELUS should focus on digitizing communities, responsible AI, climate change and human rights. To address these high impact and high priority material ESG topics, we will continue to comprehensively manage our impact, enhance our performance targets, engage our stakeholders and disclose our results with transparency as readers will find throughout this report.

## Independent assurance

This report has been prepared in reference to the Global Reporting Initiative (GRI) Standards Core option. We have engaged Deloitte LLP as our independent assurance providers. The Limited Assurance Report can be found on [page 91](#). Any forward-looking information should be read together with the cautionary note regarding forward-looking statements on [page 100](#).

## Reporting period and organizational boundaries

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 (the Foundation) grants. The Foundation 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 made between January 1 - December 31, 2023, are not included unless otherwise stated.

## Third-party information

This report contains hyperlinks to websites operated by parties other than TELUS for reference only. TELUS is not responsible for the availability of these external sites, nor is it responsible for the content, advertising, products or other materials shared. Our inclusion of hyperlinks does not imply any endorsement of the material or any association with their operators. Under no circumstances shall TELUS be held responsible or liable, directly or indirectly, for any loss or damage caused or alleged to have been caused in connection with the use of or reliance on any content, goods or services available on the linked websites.

## Financial information

All financial information is reported in Canadian dollars unless otherwise specified.

## Trademarks

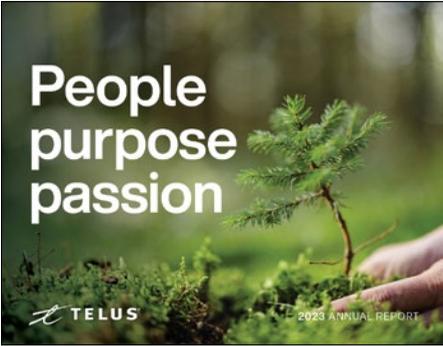
© 2024 TELUS Corporation. All rights reserved. The symbols TM and ® indicate trademarks owned by TELUS Corporation or its subsidiaries used under license. All other trademarks are the property of their respective owners.

## Learn more

An archive of past sustainability reports is available at [telus.com/sustainability](https://telus.com/sustainability). In addition, we regularly update our website with features and information on our work in sustainability and social purpose. For information on sustainability at TELUS International, see this [link](#). We continuously seek ways to improve our reporting and welcome your feedback and suggestions. Questions or comments can be directed to [sustainability@telus.com](mailto:sustainability@telus.com).

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

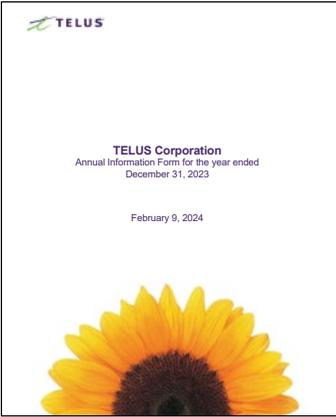
## Companion Documents



[2023 Annual Report](#)



[2023 ESG and GHG Data Sheet](#)



[2023 Annual Information Form](#)



[2024 Information Circular](#)



[2023 Indigenous Reconciliation & Connectivity Report](#)



[2022 Pollinator Fund Impact Report](#)

- Message from our executive team
- About this report
- Engagement, material ESG topics, and priority setting
- 2023 Sustainability and ESG highlights
- Our environmental, social and governance approach
- ESG goals and progress
- Passionate about our social purpose
- Passionate about putting our customers first
- Environment
- Social
- Governance
- Limited assurance
- Global Reporting Initiative index
- Sustainability Accounting Standards Board index

# Commitments and awards

## Commitments

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

ISO 31700-1 Privacy by Design Certification  
Government of Canada Voluntary AI Code of Conduct



## Recognition in 2023

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

 DJSI North American Index for the 23rd consecutive year	 CDP climate leadership score of A-	 Mercure award for Sustainable Development Strategy in the Large Corporation category (2023 Mercuriades Awards)	 Named on the 10 to Watch list by Indigenomics Institute
 Industry Top-Rated ESG Performer by Sustainalytics	 Corporate Knights Global 100 Most Sustainable Corporations in the World index	 Corporate Knights Best 50 Corporate Citizens in Canada	 Ecovadis Gold Sustainability Rating 2023
 Medicorp Canada as one of Canada's Top 100 Employers and Canada's Best Diversity Employers (2023)	 Medicorp Canada as one of Canada's Greenest Employers (2023)	 Medicorp Canada as Canada's Top Employers for Young People (2023)	 Recognized as one of Canada's top 10 most valuable brands by Brand Finance, for the second consecutive year

<sup>2</sup> We disclose below relevant climate-related information in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations published in June 2017. Concurrent with the release of its 2023 status report on October 12, 2023, the TCFD has fulfilled its remit and disbanded. The Financial Stability Board (FSB) has asked the IFRS Foundation to take over the monitoring of the progress of companies' climate-related disclosures, which were recently incorporated into the International Sustainability Standards Board (ISSB) Standards.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Engagement, material ESG topics, and priority setting

Authentic engagement lies at the heart of TELUS’ commitment to prioritizing our customers and communities. When it comes to shaping our sustainability and ESG priorities, we actively involve our internal and external stakeholders, as well as Indigenous Peoples.

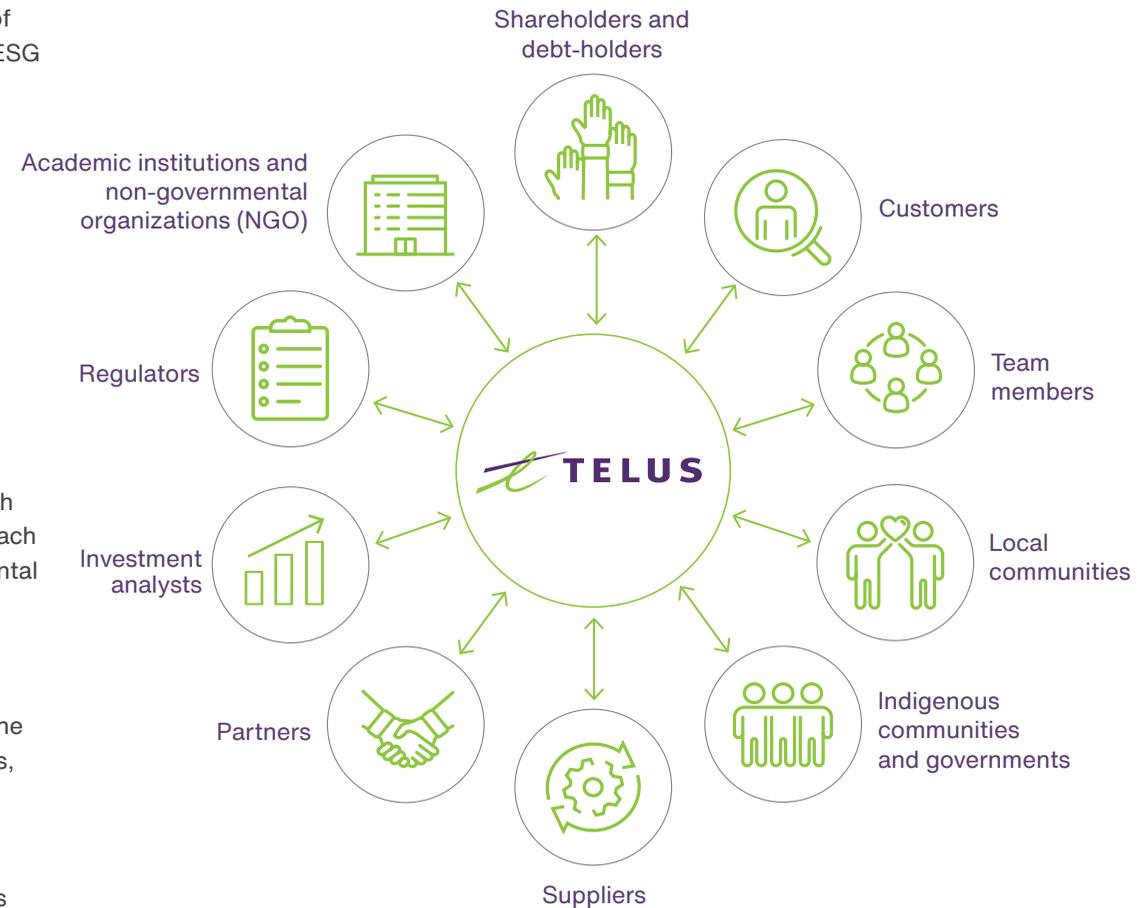
Their valuable feedback and insights play a crucial role in understanding the impact of our actions and how they are perceived. Additionally, they help us identify emerging ESG risks and uncover opportunities to advance our social purpose goals.

Our prioritized list, though not comprehensive, of groups that influence TELUS’ strategic direction include:

- Shareholders and debt-holders
- Customers
- Team members
- Local communities
- Indigenous communities and governments
- Suppliers
- Partners
- Investment analysts
- Regulators
- Academic institutions and non-governmental organizations (NGO)

The insights gained from these engagement activities inform governance, strategic planning, and decision-making processes throughout our business. By prioritizing authentic engagement, we validate that our sustainability and ESG priorities align with the needs and expectations of our customers and communities. Moreover, this approach actively contributes to the creation of long-term stakeholder value, which is fundamental to our overall business strategy.

To determine that our sustainability efforts effectively address the critical issues identified by our global community, we employ a range of engagement activities, including surveys, one-on-one meetings, roadshows, conferences, discussions with the Executive Team and Board members, press releases and working with media relations, implementing advisory councils recommendations, and our annual general meetings. When engaging, we carefully consider the desired level of interaction, from passive monitoring to active collaboration. We also take into account the preferred language, format, and cadence for connecting with our stakeholders. These activities provide us with diverse perspectives and enable open dialogue and collaboration.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## 2023 Engagement highlights

Key activity	Description
<b>ESG Investor Forum</b>	<p>TELUS held our first hybrid ESG Investor Forum in London, U.K., with a simultaneous webcast to global participants. During the event, TELUS' senior leadership team spoke to a group of ESG-focused investors and analysts from London and around the world about our social purpose and how we are leveraging global-leading technology and compassion to drive social change. We emphasized how ESG is intricately woven into our corporate strategy.</p> <p>The feedback from the forum was overwhelmingly positive, with investors recognizing TELUS' ESG leadership and disclosure as exemplary. Building on the success of the event, we are committed to enhancing engagement opportunities with global ESG-oriented investors in 2024 and beyond. We aim to further strengthen our relationships with investors and continue to showcase our commitment to ESG principles and practices.</p>
<b>Responsible AI Report</b>	<p>TELUS engaged nearly 5,000 Canadians, including Indigenous Peoples, visible minority groups, older Canadians, new Canadians, youth, people with physical disabilities, and the LGBTQ2S+ community in the inaugural TELUS AI report: <i>The power of perspectives in Canada</i> available on <a href="https://telus.com/ResponsibleAI">telus.com/ResponsibleAI</a>.</p> <p>The team compiled the results of engagement from a quantitative research study, team member dialogue, participation in key forums for responsible innovation, and an academic salon. Focus groups, including think tanks with youth in partnership with the Canadian Institute for Advanced Research, also contributed to the findings.</p> <p>The report reveals that Canadians are resolute in their desire for AI to be built responsibly, with more than 90 per cent of respondents strongly agreeing that the development of AI must be guided by ethical principles.</p> <p>The research, continuing in 2024, emphasizes Canadians' support for AI regulation, the importance of including diverse voices in the development of AI and the need to bridge educational gaps in order to determine that the technology reflects the needs and values of all Canadians.</p> <p>Notably, the media interest in this research shows us that Canadians are thinking, and are concerned, about AI. Please see <a href="#">page 83</a> to read more about this report.</p>
<b>TELUS Community Boards</b>	<p>TELUS Community Boards enable local leaders from diverse backgrounds to make funding decisions that address the most pressing needs in their communities.</p> <p>This funding model brings together passionate business and community leaders alongside TELUS leaders to be part of our 19 Community Boards globally. In Canada, our 13 Community Boards provide recommendations on the allocation of funds from TELUS Friendly Future Foundation with a maximum grant of up to \$20,000, which can be transformational for many of the local, grassroots charities who apply.</p> <p>In 2023, TELUS Community Boards awarded over \$6 million in cash donations in support of 470 programs across Canada and we also expanded the geographical reach of five Community Boards providing opportunities for even more charities across Alberta and Ontario to apply for grants. Please see <a href="#">page 54</a> to read more about TELUS Community Boards.</p>
<b>Supplier engagement</b>	<p>Through our TELUS Sustainable Supplier Program, we have engaged over 100 of our most impactful suppliers to share our expectations for climate action, as well as provided resources, training and capacity building to enable them to better understand and act on these expectations.</p> <p>Additionally, through key suppliers' scorecards, sustainability is more actively discussed during business reviews, which facilitates the exchange of ideas, best practices, and innovative solutions.</p> <p>Lastly, we also initiated our first TELUS Indigenous Partner Day, creating opportunities for business and collaboration with Indigenous communities.</p>

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Key activity	Description
<b>Leading sustainability networks</b>	<p>TELUS actively engages with various global networks and membership-based sustainability leadership organizations to drive positive change. We collaborate with NGO partners such as Global Compact Network Canada, Canadian Business for Social Responsibility, the Business Renewables Centre Canada, and Circular Innovation Council. In 2023, we continued partnerships with prominent nature-focused organizations such as Ocean Wise, Ocean Legacy, Jardin de Metis, and formalized our pledge of planting at least 5 million trees per year to 1t.org. Additionally, we reaffirmed our commitment to social purpose through the Canadian Purpose Economy Project 'A Call to Purpose.'</p> <p>Through our engagement, we demonstrate corporate leadership and advocate for the corporate sector's role in influencing environmental impact, from restoring coastlines to reducing waste. Furthermore, our participation enables TELUS to integrate leading scientific knowledge and best practices in our businesses, ensuring the utmost integrity in our environmental solutions.</p>
<b>Indigenous Advisory Council</b>	<p>Members of the TELUS Indigenous Advisory Council offer their diverse perspectives and lived experiences to support the development and implementation of TELUS' reconciliation action plan commitments.</p> <p>In 2023, the advisors were instrumental in the development of TELUS' recently launched Indigenous employment strategy.</p> <p>As a result of advisors' feedback and suggestions, the TELUS Careers Guide has been updated to demonstrate that we are sharing pertinent information with prospective Indigenous identifying team members.</p>
<b>Indigenous engagement through conferences and events</b>	<p>The Indigenous Connectivity and Strategy teams participated in 23 community events and conferences in 2023.</p> <p>Supporting Indigenous communities and organizations through event participation is a meaningful way to stay true to our commitment to reconciliation while nurturing relationships and learning from Indigenous perspectives.</p> <p>TELUS will continue to participate in community events and conferences that will support the economic and social development of the Indigenous communities.</p>

## Engaging with Indigenous Peoples

TELUS recognizes Aboriginal Title and Rights and Treaty Rights<sup>3</sup>, as well as the unique culture and governance of individual Indigenous nations, governments and communities. We are committed to engaging Indigenous Peoples in a manner that respects the rights set out in the United Nations Declaration on the Rights of Indigenous Peoples. TELUS acknowledges Indigenous Peoples' inherent right to self-governance and supports processes and agreements that reflect this authority, including the role of Indigenous Peoples as stewards of their lands.

TELUS understands that meaningful engagement and reconciliation can only happen within the framework of inclusive dialogue, collaboration and partnership with Indigenous Peoples. This framework informs our actions and our goal is to build long-term, meaningful and collaborative relationships with Indigenous governments and customers.

Guiding principles for TELUS' engagement with Indigenous Peoples and governments:

- TELUS understands that Indigenous Peoples of Canada comprise nations and governments who have constitutionally protected Aboriginal Title and Rights.
- TELUS actively seeks to collaborate with Indigenous governments; listening, learning, and integrating their perspectives throughout the development, design, and implementation of projects impacting Indigenous Peoples and lands.
- TELUS works closely with communities to confirm that we carry out our activities and relations in a culturally appropriate and environmentally sensitive manner.

<sup>3</sup> The term Aboriginal Title and Rights are legally defined rights protected under section 35 of the Constitution Act 1982. While Indigenous is now in more common usage than Aboriginal to speak of First Nation, Inuit and Métis peoples of Canada, when referring to legal rights the term Aboriginal title and rights is used. Aboriginal is defined in the Constitution Act 1982 Section 35 (2) as Indian, Inuit and Métis peoples of Canada. First Nation is generally used now instead of Indian.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Materiality assessment and annual ESG survey

TELUS conducts a materiality assessment every three years, most recently in 2021, to determine our environmental and societal impacts. Our next materiality assessment will be completed in 2024.

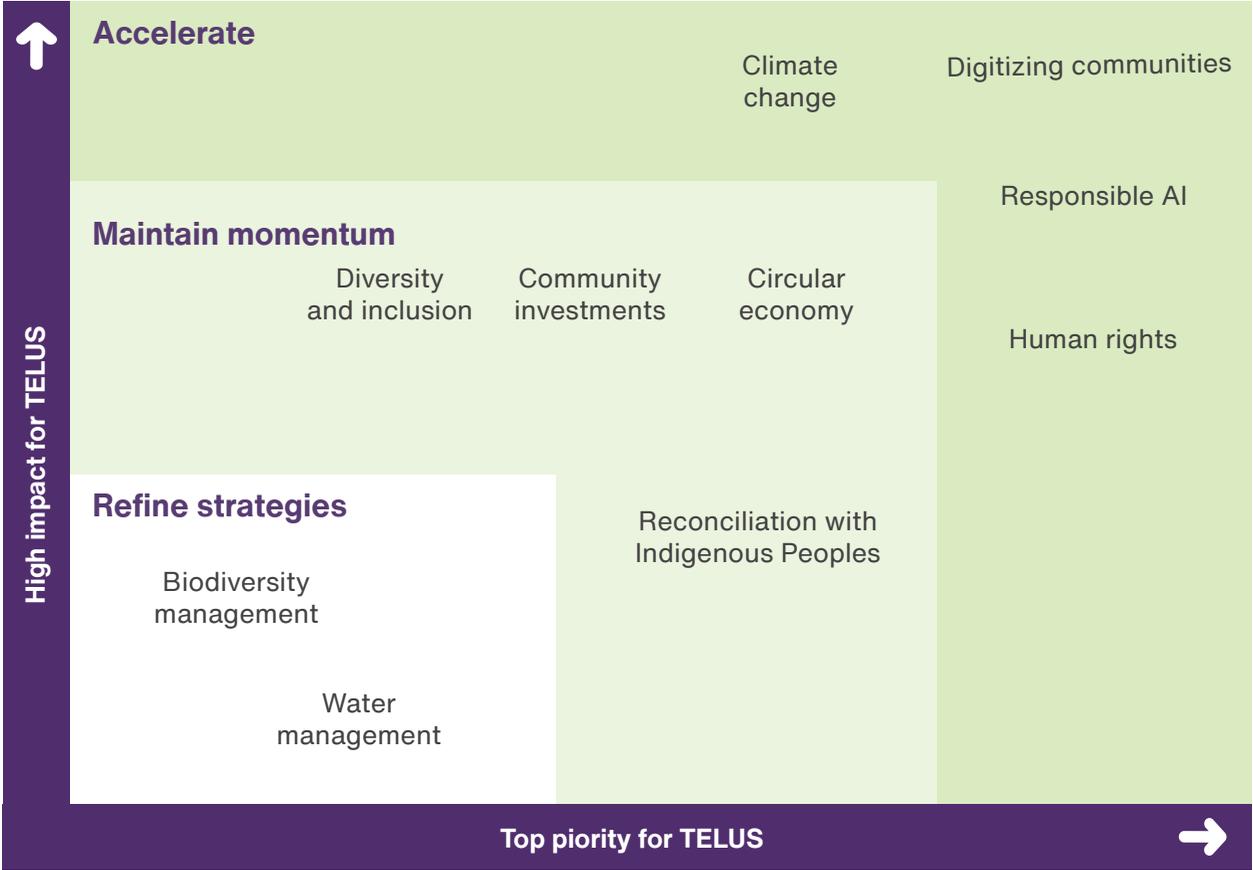
In addition, on an annual basis, we follow up with an ESG survey that focuses on the strategic and emerging topics identified through the materiality assessment as well as other engagement activities. This practice helps inform our current and future sustainability strategies and enhances our ability to report on what our stakeholders consider most relevant for TELUS. The objectives of this annual engagement are to:

- Augment insights gained from in depth materiality assessment
- Prioritize environmental and social topics for TELUS
- Evaluate TELUS' current approach to ESG topics
- Identify potential ESG opportunities for TELUS.

In 2023, TELUS included two additional material ESG topics in our survey, reconciliation with Indigenous Peoples and responsible AI.

Four distinct stakeholder groups were engaged with more than 1,250 participants: general population Canadians, small business customers, TELUS team member and ESG subject matter experts.

Materiality in this report is different than materiality for disclosure requirements under applicable securities laws. It refers to topics that may be of interest to certain stakeholders as determined through this materiality assessment process. This report includes voluntary disclosures on sustainability topics that may not be required to be included in our disclosures where we use a definition of materiality established under applicable securities laws and stock exchange listing rules.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# 2023 Sustainability and ESG highlights

**8%**

absolute reduction in Scope 1 and 2 GHG emissions from 2022 levels

**1 millionth**

tree planted to help mitigate climate change

**Gold**

Awarded a 2023 Ecovadis Gold medal, putting us in the in the top 4 per cent of companies rated in the telecommunications industry

**A-**

Recognized with a CDP disclosure score of A-, demonstrating our continued leadership and commitment to transparency

**7,400 tonnes**

of GHG emissions cumulatively reduced since the transition of copper to fibre program's inception

**84%**

Completed our first year in the CDP Supply Chain Program, achieving a 84 per cent response rate from requested suppliers

**5.6 million**

new virtual care members added globally resulting in more than 610 million digital health transactions

**Nearly 70 million**

lives covered by our health programs

**\$1.7 billion**

contributed to charitable and community organizations since 2000,<sup>4</sup> including nearly \$100 million and 1.5 million volunteer hours in 2023

**\$11 million**

granted by TELUS Friendly Future Foundation in 2023, including \$2 million in bursaries, to 550 charitable and community organizations in support of two million youth

**1.1 million +**

individuals supported by our Connecting for Good and TELUS Wise programs since their inception, including over 200,000 new connections and engagements in 2023

**\$300,000**

granted to 14 Indigenous-led community programs through the TELUS Indigenous Communities Fund in 2023

**Nearly \$50 million**

in total debt and equity securities invested through the TELUS Pollinator Fund for Good across 30 socially innovative companies since launching in 2020

**\$2.1 billion**

returned in dividends declared to our shareholders in 2023, represented by dividends declared per common Share of \$1.4544 in 2023, an increase of 7.3 per cent from 2022

**\$2.3 billion**

paid and remitted in taxes to federal, provincial and municipal governments in Canada in 2023<sup>5</sup>

**\$3.5 billion**

paid in salaries, benefits and other compensation in Canada in 2023

**\$7.5 billion**

in goods and services purchased in 2023

**99%**

4G LTE coverage of Canada's population and 5G covering approximately 86 per cent of Canada's population

**82%**

engagement rate for Pulsecheck team member engagement survey, placing us in the top ten per cent of Canadian employers

**\$3.5 million**

committed to #standwithowners in support of deserving entrepreneurs since 2020, including over 12,000 applications received in 2023 alone

<sup>4</sup> Since 2000, TELUS, our team members, and retirees have provided \$1.7 billion in cash, in-kind contributions, time and programs, including 2.2 million days of service.  
<sup>5</sup> Total amount consists of corporate income taxes, sales taxes, property taxes, employer portion of payroll taxes and various regulatory fees.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
<b>Our environmental, social and governance approach</b>
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Our environmental, social and governance approach

The foundation of our Company’s operations lies in our approaches on each ESG topic. Through our five social impact pillars (connectivity and digitization, leading in sustainability, health and wellbeing, security, privacy and safety, and giving to our communities), we leverage our global-leading technology and compassion to drive social change and enable remarkable human outcomes.

In this report, we have structured our content to follow an ESG layout, showcasing how our social impact pillars drive our overall strategy and empower us to fulfill our commitments to all our stakeholders.

Our track record of consistently delivering on our ambitious environmental and social goals demonstrates our commitment to operating responsibly and transparently reporting on our progress to date. We are passionate about being a leader in social capitalism and our digital solutions and networks play a crucial role in addressing and mitigating the adverse impacts of climate change. Our environmental stewardship also extends to the critical task of ensuring that underserved communities, often confronted with distinct challenges due to their remote locations, remain connected. Our approach begins with relationships and collaboration with our stakeholder groups including our customers, team members, suppliers and our communities.

Here are some examples of the way we are putting this approach into practice:

- To achieve our roadmap of net carbon neutral operations by 2030 or sooner, we recognize it is essential that the expansion of our digital presence does not equate to an increase in our physical footprint. Consequently, we are actively focused on working collaboratively with our partners and suppliers to

provide sustainable solutions that are not only energy efficient but also embrace a circular economy approach in our core operations. To read more about our efforts related to the circular economy, please refer to [page 25](#) and to [page 75](#) for our collaboration with our supply chain partners.

- Understanding the overlap between climate policy and digital policies, we also collaborate with government entities, team members, and both public and private sector partners to achieve optimal outcomes for Canadians in the face of climate change. To read more on our public policy and advocacy efforts, please refer to [page 68](#).
- Our annual ESG survey guides us in identifying and prioritizing the issues that are important to our internal and external communities. We leverage these insights to deepen the integration of our ESG strategies into our operations, collaborating continuously with dedicated subject matter experts across relevant business units to embed them effectively. For more information on our materiality assessment and annual ESG survey, please refer to [page 7](#).

By integrating ESG strategies such as those mentioned above, we consistently enhance the value of our business, demonstrate leadership within our industry, and foster positive impacts on our global community.



Connectivity and digitization



Leading in sustainability



Health and wellbeing



Security, privacy and safety



Giving to our communities

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# ESG goals and progress

Our social purpose goals and priorities shape our areas of focus, strategies and action plans. Importantly, our progress towards these goals also aligns to having a positive impact on targets supporting advancing the relevant Sustainable Development Goals (SDGs).



Goal	SDG Goal	Target year	Progress in 2023
<b>Energy and carbon management<sup>6</sup></b>			
Net carbon-neutral operations.		2030 or sooner	<b>On-track:</b> Reduced absolute Scope 1 and Scope 2 GHG emissions by 51 per cent from 2010.
100 per cent of our electricity requirements effectively procured from renewable or low-emitting sources.		2025	<b>On-track:</b> 68 per cent of electricity requirements procured from renewable or low-emitting sources.
Reduce energy intensity per terabyte of data traffic 50 per cent from a 2019 base year.		2030	<b>On-track:</b> Reduced energy intensity by 40 per cent per terabyte of data traffic from 2019.
Science-based target: reduce absolute Scope 1 and 2 GHG emissions by 46 per cent from a 2019 base year.		2030	<b>On-track:</b> Reduced absolute Scope 1 and Scope 2 GHG emissions by 31 per cent from 2019.
Science-based target: reduce absolute Scope 3 GHG emissions from business travel and employee commuting 46 per cent from a 2019 base year.		2030	<b>On-track:</b> Reduced absolute Scope 3 GHG emissions from business travel and employee commuting by 38 per cent from 2019. <sup>7</sup>
<b>Waste and circular economy</b>			
5 per cent annual reduction in total materials discarded to landfill.		annual	<b>Off-track:</b> 2.6 per cent increase in total materials discarded to landfill. This increase was due to TELUS team members returning to the office, corporate acquisitions, and an increase in new TELUS team members.
65 per cent diversion of waste from offices and facilities.		2025	<b>On-track:</b> Diverted 57 per cent of waste from offices and facilities.
85 per cent diversion of waste from additional waste streams.		2025	<b>On-track:</b> Diverted 98 per cent of waste from additional waste streams.

<sup>6</sup> Includes TELUS International, with the exception of business travel and employee commuting, which do not yet include TI data.  
<sup>7</sup> The COVID-19 pandemic has impacted these results because over 95 per cent of team members have been working from home and we anticipate these results to normalize in future years as team members return to the office.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Goal	SDG Goal	Target year	Progress in 2023
<b>Water<sup>1</sup></b>			
Reduce water consumption intensity per terabyte of data traffic 50 per cent from a 2019 base year.		2030	<b>On-track:</b> Reduced water consumption intensity per terabyte of data traffic by 45 per cent from 2019.
<b>Community</b>			
Issue grants and bursaries exceeding \$60 million by TELUS Friendly Future Foundation to more than 3,500 projects delivered by Canadian charities and community partners since 2018.		2025	<b>On-track:</b> In 2023, TELUS Friendly Future Foundation granted \$11 million, including \$2 million in bursaries, to 550 charities and community partners, bringing our total to \$47 million in grants and bursaries supporting 2,700 projects since inception in 2018.
TELUS, our team members and retirees to provide \$1.75 billion in cash, in-kind contributions, time and programs to charities and community organizations through TELUS giving initiatives since 2000.		2025	<b>On-track:</b> This year, TELUS, our team members and retirees contributed close to \$100 million in cash, in-kind contributions, time and programs, bringing our total support since 2000 to \$1.7 billion.
Contribute a cumulative 2.5 million days of giving since 2000.		2025	<b>On-track:</b> In 2023, our TELUS family contributed 200,000 days of giving, bringing our total contribution to 2.2 million days of giving since 2000.
<b>TELUS Health</b>			
Support 300,000 patient visits to our TELUS Health for Good mobile health clinics since 2014.		2025	<b>On-track:</b> Mobile health clinics supported over 56,000 patient visits in 2023 and 200,000 to date.
<b>Connectivity</b>			
Internet for Good®: reach 85,000 <sup>1</sup> households with low-income families, seniors, youth from care or people with disabilities with low-cost, high-speed connectivity since 2016.	  	2025	<b>On-track:</b> Added 8,500 households with low-cost, high-speed connectivity in 2023. Since the program began, we have added over 55,000 households in B.C., Alberta and Quebec.
Mobility for Good®: reach 65,000 youth aging out of foster care, low-income seniors, Indigenous women at risk, government-assisted refugees and other marginalized individuals with access to a free or low-cost smartphone and data plan since 2017.	  	2025	<b>On-track:</b> Helped connect 8,600 youth, low income seniors, Indigenous women at risk, government-assisted refugees and other marginalized individuals with a free or low-cost phone and plan in 2023 and 52,300 people to date.
TELUS Wise®: engage and educate 900,000 youth, adults, parents and seniors through TELUS Wise digital literacy workshops since 2013.	  	2025	<b>On-track:</b> TELUS Wise has reached 680,000 Canadians and other citizens around the world, including 116,500 this year, through its educational and informative workshops since inception.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Goal	SDG Goal	Target year	Progress in 2023
<b>Board diversity</b>			
Have at least three directors on our Board who represent a visible minority or are Indigenous or, who are persons with disabilities or persons who are members of the LGBTQ2+ community; and women and men each represent at least 40 per cent of independent directors, as outlined in our Board diversity policy.		N/A	<b>Achieved goal:</b> In December 2023, 46 per cent of our independent directors were female and three directors identified with one of these diverse groups.
<b>Supply chain</b>			
Science-based target: reduce Scope 3 <sup>6</sup> GHG emissions from purchased goods and services, capital goods and the use of sold products by 75 per cent per million dollars revenue from a 2019 base year.		2030	<b>On-track:</b> Reduced Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products by 14 per cent per million dollars of revenue from 2019 to 2022.
Maintain a minimum of 50 per cent of our copy paper containing recycled and renewable materials from well-managed sources annually. <sup>8</sup>		2023	<b>Achieved goal:</b> 55 per cent of our copy paper contained recycled and renewable materials from well-managed sources.

For goals related to TELUS' commitment to expanding connectivity to Indigenous communities, please refer to our [Indigenous Reconciliation and Connectivity Report](#).

<sup>6</sup> Includes TELUS International

<sup>8</sup> Materials that contain 30 per cent or more post-consumer recycled content or from completely tree-free sources.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
<b>Passionate about our social purpose</b>
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about our social purpose

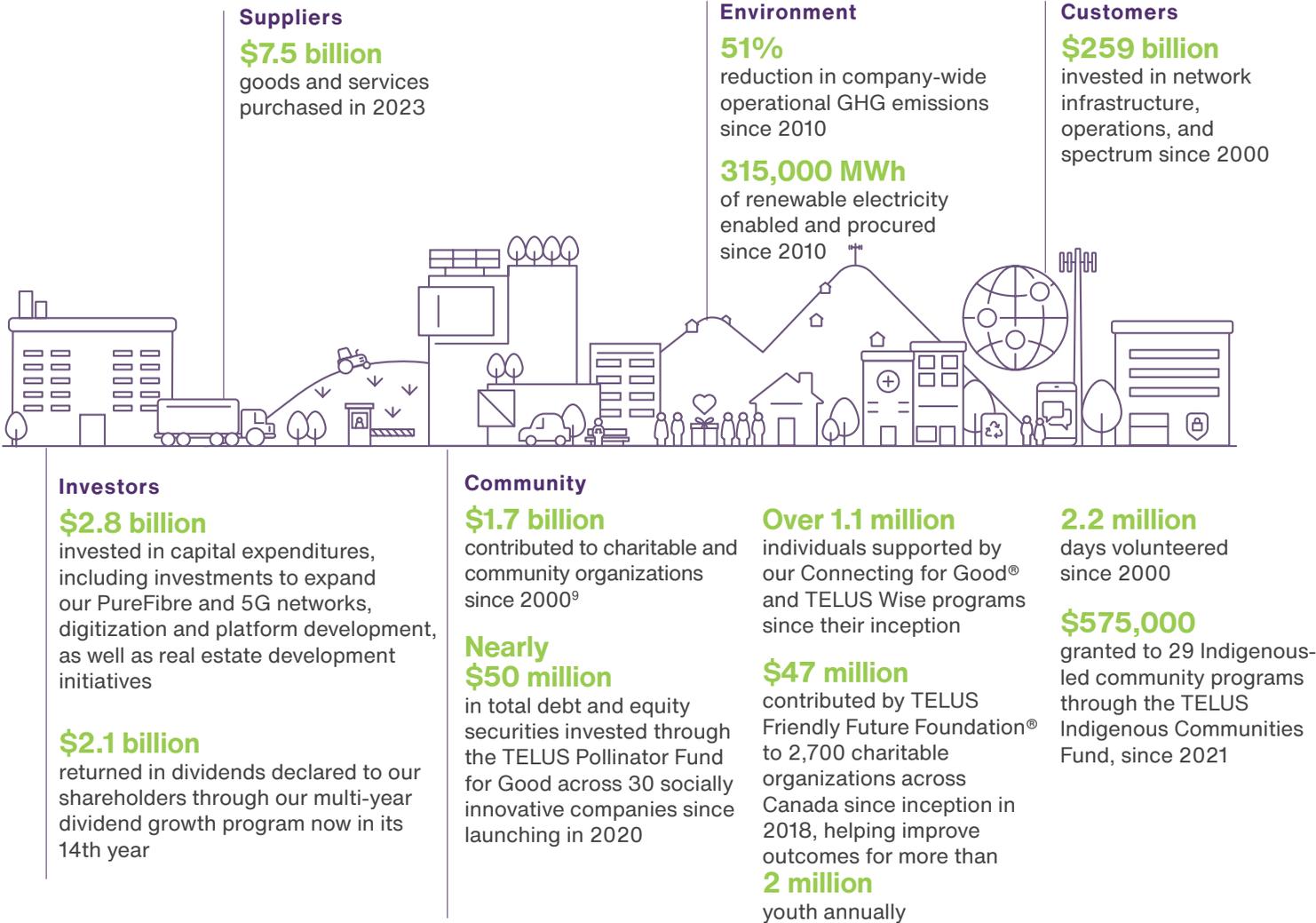
At TELUS, our social purpose is to leverage our global-leading technology and compassion to drive social change and enable remarkable human outcomes.

Our social purpose guides our strategy and acts as the blueprint for how we engage with our customers, communities and each other. It drives all areas of the business, including where we invest our capital, focus our research and development, in order to create long-term, sustainable value for stakeholders.

Our steadfast commitment to creating meaningful and transformative social outcomes within our communities has led to substantial progress in 2023, furthering our mission to make a tangible difference in the lives we touch.

Visit [telus.com/purpose](https://telus.com/purpose) for more information.

The power of our amazing people, world-leading networks and commitment to putting our customers and communities first enables us to create long-term value for all our stakeholders.



<sup>9</sup> Since 2000, TELUS, our team members, and retirees have provided \$1.7 billion in cash, in-kind contributions, time and programs, including 2.2 million days of service.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about putting our customers first

At TELUS, we are committed to prioritizing our customers’ needs by providing them with seamless, personalized experiences that are both reliable and easy to navigate. This dedication has earned us the most loyal customer base in our industry.

We constantly embrace digitization to enhance our customers’ interactions with us. Through the TELUS Virtual Assistant and the My TELUS app, we empower our customers to quickly and conveniently access and update their services. Additionally, we foster collaboration and empower our team members to see that every interaction is positive and consistent, reducing handoffs and making our customers feel valued and confident in their decisions.

We understand the value of our customers’ time, which is why we prioritize delivering for them quickly, efficiently, and reliably. Whether they contact us via phone or live chat, we strive to assist them promptly and on time. By pushing the boundaries of reliability with Boost and comprehensive whole-home testing, we deliver the next generation of connectivity, providing seamless Wi-Fi experiences.

At TELUS, we are a team of passionate individuals driven by the power of technology to enable human connections. As trusted advisors, we build strong relationships with our customers, taking the time to understand their unique needs. This enables us to offer personalized solutions such as TELUS SmartHome Security, Secure Business, TELUS Health MyCare®, and our Bring-It-Back program®. We are committed to making our customers’ lives easier, safer, healthier and more secure.

Our operational excellence combined with our unmatched bundled product offerings for mobile and home has made TELUS the preferred choice for millions of Canadians and we thank you for continued support and trust. Whether we are helping in-person, developing personal artificial intelligence (AI) assistants or building innovations like our 5G network, we deliver industry leading support when our customers need it the most.

Our commitment to exceptional customer service is evidenced by our strategy, values, processes and actions and we are excited to share these elements throughout our 2023 ESG and sustainability report.

See [page 82](#) to read more on how we are serving our loyal customer base.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Environment



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about leading in sustainability to protect our planet

TELUS' commitment to sustainability is foundational to our social purpose leadership. Our team is dedicated to making our planet healthier, as demonstrated by our long-standing history of meeting, or exceeding, ambitious environmental targets.

Building an environmentally focused business is an important aspect of our corporate strategy. As climate change increasingly impacts our critical ecosystems and poses a significant risk to our global economy, we are reducing our own environmental footprint, while providing others with solutions to help minimize theirs. We are investing in our networks, innovative technologies and sustainable business practices. Through these collective efforts, we are sustaining our business and the environment for generations to come.

## In 2023, highlights include

- reducing our operational Scope 1 and 2 GHG emissions by 31 per cent from a 2019 base year and are on track to achieve our science-based targets.
- effectively procured 68 per cent of our electricity requirements from renewable or low emitting sources.
- planting our one millionth tree, which is the equivalent of 20,000 acres of forest – twenty times the size of Stanley Park in Vancouver.
- increasing the TELUS Pollinator Fund's portfolio to 30 companies, announcing investments in clean-tech startups like Flash Forest and Dryad Networks, which use cutting-edge technology to prevent and mitigate the effects of wildfires.
- completing the required external audits to certify our EMS to the updated ISO 14001:2015 standard.

TELUS is investing in sustainable futures by funding and empowering businesses globally to help solve some of the largest risks our planet faces in the short and long term. These opportunities include:

- restoring nature – through ecosystem, land, sea and habitat restoration and biodiversity monitoring
- seeding innovation – through our TELUS Pollinator Fund for Good
- investing in renewable energy – through virtual power purchase agreements
- powering smarter cities – through Smart City data analytics and management platform solutions.

We also believe that we can make a greater positive impact by collaborating with our partners, customers, suppliers and other stakeholders and take collective action through applying new and emerging technologies to support nature-based solutions and circular economy principles.

**31%**

absolute reduction in operational GHG emissions from 2019 levels

**51%**

Scope 1 and 2 GHG reduction since 2010, progress to 2030 net carbon neutral

**68%**

electricity from renewable or low emitting sources in 2023

**40%**

improvement in energy per TB of data throughput intensity since 2019

**30**

companies invested in the TELUS Pollinator Fund portfolio

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Climate action and carbon neutrality

As a world leader in environmental performance, we have demonstrated what a committed organization can do to transition to a low-carbon future and reach our goal to be net carbon-neutral for our company-wide operations by 2030 or sooner. In addition to setting transformative climate targets, many of our products and services also support a low-carbon future via our broadband network that enables our customers the flexibility to live and work where they choose.

10 The target boundary includes biogenic emissions and removals from bioenergy feedstocks.  
 11 The COVID-19 pandemic has impacted these results because over 95 per cent of team members have been working from home and we anticipate these results to normalize in future years as team members return to the office.

## Transitioning to our low-carbon future

TELUS supports the Paris Agreement, and is committed to aligning our climate action and engagement activities with the goals of the treaty and a 1.5 degrees pathway.



**2010-2023:**  
Over a decade of significant energy and emission reductions

**51%** reduction in absolute Scope 1 and Scope 2 GHG emissions since 2010  
**315,000 MWh** renewable electricity enabled and virtually purchased since 2010  
**57%** reduction in energy intensity (per \$M revenue) since 2010

Exceeded 2020 targets, set new ambitious carbon-neutral operations by 2030 target  
 Approved Science Based Targets  
 Launch of Sustainability-Linked Bonds



**Our current climate goals**

**2023 progress:**

Effectively procure 100 per cent of our electricity requirements from renewable or low-emitting sources by 2025

**68%** from renewable or low-emitting sources

Reduce our energy intensity by 50 per cent from 2019 levels by 2030

**57%** reduction in energy intensity (per \$M revenue) from 2010 levels and 40 per cent reduction in energy intensity (per TB data traffic) from 2019 levels

Enable our operations to become net carbon-neutral by 2030

**8%** absolute reduction in Scope 1 and 2 GHG emissions from 2022 levels

Reduce absolute Scope 1 and 2 GHG emissions 46 per cent by 2030 from a 2019 base year<sup>10</sup>

**31%** reduction from 2019 levels

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

**38%** reduction from 2019 levels<sup>11</sup>

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

**14%** intensity reduction from 2019 to 2022

science-based targets



**2020-2030 (or sooner):**  
Achieving operational net carbon neutrality

Advance our corporate energy efficiency and decarbonization program

Implement a fleet electrification strategy to reduce GHG emissions

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

Adapt to changing climate legislation and regulations in our jurisdictions

Engage with supply chain partners to reduce Scope 3 GHG emissions

Execute our carbon-neutral data management partnerships

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Energy consumption

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. As we grow as a company, expand our network and integrate 5G technology, our demand for energy will increase. To address these changes, we have deployed innovative technologies across our network, including:

- advancing our real estate optimization strategy, including deploying additional green building technologies and optimizing our space heating strategy
- continuously improving and right-sizing our fleet operations
- continued efforts to enhance our energy management program across our business.

In 2023, we increased our company-wide energy consumption by 0.4 per cent compared to 2022. 5G growth, acquisitions and extreme weather events as well as growth in our TELUS International operations continue to put increased pressure on our energy consumption. For further details, please see our [2023 ESG Data Sheet](#).

A vital component of our energy supply strategy is partnering in renewable energy where relevant and available. In total, we have 167 MW of generation capacity from four virtual power purchase agreements (VPPA) in Alberta – three solar, and one wind facility. We own the environmental attributes generated by these facilities, which are helping TELUS achieve our net carbon neutrality and renewable electricity goals. Investing in renewable energy not only helps us grow our core business sustainably by effectively powering our network from cleaner energy sources, it also provides positive financial impacts for our organization.

## Science-based targets

In 2021, our proposed targets for the Science Based Target initiative (SBTi) were approved, which address our Scope 1, 2 and 3 GHG emissions. Leveraging these approved science-based targets, aligned with the Paris Agreement, we published our Sustainability-Linked Bond (SLB) [Framework](#). Sustainalytics, a leading independent ESG research, ratings and analytics firm, issued a [Second Party Opinion](#) confirming that the Framework aligns with the International Capital Market Association’s Sustainability-Linked Bond Principles, 2020.

Subsequently, we completed our inaugural SLB offering in 2021, the first of its kind in Canada. Since our inaugural offering, we have issued five more SLBs (two in 2022, two in 2023, and one in early 2024) totalling \$3.7 billion CDN and \$900 million USD. These successful offerings demonstrate our long-term commitment to environmental sustainability by linking financing to the achievement of ambitious environmental targets, specifically, reducing absolute Scope 1 and 2 GHG emissions by 46 per cent by 2030 from a 2019 base year.

## Progress report for sustainability-linked Series CAF, CAG, CAJ and CAK 3.4 per cent U.S. Dollar notes

Company-wide GHG emissions by source	2023 tonnes CO <sub>2</sub> e	2022 tonnes CO <sub>2</sub> e	2021 tonnes CO <sub>2</sub> e	2020 <sup>1</sup> tonnes CO <sub>2</sub> e	2019 <sup>1</sup> tonnes CO <sub>2</sub> e	Cumulative performance and commentary
Scope 1	48,366	50,689	51,075	53,002	61,215	On track
Scope 2	159,134	175,268	204,698	200,848	240,919	On track
Total	207,500	225,957	255,773	253,850	302,134	On track

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

In 2023, we submitted a commitment letter to SBTi confirming our intention to set a long-term target to reach net zero emissions across our value chain. We are now actively developing our roadmap to reach net zero emissions and working towards submitting our target for validation.

## Greenhouse gas emissions

### Scope 1 and 2

In 2023, we reduced our absolute company-wide combined Scope 1 and Scope 2 GHG emissions by 8 per cent over 2022. The reductions can be attributed to energy management programs, space heating optimization, fleet right-sizing and electrification, and reductions in environmental spills. This also includes the retirement and realization of 100,610 MWh of WREGIS retired Renewable Energy Credits from our other renewable VPPAs in Alberta.

Our GHG emissions intensity has improved by 40 per cent per terabyte of data throughput on our network since 2019.

We report our Scope 2 emissions using the market-based method to align with our approved science-based targets. This approach more accurately reflects the emissions profiles of the electricity purchases through our VPPAs for the markets they directly support.

**8%**  
reduction in Scope 1 and Scope 2 GHG emissions over 2022

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

**Scope 3**

In 2023, we continued to make significant progress on addressing our Scope 3 emissions, focusing on the categories that represent our most significant sources of GHG emissions and where we can have the greatest impact. This includes emissions from purchased goods and services, capital goods, use of our sold products, business travel and employee commuting.

We also made significant improvements to our Scope 3 methodologies and data. This included moving from using a purely spend-based analysis to integrating actual supplier emissions data into our GHG inventory. This data was obtained through our membership in the CDP Supply Chain program, an initiative that enables us to engage our prioritized suppliers on climate action and collect their GHG emissions data and insights.

As a result of these improvements, we are restating our value chain Scope 3 data and revalidating our related target with SBTi . For more information on TELUS’ Scope 3

emissions, see our 2023 ESG Data Sheet. For more information on our engagement with suppliers on climate action, see [page 75](#).

**Internal carbon pricing**

We are assessing whether to introduce internal carbon pricing as a mechanism to support our leadership in climate adaptation and mitigation as we advance realization of our operational net carbon neutral goal by 2030 or sooner.

We believe it is critical to manage climate-related business risks and motivate team members to advance opportunities for innovation and efficiency. To do so, we recognize the need to enhance insight into energy and GHG emission impacts in our decision making, and in opportunities to reduce our operating costs.

Our assessment will include consideration of the Government of Canada’s carbon pricing schedule and other regional carbon pricing regulations.

---

## TELUS Environmental Solutions

**Bringing nature-based solutions to our customers**

In partnership with established global leaders, we are accelerating climate action by offering tree planting and other nature-based solutions, enabled by technology, to help transition to a low-carbon future. Shakti by TELUS, acquired in 2022, is an environmentally-driven reforestation company specializing in site preparation, seed collection, tree sourcing and planting. Our other partners include Flash Forest, who use drones to accelerate post-wildfire restoration, and veritree, who specialize in transparent impact reporting for nature-based projects through ground-based sensing and blockchain technology. For each planting project, efforts are made to assess local environmental conditions and mitigate risk, so appropriate tree species are chosen to support long-term success.

A significant milestone in our regenerative business journey was the planting of our one millionth tree in April, which serves as a testament to our steadfast commitment to reforestation and afforestation efforts. Throughout the rest of 2023, our comprehensive

approach has supported the restoration process for 4,000 hectares of land and marine ecosystems, including the planting of an additional 6 million trees in Canada and internationally. This effort is projected to sequester an estimated 1.9 million tonnes of CO<sub>2</sub>e, which is equivalent to removing 420,000 cars from the road for a year. In addition to mitigating the effects of climate change through GHG emissions reductions, these initiatives also create important co-benefits such as local employment opportunities and wildlife habitat provisioning.

In addition, we joined the 1t.org Canada Leadership Council, providing guidance and support to companies, stakeholders and communities in meeting their forest restoration and sustainable management goals. We also pledged to leverage technology, ecological knowledge and social engagement to protect and enhance ecosystem benefits from nature-based solutions. This includes contributing to environmentally-driven forest restoration in Western Canada by striving to plant at least 5 million trees annually through Shakti by TELUS.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Our nature-based impact in 2023 through collective action

		
<p><b>5,474,725</b></p> <p>trees planted</p> <p>Shakti plants trees in boreal and temperate regions of Alberta, and focuses on ensuring that the right species is planted in the right zone at the right time, supported by custom-built tools and mapping systems.</p>	<p><b>500,000</b></p> <p>trees planted</p> <p>Leveraging drone technology, Flash Forest is able to help speed up the natural forest regeneration process, reach areas deemed unsafe for human tree planters, and plant a range of native tree species so that forests are more resilient in the future.</p>	<p><b>555,556</b></p> <p>mangrove trees planted</p> <p>Located on Kenya's Likoni river delta, this mangrove forest helps stabilize and protect the landscape from erosion and creates valuable nurseries in a unique ecosystem.</p>
		<p><b>513,185</b></p> <p>kelp planted</p> <p>This project aims to create a mixed-use commercial kelp forest, benefiting local Indigenous groups through restored fisheries, ecosystem services and kelp harvesting.</p>

## Elevating environmental stewardship through nature-based solutions

TELUS and veritree have teamed up to make a global impact on nature through transparency, precision and accountability. Together, we have created an innovative environmental technology system at a reforestation site near Cochrane, Alberta. We have planted over forty-one thousand trees and installed forty-five sensors across one hundred and ten hectares of land to continuously collect valuable data on tree growth, temperature, precipitation, carbon sequestration and biodiversity, monitoring our reforestation progress.

This project, called the Smart Forest, is one of Canada's most connected reforestation projects. It demonstrates the power of connectivity and digital technologies in providing actionable insights and clear impact reporting on nature-based solutions. By combining veritree's monitoring technology with TELUS' connectivity support and reforestation expertise through Shakti, our partnership is leading the way in transforming nature-based solutions with innovative technologies.

Derrick Emsley, Co-founder and CEO of veritree, highlights the importance of this collaboration, saying, "Our partnership goes beyond tree planting. It showcases our shared commitment to creating jobs, driving economic growth and raising the bar for environmental and sustainability reporting in Canada and beyond." Together, we are raising the standard for nature restoration and demonstrating the potential of technology-driven approaches in achieving environmental and sustainability goals.

For more information, visit [telus.com/restoration](https://telus.com/restoration).



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# 5,474,725

trees planted through Shakti by TELUS through the end of 2023



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Circular economy and responsible resource use

At TELUS, we promote circularity through every aspect of our business. We design our products to consider reuse, refurbishment and end-of-life management.

We have invested in refurbishment programs that can extend the life of our customer premises equipment, like set top boxes and modems. Our subsidiary, Mobile Klinik®, leverages its 148 convenient locations to enable Canadians to locally repair their broken devices and to purchase certified pre-owned devices. Our diversion programs allow us to divert standard materials like paper, cardboard and containers, as well as unusual materials like electronic accessories, pallets and poles. We aim to be a leader in the circular economy by creating efficient systems that minimize waste generation, prioritizing reuse internally and externally and maximizing our diversion from landfill.

## In 2023, highlights include

- diverting 57 per cent of waste from offices and facilities. We are on target to divert 65 per cent of office and facility waste from landfill by 2025
- achieving 2030 target early to divert 98 per cent of waste from additional waste streams from landfill
- delivering a 270 per cent year-over-year increase in SmartHome Security device refurbishment with an additional 25,845 units refurbished
- refurbishing over 400,000 customer premises equipment to extend their life, with the majority consisting of high-speed internet and set-top box devices
- refurbishing 8,541 spares under the spares program
- collecting 393,328 devices for reuse and recycling, a 50 per cent increase in the number of devices collected over 2022



## Promoting community circularity

TELUS continues to partner with the Circular Innovation Council's Circular Economy Month, an event designed to raise awareness about the importance of corporations promoting circularity within their operations. During the month of October, we promoted our Certified Pre-Owned (CPO) device program that encourages the purchase of used devices, our repair services at Mobile Klinik and our in-store device recycling program.

In 2023, we continued to partner with the Toronto Region Conservation Authority to run the [Circular Economy Leaders Consortium](#), a group of industry leaders committed to implementing new practices within their organizations. The group includes TELUS, Air Canada, Canadian Tire, City of Mississauga, Longos, Ontario Green Screen, Region of Peel, Seneca College, Sheridan College Toronto Metropolitan University, Toronto Pearson, University Health Network, Velcro Canada, Wilfred Laurier University, Woodbine Entertainment and York Region. In addition, we participate on the advisory board for the Circular Opportunity Innovation Launchpad and National Zero Waste Council.

## Responsible product design

We are placing a growing emphasis on sustainable product design in the responsible management of our TV, internet, wireless and SmartHome Security devices. By working with third party facilities that manage refurbishment and recycling, we gain a better understanding of the design for environment requirements to determine our products are durable and can be refurbished and recycled at end-of-life. We work closely with suppliers to understand, manage and reduce the impact of our products through the entire lifecycle and to enable the implementation of our circularity requirements in product design. We take into consideration the use of recycled plastics in manufacturing, energy efficiency when customers use our products, and component assembly to facilitate refurbishment and end-of-life management. In 2023, we launched a hardware sustainability guideline with an emphasis on responsible and circular product design. These guidelines are referenced throughout our product development process.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Maximizing reuse

Reuse is an important element of the circular economy. We look at opportunities to promote reuse internally to improve program efficiency and externally to support our customers. Reuse extends the life of the materials and prevents the need for additional extraction, manufacturing and end-of-life management.

Our Supply Operations team focuses on the management of end-of-life products and devices returned or recovered from our customers, including new product innovations such as CPO, take-home-trade-later, and online Bring-It-Back and Trade-in. In 2023, TELUS collected 393,328 devices for reuse and recycling through these programs.

At TELUS, we have been refurbishing our customer premises equipment whenever possible since 2004. Typically, equipment comes back to us from a customer, usually through a technician. During the refurbishment process, we assess the device to confirm its reusability, clean the device, reset and do a complete data wipe, upgrade firmware and upgrade the device housing. By implementing a refurbishment program, we can extend the average product life from three years to six years. Some equipment can be reused three to four times. In 2023, the three most refurbished products included set top boxes (200,172 units), modems (111,355 units) and optical network terminals (45,277 units).

Our equipment spares program allows us to reutilize our equipment by repairing the defective unit instead of replacing the spare equipment inventory with new units. This provides an opportunity for us to use the full life of the equipment until it can no longer be repaired and therefore limits the amount of parts going into the landfill or needing to be recycled. It also means that fewer new parts are being manufactured as we can avoid purchasing unnecessary new parts until the full life of the spare part has been diminished.

## Waste diversion

Waste diversion remains a key focus across our operations. In 2023, we diverted 67 per cent of our waste from landfill. The waste diversion rate for our real estate assets (both owned and leased properties) was 57 per cent in 2023.

Technology is an integral part of the path to circularity. TELUS Smart Waste Management solution sensor technology allows us to gain realtime information about our waste and recycling practices. We are piloting 32 sensors across our Quebec operations with TELUS Internet of Things (IoT) and TELUS Smart City. In addition, our partnership with [Intuitive AI](#) provides for gamification of our waste and recycling at 4 facilities across Canada. Oscar Sort allows us to educate our team members about proper sorting techniques using a screen that tells our customers where to place their unwanted items.

For a detailed breakdown of our historical, year-over-year waste and recycling performance data, see our [2023 ESG Data Sheet](#).

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

Source	Additional waste streams	Real Estate	Overall
<b>2023</b>			
Recycled <sup>3</sup>	2,020	3,580	5,600
Landfill	40	2,724	2,764
Total	2,060	6,304	8,364
Diversion %	98	57	67

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

Our customers can reduce their waste by repairing devices or buying refurbished devices and other electronic equipment, giving people options that are better for the planet while improving affordability.

In 2023, we reused and recycled 1,108 metric tonnes of e-waste and 55 metric tonnes of mobile devices totalling 393,328 devices.

## Electronic waste reused and recycled

Waste Type	2023
E-waste (metric tonnes) excluding mobile devices <sup>1</sup>	1,108
Mobile devices (units)	393,328

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

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Advancing the circular economy through the strategic repurposing of copper

Through TELUS' copper retirement program, we are proactively recycling retired copper telecom cable. Since beginning our deployment of PureFibre, Canada's most sustainable internet technology, we have recycled more than 3,600 tonnes of copper. Copper has proven to play an increasingly integral role in Canada's electrification strategy supporting the transmission and distribution network, renewable technologies, and more.

Through the strategic repurposing of copper, we are directly contributing to Canada's ambitious net zero targets, building out the circular economy around copper, and setting the standard for an industrial-scale, proactive metal recycling initiative.

## Paper and packaging

Our [Sustainable Paper and Packaging Policy](#) outlines our goal to reduce paper and packaging consumption by 10 per cent on a year-over-year basis, while also maximizing recycled and FSC-certified (Forest Stewardship Council) content. We aim to minimize consumption through a range of measures, including e-billing, digital marketing and packaging optimization.

Despite these measures, our overall paper and packaging consumption increased by 13 per cent in 2023. Several factors contributed to this increase, including the addition of new products, refinement of our collection processes, and addressing existing gaps. We did exceed our goal for copy paper, with a 16 per cent annual reduction in 2023 and 64 per cent reduction from 2019 levels.

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

Resources	2023
Copy paper used with FSC certification	55%
Copy paper from recycled and renewable materials from well-managed sources	55%
Volume	
Total copy paper used (metric tonnes) <sup>2</sup>	15.1
Total paper and packaging used (metric tonnes)	681.8

<sup>1</sup> For a detailed breakdown of our historical, year-over-year waste and recycling performance data, see our 2023 ESG Data Sheet.

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

For the paper and paper-based packaging that we consume, we compensate by planting trees as part of our TELUS Trees for Paper Program - our own conservation program, which commits us to plant enough trees in Canada each year to compensate for the biomass used to produce our annual paper and packaging use. In 2023, we planted 20,688 trees for this program in collaboration with our partners. For a detailed breakdown of our historical, year-over-year tree planting data, see our [2023 ESG Data Sheet](#).

## Hazardous waste

Our domestic operations generate small quantities of hazardous waste, such as aerosol cans, batteries, and motor oil.

### Hazardous waste<sup>1,2</sup>

Waste Type	2023
Solid hazardous waste from our facilities (kg)	2,514
Liquid hazardous waste from our facilities (litres)	4232
Batteries from network equipment and fleet operations (metric tonnes)	85

<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).

<sup>2</sup> For a detailed breakdown of our historical, year-over-year waste and recycling performance data, see our 2023 ESG Data Sheet.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Water

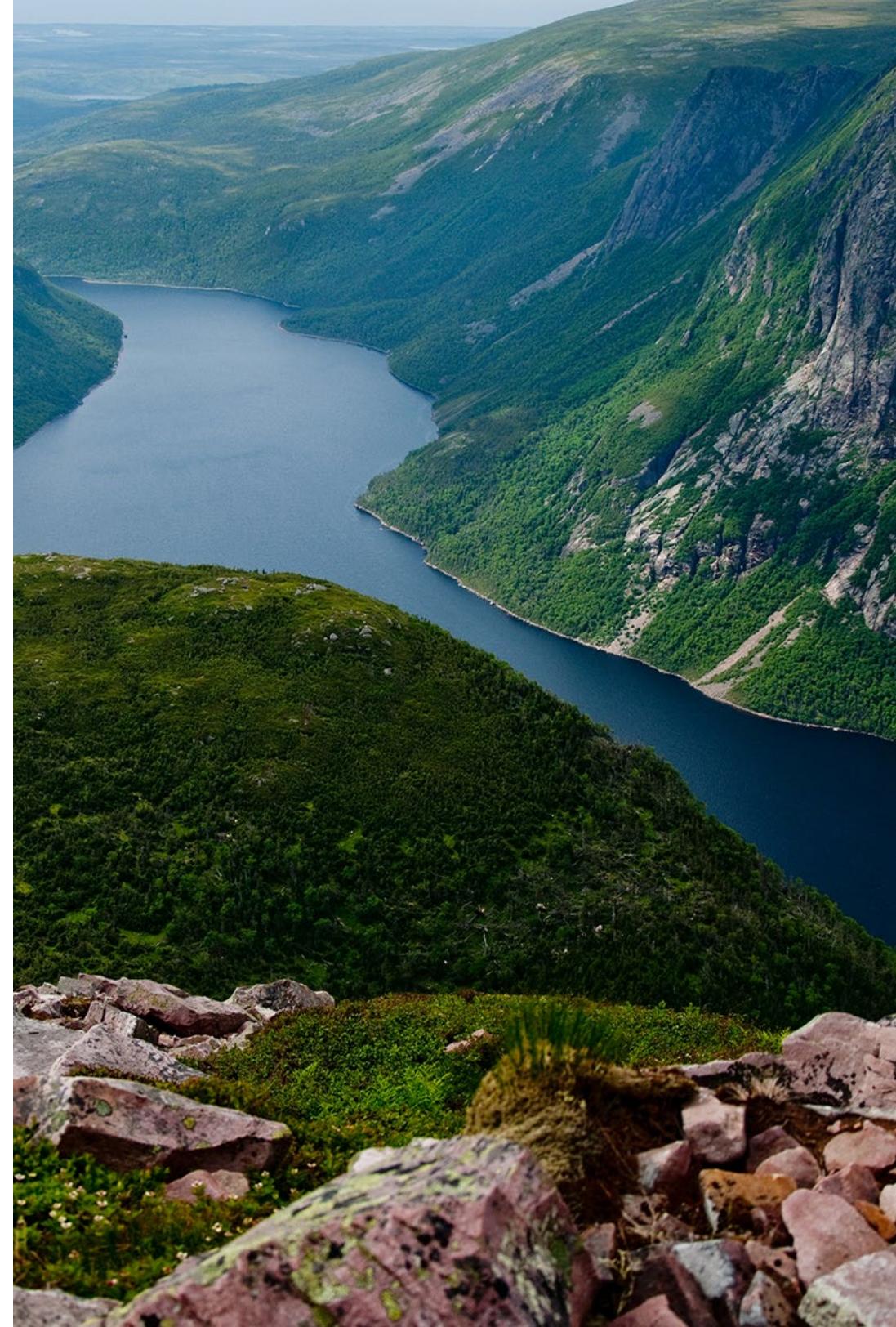
Promoting water use efficiency, conservation, and overall corporate water stewardship is a priority at TELUS. Our main water sources include municipal water supplies or other water utilities and our primary uses of water are for heating and cooling systems, irrigation and for drinking water in our office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

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

In 2023, we reduced our water consumption intensity by 11 per cent company-wide, compared to 2022. Water use was unfavourably impacted by growth of TELUS International and an increase in TELUS office utilization and favourably impacted by improvements to our heating and cooling systems, which reduced water consumption. We continue to work towards our target to reduce water consumption intensity, per terabyte of data traffic on our network, by 50 per cent from 2019 levels by 2030. This goal aligns with our energy efficiency goals and timelines as well as local regulatory guidelines and supports the sustainable growth of our business.

TELUS President and CEO, Darren Entwistle has endorsed the United Nations Global Compact (UNGC) CEO Water Mandate. TELUS is among a select group of business leaders who recognize the ever-growing importance of sound water management and water stewardship. Indeed, the growing crisis in both water and sanitation in many parts of the world poses a range of risks – and, in some instances, opportunities – for companies in virtually all industries.

The CEO Water Mandate is designed to assist companies in the development, implementation, and disclosure of comprehensive water strategies and policies. It also provides a platform for companies to partner with like-minded businesses, UN agencies, public authorities, civil society organizations, and other key stakeholders.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
<b>Social</b>
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

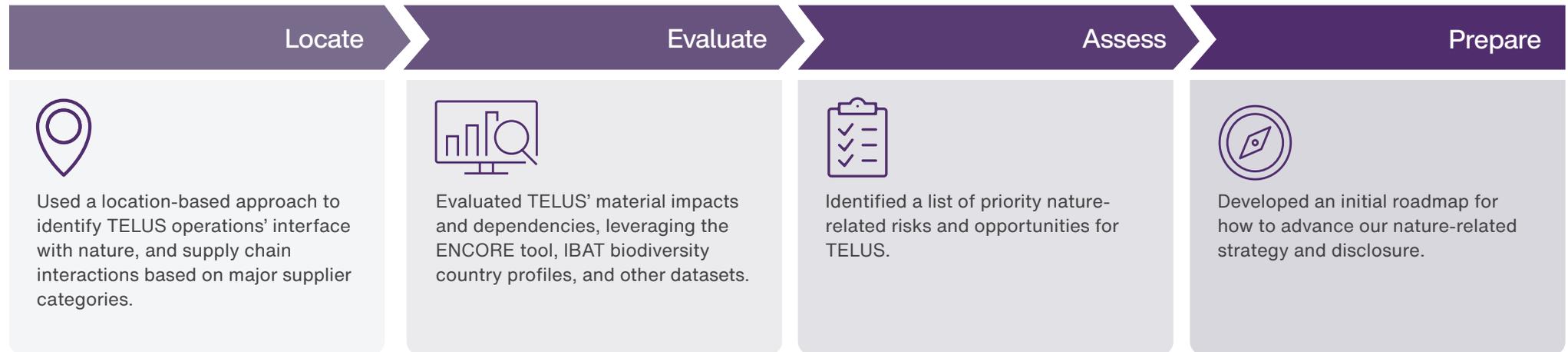
## Biodiversity

We recognize the importance and value of nature and work to proactively understand and manage our impacts and dependencies on biodiversity in the ecosystems where we operate.

Our overarching ambition is to contribute to the transition toward a nature positive future. This ambition is being formalized in our Biodiversity Position Statement, which articulates our commitments to:

- protect and restore earth’s land and marine ecosystems;
- understand and manage our impacts, risks, and dependencies on nature; and
- transparently measure, monitor, and disclose our progress.

In 2023, we undertook a nature and biodiversity baseline assessment of our core operations and high level assessment of our supply chain to identify potentially material impacts and dependencies. This process was conducted in line with the Taskforce for Nature-related Financial Disclosures (TNFD) LEAP (Locate/Evaluate/Assess/Prepare) approach. Key steps included:



Results from the assessment revealed that TELUS’ most material nature-related impacts are disturbances and biological alterations, while the most material nature-related dependency is climate regulation. In our supply chain, the highest potential material impacts are water and soil pollutants linked to manufacturing processes and IT services, with regional exposure higher for suppliers based in Asia due to a number of factors (e.g. fewer protected areas).

This assessment has enabled us to better understand the key impacts and dependencies we have on nature and biodiversity, where to focus, and where we can add the most value to ecosystems. We will continue to work to integrate these findings into our existing risk management processes.

For more information on our efforts to protect and restore nature through reforestation, please refer to [TELUS Environmental Solutions](#) section.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
<b>Environmental Management System</b>
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Environmental management system

Our environmental sustainability initiatives are rooted in our environmental management system (EMS). The scope of our EMS covers all of TELUS' Canadian facility-based telecom operations. In 2023, we completed the required external audits to certify our EMS to the updated ISO 14001:2015 standard. Achieving and maintaining this standard positions us as a global leader in environmental excellence and creates ongoing opportunities for improvements to our processes.

## Auditing and site assessments

We conduct regular site assessments and audits of our operations to affirm our compliance with regulatory requirements, our high operating standards and to maintain our ISO 14001 certification. In addition to formal audits, more than 1,200 facility assessments are conducted annually by network technicians. In 2023, two major non-conformities were identified with respect to facility housekeeping and maintenance procedures during our EMS audits. To address and close the major non-conformities, immediate containment actions were initiated followed by review and improvement of current procedures. There were also a small number of minor audit findings related to site signage, equipment maintenance schedules, and document control.

## Training

Environmental training for both team members and contractors covers topics such as construction risks, spills and releases, response and reporting, and the transportation and disposal of waste. In 2023, over 5,000 team members took training courses with environmental themes.

## Compliance

We present quarterly reports to the Corporate Governance Committee of our Board on issues resulting in written warnings, fines or investigations by federal, provincial and municipal regulatory authorities with respect to environmental compliance.

In 2023, TELUS received an Advisory Letter from the B.C. Ministry of Environment regarding untimely reporting of a battery acid spill that occurred on July 14, 2023. A reminder was sent to the site manager that all spills and releases are to be reported to the internal reporting system immediately, no matter the size or quantity. No further action was required from the authority.

On June 13, 2023, approximately 17,000 litres of sediment-laden water was accidentally released from a TELUS construction site and entered a storm drain and fish-bearing watercourse in Burnaby, B.C. The project construction contractor has been charged with a \$500 fine for the violation of illegal discharge of construction wastewater. The incident was reported to the B.C. Ministry of Environment.

## Spills and releases

External reporting of spills (liquids) and releases (gasses) is regulated in the communities where we work. We also require that all spills and releases, regardless of the quantity, must be reported internally to our 24/7 spill reporting system, where team members get expert advice on site management and reporting to external agencies. The majority – more than 85 per cent – of our recorded spill incidents are halocarbon releases from air conditioning equipment used to cool our facilities and network equipment. These are typically caused by system stress due to hot weather. We continue to seek out opportunities to use more efficient cooling technologies.

In 2023, we had one Category A spill<sup>12</sup> – on October 4, 2023, a halocarbon (refrigerant gas) release of 128 kilograms occurred from a TELUS network facility due to equipment failure from wear and tear. The release was reported to Environment Canada and the B.C. Ministry of Environment. A root-cause analysis determined that all appropriate actions were taken and no further actions were required.

Our complete spills and releases data can be found in our [2023 ESG Data Sheet](#).

## Addressing contamination

By using a risk matrix based on the [Canadian Council of Ministers of the Environment guidance manual](#), we prioritize the management of our contaminated sites. Our contaminated sites have resulted from historical fuel spills at remote sites that used diesel generators to power equipment. In 2023, we met our target to complete remediation work at five completed<sup>13</sup> sites.

In 2023, over

**5,000**

team members took training courses with environmental themes.

<sup>12</sup> We define Category A spills and releases as both reportable and serious and set a target of zero incidents for this category.

<sup>13</sup> A completed site is one where known contamination has been remediated according to the appropriate regulatory guidelines for soil and/or groundwater.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain

At TELUS Agriculture & Consumer Goods, our ESG commitment goes beyond our operations. We work to enable sustainable growth in businesses across the food and consumer goods value chain.

## Our approach

By helping these businesses improve their profitability and productivity, we empower them to minimize inefficiencies, waste and environmental impact, unlocking benefits for both people and the planet.

TELUS Agriculture & Consumer Goods delivers integrated digital solutions that help connect our customers with reliable tools and the right information at the right time to move their businesses forward in a more informed, agile and sustainable way. Some of the businesses we enable along the value chain include consumer goods manufacturers, agriculture manufacturers, retailers and feedlot operators. Our technology currently supports customers in over 50 countries, backed by 1,500 team members on five continents.

2023 was a year of steady advancement with a focus on capitalizing on market opportunities across the business as well as operational optimization, progressing on our journey to extend our global position as a leading provider of digital technology and data insights in food and consumer goods. To reflect our commitment to growth and better serving the agricultural products, food and packaged goods industries with our customer first commitment, TELUS Agriculture & Consumer Goods was moved to the TELUS Business Solutions (TBS) team. With inefficiencies in how food and goods are produced, distributed and consumed, there is great opportunity to help advance the sustainability of global supply chains. Approximately 13 per cent of food is lost from harvest to retail<sup>14</sup> and the amount of global freshwater supply used by agriculture is close to 70 per cent.<sup>15</sup>

<sup>14</sup> <https://www.un.org/en/observances/end-food-waste-day>  
<sup>15</sup> <https://www.unesco.org/reports/wcdr/2022/en/agriculture>

## Agribusiness

The food industry is battling challenges to produce more food, while transitioning to more sustainable practices. Through TELUS Agronomy and TELUS Sustainability solutions, we build more sustainable, regenerative and resource-efficient food value chains, providing our customers with better visibility of the producers in their supply chain and easier access to reliable data from producers.

TELUS Agronomy enables our customers to deliver digital agronomic tools and data insights, implementing trusted compliance solutions that support production growth safely, profitably and sustainably for over 200,000 growers. Our solutions standardize and connect processors to the field-level data they need to meet requirements for food safety, sustainability and Good Agricultural Practices (GAP), allowing our customers to make complex application recommendations and reduce over-application, or risk of contamination. TELUS Agronomy offers 4R tracking (right source, right rate, right time and right place) in Canada, allowing customers to document, track and report all fields enrolled in the Canada 4R Nutrient Stewardship standard, which strive to properly manage fertilizer application and adhere to best management practices.

TELUS Agronomy enables food processors to track farm operations, such as the applications of fertilizer and pesticide usage which could feed into upstream (indirect) emissions reporting. Our comprehensive pesticide label database guides producers to adhere to regulatory requirements ensuring responsible and sustainable agricultural practices.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
<b>Social</b>
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

TELUS Sustainability solutions offer a flexible, modular solution to collect and analyze sustainability data at any level of the supply chain. This solution provides suppliers with an easy-to-use tool for reliable, verifiable submission of key sustainability information and immediate visibility of progress against key performance indicators. Through the use of dashboards, our customers gain insights across products and suppliers to improve decision-making for supplier management, sustainable sourcing options, Scope 3 product carbon disclosures and net zero programs.

TELUS Sustainability solutions also provide suppliers and farmers with robust sustainability evaluations, smart benchmarking and tools for collaborative discovery and planning of improvements. In addition, these tools help simplify supplier sustainability approval and assessments, and make it easier for suppliers to provide structured sustainability data to manage supplier audit standards.

---

## Consumer and packaged goods

From the back office to the retail store, we enable customers to leverage higher quality data to reduce waste and cut emissions across the value chain.

### Improved consumption data

Gaining better data to increase visibility across a business is key to achieving more efficient production and supply chains. The TELUS Trade Promotion Excellence (TPx) solution set enables customers to get enhanced visibility into what is selling for better consumption data. With this data, Consumer Packaged Goods (CPG) manufacturers can make better decisions on both production and retail strategy. TELUS TPx can help our customers potentially incentivize purchases through discounting, ensuring that products do not go to waste on the shelf.

Similarly, TELUS Retail Execution (RE) can help our customers increase their efficiency at the point of sale to prevent waste and reduce cost. This solution helps CPG manufacturers identify and remedy inefficiencies at the source and at fast speeds.

### Production planning

With better data, waste can be eliminated at the very start of the value chain. In North America, a significant percentage of the food that is produced ultimately goes to waste better data can help alleviate this problem. TELUS TPx and TELUS RE can help our customers better identify where they need their products, and in what quantities, both at the warehouse level and the retail store level. This data, in turn, can allow CPG manufacturers to better avoid overstocks or understocks and result in better streamlined retail operations getting goods to where they should be and when.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
<b>Social</b>
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Energy and emissions

The supply chain is a crucial element of almost any CPG company’s business. It is costly to transport products from manufacturer to warehouse to retail, and any opportunity to increase the efficiency of the supply chain can be an opportunity to reduce energy use and increase the profitability of the business. When empowered with insights from TELUS TPx and TELUS RE, CPG manufacturers can streamline shipping and production to better match consumption data. This may result in more efficient deliveries, better production planning to reduce product and raw materials waste and ultimately a reduction in emissions while product is transported. Additionally, TELUS Agriculture & Consumer Goods produces several supply chain management solutions that are purpose-built for food companies and CPG manufacturers. The TELUS Supply Chain Management solution set can help customers unlock further visibility into their warehouse operations, orders and deliveries, and that data can further empower them to meet organizational ESG goals.



## Animal agriculture

We deliver innovative solutions grounded in leading-edge research and data-driven insights to enable our clients – feedlots, cow/calf producers, calf growers and veterinarians – to optimize animal health and production and drive net profitability.

TELUS Feedlot enables feedlot owners to be more confident in their decisions by implementing research-driven recommendations in their feedlot with cost-effective strategies for production efficiency and disease prevention. Customizable based on client needs, TELUS Feedlot has developed a global reputation with commercial producers, pharmaceutical companies, government agencies, feed companies and other beef industry organizations as a trusted solution.

Our industry-leading consulting veterinarians and Ph.D. animal scientists help feedlots analyze every aspect of their operations to make decisions affecting their margins. Our approach is backed by large-scale field trials, economic modeling and operation-specific data to provide feedlots with tailored recommendations. We support feedlots to make informed decisions with better data in these consulting areas: animal health, feeds and feeding, individual animal management, cattle procurement & marketing, performance enhancement product protocols and research.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
<b>Environment</b>
Passionate about leading in sustainability to protect our planet
Circular economy and responsible resource use
Environmental Management System
Passionate about creating a unified, trusted and sustainable agriculture and consumer goods value chain
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Transforming WA Ranches' operations with data-driven solutions

In a rapidly evolving agricultural landscape, WA Ranches has successfully embraced innovation to stay ahead of the curve. With the help of TELUS Agriculture & Consumer Goods' cutting-edge data collection tools, WA Ranches has revolutionized its operations, making data-driven decisions that have significantly improved efficiency and profitability.

Johnny Bennett, ranch manager at WA Ranches, highlights the transformative impact of TELUS Agriculture & Consumer Goods' solutions. He states, "It helps me to know how many animals are in each paddock. It helps if you find a stray animal, you can look up where that animal belongs, and if anything needs to be treated for any sort of health issue out in the field, you could have one bar of service and you can figure out what's going on with that animal." By leveraging the power of data, Johnny can now efficiently manage his cattle and address health issues promptly, regardless of his location.

Calvin Booker, General Manager of Services and Research, Animal Agriculture at TELUS Agriculture & Consumer Goods, emphasizes the significance of their data-driven approach. He states, "There's a lot of stakeholders in the beef production chain, from the cow producer all the way to the retailer or food service that sells beef products to consumers. If we're able to connect all of those different stakeholders, that creates the ability for us to tell our story of the beef industry all the way from the primary producer to the consumer. We have people with tremendous skills and creativity and expertise, and we also have tremendous clients that are open to new ideas, and I'm excited for the future."



Through our commitment to connecting stakeholders and driving industry innovation, TELUS Agriculture & Consumer Goods has become a trusted partner for WA Ranches. With our engineering expertise and forward-thinking software solutions, TELUS Agriculture & Consumer Goods is shaping the future of the beef industry, enabling sustainable and prosperous operations for ranchers like WA Ranches.

# Social

Message from our executive team

About this report

Engagement, material ESG topics, and priority setting

2023 Sustainability and ESG highlights

Our environmental, social and governance approach

ESG goals and progress

Passionate about our social purpose

Passionate about putting our customers first

Environment

## Social

Our impact in 2023

Passionate about enabling human connections through digitization

Passionate about building the healthiest communities and workplaces on the planet

Passionate about supporting the best team on the planet

Passionate about keeping your data safe, secure and private

Passionate about giving back to build stronger, healthier communities

Governance

Limited assurance

Global Reporting Initiative index

Sustainability Accounting Standards Board index



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Our impact in 2023

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

## Community investment<sup>1,2</sup>



<sup>1</sup> Represents community investment 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>



<sup>1</sup> Represents community investment by TELUS, our team members and retirees.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about enabling human connections through digitization

We are building a better future for all by using our technology for good. That means providing equal access to technology, promoting its responsible use and putting our world-leading solutions to work for good. Underpinned by our globally leading networks, innovative technology and globally recognized culture, we aim to enable vital connectivity for millions of people, making our lives easier, safer and healthier through increased speeds, reliability and capacity.

## In 2023, highlights include:

- leveraging our Connecting for Good® and TELUS Wise programs to continue to deliver significant benefits to individuals in need by providing low-cost access to our world-leading technology, improving digital literacy and online safety knowledge – to date, these programs have supported over 1.1 million individuals.
- expanding the reach of our Internet for Good and Mobility for Good programs to help government-assisted refugees arriving in Canada get connected by partnering with 15 resettlement assistance program service provider organizations across the country – to date, we have supported over 6,200 government-assisted refugees and their family members.
- expanding our Health for Good program by launching new mobile care clinics, powered by TELUS Health, in partnership with Old Brewery Mission in Montreal and the Victoria Cool Aid Society in Victoria.
- celebrating 10 years of TELUS Wise with the launch of a new TELUS Wise responsible AI online workshop for youth.

## Governance and oversight

Our Corporate Citizenship team oversees our Connecting for Good program strategy and evolution. This team develops, manages and monitors our Connecting for Good programs and targets, which were elevated to our 2023 Corporate Citizenship & Communications Business Unit scorecard. Monthly, quarterly, and annual reporting practices help us monitor our performance in achieving program objectives and long term goals as detailed in the ESG goals and progress section of this report. Beyond measuring their reach, customer surveys and/or program evaluations provide further insight into the impact of our programs and how we can continue to enhance.

## Connecting for Good programs

We are bridging digital and socio-economic divides by advocating that everyone, no matter their income level, should be able to access the internet and stay safe in our digital world. We are proud to have supported over 1.1 million individuals through our Connecting for Good and TELUS Wise programs.

### Health for Good

Health for Good helps connect underserved individuals and those experiencing homelessness to the healthcare system through specially equipped mobile health clinics nationwide.

In 2023, we supported more than 56,000 patient visits and further expanded our Health for Good program with the launch of Victoria’s second mobile health clinic, in partnership with the Victoria Cool Aid Society, and a new mobile health clinic in Montreal, in partnership with Old Brewery Mission. Since the inception of our program, we have supported 200,000 cumulative visits in 25 communities across Canada through our mobile clinics.

### Mobility for Good

Mobility for Good provides youth transitioning out of foster care, low-income seniors, Indigenous women at risk of or surviving violence, government-assisted refugees and other underserved individuals with free or low-cost smartphones and mobile plans, enabling them to stay connected to support networks, social services and more.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

In 2023, 8,600 youth, seniors, Indigenous women at risk and government-assisted refugees enrolled in the program, and since the program’s inception, 52,300 marginalized individuals in Canada have benefited. During the year, we expanded the reach of our program to help government-assisted refugees arriving in Canada get connected by offering them a free smartphone and a low-cost data plan.

### Internet for Good

Internet for Good offers low-income families and seniors, people living with disabilities who are in need, youth leaving foster care and government-assisted refugees access to low-cost, high-speed internet and a low-cost computer.

In 2023, we expanded the program to offer higher speeds, and we added 8,500 new households to the program. Since the program’s inception in 2016, 175,000 individuals have benefitted from the program. Additionally, we extended the program to help government-assisted refugees arriving in Canada by offering them low-cost high-speed internet.

### Tech for Good

Tech for Good<sup>™</sup> empowers people with disabilities to independently use their mobile devices. In partnership with March of Dimes Canada, the program offers specialized training, tools and, in some cases, financial assistance for the purchase of assistive technology. The program also offers people living with disabilities access to our TELUS wireless accessibility discount.

In 2023, the program helped over 2,300 individuals, bringing the total to 8,800 Canadians since its inception.

---

# 175,000

Canadians have benefitted from our Internet for Good program since 2016.




---

## TELUS Wise

TELUS Wise empowers individuals of all ages to stay safe and informed in our digital world. The program provides free workshops and online resources related to protecting our online security, privacy and reputation, rising above cyberbullying, and staying well in the connected world.

In 2023, 116,500 individuals participated in live, virtual and online TELUS Wise workshops, bringing our cumulative participation to 680,000 since the program launched in 2013. Additionally, we celebrated 10 years of TELUS Wise in 2023 with the launch of a new TELUS Wise Responsible AI online workshop for youth.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about building the healthiest communities and workplaces on the planet

As a global leader in health and wellbeing encompassing physical, mental and financial health, we are on a mission to become the most trusted wellbeing company in the world. Our thousands of dedicated TELUS Health team members, passionate clinicians and healthcare professionals are committed to solving the most pressing health issues facing people around the world including citizens, healthcare professionals, employers and employees. TELUS Health uses our global-leading technology to support optimal health and wellbeing for nearly 70 million lives covered in more than 160 countries.

## Our 2023 highlights include:

- supporting approximately 120,000 clients whose employees rely on our Employee Assistance Program (EAP) with our global clinical network to receive health and wellbeing support.
- activating our TELUS Health Community Crisis Support Line, to provide emotional support for those impacted by crises or traumatic events throughout Canada, the U.S., Australia, Ireland and the U.K.
- providing primary care health consultations through [TELUS Health MyCare](#) at no charge to patients for those unable to travel to see their doctor along with assistance to re-route prescriptions via TELUS Health Virtual Pharmacy, and virtual veterinarian care and vet technician consults for dogs and cats via TELUS Health MyPet.
- launching the [TELUS Health Medical Alert Pendant](#), which connects seniors to emergency response at the push of a button together with a new Caregiver app, industry-leading fall detection and advanced Canada-wide GPS location tracking.

- launching our [Total Mental Health](#) program to support employers and employees in their mental health through digital support, and connecting them to counsellors.

## Revolutionizing access to care

By leveraging TELUS Health’s digital-first solutions across the continuum of care, we have become a global leader in employer-focused primary and preventative digital healthcare and wellbeing solutions. Given ongoing pressures on the public healthcare system and the increasing competition among employers when it comes to attracting, developing and retaining top talent, the cost and accountability for making healthcare more accessible is increasingly falling to employers. TELUS Health is positioned to better support employers, helping them provide a more adapted, personalized health and wellbeing offering to their workforce, enabling better health experiences across the health and wellbeing spectrum.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# 200,000+

cumulative health visits in 25 communities across Canada through our mobile clinics



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Improving physical health

Through our innovative Electronic Medical Record (EMR) and Collaborative Health Record solutions, physicians are able to book appointments, conduct video consultations and update patient records all within their EMR. This eases the burden on physicians, enabling them to focus more time on patient care.

Virtual care technologies not only enable individuals to access care while reducing the time and money spent on traveling far distances, it reduces carbon emissions by cutting back on commute times. More than 80 per cent of consultations are resolved through the app without needing an in-person visit, limiting such visits to only when necessary.

We are revolutionizing healthcare through time-saving digital tools and optimizing data utilization to ultimately reduce hospital wait times and avoid unnecessary hospital visits through the power of technology.

In 2023, we brought virtual veterinary care to dogs and cats in Ontario with TELUS Health MyPet, a virtual pet care platform bringing experienced local veterinarians and veterinary technicians, together with dog and cat owners, to provide care for a range of health issues, from nutritional management and parasite control, to behavioural challenges and prescription of certain medications.

## Improving mental health

Since 2014, the TELUS Health for Good® program, and its mobile health clinics, operating in 25 communities across Canada, have enabled nearly 200,000 patient visits Canada-wide. This program provides [free access to TELUS Health MyCare counselling services](#) for individuals in need of mental health support across Canada and is part of the [TELUS Connecting for Good](#) portfolio of programs that gives individuals in need across Canada access to TELUS' world-leading technology.

In May 2023, we launched Total Mental Health for organizations across Canada and the U.S. This digital-first solution provides employees access to a team of care professionals who curate personal care journeys with unlimited mental health counselling, therapist-led internet-based cognitive behavioural therapy programs, digital tools, assessments and ongoing tracking and feedback that is accessible by employees through their company's health benefits programs. Employees can connect with our team of experienced professionals 24/7 if they are experiencing a mental health concern, with the flexibility of meeting in person, via telephone/audio or through video or online chat. These digital-first solutions allow employees to also practice and learn on their own or between sessions, track their mental health progress and receive regular feedback from their care team.

### Leadership in mental health

Now entering its fifth year, our TELUS Mental Health Index (MHI) is derived from a series of online global surveys and enables employers around the world to understand trends in mental health and how they relate to the unique mental health needs of their diverse workforces. Some of the topics explored include workplace collaboration and its link to



employee mental health, the percentages of employees who have knowledge of their EAP programs and concerns employees have when it comes to debt and awareness of financial planning. These findings underscore that more needs to be done to offer working populations access to the tools they need. The TELUS MHI is published monthly

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

in Canada and the U.S. – as well as quarterly in Australia, New Zealand and the U.K., and biannually with Pan-Asia and Singapore editions.

### Partnership and collaborations in mental health

TELUS Health fostered several partnerships, providing enhanced mental health support to individuals in need in 2023. These collaborations are helping enable more unified and seamless health and wellbeing experiences and increasing access to healthcare:

- Canadian men dealing with stress, anxiety and depression were able to obtain support with MindFit Toolkit presented by TELUS Health MyCare and a partnership with the Canadian Men’s Health Foundation.
- TELUS Health’s expertise in health, agriculture, and digital infrastructure enabled a partnership with the Canadian Centre for Agricultural Wellbeing to provide mental health support for farmers and their families.
- A collaboration to expand access to substance use disorder treatment for people across the U.S. and Canada through a collaboration with The Hazelden Betty Ford Foundation.
- Substance use disorder-specific programming that was provided via TELUS Health’s AbilitiCBT solution is currently being used by corporations, healthcare institutions and health insurance companies.
- Baycrest, an academic health sciences centre providing a continuum of care for older adults aiming to defeat dementia, introduced their Goal Management Training program – a therapist-guided, cognitive rehabilitation and training program for the treatment of conditions with associated cognitive impairment – to our AbilitiCBT platform.
- The province of Nova Scotia announced the launch of Access Wellness to be delivered by TELUS Health, a pilot program that provides free one-on-one supportive counseling for general mental health concerns.
- TELUS Health announced a collaboration with Beneva to expand their group insurance offering, enabling Beneva to enhance the customer experience of its plan sponsors and members across the country.
- We announced our collaboration with Mindyra Health to increase mental health accessibility and affordability for students, athletes, employees and their dependents across the U.S.
- Healix announced the delivery of mental health services to support clients’ employees whenever they travel for business via experienced counselors from TELUS Health.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Improving financial health

Our flexible solutions connect people and organizations with the right tools to make informed financial decisions to best support their financial health.

From benefits enrollment to cost management to claims processing, our innovative technology, clinical programs and professional services offer group benefits insurers and administrators the tools needed to remain competitive in a dynamic marketplace.

As a strategic partner in group benefits management, TELUS Health currently supports approximately 120,000 organizations around the world in:

1. Delivering sustainable benefits
2. Improving their employee (plan member) experience
3. Claiming submission at the point-of-care.

Backed by our industry-leading technology and TELUS' financial resources:

- more than 74,000 allied health professionals choose our eClaims solution to transport, process and adjudicate claims, providing processing support to millions of people in Canada
- we invest in certifications for adherence to data compliance regulations
- our adjudication solution covers more than 13 million lives across Canada
- more than 23,000 dentists covered by the TELUS network.

With solutions that range from investment consulting to health benefits administration to absence management to cognitive behavioral therapy, we are uniquely positioned to support companies and their employees throughout the entire lifecycle of their career. From the latest drug data trend reports to insightful articles about trends in benefit management or innovative cost management strategies and healthcare technology, our industry experts support global organizations in designing the right group benefit plans that helps keep employees happy, healthy and productive.

## Making healthcare accessible to all

Arianne Lang is a mother, wife, daughter, sister, friend and breast cancer survivor. She was diagnosed in the summer of 2022, after her first mammogram at the age of 42. She had no family doctor and used TELUS Health MyCare to navigate the healthcare system from diagnosis, through treatment and into recovery. Her journey invoked a passion to educate and raise awareness of the importance of prevention and early detection.



In Arianne's words, "something you never think about is how to tell your 10-year-old son you have cancer. It was the hardest thing I've done in my life."

In B.C., while women over 40 can refer themselves for a mammogram – the results must be sent to a healthcare practitioner. In Arianne's case, she, like approximately 1 in 5 people in the province, didn't have a family doctor so had her results sent to a virtual care provider, TELUS Health MyCare.

**"MyCare allows anyone to book an appointment with a family physician, and is available for free to most people in Canada. In many ways, knowing that I could have my mammogram results sent there may have saved my life."**

Arianne believes that cancer taught her to take charge of her healthcare by prioritizing her own wellbeing. Arianne's is an uplifting, inspiring story that underscores the wonderful ability we all have to make positive choices in order to live our most vibrant lives.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about supporting the best team on the planet

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

Our People and Culture team works to provide an environment for our team members that is safe, empowering and engaging and our culture is anchored in our [TELUS leadership values](#). Our objective is to attract, develop and retain talented team members and we achieve this by investing in our people throughout their careers, and by offering diverse and inclusive employment prospects and development opportunities. We are proud of the globally admired culture our team has built together.

## Team member well-being

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

### Governance and oversight

The TELUS Board of Directors' People, Culture, and Compensation Committee (People Committee) plays a critical role in overseeing the delivery of our commitments to the health and safety of our team members. The People Committee monitors, on behalf of the Board, our health and safety policies and receives and reviews regular reports concerning our health and safety programs, policies and results.

### In 2023, highlights include

Being named one of Association for Talent Development's BEST organizations for the

## 18th year

and Best of the BEST organization for the **ninth year**

Being awarded the

## 2023 Workplace Benefits Award

(for mental health program) for an employer with more than 1,000 employees

Our comprehensive wellbeing strategy provides a thoughtful, integrated, and sustainable approach to keeping our team members well. Despite evolving internal or external pressures, we have a dynamic framework in place to assess needs and design flexible solutions. We focus on five overlapping dimensions of wellbeing – physical; psychological; social; financial and environmental; and support team members whether they are at work or at home. Our strategy encourages personal growth through awareness-building, ready access to tools and resources, and motivation to be your best self.

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

### Team member health

At TELUS, we continue to strive to be the healthiest workplace globally – which includes a clear mandate to support the health and wellbeing of our team members. We have a wellbeing strategy that encompasses full leadership support and is grounded in cross-functional collaboration, comprehensive communications, excellence in team member experience, and insight-driven foundational practices and programming.

How we support team member wellbeing is deeper than providing technology and tools. It is shifting mindsets and behaviours with respect to mental health and wellbeing, and it is one of the reasons why team members want to work at TELUS, why our company is

## Launching TELUS Health Wellbeing platform

a centralized, personalized digital experience for all team members designed to improve engagement, productivity and enhance team member health and wellbeing

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

healthy and thriving, and why team members go the extra mile for each other, our customers, communities, and all citizens. To further support our culture of collaboration and spirited teamwork, our Work Styles® program gives team members the flexibility and the choice to work where and how it makes sense for them.

In 2023, we continued to focus on proactive ways to keep team members well. We connected team members together to learn about heart health, sleep health, managing finances, social connection, improving nutrition and more. From coast to coast, our team members joined together in two wellbeing challenges, motivating one another to keep active, eat well and practice good self-care. We also continued to execute our formal mental health training framework to provide opportunities for our people leaders and team members to be trained to support good mental health - at work, at home and in the community. Additionally, we also created new wellbeing spaces like yoga studios and meditation suites, in our reimaged office spaces to better align our environment with our culture. 2023 also saw the global launch of the TELUS Health Wellbeing platform – a centralized, personalized digital experience for all team members designed to improve engagement, productivity and enhance team member health and wellbeing.

All of these efforts and more, led to formal, external recognition of our mental health strategy from Benefits Canada, who awarded us with a Workplace Benefits Award in the Mental health program category for an employer with more than 1,000 employees.

### Team member safety

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

In 2023, TELUS continued to prioritize the ongoing development and improvement of its Hazard Prevention Program. This program thoroughly assesses job tasks to identify hazards, risks and evaluate the effectiveness of existing controls. As part of this assessment, an audit was conducted to assess operations and identify opportunities for enhancement. From this, areas of improvement were identified, prompting the implementation of corrective actions primarily focused on training and hazard assessments. TELUS is proactively addressing these issues to mitigate risks and foster a culture of continuous improvement, ensuring consistency and success.

To further support the reduction of preventable accidents and incidents, ongoing safety training is mandated and closely monitored for completion in all areas of the



organization, with a particular focus on the identification and management of workplace hazards. In 2023, our Canadian team members in the field each completed, on average, 10 hours of formal safety training, building their safety knowledge and skills, which is confirmed via formal assessments.

Building on this commitment to safety, the organization has also prioritized the prevention of ergonomic-related injuries, which are the most common types of recordable work-related injuries (i.e. lost-time accidents). These injuries, such as overexertion and repetitive strain, can have a significant impact on team member wellbeing and productivity. To address this, we have implemented a comprehensive approach that includes ergonomic awareness, assessments, and prompt injury follow-ups, in order to reduce the period of absence and enable a timely return to productive work. Additionally, we actively encourage team member participation in preventative initiatives to create a safer and healthier work environment.

Furthermore, our hazard control program includes clear and consistent performance targets for inspections related to buildings, vehicles, and worker safety knowledge. These results of these targets are regularly reported to the People Committee of our Board on a quarterly basis. The purpose of these targets is to drive continuous improvement, secure compliance, and foster a culture of safety within our organization.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index




---

# 15+ years

supporting flexible work through our Work Styles program

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Our safety record

The commitment to protecting the safety of our employees and the prevention of injuries is the main priority for TELUS and a responsibility shared by the entire TELUS team.

In 2024, TELUS will continue with its commitment to the Hazard Prevention Program by conducting ongoing audits in high-risk areas and implementing corrective actions as gaps are identified. This proactive approach enables potential risks and hazards to be identified and addressed promptly, further enhancing the safety measures within our operations.

## Team member experience

Every year, TELUS invites team members to share their ideas and feedback on how we can improve their day-to-day experience through Pulsecheck, our annual engagement survey. In 2023, we achieved an engagement score of 82 per cent, resulting once again in TELUS being the most engaged organization globally compared to organizations of our size and composition according to our survey provider, Kincentric.

Through the survey, team members share their ideas, comments and feedback on how we can improve their day-to-day experience. We listen and use fair process to address feedback and implement solutions to drive remarkable outcomes for the benefit of our customers, our communities and our team. Together, we collaboratively create action plans to continue to enhance our world leading culture in areas such as:

- focusing on operational and service excellence through improving our work processes;
- ensuring our team members can try new things in pursuit of innovation which may lead to occasional mistakes as part of our inclusive culture;
- showcasing our excellence in social purpose and community involvement;
- supporting the health and wellbeing of our team members; and
- providing leadership support to help team members succeed.

## Flexible work

For more than 15 years, TELUS has embraced flexible work through our Work Styles program. It is a badge of distinction that we are proud to promote. It is one of the top reasons team members come and stay at TELUS and is a cornerstone of our culture. It empowers our team members to do what is best for our business and themselves, and helps them prioritize their wellbeing by enabling better work and life integration.

Work Styles allows team members to identify the environment that best suits the nature of their work, equipping them to work from home or from a TELUS workspace. Work is no longer a physical destination. It is about what team members do and what they achieve rather than where they go.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

In collaboration with our Real Estate and Technology teams, TELUS has transformed the majority of our workspaces to dedicate most of the space for connection, celebration, collaboration and ideation opportunities so that our offices become a hub for meaningful interactions.

Additionally, in specific roles or in agreement with their leader, team members can choose to work part-time or take advantage of flexible working hours, such as working different hours or having different starting times. This flexibility allows our team members to achieve a better work-life balance and optimize their productivity.

## Recognition

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

- **Bravo:** Our recognition platform, supported by Achievers, includes a social newsfeed, mobile app and robust leader dashboards and reporting to drive recognition best practice habits.
- **Life and career milestone acknowledgments:** Celebrations of career and personal milestones include Bravo-generated group cards. Trees are planted on behalf of all milestone recipients. Additionally, the Ovation Award honours retirees with a certificate and point recognition.
- **Formal award programs:** Our list of formal awards includes, Customers First Champion; Leadership Values in Practice; Legend Award; CHLOE Award; President's Club; Engagement Leadership award; and Social Purpose Champions Award. New in 2023, we added the Social Media Influencer Award to recognize advocates of the TELUS brand.

## Family friendly policies

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

- **Parental leave:** a financial top-up for regular full-time and part-time mothers, fathers and adoptive parents for the first 16 weeks of leave.
- **Maternity leave:** a maternity leave top-up for regular full-time and regular part-time team members for the first 16 weeks of maternity leave.
- **Care and Support rooms:** available in several TELUS buildings, these rooms provide the privacy, comfort and equipment required to support wellbeing activities such as breastfeeding, lactation/pumping, checking blood sugar and taking insulin.
- **Employee and Family Assistance Program (EFAP):** is a confidential and voluntary service that provides 24/7 access to mental health support and counseling, while also providing consults and support on various other topics such as nutrition, family care (parenting, elder care), legal issues, financial issues and general wellbeing.

## Formal award programs:



**Customers First Champion:** recognizing frontline team members for extraordinary customer service



**Leadership Values in Practice:** celebrating role models who demonstrate our values and in doing so, created exceptional outcomes for our business, customer, team or community



**Legend Award:** a career achievement award honouring team members with over 20 years of service who have significantly contributed to building our TELUS legacy



**CHLOE Award:** recognizing women and champions of diversity



**President's Club:** distinguishing top performing team members in sales who demonstrate our values and meet aspirational performance targets.



**Engagement Leadership Award:** Recognizes leaders who achieved extraordinary engagement results as part of our annual Pulsecheck survey.



**Social Purpose Champions Award:** Recognizing Vice-Presidents for leading their teams to more than 90 per cent TELUS Days of Giving® participation milestone



The **TELUS Social Media Influencer Award** recognizes our elite #TeamTELUS advocates and legendary storytellers who are tirelessly championing our brand with their teams, online and in their communities.

- **Kids and Company:** helps parents with priority placement in high-quality private daycare centres across Canada as well as offers support for team members who need help caring for their aging parents.
- **Wellbeing Account:** is a flexible spending account designed to support team members in a personalized way, such as tuition fees for university, college or continuing education, child and elder-care expenses, breast pumps, and baby safety equipment.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

- **Indigenous Wellness Benefit:** recognizes the diverse needs of team members and their families and provides reimbursement for traditional healing practices to support their wellbeing.
- **Gender affirmation coverage:** recognizes and supports team members going through gender transition. Eligible team members and their dependents (18 years old or over) will receive coverage for expenses not paid through provincial health programs.
- **Fertility treatments and drugs:** support for team members growing their family. Our benefits plan provides coverage for fertility treatments and drugs.
- **Psychology and counselling services:** are offered to team members and each of their dependents covered under their benefits plan.
- **Calm:** a globally leading mental health app that features meditation, sleep aids, music and more. A premium subscription is available to all team members and their families at no cost.
- **Virtual care:** team members have access to healthcare support 24/7 with our virtual care apps. Services include video consultations with locally-licensed doctors, dietitians, or mental health therapists.
- **TELUS Health Virtual Pharmacy:** a digitally enabled pharmacy that provides choice, flexibility, convenience, and is the preferred provider for TELUS team members and their dependents.

Over the years, our Work Styles program has transformed our organizational experience for sustained competitive advantage, helping to drive exceptional results, including our world-leading engagement scores. The flexible work program has also helped reduce our environmental impact of commuting to work as we strive towards our goal of achieving net carbon neutrality by 2030.

## New employee hires and turnover

Our culture helps us to attract and retain top talent in highly competitive labour markets in Canada. We rely on our strong referral culture that continues to make a difference when attracting the best candidates. In addition, our sourcing strategy is to proactively attract and engage prospective candidates and retain existing team members. In 2023, we hired 3,714 new team members against a turnover rate of 23.5 per cent (of which 13.0 per cent was voluntary). Employee turnover is closely monitored by senior leaders and the voluntary turnover for our frontline team members is lower than industry standards/averages.

## Talent development

### Amazing People Performance Development

Our Amazing People Performance Development (APPD) program offers opportunities for team members to receive the direction, coaching and feedback they need to achieve their personal and professional goals.

In partnership with their leader, all team members set between 3 and 5 goals every quarter, which includes between 2 and 4 business goals linked to TELUS' long-term business priorities and business unit scorecards, and at least one goal supporting their personal development to focus on building the skills and knowledge they need now and to progress their career.

To enable the advancement and ongoing achievement of goals, leaders provide continuous / ongoing performance feedback via regular check-ins and work with team members collaboratively to review targets and adjust as needed.

At the end of the quarter, they review progress against goal targets and demonstration of the TELUS values, based on real-time feedback from multiple sources, including peers and stakeholders. They also review learnings, celebrate successes and plan for the following quarter. The performance development cycle concludes with a formal year-end assessment that takes into account individual performance throughout the four quarters. Through an additional validation step, team members are assessed as part of a team and their performance is assessed in relation to others on their team. As part of the total rewards package, team members receive an annual performance bonus calculated based on their individual performance, contribution to their team (business unit) and TELUS' corporate results.

### TELUS MBA program

To cultivate leaders with a distinctive mindset, we have partnered with the University of Victoria's Peter B. Gustavson School of Business to create the TELUS MBA program. Partial content in each course is tailored to leadership and strategy issues specific to TELUS and the telecom industry. In 2023, our fourth cohort of 20 team members completed their studies.

### Leadership Now (LNow) program

Our LNow program focuses on the development of TELUS' existing and future high-potential leaders who have the desire and capability to move into roles of greater responsibility. In 2023, over 200 individuals completed the program with another 206 entering the program. The program delivers a comprehensive virtual curriculum that moves participants beyond leadership fundamentals to cultivate their strategic leadership capabilities and business knowledge.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Compensation

Our cash compensation for team members (not covered by a collective agreement) consists of a non-variable base salary and a variable component designed to focus on results. This approach recognizes high performers and key talent who are critical to the success of our organization. We conduct ongoing market reviews and compensation analyses of job roles relative to the market and take appropriate action to pay competitively. Based on the results of the market review, the midpoints of our salary ranges are adjusted to align with the market median, where necessary. Each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. The table below shows the average female base salary differential to males by level.

### Gender pay equity in 2023<sup>1</sup>

Level	Representation of women	Key factor average differential <sup>2</sup>
Executive	28.0%	5.8%
Management (people leaders)	38.0%	1.9%
Non-management (all others)	38.9%	4.1%
Overall	38.6%	2.7%

- <sup>1</sup> Data covers all employees in Canada payroll, including TELUS International team members based in Canada. Excludes temporary, casual, and those on leave of absence team members. TELUS Agriculture & Consumer Goods companies, LifeWorks and other out of footprint acquisitions are not included.
- <sup>2</sup> 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.

While there are differences between our methodology and the technical requirements of the Pay Equity Act (which requires the use of a formal, pay equity compliant job evaluation plan to provide equal pay for work of equal value), our approach provides us with meaningful insight into any existing gender pay gaps, supports our efforts to address these gaps, and continues to help us quantify the progress we have made as an organization.



## Benefits

We provide competitive, comprehensive and flexible benefit packages for permanent team members. This allows them to customize a plan to suit their diverse personal and family situations. Our defined contribution pension plans allow team members to contribute a portion of their salary towards a pension, with TELUS matching a relative portion. Eligible team members can participate in the employee share purchase plan where they can contribute up to 20 per cent of their salary with TELUS providing a maximum contribution of 2.1 per cent to team members below director level and a maximum of 1.8 per cent to team members who are director level and above. In 2023, we paid \$4,039<sup>1</sup> million in salaries and benefits for Canadian team members.

<sup>1</sup> Excludes TELUS International

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about keeping your data safe, secure and private

At TELUS, we prioritize your privacy, safety and data security. Whether at home, work, online or on the go, our industry-leading responsible data practices provide assurances that you, your loved ones, your home and your business stay connected and protected. Trust is at the core of everything we do.

## Privacy

At TELUS, we embed the protection of privacy into everything that we do to foster trust in our company and the digital world. We understand the importance of using data in a manner that adds value, promotes respect and security. To achieve this, we embrace transparency in our practices and incorporate the principles of Privacy by Design into the development of our products and services.

- To assess potential risks associated with data usage, we have implemented a comprehensive data risk assessment framework. When risks are identified, we leverage our robust data governance processes to mitigate and monitor risks.
- Our Data Literacy program supports teams across TELUS to benefit from building a deeper understanding of how we can responsibly innovate with data. We provide resources and training to empower all team members to effectively utilize data in their everyday lives and in their roles.
- The Data & Trust Office plays a vital role in engaging external audiences through interviews and speaking opportunities. By doing so, we aim to raise awareness about important data-related issues and foster dialogue with a goal of building trust in technology.
- Since 2019, TELUS has publicly committed to the practice of Responsible AI. Our approach is grounded in putting customers and communities first and guided by extensive engagement with Canadians. Our established TELUS Trust Model serves as the foundation for our responsible AI practices, emphasizing the use of data in ways that build trust, generate value, promote respect, and deliver security.
- When deploying AI, we adhere to ethical principles and data integrity, aligning with our TELUS Privacy Commitment.

### Leading the way with a historic achievement

2023 marked a historic milestone for TELUS as we became the first company in the world to achieve an ISO 31700-1 Privacy by Design certification. This achievement substantiates TELUS' commitment to safeguarding privacy and advancing the principles of trustworthy data practices across Canada and beyond.

The certification was awarded to TELUS Data for Good, powered by the TELUS Insights platform, a first-of-its-kind program focused on leveraging de-identified data for social good. KPMG, the international auditing and advisory firm, conducted a comprehensive evaluation and provided TELUS Data for Good with a clean report confirming the program aligns with international privacy criteria, and the requirements laid out under the '7 Foundational Principles of Privacy by Design' which underpin the ISO 31700 Privacy by Design Standard.

By weaving privacy and trustworthy data practices into every facet of our business operations, TELUS engages that all team members at every level to actively participate in maintaining its stringent standards. The TELUS Data for Good program, launched in 2017 and winner of the 2020 HPE-IAPP Privacy Innovation Award, offers researchers access to high-quality, strongly de-identified and aggregated data and insights to support a range of social impact initiatives like the design of public parks, efficient transportation systems in response to natural disasters, and efforts to reduce climate change.

In supporting Canadians' understanding of how data and technology can be used for social good, TELUS' online Privacy Centre lays out clear details about the Data for Good program and how the data de-identification process works, as well as the additional steps taken to protect their privacy.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Security

At TELUS, we understand the importance of providing peace of mind for your home or business, as well as safeguarding your digital footprint. Through the power of our physical and cyber security technologies, we offer comprehensive protection to confirm your safety and privacy.

- To effectively protect sensitive data, TELUS establishes specific and clearly-defined security controls that are proportional to the risks involved. We prioritize the implementation of measures that are both effective and appropriate for the level of data sensitivity.
- TELUS Online Security is Canada’s most comprehensive all-in-one protection. This multi-layered solution is designed to safeguard your identity, online privacy, and devices. With TELUS Online Security, you can rest assured that your personal and financial information is shielded from theft.
- Our SmartHome monitoring system offers safety, security, and seamless home management. By integrating smart technology, we enable customers to control and monitor their entire home from their phone. The TELUS SmartHome Security app puts efficiency at customers fingertips, allowing them to stay one step ahead in protecting their home.
- In the digital realm, we provide Canadian businesses with cybersecurity solutions that enable them to thrive securely. Our services and solutions are tailored to meet the unique needs of businesses in today’s digital world.

---

## Safety

At TELUS, we are dedicated to ensuring the safety and wellbeing of our communities. We believe that open lines of communication are essential for connecting people to the resources and information they need the most. Our commitment to improving digital literacy and promoting online safety is rooted in a deep understanding of the need for education and we empower individuals to navigate the digital world with confidence.

- In 2023, we reached a significant milestone as 116,500 individuals in Canada and around the world actively participated in virtual TELUS Wise® workshops and events. These initiatives are designed to enhance digital literacy and provide valuable insights into online safety practices. Since the launch of the program in 2013, we have collectively engaged with 680,000 individuals, equipping them with the knowledge and skills to navigate the digital landscape securely.



- Recognizing the rapid advancements in generative AI, we understand the importance of educating teenagers on responsible usage. Through our Connecting for Good and TELUS Wise programs, we enable remarkable human outcomes by providing citizens in need with access to our world-leading technology, connectivity, healthcare services, and digital literacy resources. These programs have made a significant impact, supporting over 1.1 million individuals since their inception.
- At TELUS, we are committed to creating a safe and inclusive digital environment. By fostering digital literacy and promoting online safety, we empower individuals to harness the full potential of technology while ensuring their wellbeing and security.

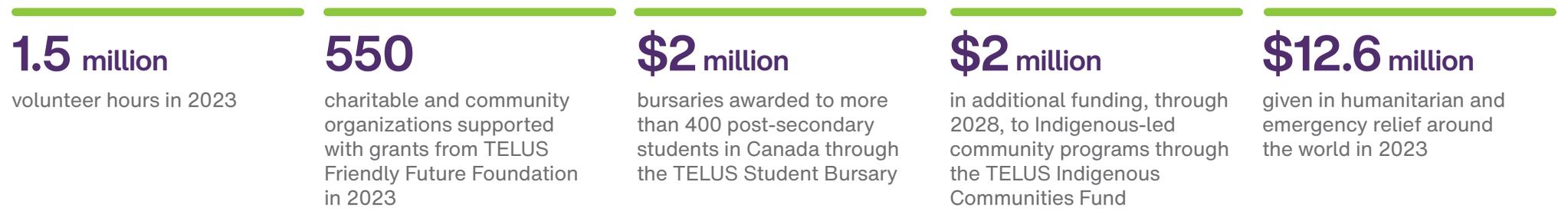
Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about giving back to build stronger, healthier communities

Our team is passionate about making a world of difference in the communities where we live, work and serve. For more than two decades, our culture of caring has helped to put our customers and communities first, driving transformational social change and making a meaningful difference for citizens around the world. Since 2000, our extended TELUS family has contributed \$1.7 billion in cash, in-kind contributions, time and programs, including 2.2 million days of volunteerism. Our unparalleled generosity and volunteerism have made TELUS the most giving company in the world.

## In 2023, highlights include

- contributing \$1.7 billion to charitable and community organizations since 2000, including nearly \$100 million and 1.5 million volunteer hours in 2023
- granting \$11 million by TELUS Friendly Future Foundation in 2023, including \$2 million in bursaries, to 550 charitable and community organizations in support of two million youth
- launching, through the Foundation, our \$50 million TELUS Student Bursary, Canada's largest bursary fund established through an endowment gift of \$25 million from TELUS and a commitment of \$25 million in fundraising from the Foundation, to support students facing financial barriers that impact their ability to enrol or continue their education. For the inaugural year of the program, the Foundation awarded \$2 million in bursaries to more than 400 post-secondary students across Canada
- committing an additional \$2 million, through 2028, to Indigenous-led community programs through the TELUS Indigenous Communities Fund, supporting food security, cultural revitalization and the health, mental health and wellbeing of Indigenous Peoples across Canada.
- enabling \$12.6 million through cash donations and in-kind contributions in humanitarian and emergency relief around the world, directly helping those impacted by unprecedented wildfires and hurricanes in Canada and earthquakes in Türkiye, Syria and Morocco
- investing in socially innovative for-profit startups through the TELUS Pollinator Fund, bringing total investment to nearly \$50 million in debt and equity securities in 30 sustainable businesses since launching in 2020. Importantly, 40 per cent of our portfolio companies are led by women and more than 50 per cent are led by Indigenous and visible minority founders.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## TELUS Community Boards and TELUS Friendly Future Foundation

At TELUS, we understand that each community has unique needs, which is why we put community funding in the hands of local leaders who know our communities best. Our TELUS Community Boards - composed of local community and TELUS leaders - meet multiple times throughout the year to make strategic funding decisions.

We currently have 19 TELUS Community Boards operating around the world. Since 2005, our Community Boards have contributed \$107 million in cash donations and supported more than 9,600 initiatives, providing resources and support for underserved citizens, especially young people, around the world. In 2025, we plan to launch our 20th TELUS Community Board in London, England.

During the year, we announced the expansion of five TELUS Community Boards in Alberta and Ontario, which are now providing support for millions of Albertans and Ontarians.

TELUS Friendly Future Foundation (the Foundation) provides grants to charities across Canada that enable youth to reach their full potential. The 13 Canadian TELUS Community Boards provide recommendations on the allocations of funds from the Foundation for grants to grassroots Canadian charities that support youth from underserved communities. Preference is given to projects that also demonstrate tangible technological or social innovation.

Additionally, in October 2023, TELUS and the Foundation launched the TELUS Student Bursary, Canada's largest bursary fund, supporting students facing financial barriers that impact their ability to enroll in or continue their education. With bursaries valued at up to \$5,000, this new \$50 million fund, established through an endowment gift of \$25 million from TELUS and a commitment of \$25 million in fundraising from the Foundation, will help hundreds of students each year access post-secondary education, leading to a brighter future. Each bursary recipient will also have access to free mobility and low-cost internet plans through our Mobility for Good and Internet for Good programs.

In 2023, TELUS Friendly Future Foundation provided \$11 million in cash donations to support 550 charitable and community organizations, including \$2 million in bursaries to more than 400 post-secondary students across Canada, thus helping create a brighter future for young people across the country. For more information, visit the TELUS Friendly Future Foundation's [website](#).

We also have six TELUS Community Boards operating internationally in Bulgaria, Romania, El Salvador, Guatemala, the Philippines and in the United States, supporting grassroots projects, charities and organizations.



*Volunteers from the Charlotte, North Carolina TELUS Community Ambassadors club came together at the Ronald McDonald House to create a spooky-fun playground for the kids during their fall festival and fundraiser.*

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index



TELUS team members and retirees lending a hand to their communities during our annual TELUS days of giving event.

### TELUS Indigenous Communities Fund

The TELUS Indigenous Communities Fund offers grants up to \$50,000 for Indigenous-led social, health and community programs. Since the program’s inception in 2021, we have granted \$575,000 to 29 community programs supporting food security, cultural and linguistic revitalization, wildfire relief efforts, and the health, mental health and wellbeing of Indigenous Peoples across Canada. For more information on TELUS’ engagement with Indigenous Peoples, see [page 61](#).

### TELUS Days of Giving

At TELUS, we give where we live for communities in need around the globe. Our annual signature event - TELUS Days of Giving - is just one of the many opportunities for our team to volunteer throughout the year. In May 2023, we held our 18th annual TELUS Days of Giving, bringing together more than 80,000 global volunteers in 260 communities and across 32 countries. Volunteers offered their time to help support local, grassroots initiatives and organizations helping to build stronger, more sustainable communities. This event truly demonstrates our pervasive culture of giving and was a key contributor to our TELUS family volunteering 1.5 million hours across the world in 2023, making it our most giving year ever.

### TELUS Match and Volunteer Rewards

TELUS Match and Volunteer Rewards programs provide our team members and retirees an opportunity to do more for their communities. Through these programs, we motivate, mobilize and reward employees and retirees who make positive changes in the communities where we live and work.

**TELUS Match:** When members of the TELUS family make a donation to a registered charity, we do too – matching team member and retiree donations, up to \$2,500 per person, per year.

**Volunteer Rewards:** for every volunteer hour a member of our TELUS family records, we make a \$1 donation, per hour to the charity of their choice.

These programs are available on an annual basis and run until our annual matching budget is maximized. In 2023, together, we donated \$2.9 million to support our communities through these programs.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## TELUS Community Ambassadors

TELUS Community Ambassadors, our network of current and retired team member volunteers, provide a critical connection between TELUS and our communities. More than 5,000 Ambassadors based in 25 clubs across Canada and the United States work collectively to respond to the needs of their communities.

In November 2023, we expanded our TELUS Community Ambassadors club globally by launching two new clubs in North Carolina.

## TELUS humanitarian and disaster relief

Our TELUS team continues to demonstrate that when things are at their worst, we are at our very best. From cash donations and volunteer support, crisis support hotlines, waiving long distance and text messaging fees and mobilizing team members and customers to provide support, TELUS is committed to assisting our global communities through humanitarian crises and disasters.

In 2023, TELUS, our team members, TELUS Friendly Future Foundation and our customers contributed \$12.6 million in cash and in-kind assistance to support 22 humanitarian and disaster relief efforts in Canada and around the world. To spotlight a few of our responses:

- In response to the devastating wildfires spreading throughout Alberta and its impact on children and families, TELUS, in partnership with TELUS Friendly Future Foundation, TELUS Indigenous Communities Fund, TELUS Health and TELUS Agriculture & Consumer Goods, made a commitment of \$5 million in cash and in-kind contributions. We worked in partnership supporting local charities, organizations supporting relief efforts and first responders. Disaster relief kits were delivered throughout Alberta, and we donated thousands of essential items to Indigenous communities. As part of these efforts, TELUS donated over \$500,000 to organizations providing on the ground support including the Canadian Red Cross, Salvation Army, Treaty 8 First Nations of Alberta, Food Banks Alberta and the SPCA Alberta. Also, working in partnership with Alberta Health Services and Indigenous Services Canada, we redeployed our Edmonton mobile health clinic to support wildfires evacuees.
- Additionally, our team came together to commit \$5 million in cash and in-kind contributions in response to the British Columbia wildfires. We supported evacuees and British Columbians in need through local relief efforts, mental health support, and by providing food and supplies to affected areas. With the unwavering support of our TELUS team, we distributed disaster relief kits and youth activity kits throughout B.C., and organized

In 2023, our Community Ambassadors:

- Donated 190,000 handmade and collected care items for organizations supporting health and wellness.
- Filled and distributed 19,000 Kits for Kids (backpacks filled with essential school supplies) for elementary students in need.
- Provided over \$2.5 million worth of food and meals nationwide.



donation drives collecting over 8,000 items for evacuation centres and community organizations. TELUS provided donations to organizations such as the Canadian Red Cross, Salvation Army British Columbia Division, Skwłax te Secwepemc, BC SPCA, Mamas for Mamas, B.C. Cattlemen's Association and local food banks.

- For all of our humanitarian relief responses, TELUS Health initiated a free community crisis hotline to support those impacted to receive professional emotional support and/or referral to community resources.
- In all responses, we enabled Canadians to stay connected with their loved ones in the affected areas, we waived long distance mobile, home phone, texting and roaming fees for all TELUS and Koodo customers.
- Our global response enabled us to raise funds from TELUS, our team members, retirees and customers to support those impacted by the Türkiye and Syria earthquake as well as the Morocco earthquake.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## TELUS strategic sponsorships

Throughout 2023, we worked with our strategic partners across Canada to elevate our social impact and drive meaningful human connections in our local communities. We leveraged our \$25 million sponsorship portfolio<sup>16</sup> to drive positive social impact nationwide.

### Canadian Museum for Human Rights

Inspired by a woven blanket, the Witness Blanket is a large-scale work of art created by master carver and Indigenous artist, Carey Newman (Hayalthkin’geme) and contains hundreds of items reclaimed from residential schools. In 2022, TELUS made a \$1 million commitment to digitize the physical Witness Blanket, helping to use the power of technology to share these important stories and truth of the children and families lives who were forever changed by residential schools. The Digital Witness Blanket can be viewed at [witnessblanket.ca](https://witnessblanket.ca).

In 2023, TELUS in partnership with the Canadian Museum for Human Rights, achieved remarkable success by garnering more than one million views and 710,000 workshop engagements with students and educators since launch. This year we also launched TELUS Indigenous Learning and Development Sessions led by Carey Newman, reaching over 4,100 TELUS team members.

### Soccer

In 2023, TELUS became one of the largest corporate supporters of soccer in Canada partnering with the Vancouver Whitecaps FC, CF Montreal, the Canadian Premier League (CPL) and Canada Soccer. These new strategic sponsorships showcase our commitment to fostering the growth and development of the sport across the country and helping the next generation of youth players reach their full potential.

Through our soccer partnerships, we drove awareness of TELUS’ leadership in soccer by elevating our commitment to positively impact local communities and team members, while leveraging our partnerships to support business outcomes.

TELUS is the title sponsor of Canada Soccer’s new national female coach recruitment, development, and training program, TELUS She CAN Coach. The initial phase of the program launched in 2023 in Alberta and Nova Scotia with the goal of ensuring more women and girls can enjoy the benefits of soccer by addressing the current challenges that they face relating to participation. The program has recruited 254 women so far and is expected to expand to other provinces in the spring of 2024.

We authentically engaged with 1.3 million fans across 11 stadiums coast to coast in 2023, resulting in 500,000 consumer engagements through in-game experiences,

<sup>16</sup> Sponsorship rights fees, inclusive of cash and in-kind contributions.



TELUS and the Vancouver Whitecaps have a shared commitment to create healthier and more inclusive communities. In July 2023, TELUS planted one tree for every attendee at the Whitecaps FC match at BC place totaling up to 20,000 trees planted.

contesting and social. Throughout the year, we also launched four community soccer programs to provide equitable access to the sport, directly supporting 12,000 youth nationally. Through our partnership with the CPL, we collected gently used equipment at nine matches nationally and donated 2,000 items to local charities.

### Canadian Football League (CFL)

TELUS is a proud premier sponsor of the Canadian Football League, as well as five of the nine CFL teams, including the B.C. Lions, Edmonton Elks, Calgary Stampeders, Hamilton Tiger-Cats, and Ottawa REDBLACKS.

In 2023, we continued to leverage our partnerships to elevate TELUS’ social purpose and engage fans through our TELUS Kick for Good activation all season long. This year, we gamified Kick for Good into a digital experience that tied into a season-long lead generation contest for fans to enter to win a trip to the 100th Grey Cup in Hamilton

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
<b>Social</b>
Our impact in 2023
Passionate about enabling human connections through digitization
Passionate about building the healthiest communities and workplaces on the planet
Passionate about supporting the best team on the planet
Passionate about keeping your data safe, secure and private
Passionate about giving back to build stronger, healthier communities
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Breaking barriers and empowering young Canadians through the TELUS Student Bursary Fund

Many young Canadians face financial stress when starting college or university, as the cost of education is high and often leads to significant debt. This financial burden, combined with rising housing costs, food expenses, and transportation costs, has resulted in a crisis where 75 per cent of students struggle to afford post-secondary education and nearly a third consider dropping out.

To address this issue, TELUS Friendly Future Foundation has created a \$50-million TELUS Student Bursary fund, which is the largest student bursary in Canada. The program aims to support young people in realizing their full potential and pursuing their dreams. It provides financial assistance to deserving students across the country who are facing financial barriers and are committed to giving back to their local communities. In addition to financial support, the program offers other forms of assistance such as free mobility and low-cost internet plans through TELUS' Mobility for Good and Internet for Good programs, as well as mentoring, networking, and career development opportunities during and after graduation.

At the start of the 2023 – 2024 school year in September, the Foundation awarded its first round of bursaries to more than 400 students across the country. One example of a bursary recipient is Clementine Jarrett, a third-year student at Carleton University who is studying human rights and social justice, as well as women and gender studies. Clementine, who was taken into foster care at a young age, is determined to attain a PhD and transform the child welfare system to improve the safety and dignity of children in care.

and Kick for Good on the field. Our campaign also incorporated a league-wide donation of \$100 to TELUS Friendly Future Foundation (the Foundation) for every successful field goal across all nine teams in the CFL during the regular season. Donations were highlighted by team partners through game day social coverage and we successfully raised \$60,000 for the Foundation to support youth access to sport.

In addition to promoting select products and services throughout the season, we also leveraged our hosting assets to invite local charities and youth organizations that normally would not be able to afford tickets to attend games.



*A group of 2023 TELUS Student Bursary recipients from our launch event at TELUS Harbour, in Toronto, this past October.*

The TELUS Student Bursary is designed to assist students like Clementine who face financial struggles and lack external support. By alleviating some of the financial burden, the bursary allows students to focus on their studies and future aspirations. The Foundation believes in the potential of youth and their ability to bring about positive change. They encourage businesses, schools, leaders, and all Canadians to join them in empowering young people from all socio-economic backgrounds. Together, they aim to create a brighter and more inclusive future while making a positive impact in communities.

### Science centres

TELUS is a long standing supporter of education and science, sponsoring all major science centres across Canada including Science World Vancouver, TELUS World of Science Edmonton, TELUS Spark Calgary, Ontario Science Centre and Montreal Science Centre.

In 2023, TELUS worked with all five science centres to create a device recycling activation to showcase our commitment to making a healthier planet through a multi-touch experience. Together, we asked customers to bring in used devices in exchange for free science centre entry for their family. Once inside, our branded experiential activation educated attendees on the benefits of device recycling and why it matters.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

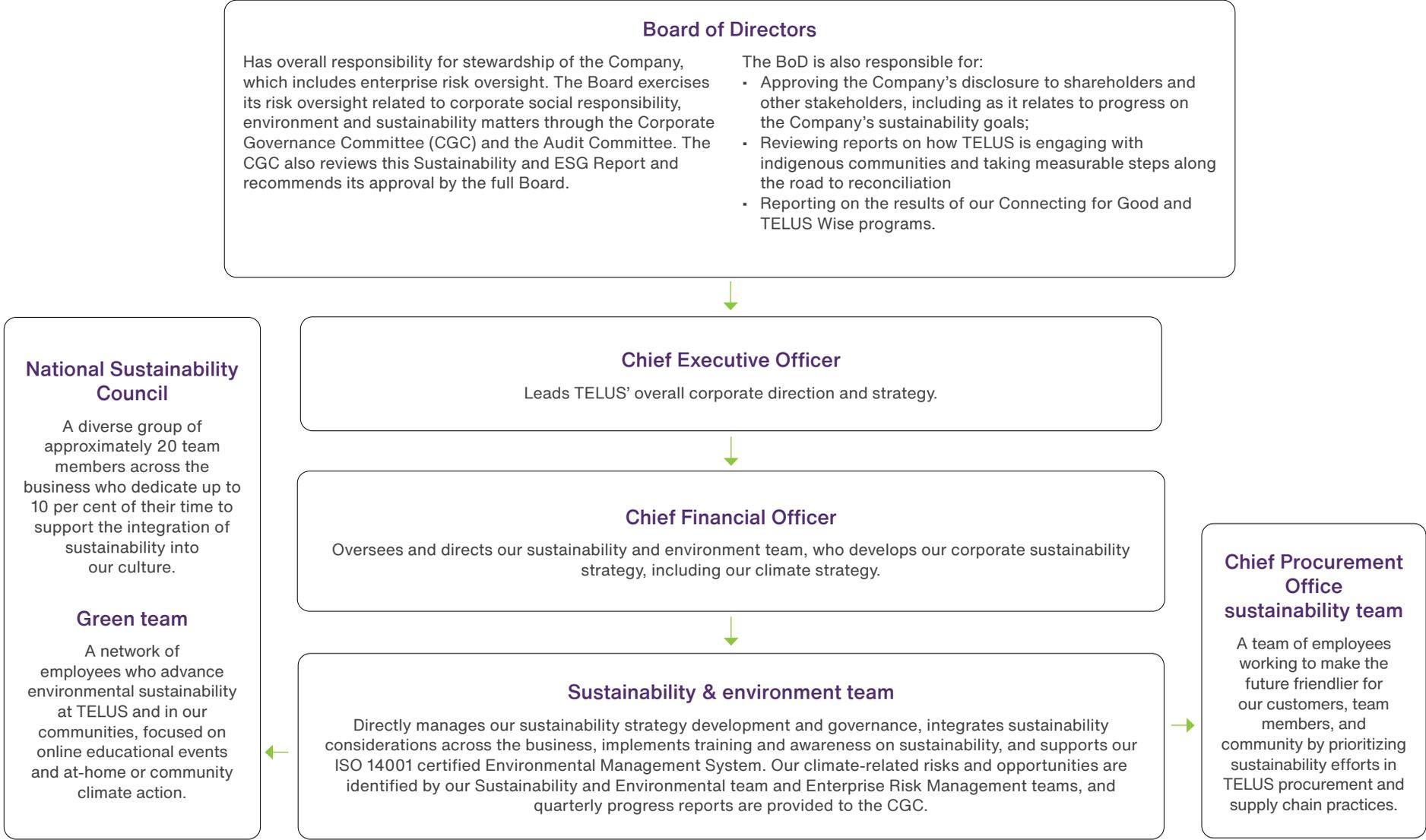
# Governance



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Sustainability (ESG) Governance

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



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Sustainability pay link

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

## TELUS Community Boards

Our 19 TELUS Community Boards entrust local leaders, who know their communities best, to make recommendations on the allocation of grants to local grassroots initiatives. These grants support registered charities that offer health, education or technology programs that help youth thrive.

In Canada, 13 Community Boards provide grant recommendations for their respective communities and work in close collaboration with [TELUS Friendly Future Foundation](#) to disburse funds. For more information, see [page 54](#).

We also have five Community Boards, located in El Salvador, the Philippines, Guatemala, Romania and Bulgaria that are funded by TELUS International as well as one in North Carolina in the United States that is funded by TELUS. For more information on our International TELUS Community Boards, please visit [our website](#).

## Ownership

We assess the composition of our shareholders regularly. Various academic research suggests that:

- share ownership by the CEO, other executives, and other senior management is positively correlated to financial performance and future operating profit.
- companies without government ownership perform better than companies where government owns more than 5 per cent of voting rights and has golden shares.

To the best knowledge of our management, no governmental institution holds a total of five per cent or more of the company's voting rights and government institutions hold no golden shares. We are not a family-owned company and thus no family members, personally or through other companies or organizations, hold five per cent or more of total voting rights. Please see our [Information Circular](#) for details on CEO and executive share ownership.

## Our reconciliation commitment

We acknowledge that our work spans many territories and treaty areas and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us. Through our world-leading

network technology, underpinned by our team's long-standing passion for creating stronger, healthier communities, we are committed to supporting the goals of Indigenous Peoples. We believe that connectivity, along with human compassion and ingenuity, is intricately linked to positive economic, social, health and community outcomes; and the benefits of the digital economy increase for all Canadians when Indigenous communities are connected.

We are committed to progressing the path of reconciliation in partnership with Indigenous Peoples and are dedicated to fulfilling our roles and responsibilities in this regard. Our actions will be informed by:

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

We are committed to continuing to learn, evolve and grow to become aligned with Indigenous-led reconciliation frameworks. We are devoted to ongoing engagement with Indigenous leaders, Elders, and communities in the areas we operate. This engagement informed the development of TELUS' Indigenous Reconciliation Action Plan (IRAP) and will remain a cornerstone of implementing our commitments and actions moving forward.

In alignment with the feedback we received from Indigenous Peoples during the formation of our action plan, TELUS welcomed four Indigenous leaders to the [TELUS Indigenous Advisory Council](#) in 2022 and six additional members, including two youth members, in 2023. As outlined in the [Terms of Reference](#), the non-partisan Advisory Council monitors the progress of our IRAP and provides guidance for effective implementation of our commitments and targets.

Read more on TELUS' reconciliation commitments and our process for engagement in our [2023 Indigenous Reconciliation and Connectivity Report](#).



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Passionate about creating an inclusive and caring culture

## Labour relations

We maintain respectful and professional relationships with the labour unions that represent our team members across Canada and therefore respect the right to exercise freedom of association. Our collective agreements contain mutually agreed upon adjustment processes that include:

- redeployment to another position based on seniority/qualifications
- wage protection/retraining opportunities
- paid relocations
- early retirement or voluntary severance options for team members affected by organizational change
- advance notice periods for employees and the union in cases of management-initiated workplace changes.

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

### Union recognition and consultation

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

### Union representation in 2023<sup>1,2</sup>

# covered by a collective agreement	Total employees	% covered by a collective agreement
5,385	30,915	17.4

<sup>1</sup> Active employees as of December 31, 2023 including 5,343 employees in Lifeworks.

<sup>2</sup> Data covers all employees in Canada that are tracked in the primary human resources management system as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods is not included.

2023, contract negotiations to renew collective agreements for each of our three largest bargaining units major unions were the primary focus of the parties, and senior leadership was engaged extensively in the process. Lengthy agreements were successfully achieved without labour disputes or work disruptions for each of the three units, which are represented by the TWU (Telecommunications Workers Union, USW Local 1944), the SAMT (Syndicat des agents de maîtrise) and the SQET (Syndicat québécois des employés de TELUS). TELUS and the TWU achieved a new four-year collective agreement in March of 2023 and the agreement expires on March 31, 2027. The renewal agreement with the SAMT is effective from October 29, 2023 to October 31, 2028. Our new contract with the SQET came into effect on July 9, 2023, and expires on June 30, 2028.

## Diversity and inclusion

At TELUS, we have a deeply grounded commitment to social justice, diversity and inclusion (D&I). Our vision is grounded in a human equity approach aimed at embracing individual differences to unleash human potential, and to leverage diversity of thought. Our motivation for this ethos stems from the principle that human equity is an organizational, community, national and global responsibility and imperative. Quite simply, we cannot fully commit to our social purpose of enabling remarkable human outcomes through technology unless we are committed to empowering everyone, equally.

In 2013, the Board first adopted a written diversity policy to improve the representation of diversity on the TELUS Board, and as part of the annual policy review cycle, TELUS periodically updates the policy. In 2023, we updated our Board diversity policy, increasing our gender target to 40 per cent from 30 per cent and expanding the categories for diversity. Now, at least three directors identify with one or more diverse groups, including visible minorities, Indigenous Peoples, persons with disabilities or members of the LGBTQ2+ community. This policy, and this latest change, is a reflection of our ongoing commitment to diversity and inclusion.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Our strategic focus areas in D&I and some key accomplishments on our D&I evolution journey are as follows:

**Inclusive leadership** – enabling a culture of inclusion where every team member feels a strong sense of connection, wellbeing and belonging, has opportunity to learn and grow through meaningful work, feels valued for their contributions and can challenge the status quo to help make things better.

- In March 2024, TELUS was recognized in the Report on Business’ Women Lead Here list, which is a benchmark for female representation at the executive levels out of approximately 500 Canadian corporations with revenues greater than \$50 million.
- We introduced an Inclusive Leadership model that includes a new Inclusion index designed to capture the voice of our team. In 2022, the inclusion index was added to the TELUS Corporate Scorecard. In 2023, we again scored 85 per cent on our inclusion index for the third consecutive year, indicating a strong experience of inclusion and belonging among team members. In addition, in 2023:
  - 90 per cent of respondents agreed, TELUS values diverse backgrounds, different ways of thinking, different points of view and different ideas (diversity of thought),
  - 94 per cent of respondents believe TELUS respects team members with diverse backgrounds and identities, and
  - 86 per cent of respondents have a strong sense of belonging at work.

**Diversity by design** – integrating diversity into our organization at every level and in all ways, diversifying the ways we listen in order to learn, breaking bias, and eliminating barriers to full inclusion for equity deserving groups so that everyone feels valued and respected.

- We launched the Truth & Reconciliation Learning Program, created exclusively for TELUS team members in partnership with Indigenous educator Chastity Davis-Alphonse (Tla’amin Nation), which is a critical component of fostering understanding, respect, and collaboration between Indigenous and non-Indigenous peoples within our organization. The program is a 4-part online learning series that works hand-in-hand with the deep-dive resources. By participating in this program, team members gain valuable knowledge and insight into Indigenous history, culture, and rights, helping to create a more inclusive workplace. To date, more than 17,000 TELUS team members have completed the learning program.

**Inclusive innovation** – sparking innovation by fostering an inclusive coaching culture and leveraging fair process to appreciate every team member’s unique talents, voice and abilities, encourage diversity of thought, and drive more meaningful impact as individuals and as a business.

- We developed our D&I societal issues assessment framework that grounds our teams in our commitment to respect human rights everywhere at all times and to condemn hate, violence and discrimination in any form, to strive to eliminate discrimination in



our workplace and provide support for team members, to act in the public sphere to support communities experiencing marginalization and to prevent human rights violations. To date, we have used this framework to guide our decision-making and response for more than 30 societal issues.

Along with the changes to our strategy over the past three years, early in 2021, we shifted from more of a grassroots driven D&I council group that was put in place 18 years ago, to a D&I advisory board consisting of appointed vice-presidents (VPs) and directors representing all areas of our business, key portfolios where we have integrated D&I, and each of our six TELUS team member resource groups (TRGs). Our D&I advisory board works closely and collaboratively with our Chief Human Resources Officer, Chief D&I Officer and our D&I team to advance our culture of inclusion, helping to determine that D&I strategic priorities are aligned and integrated across TELUS, and all team members are engaged and active advocates for D&I.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

We understand that to reach our D&I goals, every leader in the organization needs to be engaged in making progress. That is why, in 2021, we introduced a bottom-up smart goal setting approach as opposed to setting broad corporate targets. Our D&I analytics guidebooks empower leaders with representational data including Labour Market Availability (LMA) comparatives data. Each leader is expected to set two to three data-informed D&I goals relevant to their unique business and people landscape. This approach helps us set goals that are relevant and achievable and embeds leadership accountability across the organization.

Rather than adhering to specific representational targets at the executive level, we believe that our broader corporate D&I initiatives, in tandem with data-informed smart D&I goal setting, are more effective at contributing collectively to attracting and retaining a diverse pipeline of qualified candidates and team members. This representation of women, visible minorities, visible minorities, Indigenous Peoples, and people living with disabilities, gender diverse and LGBTQ2+ persons is a key consideration when making leadership and executive officer appointments.

#### Employees by gender in 2023<sup>1</sup>

Employee category (%)	Female	Male
Senior management	30.7	69.3
Middle management	39.5	60.5
Junior management	40.0	60.0
Management positions in revenue-generating functions	35.4	64.6
Professional / staff	47.0	53.0
Frontline / agents	29.7	70.3
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.

#### TELUS employees by designated groups<sup>1</sup>

Designated group (%)	2023
Female	37.2
Visible minorities <sup>2</sup>	35.1
Persons with disabilities <sup>2</sup>	8.6
Indigenous Peoples <sup>2</sup>	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-identification survey. The Canadian Legislated Employment Equity Program (LEEP) makes our results available to the public after they have 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).

#### TELUS Resource Groups

With more than 8,000 team members, our TELUS Resource Groups (TRG) play a vital role in recognizing diversity, advancing inclusion and fostering wellbeing within our organization and communities. They support team members who identify as women, Black, Indigenous, people with disabilities, caregivers, newcomers, team members from various cultural backgrounds, LGBTQ2+ persons and allies. Some of the TRG achievements in 2023 include:

**Abilities:** continued to make impactful changes by working with our advisory councils to design accessible products, services and experiences. The team also worked to increase awareness and education around key dates and abilities related topics across the entire organization through six national events, digital resources and leadership support, as well as continuing to focus on ensuring there is support for team members who are going through the workplace accommodation and adjustment process.

**Connections:** held more than 50 events reaching over 3,800 team members on topics like mentorship, self-investment, wellbeing and health, and International Women's Day, attracting 91 per cent more new members in 2023. In addition, this year's Connections Honours Leaders of Excellence (CHLOE) awards, celebrated 423 nominees and 56 exceptional CHLOE award recipients—the most ever—recognizing remarkable team members who are making a difference at TELUS and in our communities, and inspire us to be champions of diversity.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

**Eagles:** welcomed 171 new team members, a 29 per cent increase of membership from the year prior and hosted both virtual and in-person events such as "Celebrating Indigenous Women" for International Women's Day, and collaborated with the National Sustainability Council on hosting "Sustainability & Colonization" with keynote speaker Nikki Sanchez for National Day for Truth and Reconciliation. Eagles also held the first in-person events since 2019 for National Indigenous Peoples Day in both Edmonton and Vancouver. Additionally, Eagles launched Pathways, a mentorship and career development program designed by Indigenous team members for Indigenous team members.

**Mosaic:** proudly welcomed 24 new mentors to our team of 80 mentors, enabling a vibrant exchange of knowledge and expertise, and completed 36 mentorships. Hosted six virtual events throughout the year supporting our team's professional development and celebrating meaningful observances across a diverse range of communities, including the Taste of TELUS month-long festivity, celebrating Canada's diverse backgrounds through the lens of food and stories. The team raised over \$15,000 for social purpose campaigns important to our team members and the communities they represent.

**Spectrum:** in addition to supporting the [Rainbow Railroad](#) through various fundraising efforts, Spectrum also organized its first Drag Story Hour, which had a profound positive impact. This event not only celebrated diversity and inclusion but also provided a platform for drag performers to share their stories and inspire children and adults alike. Spectrum also continued our support of team members who identify as part of the LGBTQ2+ community globally through new chapter launches.

**Reach:** funded more than \$225,000 in support of [Black Health Alliance](#), [BlackNorth Initiative programs](#) and the [Black Professionals in Tech Network \(BPTN\)](#). In 2023, Reach supported the [Tropicana Community Services](#), Ricochet clothing bank program, awarded two scholarships valued at \$2,500 each as part of the [TELUS Reach Scholarship program](#), two TELUS Diversity in Technology scholarships to Black candidates at \$5,000 each. Reach members also attended the BPTN 2-day global [BFUTR 2023 summit](#), where our talent acquisition team met over 250 tech professionals interested in TELUS opportunities, gave away \$4,000 in prizes including products from Black-owned [Stand With Owners](#) businesses.

## Cultivating inclusion and belonging at TELUS



Abilities



Connections



Eagles



Mosaic



Reach



Spectrum

Our six TELUS team member resource groups (TRGs) with over 8,000 team members help to broaden and strengthen the social network for our team members through their community building and engagement efforts. They also offer advice and support to help advance the careers of their members, and they educate team members about what great allyship looks like specific to their communities. Additionally, these groups also provide a channel to engage with Company leadership, and in support of our long-standing Give Where We Live philosophy, they provide powerful avenues for team members to give back through community service and volunteerism. A diverse range of fulsome awareness campaigns are conducted annually, which include many exciting events for team members, such as Abilities' National Disability Employment Awareness Month in October, Connections' International Women's Day in March, Eagles' National Indigenous History Month in June and National Day for Truth and Reconciliation in September, Mosaic's Taste of TELUS in June, Reach's Black History Month in February, and Spectrum's Pride Season that runs from June to September.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
<b>Ethics</b>
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Ethics

We have an ethical responsibility as corporate citizens to make every decision with the highest degree of integrity.

This includes promoting inclusion, compassion and understanding through all of our collective actions, and creating a work environment that is truly welcoming and valued by all. This is underpinned by creating a work environment where our team members feel physically and psychologically safe, and where honest feedback is both encouraged and embraced. These expectations apply not only to our team members across the globe, but also to our Board members, contractors, partners, suppliers, vendors, and other groups that represent or act on behalf of TELUS in any way. To further demonstrate our commitment, the Code of Ethics and Conduct is also reviewed and approved by our Board of Directors.

Our collective efforts to embrace ethical, transparent and respectful behavior help us to continue to deliver on our Customers First promise, while further elevating our world-leading culture and global leadership in social capitalism.

Our ethics processes and controls are foundational components of the overall control environment at TELUS and are reviewed externally annually by a third party. Moreover, our Code of Ethics and Conduct is formally reviewed and updated biennially (or sooner if required) so that we maintain and continue to elevate ethical standards. We partnered with subject matter experts across the business for a 2024 release. We enhanced the policies and guidelines that inform the way we work to reflect trends in our business and that further maintain best-in-class ethical guidance. For example, in our newest version of the Code of Ethics and Conduct, we updated content related to our respectful workplace and updated the latest information surrounding our diversity and inclusion policies, and also enhanced the language to support the Company’s current global trends. Attesting to the Code annually is mandatory and confirms that team members understand their employment is conditional upon agreement to adhering to our ethical and conduct standards. Each year, we require our team members and select contractors to complete an online integrity training course, referred to as TELUS Integrity, which outlines key aspects of our Ethics, Respectful Workplace as well as Security and Privacy policies. 100 per cent of in scope employees completed the 2023 Integrity Training Course. The Code enables every team member to be guided by the same values and understands what is expected, regardless of work location or role in our organization. These revisions to our Code of Ethics and Conduct will be in effect until 2026.

## TELUS EthicsLine

Through the 24-hour TELUS EthicsLine (1-888-265-4112 or [telus.ethicspoint.com](https://telus.ethicspoint.com)), employees and external stakeholders can raise anonymous and confidential questions or file complaints related to accounting, internal controls or ethical issues. Our leaders are expected to create and maintain a work environment where all team members feel comfortable speaking up and having open discussions without the fear of retaliation. Retaliation or retribution against a team member for contacting the Ethics Office, or for assisting or participating in an investigation of a complaint, violates our ethical principles and is not tolerated. In 2023, 709 contacts were made to the Ethics Office, with callers seeking advice on ethical situations or making complaints. This represents an approximate 19 per cent increase from the 599 contacts made in 2022.

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

Type	2023
Requests for advice	161
Ethical complaints	548
Total contacts	709

<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.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
<b>Ethics</b>
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

In 2023, there were 161 breaches of the Code of Ethics and Conduct, involving 225 employees, compared with 176 breaches involving 198 employees in 2022. None of the contacts reported to the Ethics Office in 2023 involved Executive officers of the Company.

Corrective action was taken in each case of a breach, with some of the breaches resulting in discipline or dismissal of one or more employees.

We maintain an EthicsLine to facilitate anonymous and confidential inquiries or complaints regarding internal control and other integrity-related issues. To foster reporting protections, calls are handled by an independent agency that offers 24-hour multi-language services to both internal and external callers.

We provide detailed reports on all EthicsLine activities, including the nature of complaints or inquiries received, as well as any breaches identified, such as the type, location, business area, and tenure of the employee involved. These reports are shared quarterly with the Audit Committee and the People, Culture, and Compensation Committee of our Board of Directors. For a more comprehensive breakdown of our ethics-related data, please refer to our 2023 ESG Data Sheet.

### Anti-bribery and corruption

The TELUS Anti-bribery and Corruption Policy applies to all team members, the TELUS Board of Directors and entities in which TELUS has a controlling interest. Our anti-bribery and corruption compliance program includes team member training and awareness and due diligence compliance activities that reflect best practices for comparable Canadian companies. Our annual TELUS Integrity training brings to life the policies and guidelines of the policy and tests our integrity knowledge through realistic scenarios. The training highlights our zero-tolerance approach to bribery and corruption. In 2023, our Data & Trust Office did not receive any reported violations of the Anti-bribery and Corruption Policy; no business partner contracts were terminated or employees dismissed or disciplined with respect to instances of corruption.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Public policy and advocacy

As TELUS works to help solve some of the world’s most pressing problems and grow a more sustainable future, we recognize that these are challenges that require all sectors of society to work together.

Driven by our purpose, TELUS’ Public Policy, Regulatory and Public Affairs teams take an integrated approach with our business units, partners, team members and stakeholders to advocate for legislation, policies and programs that support TELUS’ commitments across our five purpose pillars to make the future friendly. We believe that the more impact we make today, the better we can make tomorrow.

**Pillar: Enabling human connections** In order for Canadians to benefit from the outcomes that connectivity can offer, and to achieve our social, environmental and economic goals, all spectrum policy in Canada must drive towards a singular objective: put as much spectrum to use for Canadians as quickly as possible. TELUS has released multiple white papers, focused on the ways the Government of Canada can strengthen spectrum and connectivity policy through evidence-based policy frameworks. TELUS’ white papers “[Cracking the rural broadband challenge](#)” and “[Reforming Canadian spectrum policy for 5G and beyond](#)” emphasize the importance of effective spectrum policy for all Canadians.

Our teams continue to engage elected officials, public servants, media, and Canadians in our work to help deliver a more connected future, together.

**Pillar: We give where we live®** TELUS’ commitment to strengthening our communities includes our efforts to work with governments on the biggest issues challenging Canadians today. This includes continued participation and advocacy to optimize the Connecting Families program, making it more user-friendly and automated, in order to reduce the burden on participating Canadians. [Connecting Families](#) connects low-income families and seniors with ISPs offering more affordable internet access to eligible Canadians.

Our teams continue to engage elected officials, public servants, media, and Canadians in our work to help deliver a more connected future, together.

We also working with elected officials and public servants to take advantage of the opportunities presented by social finance and impact investing, including through better data sharing, impact measurement frameworks, increased partnerships, and new programs to encourage the creation of larger impact investment funds. This work leverages the important leadership and insights of the [TELUS Pollinator Fund for Good](#) – one of the world’s largest corporate social impact investment funds.

**Pillar: Helping everyone live healthier**

At a time when healthcare systems are strained, TELUS Health’s leading digital health solutions and technology is revolutionizing access to sustainable healthcare and fostering remarkable health experiences through our global-leading technology and passionate team members. As we continue to deliver innovative solutions, we work closely with governments to support policies that will improve the sustainability and quality of our healthcare system for generations to come. TELUS Health’s important work was featured in the Government of Canada’s 2022-2026 [Federal Sustainable Development Strategy](#).

As we continue to deliver innovative solutions, we work closely with governments to support policies that will improve the sustainability and quality of our healthcare system for generations to come.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

**Pillar: Investing in sustainable futures** Studies have found that digital connectivity and technologies can reduce GHG emissions by up to 20%, but the benefits of effective digital policy have not been mentioned in Canada’s most recent climate action plan and target documents. In Spectrum Outlook 2023 to 2027, ISED highlights the telecommunications sector’s role in digitization and emissions reductions.

Canada has the opportunity to become a world leader in digital climate policy and digital climate solutions, incentivizing digital uptake across underserved communities and other parts of our economy. TELUS is working with NGOs, climate-conscious businesses and industries, and governments to advance policies that will support lower emissions, while driving economic growth and prosperity.

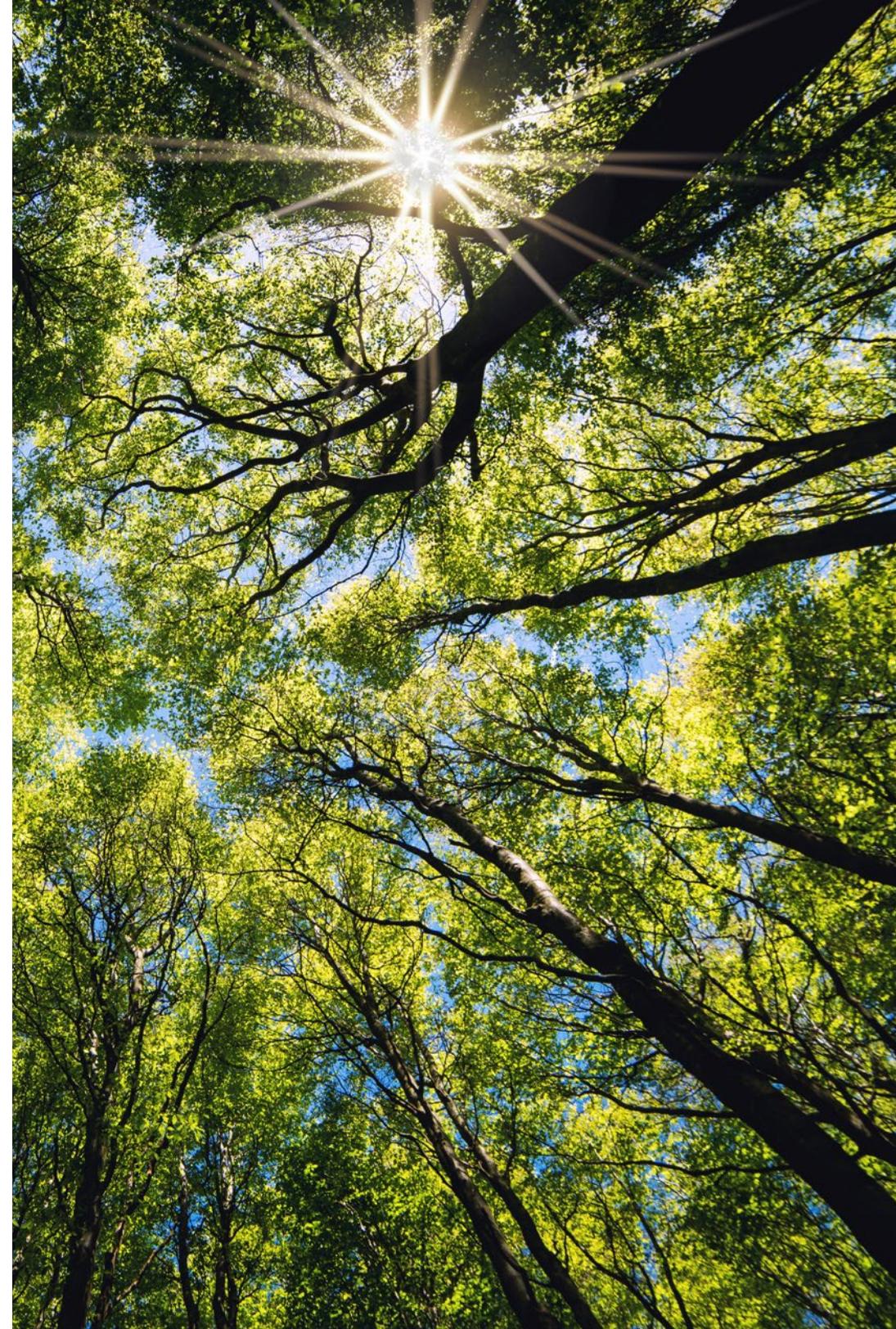
Additionally, TELUS continues to support the Government of Canada’s 2 Billion Trees<sup>17</sup> commitment through Shakti by TELUS, as well as engaging directly with Natural Resources Canada on the opportunities to accelerate our efforts and those of the tree planting sector.

**Pillar: Helping feed our growing world** As a major leader in agriculture and agri-food, Canada is well placed to support continued innovation and sustainability efforts in this sector - both domestically and around the world. Canadian farmers and businesses are already leaders in modern digital agriculture and sustainability. TELUS Agriculture and Consumer Goods is proud to work with farmers, businesses, associations, and governments to leverage data and connectivity, to increase food supply, generate trade opportunities, reduce waste and develop new approaches to deliver stronger environmental outcomes.

### Governance and oversight

TELUS’ Board of Directors and Executive Team are accountable for oversight of TELUS’ public policy and advocacy efforts. The Public Policy, Regulatory and Public Affairs teams provide quarterly and ad-hoc updates to TELUS’ executives and Board of Directors, to foster alignment with corporate priorities and values. TELUS’ lobbying and reporting are consistent with the relevant legislation and regulations in jurisdictions where we advocate - including federal and provincial lobbying and election rules.

<sup>17</sup> <https://www.canada.ca/en/campaign/2-billion-trees.html>



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

The Pollinator Fund has committed nearly

# \$50 million

in investments to purpose-driven startups



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
<b>Economic impacts</b>
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Economic impacts

We leverage our globally-leading technology to enable remarkable human outcomes and deliver value to all of our stakeholders. We are focused on the long-term growth of our business to connect individuals for good, both in Canada and globally. Our innovative business solutions contribute to transforming industries and enabling businesses to thrive in our digital world.

## Governance and oversight

Our corporate priorities continue to guide our actions as we execute on our growth strategy. These priorities include: Elevating our customers, communities and social purpose by honouring our brand promise; leveraging our world-leading technology to drive superior growth across mobile, home and business services; scaling our innovative digital capabilities in TELUS International, TELUS Health and TELUS Agriculture & Consumer Goods to further build these businesses into assets of consequence to support global challenges.

See our [2023 Annual Report](#) for more information on our financial performance.

## Investor engagement

In 2023, we built upon strong momentum in investor engagement through one-on-one and group meetings, roadshows, industry conferences, quarterly conference calls, press releases and media relations initiatives, and our Annual General Meeting of shareholders. Investors focused on our leading growth profile, the evolving competitive landscape and our differentiated competitive positioning, capital allocation priorities including plans for deleveraging supported by our strong free cash flow profile, our proactive cost efficiency initiatives and associated financial benefits, relentless focus on long-term profitable

## In 2023, highlights include:

Returning

**\$2.1 billion**

in dividends declared to our shareholders through our multi-year dividend growth program now in its 14th year

**\$3.2 billion**

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

**\$2.8 billion**

invested in capital expenditures, including investments to expand our PureFibre and 5G networks, digitization and platform development, as well as real estate development initiatives

loading, as well as the evolving regulatory and macroeconomic environment the industry continues to face. In June, TELUS hosted an ESG Investor Forum in London, U.K., where we discussed our social purpose and driving social change through our global-leading technology and compassion, which continues to foster strong relationships with both customers, investors, team members, and other key stakeholders. An archive of the event along with other investor events can be found on [TELUS.com/investors](https://www.telus.com/investors).

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

## Paying taxes

In 2023, TELUS paid and remitted on behalf of our team members approximately \$3.2 billion to federal, provincial, and local governments in corporate income taxes, sales taxes, property taxes, employer and employee portions of payroll taxes and various regulatory fees, which support services for Canadians and citizens wherever TELUS

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

operates. Since 2000, TELUS has paid nearly \$57 billion in total tax and spectrum remittances to federal, provincial and municipal governments. These funds support healthcare, education, national defence, arts and culture, public works projects and critical national infrastructure — all fundamental ingredients in the recipe for a vibrant and thriving society.

We follow a [Tax Strategy](#) that has been approved by our Board of Directors and is consistent with our overarching [Code of Ethics and Conduct](#) and [Anti-Bribery and Corruption Policy](#).

Our Tax Strategy involves:

- monitoring changes to tax law and jurisprudence to enable continued compliance.
- paying our fair share of taxes by paying the amount of tax legally due in accordance with the laws and jurisprudence at the time.
- adopting best practices that comply with the “arm’s-length standard” in applicable transfer pricing laws/jurisprudence, as supplemented by the Organization for Economic Co-operation and Development guidelines.
- not knowingly taking a tax position that is:
  - not at the very least “more likely than not” to prevail in the courts, or
  - designed to artificially reduce tax, such as through abusive tax shelters or other evasive practices.
- seeking advice from third party advisors/counsel to supplement our in-house team of professionals, including to provide expert opinions or to assist in dispute resolution and litigation when necessary.

For a detailed breakdown of taxes paid in 2023, see our [2023 ESG Data Sheet](#).

#### Economic value distributed

(\$ millions)	2023
Goods and services purchased	7,537
Employee benefits expense	6,148
Capital expenditures	2,822
Interest paid	1,196
Income taxes paid, net	389
Dividends declared	2,111
Total	20,203
<b>Total</b>	<b>18,712</b>

## Clean revenue and investments

As a leader in social capitalism, it is crucial to demonstrate how we leverage our world-leading technology to drive positive change through our innovative products and services. Since 2021, we have been disclosing ‘clean’ revenue sources, which includes revenue from select goods and services that have a clear environment and – in some cases, social – benefit. This includes revenue from the clean transition, low-carbon economy and circular economy streams. In 2023, our clean revenue streams listed in the table below represent approximately 19 per cent of consolidated annual revenues.

### Clean revenue

Revenue sources (\$ millions)	2023
Reused, recycled or refurbished handsets <sup>1</sup>	1,369
Cloud-based services, connected technologies and other <sup>2</sup>	695
Health services	1,705
<b>Total clean revenue</b>	<b>3,769</b>

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

<sup>2</sup> This includes revenue from cloud-based services, Internet of Things, our TELUS Agriculture & Consumer Goods business, as well as tree planting and restoration.

In future years, we will continue to work to refine and expand on our efforts to track and disclose additional clean revenue streams with a goal of furthering our contribution to sustainable communities and the world’s digital economy.

## Research and development

In 2023, we invested an estimated \$669 million in research and development,<sup>17</sup> driving technological advancements and delivering innovative solutions. With a steadfast mission to connect Canadians in an ever-changing hyper-connected world, TELUS paves the way for connectivity and growth through optimized network capabilities, AI-driven advancements and IoT-enabled solutions, enhancing lives and empowering businesses and individuals to embrace the limitless possibilities of the digital age.

<sup>17</sup> 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.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Network investments

In 2023, we continued to expand our 5G network and connected approximately 86 per cent of the Canadian population. Our transformational network investments create critical connections across the country. We continue to lead the way in bridging the digital divide in Canada advancing connectivity solutions through a holistic, community-centric partnership approach to rural and Indigenous Peoples. Our LTE technology covers 99 per cent of the Canadian population and our LTE Advanced technology covers approximately 95 per cent. We will continue to expand and enhance our 5G network, as we operationalize our 3500 MHz spectrum holdings. In 2023, we successfully acquired new 3800 MHz spectrum licences nationwide. Combined with our 3500 MHz spectrum, TELUS has secured approximately 100 MHz of prime 5G mid-band spectrum nationally, with contiguity in 96 per cent of the country including all major markets. With mid-band spectrum being the critical global band for 5G innovation due to the ideal combination of speed, capacity, low latency, and coverage, this contiguous spectrum provides wider channels and enables a superior network experience for customers.

**86%**  
of the Canadian population covered by our 5G network

We were once again recognized by globally leading experts for our network performance in 2023, including:

- fastest internet service provider (ISP) among major ISPs in Canada by U.S.-based PCMag for the fourth consecutive year and best ISP for B.C. and Alberta
- Canada's most awarded network by U.K.-based Opensignal since 2017 for the twelfth consecutive time:
  - *2023 Canada Mobile Network Experience Report*: recognized as winning outright for Core Consistent Quality and Voice App Experience and tied for first place in Excellent Consistent Quality, Games Experience, Upload Speed Experience and 4G Coverage Experience
  - *2023 Canada 5G Experience Report*: we won outright in 5G Video Experience and tied for top recognition in the 5G Availability, 5G Reach, 5G Games Experience and 5G Voice App Experience categories
  - in the *Mobile Network Experience: Canada Report (August 2023)*, we earned the top spot in the Voice App Experience category and tied for first in three categories (Games Experience, Download Speed Experience and Availability)
  - in the *5G Experience: Canada Report (August 2023)*, we tied for first place in the 5G voice App Experience category
- only internet provider in Canada to achieve a perfect score on the Netflix Speed Index.

## Fibre footprint

As at December 31, 2023, approximately 3.2 million households and businesses across British Columbia, Alberta and Eastern Quebec were connected to our TELUS PureFibre® network, providing these premises with immediate access to our fibre-optic infrastructure. This is up from approximately 3.0 million households and businesses at December 31, 2022. Our broadband investments which also support our 5G network, provide a distinct advantage to our fibre-enabled communities, improving speed and reliability for Canadians. Our network also enables businesses to become more efficient, productive and resilient, even in tough economic times. We will continue to deliver benefits to Canadians as we continue to expand the reach of our PurFibre network.

**3.2 million**  
households are connected to our TELUS PureFibre® network

## Network uptime

Ensuring uninterrupted connectivity for our customers, even in the face of natural disasters, remains a paramount concern for us. We tirelessly work to maintain access to our mobile network capabilities in areas affected by such events, while also equipping emergency shelters with PureFibre Internet®.

In 2023, we achieved an average interruption frequency of 0.10, which is calculated by dividing the total number of customer interruptions by the total number of customers served. Additionally, our average interruption duration was 6.88 minutes per customer, per outage. This duration is determined by summing the total downtime of each interruption and multiplying it by the number of customer accounts affected by each interruption.

These statistics serve as the foundation for the consistent recognition of our network performance as best in class by various independent network performance assessment organizations.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Capital expenditures

In 2023, our total capital expenditures were approximately \$2.8 billion, representing 14 per cent of operating revenues and other income, including \$86 million related to real estate development initiatives as well as \$125 million related to our DLCX segment. Our real estate development initiatives reflect the success of our ongoing copper decommissioning

program and monetization of our central offices. Ongoing investments in our PureFibre network, along with the decommissioning of our legacy copper network within our fibre footprint, are expected to enable cost efficiencies and the energy benefits as we move services to a single fibre network, as well as enable opportunities for real estate monetization of targeted central offices and sites. Our investments within our core telecom business continue to focus on:

- connecting more homes and businesses directly to our leading PureFibre network
- expanding and upgrading our mobile network infrastructure, including our 5G buCildout and expansion
- enhancing our network and systems resiliency and reliability, providing faster broadband speeds, greater capacity and lower latency
- strengthening our home and business smart technology, including security
- bolstering our innovative healthcare and agriculture and consumer goods technology solutions
- accelerating digital capabilities and platforms across the organization, including implementing GenAi solutions. driving enhancements in operational effectiveness and efficiency, and in our customer experience leadership.

Since 2000, we have invested nearly \$54 billion in infrastructure to significantly enhance connectivity.

# \$54 billion

invested in infrastructure since 2000 to significantly enhance connectivity



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
<b>Responsible supply chain</b>
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Responsible supply chain

As we work to provide the highest quality products and services to our customers, we have a responsibility to do so in a way that considers the environmental and social impacts across our value chain. Our aim is to work collaboratively with our suppliers to consider the full lifecycle of our products - from raw materials sourcing to end-of-life treatment.

### In 2023, highlights include

- engaging our suppliers on our expectations for climate action - including disclosing and setting science based targets to reduce their GHG emissions
- completing our first year in the CDP Supply Chain Program, achieving a 84 per cent response rate from requested suppliers
- becoming a signatory of CDP's Science-Based Targets initiative (SBTi) Campaign, to accelerate the adoption of science-based climate targets across our supply chain
- leading our first Joint Alliance for CSR (JAC) facility audits as a member of the collaborative association of telecom operators
- garnering several awards and recognitions for our TELUS Supplier Diversity and Indigenous Procurement program including:
  - Canadian Aboriginal and Minority Supplier Council (CAMSC) Collaboration Award
  - CAMSC Social Good Award: Ashifa Jumani (TELUS procurement director)
  - WBE President's Award

- creating a standalone Indigenous procurement program separate from supplier diversity that is better tied to TELUS' economic reconciliation and sustainability goals
- initiating our first TELUS Indigenous Partner Day, creating opportunities for business and collaboration with Indigenous communities.

### Governance and oversight

TELUS' Chief Procurement Office oversees responsible sourcing at TELUS. Our Procurement and Supply Chain team plays a vital role in carrying out our strategic initiatives, working to procure the right products and to deploy them in a safe and cost-effective manner. Our strategy aims to be inclusive, sustainable, and one that makes a positive difference for our business, customers and communities. We are committed to applying policies and practices that reflect this vision and to collaborate with our stakeholders to reach our goals. The Corporate Governance Committee receives and reviews quarterly reports on our sustainability performance and risk management, including supply chain sustainability.

## Supplier due diligence and engagement

We aim to work with suppliers and partners that demonstrate the same strong commitment to sustainability as TELUS. This begins with establishing clear expectations for suppliers through our TELUS [Supplier Code of Conduct](#) (the Supplier Code) and only contracting with suppliers that accept the Supplier Code or have equivalent high standards, as well as complying with applicable laws and regulations wherever they operate. We have also integrated our company-wide [Sustainable Paper and Packaging Policy](#) into the Supplier Code.

We continue to implement a 10 per cent minimum scoring weight requirement for environmental and social responsibility considerations consistent with the Supplier Code in all sourcing events. TELUS' procurement practices are continuously reviewed to determine alignment with the Supplier Code, our sustainability strategy, and evolving industry standards and expectations.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
<b>Responsible supply chain</b>
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Supplier due diligence program

TELUS has a robust supplier due diligence program that we use to screen and monitor our suppliers for financial stability, safety, and other environmental, social and governance risks, in compliance with our Supplier Code. This is largely covered by these main areas:



### Supplier base assessment

A global watch-list check, based on publicly available data, is conducted on all TELUS Suppliers at no cost to them. Through this screening we look to identify bad actors or criminal activity such as sanctions, law, or legal violations. The main assessment criteria are: i) Sanctions ii) Regulatory enforcement iii) Politically exposed people and iv) Law enforcement.

Suppliers flagged under any of these criteria will be reviewed to determine risk and future business with TELUS.



### Significant suppliers assessment

Significant suppliers are those identified with substantial potential to impact business, customer experience or network reliability, as well as ESG risk. They are required to complete an annual self-assessment, which includes areas such as the supplier's policies for bribery and corruption, privacy, sustainability, financial and safety performance.

In 2023, 948 suppliers completed our online self-assessment.



### Performance framework

Our team works closely with significant suppliers through our performance framework, which has two main parts: a scorecard that tracks metrics on performance (including due diligence assessment); and a stakeholder management component, creating and monitoring corrective actions and improvement plans.

Suppliers evaluated may be excluded from contracting if they cannot achieve the minimum ESG requirements within a set timeframe.



### ESG audits

JAC audits are conducted by an independent, third party auditing firm according to a common framework that includes child and forced labour, health and safety, freedom of association, non-discrimination, disciplinary practices, working hours, wages and compensation, environment, and business ethics.

Based on audit findings, Corrective Action Plans (CAP) are agreed and followed up on until closure.

## ESG audits

TELUS is a member of the Joint Alliance for CSR (JAC), a non-profit association of telecommunications operators aiming to verify, assess and apply responsible practices across manufacturing sites of its key suppliers. The benefits of this collaboration include reducing audit fatigue, increasing the scale of visibility and transparency, and standardizing the audit process for suppliers. JAC members share resources and best practices, ensuring that audit findings are shared and corrective actions plans implemented where necessary to raise standards.

JAC has also established working groups to address specific areas of interest to members. In 2023, TELUS participated in both the climate change and human rights working groups, focused on accelerating progress towards net zero and addressing human rights risks in the supply chain.

For a detailed breakdown of JAC audit data, see our [2023 ESG Data Sheet](#). For a full report on JAC's 2023 progress, see the [JAC Annual Audit Report](#).

## Training

TELUS is committed to ensuring the long-term sustainability of our supply chain operations. To achieve this, we have implemented an ESG training program for internal stakeholders, including procurement professionals and business managers.

This training program is focused on capacity building, designed to equip them with the knowledge and skills necessary to actively contribute to the achievement of our ESG goals. Team members gain a deep understanding of the roles they play in promoting sustainability within the supply chain and are empowered to take meaningful action, including the creation of annual category playbooks with objectives and targets on ESG for their individual categories.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Supplier climate action

In order to deliver on our ambition of achieving net zero emissions across our value chain, we are engaging strategically with our suppliers through our Sustainable Supplier Program to mobilize climate action. As part of the program, we engage with our most impactful suppliers to share our expectations for climate action, including disclosing and setting science based targets to reduce GHG emissions along our supply chain. We also provide resources, training and capacity building to enable them to better understand and act on these expectations.

In 2023, we leveraged our [CDP Supply Chain](#) membership to drive priority suppliers to take action on disclosing and reducing their GHG emissions. We use the CDP Climate Change Questionnaire to obtain primary GHG emissions data from suppliers, including information about emissions allocated specifically to TELUS and areas for collaboration.

By the end of 2028, we aim to enable 70 per cent of TELUS' suppliers by emissions (covering purchased goods and services and capital goods) to have set their own science-based targets. This additional Scope 3 target has been submitted for validation and is pending approval from the Science Based Targets initiative (SBTi).

For more information on TELUS' Scope 3 emissions, see [page 22](#). For a detailed breakdown of our GHG performance data, see our [2023 ESG Data Sheet](#).

### Supply chain resilience and continuity

Following a few years of tremendous changes, our global supply chain saw continuous constraints and impacts from the COVID-19 pandemic. The demand for electronics, computer servers and other technical products dramatically outstripped supply in an

already depleted global supply chain. We identified challenges early on and devised a number of strategies to mitigate the impacts on our business and customers.

In 2023, we continued to focus on using refurbished materials, helping relieve supply chain challenges, while also reducing costs and our environmental impact. Through our dedication to providing the best service to our customers combined with close collaboration with our supplier partners, we were able to secure the products we needed to build our networks and support our communities with the capabilities they needed to work, learn and stay connected.

### Conflict minerals

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

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

## Supplier diversity and Indigenous procurement

Our supplier diversity and Indigenous procurement programs take proactive steps to provide equal access to suppliers that reflect the diversity of where we live, work and serve. Our goal is to encourage positive social change through TELUS' buying behaviour. We take active measures to effectively promote diversity and economic reconciliation in our supplier base to allow for equal access for suppliers in our communities. We are diligently focused on strengthening these strategic relationships with our Indigenous and diverse suppliers.

We are committed to fostering growth with diverse and Indigenous suppliers by implementing changes to our procurement request processes. One of these modifications include incorporating questions on diverse and Indigenous businesses in our tender and weighting criteria in our sourcing scorecards. To enhance the competitiveness of diverse and Indigenous suppliers, we offer support in areas such as pitch presentations, request for proposal (RFP) requirements, and sharing procurement opportunities. Our procurement supply chain teams have built their 2024 business plans to include partnerships with diverse and Indigenous suppliers.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

In 2023, we took a significant step towards promoting supplier diversity and Indigenous procurement by increasing our participation with CAMSC in the SOAR Accelerator Program session (a program designed to support Indigenous-led businesses). During this session, we had the opportunity to share valuable insights on TELUS procurement, supplier diversity, and our Indigenous program with Indigenous entrepreneurs. This initiative brought together Indigenous entrepreneurs from across Canada, allowing us to exchange experiences and discuss how corporate members can support these businesses. Additionally, through active and ongoing participation with all supplier diversity certifying councils, TELUS actively participated in and sponsored various events such as roundtables, networking sessions, procurement fairs and galas.

In 2023, we further refined our process to capture tier two<sup>18</sup> spend with feedback from our top suppliers. In 2024, our focus is to further enhance our supplier engagement strategy by extending our reach to include our top 250 suppliers. This will enable us to capture tier two spend and strengthen our partnerships with a wider network of suppliers.

While we prioritize collaboration with diverse and Indigenous suppliers in our sourcing events, in 2023 our diverse spend saw a slight decrease. It is important to note that we are doing our utmost to achieve our diversity targets and we will continue to refine our program, processes and stakeholder engagement to drive positive change, contributing to the growth and development of diverse and Indigenous businesses and communities.

Since 2019, we have a target to increase our diverse supplier spend by three to five per cent over the previous year. In 2024, our target is to increase the tier one and tier two spend by five per cent, the Indigenous supplier spend by five per cent, and increase the number of diverse and Indigenous suppliers working with TELUS.

TELUS is a corporate partner with the [Canadian Aboriginal and Minority Supplier Council](#), [Women Business Enterprises Canada](#), [Canadian Gay and Lesbian Chamber of Commerce](#), the [Canadian Council for Aboriginal Business](#), and the [Inclusive Workplace & Supply Council of Canada](#).

In 2024, we will further implement our action plan to develop and promote our supplier diversity program, increase our spend with Indigenous businesses, and work closely with the supplier diversity organizations in Canada.

<sup>18</sup> We define tier two diverse suppliers as those which are engaged via a TELUS tier one non-diverse supplier.

Since 2019, we have had a target to increase our diverse supplier spend by three to five per cent over the previous year.



### 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.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
<b>Human rights</b>
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Human rights

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

As a signatory of the UNGC, we are committed to respecting and supporting internationally recognized human rights in accordance with the United Nations Guiding Principles on Business and Human Rights (UNGPs) and other internationally accepted standards.

## Governance and oversight

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

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

## Feedback mechanisms

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

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

## Human rights feedback<sup>1</sup>

Human rights complaints	2023
Carry over from previous year	21 <sup>2</sup>
New	8
Closed	9
In progress at end of year	20

<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> For additional information, please refer to the [2023 ESG Data Sheet](#).

## Human rights resolution

Closed human rights complaints	2023
Referred to TELUS internal or other resolution process	0
Resolution reached	1
Dismissed	6
Withdrawn	2

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

None of the outstanding human rights complaints resulted in formal decisions being issued by Human Rights Tribunals in 2023. Though no formal determinations were made with respect to potential human rights violations by regulatory bodies, the one instance where a resolution was reached was remediated via financial compensation. With respect to each human rights complaint, comprehensive case details were shared with relevant operational primes to inform future prevention and mitigation actions.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Assessing human rights risks

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

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

### Human rights risk mapping

Relevant human rights risk	Approach to risk mitigation	Responsible business unit
Right to collective bargaining	Engage in good faith bargaining with all of our bargaining unit representatives in the interest of establishing fair wages and working conditions and provide the basis for sound ongoing labour relations.	Labour Relations
Freedom of association	Administer and interpret collective agreements, labour and human rights laws and maintain respectful and professional relationships with the labour unions that represent team members.	Labour Relations
Data protection and privacy	Determine that data handling practices are responsible and respectful of customer and team member privacy.	Data & Trust Office
Aboriginal Title and Rights, Treaty Rights and self-determination	Engage with Indigenous Nations in a manner that supports and respects self-determination and the rights set out in UNDRIP. Build authentic relationships with Indigenous governments that respect Aboriginal Title and Rights, Treaty Rights that create opportunity and support the processes of decolonization and reconciliation.	Regulatory Affairs and Indigenous Relations
Freedom from discrimination and harassment	Support a strong culture of respect in the workplace through education, consultation, mediation, and investigation of workplace issues.	Respectful Workplace Office
Equity and accessibility	Develop and implement initiatives and provide education that promotes diversity and inclusiveness within the workplace and the community.	Diversity and Inclusion
Safety	Support the creation and maintenance of a healthy and safe workplace through education, hazard identification, and prevention.	Corporate Safety
Standard of living	Design and promote personalized recognition, compensation and benefits programs that support the diverse needs and wellbeing of our team members and their families. .	Total Rewards

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

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Monitoring and identifying risk in our value chain

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

Examples include:

- **For our workforce:** our internal Compliance Governance Committee provides oversight of our annual human rights program, and conducts an annual maturity assessment and an inherent and residual risk assessment.
- **For the assessment and understanding of community needs:** we partner with local organizations in the community and other organizations with subject matter expertise related to the vulnerable groups who would benefit most from our Connecting for Good initiatives.
- **For the assessment of suppliers:** Our Procurement and Supply Chain team oversees the policies and due diligence processes that formalize our commitment to safeguard internationally-proclaimed human rights in our supply chain. For more information on TELUS' Supplier Due Diligence Program see [page 75](#).
- **For the assessment of equal remuneration:** each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. Our approach has provided us with meaningful insight into any existing gender pay gaps, supported our efforts to address these gaps, and helped us quantify the progress we have made as an organization.

## Training

We have dedicated human rights training based on our [Respectful Workplace Policy](#) that is required for all team members at least once every three years. Newly hired team members and newly engaged contractors are required to complete the training within three months of their start date.

## Gender transition guidelines

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



## Domestic violence supports

In 2023, a variety of operational stakeholders worked with our Policy Health & Safety Committee to develop a domestic violence risk assessment framework and toolkit to assist leaders in supporting team members experiencing domestic violence. These materials are available on our intranet, in addition to a comprehensive list of support organizations and resources available in the geographic regions where our team members live and work.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
<b>Serving our loyal customer base</b>
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Serving our loyal customer base

Our focus on digital transformation, investment in reducing our average speed of answer and simplification of our rate plans have built the foundation necessary to continue providing amazing service for years to come.

Every year, the Commission for Complaints for Telecom-television Services (CCTS) annual report provides an overview of complaints against telecoms and comparisons among service providers, helping us hear from Canadians, identify industry trends and address challenges along the customer journey.

In the year-end report released for the period of August 1, 2022, to July 31, 2023, more than 14,000 complaints were filed, representing a 14 per cent increase across the industry since last year. TELUS saw a 43.2 per cent increase in complaints year-over-year, totalling 1,798 complaints. While TELUS had the fewest number of complaints among national providers for the 12th year in a row, any increase is not reflective of our Customers First promise.

Here are some of the ways we have and will be continuing to make improvements based on these latest results:

- Establishing a dedicated resolution team to prioritize customers who have already called in three times, so that we can reduce the number of escalations we are seeing and resolve issues before they even consider the CCTS. We are also focusing our frontline efforts on one-call resolution, resolving calls the first time, every time.
- Boosting connectivity by continuously expanding our network coverage nationwide. We recently extended our network coverage along B.C. highways and the Toronto Transit Commission, so customers can stay connected and safe throughout their journeys.
- Delivering a seamless experience at every touchpoint: Our customers have expressed the need for improved transparency and flexibility when it comes to our Bring-It-Back (BIB) program. In response, we have made significant improvements to the BIB

TELUS led the industry for the **12th year** in a row with the lowest number of customer complaints amongst national carriers.



communication journey including enhancing the onboarding process, revising our service communication strategy including new My TELUS app notifications, and simplifying the language across all platforms so that customers have clear expectations.

- Unlocking the full potential of digital technology with the launch of new voice bots capable of handling 15 types of transactional flows for our top five call drivers, which supported five million voice interactions in 2023. Additionally, we launched askOS to revolutionize the way our frontline agents can access information and resources. With more than 1.5 million questions answered, askOS is enabling team members to respond to customer inquiries more efficiently, accurately and faster than ever before.

See the Economic Impacts section on [page 71](#) to learn how we are continuously identifying ways to make our mobile network and home solutions services even more reliable and expanding our network infrastructure.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Privacy, transparency and regulatory compliance

We earn and maintain our customers' trust by diligently protecting their personal information and using data in ways that generate value, promote respect and deliver security.

### Some highlights from 2023 include:

- becoming the first company in the world to achieve ISO Privacy by Design certification for our Data for Good program, demonstrating TELUS' commitment to safeguarding privacy and advancing the principles of trustworthy data practices across Canada and beyond.
- winning the International Outstanding Organization award from the Responsible AI Institute. TELUS continues to establish itself as a leader, training TELUS team members in responsible artificial intelligence (AI) use, supporting business adoption of AI, and actively participating in thought leadership at both the national and international levels.
- maturing our robust data governance process by expanding our data steward community to 481 in-business data leaders, deepening data stewards' engagement, enhancing data risk assessment and reporting processes.
- launching the Data & Trust Office's Data Ethics program, creating an internal Data Ethics curriculum and adding a data ethics component to our data project review process, our Data Enablement Plan (DEP).
- integrating LifeWorks' privacy program with our own following the acquisition in 2022. Our evolved processes support operations impacting corporate clients across more than 160 countries and covering nearly 70 million lives worldwide.

### Governance and oversight

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

Our world-leading program of dedicated Data & Trust Partners and DTO team members have a deep understanding and working relationship with specific business units.

In 2023, we established TELUS as a global thought leader in Responsible AI. We initiated the Responsible AI Squad and a specialized generative AI (GenAI) review process, to assess TELUS' AI-related initiatives and provide interdisciplinary expertise for effective AI governance. In order for team members to know how to use AI responsibly and effectively, we developed prompt engineering training and piloted it with over 1,000 team members. We developed adversarial testing standards to proactively identify vulnerabilities, advancing emerging industry best practices. To bring together diverse expertise and perspectives, TELUS established a Purple Team building upon leading approaches to "red-teaming" to collaboratively identify weaknesses, vulnerabilities, and gaps through adversarial testing of generative AI.

We also established TELUS' place on the national and international responsible AI stage. In 2023, TELUS was one of the first signatories to Innovation, Science and Economic Development Canada's (ISED) *Voluntary Code of Conduct on the Responsible Development and Management of Advanced Generative AI Systems*, demonstrating our commitment to AI governance and leadership. TELUS joined the Responsible AI Institute and undertook an organizational maturity assessment of our GenAI technology architecture applied to customer support. Our responsible AI experts helped inform the TELUS Wise Workshop on responsible AI, and contributed to the development of a youth think tank, Positively AI, in partnership with the CIFAR. We launched cross-Canada engagements to hear from diverse perspectives about the development of responsible AI regulation and best practices and promoted public awareness and training through the Destination.AI course, offered by CIFAR. We conducted a responsible AI workshop with the Indigenous Advisory Council. TELUS was proud to be nominated for – and then win – the International Outstanding Organization 2023 prize from the Responsible AI Institute. TELUS received this award in recognition of efforts in 2023, as well as foundational work on responsible AI. This award recognizes our leadership in responsible AI and commitment to fostering trust and benefitting society.

In 2023, we established TELUS as a global thought leader in Responsible AI.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

In 2022, TELUS launched the Data Enablement Plan (DEP), which unifies privacy and security data reviews into a single process. In 2023, we built on this robust foundation, expanding and maturing the DEP. We added DEP components covering AI, data ethics, global privacy and the recently updated Quebec privacy law. To enable our analysis of business operations reflect emerging issues and TELUS’ growing global presence, we grew the network of specially-trained Data Stewards embedded in TELUS’ business operations to 481, an increase of 55 per cent.

TELUS formally launched our Data Ethics program in 2023 with a focus on ethics in AI. We created a Data Ethics curriculum and a Data Ethics Knowledgebase to equip our team members with the resources they need to assess ethical issues. Putting ethics into practice, we updated our DEP using participatory design to revitalize Data Ethics and support the responsible adoption of generative AI. At the heart of our responsible AI work is ongoing engagements with various communities so that we maintain a perspective on ethics that is broad and reflective of different voices. To support those efforts, we launched our first Data Ethics Fellowship, established new partnerships with the academic community, including hosting our first ever academic salon, Northern Lights: Illuminating Trust in AI. We also published a data ethics curriculum, created a knowledge base developed by our data ethicist, and we incorporated Indigenous perspectives into TELUS’ Data Ethics program as part of the TELUS’ Indigenous Reconciliation Action Plan.

### Privacy by Design

This year, TELUS became the first company in the world to achieve the new ISO 31700-1 Privacy by Design certification, for our Data for Good program and the Insights platform that supports it. Since 2017, this platform has enabled safe, responsible innovation so that data can be used in ways to help our communities and society at large – without compromising privacy. We have embraced Privacy by Design (PbD) as an essential component of our privacy management program.

PbD’s seven principles are a globally-recognized framework for the protection of privacy, guiding us as we proactively embed privacy into the design specifications of information technologies, organizational practices and system architectures.

### Our privacy commitment

The [TELUS Privacy Management Program](#) reflects our desire to exceed our privacy obligations as prescribed by legislation, to be transparent with customers, and to provide further direction to our team members. The TELUS Privacy Management Program provides a comprehensive view of how TELUS implements responsible and accountable data governance through the entire lifecycle of data.



The [TELUS Privacy Centre](#) is the primary online resource for customers who want to know more about how TELUS handles data and protects personal information and their rights relating to their information held by TELUS. [TELUS’ Privacy Commitment](#) is the document that describes for customers, in plain language, what personal information TELUS collects, the purpose of the collection and how personal information is used by TELUS. We have augmented these resources with a new Trust page to explain TELUS’ approach to earning and maintaining trust.

---

The TELUS Privacy Management Program reflects our desire to exceed our privacy obligations as prescribed by legislation, to be transparent with customers, and to provide further direction to our team members.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

To help our customers better understand our privacy practices, we have created information sources that explain those practices in our [online Privacy Centre](#), including frequently asked questions (FAQs) on topical privacy issues. Customers can make a request to our [Privacy Request Centre](#), including requests to access their personal information, have their information sent to them for transfer to another service provider and requests to have their personal information held by TELUS deleted. TELUS responds to such requests in a timely manner that aligns with applicable laws and TELUS' industry leading policies and practices.

TELUS does not collect customer personal information for secondary purposes without customer consent (meaning the intentional use of personal information by the company that is outside the primary purpose for which the data was collected, as set out in TELUS privacy policies, contracts and/or notices to the individual). No customer personal information is used outside the purpose(s) for which the data was collected pursuant to the applicable TELUS privacy policy, notices and/or agreements.

TELUS Security conducts regular penetration tests at the application level to maintain the security of data held by TELUS, which includes customer personal information. Furthermore, our Loss Prevention team proactively monitors and manages adherence to Security, Privacy, Health & Safety and Operational policies through ongoing systems monitoring and reporting.

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

### Privacy complaints

In 2023, there were no TELUS privacy complaints resulting in a finding of “well founded” by the Office of the Privacy Commissioner of Canada or any other privacy regulator.

TELUS has a well-developed internal process for tracking and fully addressing telecommunication privacy complaints. The Privacy Request Centre is staffed by team members experienced in privacy issues who receive privacy complaints, carry out investigations and work with customers to resolve complaints. Whether a complaint is well founded or not, Privacy Request Centre team members provide individuals with an explanation of the outcome. Customers are made aware that they have the option of taking their complaint to an external body, such as the Office of the Privacy Commissioner of Canada.

## Passionate about building trust in our digital world

In 2023, TELUS emerged as a trailblazer in the responsible and ethical use of artificial intelligence (AI), receiving global recognition for trustworthy data practices that put people first.

Demonstrating our leadership and commitment to including more diverse voices in the conversation about responsible AI development, we also spoke to thousands of people in Canada about where this powerful technology should be headed.

Released in January during Data Privacy Week, the [TELUS 2024 AI Report](#) reveals that Canadians are resolute in their desire for AI to be built responsibly, with more than 90 per cent of respondents strongly agreeing that the development of AI must be guided by ethical principles. The research emphasizes the importance of including diverse voices in the development of AI and the priority that should be placed on removing bias so that the technology reflects the needs and values of more people.

While the boundaries of privacy continue to evolve in the age of AI, by putting privacy at the start – and heart – of everything we do, we are ensuring our human-centered approach makes the future friendlier for all.



Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Breaches

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

## Transparency

TELUS continues to be transparent about the volume of lawful requests that originate from law enforcement agencies across Canada. In the interest of protecting customer data and privacy, where appropriate, we will challenge lawful requests that go beyond what is lawfully authorized.

In 2023, volumes increased in court order and call volumes addressing exigent situations. Exigent situations are related to those calls coming from police and/or 9-1-1 public safety answering point operators working with first responders in real time.

## Information requests by law enforcement agencies

Type of request	2023
Court orders	8,929
Subpoenas	250
Mutual legal assistance treaty (MLAT) orders <sup>1</sup>	2
Emergency calls	90,069
Legislative demands <sup>2</sup>	382

<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.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Risk management and business continuity

TELUS has been honoured with the 2023 Disaster Recovery Institute Canada’s Response and Recovery Award for our exceptional response to the Canadian wildfire season. We strategically deployed assets to maintain services, provided support to evacuation centers, and donated over \$10 million to affected communities. This award is a tribute to the dedicated team members who delivered reliable connectivity and assistance to those in need.

2023 saw an unprecedented wildfire season in Canada, with over 18 million hectares burned, the historical annual average is 2.2 million. TELUS’ Emergency Management Operating Committee (EMOC) was activated six times for wildfires alone to coordinate a unified response, effectively minimizing customer impacts and infrastructure damage. Our investments in rapid deployment network solutions and strong partnerships with emergency partners enabled us to swiftly respond and provide the essential emergency services.

We leveraged our TELUS Health assets, including virtual care and mobile clinics, to support affected community members. We also provided extensive community support activities, including wireless augmentation, charging stations, emergency phones, and financial contributions. Additionally, TELUS delivered clothing, food, diapers, and pet supplies to support displaced community members.

TELUS’ commitment to proactive vegetation management and backup generators significantly bolstered the resilience of our network infrastructure, resulting in minimal customer impacts and limited asset damage during these emergency events. Our recent investments in rapid deployment of temporary network solutions, coupled with strong relationships with provincial emergency partners, along with federal, provincial, and Indigenous governments, enabled us to respond promptly and deliver vital emergency response services precisely where it was most urgently required.

---

## Cybersecurity

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

We provide resources to all team members to be able to report a security issue (e.g. loss, phishing, fraud, social engineering attempts and other security issues), resources to design secure solutions, and a library of our corporate security policies and practices. In the event that a team member notices something suspicious, we maintain a clear escalation process so issues are managed according to our policies. Furthermore, all team members complete a cybersecurity awareness training module on an annual basis

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

## Regulatory compliance

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

We strategically embed regulatory compliance into our operational processes and procedures and understand that robust risk management solutions not only enable adherence to regulations but also showcase our dedication to enhancing our systems, processes, products and services for the benefit of our customers. We capitalize on regulatory requirements to refine products and services and this proactive stance positions TELUS as an industry leader that our stakeholders can trust, and sets the stage for sustained success.

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

### Wireless and Internet Codes

The CRTC’s Wireless Code came into effect on December 2, 2013, and is a mandatory code of conduct for all retail mobile wireless voice and data services providers offering services to consumer and small business customers. The Wireless Code has established baseline requirements for customer rights and responsibilities, as well as standards for service providers and industry behaviour. As part of our annual compliance reporting requirement, we submit a Wireless Code compliance report to the CRTC.

The CRTC’s Internet Code came into effect on January 31, 2020, and is a mandatory code of conduct for large facilities-based internet service providers (ISPs), including TELUS, that provide retail fixed Internet access service (Internet Services). The Internet Code established requirements for ISPs so that consumers are empowered to make informed decisions about their Internet Services, and to make it easier for consumers to take advantage of competitive offers. We strive to exceed these standards as part of our

**We continue to be an advocate for positive regulatory changes and demonstrate compliance with legislation, regulatory rules and requirements while delivering vital and reliable products and services.**



Customers First commitment. To meet our compliance obligations with the Internet Code, we report annually to the CRTC to demonstrate compliance with the requirements set out under the Internet Code.

### Accessibility

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

We train representatives to engage with people of all abilities and keep them up-to-date with the latest assistive devices and accessibility offerings. To enhance the accessibility of built environments, we are working with the Rick Hansen Foundation to obtain Accessibility Certification for numerous retail locations. Further, we offer other

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

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

The above noted efforts and our active engagement with the federal government in the development of the Accessible Canada Act that came into force in July 2019 have positioned TELUS as a leader in the area of accessibility. Our TELUS Accessibility Plan 2023-2026 and a full description of our various accessible products and services can be found [on our website](#).

### Net neutrality

Net neutrality is the concept that all traffic on the internet be given equal treatment by ISPs with little to no manipulation, discrimination or preference given. The CRTC has an established net neutrality framework with respect to internet traffic and we remain in full compliance. The legislative framework for net neutrality is included in the Telecommunications Act as well as mandated in CRTC decisions governing internet traffic management practices and differential pricing practices, and these combine to form the current policy framework for net neutrality in Canada.

### Preventing spam and nuisance calls

Canada’s Anti-Spam Legislation (CASL) is intended to protect Canadians from spam conducted by way of electronic messaging (e.g. marketing emails, text messages) and other electronic threats, while allowing companies to compete in an increasingly digital world. While CASL includes many detailed requirements applicable to electronic messaging and software installation, its general requirements concern disclosure, consent and form requirements that apply to commercial electronic messages sent to consumers by, or on behalf of, TELUS.

The purpose of the Unsolicited Telecommunications Rules (UTRs) is to regulate and place restrictions on telemarketing by live voice calling, fax messaging, as well as restrictions on the use of automatic dialing-announcing devices, to the extent that the CRTC considers it necessary to prevent undue inconvenience or nuisance to consumers. The restrictions include, but are not limited to, the time of day when telemarketing calls can be made, identification and contact information requirements for the telemarketer, and the manner in which requests to be placed on the caller’s internal do-not-call list must be processed.

We maintain a CASL compliance program, as well as a UTR compliance program, so that TELUS’ business activities, as well as activities undertaken on behalf of TELUS, comply with CASL and the UTRs, while providing value to our customers and competing effectively in the Canadian and global economies.

We continue to offer our team members up to date training and education with respect to TELUS’ CASL and UTR obligations to foster compliance. Additionally, we have developed a Call Control service, an advanced call filtering system that is very effective at blocking auto-dialed nuisance calls. Call Control is available to wireline subscribers, TELUS Mobility and Koodo users. TELUS also supports the STIR/SHAKEN protocols for validation of calling numbers.

### Emergency public alerting

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

### Radio frequency emissions

[Health Canada](#) is responsible for establishing safe limits for signal levels of radio devices, while Innovation, Science and Economic Development (ISED) Canada established the regulatory framework for wireless devices and antenna installations. The wireless devices we sell, as well as our cellular antennas and other associated devices, comply with all applicable Canadian standards. For further information on radio frequency emissions, see page 119 of our [2023 Annual Report](#).

Exclusive jurisdiction over the placement of cellular antennas is set out under ISED requirements in circular [CPC-2-0-03](#) for telecommunication carriers. If a new antenna location is required, we follow the default public consultation process when reviewing locations unless the land use authority has their own recommended protocol.

### Broadcasting

Our regional licences to operate broadcasting distribution undertakings in B.C., Alberta, and Quebec, and our national licence to operate a national pay-per-view service were administratively renewed in 2023, extending the licence terms to August 31, 2026. The CRTC also issued TELUS a licence renewal for our national video-on-demand service in 2023, and our licence term will expire in 2028.

Bill C-11, An Act to amend the Broadcasting Act and to make related and consequential amendments to other Acts, which brings streaming services that operate over the internet expressly within the scope of the Broadcasting Act, was passed by Parliament and received Royal Assent on April 27, 2023. In May 2023, the CRTC issued three notices of consultation for Phase 1 of the regulatory plan, including notices of consultation concerning the contribution framework that will apply to traditional and online broadcasting undertakings, the registration of online undertakings, and a review of exemption orders and basic conditions of service that will apply to online

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
<b>Governance</b>
Sustainability (ESG) governance
Passionate about creating an inclusive and caring culture
Ethics
Public policy and advocacy
Economic impacts
Responsible supply chain
Human rights
Serving our loyal customer base
Risk management and business continuity
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

undertakings. TELUS participated in all three consultations. On September 29, 2023, the CRTC released policies relating to which online undertakings are required to register with the CRTC, and the conditions of service that will apply to those undertakings. TELUS also participated in the CRTC’s hearing, which began in November 2023, to consider the initial contribution regime that will apply to online undertakings.

### Copyright Act

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

- deter misuse of the regime by rights owners, by allowing ISPs to charge a fee for notice forwarding
- facilitate automation by having a statutory form of notice that rights holders are required to use when sending notices
- reduce non-compliance risks by requiring that statutory damages awards be proportional to actual harm to rights holders, supported by evidence of bad faith, and subject to a due diligence defence for ISPs.

### Political contributions

As a general rule, TELUS will not provide any political contributions to any political party, campaign or candidate at either the federal, provincial, or municipal level. If an exception to this rule is authorized in accordance with our Political Contributions Policy, any contribution would be made in accordance with all applicable laws, as well as our Code of Ethics and Conduct, our Anti-Bribery and Corruption Policy and our Political Contributions Policy. We made no political contributions in 2023.

### TELUS Health

TELUS Health plays an active role in supporting a regulatory framework that will help transform and digitize health care. Digital health technologies, including virtual care, have great potential to address many of the challenges faced by the Canadian health care system. We also recognize and respect the principles of the Canada Health Act and that Canadian citizens should have equal access to medically necessary services.

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

### TELUS Agriculture & Consumer Goods

With TELUS Agriculture & Consumer Goods’ international footprint, our operations must comply with the laws, regulations and decisions in effect in all of the jurisdictions in which we operate (over 50 countries to date). These laws and regulations relate to a number of aspects of TELUS Agriculture & Consumer Goods business, including data privacy and protection, privacy practices, data residency, employment and labor relations, trade protections and restrictions, import and export control, tariffs, taxation, sanctions, data and transaction processing security, records management and corporate governance.

TELUS Health plays an active role in supporting a regulatory framework that will help transform and digitize health care.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Independent Practitioner’s Limited Assurance Report

To the Board of Directors of  
TELUS Corporation

We have undertaken a limited assurance engagement of the selected sustainability information of TELUS Corporation (“TELUS” or the “Company”) for the year ended December 31, 2023 (the “Selected Sustainability Information”), as disclosed in Appendix A on page 92.

## Management’s Responsibility

Management is responsible for the preparation of the Selected Sustainability Information with reference to the Global Reporting Initiative (“GRI”) Standards and TELUS definitions (collectively, the “applicable criteria”). Management is also responsible for selecting the applicable criteria used and for such internal control as management determines necessary to enable the preparation of the Selected Sustainability Information that is free from material misstatement, whether due to fraud or error.

## Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Selected Sustainability Information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000, *Attestation Engagements Other than Audits or Reviews of Historical Financial Information*. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the selected sustainability information is free from material misstatement.

A limited assurance engagement involves performing procedures (primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical and other procedures) and evaluating the evidence obtained. The procedures also include assessing the suitability in the circumstances of TELUS's use of the applicable criteria as the basis for the preparation of the Selected Sustainability Information. The procedures are selected based on our professional judgment which includes identifying areas where the risks of material misstatement of the Selected Sustainability Information are likely to arise, whether due to fraud or error.

Our engagement included the following procedures, among others:

- Making inquiries of relevant TELUS management and staff responsible for the preparation and reporting of the Selected Sustainability Information;
- Obtaining an understanding of the underlying data that is used as an input into the calculation of the Selected Sustainability Information;
- Obtaining an understanding of the process used to prepare and report the Selected Sustainability Information; and
- Agreeing and testing the underlying data related to the Selected Sustainability Information on a sample basis.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement conducted in accordance with the International Standards on Assurance Engagements. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Selected Sustainability Information has been prepared, in all material respects, in accordance with the applicable criteria.

## Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the relevant rules of professional conduct/code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The firm applies Canadian Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Significant Inherent Limitations

The Selected Sustainability Information is subject to inherent limitations of accuracy given the nature and the methods used for determining such data. The selection of different acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

## Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Sustainability Information for the year ended December 31, 2023 is not prepared, in all material respects, in accordance with the applicable criteria.

## Specific Purpose of Applicable Criteria

The Selected Sustainability Information has been prepared in accordance with the applicable criteria to assist TELUS in reporting with reference to GRI. As a result, the Selected Sustainability Information may not be suitable for another purpose.

[To be signed "Deloitte LLP"]  
Chartered Professional Accountants  
Vancouver, British Columbia, Canada  
April 5, 2024

# Appendix A – Selected sustainability information

Other than as described in the below table, which sets out the scope of our limited assurance engagement, we did not perform assurance procedures on the remaining information included within the TELUS 2023 Sustainability Report (SR) or ESG Data Sheet (DS), and accordingly, we do not express a conclusion on such information.

Criteria / GRI Standard	Performance indicator	Reference to metric's organizational boundary	2023 value
			BC: 6,786 AB: 4,815 SK: 107 MB: 184 ON: 9,857 QC: 6,324 NL: 119 NB: 161 NS: 279 PE: 79 AU: 286 BS: 1 IE: 11 NL: 49 NZ: 16 SG: 6 UK: 218 US: 1,131 Total: 30,429
2-7 (a)	Total workforce – By region	DS Pg.22	
2-7 (b)	Total workforce – By employment type	DS Pg. 21	Permanent: 29,960 Domestic: 469
2-30 (a)	Percent of workforce unionized	SR Pg.62, DS Pg.20	17%
201-1 (a.ii)	Community investment	SR Pg.36, DS Pg.9	\$95 million
205-2 (e)	Percent of employees completing ethics training	SR Pg.66	100%
Management developed criteria	Inquiries and complaints relating to the company's ethics policy	SR Pg.66, DS Pg.1	548
	Number of concerns determined to be breaches of ethics policy	SR Pg.67, DS Pg.1	161
302-1 (e)	Total energy use – Direct sources	DS Pg.3	220,560 kwh (000s)

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Criteria / GRI Standard	Performance indicator	Reference to metric's organizational boundary	2023 value
302-1 (e)	Total energy use – Indirect sources (gross)	DS Pg.3	890,486 kwh (000s)
303-3 (a)	Total water withdrawal	DS Pg.8	667 million litres (L)
305-1 (a) <sup>1</sup>	Total direct greenhouse gas emissions	SR Pg.21, DS Pg.5	48,366 tonnes CO <sub>2</sub> e
305-2 (a) (b)	Total indirect greenhouse gas emissions (net)	SR Pg.21, DS Pg.5	Gross: 210,909 tonnes CO <sub>2</sub> e Net: 159,134 tonnes CO <sub>2</sub> e
305-3 (a) <sup>1</sup>	Air travel greenhouse gas emissions	DS Pg.5	6,466 tonnes CO <sub>2</sub> e
	Number of reportable spills and releases	DS Pg.8	35
306-3, 2016 <sup>2</sup>	Number of non-reportable spills and releases	DS Pg.8	181
	Total volume of spills and releases	DS Pg.8	Liquids: 41,525 (L) Gases: 1,309 (kg)
401-1 (b)	Employee turnover rate	SR Pg.49, DS Pg.16	23.5%
403-9 (a.iii)	The number and rate of recordable work-related injuries	DS Pg.20	Number: 79 Rate: 0.36
404-1 (a)	Average annual learning hours	DS Pg.18	8.3 per employee
405-1 (b)	Workforce demographics – Gender and minorities as a percent of TELUS workforce	SR Pg.64, DS Pg.24	Female: 37.2% Visible minorities: 35.1% Persons with disabilities: 8.6% Indigenous Peoples: 3.6%
	Workforce demographics – Age group	DS Pg.23	Under 30: 16.2% 30 – 50: 61.3% Over 50: 22.5%
406-1 (a) (b.iv)	Number of human rights cases opened and closed	SR Pg.79, DS Pg.20	Carryover from previous year: 21 New: 8 Closed: 9 In progress at end of year: 20

<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 direct (scope 1) greenhouse gas emissions and included in air travel emissions (within Scope 3 category 6 business travel).

<sup>2</sup> The criteria for the classification of a spill or release as a reportable event is based on the relevant Canadian provincial reporting thresholds.

# Global Reporting Initiative

This report has been prepared using the Global Reporting Initiative Standards Core Option and we have engaged Deloitte LLP as our independent assurance provider over this information. The index below lists where you can find information related to each GRI criterion – either in the 2023 Sustainability Report (SR), the 2023 ESG and GHG Data Sheet (ESG), the TELUS 2023 Annual Report (AR), the 2023 Annual Information Form (AIF), or the 2023 Information Circular (IC).

Standard indicator or disclosure	Report location and comments
GRI 2-1 Organizational details	AIF page 8, ESG page 22
GRI 2-2 Entities included in the organization’s sustainability reporting	AR page 30-31
GRI 2-3 Reporting period, frequency and contact point	SR page 4
GRI 2-4 Restatements of information	SR page 4
GRI 2-5 External assurance	SR page 4, SR page 91
GRI 2-6 Activities, value chain, and other business relationships	AR page 18-23, AR page 20-23, AR page 32, SR page 75-78, AR page 42-43
GRI 2-7 Employees	AR page 32, ESG page 20-24 For International operations, no significant portion of activities are performed by non-employees, nor are there significant variations in employee data shared within this table. Data is compiled using Human Resource tracking systems.
GRI 2-9 Governance structure and composition	AR page 24-26, SR page 60
GRI 2-22 Statement on sustainable development strategy	SR page 1-3
GRI 2-23 Policy commitments	AIF page 15-28, SR page 13-15, SR page 60-61 and SR page 66
GRI 2-27 Compliance with laws and regulations	SR page 30
GRI 2-28 Membership associations	SR page 6
GRI 2-29 Approach to stakeholder engagement	SR page 7-10
GRI 2-30 Collective bargaining agreements	SR page 62
GRI 3-1 Process to determine material topics	SR page 4, SR page 10
GRI 3-2 List of material topics	SR page 10, SR page 4
GRI 3-3 Management of material topics	AIF page 15-28 N/A Approaches for GRI Standards Specific Topics as indicated below in this table are disclosed in each relevant section in the report and explains why they are significant. N/A Each relevant section in the report discloses applicable strategies, policies, procedures and KPIs. N/A At the end of each section we discuss plans for 2023 as part of a continuous evaluation process.

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Standard indicator or disclosure	Report location and comments
<b>Economic</b>	
GRI 201-1 Direct economic value generated and distributed	SR page 11, SR page 71-74
GRI 201-2 Financial implications and other risks and opportunities due to climate change	SR page 20-22, AIF page 15-28
GRI 201-3 Defined benefit plan obligations and other retirement plans	SR page 50
GRI 203-1 Infrastructure investment and services supported	SR page 73
GRI 203-2 Significant indirect economic impacts	SR page 72-73
GRI 204-1 Proportion of spending on local suppliers	ESG page 25
GRI 205-1 Operations assessed for risks related to corruption	SR page 66
GRI 205-2 Communication and training about anti-corruption policies and procedures	SR page 66
GRI 205-3 Confirmed incidents of corruption and actions taken	SR page 66
GRI 206-1 Legal actions for anti-competitive behaviour, antitrust and monopoly practices	AR page 101-102
<b>Environment</b>	
GRI 301-1 Materials used by weight or volume	SR page 26-27 TELUS is not a manufacturer therefore, this is not applicable. However, we do report on our office paper purchases, including weight, volume and renewable materials used. We do not disclose data on the content of the packaging used in the products we sell.
GRI 302-1 Energy consumption within the organization	SR page 21 Aggregate totals are reported.
GRI 302-2 Energy consumption outside the organization	SR page 21 Aggregate totals are reported.
GRI 302-3 Energy intensity	SR page 20
GRI 302-4 Reduction in energy consumption	SR page 21
GRI 303-1 Interactions with water as a shared resource	ESG page 8
GRI 303-2 Management of water discharge-related impacts	SR page 28 TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not monitor the quality of effluent discharge directly as the information is not available and extends beyond our regulatory requirements.
GRI 303-3 Water withdrawal	SR page 28 TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not measure a breakdown by type of water withdrawal directly as the information is not available and extends beyond our regulatory requirements.
GRI 305-1 Direct (Scope 1) GHG emissions	ESG page 4-6
GRI 305-2 Indirect (Scope 2) GHG emissions	ESG page 4-6
GRI 305-3 Other Indirect (Scope 3) GHG emissions	ESG page 4-6
GRI 305-4 GHG emissions intensity	ESG page 4-6

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Standard indicator or disclosure	Report location and comments
GRI 305-5 Reduction in GHG emissions	ESG page 4-6
GRI 306-2 Waste by type and disposal method	ESG page 6-7
GRI 306-3 Significant spills	ESG page 8
GRI 307-1 Non-compliance with environmental laws and regulations	SR page 30
GRI 308-1 New suppliers screened using environmental criteria	SR page 75-76
GRI 308-2 Negative environmental impacts in supply chain and actions taken	SR page 75-77 Number of suppliers assessed is disclosed but percentage unavailable due to data access issues for suppliers otherwise engaged.
<b>Society</b>	
GRI 401-1 New employee hires and employee turnover	ESG page 15-17 Turnover by age group and gender uses a methodology described in the report and is only reported for domestic employees.
GRI 401-2 Benefits provided	SR page 47-50
GRI 402-1 Minimum notice periods regarding operational changes	SR page 50 The minimum week's notice provided is three weeks to a maximum of 12 months (for 95% of our unionized team members). However, some ADT collective agreements are still in negotiations/mediation.
GRI 403-9 Work-related injuries	ESG page 20, SR page 45-47 TELUS reports LTA instead of the number and rate of high-consequence work-related injuries, and absenteeism instead of the total number of hours worked as these metrics provide the basis for our internal programs and more accurately reflect our performance.
GRI 404-1 Average hours of training per year per employee	ESG page 18
GRI 404-2 Programs for upgrading employee skills and transition assistance programs	SR page 49
GRI 404-3 Percentage of employees receiving regular performance and career development reviews	SR page 49
GRI 405-1 Diversity of governance bodies and employees	ESG page 21, ESG page 23-24, SR page 15, SR 63, SR Page 68 Employee data is broken out by age, gender and location.
GRI 406-1 Incidents of discrimination and corrective actions taken	SR page 79-81
GRI 408-1 Operations and suppliers at significant risk for incidents of child labour	SR page 79-81 <a href="#">See our UNGC Communication on Progress.</a>
GRI 409-1 Operations and suppliers at significant risk for incidents of forced and compulsory labour	SR page 79-81 <a href="#">See our UNGC Communication on Progress.</a>
GRI 410-1 Security personnel trained in human rights policies and procedures	SR page 79-81
GRI 411-1 Incidents of violations involving rights of Indigenous Peoples	SR page 79-81 TELUS does not have human rights violations against Indigenous Peoples.
GRI 412-1 Operations that have been subject to human rights reviews or impact assessments	SR page 79-81

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Standard indicator or disclosure	Report location and comments
GRI 412-2 Employee training on human rights policies or procedures	SR page 79-81 All team members receive annual ethics training which includes a review of our Respectful Workplace Policy and Human Rights. The specific number of hours required to complete this training is not tracked.
GRI 414-1 New suppliers that were screened using social criteria	"SR page 75-78 All new suppliers engaged through major procurement contractual templates have TELUS' Supplier Code of Conduct included. Percentage unavailable due to data access issues for suppliers otherwise engaged!"
GRI 415-1 Political contributions	SR page 90
GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR page 83-85

# TELUS 2023 SASB Disclosure

This index discloses against recommendations of the Sustainability Accounting Standards Board (SASB) – Telecommunication Services industry classification, where applicable to TELUS and

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

Standard	Activity Metric	Measurement/Omission	2023	SASB Code
Environmental Footprint of Operations	Total energy consumed	Gigajoules (GJ), Percentage (%)	2023 ESG Data Sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operations	Percentage grid electricity	Gigajoules (GJ), Percentage (%)	2023 ESG Data Sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operations	Percentage renewable energy	Gigajoules (GJ), Percentage (%)	2023 ESG Data Sheet, page 3	TC-TL - 130a.1
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	Discussion	pages 83-86	TC-TL - 220a.1
Data Privacy	Number of customers whose information is used for secondary purposes	TELUS uses customer personal information only for purposes for which we have the customer's express or implied consent or as otherwise authorized or required by law.	N/A	TC-TL - 220a.2
Data Privacy	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	This response reflects monetary losses as a result of legal proceedings associated with TELUS customer privacy but does not include any legal fees or costs incurred to defend claims.	\$0	TC-TL - 220a.3
Data Privacy	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Number, Percentage (%)	page 86	TC-TL - 220a.4
Data Privacy	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Disclosure of the number of data breaches could be misleading, as some actions may not involve a company's direct fault (outside of a liability context), such as third party breaches. Please refer to TELUS' Privacy Management Program Framework for more details on how TELUS safeguards customer data.	N/A	TC-TL - 230a.1
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion	pages 83-86	TC-TL - 230a.2
Product End-of life Management	(1) Materials recovered through take back programs, percentage of recovered materials (2) reused, (3) recycled, and (4) landfilled	Metric tons (t), Percentage (%)	pages 25-26	TC-TL - 440a.1
Competitive Behavior and Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Discussion	2023 Annual Information Form, section 10	TTC-TL - 520a.1

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

Standard	Activity Metric	Measurement/Omission	2023	SASB Code
Competitive Behavior and Open Internet	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	Megabits per second (Mbps)	2023 Annual Report, page 53	TC-TL - 520a.2
Competitive Behavior and Open Internet	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion	pages 83-86	TC-TL - 520a.3
Managing Systemic Risks	1) System average interruption frequency	Total number of customer interruptions divided by total number of customers	page 73	TC-TL - 550a.1
Managing Systemic Risks	(2) customer average interruption duration	Sum for all interruptions of the total downtime of each interruption multiplied by the number of customer accounts affected by each interruption	page 73	TC-TL - 550a.1
Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	Discussion	page 73	TC-TL - 550a.2

**Table 2. Activity Metrics**

Standard	Measurement	2023	SASB Code
Number of mobile subscribers	Number	2023 Annual Report, page 70	TC-TL-000.A
Number of wireline subscribers	Number	2023 Annual Report, page 70	TC-TL-000.B
Number of broadband subscribers	Number	2023 Annual Report, page 70	TC-TL-000.C
Network traffic	This information is considered to be competitively sensitive and is therefore not disclosed		TC-TL-000.D

Message from our executive team
About this report
Engagement, material ESG topics, and priority setting
2023 Sustainability and ESG highlights
Our environmental, social and governance approach
ESG goals and progress
Passionate about our social purpose
Passionate about putting our customers first
Environment
Social
Governance
Limited assurance
Global Reporting Initiative index
Sustainability Accounting Standards Board index

# Caution regarding forward-looking statements

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

By their nature, forward-looking statements are subject to inherent risks and uncertainties, including risks associated with capital and debt markets, our ability to identify and implement solutions to reduce energy consumption and adopt cleaner sources of energy, our ability to identify and make suitable investments in renewable energy including in the form of virtual power purchase agreements, our ability to continue to realize significant absolute reductions in energy use and the resulting GHG emissions in our operations (including as a result of programs and initiatives focused on our buildings and network), and other risks associated with achieving our goals to reduce our GHG emission targets by 2030. Forward-looking statements are made based on assumptions, including assumptions about future economic conditions and courses of action. These assumptions may ultimately prove to have been inaccurate and, as a result, our actual results or events may differ materially from our expectations expressed in or implied by the forward-looking statements. There can be no assurance that TELUS will achieve its goals or objectives.

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

- Regulatory developments and government decisions
- The competitive environment
- The impact of changes in technology
- Security and data protection risks
- Capital expenditure levels and potential outlays for spectrum licenses
- Economic performance in Canada
- Our earnings and free cash flow
- Risks related to our team
- Business continuity events.

Accordingly, this document is subject to the disclaimer and qualified by the assumptions, qualifications and risk factors described in detail in the annual Management’s discussion and analysis included in our [2023 Annual Report](#) and in other TELUS public disclosure documents and in filings with securities regulatory authorities in Canada (on SEDAR at [sedar.com](#)) and in the United States (on EDGAR at [sec.gov](#)).

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