

TELUS 2025 ESG Data Sheet



Contents

2 Environment

7 Community

8 Our people

15 Ethics

16 Economic impacts

19 Responsible supply chain

20 Putting our customers first

Our 2025 ESG Data Sheet provides 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 [2025 Sustainability and ESG Report](#).

Unless otherwise stated, the reporting period for the information in this report is January 1, 2025 to December 31, 2025. In this report, “TELUS” refers to TELUS Corporation and its subsidiaries, unless otherwise noted. TELUS Digital, which previously published its own Sustainability Report, was privatized in the fourth quarter of 2025. As a result, it will no longer report separately, and where possible, all metrics and references include TELUS Digital results for the full 2025 calendar year, unless otherwise noted. Data and information related to

acquisitions TELUS made between January 1, 2025 and December 31, 2025 are not included unless otherwise stated. This report also describes the TELUS Friendly Future Foundation (the Foundation) grants and bursaries initiatives. The Foundation is a registered Canadian charity and a distinct entity from TELUS Corporation; however, it works in partnership with the 13 Canadian TELUS Community Boards to deliver charitable grants.

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

Additional information about our environmental, social and governance performance can be found at telus.com/sustainability. Our [2025 Annual Report](#) provides information on our financial performance.

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, 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.

Energy consumption¹

Company-wide consumption (eMWh)	2025	2024	2023	Baseline (2019)
Scope 1				
Fleet	72,616	85,676	106,846	110,667
Buildings (heating, generators)	107,829	101,123	117,332	173,019
Scope 2				
Electricity	892,126	897,786	881,625	837,397
District heating/cooling and steam	8,495	9,394	9,122	7,036
Total energy consumption	1,081,066	1,093,979	1,114,925	1,128,119
Renewable energy				
Total renewable energy ²	768,312	123,570	100,004	20,308
Total non-renewable energy	312,754	970,409	1,014,921	1,107,811
% electricity from renewable or low-emitting sources ³	96%	25%	23%	15%

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods and LifeWorks are not included.

² Renewable energy includes energy sourced from Virtual Power Purchase Agreements (VPPAs), suppliers providing renewable electricity directly and on-site solar generation.

³ TELUS (excluding TELUS Digital) achieved a result of 100% for this metric, but due to methodology updates to ensure alignment with the GHG Protocol, our final combined global operations percentage of electricity from renewable or low-emitting sources was 96%. All high-emitting consumption has been addressed and we will continue to focus on driving the expansion of renewable energy in our operations.

Power usage effectiveness for data centres¹

	2025	2024	2023	Baseline (2019)
Power usage effectiveness	1.23	1.25	1.24	1.42
Total power consumption (MWh) ²	70,199	72,888	73,487	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.

2 The total power consumption value is included in the total energy consumption value.

Energy intensity¹

	2025	2024	2023	Baseline (2019)
MWh per terabyte of data	0.033	0.036	0.040	0.070

1 Data covers TELUS. TELUS Digital, TELUS Agriculture & Consumer Goods and LifeWorks are not included.

Scope 1 and 2 GHG emissions¹

Company-wide emissions (tCO ₂ e)	2025	2024	2023	Baseline (2019)
Scope 1				
Fleet	18,131	20,615	25,820	26,999
Buildings (heating, generators)	20,700	19,194	22,213	32,286
Spills	2,267	3,432	2,473	3,341
Total Scope 1	41,098	43,241	50,506	62,626
Scope 2²				
Location-based	191,777	200,210	210,052	250,044
Market-based	22,771	143,269	159,134	240,919
Total Scope 1 and 2				
Location-based	232,875	243,451	260,558	312,670
Market-based	63,869	186,510	209,640	303,545

1 Data covers TELUS Corporation, including TELUS Digital, unless otherwise noted. TELUS Agriculture & Consumer Goods and LifeWorks are not included. TELUS' emissions categorization and calculation methods follow the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, Scope 2 Guidance, and Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

2 Scope 2 data includes electricity consumption as well as steam and district heating and cooling.

Scope 3 GHG emissions GHG emissions¹

Company-wide emissions (tCO ₂ e)	2025	2024	2023	Baseline (2019)
Scope 3				
Category 1: Purchased goods and services ²	497,371	617,267	596,278	688,622
Category 2: Capital goods	63,068	N/A	N/A	N/A
Category 3: Fuel and energy-related activities ³	44,977	41,902	46,365	45,887
Total Category 6: Business travel ⁴	9,007	9,090	10,530	12,429
Total Category 7: Employee commuting ⁵	28,644	28,909	N/A	16,596
Total Category 11: Use of sold products ⁶	294,243	331,297	N/A	304,057
Total Category 15: Investments ⁷	62,330	70,498	60,771	10,566
Total Scope 3	999,640	1,098,963	N/A	1,078,157
Total – all scopes				
Total Scope 1, 2 and 3	1,063,509	1,285,473	N/A	1,381,702

- 1 Data covers TELUS Corporation, including TELUS Digital, unless otherwise noted. TELUS Agriculture & Consumer Goods and LifeWorks are not included. TELUS' emissions categorization and calculation methods follow the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, Scope 2 Guidance, and Corporate Value Chain (Scope 3) Accounting and Reporting Standard.
- 2 Data for Scope 3 categories 1 and 2 was separated for the first time in 2025 based on enhancements to data and methodology. Previous years are combined and presented together under category 1. Further details on our approach and methodology for Scope 3 categories 1 and 2 can be found in our 2025 GHG emissions report.
- 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 were enhanced in 2025 to include emissions from car rentals in Canada and the United States. Previous years were not restated due to a lack of availability of data. The TELUS Digital emissions reported in Category 6 reflect a spend-based methodology and reflect air and ground transport modes. Further details on our approach and methodology for Scope 3 category 6 can be found in our 2025 GHG emissions report.
- 5 Methodology for calculating emissions for Category 7 was enhanced to reflect TELUS Corporation, including TELUS Digital (which represented over 84,000 team members in 2025). Surveys were conducted to gather data on employee commuting distances, modes of transportation, and number of days travelling per week. Well-to-wheel emission factors based on mode of transportation and distance travelled were then applied. Survey responses were scaled to represent the full population of employees. Reported emissions for 2024 and 2019 were restated to allow calculation of year-over-year progress as well as progress against our baseline year, 2019. Data for 2023 was not restated.
- 6 Methodology for calculating emissions for Category 11 was enhanced to reflect products distributed in each year to better align with requirements of the GHG Protocol. Data for prior years (2024 and 2019 baseline) has been restated to reflect the new methodology. Data for 2023 was not available.
- 7 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.

GHG intensity¹

	2025	2024	2023	Baseline (2019)
Scope 1 and 2 (market-based) intensity tCO ₂ e per \$1M of revenue)	3.1	9.1	10.4	20.6
Scope 3 intensity (tCO₂e per \$1M of revenue)²	48.8	53.9	N/A	73.3

- 1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods and LifeWorks are not included.
- 2 Scope 3 intensity includes all material emissions included in our scope 3 GHG inventory per \$1 million of revenue.

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

Source	Additional waste streams	Real estate	Total
2025			
Recycled ³	2,940	3,719	6,659
Landfill	50	2,305	2,355
Total	2,990	6,024	9,014
Diversion %	98	62	74
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	3,866	5,600
Landfill	92	2,602	2,764
Total	2,522	6,468	8,364
Diversion %	96	60	67

- 1 To provide timely reporting, data is based on October 1 to September 30 of each year.
- 2 Data only includes waste from our Canadian facility-based telecommunication operations, including owned and leased buildings, and ADT Security Services Canada Inc. sites.
- 3 Recycled includes items that are either reused, recycled, or composted.

TELUS Digital waste and recycling by source (metric tonnes)^{1,2}

Waste type	2025	2024
Recycled ³	436	439
Landfill	889	855
Total	1,326	1,294
Diversion rate %	33	34

- 1 Data is based on January 1 to December 31 of each year.
- 2 Data includes waste from our owned and leased buildings across 11 locations, which represents 89 per cent of our total employee population.
- 3 Recycled includes items that are either reused, recycled, or composted.

Electronic waste recycled¹

Waste type	2025	2024	2023
E-waste excluding mobile devices (metric tonnes) ²	1,695	1,271	1,108
Mobile devices (units)	458,455	396,824	393,328

- 1 Data covers Canadian telecommunication operations. TELUS Health, TELUS Agriculture & Consumer Goods and LifeWorks are not included.
- 2 Data only includes internal waste materials such as circuit cards, data equipment, IT equipment and telsets.

Takeback programs¹

Waste type	2025	2024	2023
Total weight of e-waste collected through takeback programs (metric tonnes)	1,736	1,247	1,334
% of takeback e-waste reused / recycled / resold	99.87	99.96	99.93
% of takeback e-waste disposed / landfilled	0.13	0.04	0.07

- 1 Data covers Canadian telecommunication operations. TELUS Health, TELUS Agriculture & Consumer Goods and LifeWorks are not included.

Hazardous waste¹

Waste type	2025	2024	2023
Solid hazardous waste from our facilities (kg)	586	2,299	5,514
Liquid hazardous waste from our facilities (litres)	1,056	70	4,232
Batteries from network equipment and fleet operations (metric tonnes)	43	46	85

¹ Data only includes waste from our Canadian facility-based telecommunication operations, including owned and leased buildings, and ADT Security Services Canada Inc. sites.

Company-wide water consumption¹

	2025	2024	2023
Total TELUS consumption (million litres)	748	686	667

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Health, TELUS Agriculture & Consumer Goods and LifeWorks are not included.

Trees planted

	2025	2024	2023
Total trees planted ¹	6,799,837	8,046,000	6,530,000
Cumulative total of trees planted to date	26,178,873	19,379,000	11,333,000

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

Spills breakdown

Spills ¹	2025	2024	2023
Reportable	30	35	35
Not reportable ²	136	146	181
Total spills and releases	166	181	216
Approximate volume (L) ³	518	6,565	41,525
Approximate weight (kg) ⁴	1,264	1,725	1,309
Category A – reportable, serious ⁵	0	3	1

¹ Spill amounts reflect best estimates based on investigation results. Data covers Canadian telecommunication operations. TELUS Health, TELUS Agriculture & Consumer Goods and LifeWorks are not included.

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, hydrocarbon – Category A > 1,000 L or [Cl1] enters water, glycol – Category A > 500 L, battery acid – Category A > 50.

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 most in need.

TELUS Giving (including our team members and retirees)

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

Community investment^{1,2}

(\$ millions)	2025	2024	2023
Philanthropic investment	3	3	7
Social investment	30	44	71
Commercial initiatives	13	14	15
Value of employee giving	1	1	2
Total	47	62	95

1 Represents community investments by TELUS, our team members and retirees, and includes 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 nature of the VIK contribution being delivered, and might not be comparable to similar measures disclosed by others.

Global volunteer hours

Team (hours)	2025	2024	2023
TELUS team members, family and retirees	1,503,347	1,503,169	1,502,289

TELUS Wise participants

TELUS Wise	2025	2024	2023
Workshop participants	120,682	120,289	116,482

Community investment by type¹

Category (\$ millions)	2025	2024	2023
Education	10	33	57
Environment	0	1	1
Health	37	28	38
Total	47	62	96

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

TELUS Friendly Future Foundation (The Foundation) grants

Grants (\$ millions)	2025	2024	2023
Canadian Community Board grants	6.8	6.9	6.1
Foundation grants	0.9	1.7	3.1
Bursary program	2.4	2.2	1.8
Total	10.1	10.8	11.0

Connecting for Good

Program	2025	2024	2023
Additions to Internet for Good program	8,589	8,415	8,482
Additions to Mobility for Good program	10,753	9,567	8,621
TELUS Health for Good patient visits	95,000	58,979	56,236
Additions to Health for Good Medical Alert	507	426	235
Total	114,849	76,961	73,339

Our people

Our team members are the foundation of our business, and drive our success as a globally-leading telecommunications company. As of 2025, these metrics incorporate TELUS Digital team member data unless otherwise noted. To see historical data for TELUS Digital, please refer to its previous [ESG and Sustainability reports](#).

Team member demographics

Work type	2025 ^{1,2,3}			2024			2023		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Permanent	46,407	57,959	104,654	11,884	16,950	28,834	12,470	17,490	29,960
Temporary	1,336	1,125	2,577	350	195	545	288	181	469
Full-time	44,703	56,203	101,281	10,855	16,037	26,892	11,256	16,477	27,733
Part-time	3,040	2,881	5,950	1,379	1,108	2,487	1,502	1,194	2,696

1 Data covers all active team members.

2 The increase in team members is due to the inclusion of TELUS Digital team members.

3 404 TELUS Digital team members did not disclose their gender.

Team members by age group

	2025 ^{1,2}	2024	2023
Under 30 years old	46.1	14.8	16.2
30 to 50 years old	45.4	61.8	61.3
Over 50 years old	8.5	23.3	22.5

1 Data covers all active team members.

2 The increase in team members is due to the inclusion of TELUS Digital team members.

Team members by gender

Employee category (%)	2025 ^{1,2}		2024		2023	
	Women	Men	Women	Men	Women	Men
Senior management	35.8	64.2	28.7	71.3	30.7	69.3
Middle management	41.8	58.2	38.8	61.2	39.5	60.5
Junior management	38.6	61.4	39.9	60.1	40.0	60.0
Management positions in revenue-generating functions	38.5	61.5	36.5	63.5	35.4	64.6
Professional / staff	44.7	55.3	46.5	53.5	47.0	53.0
Frontline / agents	45.8	54.2	26.2	73.8	29.7	70.3
STEM roles ³	21.3	78.7	21.4	78.6	22.4	77.6

1 Data covers all active team members.

2 404 TELUS Digital team members did not disclose their gender.

3 STEM roles refer to occupations that generate advancements and create innovations through the application of knowledge and expertise from the 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, TELUS Digital and other out-of-footprint acquisitions are not included.

Team members by designated groups^{1,2}

	2025 ³	2024	2023
Women	36.6	36.8	37.2
Visible minorities	35.5	35.3	35.1
Persons with disabilities	8.2	8.6	8.6
Indigenous Peoples	3.1	3.4	3.6

1 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.

2 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), and via their EquiVision online tool.

3 Data covers all active team members.

New employee hires by age group and gender¹

Category	2025 ^{1,2,3}		2024		2023	
	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
Over 50 years old	15.0	1,367	3.1	212	4.2	305
30 to 50 years old	31.6	15,444	7.3	1,346	8.4	1,617
Under 30 years old	56.2	27,806	34.5	1,600	35.6	1,792
Total	41.5	44,617	10.5	3,158	11.8	3,714
Women	41.8	20,175	11.2	1,402	14.1	1,864
Men	41.1	24,186	10.0	1,756	10.1	1,850

1 Data covers all team members of TELUS.

2 The increase in new hires is due to the inclusion of TELUS Digital team members.

3 256 TELUS Digital new hires did not disclose their gender.

Open positions filled by internal candidates

	2025 ¹	2024	2023
% of open positions filled internally	23	37	38

1 Data covers all team members.

Turnover rates by age group and gender

Age group	2025 ^{1,2,3}		2024		2023	
	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
Over 50 years old	23.1	2,104	20.5	1,419	26.5	1,919
30 to 50 years old	34.1	16,666	17.1	3,160	19.2	3,706
Under 30 years old	45.4	22,468	39.8	1,845	35.3	1,780
Women	38.2	18,452	21.4	6,424	24.8	3,281
Men	37.4	22,006	23.3	2,923	22.5	4,124
Total	38.4	41,238	20.0	3,501	23.5	7,405

1 Data covers all team members.

2 780 TELUS Digital exits did not disclose their gender.

3 The increase in turnover is attributed to the inclusion of TELUS Digital team members. The 2025 turnover rate excluding TELUS Digital is 16.1 per cent.

Voluntary turnover¹

Type (%)	2025 ³	2024	2023
Voluntary ²	22.4	12.7	13.0
Total	38.4	22.2	23.5

1 Data covers all team members.

2 Voluntary rates exclude team members who left TELUS due to retirement.

3 The increase in turnover can be attributed to the inclusion of TELUS Digital team members.

Pulsecheck engagement results

Business unit (%)	2025	2024	2023
TELUS ¹ engagement ¹	85	81	82
TELUS Digital's engagement	78	-	-

1 Data covers all team members.

Company-wide union representation

Group	Team members covered by a collective agreement	Total team members	% covered by a collective agreement
2025¹			
Canada	3,636	25,101	15
International	527	82,130	0.6
2024			
Canada	3,985	28,182	14
International	0	78,594	0
2023			
Canada	5,385	30,915	17
International	0	75,480	0

1 Data covers all team members.

Average training hours¹

Overall	Gender		Role				Level	
	Men	Women	Bargaining unit	Management professional	Retail	Single contributor	Middle manager	Senior manager
2025^{2,3}								
8.2	8.8	7.2	13.9	6.9	7.8	7.8	9.3	45.9
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

1 Data is tracked through our learning portal TeamHub, LinkedIn Learning, Percipio Compliance, Degreed, Axonify and FLP only.

2 Only includes training completed by December 31, 2025 that was captured and recorded internally, as of January 31, 2026. 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 team members may engage in.

3 Data covers all permanent team members in Canada who are tracked in the primary human resources management system. TELUS Digital, TELUS Agriculture & Consumer Goods and LifeWorks are not included. Training that was provided for team members in 2025 who were no longer with the company on December 31, 2025 has not been included.

Training and development spend (\$ millions)¹

	2025	2024	2023
Average amount spent per full-time employee on training and development	890	815	895

1 Includes training investment across TELUS up to December 31, 2025. Training that was provided to team members in 2025 who are no longer with the company as of December 31, 2025 has not been included.

Return on learning¹

Performance impact (%)	2025	2024	2023
Team members who felt satisfied with the learning opportunity	91	95	93
Team members who feel the learning opportunities helped their performance on the job	91	94	93
Team members who would recommend this learning opportunity to other team members	89	94	92

1 Results are based on responses to common survey questions included in all corporate broad-scale leadership development offerings. This includes content focused on coaching, performance development, diversity and inclusion and orientation.

Wages compared to minimum wage¹ (CAD)

Year	Wage rate frequency	Average entry level wage	Minimum wage ²	Wage ratio
2025	annual	\$35,100	\$30,900	1.14
2024	annual	\$35,000	\$30,100	1.16
2023	annual	\$34,600	\$29,100	1.19

1 Data covers all team members in Canada. TELUS Agriculture & Consumer Goods and LifeWorks 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

Level	2025		2024		2023	
	Female representation	Key factor average differential ²	Female representation	Key factor average differential ²	Female representation	Key factor average differential ²
Executive	30%	2.5%	30%	7.4%	28%	5.8%
Management	38%	1.2%	38%	0.1%	38%	1.9%
Non-management	38%	2.4%	38%	0.2%	39%	4.1%
Overall	38%	2.2%	38%	2.0%	39%	2.7%

1 Data covers all team members in Canada excluding TELUS Digital, TELUS Agriculture & Consumer Goods, LifeWorks and TELUS Health team members based in Ontario and Quebec. Bargaining unit team members, temporary, casual, non-paid and team members on a leave of absence are also 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)	2025	2024	2023
Total pay and benefits ¹	3,731	3,854	4,039

1 Data includes all team members in Canada who are tracked in the primary human resources management system. TELUS Digital is not included.

Safety performance¹

	2025	2024	2023
Total hours worked (millions)	26.5	36.8	43.9
Number of recordable work-related injuries (i.e. lost-time accidents)	62	62	79
Rate of recordable work-related injuries (per 200,000 hours worked)	0.33	0.34	0.36
Fatalities	0	0	0

¹ Data covers all team members in Canada and excludes TELUS Agriculture & Consumer Goods, LifeWorks and TELUS Digital.

Human rights feedback¹

Human rights complaints	2025	2024	2023
Carry-over from previous year	27 ²	24 ²	21
New	10	8	8
Closed	16	7	9
In progress at end of year	21	25	20

¹ Data covers all team members in Canada, as well as LifeWorks and TELUS Agriculture & Consumer Goods. TELUS Digital is not included.

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

Human rights resolution¹

Closed human rights complaints	2025	2024	2023
Referred to TELUS internal or other resolution process	0	0	0
Resolution reached	10	2	1
Dismissed	3	4	6
Withdrawn	3	1	2

¹ Data covers all team members in Canada, as well as LifeWorks and TELUS Agriculture & Consumer Goods. TELUS Digital is not included.

Respectful Workplace resolution¹

Closed discrimination or harassment complaints	Cases in 2025	Cases in 2024 ³	Cases in 2023
Respectful Workplace Policy complaint reported, breach found and addressed with employee disciplinary action ²	6	7	20
Respectful Workplace Policy complaint reported and no breach found	19	29	35

¹ Data covers all team members in Canada, as well as LifeWorks and TELUS Agriculture & Consumer Goods. TELUS Digital is not included.

² Corrective or disciplinary action may include: termination of employment, disciplinary suspension, letter of expectation and/or disciplinary letter, coaching or training or employee resignation.

³ 2024 data has been updated to correct for a reporting error.

Ethics

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 process. As part of our commitment to accountability, we operate a 24-hour TELUS EthicsLine that enables team members and external stakeholders to anonymously and confidentially ask questions or report concerns regarding accounting, internal controls, or ethical matters.

Ethics office engagements¹

Type	2025 ¹	2024	2023
Ethical inquiries	145	184	161
Ethical complaints	461	468	387
Ethical breaches	201	158	161
Total contacts	807	810	709

¹ Data includes all team members.

Breaches of ethics and resulting actions in 2025¹

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
Fraud and unethical business dealings	72	1,167	6	3	82
Theft and misuse of assets	51	0	9	3	63
Information and data protection	16	0	4	1	21
Conflict of interest	9	0	3	1	13
Other	19	1	1	1	22
Total	167	2	23	9	201

¹ Data includes all team members.

Economic impacts

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, 2025 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; and 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).

Tax payments to governments¹

(\$ millions)	2025	2024	2023
Corporate income tax paid			
Federal	220	147	170
British Columbia	47	33	43
Alberta	31	20	23
Saskatchewan	1	1	1
Manitoba	2	1	1
Ontario	46	30	34
Quebec	26	20	-1
Atlantic provinces	5	3	3
Total	378	255	274
Other tax payments			
Employer portion of payroll taxes	179	190	201
Property and business taxes	127	131	123

¹ Data includes acquisitions TELUS made between January 1, 2025 and December 31, 2025.

Continued on following page

ECONOMIC IMPACTS

(\$ millions)	2025	2024	2023
Non-creditable/non-refundable sales taxes			
British Columbia	34	32	25
Saskatchewan	0.3	0.1	0.2
Manitoba	2.3	0.7	0.6
Provincial premium and capital taxes	0	0	-0.1
Quebec tax credits	-1	-7	0
Total other tax payments	342	347	350
Payroll taxes remitted	696	781	838
9-1-1 taxes and other payments remitted	57	54	54
Total other taxes remitted	753	835	892
Sales taxes remitted			
Canadian GST and HST	1,224	1,080	1,074
British Columbia	253	252	245
Saskatchewan	10	10	10
Manitoba	17	17	16
Quebec	230	227	223
Net sales taxes collected/remitted	1,734	1,586	1,568
Total taxes remitted	3,207	3,023	3,084

¹ Data includes acquisitions TELUS made between January 1, 2025 and December 31, 2025.

ECONOMIC IMPACTS

Tax reporting – income tax accrued

	Canada (\$ millions)	Other (\$ millions)
	540	(115)

Research and development spend^{1,2,3}

(\$ millions)	Estimated investment in R&D
2025	609
2024	668
2023	669

- 1 Data includes acquisitions TELUS made between January 1, 2025 and December 31, 2025.
2 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.
3 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.

Capital expenditures by region¹

(\$ millions)	2025	2024	2023
British Columbia	1,027	1,053	1,139
Alberta	276	439	474
Saskatchewan	3	6	4
Manitoba	51	10	12
Ontario	614	558	601
Quebec	373	376	424
Atlantic Canada	8	22	9
Territories	0	0	1
United States and other ²	214	171	158
Total capital expenditures	2,566	2,635	2,822

- 1 Data includes acquisitions TELUS made between January 1, 2025 and December 31, 2025.
2 "Other" predominantly includes capital expenditures at TELUS Digital, which are detailed in our 2025 Annual Report.

Economic value distributed¹

(\$ millions)	2025	2024	2023
Goods and services purchased	7,706	7,639	7,537
Employee benefits expense	5,878	5,907	6,148
Capital expenditures, excluding spectrum licenses ²	2,225	2,331	2,822
Interest paid	1,384	1,330	1,196
Income taxes paid, net	480	358	389
Dividends declared to the holders of common shares	2,532	2,314	2,111
Cash payments for spectrum licenses	0	637	29
Total	20,205	20,516	20,232

- 1 Data includes acquisitions TELUS made between January 1, 2025 and December 31, 2025.
2 2024 capital expenditures value was restated.

Clean revenue

Revenue sources (\$ millions)	2025	2024	2023
Reused, recycled or refurbished handsets ¹	1,428	1,500	1,369
Cloud-based services, connected technologies and other ²	764	759	695
Health services	2,041	1,779	1,705
Total clean revenue	4,233	4,038	3,769

- 1 Includes revenue from handset repairs, sales of certified pre-owned handsets, and handset sales from our Bring-It-Back program.
2 This includes revenue from cloud-based services, Internet of Things, our TELUS Agriculture & Consumer Goods business, and tree planting and restoration.

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}

	2025	2024	2023
Spend (\$ millions)	442	256	193
% change in spend from previous year	73%	33%	-0.50%

1 Data excludes TELUS Digital.

2 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.

JAC supplier audits¹

	2025	2024	2023
On-site supplier audits ² conducted collectively	151	139	137
Corrective action plans raised	794	661	890

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

Vendor payments^{1,2}

Metric (in millions)	2025	2024	2023
Spend with vendors with locations in Canada ³	\$9,836	\$9,955	\$9,726
As a % of total vendor payments	91%	92%	92%
Spend with non-Canadian vendors	\$927	\$817	\$817
As a % of total vendor payments	9%	8%	8%
Total vendor payments	\$10,763	\$10,772	\$10,544

1 Data excludes TELUS Digital

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

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

Putting our customers first

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.

Lawful request from law enforcement agencies across Canada

Type of request	2025	2024	2023
Lawful request (court and legislative demand)	12,018	12,361	8,929
Emergency response centre answered calls	76,070	85,087	90,069

Likelihood to Recommend (L2R) is a strategic key performance indicator (KPI) that gauges the loyalty of our customer relationships and measures the strength of the bond between our customers and our brand. Customers are surveyed with the question: "If a colleague, friend or family member were looking for [...] services, what is the likelihood that you would recommend each of your service providers to them?" The response options are: Definitely, Probably, Maybe, Probably Not or Definitely Not. L2R Result = % Definitely or Probably responses (top two options). Our target for 2025 was 72% and we achieved 70%.

Likelihood to recommend consumer division survey results¹

L2R KPI	2025	2024	2023
% of "Definitely" or "Probably" responses	70%	71%	73%

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