

TELUS 2024 ESG Data Sheet



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Our 2024 ESG Data Sheet aims to provide a consolidated overview of our environmental, social and governance performance data to accompany our annual Sustainability and ESG report. For further information and context on each of the data sets included, please refer to our [2024 Sustainability and ESG Report](#).

Unless otherwise stated, the reporting period for information contained in this report is January 1, 2024 to December 31, 2024. In this report, “TELUS (except TELUS Digital)” refers to TELUS Corporation and its subsidiaries other than TELUS International (Cda) Inc. (“TELUS Digital”) and its subsidiaries. All references in this report to TELUS Digital include its subsidiaries. All non-monetary information in this report, unless otherwise noted, is for TELUS (except TELUS Digital), other than for information and data related to energy, water and greenhouse gas emissions, community giving and volunteer hours, which does

include TELUS Digital data, unless otherwise noted. 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 has made between January 1, 2024 and December 31, 2024, is not included unless otherwise stated.

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

Additional information about our environmental, social and governance performance can be found at telus.com/sustainability. Our [2024 Annual Report](#) provides information on our financial performance.

Governance

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

Ethics office engagements¹

Type	2024	2023	2022
Ethical inquiries	184	161	120
Ethical complaints	468	387	303
Ethical breaches	158	161	176
Total contacts	810	709	599

¹ Data includes all employees in Canada who are tracked in the primary human resources management system, including TELUS Digital. For 2024, data also includes employees of TELUS Agriculture & Consumer Goods and excludes employees of LifeWorks and out-of-footprint acquisitions, as well as select contractors.

Types of breach of ethics and resulting actions in 2024¹

Category	Cases resulting in employment terminated	Cases resulting in employment suspended	Cases resulting in letter in employment file	Cases resulting in employee resignation	Total cases resulting in disciplinary action
Violation of policy	50	5	7	2	64
Falsification of contracts, records or reports	42	2	2	0	46
Theft	30	0	0	0	30
Confidentiality or misappropriation	5	0	1	0	6
Conflict of interest	9	0	1	0	10
Misuse of assets or services	2	0	0	0	2
Unsafe working conditions	0	0	0	0	0
Bribery and corruption	0	0	0	0	0
Improper giving and receiving of gifts	0	0	0	0	0
Money laundering	0	0	0	0	0
Total	138	7	11	2	158

¹ Data includes TELUS Digital.

Putting customers first

Every year, the Commission for Complaints for Telecom-television Services (CCTS) issues a report providing statistics on customer complaints about service providers in the telecom and TV industry.

Commission for Complaints for Telecom-television Services (CCTS) reported complaints

Brand	2024 ¹		2023 ²		2022 ³	
	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints
TELUS	2,757	13.7	1,798	12.3	1,256	9.8
Koodo Mobile	965	4.8	1,016	7.0	828	6.5
Public Mobile	793	3.9	115	0.8	100	0.8

1 Data applicable from August 1, 2023 to July 31, 2024.

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

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

Likelihood to Recommend (L2R) is a strategic key performance indicator (KPI) that gauges the loyalty of our customer relationships and measures the strength of the bond between our customers and our brand. Customers are asked the question: “If a colleague, friend or family member were looking for [...] services, what is the likelihood that you would recommend each of your service providers to them?”. The response options are: Definitely, Probably, Maybe, Probably Not or Definitely Not. L2R Result = % of Definitely or Probably responses (top two options).

Likelihood to recommend consumer division survey results¹

L2R KPI	2024	2023	2022
% of ‘Definitely’ or ‘Probably’ responses	71%	73%	75%

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

Environment

We consider our impact on the environment in every decision we make, and building an environmentally focused business is an important aspect of our corporate strategy. By reducing our own environmental footprint and providing solutions for others to do so as well, we are sustaining our business and the environment for generations to come.

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

Power usage effectiveness for data centres¹

	2024	2023	2022	baseline (2019)
Power usage effectiveness	1.25	1.24	1.32	1.42
Total power consumption (MWh)	72,888	73,487	76,391	85,550

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

Energy consumption¹

Company-wide consumption (eMWh)	2024	2023	2022	baseline (2019)
TELUS (excluding TELUS Digital)				
Scope 1	182,877	210,729	217,985	279,982
Scope 2	825,923	812,589	819,760	798,686
Total	1,008,800	1,023,318	1,023,318	1,078,668
TELUS Digital				
Scope 1	4,086	18,474	12,802	1,843
Scope 2	80,972	77,897	63,163	50,115
Total	85,058	96,371	75,965	51,958
Total TELUS Corporation				
Scope 1	186,963	229,203	230,787	281,825
Scope 2	906,895	890,486	882,923	848,801
Company-wide energy consumption	1,093,858	1,119,689	1,113,710	1,130,626
Renewable energy production				
Renewable energy ²	122,575	100,004	77,061	20,308

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

² 2020–2022 renewable energy from Brooks, Alberta Solar Project Renewable Energy Certificates (RECs) and RECs retired through the WREGIS system. 2023–2024 renewable energy from RECs retired through the WREGIS system.

Scope 1 GHG emissions breakdown¹

	2024		2023		2022		baseline (2019)	
Brand	eMWh	GHG emissions (tCO ₂ e)	eMWh	GHG emissions (tCO ₂ e)	eMWh	GHG emissions (tCO ₂ e) ²	eMWh	GHG emissions (tCO ₂ e) ²
TELUS (excluding TELUS Digital) total ³	182,877	42,417	47,397	210,966	217,985	49,336	279,982	61,659
TELUS Digital total	4,086	826	3,111	12,802	12,802	2,950	1,843	873
Company-wide total	186,963	43,243	229,203	50,508	230,787	52,286	281,825	62,532

1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

2 Biogenic emissions from biodiesel fuels are not included in these totals: 182 tCO₂e in 2019 and 113 tCO₂e in 2022.

3 Scope 1 data for TELUS (excluding TELUS Digital) for comparative years has been restated to reflect the shift of emissions data from TELUS' corporate jet and float planes from scope 3 to scope 1.

Scope 2 energy consumption in 2024 breakdown¹

Scope 2 company-wide energy consumption (eMWh)	Contracted renewable sources	Low-emitting sources ²	High-emitting sources ³	Total
Alberta	122,575	–	191,903	314,478
British Columbia	–	270,822	–	270,822
Illinois	–	–	1,019	1,019
Manitoba	–	6,884	–	6,884
New Brunswick	–	–	181	181
Nova Scotia	–	–	1,283	1,283
Ontario	–	103,857	–	103,857
Quebec	–	125,073	–	125,073
Saskatchewan	–	–	1,113	1,113
Washington	–	1,213	–	1,213
TELUS (excluding TELUS Digital) total	122,575	507,849	195,499	825,923
Americas	–	15,897	9,809	25,706
Asia	–	9,642	34,616	44,258
Europe	–	6,107	3,783	9,890
Africa	–	202	916	1,118
TELUS Digital total	–	31,848	49,124	80,972
Company-wide total	122,575	539,697	244,623	906,895

1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

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

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

Scope 2 GHG emissions in 2024 breakdown¹

Location	Non-renewable MWh	GHG emissions tCO ₂ e
Alberta	191,903	90,507
British Columbia	270,822	4,127
Illinois	1,019	257
Manitoba	6,884	8
New Brunswick	181	60
Nova Scotia	1,283	851
Ontario	103,857	3,978
Quebec	125,073	150
Saskatchewan	1,113	639
Washington	1,213	111
TELUS (excluding TELUS Digital) total	703,348	100,688
Americas	25,706	5,877
Asia	44,258	31,438
Europe	9,890	4,328
Africa	1,118	938
TELUS Digital total	80,972	42,581
Company-wide total	784,320	143,269

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

Company-wide GHG emissions intensity¹

tCO ₂ e	2024	2023	2022	baseline (2019)
GHG per terabyte of data	0.0067	0.0082	0.010	0.021

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

Absolute Scope 1 and 2 GHG emissions¹

Sources (tCO ₂ e)	2024	2023	2022	baseline (2019)
Scope 1 company-wide emissions ²	43,243	50,508	52,286	62,532
Scope 2 company-wide emissions ³	143,269	159,134	175,268	240,919
Total	186,512	209,642	227,554	303,451

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

² Data for comparative years has been restated to reflect the shift of emissions data from TELUS' corporate jet and float planes from scope 3 to scope 1 as these assets were identified as being owned and under TELUS' operational control.

³ Scope 2 emissions are calculated using a market-based approach.

Scope 3 GHG emissions¹

Sources (tCO ₂ e)	2024	2023	2022	2019 (baseline)
Total Category 1: purchased goods & services and Category 2: capital goods²	617,267	596,278	760,186	688,622
TELUS (excluding TELUS Digital)	570,439	562,926	715,606	650,329
TELUS Digital	46,828	33,352	44,581	38,293
Total Category 3: fuel and energy-related activities³	41,902	46,365	45,837	45,887
TELUS (excluding TELUS Digital)	29,090	33,040	34,642	38,192
TELUS Digital	12,811	13,325	11,196	7,695
Total Category 6: business travel⁴	9,090	10,529	7,270	12,429
TELUS (excluding TELUS Digital)	4,520	4,324	3,178	7,893
TELUS Digital	4,570	6,205	4,092	4,536
Total Category 7: employee commuting	5,858	5,359	600	11,432
TELUS (excluding TELUS Digital)	5,858	5,359	600	11,432
Total Category 11: use of sold products⁵	202,967	175,885	279,127	213,349
TELUS (excluding TELUS Digital)	202,967	175,885	279,127	213,349
Total Category 15: investments⁶	70,498	60,771	43,062	10,566
TELUS (excluding TELUS Digital)	70,498	60,771	43,062	10,566
Company-wide total	947,582	895,187	1,136,082	982,285
Total intensity (tCO₂e per \$1M of revenue)⁷	47.05	44.75	62.11	67.01

- 1 TELUS' Scope 3 emissions categorization and calculation methods follow the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. TELUS Agriculture & Consumer Goods, Lifeworks and other out-of-footprint acquisitions are not included.
- 2 Data for categories 1 and 2 are combined and presented together based on our internal procurement data and processes. Data for prior years (2019 baseline and 2022) for TELUS (excluding TELUS Digital) has been restated to reflect improvements in our data and methodologies. TELUS now uses a hybrid approach to calculate emissions from purchased goods and services and capital goods whereby in-scope procurement spend (which excludes spend related to upstream transportation and distribution, business travel and waste) is multiplied by a corresponding emissions factor. A significant portion of our spend is currently mapped to an average emission factor. This approach is necessary as we are unable to determine precise mappings for all transactions at this time. TELUS is committed to continuously improving the accuracy and granularity of this data on an annual basis. This approach is aligned with the GHG Protocol's Technical Guidance for Calculating Scope 3 emissions and uses suppliers' primary organizational carbon intensity (Scope 1, 2 and upstream scope 3) from CDP disclosures when available. Data includes spend tracked in TELUS' SAP management systems.
- 3 Fuel and energy-related activities include emissions from purchased fuels, electricity, and other utilities, as well as transmission and distribution losses for TELUS Corporation and TELUS Digital. These emissions were calculated based on Scope 1 and 2 energy usage data across the countries that TELUS operates in.
- 4 Business travel emissions for TELUS (excluding TELUS Digital) are calculated based on air travel only. TELUS aims to improve the data coverage of this category to include other forms of transportation. Data for 2024 reflects improvements in data availability associated with flight ticket class that is not available for the comparative period and therefore has not been restated. Data for comparative years has been restated to reflect the shift of emissions data from TELUS' corporate jet and float planes from scope 3 to scope 1 as these assets were identified as being owned and under TELUS' operational control.
- 5 Data for prior years (2019 baseline and 2022) for TELUS (excluding TELUS Digital) has been restated to reflect improvements in our data and methodologies, particularly regarding the life expectancy of the products we sell. Currently, we use active products on our network as a proxy for sold products. This is a conservative approach, which we aim to refine in future years based on primary sales data.
- 6 Investment emissions are related to our TELUS Ventures and TELUS Pollinator for Good investments. Many of these investments are in small businesses that do not currently calculate or report their Scope 1 and 2 emissions. Until this data is available, TELUS calculates these emissions using our total outstanding investment amount against sector-average data.
- 7 Scope 3 intensity includes all material emissions included in our scope 3 GHG inventory (listed in the table above) per \$1 million of group revenue.

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

Source	Additional waste streams	Real estate	Totals
2024			
Recycled ³	2,069	5,009	7,078
Landfill	37	2,835	2,872
Total	2,106	7,844	9,950
Diversion %	98	64	71
2023			
Recycled ³	2,020	3,580	5,600
Landfill	40	2,724	2,764
Total	2,060	6,304	8,364
Diversion %	98	57	67
2022			
Recycled ³	2,429	3,866	6,286
Landfill	92	2,602	2,694
Total	2,522	6,468	8,980
Diversion %	96	60	70

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

2 Data only includes waste from our Canadian facilities-based telecommunication operations, including owned and leased buildings, ADT Security Services Canada Inc. sites and other specialty materials (like furniture and paper shredding).

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

Electronic waste recycled

Waste type	2024	2023	2022
E-waste (metric tonnes) excluding mobile devices ¹	1,271	1,108	1,579
Mobile devices (units)	396,824	393,328	258,799

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

Hazardous waste¹

Waste type	2024	2023	2022
Solid hazardous waste from our facilities (kg)	2,299	2,514	508
Liquid hazardous waste from our facilities (litres)	70	4,232	18,528
Batteries from network equipment and fleet operations (metric tonnes)	46	85	75

1 Data only includes waste from our Canadian facilities-based telecommunication operations, including owned and leased buildings, ADT Security Services Canada Inc. sites and other specialty materials (like furniture and paper shredding).

Paper and packaging performance¹

	2024	2023	2022
Resources			
Copy paper used with FSC certification	86%	55%	75%
Copy paper from recycled and renewable materials from well-managed sources	96%	55%	26%
Volume			
Total copy paper used (metric tonnes) ²	11.1	15.1	18.1
Total paper and packaging used (metric tonnes) ^{3,4}	1,225	679	602

1 Defined as paper containing 30, 50 or 100 per cent post-consumer recycled content or from completely tree-free sources.

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

3 Data reported includes paper distributed and packaging from products provided to residential customers in all Canadian provinces.

4 2023 paper and packaging data has been updated to correct for a reporting error.

TELUS tree planting

	2024	2023	2022
Total trees planted ¹	8,046,000	6,530,000	3,780,000
Cumulative total of trees planted to date ²	19,379,000	11,333,000	–

1 These include trees planted by TELUS and partners through collective action; also included are land reclamation and nature restoration planting projects.

2 Between 1998 and 2023, TELUS planted 11,333,000 trees through Tree Canada, World Tree and TELUS Environmental Solutions.

Company-wide water consumption¹

	2024	2023	2022
TELUS (excluding TELUS Digital) consumption (million litres)	302	312	412
TELUS Digital consumption (million litres)	384	355	256
Total	686	667	668

1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

Spills breakdown

Spills ¹	2024	2023	2022
Reportable	35	35	33
Not reportable ²	146	181	199
Total spills and releases	181	216	232
Approximate volume (L) ³	6,565	41,525	103,726
Approximate weight (kg) ⁴	1,725	1,309	1,623
Category A – reportable, serious ⁵	3	1	1
Category B – reportable, significant ⁵	44	41	51
Category C – not reportable, insignificant ⁵	134	174	180

1 Spill amounts reflect best estimates based on investigation results. Data does not include TELUS Health (including LifeWorks), TELUS Agriculture & Consumer Goods or any operations located outside of Canada.

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

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

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

5 Halocarbon – Category A > 100 kg, Category B 10 – 100 kg, and Category C < 10 kg
Hydrocarbon – Category A > 1,000 L or enters water, Category B 100 – 1,000 L, and Category C < 100 L
Glycol – Category A > 500 L, Category B 5 – 500 L, and Category C < 5 L
Battery acid – Category A > 50 L, Category B 5 – 50 L, and Category C < 5 L.

Community

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

TELUS Giving (including our team members and retirees)

Understanding the broad impact of our community investments is a critical component of understanding the success and reach of the program. We work with the [London Benchmarking Group](#) and use its methodology to measure our impact.

Community investment^{1,2}

Category (\$ millions)	2024	2023	2022
Philanthropic investment	3	7	6
Social investment	44	71	65
Commercial initiatives	14	15	47
Value of employee giving	1	2	7
Total	62	95	125

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

² Within our total community contributions, we include value-in-kind (VIK). A VIK contribution is a non-cash contribution of a good or a service. We calculate VIK contributions based on the costs of provision of services and products, and estimates of labour costs and other inputs. Methodologies may rely on certain estimates that have inherent limitations and uncertainties due to the various natures of the VIK contribution being delivered, and might not be comparable to similar measures disclosed by others.

Community investment by type¹

Category (\$ millions)	2024	2023	2022
Education	33	57	87
Environment	1	1	1
Health	28	38	37
Total	62	96	125

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

Global volunteer hours

Team (hours)	2024	2023	2022
TELUS team members, family and retirees	1,503,169	1,502,289	1,440,470

TELUS Friendly Future Foundation (Foundation) grants

Grants (\$ millions)	2024	2023	2022
Canadian Community Board grants	6.9	6.1	6.2
Foundation grants	1.7	3.1	4.4
Bursary program	2.2	1.8	-
Total	10.8	11.0	10.6

Connecting for Good

Program	2024	2023	2022
Additions to Internet for Good program	8,415	8,482	15,433
Additions to Mobility for Good program	9,567	8,621	10,830
Visits to Health for Good program	58,979	56,236	47,020
Total	76,961	73,339	73,283

TELUS Wise participants

TELUS Wise	2024	2023	2022
Workshop participants	120,289	116,482	112,129

Economic impact

We are focused on the long-term growth of our business in order to connect individuals for good, both in Canada and globally. Our products and services enhance the lives of our customers and contribute to the development of sustainable communities and the world's digital economy. Our consolidated financial and operational results for the year ended December 31, 2024 reflect our two reportable segments – TELUS technology solutions (which includes: network revenues and equipment sales arising from mobile technologies; data revenues; healthcare software and technology solutions; agriculture and consumer goods services; voice and other telecommunications services revenues) and TELUS digital experience (which includes: customer experience management; trust, safety and security services; and AI data solutions and digital solutions provided by our TELUS International (Cda) Inc. subsidiary).

Tax payments to governments

(\$ millions)	2024	2023	2022
Corporate income tax paid			
Federal	147	170	226
British Columbia	33	43	60
Alberta	20	23	32
Saskatchewan	1	1	0.8
Manitoba	1	1	1
Ontario	30	34	43
Quebec	20	-1	30
Atlantic provinces	3	3	4
Total	255	274	397
Other tax payments			
Employer portion of payroll taxes	190	201	197
Property and business taxes	131	123	119

Continued on following page

ECONOMIC IMPACT

(\$ millions)	2024	2023	2022
Non-creditable/non-refundable sales taxes			
British Columbia	32	25	30
Saskatchewan	0.1	0.2	0.1
Manitoba	0.7	0.6	1
Provincial premium and capital taxes	0	-0.1	-7
Quebec tax credits	-7	0	-3
Total other tax payments	347	350	338
Payroll taxes remitted	781	838	793
9-1-1 taxes and other payments remitted	54	54	52
Total other taxes remitted¹	835	892	845
Sales taxes remitted			
Canadian GST and HST	1,080	1,074	1,040
British Columbia	252	245	233
Saskatchewan	10	10	9
Manitoba	17	16	14
Quebec	227	223	218
Net sales taxes collected/remitted	1,586	1,568	1,514
Total taxes remitted	3,023	3,084	3,095

¹ Data includes TELUS Digital as well as acquisitions made between January 1, 2024 and December 31, 2024.

Tax reporting – income tax accrued

Canada (\$ millions)	Other (\$ millions)
285	5

R&D spend^{1,2,3}

(\$ millions)	Estimated investment in R&D
2024	668
2023	669
2022	819

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

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

³ Data includes TELUS Digital, as well as acquisitions made between January 1, 2024 and December 31, 2024.

Valeur économique distribuée¹

(\$ millions)	2024	2023	2022
Goods and services purchased	7,639	7,537	7,107
Employee benefits expense	5,907	6,148	4,899
Capital expenditures, excluding spectrum licenses	2,635	2,822	3,472
Interest paid	1,330	1196	816
Income taxes paid, net	358	389	519
Dividends declared to the holders of common shares	2,314	2,111	1,899
Cash payments for spectrum licenses	637	29	0
Total	20,820	20,232	18,712

¹ Includes acquisitions TELUS made between January 1, 2024 and December 31, 2024.

Capital expenditures by region¹

(\$ millions)	2024	2023	2022
British Columbia	1,053	1,139	1,221
Alberta	439	474	959
Saskatchewan	6	4	8
Manitoba	10	12	31
Ontario	558	601	668
Quebec	376	424	403
Atlantic Canada	22	9	9
Territories	0	1	0
United States and other ²	171	158	173
Total capital expenditures	2,635	2,822	3,472

¹ Data has been updated to correct for rounding errors; includes acquisitions TELUS made between January 1, 2024 to December 31, 2024.

² "Other" predominantly includes capital expenditures at TELUS Digital, which are detailed in our MD&A.

Clean revenue¹

Revenue sources (\$ millions)	2024	2023	2022
Reused, recycled or refurbished handsets ²	1,500	1,369	1,146
Cloud-based services, connected technologies and other ³	759	695	673
Health services	1,779	1,705	913
Total clean revenue	4,038	3,769	2,732

¹ Does not include revenues from TELUS Digital; includes acquisitions TELUS made between January 1, 2024 and December 31, 2024.

² Includes revenue from handset repairs, sales of certified pre-owned handsets, and handset sales from our Bring-It-Back program.

³ Includes revenue from cloud-based services, Internet of Things, and our TELUS Agriculture & Consumer Goods business, as well as tree planting and restoration.

Our people

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

Pulsecheck engagement results¹

%	2024	2023	2022
Overall engagement	81	82	83

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

New employee hires by province¹

	2024		2023		2022	
Province	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
British Columbia	8.1	508	8	582	15	1,172
Alberta	8.7	403	7.4	381	16.1	874
Saskatchewan	29.2	31	36	36	53.3	40
Manitoba	15.2	28	19.7	35	34.1	47
Ontario	12.1	1,140	13.7	1,339	24.9	2,038
Quebec	10.1	617	12.6	833	21.9	1,198
Newfoundland and Labrador	33.2	40	11.8	16	29.6	41
New Brunswick	20.4	34	22	34	54.8	37
Nova Scotia	25.9	71	20.1	55	41.3	64
Prince Edward Island	15.4	2	–	–	–	–
Total	10.5	2,874	26.7	2	20	5,511

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

New employee hires by age group and gender¹

Category	2024		2023		2022	
	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
Over 50 years old	3.1	212	4.2	305	6.9	421
30-50 years old	7.3	1,346	8.4	1,617	14.7	2,532
Under 30 years old	34.5	1,600	35.6	1,792	60.6	2,558
Total	10.5	3,158	11.8	3,714	20	5,511
Women	11.2	1,402	14.1	1,864	21.8	2,231
Men	10	1,756	10.1	1,850	19	3,280

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

Turnover rates by province¹

Province	2024		2023		2022	
	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
British Columbia	19.8	1,244	25.7	1,874	15.5	1,208
Alberta	21.3	989	25.7	1,331	15.1	820
Saskatchewan	31.1	33	44.0	44	44.0	33
Manitoba	20.1	37	21.3	38	31.2	43
Ontario	20.8	1,956	22.0	2,143	18.7	1,531
Quebec	26.7	1,633	21.1	1,396	23.2	1,273
Newfoundland and Labrador	32.4	39	40.6	55	28.9	40
New Brunswick	21.0	35	26.5	41	31.1	21
Nova Scotia	31.4	86	27.0	74	27.7	43
Prince Edward Island	38.5	5	13.3	1	–	–
Total	22.2	6,057	23.5	6,997	18.2	5,012

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

Turnover rates by country¹

2024		
Country	Turnover rate (%)	# of exits
Armenia	0	0
Australia	39.6	126
Bahamas	0	0
Brazil	0	0
China	0	0
Ireland	0	0
Mexico	0	0
Netherlands	29.7	15
New Zealand	18.2	3
Singapore	18.2	1
Slovakia	0	0
United Kingdom	12.3	40
United States	10.0	182
International Total	13.4	367

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

Voluntary turnover¹

Type (%)	2024	2023	2022
Voluntary ²	12.7	13.0	13.2
Total	22.2	23.5	18.2

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

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

Open positions filled by internal candidates

	2024	2023	2022
% of open positions filled internally ¹	37	38	36

¹ Includes employees in TELUS Agriculture & Consumer Goods.

Turnover rates by age group and gender¹

2024			2023		2022	
Age group	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
Over 50 years old	20.5	1,419	26.5	1,919	15.5	946
30-50 years old	17.1	3,160	19.2	3,706	13.9	2,389
Under 30 years old	39.8	1,845	35.3	1,780	39.7	1,677
Women	21.4	6,424	24.8	3,281	19.8	2,029
Men	23.3	2,923	22.5	4,124	17.3	2,983
Total	20.0	3,501	23.5	7,405	18.2	5,012

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

Average training hours^{1,2,3}

Overall	Gender		Role		Level			
	Men	Women	Bargaining unit	Management professional	Retail	Single contributor	Middle manager	Senior manager
2024								
8.7	9.4	7.4	17.6	5.9	12.4	8.5	10.1	5.4
2023								
8.3	8.8	8.1	13.4	6.6	11.6	8.6	8.4	3.1
2022								
7.7	8.9	5.7	12.6	5.2	12.7	7.7	7.8	2.0

1 Only includes training completed by December 31, 2024 that was captured and recorded internally, as of January 31, 2025. This number does not include business unit-specific training, external training or educational pursuits paid for by the company and other ad hoc training sessions that employees may engage in.

2 Data covers all employees in Canada who are tracked in the primary human resources management system. TELUS Digital, TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions except TSSI are not included. Training that was provided for team members in 2024 who were no longer with the company on December 31, 2024 has not been included.

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

Training and development spend¹

	2024	2023	2022
Average amount spent per full-time employee on training and development	815	895	746

1 Includes training investment across TELUS up to December 31, 2024. 271 Team members from TELUS Digital are included because they were part of the TELUS team throughout the year, while all other team members from TELUS Digital are not included. Training that was provided to team members in 2024 who are no longer with the company as of December 31, 2024 has not been included.

Return on learning^{1,2,3}

Performance impact (%)	2024	2023	2022
Employees who felt satisfied with the learning opportunity	95	93	92
Employees who feel the learning opportunities helped their performance on the job	94	93	91
Employees who would recommend this learning opportunity to other employees	94	92	90

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

2 The survey scale changed in August 2022 to align with the way People & Culture (P&C) measures results. The scale prior to August 2022 was "Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree", where Strongly Agree and Agree results were utilized to calculate the performance score. The change introduced utilizes the following 6-point scale: "Strongly Agree, Agree, Slightly Agree, Slightly Disagree, Disagree, Strongly Disagree", where Strongly Agree and Agree responses are used to calculate the performance score.

3 In August 2022, the questions meant to measure that "employees who feel the learning opportunities helped their performance on the job" changed. Prior to August 2022, the question was: "As a result of this learning, I believe I will be more effective at work". For the entire year of 2023 and 2024, the question became: "I feel that I can apply what I learned in this course (to my work activities and/or to my personal development)."

Wages compared to minimum wage¹

Year	Currency	Wage rate frequency	Average entry level wage (\$)	Minimum wage (\$)²	Wage ratio
2024	CAD	annual	35,000	30,100	1.16
2023	CAD	annual	34,600	29,100	1.19
2022	CAD	annual	30,500	27,300	1.12

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

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

Gender pay equity¹

	2024		2023		2022	
Level	Female representation	Key factor average differential²	Female representation	Key factor average differential²	Female representation	Key factor average differential²
Executive	30%	7.4%	28%	5.8%	28%	6.3%
Management	38%	0.1%	38%	1.9%	37%	1.3%
Non-management	38%	0.2%	39%	4.1%	39%	1.5%
Overall	38%	2.0%	39%	2.7%	38%	1.5%

1 Data covers all employees in Canada that are tracked in the primary human resources management system. Excludes TELUS Retail and TELUS Health based in Ontario and Quebec, bargaining unit team members, temporary, casual, non-paid and those on leave of absence team members. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

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

Total salaries and benefits in Canada

(\$ millions)	2024	2023	2022
Total pay and benefits¹	3,854	4,039	3,607

1 Excludes TELUS Digital.

Safety performance¹

	2024
Total hours worked (millions)	36.8
Number of recordable work-related injuries (i.e. lost-time accidents)	62
Rate of recordable work-related injuries (per 200,000 hours worked)	0.34
Fatalities	0

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

Canadian union representation

Year	# covered by a collective agreement	Total employees	% covered by a collective agreement
2024 ¹	3,985	28,182	14
2023 ²	5,385	30,915	17
2022 ³	7,512	34,720	22

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as 4,874 employees in LifeWorks, 241 employees in TELUS Agriculture & Consumer Goods and 167 employees in other out-of-footprint acquisitions.

² Active employees as of December 31, 2023, including 5,343 employees in LifeWorks, as well as other out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods is not included.

³ Active employees as of December 31, 2022, including 5,715 employees in LifeWorks acquisition.

Employees covered by a collective agreement by union affiliation¹

Union	2024 total employees	2023 total employees	2022 total employees
TWU	2,910	3,981	5,881
SQET	480	626	699
SAMT	426	471	540
BCGEU	53	56	53
IBEW/Other ²	112	248	336
MNU	4	3	3
Total	3,985	5,385	7,512

¹ Active bargaining unit employee totals are calculated on December 31 of each year.

² Includes TELUS Security-Automation (formerly ADT Canada) employees covered by different collective agreements and various unions.

Human rights feedback

Human rights complaints ¹	2024	2023	2022
Carry-over from previous year	24 ²	21	20
New	8	8	9
Closed	7	9	8
In progress at end of year	25	20	21

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

² Carry-over from previous year adjusted to include LifeWorks.

Human rights resolution

Closed human rights complaints	2024	2023	2022
Referred to TELUS internal or other resolution process	0	0	0
Resolution reached	2	1	3
Dismissed	4	6	5
Withdrawn	1	2	0

Respectful Workplace resolution

Closed discrimination or harassment complaints	Cases in 2024	Cases in 2023	Cases in 2022
Respectful Workplace Policy complaint reported, breach found and addressed with employee disciplinary action ¹	4	20	18
Respectful Workplace Policy complaint reported and no breach found	16	35	26

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

Employee demographics¹

	2024			2023			2022		
Work Type	Women	Men	Total	Women	Men	Total	Women	Men	Total
Permanent	11,884	16,950	28,834	12,470	17,490	29,960	10,547	17,995	28,542
Temporary	350	195	545	288	181	469	241	223	464
Full-time	10,855	16,037	26,892	11,256	16,477	27,733	9,533	16,881	26,414
Part-time	1,379	1,108	2,487	1,502	1,194	2,696	1,255	1,337	2,592

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, LifeWorks and TELUS Agriculture & Consumer Goods, as well as out-of-footprint acquisitions. Out-of-footprint acquisitions are those that have not been integrated into the human resources management systems.

Employees by province, territories and employment contract¹

	2024			2023			2022		
Province	Permanent	Temporary	Total	Permanent	Temporary	Total	Permanent	Temporary	Total
British Columbia	5,963	92	6,055	6,681	105	6,786	7,870	127	7,997
Alberta	4,362	56	4,418	4,756	59	4,815	5,585	97	5,682
Saskatchewan	102	2	104	107	–	107	94	1	95
Manitoba	168	14	182	180	4	184	153	4	157
Northwest Territories	–	–	–	–	–	–	–	–	–
Ontario	9,200	110	9,310	9,758	99	9,857	8,903	77	8,980
Quebec	5,764	119	5,883	6,176	148	6,324	5,442	118	5,560
Newfoundland and Labrador	100	23	123	103	16	119	116	40	156
New Brunswick	169	3	172	158	3	161	93	–	93
Nova Scotia	253	19	272	278	1	279	184	–	184
Prince Edward Island	18	–	18	79	–	79	102	–	102
Canadian total	26,099	438	26,537	28,276	435	28,711	28,542	464	29,006

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, LifeWorks and TELUS Agriculture & Consumer Goods, as well as out-of-footprint acquisitions. Out-of-footprint acquisitions are those that have not been integrated into the human resources management systems.

International employees by country and employment contract¹

2024			
Country	Permanent	Temporary	Total
Armenia	45	1	46
Australia	219	112	331
Bahamas	1	–	1
Brazil	9	–	9
China	33	–	33
Ireland	11	1	12
Mexico	19	–	19
Netherlands	18	34	52
New Zealand	12	5	17
Singapore	5	–	5
Slovakia	79	3	82
South Africa	22	–	22
United Kingdom	374	55	429
United States	1,699	85	1,784
International total	2,546	296	2,842

¹ Data includes international LifeWorks and TELUS Agriculture & Consumer Goods employees.

Employees by age group¹

2024				2023			2022		
Employee category (%)	under 30 years old	30-50 years old	over 50 years old	under 30 years old	30-50 years old	over 50 years old	under 30 years old	30-50 years old	over 50 years old
Senior management	0.0	42.7	57.3	0.0	45.8	54.2	0.0	55.7	44.3
Middle management	0.3	63.5	36.2	5.2	72.3	22.5	5.8	71.1	23.1
Professional / staff	14.3	62.1	23.6	16.5	60.8	22.7	14.3	63.1	22.7
Frontline / agents / retail	24.6	56.1	19.3	22.5	58.2	19.3	24.7	56.5	18.8
Percentage of employees	14.8	61.8	23.3	16.2	61.3	22.5	16.7	61.8	21.5

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, LifeWorks and TELUS Agriculture & Consumer Goods, as well as out-of-footprint acquisitions. Out-of-footprint acquisitions are those that have not been integrated into the human resources management systems.

Employees by gender¹

	2024		2023		2022	
Employee category (%)	Women	Men	Women	Men	Women	Men
Senior management	28.7	71.3	30.7	69.3	25.1	74.9
Middle management	38.8	61.2	39.5	60.5	34.3	65.7
Junior management	39.9	60.1	40.0	60.0	38.5	61.5
Management positions in revenue-generating functions	36.5	63.5	35.4	64.6	36.3	63.7
Professional / staff	46.5	53.5	47.0	53.0	41.2	58.8
Frontline / agents	26.2	73.8	29.7	70.3	31.3	68.7
STEM roles ²	21.4	78.6	22.4	77.6	N/A	N/A

1 Data covers all employees in Canada who are tracked in the primary human resources management system, LifeWorks and TELUS Agriculture & Consumer Goods, as well as out-of-footprint acquisitions. Out-of-footprint acquisitions are those that have not been integrated into the human resources management systems.

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

Employees by designated groups^{1,2,3}

Designated group (%)	2024	2023	2022
Women	36.8	37.2	37.3
Visible minorities	35.3	35.1	34.4
Persons with disabilities	8.6	8.6	9.0
Indigenous Peoples	3.4	3.6	3.8

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

2 Data for these categories depends upon full-time and part-time employee self-identification in TELUS' self-identification survey. Workforce diversity percentages are determined by the number of responses received through this self-identification survey.

3 The Canadian Legislated Employment Equity Program (LEEP) makes our results available to the public after they've been reviewed, verified, analyzed and consolidated into the Employment Equity Annual Report, which is tabled in Parliament by the Minister of Employment, Workforce Development and Labour (Minister of Labour).

Responsible supply chain

Our Supply Chain team plays a vital role in carrying out our strategic initiatives, which involves working with suppliers to procure the right products and to deploy them in a safe and cost-effective manner. Our supply chain strategy aims to be inclusive, sustainable, and one that makes a positive difference for our business, customers and communities.

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

	2024	2023	2022
Spend (\$ millions)	256	193	194
% change in spend from previous year	33%	-0.50%	90%

1 We define tier one suppliers as those that we directly conduct business with, including contracted manufacturing facilities or production partners. We define diverse suppliers as suppliers that are 51 per cent or more owned, controlled and operated by an individual who is considered diverse based on their ethnicity, sexuality, gender, veteran status and/or if able bodied.

2 Data does not include TELUS Digital, or out-of-footprint acquisitions. Out-of-footprint acquisitions are those that have not been integrated into the human resource management systems.

JAC supplier audits¹

	2024
On-site supplier audits ² conducted collectively	139
Corrective action plans raised	661

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

2 Includes on-site JAC audits and 24 Validated Assessment Program (VAP) audits carried out under the Responsible Business Alliance initiative conducted by an independent auditing body on behalf of JAC members. JAC recognizes VAP audits as materially equivalent (except minor differences related to specific parameters) to JAC audits.

Vendor payments¹

Metric (in millions)	2024	2023	2022
Spend with vendors with locations in Canada ²	\$9,955	\$9,726	\$10,168
As a % of total vendor payments	92%	92%	91%
Spend with non-Canadian vendors	\$817	\$817	\$957
As a % of total vendor payments	8%	8%	9%
Total vendor payments	\$10,772	\$10,544	\$11,125

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

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

Privacy and regulatory compliance

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

Information requests by law enforcement agencies

Type of request	2024	2023	2022
Court orders	12,361	8,929	7,775
Subpoenas	285	250	342
Mutual legal assistance treaty (MLAT) orders ¹	3	2	2
Emergency calls	85,087	90,069	74,477
Legislative demands ²	626	382	372

¹ Typically, these are requests for aid from a law enforcement agency in another country related to a criminal investigation, which require an order from a Canadian court. We do not respond to requests that come directly from foreign agencies but will provide information if ordered to do so by a Canadian court.

² Requests for information by a government body where TELUS is required by applicable legislation to provide the information. For example, pursuant to the Income Tax Act, the Canada Revenue Agency may require TELUS to disclose certain customer information.

Political contributions

	2024	2023	2022
Political contributions (millions)	-	-	-