



# Boundless

A career guide for  
Indigenous talent

## Land acknowledgement

The TELUS team acknowledges that our work spans many territories and treaty areas. We are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the Indigenous youth who inspire us. We recognize the land and the benefits it provides all of us. We firmly believe that TELUS has a role to play in supporting the 94 Calls to Action recommended by the Truth and Reconciliation Commission (TRC). That begins with understanding and creating opportunity for all Indigenous Peoples through the expansion of technology and by creating a safe and inclusive work environment. We express our deep sense of gratitude to those whose territory on which we reside, travel and work.





## Careers guide contents

Our reconciliation journey .....	2
Our commitment .....	2
Guiding pillars.....	3
Pursue your passion and purpose .....	4
Our social purpose .....	4
Why choose a career at TELUS? .....	5
A wide range of careers and advancement opportunities .....	5
Work Styles® that work for you .....	5
Where inclusivity thrives.....	6
Competitive benefits .....	7
Application process .....	8
Other resources .....	9



## A message from leadership

“At TELUS, we recognize that meaningful engagement and reconciliation with Indigenous Peoples is a continuous journey rooted in inclusive dialogue, collaboration and partnership. Guided by Indigenous-led frameworks of reconciliation, Indigenous Ways of Knowing, and our Indigenous Advisory Council, we are committed to fostering strong relationships with First Nations, Métis and Inuit Peoples and governments. By understanding the intersections between reconciliation and our business, we support Indigenous Peoples in the ways they want to be supported. We invite Indigenous talent to join us in this journey, contributing to a future founded on mutual respect, understanding and shared growth.”

### **Shazia Zeb Sobani**

Vice-President Customer Network Planning, and Executive Sponsor  
Eagles team member-led resource group, Co-Chair, TELUS Indigenous  
Advisory Council

## Our reconciliation journey

In 2021, TELUS became the first technology company in Canada to publish an Indigenous Reconciliation Action Plan (IRAP), proudly formalizing our team’s commitment to reconciliation with Indigenous Peoples. As part of our action plan, we’re not only committed to recruiting Indigenous Peoples, we’re determined to retain their talents. After all, we don’t just want representation, we want meaningful representation at every level, from internship to leadership.

### **Our commitment**

TELUS, in partnership with Indigenous Peoples, is committed to continuing our journey of reconciliation in a deeply meaningful way. We’re dedicated to fulfilling our role and responsibilities in alignment with Indigenous-informed perspectives.

Reconciliation at TELUS is strength-based and all parts of the organization are responsible for implementing. To ensure our commitment is put into action in the right way we formed a dedicated Reconciliation team.

## Guiding pillars

At TELUS, our reconciliation strategy combines our vision, core values and corporate priorities with four guiding pillars. These pillars, informed by Indigenous Peoples, drive our most impactful outcomes. Central to our approach is the integration of Indigenous ways of knowing and the creation of ethical spaces. These spaces recognize the value and equality of all knowledge systems and guide our interactions within TELUS and Indigenous communities. Learn more about Reconciliation at [telus.com/reconciliation](https://telus.com/reconciliation)

### Our guiding pillars



Connectivity



Enabling  
social outcomes



Cultural  
responsiveness  
& relationships



Economic  
reconciliation

Indigenous ways of knowing and ethical space

ARTWORK: Cori Savard Yahl 'Aadas • Haida Nation  
Hummingbird • Hldants'iixid | Salmon • Chiina |  
Frog • Hlk'yan k'uustaan | Mouse Woman • Kuugan Jaad



# Pursue your passion and purpose

As part of our people-first, purpose-driven team, you'll be instrumental in leveraging our transformative technology to bridge digital divides, strengthen communities and address pressing global challenges. From transforming healthcare to reducing our environmental footprint, your work will contribute to innovative solutions that make a meaningful impact for generations to come.

## Our social purpose

At TELUS, our social purpose is at the heart of everything we do. Guided by our core values of putting customers and communities first, innovation and teamwork, we use our transformative technology and compassion to drive social change and enable remarkable human outcomes. We directly support Indigenous Peoples and communities through a number of programs, including:

### **Mobility for Good for Indigenous Women at Risk**

Provides free smartphones and data plans to Indigenous women at risk of or surviving violence, helping them stay connected and safe.

### **Indigenous Communities Fund**

Offers grants of \$5,000 to \$25,000 for Indigenous-led social, health and community programs.

### **Health for Good**

Breaks down barriers and brings healthcare to people who need it most. Providing care in a culturally sensitive and trauma-informed approach.

### **Kits for Kids**

Provides backpacks with essential school supplies to children from families in need. Helping to break down barriers to education, so children can be met with open doors and a brighter future.

### **Pollinator Fund for Good**

Increases opportunities for Indigenous economic engagement by committing 7.5% for the fund's investments to Indigenous-led companies. With a goal of enabling Indigenous businesses to participate equally in Canada's economy.

### **TELUS Days of Giving**

Our journey toward truth and reconciliation is ongoing, so on National Day for Truth and Reconciliation, and every other day, we're working to support and elevate Indigenous Peoples, communities and organizations. Team members and retirees are encouraged to give, volunteer and participate – increasing partnerships with Indigenous communities and organizations.

### **Moose Hide campaign**

Distributed nationwide, each orange square symbolizes the wearer's commitment to speak out against and end gender-based violence toward Indigenous women, girls and two-spirited people. Each pin sparks at least five conversations and serves as a call to action to engage men and boys in conversations that encourage healthy masculinity.

### **Digital Witness Blanket**

In support of truth and reconciliation, this is an innovative digital Witness Blanket that enables users to bear witness to the atrocities of the residential school system through artwork, videos, images and interviews with Survivors.

# Why choose a career at TELUS?

## A wide range of careers and advancement opportunities

At TELUS, every aspiration finds its wings to soar. Whether you're an experienced professional, new graduate or student, your passions, talent and ambitions are championed. We invest in your professional development by providing resources, support and opportunities for you to learn, gain experience and grow as you advance in your career.

We want Indigenous Peoples to be represented and provide valuable guidance at all levels of the organization – from internships to leadership. To discover all the possible career paths that await you, visit [telus.com/careers](https://telus.com/careers). If you're a student or new grad and want to learn about co-op opportunities, visit [telus.com/studentcareers](https://telus.com/studentcareers).

## Work Styles that work for you

Your values, connections and overall well-being are at the forefront of our priorities. So, we meet you where you are, weaving flexibility into work arrangements. Depending on your role and team, with our Work Styles program you can work in-office, virtually at home from community or a combination of both.



“What really drew me to TELUS is the culture. I feel like I’m really part of a team vs. just a corporation. There’s an Indigenous focus throughout all the departments I’ve worked for; diversity has always been front and centre as I’ve worked with people from all backgrounds.

My career trajectory is a great example of the possibilities that can open up here - I went from sales, to management to now managing Indigenous relations with communities. That career path was due in large part to the great mentors I’ve had, all of whom really encouraged me and helped me to determine what my path could be. What I’ve also really enjoyed is the practical and tangible learning you receive on a day-to-day basis, it feels more like a living classroom setting, always growing. That has given me the confidence to try something new and give it a shot! Being able to work from home as a new dad has also helped me foster a healthy work-life balance, which is a major bonus.”

**Darren Ketlo**

Indigenous Connectivity & Relationship Lead - Northern BC  
Frog clan member of the Nadleh Whut'en First Nation



“I was not looking for change in my career, but once I learned more about what TELUS was doing on their reconciliation journey, it sparked my curiosity. I love looking at bigger picture experiences and TELUS’ work allows me to do that and look at ways to embed reconciliation. The bonus has been learning many more skills and experiences than I thought I would ever get.

Working at TELUS has allowed me to see how much connectivity can play a bigger role in reducing challenges faced by my/our communities. As an Indigenous employee, I see such potential if we can reduce technology access gaps. As a person who lives 8+ hours away from my home community, technology helps me stay connected to family, language support and my community thus supporting my well-being.”

**Christy Morgan**

Manager of Reconciliation Strategy.

Christy is a First Nations woman from the St’uxwétws (Bonaparte) Band, which is a part of the Secwepemc (Shuswap) Nation in British Columbia and also holds ancestry from England and Scotland.

## Where inclusivity thrives

Embrace your authentic self at TELUS. Your honesty and uniqueness contribute to building deeper, more meaningful, impactful relationships, and varied lived-experiences and perspectives fuel creativity and enhance team effectiveness. They’re also essential for attracting, developing and retaining top talent.

Our TELUS team member-led Eagles resource group celebrates and supports Indigenous team members to pursue excellence in their careers, with regular communications. Including speaker series, knowledge-sharing sessions, event panels, mentorship and networking opportunities and cultural celebrations.

Moreover, we embrace inclusive workplace practices and policies that incorporate and honour Indigenous ways of knowing. For instance, we provide bereavement days that are more flexible and take traditional ceremonies into consideration, including travel time to be with family. Join us in making a difference, where your voice matters and your purpose is embraced.





## Competitive benefits

As a TELUS team member, you'll enjoy comprehensive benefits that support your physical, emotional, mental and spiritual well-being, empowering you to be your best self at work, at home and within your community.

### Health and well-being

- Indigenous wellness benefit – provides team members and their families up to \$1,000 for traditional healing practices and ceremonies, medicines, supplies and travel expenses.
- Access to Indigenous counsellors and Indigenous CBT therapy
- Employee and Family Assistance Program with 24/7 support
- Extended medical, vision and dental insurance coverage
- Work Styles program prioritizes well-being by maximizing work-life balance
- \$5,000 for mental health supports
- Calm app subscription
- \$500 Health Spending Account
- Family support, including fertility treatment coverage, childcare resources, working parent resources and programs, and domestic violence support.

- Gender affirmation coverage
- TELUS Health Virtual Pharmacy provides access to pharmacists, to manage prescriptions and deliver medication to your door.

### Compensation

- Competitive base salary
- Bonuses or sales incentives
- Employee pension plan with employer matching
- Employee Share Plan
- Bravo! points recognition program
- Discounts on TELUS products and services, such as Mobility, Internet, SmartHome Security, TELUS Health MyPet and more
- Friends and family referrals on TELUS products and services
- Discounts through local and national partners

### Flexibility and time off

- Flexible Work Styles program supporting in-office, mobile or virtual work
- Google Workspace and Workplace by Meta for next-gen team collaboration
- 3 to 5 weeks' vacation

- Personal well-being days
- Maternity and paternity leave top-up
- Critical care leave
- Bereavement leave – takes traditional ceremonies, healers and elders into consideration, including travel time to be with family.

### Learning and development

- Opportunities to participate in reconciliation efforts at the individual, community and national levels
- Career advancement through training, resources and mentorship
- Pathways career development and mentorship program with an Indigenous perspective and lens
- Opportunities across numerous locations and business units
- 6 team member led resource groups with over 7,000 members, including Eagles resource group and LinkedIn Learning account
- Continuing education through our External Learning Financial Assistance programs
- Leadership and scholarship programs



“My Name is Susan Houle, and I proudly serve as the Indigenous Connectivity & Relationships Lead (AB) for TELUS. I reside and work from the Whitefish (Goodfish) Lake First Nation #128 located in Treaty 6.

As a First Nations woman, working at TELUS is not just an occupation for me; it is a source of immense fulfillment and empowerment. TELUS’s work environment fosters inclusivity where I can leverage my lived experiences and unique perspectives to support internal reconciliation efforts within TELUS and the Nations and communities we collaborate with. The array of career development opportunities at TELUS has not only allowed me to enhance my skills and progress in my career, but has also provided a platform to preserve and nurture my cultural identity throughout this enriching journey.

**Susie Houle**

Indigenous Connectivity & Relationship Lead (AB)

Susie is a First Nations woman from the Whitefish (Goodfish) Lake #128 First Nation located in Treaty 6 territory.

# Application process

**Your amazing career starts here.**

**Here’s how to apply to a position at TELUS:**

**Explore**

Visit [telus.com/careers](https://telus.com/careers) to learn more about a career at TELUS and discover open roles that match your unique skills, interests and aspirations.

**Apply**

You’ll be asked to create your candidate profile and complete your application, which includes sharing some information about yourself, uploading your resume and cover letter, and answering a few simple questions.

**Interview**

Those selected will be contacted to schedule their first interview. This may be a panel or one-on-one interview that takes place in person or via video. Depending on the role you have applied to, there may be additional steps, such as a business case, assessments, or more interviews.

Remember, the interview is a two-way process. You should also be assessing us to see if we can offer you the career you’re looking for.

**Offer**

If it’s a mutually good fit, you’ll receive an offer outlining important details, including your start date and compensation.

**Start**

Your #LifeAtTELUS begins!

# Other resources and contact information

Learn more about TELUS' reconciliation efforts at [telus.com/en/social-impact/connecting-canada/indigenous-reconciliation](https://telus.com/en/social-impact/connecting-canada/indigenous-reconciliation)

Learn more about TELUS' Social Purpose at [telus.com/en/social-impact](https://telus.com/en/social-impact)

Learn more about TELUS' commitment to diversity and inclusion at [telus.com/en/about/diversity-and-inclusion](https://telus.com/en/about/diversity-and-inclusion)

Search all career paths with TELUS at [telus.com/en/about/careers](https://telus.com/en/about/careers)

Search career paths for internship and new graduates at [telus.com/en/about/careers/students-grads](https://telus.com/en/about/careers/students-grads)





Explore career opportunities with TELUS.

Your voice, unique perspectives and passion are needed to help drive positive change.

Together, let's make the future friendly.

