

A close-up photograph of several green leaves, likely from a plant like a cornflower, showing detailed vein patterns and a slightly serrated edge. The leaves are layered, with some in sharp focus and others blurred in the background, creating a sense of depth. The overall color palette is various shades of green, from vibrant lime to deep forest green.

Leading with purpose, innovating with passion.

2024 SUSTAINABILITY AND ESG REPORT



Let’s make the future friendly, together

TELUS is a world-leading communications technology company, generating over \$20 billion in annual revenue with more than 20 million customer connections through our advanced suite of broadband services for consumers, businesses and the public sector. We are committed to leveraging our technology to enable remarkable human outcomes. TELUS is passionate about putting our customers and communities first, leading the way globally in client service excellence and social capitalism. Our TELUS Health business is enhancing 76 million lives worldwide through innovative preventive medicine and well-being technologies. Our TELUS Agriculture & Consumer Goods business utilizes digital technologies and data insights to optimize the connection between producers and consumers. Guided by our enduring ‘give where we live’ philosophy, TELUS, our team members and retirees have contributed \$1.8 billion in cash, in-kind contributions, time and programs, including 2.4 million days of service since 2000, earning us the distinction of the world’s most giving company.

Land acknowledgment

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

What’s inside

- 1 Message from our CEO
- 6 Letter from our Chief Social Innovation Officer and Chief Financial Officer
- 8 About this report
- 11 Engagement, material ESG topics and priority setting
- 15 Our environmental, social and governance approach

18 Environment

- 19 Protecting our planet
- 24 Circular economy and responsible resource use
- 27 Environmental management system
- 28 Sustainable agriculture and consumer goods

31 Social

- 32 Enabling human connection through digitization
- 34 Building healthy communities and workplaces
- 37 Supporting our team members
- 42 Giving back to build stronger communities

47 Governance

- 48 ESG governance
- 50 Creating an inclusive and caring culture
- 53 Ethics
- 54 Human rights
- 57 Public policy and advocacy
- 59 Economic impacts
- 63 Responsible supply chain
- 67 Responsible AI, privacy and transparency
- 70 Risk management and business continuity

- 74 Limited assurance report
- 77 Global Reporting Initiative index
- 81 Sustainability Accounting Standards Board index
- 83 Task Force on Climate-related Financial Disclosures
- 92 Caution regarding forward-looking statements

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Message from our CEO

Leading with purpose, innovating with passion

Over the past 25 years, our TELUS team has demonstrated an unparalleled commitment to social capitalism. In 2024, our team continued leveraging our world-leading technology, talent and caring culture to achieve industry-leading financial, operational and customer service results. We realized these outcomes through a relentless focus on putting our customers first, integrated with a social purpose thesis that strives to make the future friendly for underserved constituencies.

Achieving leading operational, financial and customer loyalty results that differentiate your Company in hearts and minds

Once again in 2024, your Company continued to achieve strong customer growth and retention, including the most loyal customer base in our industry. Indeed, there are very few telcos in the world that have achieved such remarkable results so consistently, which is a testament to the qualities of our TELUS team, our Customers First commitment in action and the synergistic relationship we have with our communities at a humanistic level.

In 2024, TELUS delivered an industry-best postpaid mobile churn rate of 0.99 per cent, marking 11 consecutive years below one per cent. Notably, we added over 1.2 million new customer connections – an industry-leading result that represented our third straight year of achieving more than one million new customer additions. Moreover, TELUS was the only company among our national peer group to realize positive total fixed net additions in 2024, with 255,000 net additions, alongside our industry-leading 961,000 total mobile net additions. Furthermore, over the last three years, we have



Joining 150 team members in Amsterdam for a canal clean-up during TELUS Days of Giving. Together, we worked to liberate the canal of plastic bottles and other environmentally destructive materials, collecting 500 bags of waste from the canal and illustrating our passion for purpose in action.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

driven more than 3.5 million net customer additions across mobility and fixed, including nearly 1.2 million mobile phones, over 1.5 million connected devices and nearly 420,000 internet customers – significantly outpacing all of our competitors.

Certainly, 2024 was an incredibly challenging year with macroeconomic headwinds and a frustrating regulatory and competitive environment. These latter factors also precipitated a less-than-rational market dynamic. Notwithstanding this, your Company’s superior and differentiated asset mix, proactive approach to cost efficiencies and excellence in the execution of our strategy yielded a markedly superior shareholder return relative to our peers in a down Canadian telecom market.

Our team also drove strong operating revenue growth of 1.8 per cent and Adjusted EBITDA growth of 5.5 per cent, achieving the low end of our full-year target, including finishing the fourth quarter on a high note with 7 per cent EBITDA growth. These industry-leading operational, customer service and financial results once again demonstrate the potent combination of our Customers First ideology and social capitalism model in action.

Revolutionizing health, agriculture and consumer goods in a way that preserves our planet for future generations

In TELUS Health, we expanded our virtual care services in Canada to 6.5 million members in 2024 – a 16 per cent increase year-over-year – while also executing 654 million digital health transactions. TELUS Health now covers 76 million lives across 160 countries, marking a 10 per cent increase, year-over-year, in the number of lives covered. Notably, our TELUS Health team achieved \$1.8 billion in revenue and 18 per cent Adjusted EBITDA growth, while progressing our focus towards illness prevention, exemplified by the launch of our state-of-the-art Precision Health services.

TELUS Agriculture & Consumer Goods (TAC) demonstrated robust performance in 2024, with revenue increasing by 12 per cent, supported by improved profitability and margin contributions.

Our TAC team serves more than 5,400 customers in over 60 countries and we will continue to grow in the years ahead as we materially accelerate and significantly scale our TAC business into a major asset of consequence. Our team knows, to sustain a healthy planet and population, we need a global quality food supply that is safe, sustainable, expansive and connected. As the world's leading digital agriculture company, TELUS Agriculture is helping answer our biggest environmental and social challenges. Our team is advancing the sector by harnessing the power of digital tools and data analytics to reduce waste; optimize resource consumption through precision agronomy; and improve food safety and traceability... all while enhancing the efficiency and effectiveness of the end-to-end value chain, from farm to fork.

Impressively, TAC’s Precision Agronomy solutions and technologies reduce the need for seed, fertilizers and pesticides by up to 20 per cent, and enable water savings of 30 per cent. This supports producers in improving their sustainability, reducing their carbon footprint and advancing profitability. Similarly, our digital agronomy solutions use data-driven insights to optimise agricultural practices by enhancing soil health, biodiversity and ecosystem resilience across 200 million acres, on more than 450,000 farms, in 22 countries. Ultimately this feeds 75 million people around the world and is a compelling exemplification of regenerative agriculture in action.

Importantly, through our virtual healthcare and precision agriculture – in addition to our fleet management and high-speed broadband networks – TELUS is enabling our customers to avoid emissions at nearly 7.5 times our own operational footprint. In 2024, we avoided 1.4 million metric tons of gross CO₂ emissions, which is equivalent to planting a forest of 56 million trees. By advancing virtualization technology, we continue to enable smarter, more sustainable operations, driving significant carbon avoidance benefits for our customers.

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Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Within TELUS, we are taking further steps, as evidenced by our aspirations to reach 100 per cent of our electricity requirements effectively procured from renewable or low-emitting sources by year-end while also improving energy intensity by 50 per cent from 2019 levels by 2030.

Embracing innovation and AI to drive growth and improve economic, human and environmental outcomes

Looking ahead, your Company is well-positioned for continued growth, given our differentiated products and services, our ability to cross-sell within TELUS Business, TELUS Health, TELUS Agriculture & Consumer Goods and TELUS Digital, and our advanced data and artificial intelligence (AI) capabilities. This includes our powerful Fuel iX platform, with a suite of state-of-the-art AI tools for businesses to significantly enhance enterprise and employee AI enablement, customer support, employee training and digital security leveraging an impressive array of 43 world-leading large language models, including from OpenAI, Google, Amazon and Meta to name just a few.

TELUS made history in 2024 when we launched our AI-powered customer support tool, one of the first from a Canadian organization, to provide customers a more seamless digital experience by offering fast and intuitive responses to their queries. This tool was the first in the world to be internationally certified in Privacy by Design (ISO 31700-1).

Our internal AI tools, created with the support of TELUS Digital, exemplify our progress in next-generation technology applications, now used by more than 57,000 team members



each month across TELUS and TELUS Digital. Importantly, we are harnessing the transformative power of AI in a safe, secure and responsible manner to create value across our organization and stakeholders – from enhancing team member productivity to optimizing network infrastructure, simplifying processes and providing more dynamic ways of interacting with and serving our customers.

By way of example, we developed an internal IT help desk copilot that has transformed technical support across TELUS by empowering our team members to self-serve for IT-related needs while driving significant savings. Moreover, our AI solutions provide guidance for field techs at customer homes, helping to monetize these visits while giving customers a choice of free remote support or a premium in-home service. Our AI-based agent for network technicians offers real-time, personalized support and quick answers to job-specific questions, leading to improved service and operational efficiencies. From a network infrastructure standpoint, your Company introduced predictive AI models to optimize network performance and fuel an insights-driven network investment strategy to maximize impact on customer satisfaction.

These represent just a few examples of the more than 30 large-scale AI solutions at TELUS that have driven over \$78 million in benefits to date. As we continue progressing our own digital transformation journey, it offers a unique opportunity for TELUS Digital to leverage TELUS as an innovation lab, which they, in turn, can exploit as a meaningful reference case for the productization of solutions with their external clients.

Further demonstrating our commitment to using AI for good, we developed our global SmartHome+ platform that integrates real-time data analytics, automation and a natural language AI assistant to set up routines, manage your home and assist with smart home setup. Our team launched TELUS HomeView using the TELUS SmartHome+ platform featuring AI-enabled smart cameras to provide customers with peace of mind, allowing them to easily identify people, pets and packages, and communicate with people at their door from anywhere. Utilizing the same platform and application, TELUS SmartEnergy empowers customers to manage their home’s energy consumption and save up to 15 per cent on their utility bill. TELUS SmartEnergy helps consumers make smarter energy decisions and is a positive step towards addressing the challenges facing Canada’s energy infrastructure through demand-side management and furthering Canada’s net-zero ambitions. The SmartHome+ platform was built as a global Platform as a Service solution and we will be partnering with communication companies around the world to bring this technology to consumers globally.

TELUS made history in 2024 when we launched our AI-powered customer support tool.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Leveraging our technology innovation to create a more connected and sustainable world

At TELUS, we believe that business success and environmental stewardship go hand in hand. Indeed, our world-leading broadband networks and technology are the backbone of our digital economy and societies.

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

Notably, TELUS provides critical connectivity for millions of people and businesses, enabling our digital economies and contributing to societal well-being. In 2024, we reached several key milestones, including offering TELUS PureFibre in Ontario and Quebec. We also enhanced our 5G network, unveiled our new PureFibre 5Gigabit plan – the fastest home internet in Western Canada – and extended our broadband networks to 60 additional Indigenous lands. TELUS now connects 278 Indigenous communities with TELUS PureFibre and 805 Indigenous lands with 5G, demonstrating our commitment to deploy spectrum and expand our networks and technology across our Canadian landscape.

Furthermore, we have migrated 99.1 per cent of eligible customers to TELUS PureFibre, which is good for our customers and our company. By way of example, TELUS PureFibre is more resistant to environmental factors, making it less prone to outages or disruptions, while also enabling a two-thirds reduction in repair activity. Moreover, with TELUS PureFibre we have seen a 25 per cent lower cost to serve, 60 per cent increase in product intensity and 15 per cent higher ARPU, with lower churn than traditional copper.

TELUS PureFibre is also good for our environment, given that fibre is up to 85 per cent more energy-efficient. Our transition from copper to fibre has reduced over 9,300 tonnes of greenhouse gas emissions – equivalent to removing nearly 2,000 gasoline-powered cars from our roads for one year. To date, we have repurposed more than 4,300 tonnes of copper through our innovative urban copper mining program, supporting the circular economy. The value of our green copper urban mine is estimated at \$1 billion at current market prices, with a net value of approximately \$500 million after refining and other costs; highlighting again the mutualism between environmental responsibility and attractive business economics.

TELUS provides critical connectivity for millions of people and businesses, enabling our digital economies and contributing to societal well-being.

Earning customer trust and loyalty by investing in our communities

A hallmark of our organization is being there for our communities when and where they need us the most. Indeed, since 2000, TELUS, our team members and retirees have contributed \$1.8 billion in cash, in-kind contributions and programs, including 2.4 million days of volunteerism, to communities worldwide.

TELUS’ leadership in social capitalism elevates our globally admired brand in the hearts and minds of consumers, building trust and loyalty and supporting the growth of our business as customers choose to give their patronage to a company with superior products, service and an authentic and distinguished track record of giving back to their communities, year after year. As a result, our TELUS brand has increased in value from a few hundred million dollars in 2000 to \$12.1 billion in 2025 according to Brand Finance. This ranks us as the most valuable telco brand in Canada and the eighth most valuable Canadian brand overall. The power of our brand sets TELUS apart from our peers and underpins our growth ambitions, which continue to realize positively differentiated value for all of our stakeholders, including you, our valued investors.

Creating value for our shareholders worldwide

Your Company consistently delivers meaningful long-term value for our shareholders that is unmatched by our industry peers. Since 2000 through February 2025, TELUS has delivered a total shareholder return of 614 per cent, materially outperforming both the TSX and MSCI World Telecom Services Index. In 2024, we announced the 27th dividend increase since launching our multi-year dividend growth program in 2011. TELUS has returned more than \$27 billion to shareholders since 2004, including \$22 billion in dividends, representing \$18 per share. This is just one of the ways TELUS



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

supports investors around the world, including TELUS team members, who collectively represent our fourth-largest shareholder amongst actively managed funds.

Focusing on strong financial, operational and customer experience results for the benefit of the stakeholders we serve

Needless to say, we remain disappointed in our share price performance throughout 2024 and into 2025, despite significantly outperforming the vast majority of our national and global peers across a wide range of operational, customer service and financial performance metrics. This is frustrating for our management team in the context of our robust and profitable customer growth, industry-best dividend growth program, and our leading and differentiated asset mix, which underpin the significant value we have created for your Company and for the stakeholders we serve.

Going forward, we remain laser-focused on: building on the strong operational and financial performance momentum with which we exited 2024, inclusive of delivering an industry-leading 7 per cent TTech EBITDA growth in Q4; achieving our robust financial targets for 2025, which are industry-leading by a wide margin; and delivering sustainable free cash flow expansion for the foreseeable future, further strengthening our balance sheet. This is buttressed by one of the lowest capital intensity ratios globally, alongside compelling monetization opportunities, including \$7 billion of potential asset sales that we anticipate will support meaningful deleveraging, with only \$2 billion to \$3 billion required to hit our planned leverage ratio targets between now and 2027.

Setting bold financial and social targets for 2025, building off of 2024 momentum

For 2025, we have once again set industry-leading financial targets, including TTech operating revenues and Adjusted EBITDA growth of up to four per cent and five per cent, respectively, and consolidated free cash flow of approximately \$2.15 billion, supported by consolidated capital expenditures of approximately \$2.5 billion. Notably, our TTech EBITDA guidance contrasts markedly with our peers, who anticipate significantly lower EBITDA growth (including negative growth at the low end of the range).

In concert with this, we have set ambitious social capitalism and environmental targets. These include contributing 1.5 million volunteer hours in 2025, further amplifying our efforts in 2024 when we engaged 83,000 volunteers across 33 countries for our TELUS Days of Giving – our most giving year yet. This year, we will also support an additional 240,000 citizens, over and above the 1.3 million individuals we have assisted since

We remain laser-focused on building on the strong operational and financial performance momentum with which we exited 2024.

inception, through our Connecting for Good and TELUS Wise programs. At the same time, we will gift over \$10 million in charitable grants and bursaries through TELUS Friendly Future Foundation. This will build on the \$2.5 million raised at the Foundation's inaugural gala, the \$8.6 million committed to 550 charities, and more than 500 bursaries that were awarded through the TELUS Student Bursary program in 2024.

Indeed, as a signatory to the United Nations Global Compact, we take action and share progress in respect of human rights, labour, environment and anti-corruption practices, reinforcing our dedication to creating stronger, more sustainable communities.

Expressing gratitude for your patronage and support

The above is but a sampling of our TELUS team's important achievements in 2024. On behalf of our 130,000 team members and retirees worldwide, thank you to our shareholders, customers and community partners for your support. We are committed to leading with purpose and innovating courageously in the years ahead while delivering the industry-leading results our shareholders expect from our team. Together, let's continue to make the future friendly.



Darren Entwistle
Proud member of the TELUS team



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Letter from our Chief Social Innovation Officer and Chief Financial Officer

Strengthening our foundations for sustainable growth

Driven by our people, purpose and unwavering passion for prioritizing customers and communities, we leverage technology to tackle the world’s most urgent social issues and bring about remarkable human outcomes. At TELUS, we firmly believe that good business practices and social good are intertwined, and we recognize our responsibility to address important social challenges through our products and services.

Our dedication to social capitalism

Over the past 25 years, our unwavering commitment to social capitalism has propelled TELUS beyond its roots as a Canadian telecom, transforming us into a global technology leader with far-reaching impact. In 2024, this vision came to life through groundbreaking ESG initiatives that range from revolutionizing healthcare access to pioneering renewable energy investments. Our journey exemplifies how purpose-driven innovation can create extraordinary value for both business and society, setting new benchmarks for corporate responsibility on the world stage.

In May 2024, we held our 19th annual TELUS Days of Giving, inspiring 83,000 TELUS team members, retirees, family, and friends to volunteer across 33 countries. This event showcased our culture of giving and contributed to our TELUS family volunteering 1.5 million hours worldwide for the second consecutive year, making it our most giving year ever.

Our commitment to social impact and local engagement extends across communities globally. Our 19 TELUS Community Boards are empowered to make decisions about where grants are best allocated based on need and maximum impact in local



communities. In 2024, the boards distributed \$8 million in cash donations to support over 550 programs around the world. Additionally, we celebrated a significant milestone as our Canadian Community Board program reached \$100 million in donations to local charities since its inception in 2005.

Empowering communities through the power of technology

Our unwavering dedication to social responsibility is made evident through numerous impactful programs and initiatives. Our Internet for Good and Mobility for Good programs have significantly expanded digital access, reaching 63,500 low-income households and over 61,800 marginalized individuals, respectively, since their inception. TELUS Wise has enhanced digital literacy for over 800,000 Canadians through workshops and programming.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

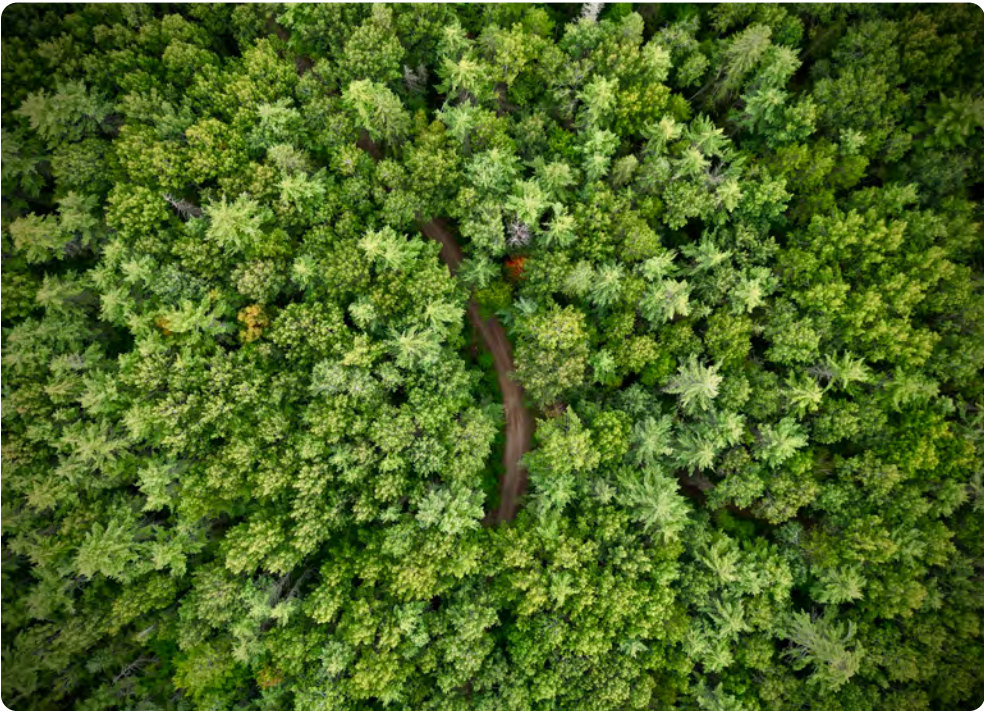
Notably, Health for Good mobile health clinics have facilitated 260,000 patient visits across 27 Canadian communities since 2014, providing essential primary and mental healthcare to individuals experiencing homelessness. In 2024, we further enhanced our efforts by increasing investment in the Health for Good program to \$16 million through 2027, and launched a new mobile clinic in the B.C. interior.

We have actively engaged with and supported Indigenous communities through our Indigenous Communities Fund, which has granted nearly \$1 million to 42 community programs since its inception in 2021. In 2024, the fund focused on four key themes: cultural revitalization and preservation, health and wellness support, community infrastructure and technology access, and food security initiatives. Additionally, our TELUS Indigenous Advisory Council has played a key role in furthering the Company’s reconciliation action plan. Furthermore, we published our inaugural Responsible AI Report, “The Power of Perspectives in Canada” in January 2024, hosted focus groups with Indigenous Peoples to foster data and AI literacy and contributed to the ethical discourse around AI usage.

Environmental stewardship and critical disaster response

We continue to demonstrate strong environmental leadership through strategic investments and sustainable practices — reducing absolute Scope 1 and 2 GHG emissions by 56 per cent from 2010 levels and 38 per cent from 2019 levels. In 2024, we celebrated planting over eight million trees across more than 5,300 hectares of land and expanded our environmental initiatives through partnerships focusing on post-wildfire reforestation and global carbon sequestration.

In times of crisis, our team is at their best. TELUS' exceptional disaster response capabilities have earned us unprecedented recognition: our third consecutive Disaster Recovery Institute Canada (DRI) Response and Recovery Award and the inaugural DRI Preparedness and Mitigation Award. During the devastating Jasper wildfires, we demonstrated our commitment by mobilizing over \$200,000 in cash donations and in-kind contributions, while maintaining critical emergency communications through innovative mobile and satellite solutions. Our assistance included the distribution of disaster kits, deployment of our portable cell towers on wheels to ensure 9-1-1 access and partnership with the Red Cross to establish recovery centres.



Building a sustainable future

We remain on track to source 100 per cent renewable electricity by 2025, reduce energy intensity by 50 per cent from 2019 levels by 2030, and achieve net carbon neutrality by 2030 or sooner. In 2024, we launched additional sustainability-linked bond (SLB) offerings in the Canadian fixed income market to further propel our environmental commitments.

With a sense of purpose and passion, we are not merely addressing today’s demands but planning for a healthier, more sustainable future. This is how at TELUS we are rising to the challenge. Together with our communities, partners and stakeholders, we are creating a better, more sustainable planet.

Let’s make the future friendly, together.

A handwritten signature in black ink, appearing to read 'Jill Schnarr'.

Jill Schnarr
Chief Social Innovation,
Communications and Brand Officer

A handwritten signature in black ink, appearing to read 'Doug French'.

Doug French
Executive Vice President and
Chief Financial Officer

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

About this report

Let’s make the future friendly, together.

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

Our 2024 Sustainability and ESG Report highlights our performance and positive influence on the issues that are important to our team members, customers, investors, governments, non-governmental organizations (NGOs), and our communities and society at large. TELUS conducts a double materiality assessment every three years to ensure we evaluate sustainability matters from both financial and impact perspectives.

Independent assurance

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards. We have engaged Deloitte LLP as our independent assurance providers. The Limited Assurance Report can be found on page 74. Any forward-looking information should be read together with the cautionary note regarding forward-looking statements on page 92.

Reporting period and organizational boundaries

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, unless otherwise noted, in this report is for TELUS (except TELUS Digital), other than 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 made between January 1, 2024 and December 31, 2024 are not included unless otherwise stated.

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

Third-party information

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

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Learn more

An archive of past sustainability reports is available at telus.com/sustainability. In addition, we regularly update our website with features and information on our work in sustainability and social purpose. We continuously seek ways to improve our reporting and welcome your feedback. Questions or comments can be directed to sustainability@telus.com.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

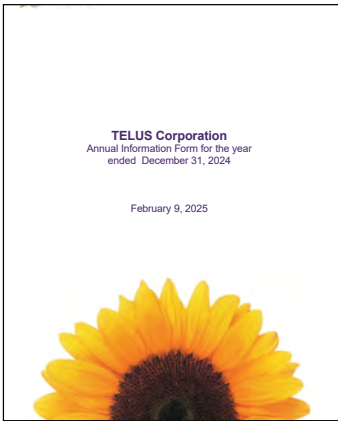
Companion Documents



[2024 Annual Report](#)



[2024 ESG Data Sheet](#)



[2024 Annual Information Form](#)



[2025 Information Circular](#)



[2024 Indigenous Reconciliation and Connectivity Report](#)



[Pollinator Fund Impact Report](#)



[2024 TELUS Digital Sustainability and ESG Report](#)

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Commitments and awards

Commitments

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





WE SUPPORT



SUSTAINABILITY ACCOUNTING
STANDARDS BOARD



DISCLOSURE INSIGHT ACTION



SCIENCE
BASED
TARGETS



WE SUPPORT
CEO
WATER
MANDATE

ISO 14001: 2015 Environmental Management System

ISO 31700-1 Privacy by Design Certification

Government of Canada Voluntary AI Code of Conduct

Safety Institute Consortium (first Canadian Telecom)

OECD Pilot of the Reporting Framework for the International Code of Conduct for Organizations Developing Advanced AI Systems and OECD Policy Brief of AI Skills



Third-party recognition in 2024

We are proud to have been recognized with the following awards and included in these indices for our global-leading sustainability leadership.



TIME
WORLD'S MOST
SUSTAINABLE
COMPANIES
2024

TIME Magazine and Statista inaugural list of the World's Most Sustainable Companies, ranking 21st out of 500 global companies overall



Dow Jones
Sustainability Indexes

Dow Jones Best-in-Class Indices North American Index for the 24th consecutive year



Most Sustainable Corporations in the World
GLOBAL100

Corporate Knights Global 100 Most Sustainable Corporations in the World Index



BEST 50
CORPORATE CITIZENS

Corporate Knights Best 50 Corporate Citizens in Canada



SUSTAINALYTICS

Industry Top-Rated ESG Performer by Sustainalytics



Brand Finance®

Recognized as one of Canada's top 10 most valuable brands by Brand Finance 2024



BC TECH
association

B.C. Tech 2024 Diversity and Inclusion Gamechanger Finalist



DRI
CANADA

Disaster Recovery Institute Canada: Preparedness and Mitigation Award 2024



InfoGov
World
2023

InfoGov World AI Excellence Award 2024 (TELUS Purple Teaming approach for responsible AI)



CIO AWARDS
CANADA

2024 CIO Canada Award for our AI-powered IT helpdesk tool

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Engagement, material ESG topics and priority setting

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

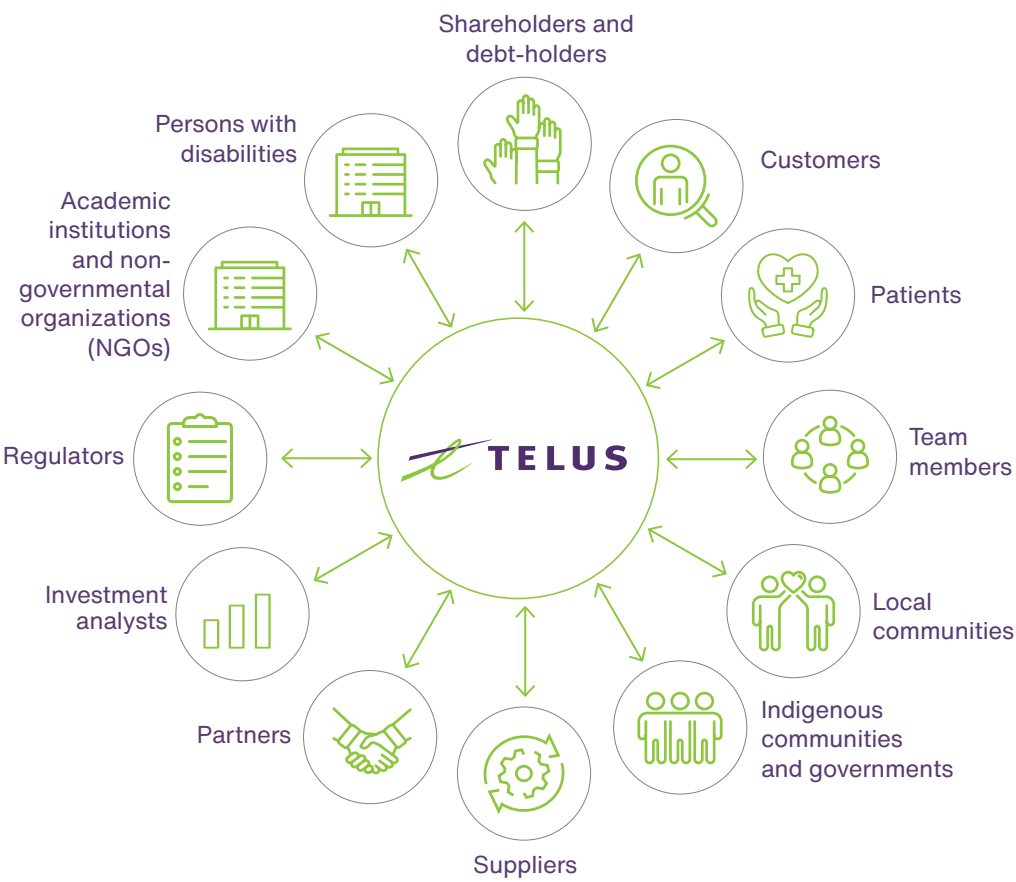
Their valuable feedback and insights play a crucial role in understanding the impact of our actions so that we can identify emerging ESG risks and uncover opportunities to advance our goals.

Key stakeholders who shape TELUS' strategic direction include, but are not limited to:

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

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

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



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Engaging with Indigenous Peoples

TELUS recognizes Aboriginal Title and Rights and Treaty Rights¹, as well as the unique culture and governance of individual Indigenous nations, governments and communities. We are committed to engaging with Indigenous Peoples in a manner that respects the rights set out in the United Nations Declaration on the Rights of Indigenous Peoples. TELUS acknowledges Indigenous Peoples’ inherent right to self-governance and supports processes and agreements that reflect this authority, including the role of Indigenous Peoples as stewards of their lands.

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

- Guiding principles for TELUS’ engagement with Indigenous Peoples and governments:
- TELUS understands that Indigenous Peoples in Canada comprise nations and governments who have constitutionally protected Aboriginal Title and Rights.
 - TELUS actively seeks to collaborate with Indigenous governments; listening, learning, and integrating their perspectives throughout the development, design and implementation of projects impacting Indigenous Peoples and lands.

TELUS works closely with communities to confirm that we carry out our activities and relations in a culturally appropriate and environmentally sensitive manner.



Tulita, NT | Pat Kane, Timiskaming First Nation

¹ The term Aboriginal Title and Rights means legally defined rights protected under section 35 of the Constitution Act 1982. While Indigenous is now in more common usage than Aboriginal to speak of First Nation, Inuit and Métis peoples of Canada, when referring to legal rights the term Aboriginal Title and Rights is used. Aboriginal is defined in the Constitution Act 1982 Section 35 (2) as Indian, Inuit and Métis peoples of Canada. First Nation is generally used now instead of Indian.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

2024 select engagement highlights

Key activity	Description
European ESG/ Fundamentals Investor Roadshow	TELUS' Executive Vice President and Chief Financial Officer, Doug French, and Chief Social Innovation, Communications and Brand Officer, Jill Schnarr, travelled to Frankfurt, Amsterdam, Edinburgh and London to meet with a wide range of key European institutional investors, including their ESG investment primes. Doug discussed our strong, differentiated value proposition while Jill highlighted our social capitalism leadership – including addressing social issues like health and wellness supply constraints, agriculture, and food insecurity – driving social change through our global-leading technology and compassion, which continues to resonate strongly with our customers, investors, team members, and other key stakeholders.
Responsible AI Report	TELUS released its inaugural TELUS AI report in January 2024: The power of perspectives in Canada . Continuing our efforts to build inclusive dialogue on AI, the team participated in forums, such as Collision and Indigenomics, conducted additional research via survey, and hosted focus groups with Indigenous Peoples. These opportunities help to foster data and AI literacy and contribute to the discourse about the ethical use of data.
TELUS Community Boards	The TELUS Community Boards support our social impact goals by empowering local leaders and employees from diverse backgrounds to make charitable funding decisions that address the most pressing needs in their communities. Currently, we have 19 TELUS Community Boards, 13 operating in Canada and six internationally. In 2024, our TELUS Community Boards awarded \$8 million in cash donations in support of more than 550 programs around the world.
Sustainable Supplier Program	Through our TELUS Sustainable Supplier Program, we have engaged over 150 of our most impactful suppliers to share our expectations for climate action, as well as provided resources, training and capacity building to enable them to better understand and act on these expectations. Additionally, through key suppliers' scorecards, sustainability is more actively discussed during business reviews, which facilitates the exchange of ideas, best practices, and innovative solutions.
Leading sustainability networks	TELUS actively engages with various global networks and membership-based sustainability leadership organizations to drive positive change. In 2024, we engaged with the Canadian Purpose Economy Project to provide input into their first release of their Disclosing with Purpose reporting standard.
Indigenous Advisory Council	Members of the TELUS Indigenous Advisory Council offer their diverse perspectives and lived experiences to support the development and implementation of TELUS' reconciliation action plan commitments. In 2024, we implemented feedback from the Advisory Council to expand the impact of key commitments such as our employment strategy, our commitment to responsible AI, and the TELUS Environmental Solutions reforestation project, among other key initiatives.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Double materiality assessment

TELUS actively engages with stakeholders through a comprehensive materiality assessment process. We conduct this assessment every three years to ensure we remain aligned with our stakeholders’ evolving expectations. The insights gathered from this assessment will play a crucial role in shaping the focus areas of our ESG strategy, informing our reporting practices and guiding our sustainability disclosures. Further, this approach allows us to remain responsive to our stakeholders while driving meaningful progress in our sustainability reporting initiatives.

In 2024, we conducted a double materiality assessment in anticipation of the requirements of the Corporate Sustainability Reporting Standards (CSRD) and the European Sustainability Reporting Standards (ESRS). A double materiality approach reviews and assesses sustainability-related topics from two perspectives:

- **An impact perspective:** TELUS’ positive or negative impact on people and/or the environment.
- **A financial perspective:** Sustainability issues affecting TELUS’ financial performance from a risk and opportunity perspective.

To determine our material topics, we followed a rigorous and structured process consisting of four important steps:

- 1. Context setting:** Understanding and identifying relevant material topics and mapping TELUS’ multiple value chains.
- 2. Design the engagement approach:** Developed a scoring methodology with defined criteria and grading scales for both impact and financial materiality. The methodology was informed by existing internal risk scoring frameworks, including our Enterprise Risk Management and Environmental Management System frameworks.
- 3. Stakeholder engagement:** We conducted extensive stakeholder interviews, including 17 interviews with 75 TELUS and TELUS Digital team members. This engagement process facilitated the collection of information on a variety of topics, which informed our impact, risk, and opportunity statements.
- 4. Validation and finalization:** Our material topics were identified through a rigorous process of scoring and evaluating impact, risk, and opportunity statements against predetermined thresholds. The results of this double materiality assessment were validated and confirmed by senior leadership in a focused review session.

Results

Our comprehensive double materiality assessment has identified 10 key material topics that encapsulate TELUS’ impact on people and the environment, as well as the influence of ESG factors on our business performance. The diagram below highlights these key material topics, which exceeded our established impact and financial materiality thresholds.

While some topics did not reach the materiality threshold, TELUS remains committed to transparent reporting across all relevant areas of our business. We continue to set and pursue ambitious goals aligned with our ESG pillars, demonstrating our unwavering dedication to comprehensive sustainability practices and social capitalism.

Material topics

Environment	Social	Governance
 ESRS E1 Climate change	 ESRS S1 Own workforce	 ESRS G1 Business conduct
 ESRS E2 Pollution	 ESRS S2 Workers in the value chain	 Sector topic Anti-competitive behaviour
ESRS E3 Water and marine resources	 ESRS S3 Affected communities	
 ESRS E4 Biodiversity and ecosystems	 ESRS S4 Consumers and end-users	 Material topics
 ESRS E5 Resource use and circular economy		

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Our environmental, social and governance approach

Our Company’s activities are guided by our commitment to ESG. Through our five social impact pillars (connectivity and digitization; sustainability; health and well-being; security, privacy and safety; and giving to our communities), we leverage our global-leading technology and compassion to further social capitalism, drive social change and enable remarkable human outcomes.

We have structured this report under the three pillars of ESG to showcase how our social impact pillars drive our overall strategy and empower us to fulfill our commitments to all stakeholders.

Our track record of consistently delivering on our ambitious goals demonstrates our commitment to operating responsibly and transparently reporting on our progress to date. We are passionate about being a leader in social capitalism and our digital solutions and networks play a crucial role in addressing and mitigating the adverse impacts of climate change. Our approach begins with relationships and collaboration with our stakeholder groups including our customers, team members, suppliers and our communities.

By integrating our ESG approach with the decisions we make to operate our business, we consistently enhance the value of our business, demonstrate leadership within our industry and foster positive impacts on our global community.

A purpose-driven company

At TELUS, our social purpose guides our strategy and acts as the blueprint for how we engage with our customers, communities and each other. It drives all areas of the business, including where we invest our capital, and focus our research and



development, to ultimately create long-term, sustainable value for all stakeholders. Our steadfast commitment to creating meaningful and transformative social outcomes within our communities has led to significant progress in 2024, furthering our mission to make a tangible difference in the lives we touch.



Connectivity and digitization



Leading in sustainability



Health and well-being



Security, privacy and safety

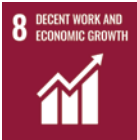


Giving to our communities

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Our goals

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



Goal	Target year ²	Progress in 2024
Energy and carbon management ³		
Net carbon-neutral operations	2030 or sooner	On-track: Reduced absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 56 per cent from 2010
100 per cent of our electricity requirements effectively procured from renewable or low-emitting sources	2025	On-track: 59 per cent of electricity requirements procured from renewable or low-emitting sources
Reduce energy intensity per terabyte of data traffic 50 per cent from a 2019 base year	2030	On-track: Reduced energy intensity by 47 per cent per terabyte of data traffic from 2019
Science-based target: reduce absolute Scope 1 and 2 GHG emissions by 46 per cent from a 2019 base year	2030	On-track: Reduced absolute Scope 1 and Scope 2 GHG emissions by 38 per cent from 2019
Science-based target: reduce absolute Scope 3 GHG emissions from business travel and employee commuting 46 per cent from a 2019 base year	2030	Achieved goal: Reduced absolute Scope 3 GHG emissions from business travel and employee commuting by 46 per cent from 2019
Waste and circular economy		
5 per cent annual reduction in total materials discarded to landfill	annual	Off-track: 11 per cent increase in total materials discarded to landfill in 2024. This increase was due, in part, to TELUS team members returning to the office and corporate acquisitions.
65 per cent diversion of waste from offices and facilities	2025	On-track: Diverted 63.9 per cent of waste from offices and facilities
85 per cent diversion of waste from additional waste streams	2025	Achieved goal: Diverted 98.2 per cent of waste from additional waste streams
Water ¹		
Reduce water consumption intensity per terabyte of data traffic 50 per cent from a 2019 base year	2030	On-track: Reduced water consumption intensity per terabyte of data traffic by 49 per cent from 2019
Community		
Issue grants and bursaries exceeding \$60 million by TELUS Friendly Future Foundation to more than 3,500 projects delivered by Canadian charities and community partners since 2018	2025	On-track: In 2024, TELUS Friendly Future Foundation granted \$10.8 million, including \$2.2 million in bursaries, to more than 550 Canadian registered charities and over 500 students, bringing our total to \$57.6 million in grants and bursaries supporting more than 3,200 projects and over 1,000 post-secondary students since the Foundation's inception in 2018
TELUS, our team members and retirees to provide \$1.75 billion in cash, in-kind contributions, time and programs to charities and community organizations through TELUS giving initiatives since 2000	2025	Achieved goal: In 2024, TELUS, our team members and retirees contributed close to \$62 million in cash, in-kind contributions, time and programs, bringing our total support since 2000 to \$1.8 billion

² Goal to be completed by year end of target year indicated.
³ Includes TELUS Digital.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Goal	Target year ²	Progress in 2024
Community continued		
Contribute a cumulative 2.5 million days of giving since 2000	2025	On-track: In 2024, our TELUS family contributed 200,000 days of giving, bringing our total contribution to 2.4 million days of giving since 2000
TELUS Health		
Support 200,000 patient visits to our TELUS Health for Good mobile health clinics since 2014	2025	Achieved goal: Mobile health clinics supported 60,000 patient visits in 2024 and 260,000 since inception
Connectivity		
Internet for Good: reach 85,000 households with low-income families, seniors, youth from care or people with disabilities with low-cost, high-speed connectivity since 2016	2025	On-track: Added over 8,400 households with low-cost, high-speed connectivity in 2024 and 63,500 households in B.C., Alberta and Quebec to date
Mobility for Good: reach 65,000 youth aging out of foster care, low-income seniors and families, Indigenous women at risk, government-assisted refugees and other marginalized individuals with access to a free or low-cost smartphone and data plan since 2017	2025	On-track: Helped connect more than 9,500 individuals with a free or low-cost phone and plan in 2024 and over 61,800 people to date
TELUS Wise: engage and educate 900,000 youth, adults, parents and seniors through TELUS Wise digital literacy workshops since 2013	2025	On-track: TELUS Wise has reached more than 800,000 Canadians and other citizens around the world, including 120,300 in 2024, through its educational and informative workshops and programming
Board diversity		
The Board Diversity Policy contains the following targets: 40% of independent Directors of each gender; and, 20% of independent directors who represent a visible minority or who are Indigenous, or are persons with disabilities or persons who are members of the LGBTQ2+ community	Annual	Achieved goal: The Board in 2024 has met or surpassed all diversity targets specified in this policy
Supply chain		
Science-based target: 65 per cent of TELUS’ suppliers by spend covering purchased goods and services and capital goods will set science-based targets	2028	On-track: 43 per cent of suppliers have set SBTi validated science-based targets
Science-based target: reduce Scope 3 ⁴ GHG emissions from purchased goods and services, capital goods and the use of sold products 75 per cent per million dollars of revenue from a 2019 base year	2030	On-track: Reduced Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products by 34 per cent per million dollars of revenue from 2019 to 2024
Maintain a minimum of 50 per cent of our copy paper containing recycled and renewable materials from well-managed sources annually ⁵	Annual	Achieved goal: 96 per cent of our copy paper contained recycled and renewable materials from well-managed sources

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

⁴ Includes TELUS Digital.
⁵ Materials that contain 30 per cent or more post-consumer recycled content or from completely tree-free sources.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Environment

10%

reduction in operational (scope 1 & 2) GHG emissions since 2023

8 million

trees planted to help mitigate climate change and contribute to ecosystem restoration

9,300

tonnes of GHG emissions cumulatively reduced since the transition of copper to fibre program’s inception in 2021

11%

improvement in energy intensity per terabyte of data throughput on our network

71 %

total waste diverted from landfills, with 63.9% for office and facility buildings and 98.2% for additional waste streams

34%

reduction per million dollars of revenue in Scope 3 GHG emissions from purchased goods and services, capital goods and use of sold products

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Protecting our planet

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

As climate change increasingly impacts critical ecosystems and poses a significant risk to the global economy, we are reducing our own environmental footprint, while providing others with solutions to help minimize theirs. TELUS is investing in sustainable futures by funding and empowering businesses globally to help solve some of the largest risks our planet faces in the short and long term.

Climate action

As a world leader in environmental performance, we have demonstrated what a committed organization can do to accelerate the transition to a net-zero future. We have committed to not only achieving carbon neutrality in our operations by 2030 or sooner, but net-zero emissions across our value chain – reducing our emissions by at least 90 per cent and neutralizing the remaining emissions through nature-based solutions and other carbon removals.

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

Transitioning to a net-zero future



Our current climate goals

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

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



Progress in 2024

59%

from renewable or low-emitting sources

58%

reduction in energy intensity (per million dollars of revenue) from 2010 levels and 41 per cent reduction in energy intensity (per terabyte of data traffic) from 2019 levels

10%

reduction in operational (Scope 1 & 2) GHG emissions since 2023

38%

reduction from 2019 levels

46%

reduction from 2019 levels

34%

reduction per million dollars of revenue from 2019 levels

Science-based targets			
Enable our operations to become net carbon-neutral by 2030 or sooner	Reduce absolute Scope 1 and 2 GHG emissions by 46 per cent by 2030 from a 2019 base year (science-based target)	Reduce absolute Scope 3 GHG emissions from business travel and employee commuting by 46 per cent by 2030 from a 2019 base year	Reduce Scope 3 GHG emissions from purchased goods and services, capital goods and use of sold products by 75 per cent per million dollars of revenue by 2030 from a 2019 base year

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Managing climate-related risks and opportunities

We understand that there can be direct or indirect financial impacts on our operations from climate-related risks and opportunities. We aim to proactively manage these impacts and provide transparency on how these risks and opportunities affect our strategy and operations. Each year, we identify, and are exposed to, both climate-related physical risks and risks associated with transitioning to a net-zero future.

We also conduct scenario analyses to better understand the resilience of our corporate operations and strategy in different climate scenarios. Performing scenario analysis and disclosing the outcome helps us determine how our operations can prepare for and mitigate changes in climate, as new climate regulations, technologies and other impacts emerge and evolve. These analyses also help us to identify new opportunities for our business and to inform our stakeholders about how our organization is positioning itself in light of these risks and opportunities.

For detailed information on how we manage our climate-related risks and opportunities, see our 2024 Task Force on Climate-related Financial Disclosures index on page 83.

Sustainable finance

Our Sustainability-Linked Bond (SLB) Framework leverages our science-based targets. Sustainalytics, a leading independent ESG research, ratings and analytics firm, issued a Second Party Opinion confirming that the Framework aligns with the International Capital Market Association’s Sustainability-Linked Bond Principles, 2020.

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

Greenhouse gas emissions – Scope 1 and 2

In 2024, we reduced our absolute company-wide combined Scope 1 and Scope 2 GHG emissions by 10 per cent over 2023. The reductions can primarily be attributed to energy management programs, space heating optimization, fleet right-sizing and electrification, and reductions in environmental spills. This also includes the retirement and realization of 21,274 MWh of Western Renewable Energy Generation Information System retired Renewable Energy Credits from our other renewable virtual power purchase agreements (VPPAs).

Progress report on sustainability-linked Series CAF, CAG and 3.4 per cent U.S. Dollar notes¹

Company-wide GHG emissions by source	2024 tonnes CO ₂ e	2023 tonnes CO ₂ e	2022 tonnes CO ₂ e	2021 tonnes CO ₂ e	2020 ² tonnes CO ₂ e	2019 ² tonnes CO ₂ e	Cumulative performance and commentary
Scope 1 ³	43,243	50,508	52,268	52,252	53,472	62,532	On-track
Scope 2	143,269	159,134	175,268	204,698	200,848	240,919	On-track
Total	186,512	209,642	227,554	256,950	254,320	303,451	On-track

1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.
2 2019 is our base year for our targets.
3 Scope 1 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.

TELUS Fleet achieves environmental milestone

The TELUS Fleet team achieved significant environmental milestones in 2024, recording a 12 per cent year-over-year decrease in Scope 1 GHG emissions. This reduction was largely attributed to fleet right-sizing initiatives, which resulted in a 1.1 million litre reduction in fuel consumption while maintaining service coverage standards. Significant progress was also realized in fleet electrification with the finalization and implementation of our electric vehicle home-charging policy, as well as progress in the heavy-duty fleet segment through design, development, and the successful deployment of more efficient vehicles.



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Greenhouse gas emissions – Scope 3

In 2024, we continued to make strides in measuring and expanding our Scope 3 GHG emissions inventory and driving emission reductions across our value chain. This included continuing to engage strategically with suppliers to encourage them to share primary emissions data with us and to set their own science-based emissions reduction targets. By the end of 2024, 43 per cent of our suppliers had set their own science-based GHG emission reduction targets.

We also added several new Scope 3 categories to our GHG emissions inventory in 2024 and continued to invest in refining our data quality and methodologies to better enable the measurement and achievement of reductions.

Energy consumption

Our energy demand consists of direct and indirect energy used to power our business, both in Canada and internationally, from owned and leased real estate properties, cell tower sites, and fleet vehicles, to data centres and remote generator fuel. As we grow as a company, expand our network, and integrate 5G technology, our demand for energy will increase. To address these changes, we have deployed innovative technologies in our network, including:

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

In 2024, we decreased our company-wide energy consumption by 1.5 per cent compared to 2023. 5G growth, acquisitions and extreme weather events as well as growth in our TELUS Digital operations continue to put increased pressure on our energy consumption. However, our energy intensity improved by approximately 11 per cent per terabyte of data throughput on our network in 2024.

Renewable energy

A vital component of our energy supply strategy is partnering in renewable energy where relevant and available. In total, we have 167 MW of generation capacity from four VPPAs in Alberta – three solar facilities and one wind facility. We own the environmental attributes generated by these facilities, which are helping us achieve our net carbon neutrality and renewable electricity goals.



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Bringing nature-based solutions to our customers

We are committed to creating a healthier, more resilient future with nature-based solutions. Through Shakti by TELUS, our dedicated nature restoration company, we provide comprehensive services that include land reclamation, site preparation, seed collection, tree sourcing and planting. We are also proud to work alongside pioneers like Flash Forest, whose drone technology enables rapid post-wildfire restoration, and veritree, who ensures transparency and accountability through digital impact reporting and blockchain verification. In collaboration with our partners, we are reimagining how nature and technology can work hand in hand to protect our planet for generations to come.

Every project is guided by a commitment to environmental stewardship. We carefully assess local conditions, select appropriate species, collaborate with local communities and land rights holders, and implement measures to mitigate risk, ensuring lasting success. We work across diverse ecosystems, facilitating kelp and mangrove planting for

coastal restoration and implementing tree planting for watershed rehabilitation and shelterbelt creation to enhance biodiversity and soil health.

In 2024, we planted over eight million trees in Canada, supporting restoration across more than 5,300 hectares of terrestrial ecosystems and bringing TELUS’ total cumulative tree planting contributions to 19 million trees over the last 25 years. Prior to the acquisition of Shakti by TELUS in 2022, trees were planted through external partners such as Tree Canada and World Tree.

In addition to mitigating the effects of climate change, these tree planting and ecosystem restoration initiatives also create important co-benefits related to local employment opportunities, wildlife habitat provisioning, agricultural productivity and watershed management.

Nature-based impact in 2024 through collective action⁶

		
7,546,443 trees planted in Alberta	500,000 trees planted in Saskatchewan	384,615 kelp planted in British Columbia
Shakti plants trees in boreal and temperate regions of Alberta, and focuses on ensuring that the right species is planted in the right zone at the right time, supported by custom-built tools	Leveraging drone technology, Flash Forest helps speed up the natural forest regeneration process, reach areas deemed unsafe for human tree planters, and plant a range of native seeds to ensure ecosystem resilience	This project aims to create a mixed-use commercial kelp forest, benefiting local Indigenous groups through restored fisheries, ecosystem services and kelp harvesting

⁶ Includes both land reclamation and nature restoration projects.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Driving impact and innovation

We are committed to leveraging technology to create positive environmental outcomes. We partnered with TELUS AI Accelerator and the [Vector Institute](#) to test artificial intelligence (AI) techniques for natural ecosystem monitoring. We developed a computer vision, deep learning and text prompting method to identify changes in tree foliage and track seasonal trends, contributing to our understanding of potential landscape change due to climate impacts.



Through this contribution, TELUS aims to highlight the importance of restorative practices and showcase the potential for AI technology to support and enhance nature-based solutions. For this exploratory project, TELUS was awarded the Global Generative AI Award by Innovative AI in the Social and Environmental Impact category.

Supporting economic reconciliation

In 2024, TELUS Environmental Solutions and Piikani Nation partnered to advance ecological restoration in the Náápi Otsíthaatan (Oldman River) watershed. For generations, this region has provided for the hunting, fishing, gathering and ceremonial needs of Piikani Nation members. In recent years, the community has grown increasingly concerned about ecological decline as a result of climate change and increased industrial and agricultural activity.

Rooted in Indigenous ecological knowledge and respect for the people who have stewarded the land for millennia, TELUS and Piikani have worked together to plant tens of thousands of native cottonwood, poplar and aspen saplings, and shrub seedlings such as silverberry (known to Piikani as Wolf Willow) in the Oldman watershed area. Aligned with our dedication to leveraging technology for nature, TELUS also installed a network of early wildfire detection sensors, powered by AI, to monitor and mitigate environmental risks. Beyond the ecological benefits of these watershed restoration activities, this partnership has also fostered local employment and training opportunities for Piikani Nation members.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Circular economy and responsible resource use

At TELUS, we have implemented comprehensive circular economy systems across our operations and we are proud to acknowledge the incredible support of our customers in embracing our sustainability and circular economy initiatives.

Together, we have made significant strides: prioritizing the use of certified pre-owned (CPO) devices, extending product lifespans through Mobile Klinik repairs, and adding a device accessory recycling program – representing just some of the ways we are making circular economy accessible to our customers.

Based on our commitment to the circular economy, we continue to be a member of the Toronto Region Conservation Authority’s [Circular Economy Leaders Consortium](#), a group of industry leaders committed to implementing new practices in their organizations. In addition, we participate on the management board of the National Zero Waste Council.

Responsible product and packaging design

We are taking bolder steps for sustainability in our Optik TV®, home internet and SmartHome security products. Our hardware sustainability guidelines shape our comprehensive approach to responsible product design, addressing socially responsible manufacturing, the circular economy, and climate change. We emphasize modular design for easy disassembly, repair, and component replacement. Many of our new TELUS-designed products incorporate recycled materials and demonstrate exceptional energy efficiency, operating, on average, 30 per cent below Canadian industry standards with 30 per cent lower power consumption than previous generations.

In 2024, TELUS became a signatory to the Canadian Energy Efficiency Voluntary Agreement program (CEEVA) for both set-top boxes (STBs) and small network equipment (SNEs). CEEVA aims to drive voluntary energy efficiency improvements in STBs and SNEs, supporting TELUS’ efforts to reduce energy consumption.

Our commitment extends beyond the products themselves to responsible packaging and lifecycle management. We have shifted from physical to digital documentation, removing over one million pieces of paper this year from our products, incorporating recycled paper content, and removing single-use plastics from packaging wherever possible. In 2024, this avoided the usage of 110,000 plastic bags. To extend product lifespan, we

provide firmware updates to keep devices current without requiring physical replacement. Through supplier partnerships, we reduce carbon emissions throughout the product development process.

Sustainable product design

In 2024, we launched Boost Wi-Fi 6 Lite, a Wi-Fi router and extender, setting a new benchmark for sustainable product design. This compact device achieves a 55 per cent reduction in size, significantly decreasing material use and shipping emissions, while consuming 40 per cent less power than its predecessor, the Boost Mini. It features an industry-leading 65 per cent post-consumer recycled plastic housing – a first for TELUS-designed products – and a matte texture to extend product longevity by concealing cosmetic wear, which reduces the need for cosmetic replacements. The plastic-free packaging is made from recycled fiber content. To maximize product lifespan, products that are returned from customers are restored and reused through TELUS’ in-house refurbishment program.



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Maximizing reuse

Reuse is a cornerstone of circular economy programs at TELUS. We have developed a two-pronged approach that maximizes the potential of our resources. Internally, we have implemented innovative reuse practices that boost operational efficiency and reduce waste across our business. One example is refurbishing our STBs to promote reuse. Externally, we empower our customers to participate in the circular economy through various reuse initiatives, for example by purchasing a certified pre-owned device. By extending the lifecycle of our products, we are not just reducing waste, but actively minimizing the need for new resource extraction, curbing manufacturing demands, and simplifying end-of-life management.

Our Supply Operations team focuses on the management of end-of-life products and devices returned or recovered from our customers, including new product innovations such as CPO, take-home-trade-later, and Bring-It-Back and Trade-in.

Equipment refurbishment

For two decades, TELUS has been at the forefront of circular economy practices through transforming end-of-life customer premises equipment into renewed, high-performance devices. Our process is both comprehensive and meticulous: our technicians collect used equipment, which then undergoes a series of rigorous steps including reusability assessment, thorough sanitization, secure data removal, and firmware and housing upgrades. This systematic approach has proven remarkably effective – extending our equipment lifespan to between three to six years, with some devices achieving multiple lifecycles of three to four deployments. In 2024, the three most refurbished products were STB (310,392 units), modems (176,595 units) and access points (92,590 units).

Our customers can also reduce their waste by repairing electronic equipment through our Company, Mobile Klinik, a professional smartphone and tablet repair, refurbishment and resale retail outlet. By repairing old devices or buying used ones, we keep them out of landfills, providing options that are better for the planet while improving affordability.

Waste diversion

We successfully diverted 71.1 per cent of our total waste from landfill, exceeding our expectations. We achieved a 63.9 per cent diversion rate for our office and facility owned and leased buildings. Our additional waste stream diversion efforts were particularly impressive, with a 98.2 per cent diversion rate, significantly surpassing our 85 per cent goal.

In 2024, we reused and recycled 1,271 metric tonnes of e-waste and 55.6 metric tonnes of mobile devices totalling 396,824 devices.

Additionally, select TELUS locations now accept a range of electronic accessories for recycling, including charging cables, headphones, tablets, fitness trackers and more. This recycling program helps recover valuable materials such as metals, plastics and glass, reducing the need for raw material extraction while minimizing environmental impact. Currently, 10 TELUS stores are participating in this program and we plan to expand this initiative in 2025

Strategic repurposing of copper

Through TELUS’ copper retirement program as we continue the migration to fibre, we proactively recycle retired copper telecom cable. Copper plays an increasingly integral role in Canada’s electrification strategy, supporting the transmission and distribution network, renewable technologies, and more.

Notably, we have also developed an innovative urban mining program to recycle our retired copper. This is not only good for our business, it is also good for the planet. Impressively, for every tonne of copper recycled, three tonnes of GHGs – typically generated by conventional mining – are prevented. To date, through our partners, we have recycled and repurposed more than 4,300 tonnes of copper, supporting the circular economy and avoiding more than 12,900 tonnes of greenhouse gas emissions.



For the paper and paper-based packaging that we consume, we compensate by planting trees as part of our [TELUS Trees for Paper Program](#). In 2024, we planted 23,170 trees as part of this program.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Water

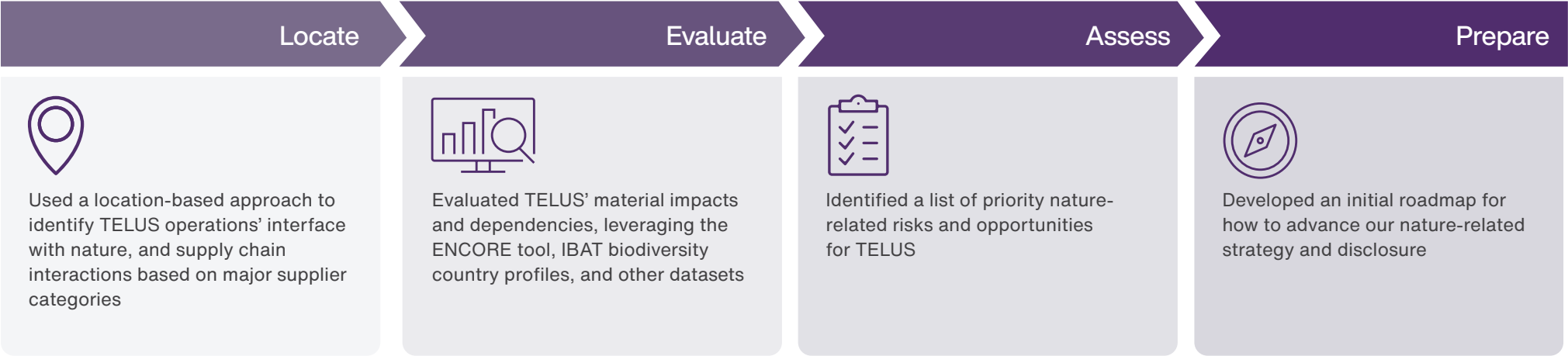
Promoting water use efficiency, conservation, and overall corporate water stewardship is a priority at TELUS. Our main water sources include municipal water supplies or other water utilities and our primary uses of water are for heating and cooling systems, irrigation and drinking water in our office spaces.

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

In 2024, we reduced our water consumption intensity by 8 per cent company-wide, compared to 2023. In 2024, TELUS Digital’s growth and increased office utilization had a negative impact on water consumption intensity, while improvements to our heating and cooling systems had a positive impact by reducing water consumption. We continue to work towards our target to reduce water consumption intensity per terabyte of data traffic on our network by 50 per cent from 2019 levels by 2030.

TELUS President and CEO, Darren Entwistle has endorsed the United Nations Global Compact (UNGC) CEO Water Mandate. TELUS is among a select group of business leaders who recognize the ever-growing importance of sound water management and water stewardship.

Key steps in our nature and biodiversity baseline assessment



Biodiversity

We recognize the importance and value of nature to us all. As part of our corporate commitment to protecting our planet, we aim to protect and restore the natural environment and biodiversity upon which we all depend. This includes meeting or exceeding all applicable legal and regulatory requirements and implementing controls in order to minimize our operational environmental impact (as outlined in the TELUS Environmental Policy).

We recently undertook a nature and biodiversity baseline assessment of our core operations and a high-level assessment of our supply chain to identify potentially material impacts and dependencies. This process was conducted in line with the Taskforce on Nature-related Financial Disclosures (TNFD) LEAP (Locate/Evaluate/ Assess/Prepare) approach.

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

This assessment enabled us to better understand the key impacts and dependencies we have on nature and biodiversity, where to focus, and where we can add the most value to ecosystems. In 2024, we continued to work to integrate these findings into our operations and risk management processes and identify actions to avoid and mitigate adverse impacts to biodiversity.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Environmental management system

Our environmental sustainability initiatives are rooted in our environmental management system (EMS). The scope of our EMS covers 100 per cent of TELUS’ Canadian facility-based telecom operations.

This includes approximately 4,000 unique TELUS owned or leased facilities in Canada. In 2024, we completed the required external audits to certify our EMS to the updated ISO 14001:2015 standard. Achieving and maintaining this standard positions us as a global leader in environmental excellence and creates ongoing opportunities for improvements to our processes.

Auditing and site assessments

We conduct regular site assessments and audits of our operations to affirm our compliance with regulatory requirements, our high operating standards and to maintain our ISO 14001 certification. In addition to formal audits, more than 8,500 facility assessments are conducted annually by our network technicians. In 2024, two major non-conformities were identified with respect to facility housekeeping and maintenance procedures during our EMS audits. To address and close the major non-conformities, immediate containment actions were initiated followed by review and improvement of current procedures. There were also minor audit findings related to site signage, equipment maintenance schedules, and document control.

Training

Environmental training for team members and contractors covers topics such as construction risks, spills and releases, response and reporting, and the transportation and disposal of waste. In 2024, over 5,000 team members completed their regulatory required environmentally themed training courses.

Compliance

We present quarterly reports to the Corporate Governance Committee of our Board on environmental issues that have resulted in written warnings, fines or investigations by federal, provincial and municipal regulatory authorities with respect to environmental compliance. In 2024, TELUS received no formal notifications or fines with respect to environmental compliance.

Spills and releases

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

In 2024, we had the following three significant spills/releases:

- On January 15, 298 kilograms of refrigerant was released due to equipment failure from the HVAC system at a Winnipeg facility. In response to this release, Environment Canada’s Enforcement Branch inspected the facility and equipment on February 14. No formal warnings or fines were issued.
- On January 19, a diesel fuel release occurred at a TELUS mobility tower site near Dawson Creek, B.C. An investigation determined that a fuel theft incident and mechanical failure from the generator’s return fuel line occurred in the same time frame and approximately 4,500 litres of fuel was lost from the system. The spill was contained to the site’s fenced compound and soil remediation efforts have successfully recovered the majority of the diesel fuel. Further work to remediate the remaining impacted soil is scheduled for 2025. The release was reported to the B.C. Ministry of Environment and TELUS communicated with an enforcement officer throughout the assessment and remediation process. The Ministry is satisfied with our remediation approach and no formal notices or fines have been issued.
- On February 2, a 140-litre battery acid spill occurred while loading expired lead acid batteries onto a trailer at a TELUS facility in Prince George, B.C. The acid spill was contained to the immediate area and did not migrate off-site. No injuries resulted from the release and it was immediately remediated. The spill was reported to the B.C. Ministry of Environment, and no further action was required.

Addressing contamination

By using a risk matrix based on the [Canadian Council of Ministers of the Environment](#) guidance manual, we prioritize the management of our contaminated sites, which are the result of historical fuel spills at remote sites that used diesel generators to power equipment. In 2024, we completed⁷ remediation work at eight sites exceeding our target of five.

⁷ A completed site is one where known contamination has been remediated according to the appropriate regulatory guidelines for soil and/or groundwater.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Sustainable agriculture and consumer goods

TELUS Agriculture & Consumer Goods provides integrated solutions that help businesses make smarter, data-driven decisions to improve their efficiency, sustainability and profitability. We work with diverse customers across the value chain, including consumer goods manufacturers, agriculture producers and retailers and feedlot operators, to optimize processes, and minimize waste and environmental impact.

Around the globe, approximately 14 per cent of the world’s food, valued at \$400 billion, is lost on an annual basis between harvest and the retail market.⁸ At the same time, an estimated 17 per cent of food is wasted at the retail and consumer levels.⁹ With inefficiencies in how food and goods are produced, distributed and consumed, there is an opportunity to help advance the sustainability of global supply chains. In 2024, we expanded our global footprint to six continents through strategic acquisitions and continued to focus on capitalizing market opportunities across the business to enhance our global position as a leading provider of digital technology and data insights in food and consumer goods.

As a global technology leader, we support customers worldwide with a dedicated team focused on advancing sustainable food systems and consumer goods production through innovative digital solutions. TELUS Agriculture & Consumer Goods’ technology currently supports customers in over 60 countries, backed by 1,500 team members.

Agribusiness

TELUS Agronomy enables our customers to deliver digital agronomic tools and data insights, and implement trusted compliance solutions that support production growth safely, profitably and sustainably. Our solutions standardize data and connect processors to the field-level data they need to meet requirements for food safety, sustainability and Good Agricultural Practices, enabling our customers to make complex application recommendations and reduce the over application of fertilizer, or risk of contamination. TELUS Agronomy offers 4R tracking in Canada, enabling customers to document and report fields enrolled in the Canada 4R Nutrient Stewardship standard. This program focuses on proper fertilizer management using the right source, rate, time and place, and adhering to best management practices.



8 <https://www.fao.org/nutrition/capacity-development/food-loss-and-waste/en/> FAO 2019
9 <https://www.fao.org/nutrition/capacity-development/food-loss-and-waste/en/> UNEP 2021

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

We also enable food processors to track farm operations, such as the application of fertilizers and pesticides that could feed into upstream (indirect) emissions reporting. Our comprehensive pesticide label database guides producers in adhering to regulatory requirements, ensuring responsible and sustainable agricultural practices.

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

TELUS Food Safety & Quality is a comprehensive application that helps to manage food safety, quality assurance and quality management programs across an enterprise and its supply chain. Assessments can be carried out at any point in the supply chain, on physical products, processes or facilities, ensuring compliance with brand holder and regulatory needs. TELUS Food Safety & Quality aligns standards across the supply chain and ensures that products meet required specifications, which reduces waste in the supply chain.

Consumer packaged goods

From the back office to the retail store, we enable customers to leverage higher-quality data that streamlines food, beverage and consumer packaged goods (CPG) operations to reduce waste and emissions across the value chain.

Forecast accuracy

Forecast accuracy is vital for sustainability in the consumer goods industry because it enables businesses to align production with demand. This forecasting significantly reduces overproduction, a leading cause of waste and unnecessary carbon emissions in the sector. It also minimizes excess inventory that might end up in landfills and optimizes resource utilization across the supply chain, including raw materials and energy consumption in manufacturing and transportation. By producing only what is needed, when needed, companies can decrease their overall environmental impact, conserve natural resources, and reduce energy use in storage and distribution.

Waste

TELUS Retail Execution and Sales Enablement solutions are crucial tools for driving sustainability in the consumer goods industry. Through real-time visibility and data-driven insights, these solutions optimize supply chains and reduce waste at the point of



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Protecting our planet
Circular economy and responsible resource use
Environmental management system
Sustainable agriculture and consumer goods
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

sale. Retail execution minimizes overstock situations through proper inventory management, and sales enablement equips teams to effectively communicate sustainable practices to customers. This integrated approach enables better demand forecasting, reduces unnecessary transportation, and ensures sustainable products are properly merchandised, helping companies achieve their environmental goals while maintaining operational efficiency.

Improved consumption data

TELUS Trade Promotion Excellence (TPx) solutions enable customers to get enhanced visibility into what is selling to obtain better consumption data. With this data, CPG manufacturers can make better decisions on their production and retail strategy. TELUS TPx helps our customers incentivize purchases through discounting, ensuring that products do not go to waste on the shelf.

Similarly, TELUS Retail Execution solutions help our customers increase their efficiency at the point of sale to prevent waste and reduce costs. These solutions help CPG manufacturers quickly identify and remedy inefficiencies at the source, and at fast speeds. Both of these solutions create opportunities to increase supply chain efficiency and streamlined shipping, which can in turn reduce energy and emissions.

Production planning

We understand that better data can help alleviate food supply waste. TELUS TPx and TELUS Retail Execution solutions can help our customers identify where they need their products, and in what quantities, both at the warehouse level and the retail store level. This data also enables CPG manufacturers to optimize their stock levels and results in streamlined retail operations, and getting goods to where they should be, and when.

Animal agriculture

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

TELUS Feedlot enables feedlot owners to optimize production by implementing research-driven recommendations in their operations by implementing cost-effective strategies for production efficiency and improved animal health. Customized based on client needs, our team has developed a global reputation as a trusted partner of commercial producers, pharmaceutical companies, government agencies, feed companies and other beef industry organizations.



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

To date, TELUS Agriculture and Consumer Goods has committed over

\$150,000

in-cash donations to disaster relief efforts, in-kind emergency vet care and mental health support of farmers and livestock producers.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Social

\$10.8 million granted by TELUS Friendly Future Foundation in 2024, including \$2.2 million in bursaries, to more than 550 Canadian-registered charities, community partners and projects in support of 1.3 million youth	Over 1.3 million individuals supported by our Connecting for Good® and TELUS Wise® programs since their inception, including close to 100,000 new connections and engagements in 2024	Granted \$350 thousand to 13 Indigenous-led community programs through the TELUS Indigenous Communities Fund in 2024
76 million lives covered by our health programs	900,000 new virtual care members added globally resulting in more than 650 million digital health transactions	\$1.8 billion contributed to charitable and community organizations since 2000¹⁰, including \$62 million and 1.5 million volunteer hours in 2024

10 Since 2000, TELUS, our team members and retirees have provided \$1.8 billion in cash, in-kind contributions, time and programs, including 2.4 million days of service.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Enabling human connections through digitization

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

Connecting for Good programs

We are bridging digital and socioeconomic divides by helping to ensure that everyone, no matter their income level, can access the internet and stay safe in the digital world. We are proud to have supported over 1.3 million individuals through our Connecting for Good and TELUS Wise programs.

Health for Good

TELUS Health for Good® provides marginalized individuals with improved access to primary and mental health services and supports low-income older adults to safely age in place with confidence.

In 2024, our mobile health clinics supported 60,000 patient visits, increasing our cumulative TELUS Health for Good program total to 260,000 visits across 27 communities nationwide, since its inception in 2014. Backed by an increased commitment of \$16 million through 2027, we expanded our program with the launch of a new mobile health clinic to help deliver primary care and harm reduction services to people experiencing homelessness across the B.C. interior. Health for Good also provided over 900 free TELUS Health MyCare™ counselling sessions for caregivers in need of mental health support across Canada and more than 400 low-cost TELUS Health Medical Alert devices to low-income seniors.

Mobility for Good

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



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

In 2024, more than 9,500 youth, seniors, families, Indigenous women at risk and government-assisted refugees enrolled in the program, and since the program’s inception, over 61,800 marginalized individuals in Canada have benefited from it.

In 2024, we expanded the reach of the Mobility for Good program to 800,000 eligible low-income families that are receiving the maximum Canada Child Benefit. We also expanded the Mobility for Good for Indigenous Women at Risk program to include the province of Quebec, in partnership with Quebec Native Women and Quebec First Nations Women’s Space. Since we launched the Mobility for Good for Indigenous Women at Risk program in 2021, we have provided support for over 4,200 individuals nationally.

Internet for Good

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

In 2024, we added more than 8,400 new households to the program. Since the program’s inception in 2016, 200,000 individuals have benefited from the program.

Tech for Good

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

In 2024, the program helped over 3,800 individuals, bringing the total to more than 12,600 Canadians since its inception. In recognition of our efforts to support equity and inclusion for people with disabilities, we received the March of Dimes Canada 2024 Corporate Changemaker of the Year Award.

200,000

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



TELUS Wise

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

In 2024, 120,300 individuals participated in live, virtual and online TELUS Wise workshops, bringing the total participation to more than 800,000 people since the program was launched in 2013.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Building healthy communities and workplaces

Through the power of technology and the passion of our team members, TELUS Health supports the total health and well-being of organizations and individuals around the globe, covering over 76 million lives in more than 160 countries. Together with our dedicated clinicians and healthcare professionals, our dedicated TELUS Health team members are committed to solving some of the most pressing health issues facing individuals and their families around the world either directly or through their employer-funded health benefits.

We leverage our industry-leading technology and global clinical network to drive efficiencies and help make health and well-being services proactive rather than reactive. We deliver actionable insights and personalized care journeys that prevent escalations and support individuals at every step of their journey.

Revolutionizing well-being on a global scale

Through our integrated digital-first healthcare platforms, TELUS Health delivers industry-leading primary and preventive care solutions to employers globally. Employers today face a multifaceted crisis: rising employee burnout, disengagement and diverse workforce needs, coupled with escalating costs and accessibility challenges. Leveraging its global expertise and local insights, TELUS Health empowers employers worldwide to deliver tailored, data-driven health and well-being solutions that address unique regional and industry challenges, integrate digital innovation with clinical excellence, and drive measurable business outcomes across the entire health spectrum, from prevention to crisis management.

Advancing mental health

As part of our commitment to understanding our shared history, and developing meaningful, productive relationships with Indigenous Peoples, TELUS Health Cognitive Behavioural Therapy (CBT) for Indigenous Peoples is an internet-based mental well-being program that combines Indigenous ways of knowing and the practices of cognitive behavioural therapy to provide support to Indigenous workers and community members. Delivered by licensed clinicians who are Indigenous or have experience working with



Indigenous populations, the program utilizes the teachings of the medicine wheel and is rooted in diverse Indigenous cultural and healing practices. The program takes a holistic, traditional healing approach intertwined with core CBT strategies to support individuals in their journey to better mental well-being.

Rongoā Māori, the traditional healing system of the Indigenous Māori people, is integrated

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

into the TELUS Health Employee and Family Assistance Program (EFAP) in New Zealand. We provide Rongoā Māori support services with traditional Māori healing methodologies for Māori and non-Māori employees. TELUS Health works with accredited Rongoā Māori practitioners to ensure we give our New Zealand customers the best support.

TELUS Health Australia has a dedicated Aboriginal and Torres Strait Islander Support Line for its EFAP customers. It connects callers with clinicians who identify as Aboriginal and Torres Strait Islander or have cultural awareness of and experience supporting these people. The support line is a safe space for Aboriginal and Torres Strait Islander people to be valued, respected and understood, reflecting TELUS Health’s commitment to providing meaningful support.

TELUS Mental Health Index

The TELUS Mental Health Index (MHI) has been published for six years. It is a pivotal metric that gauges the mental health status of employees in different regions to predict cost and productivity risks for our businesses, and for other organizations, including governments. The MHI report is based on data collected via surveys of employees who represent a broad cross-section of our workforce. These surveys assess the mental health of our employees, and provide up-to-date, relevant insights.

Employers can leverage our MHI report to anticipate and mitigate productivity loss and operational risks associated with mental health challenges within their workforce. By adopting data-driven strategies informed by the MHI, employers can invest in tailored mental health support programs, ultimately fostering a more resilient and productive workforce. These insights underscore the importance of mental wellness initiatives as a strategic investment, promoting a healthier workplace culture, improving employee retention and reducing the costs associated with poor mental health. By aligning organizational policies with the findings of the MHI, employers can significantly enhance overall business performance and employee well-being.

MHI reports are published monthly in Canada and the United States, quarterly in Australia, New Zealand and the United Kingdom, and biannually with Pan-Asia and Singapore editions.

Workplace Strategy Index

We understand that employers face numerous human resources challenges and often struggle to determine where to focus their efforts and budget. Our Workplace Strategy Index (WSI) for mental health addresses this by helping employers assess and improve their workplace health strategies efficiently. By analyzing data from over 500 organizations across Canada, we have identified key areas that contribute to employee well-being and organizational success. This allows companies to effectively benchmark



their performance against industry peers and gain actionable insights. We believe that by providing this complementary resource to organizations, regardless of if they are customers or not, we can contribute to the overall health of workplaces, benefiting both employers and employees globally.

Partnership and collaborations in mental health

TELUS Health maintains many partnerships that provide enhanced mental health support to individuals in need. These collaborations help to enable more unified and seamless health and well-being experiences and increase access to healthcare. Highlights in 2024 include:

- Anxiety Canada joined forces with TELUS Health to bridge and expand care options for individuals in Canada. Through this agreement, people across Canada are able to access virtual counselling sessions through the TELUS Health MyCare app in order to manage anxiety to help them live the lives they want. Working together underscores a mutual commitment to supporting mental health accessibility, bridging gaps, and helping reduce the burden on the public healthcare system.
- Substance use disorder-specific programming provided via TELUS Health’s AbilitiCBT solution is currently being used by corporations, healthcare institutions and health insurance companies.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

- TELUS Health and Clinia joined forces to transform health navigation and personalize care to revolutionize healthcare experiences through AI-driven solutions, enhancing interconnectivity and cost sustainability for payors and providers.
- Baycrest, an academic health sciences centre that provides a continuum of care for older adults with the aim of defeating dementia, introduced their Goal Management Training program – a therapist-guided, cognitive rehabilitation and training program for the treatment of cognitive impairment conditions – to our AbilitiCBT platform.

Pioneering next-generation retirement benefits solutions

With over 50 years of experience in retirement and pension administration gained from the LifeWorks acquisition in 2022, and more than 15 years of direct expertise in healthcare, TELUS Health continues to enhance retirement and benefits services for employers. Our end-to-end technology solutions and expert support enable organizations to efficiently manage their retirement and savings programs, tailoring them to meet specific needs while ensuring a seamless experience for all stakeholders. TELUS Health has collaborated with organizations across the country to administer and manage employee benefits programs, emphasizing personalized solutions to meet the unique needs of every workforce. Today, we support 11.6 million pension and benefits administration plan participants and \$600 billion in pension and savings.

In 2024, TELUS Health was recognized by the industry for its commitment to innovation and excellence on a global scale by NelsonHall by being named Overall Leader in Next-Generation Benefits Administration in Canada and the United States.

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Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Supporting our team members

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

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

Team member well-being

At TELUS, we continue to strive to be the healthiest workplace globally. We believe that technology can help deliver better and more sustainable health and well-being experiences for all individuals. Our comprehensive well-being strategy provides a thoughtful, integrated and sustainable approach to keeping our team members well. We have a dynamic framework in place to assess needs and design flexible solutions. We focus on five overlapping dimensions of well-being – physical, psychological, social, financial and environmental – and support team members whether they are at work or at home. Our approach includes awareness-building, providing ready access to tools and resources, and motivation to be your best self.

As part of our well-being strategy, we continuously assess against, and align with, the [National Standard of Canada for Psychological Health and Safety in the Workplace](#) to maintain a psychologically safe and healthy workplace.

In 2024, we expanded our well-being support to team members across more than 20 countries. This included the global expansion of services such as our EFAP and access to the Calm and TELUS Health Well-being apps. We connected team members together worldwide to learn about heart health, sleep health, managing finances, social connection, improving nutrition and more. Our team members also joined together around the globe in two well-being challenges, motivating one another to keep active, eat well and practice good self-care.



Team member safety

Our Safety Management System (SMS) embodies our vision of “Think Safe, Work Safe, Home Safe”, which promotes a preventative safety culture and is continuously monitored to ensure its effectiveness. As team member safety is a core priority, our SMS is integrated into all levels of the organization and supported by a dedicated team of professional internal safety consultants, fostering shared responsibility and accountability among all team members. We emphasize comprehensive hazard identification, including ergonomic assessments, risk management, and continuous improvement to ensure rigorous standards of workplace safety.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Building on this foundation, our preventative programs and data-driven approach help identify health and safety trends, enabling proactive interventions before incidents occur. To reinforce these efforts, we provide comprehensive training and resources, empowering our team members to actively participate in maintaining a safe work environment.

In the event of an incident, we have robust investigation and response protocols in place that are used by relevant internal departments for effective case management. Complementing these processes, we actively engage our Policy and Workplace Health and Safety Committees, whose participation is crucial in promoting and further strengthening our robust safety culture.

Ergonomic-related injuries, such as overexertion and repetitive strain, are the most common types of recordable work-related injuries (i.e. lost-time accidents) and can have a significant impact on team member health, well-being and productivity. We prioritize the prevention and management of these injuries through a multifaceted strategy that includes ergonomic awareness, assessments, and early injury intervention protocols. We actively encourage team member participation in preventative initiatives to create a safer and healthier work environment, and are enhancing our proactive approach through AI-powered technology that helps identify work postures that could lead to injuries.

Hazard Prevention Program

In 2024, TELUS strengthened its commitment to team member safety through ongoing enhancements to our Hazard Prevention Program and the implementation of innovative safety initiatives. The program thoroughly assessed job tasks to identify workplace hazards, evaluated potential risks, and validated the effectiveness of existing controls. A notable achievement was the implementation of an enhanced worker safety solution that strengthens the protection for field team members working alone across Canada. By the end of 2024, this digital safety initiative was successfully deployed to approximately 800 team members. The solution incorporates integrated safety technologies, including remote communication systems and environmental monitoring devices, designed to protect team members working in high-risk environments.

As part of these initiatives, rigorous audits were conducted to assess compliance with internally established standards and identify opportunities for enhancement. Notably, a comprehensive drilling operations audit revealed specific areas for improvement in work processes and safety controls. These findings prompted the implementation of targeted corrective actions, including enhanced training and hazard assessment protocols.

Our Hazard Control Program includes clear and consistent performance targets for inspections related to buildings, vehicles, and worker safety knowledge. The results are reported to the People, Culture, and Compensation Committee of our Board on a quarterly basis. The purpose of these targets is to drive continuous improvement, secure compliance, and foster a culture of safety within our organization.



Ongoing safety training is mandated and closely monitored for completion in all areas of the organization, with a particular focus on enhanced hazard awareness and risk management capabilities. In 2024, our team members in the field each completed, on average, 13 hours of formal safety training, building their safety knowledge and skills.

Team member engagement

Every year, TELUS invites team members to share their ideas and feedback on how we can improve their day-to-day experience through Pulsecheck, our annual engagement survey. In 2024, we achieved an engagement score of 81 per cent (excluding TELUS Digital), placing TELUS (excluding TELUS Digital) within the top 25 per cent of employers globally according to our survey provider, Mercer (formerly Kincentric). Through the survey, team members share their ideas, comments and feedback on how we can improve their day-to-day experience. We listen and use fair process to address feedback and implement solutions.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements



Flexible work

For more than 15 years, TELUS has embraced flexible work through our Work Styles® program, which empowers our team members to do what is best for our business and themselves, and helps them prioritize their well-being by enabling better work and life integration.

Work Styles allows team members to identify the environment that best suits the nature of their work, equipping them to work from home or from a TELUS workspace. Work is no longer a physical destination.

Additionally, in specific roles or in agreement with their leader, team members can choose to work part-time or take advantage of flexible working hours, such as working different hours or having different starting times.

Recognition

Celebrating each other’s success, sharing our gratitude, and acknowledging the many ways our team members’ unique contributions support our top priorities are a few ways recognition drives engagement, wellness and high performance. We put into practice our culture of appreciation in many ways, including our Bravo recognition platform, life and career milestone acknowledgements and the following formal award programs:



Customers First Champion: Recognizing frontline team members for extraordinary customer service



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



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



CHLOE Award: Recognizing women and champions of diversity



President’s Club: Distinguishing top-performing team members in sales who demonstrate our values and meet aspirational performance targets



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



Social Purpose Champions Award: Celebrates leadership excellence in our commitment to give where we live by recognizing our Vice Presidents for inspiring over 90 per cent team participation and Directors for 100 per cent team participation in TELUS Days of Giving®



TELUS Social Media Influencer Award: Recognizes our top #TeamTELUS advocates and storytellers who are tirelessly championing our brand with their teams, online and in their communities



TELUS Community Ambassadors Volunteer of the Year Award: Recognizes our outstanding team member and retiree TELUS Community Ambassadors who demonstrate a remarkable commitment and make a distinct and lasting impact on their communities

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

New hires and turnover

Our culture helps us to attract and retain top talent in highly competitive labour markets. We rely on our strong referral culture, which continues to make a difference when attracting the best candidates. In addition, our sourcing strategy is to proactively attract and engage prospective candidates and retain existing team members. In 2024, we hired 3,158 new team members against a turnover rate of 22.2 per cent (of which 12.7 per cent was voluntary). Employee turnover is closely monitored by senior leaders and the voluntary turnover for our frontline team members was 35.9 per cent, which is lower than the industry average.

Talent development

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

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

The program emphasizes ongoing support and collaboration to help team members make progress toward their goals through regular check-ins, coaching and feedback as needed. Key elements of this process include:

- 1. Ongoing check-ins (weekly or biweekly):** Leaders and team members engage in regular progress conversations to discuss challenges and provide real-time feedback and coaching. These discussions help ensure alignment with expectations and allow for adjustments to goals as necessary, providing the support team members need to succeed.
- 2. Quarterly conversations:** At the end of the quarter, leaders and team members are encouraged to take time together to reflect on progress, celebrate achievements and capture learnings. This provides an opportunity to ensure alignment with ongoing business priorities and to focus on development for the upcoming quarter.
- 3. Annual assessment:** At the end of the year, team members go through their performance assessment where progress against goals and demonstration of TELUS' values throughout the year are equally evaluated. This review draws from quarterly conversation results, and real-time feedback collected from multiple sources, including peers and stakeholders, to assess overall performance and contributions. It also includes reflection on key learnings, celebration of successes and discussing growth opportunities for the upcoming year.



Leadership programs

Our TELUS MBA program works to cultivate leaders with a distinctive mindset. We continue to partner with the University of Victoria's Peter B. Gustavson School of Business to deliver the TELUS MBA program. Partial content in each course is tailored to leadership and strategy issues specific to TELUS.

In 2023, our senior leadership team embarked on an enriching journey at the Stanford Graduate School of Business. In collaboration with the university, a tailor-made Senior Leadership program was created to support our journey of leveraging our global-leading technology and compassion to drive social change and enable remarkable human outcomes. In 2024, this program was provided to our directors to improve our organizational agility and enhance the strategic and integrative capabilities of TELUS' leaders. Also in 2024, the TELUS Leadership Series was created, anchored on building our everyday leadership muscles. This series empowers our leaders to cascade world-leading concepts throughout their teams using curated materials that include videos, workshops and content, to deliver on the action items that emerged from the Senior and Director Leadership Forums with the Stanford Graduate School of Business.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Compensation

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

Gender pay equity in 2024¹

Level	Representation of women	Key factor average differential ²
Executive	29.8%	7.4%
Management (people leaders)	37.5%	0.1%
Non-management (all others)	38.0%	0.2%
Overall	37.8%	2.0%

1 Data covers all employees in Canada payroll. Excludes TELUS Digital, 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 companies, 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.

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

Benefits

We provide competitive, comprehensive and flexible benefit packages for permanent team members. This allows them to customize a plan to suit their diverse personal and family situations. Our defined contribution pension plans allow team members to contribute a portion of their salary towards a pension, with TELUS matching a relative portion. Eligible team members can participate in the employee share purchase plan where they can contribute up to 20 per cent of their salary, with TELUS providing a maximum contribution of 2.1 per cent to team members below director level and a maximum of 1.8 per cent to team members who are director level and above. In 2024, we paid \$3,854¹¹ million in salaries and benefits for Canadian team members.

Family friendly policies

We provide a number of family friendly resources that go beyond standard employee benefits to support our team members. These resources include:

- **Parental leave:** A financial top-up for regular full-time and regular part-time team members for the first 16 weeks of leave – available to mothers, fathers and adoptive parents
- **Indigenous Healing Benefit Account:** Recognizes the diverse needs of team members and their families who identify as Indigenous and provides reimbursement for traditional healing practices to support their well-being
- **Gender affirmation coverage:** Recognizes and supports team members going through gender transition. Eligible team members and their dependents (18 years old or over) will receive coverage for expenses not paid through provincial health programs
- **Fertility treatments and drugs:** Support for team members growing their family. Our benefits plan provides coverage for fertility treatments and drugs
- **Psychology and counselling services:** Offered to team members and each of their dependents covered under their benefits plan.

11 Excludes TELUS Digital team members.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Giving back to build stronger communities

Our team is passionate about making a world of difference in the communities where we live, work and serve. For more than two decades, our caring culture has helped to put our customers and communities first, driving transformational social change and making a meaningful difference for citizens around the world. Since 2000, our TELUS family¹² has contributed \$1.8 billion in cash, in-kind contributions, time and programs, including 2.4 million days of volunteerism. Our unparalleled generosity and volunteerism have made TELUS the most giving company in the world.

TELUS Community Boards

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

We currently have 19 TELUS Community Boards operating around the world. Since 2005, our Community Boards have contributed \$115 million in cash donations and supported more than 10,200 initiatives, providing resources and support for underserved citizens, especially young people, around the world. In 2025, we plan to launch our 20th TELUS Community Board.

TELUS Friendly Future Foundation

In Canada, TELUS Friendly Future Foundation® (the Foundation) works in partnership with our 13 Canadian TELUS Community Boards to provide grants to charities across Canada that enable youth to reach their full potential. The funding is available to grassroots Canadian charities that support youth who face obstacles to reaching their full potential by providing health and education programming. Preference is given to projects that also demonstrate tangible technological or social innovation.

¹² TELUS, our team members and retirees.



TELUS Student Bursary

The Foundation maintains the TELUS Student Bursary, Canada’s largest bursary fund, supporting post-secondary students who are experiencing financial need and are committed to creating social change. With bursaries valued at up to \$5,000, this \$50 million fund, established through an endowment gift of \$25 million from TELUS and a commitment of \$25 million in fundraising from the Foundation, helps hundreds of students each year access post-secondary education, leading to a brighter future.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

In 2024, the Foundation provided \$10.8 million in cash donations to support more than 550 Canadian registered charities, community partners and projects, including \$2.2 million in bursaries to more than 500 post-secondary students across Canada. [For more information](#) or to make a donation in support of youth nationwide, visit the TELUS Friendly Future Foundation’s [website](#).

TELUS Days of Giving

Our signature global volunteer movement – TELUS Days of Giving – is just one of the many opportunities for our team to volunteer throughout the year. In May 2024, we held our 19th annual TELUS Days of Giving, inspiring 83,000 TELUS team members, retirees, family and friends to volunteer across 33 countries. Volunteers offered their time to help support local grassroots initiatives and organizations helping to build stronger, more sustainable communities. This event truly demonstrates our pervasive culture of giving and was a key contributor to our TELUS family volunteering 1.5 million hours around the world in 2024 for the second consecutive year, making it our most giving year ever.

Volunteer Rewards

Our Volunteer Rewards program provides our team members and retirees an opportunity to do more for their communities. Through this program, we motivate, mobilize and reward employees and retirees who make positive changes in the communities where we live and work.

For every volunteer hour a member of our TELUS family records, we make a \$1 donation to the charity of their choice. The Volunteer Rewards program is available on an annual basis and runs until our annual budget is maximized. In 2024, for the second consecutive year, our global TELUS family volunteered 1.5 million hours to charitable and community organizations.

TELUS Indigenous Communities Fund

The [TELUS Indigenous Communities Fund](#) offers grants of \$5,000 to \$25,000 for Indigenous-led social, health and community programs. Since the program’s inception in 2021, we have granted \$935,000 in cash donations to 42 community programs supporting food security, cultural and linguistic revitalization, wildfire relief efforts, and the health, mental health and well-being of Indigenous Peoples across Canada.

The projects funded in 2024 focused on four key themes:

- cultural revitalization and preservation (through traditional healing practices, art, and land-based activities)
- health and wellness support (including mental health services, prenatal care, and addiction support)
- community infrastructure and technology access
- food security/sovereignty initiatives

The projects have a strong focus on addressing systemic barriers through culturally-informed solutions, with particular emphasis on digital inclusion, safe transportation, and sustainable food systems. These initiatives span across Canada, from British Columbia to Nunavut to Newfoundland and Labrador, supporting Indigenous communities through approaches that combine traditional knowledge with innovative solutions.



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements



TELUS Community Ambassadors

TELUS Community Ambassadors, our network of current and retired team member volunteers, provide a critical connection between TELUS and our communities. The network consists of 5,000 Ambassadors based in 24 clubs across Canada and the United States who work collectively to respond to the needs of their communities.

In 2024, our Community Ambassadors:

- Donated 88,500 handmade and collected care items to organizations supporting health and wellness
- Filled and distributed 20,000 Kits for Kids (backpacks filled with essential school supplies) for elementary students in need
- Provided over \$1.2 million worth of food and meals nationwide through meals served, food drives, and food deliveries.

TELUS humanitarian and disaster relief

Our TELUS team supports disaster relief by providing cash donations and in-kind contributions, volunteer support, crisis support hotlines, waiving long distance calls and text messaging fees, and mobilizing team members and customers. TELUS is committed to assisting our global communities undergoing humanitarian crises and disasters. Since 2000, our extended TELUS family has enabled \$300 million in cash, in-kind contributions, and investments in our networks, to plan, respond and aid those impacted by natural disasters and other crises worldwide.

In 2024, TELUS, our team members, retirees, customers and TELUS Friendly Future Foundation have enabled over \$330,000 in global support through cash donations and in-kind contributions. Together in 2024, we supported 14 humanitarian and emergency relief efforts around the world.

In support of the many people impacted by the wildfires in Jasper, Alberta, TELUS, our team members, customers and the Foundation enabled more than \$200,000 in cash donations and in-kind contributions. In partnership with one of our charity partners, GlobalMedic, we delivered a fire relief skid/trailer to the Deputy Fire Chief of Jasper. This fire relief skid is designed to be put in the back of a pickup truck or towed, instantly turning any truck into a mobile firefighting device. Our assistance also included the distribution of disaster kits, deployment of our portable cell towers on wheels to ensure 911 access, and a partnership with the Red Cross to establish recovery centres.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements



In recognition of our support during the Jasper wildfires, we received a Response and Recovery Award from the Disaster Recovery Institute Canada (DRI) for crisis management. This was our third consecutive award, recognizing outstanding business continuity and disaster recovery, and our delivery of customer support and community service in a challenging situation.

During the year, TELUS and TELUS Digital provided support to those affected by the Brazil floods through our commitment of \$25,000 USD (\$34,000 CAD) in cash donations in addition to in-kind contributions to Instituto Cultural Floresta and GlobalMedic. Instituto Cultural Floresta provided first-line response in the critical initial days of the Brazil floods, ensuring safety, water, food and shelter for those impacted. GlobalMedic worked with local partners in Brazil to provide impacted individuals and families both within the cities and throughout more rural areas with point of source water purification units and family emergency kits.

In 2024, we launched our first volunteer Global Community Response team to serve as TELUS’ “boots on the ground”, supporting local communities during natural disasters by making supply deliveries and organizing donation drives.

TELUS strategic sponsorships

Throughout 2024, we worked with our strategic partners across Canada to elevate our social impact and drive meaningful human connections in our local communities. We leveraged our \$25 million sponsorship portfolio¹³ to advance positive social impact nationwide and directly engage with over two million Canadians.

Canadian Museum for Human Rights

In 2024, we reached a remarkable milestone through our 2022 commitment of \$1 million to digitize the Witness Blanket for the Canadian Museum for Human Rights. This initiative educated over one million students and brought the Digital Witness Blanket to more than 1.4 million Canadians. Created by Indigenous artist Carey Newman (Hayalthkin’game), this powerful artwork is composed of hundreds of items from residential schools and can be viewed at www.witnessblanket.ca, helping share important stories of truth and reconciliation across Canada.

Hockey

TELUS’ deep-rooted commitment to Baie-Comeau and Rimouski spans more than 20 years, notably through its partnership with the QMJHL Drakkar and L’Océanic hockey teams. In addition to offering free games on the maCommunauté channel, TELUS supports the Rimouski Minor Hockey Association, providing coaching sessions to over 300 young players each season.

As the title sponsor of Hockey Canada’s Volunteer Program, TELUS supports all IIHF events hosted in Canada. The 2025 World Junior Ice Hockey Championships in Ottawa saw over 350 participants in the TELUS Volunteer Program, playing a crucial role in bringing this prestigious tournament to life. Beyond event support, TELUS champions the Dreams Come True program, which has introduced hockey to 2,000 children by subsidizing fees and providing equipment. Through these complementary initiatives, TELUS demonstrates its commitment to making hockey accessible while fostering community engagement across Canada.

Soccer

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

¹³ Sponsorship rights fees, inclusive of cash and in-kind contributions.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Enabling human connection through digitization
Building healthy communities and workplaces
Supporting our team members
Giving back to build stronger communities
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

TELUS is the title sponsor of Canada Soccer’s national female coach recruitment, development and training program, TELUS She CAN Coach. The program was launched in 2023 in Alberta and Nova Scotia with the goal of ensuring more women and girls can enjoy the benefits of soccer by addressing the challenges that they face relating to participation. In 2024, the program successfully expanded with 20 clubs participating across Alberta and Nova Scotia, recruiting more than 200 coaches.

In addition, our First Goals program with Vancouver Whitecaps FC provides equitable access to soccer to underserved and marginalized communities across British Columbia, directly supporting over 13,000 youth. In 2024, the program expanded its outreach to deliver programming to 1,900 Indigenous youth across 15 Nations, including We Wai Kai, Tsartlip and Williams Lake.

Football

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

Throughout 2024, we amplified social purpose through our TELUS Kick for Good activation. This season-long initiative engaged with fans across our five sponsored teams, offering a unique on-field opportunity at each game. Each kick triggered a \$100 donation to TELUS Future Friendly Foundation, and we raised \$20,000, demonstrating TELUS’ commitment to fostering community development through sports and youth empowerment.

The Rouge et Or team from the Université Laval also joined forces with a charitable cause last year by donating \$10,000 to the Fondation Sourdivine based on the team’s kicks throughout the season. This donation will promote the development of children with hearing, speech and language disorders in the Quebec City area.



Music Partnerships

TELUS’ commitment to the arts is demonstrated through strategic partnerships with the Vancouver Symphony Orchestra and The Royal Conservatory of Music, recognizing music’s vital role in personal growth and social cohesion. As a Premier Education Partner, TELUS brings orchestral music to over 10,000 students annually through free Vancouver concerts, while the TELUS Centre for Performance and Learning is Canada’s leading music education facility.

This commitment extends across Canada, particularly in Quebec, where TELUS supports both established venues like MTELUS and Grand Théâtre de Québec, and regional festivals including Festival Musique du Bout du Monde, Les Grandes Fêtes TELUS, and Vieux-Quai en Fête, enabling us to share our love of music from coast to coast.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Governance

Nearly
\$52.4 million

invested through the TELUS Pollinator Fund for Good® across 26 socially innovative companies and 5 fund managers since launching in 2020

Paying and remitting approximately
\$2.3 billion

in taxes to federal, provincial and municipal governments in Canada in 2024¹⁴

\$3,854 million

paid in salaries and benefits for Canadian team members

4G LTE covering
99%

of the Canadian population and 5G covering more than 87 per cent of the Canadian population

81%

engagement rate for Pulsecheck team member engagement survey, placing TELUS within the top 25 per cent of employers globally

\$5 million

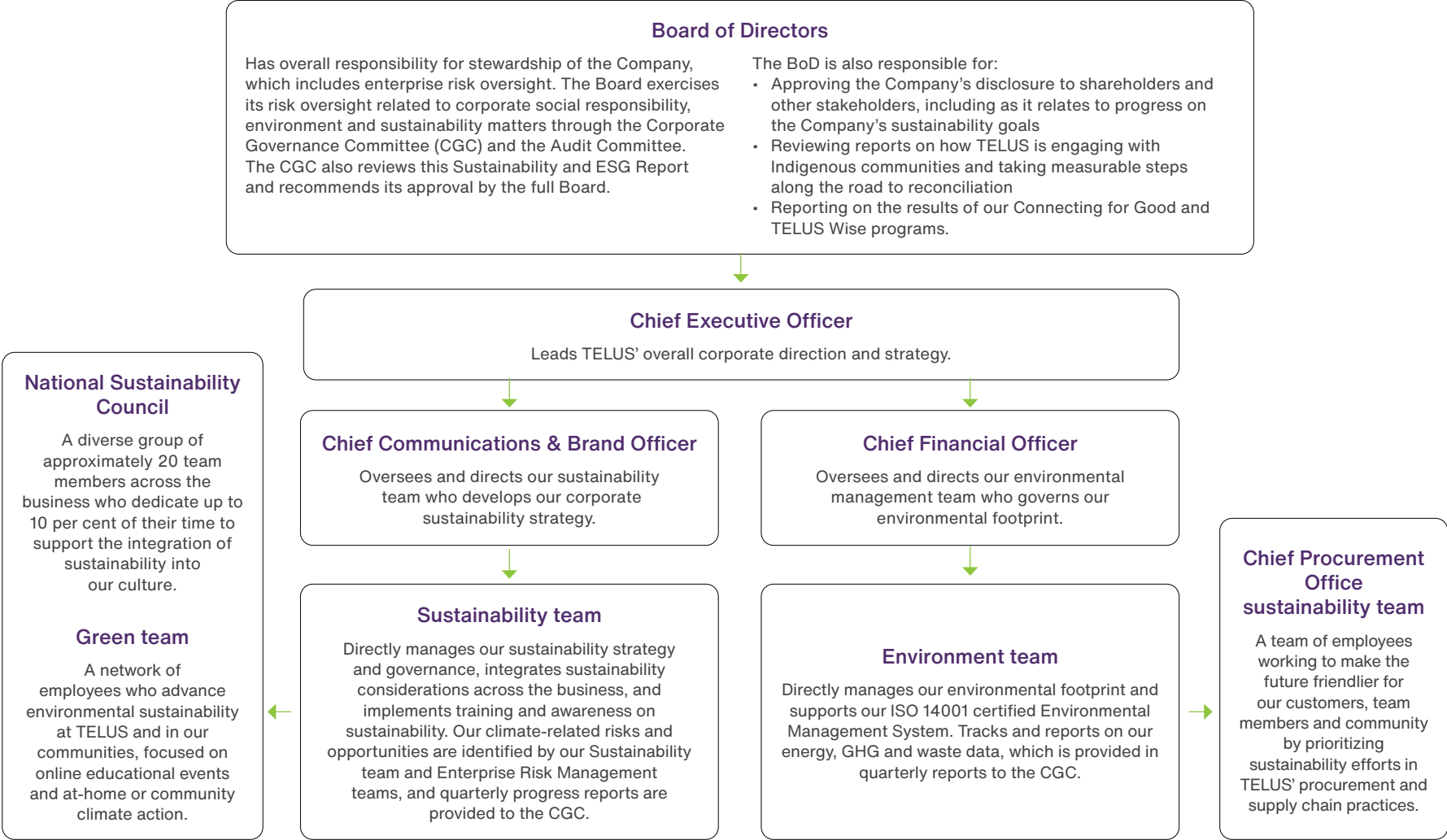
committed to #standwithowners in support of deserving entrepreneurs since 2020

¹⁴ Total amount consists of corporate income taxes, sales taxes, property taxes, employer portion of payroll taxes and various regulatory fees.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

ESG governance

Our organizational structure, corporate policies and practices enable social, economic and environmental aspects to be considered at every stage of our planning and decision-making process. Sustainability oversight starts with our Board of Directors (BoD), and is integrated throughout our business and in our pay structure. Furthermore, the BoD has formally approved TELUS’ social purpose, which guides BoD and management decision-making. Additional information on our comprehensive corporate governance practices can be found in our Information Circular.



Separation of our Sustainability and Environment teams effective as of the fourth quarter of 2024

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Sustainability pay link

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

Ownership

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

Our reconciliation commitment

We acknowledge that our work spans many territories and treaty areas and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us. Through our world-leading network technology, underpinned by our team’s long-standing passion for creating stronger, healthier communities, we are committed to supporting the goals of Indigenous Peoples. We believe that connectivity, along with human compassion and ingenuity, is intricately linked to positive economic, social, health and community outcomes, and that the benefits of the digital economy increase for all Canadians when Indigenous communities are connected.

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

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



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

In alignment with the feedback we received from Indigenous Peoples during the formation of our action plan, the [TELUS Indigenous Advisory Council](#), a non-partisan group, monitors the progress of our IRAP and provides guidance for effective implementation of our commitments and targets.

Read more about TELUS’ reconciliation commitments and our process for engagement in our [2024 Indigenous Reconciliation and Connectivity Report](#).

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Creating an inclusive and caring culture

Labour relations

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

- Redeployment to another position based on seniority/qualifications
- Wage protection/retraining opportunities
- Paid relocations
- Early retirement or voluntary severance options for team members affected by organizational change
- Advance notice periods for employees and the union in cases of management-initiated workplace changes.

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

Union recognition and consultation

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

Diversity and inclusion

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

Strategic focus areas in diversity and inclusion

Enabling a culture of inclusion means fostering a work environment where every team member feels a strong sense of connection, well-being and belonging, has the opportunity to learn and grow through meaningful work, feels valued for their contributions, and can challenge the status quo to help make things better.



Our Inclusive Leadership model includes an inclusion index designed to capture the voices of our team members and is included in our corporate scorecard. In 2024, we scored 85 per cent on our inclusion index for the fourth consecutive year, indicating a strong experience of inclusion and belonging among team members.

In addition, our 2024 Pulsecheck survey responses continue to showcase that our team feels a strong sense of belonging and that TELUS respects all team members, with our core D&I results holding strong at 90 per cent for three consecutive years.

Designed for diversity means we integrate diversity at every level of our organization, adopt inclusive listening practices, challenge biases, and remove barriers to full inclusion for equity-deserving groups, ensuring everyone feels valued and respected.

In 2024, we complemented our existing fulsome D&I learning space resources with new curated learning resources on disability inclusion, inclusive accommodations, accessible design and LGBTQ2+ inclusion. In addition, we launched two new communities of practice to ensure a tighter interlock with our growing TELUS Resource Groups leadership teams and a diverse community of D&I champions who drive D&I goals across our business.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

We continue to attract, develop and retain Indigenous team members through a strategic employment strategy that creates rewarding paths for career progression, including the launch of our new [Boundless career guide for Indigenous talent](#).

Finally, as part of our global D&I blueprint, we established a harmonization process for our growing scope of employment equity regulatory programs globally, beginning the transition of the program management to the global D&I team.

Inclusive innovation means driving innovation by cultivating an inclusive coaching culture and using fair processes to recognize each team member’s unique talents, perspectives and abilities. We encourage diverse thinking to create a greater impact – both individually and as a business.

In 2021, we developed our D&I societal issues assessment framework, which grounds our teams in our commitment to respect human rights everywhere at all times and to condemn hate, violence and discrimination in any form, to strive to eliminate discrimination in our workplace and provide support for team members, to act in the public sphere to support communities experiencing marginalization and to prevent human rights violations. In 2024, we further evolved our resources to support leaders in navigating societal conflicts, ensuring they can support their team members’ well-being as their first priority. To date, we have used this framework to guide our decision-making and response for more than 34 societal issues.

Building on our inclusion index, we developed a new resource to provide organizational insights and key ways that leaders can learn from their individual inclusion index results and cultivate an environment that exceeds both the inclusion and innovation thresholds.

TELUS has been recognized as one of Canada’s Best Diversity Employers by Mediacorp Canada Inc. a total of 14 times, and one of Canada’s Best Employers for Diversity by Forbes three years in a row (2022–2024). TELUS has also been recognized as one of the World's Best Employers by Forbes a total of four times (2020, 2021, 2022, 2024) and was the only telecommunications company from the U.S. or Canada to place on the list in 2024.

TELUS Resource Groups

With more than 11,000 team members globally in our TELUS Resource Groups, these groups play a vital role in recognizing diversity, advancing inclusion and fostering well-being within our organization and communities. They support team members who identify as women, Black, Indigenous, people with disabilities, caregivers, newcomers, team members from various cultural backgrounds, LGBTQ2+ persons and allies.

Abilities

- **Advancing accessibility:** Partners with advisory councils to design inclusive products and services, improving experiences for team members and customers with varying abilities.



- **Increasing awareness:** Conducted six national events and distributed digital resources, educating the organization on abilities-related topics.
- **Strengthening support:** Partnered to enhance the workplace accommodation process, which ensures accessible support for team members requiring workplace adjustments.

Connections

- **Dynamic programming:** Annually delivered more than 80 virtual and in-person events designed to amplify voices, build relationships and unlock opportunities to a growing membership of 3,500 global team members in support of gender equity.
- **Connecting community:** Powered by passionate volunteers offering meaningful opportunities to learn, grow and thrive in areas of career development, thoughtful allyship and personal well-being and celebrating achievements.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

- **Celebrating excellence:** CHLOE Awards officially launched in 2010 and has since expanded to include our global team members. In the last five years, the CHLOE Awards have recognized and celebrated 2,458 nominees, 337 finalists and 257 winners.
- **Empowering mothers:** Grassroots for-moms, by-moms Mama Bear program introduced in 2020 to uplift and celebrate the challenges and capabilities of working mothers.

Eagles

- **Expanding community:** In 2024, Eagles celebrated 14 years as a team member resource group, staying true to core values and commitments alongside continued growth. Eagles team members have been instrumental in providing their authentic voices and unique lived experiences to shape the fabric of our company.
- **Promoting cultural understanding:** Annual celebrations of National Indigenous Peoples Day with multiple in person events celebrating the local cultures. Eagles held events across the country celebrating First Nations, Inuit and Métis culture and contributions, including a land-based learning session and Indigenous documentary screenings.
- **Elevating awareness:** Collaborated with Connections to read and discuss In My Own Moccasins by Helen Knott, with the author joining in for the final virtual discussion.
- **Empowering careers:** Year two of Pathways, a mentorship and career development program that ensures all Indigenous team members have the opportunity to thrive at TELUS, which has evolved to include lunch and learn sessions on topics selected by mentees, as well as drop-in sessions for informal networking.

Mosaic

- **Mentorship expansion:** Engaged over 200 mentors, facilitating successful mentorships and fostering relationships with new partner Wayble to support diverse new talent. TELUS’ commitment to mentorship was recognized with the 2022 Outstanding Achievement Award from the Toronto Region Immigrant Employment Council (TRIEC) for mentoring 500 people for three months each in order to enhance their professional growth and promote knowledge exchange.
- **Cultural celebrations:** Hosted over 40 combined in-person and virtual events, including the Taste of TELUS Festival, celebrating Canadians’ diverse backgrounds through food and stories.
- **Empowering communities:** Raised over \$15,000 for social purpose campaigns aligned with team member priorities and diverse communities.
- **Strengthening career growth:** Since 2023, delivered 10 virtual events focused on professional development and cultural awareness, enhancing the career journeys of 600 TELUS team members.



Reach

- **Driving impactful giving:** Contributed over \$225,000 since 2021 to support transformative organizations such as the Black Health Alliance and BlackNorth Initiative, advancing equity and inclusion in our communities.
- **Empowering future leaders:** Awarded four scholarships totalling \$15,000, including TELUS Reach and Diversity in Technology scholarships, to support the education and career growth of Black team members’ children pursuing post-secondary education.
- **Building talent networks:** Engaged with over 250 technology professionals at the Black Professionals in Tech Network global summit, fostering networking opportunities and strengthening our talent pipeline.
- **Supporting local communities:** Backed initiatives like Tropicana Community Services’ Ricochet clothing bank, providing essential resources to underserved populations and helping meet immediate community needs.

Spectrum

- **15 years of pride and progress:** In 2024, Spectrum celebrated 15 years as an employee resource group, celebrating many milestones, such as launching the first pronoun campaign in 2018.
- **Support for LGBTQ2+ initiatives:** Continued partnership with the Rainbow Railroad, raising significant funds through a variety of annual events.
- **Innovative storytelling:** Organized the first Drag Story Hour, fostering inclusivity and positive impact by sharing diverse narratives with team members and their families.
- **Global expansion:** Launched new Spectrum chapters to support LGBTQ2+ team members worldwide, extending reach and inclusivity.
- **Educational series:** Expanded the Spectrum Education Series, offering sessions on allyship, gender inclusivity, and community support.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Ethics

At TELUS, ethical conduct is woven into the fabric of our organization. We embrace our responsibility as corporate citizens by making decisions guided by unwavering integrity and fostering an environment of inclusion, compassion and mutual respect. Our commitment to creating a workplace where team members feel both physically and psychologically safe is fundamental, as is our culture of open, honest feedback.

These high ethical standards extend beyond our immediate team to encompass our entire business ecosystem – from Board members and contractors to partners, suppliers, and vendors worldwide. This commitment is formalized through our Code of Ethics and Conduct, which receives Board-level oversight and approval, demonstrating TELUS’ dedication to these principles.

By championing ethical, transparent, and respectful behaviour, we strengthen our ability to deliver exceptional customer experiences while advancing our position as a global leader in social capitalism. Our ethics framework undergoes rigorous annual third-party reviews, ensuring accountability and effectiveness. The Code itself is systematically updated every two years through collaboration with cross-functional experts, ensuring it remains relevant and progressive. Our 2024 update reflects evolving business dynamics, particularly in the areas of workplace respect, diversity and inclusion, while aligning with global best practices in ethical governance. The revisions to our Code of Ethics and Conduct will be in effect until 2026.

Team members are required to annually attest that they have read and will comply with the Code. This requirement ensures that team members understand that their employment is conditional upon their compliance with our ethical and conduct standards. Each year, we require our team members and contractors to complete an online integrity training course, referred to as TELUS Integrity, which outlines key aspects of our Ethics, Respectful Workplace, and Security and Privacy policies. Over 99 per cent of our team members completed the 2024 Integrity Training Course globally. The Code ensures that every TELUS team member is guided by the same values and understands what is expected, regardless of work location or role in our organization.

TELUS EthicsLine

Through the 24-hour TELUS EthicsLine (1-888-265-4112 or telus.ethicspoint.com), employees and external stakeholders can raise anonymous and confidential questions or

file complaints related to accounting, internal controls or ethical issues. Our leaders are expected to foster a work environment where all team members feel comfortable speaking up and having open discussions without fear of retaliation. Retaliation or retribution against a team member for contacting the Ethics Office, or for assisting or participating in an investigation of a complaint, violates our ethical principles and is not tolerated.

To ensure reporting protections, calls are handled by an independent agency that offers 24-hour multi-language services to both internal and external callers. We provide quarterly reports on EthicsLine activities to the People, Culture, and Compensation Committee and Audit Committee of our Board of Directors.

During 2024, the Ethics Office received 810 contacts, including both requests for guidance and reported concerns. Following investigations, 158 violations of the Code of Ethics and Conduct were confirmed, involving 250 team members. None of the contacts reported to the Ethics Office in 2024 involved the Executive Leadership Team. Corrective action was taken in each case of a breach, with some of the breaches resulting in discipline or dismissal of one or more employees.

Anti-bribery and corruption

The TELUS [Anti-bribery and Corruption Policy](#) applies to all team members, the TELUS Board of Directors and entities in which TELUS has a controlling interest. Our anti-bribery and corruption compliance program includes comprehensive team member training and awareness initiatives, alongside due diligence activities that align with best practices for comparable Canadian companies. The annual TELUS Integrity training complements our program by effectively communicating policies and guidelines through practical scenarios that reinforce our commitment to high standards of business conduct. In 2024, our Data & Trust Office maintained active oversight of our compliance program, refreshed our Anti-bribery and Corruption Policy, and did not receive any reported violations of the Anti-Bribery and Corruption Policy.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Human rights

At TELUS, we uphold universal human rights, ensuring that everyone we engage with is treated with dignity and equality. We understand our responsibility to respect and promote human rights through all of our business activities, in our team member management practices, while developing and delivering our products and services, and throughout our supply chain.

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

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

These policies formalize our commitment to safeguarding internationally proclaimed human rights.

Feedback mechanisms

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

We also maintain an internal complaints procedure for human rights and respectful workplace issues, which are investigated and addressed by our Respectful Workplace Office. Human rights complaints may be dismissed, withdrawn, resolved or referred to

the appropriate Human Rights Tribunal. Complaints and resolution status are reported quarterly to the People, Culture, and Compensation Committee of our Board. In addition to these feedback mechanisms, all collective agreements applicable to unionized team members include grievance and arbitration processes.

None of the outstanding human rights complaints resulted in formal decisions being issued by Human Rights Tribunals in 2024. Though no formal determinations were made with respect to potential human rights violations by regulatory bodies, the two instances where a resolution was reached were remediated via financial compensation. With respect to each human rights complaint, comprehensive case details were shared with relevant operational primes to ensure future prevention and mitigation.

Assessing human rights risks

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

As a result of these practices, the responsible business units identified in the following table continually identify gaps and prepare and implement mitigation plans and actions to address key human rights issues where TELUS may experience risk or exert influence. The following table covers all of TELUS’ locations and personnel worldwide.

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Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Human rights risk mapping

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

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

Monitoring and identifying risk in our value chain

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

Examples include:

- For our workforce: Our internal Compliance Governance Committee provides oversight of our annual human rights program, and conducts an annual maturity assessment and an inherent and residual risk assessment.

- For the assessment and understanding of community needs: We partner with local organizations in the community and with organizations with subject matter expertise related to the vulnerable groups who would benefit most from our Connecting for Good initiatives.
- For the assessment of suppliers: Our Procurement and Supply Chain team oversees the policies and due diligence processes that formalize our commitment to safeguard internationally-proclaimed human rights in our supply chain.
- For the assessment of equal remuneration: Each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. Our approach has provided meaningful insight into any existing gender pay gaps, supported our efforts to address these gaps, and helped us quantify the progress we have made as an organization.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements



Training

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

Gender transition guidelines

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

Domestic violence supports

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

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Public policy and advocacy

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

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

Pillar: Enabling human connections

Access to competitive, high-quality internet services is fundamental to Canada’s digital future and economic prosperity. TELUS continues to expand its offerings across Canada, recognizing that increased telecommunications competition fosters innovation, investment and affordability for Canadian families and businesses. Through evidence-based engagement with stakeholders, TELUS advocates for policies that support genuine market competition and consumer choice. With strong public support, including hundreds of thousands of Canadians voicing their desire for more options, TELUS is committed to bringing innovative internet solutions to communities across the country.

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

Pillar: We give where we live®

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

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

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Pillar:
Helping everyone live healthier

At a time when healthcare systems are strained, TELUS Health is revolutionizing access through innovative digital solutions, creating exceptional patient experiences powered by our passionate global team of team members and clinicians. As we continue to deliver innovative solutions, we work closely with governments to support policies that ensure sustainable, quality healthcare for generations to come.

Pillar:
Investing in sustainable futures

Digital connectivity and telecommunications infrastructure are crucial for Canada’s economic and environmental progress. [Research](#) shows that digital technologies can significantly reduce our environmental footprint while boosting productivity. TELUS collaborates with diverse stakeholders to promote solutions that enhance both economic competitiveness and sustainability. By advocating for policies that encourage responsible digital adoption, we foster Canadian innovation. Our approach supports sustainable growth, creates opportunities in all communities, and positions Canada as a digital leader. Through these efforts, we help ensure that technological advancements benefit all Canadians, driving prosperity while supporting our environmental objectives.

Pillar:
Helping feed our growing world

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

Political contributions

As a general rule, TELUS does not provide contributions to any political party, campaign or candidate at either the federal, provincial, or municipal level. If an exception to this rule is authorized, any contribution would be made in accordance with all applicable laws, as well as our Code of Ethics and Conduct, our Anti-Bribery and Corruption Policy and our Political Contributions Policy. We made no political contributions in 2024.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Economic impacts

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

Since 2000, we have maintained a proven national growth strategy. We developed our strategic intent and six strategic imperatives in 2000 that remained relevant for future growth, despite changing regulatory, technological and competitive environments. Our consistent focus on these imperatives guided our actions and contributed to the achievement of our financial goals.

In 2025, we have refined our strategic intent and imperatives to align more closely with our global growth strategy. Our newly evolved strategic intent is to unleash the power of data technologies to deliver globally the best solutions to our customers at home, in their workplace and on the move.

Our five strategic imperatives for 2025 are:

- Building global capabilities across data technologies and software-based services;
- Providing increased product intensity through bundled solutions that differentiate TELUS from our competitors and increase customer loyalty;
- Partnering, acquiring and divesting to accelerate the implementation of our strategy and focus our resources on core businesses;
- Focusing relentlessly on the growth markets of data and generative AI (GenAI) with the national expansion of broadband, complemented by international growth for TELUS Health, TELUS Agriculture & Consumer Goods and TELUS Digital;
- Building a global brand and exemplifying a customers first culture, by investing in people that are empowered through innovation, teamwork and social purpose.

We confirm or set new corporate priorities each year to advance our long-term strategic imperatives and address near-term opportunities and challenges. Our priorities for 2025 include: elevating our customers, communities and social purpose by honouring our brand promise, Let’s make the future friendly™; leveraging TELUS’ world-leading technology and AI innovation to drive superior growth across mobile, home and business services; and scaling our innovative digital capabilities in TELUS Digital, TELUS Health and TELUS Agriculture & Consumer Goods to build assets of consequence.

See our [2024 Annual Report](#) for more information on our financial performance.

Investor engagement

In 2024, we built upon strong momentum in investor engagement through one-on-one and group meetings, roadshows, industry conferences, quarterly conference calls, press releases and media relations initiatives, and our Annual General Meeting of Shareholders. Investors highlighted our differentiated competitive positioning, as well as our strong and consistent execution track record as we navigated the dynamic competitive landscape, and evolving macroeconomic and regulatory environments which the industry faces. Furthermore, the investment community focused on our capital allocation priorities including plans for deleveraging supported by our free cash flow growth profile and declining capital intensity advantage; our proactive digitization and cost efficiency initiatives and associated financial benefits; our advanced fibre monetization strategy; our copper decommissioning initiatives that enable strategic redevelopment and monetization of our surplus real estate holdings; the significant scaling opportunities at our growth businesses; and our relentless focus on long-term profitable loading.

Our [Shareholder Engagement Policy](#) provides an overview of how management interacts with shareholders and outlines how the Board may communicate with shareholders, how

We built upon strong momentum in investor engagement through one-on-one and group meetings, roadshows, industry conferences, quarterly conference calls, press releases and media relations initiatives, and our Annual General Meeting of Shareholders.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

shareholders may communicate with the Board, and which topics are appropriate for the Board to address. Furthermore, our say-on-pay policy sets out the Board’s objectives and practices with respect to say-on-pay and disclosure pertaining to executive compensation. Our shareholders’ views are very important to us, and we regularly consider shareholder feedback in assessing our executive compensation program. At our Annual General Meeting of shareholders in 2024, we conducted our 13th say-on-pay vote which resulted in strong support with 85 per cent of votes cast in favour. Reflecting our commitment to our proactive approach to governance, members of our Board, John Manley, Chair of the Board, and Mary Jo Haddad, People, Culture and Compensation Committee Chair, engaged with several larger institutional shareholders to discuss governance matters, including TELUS’ approach to executive compensation. For more details on these discussions, please see our 2025 Information Circular.

Paying taxes

In 2024, TELUS paid and remitted on behalf of our team members and customers approximately \$3.7 billion to federal, provincial, and local governments in corporate income taxes, sales taxes, property taxes, employer and employee portions of payroll taxes and various regulatory fees, which support services for Canadians and citizens wherever TELUS operates. Since 2000, TELUS has paid nearly \$61 billion in total tax and spectrum remittances to federal, provincial and municipal governments. These funds support healthcare, education, national defence, arts and culture, public works projects and critical national infrastructure – all of which are fundamental ingredients for a vibrant and thriving society.

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

Our Tax Strategy involves:

- Monitoring changes to tax law and jurisprudence to ensure continued compliance.
- Paying our fair share of taxes by paying the tax legally due in accordance with the laws and jurisprudence at the time.
- Adopting best practices that comply with the “arm’s-length standard” in applicable transfer pricing laws/jurisprudence, as supplemented by the Organization for Economic Co-operation and Development guidelines.
- Not knowingly taking a tax position that is:
 - Not at the very least “more likely than not” to prevail in the courts, or
 - Designed to artificially reduce tax, such as through abusive tax shelters or other evasive practices.

- Seeking advice from third-party advisors/counsel to supplement our in-house team of professionals, including to provide expert opinions or assist in dispute resolution and litigation when necessary.

Clean revenue and investments

As a leader in social capitalism, it is crucial to demonstrate how we leverage our world-leading technology to drive positive change through our innovative products and services. Since 2021, we have been disclosing “clean” revenue CRA sources, which include revenue from select goods and services that have a clear environmental or social benefit. This includes revenue from the clean transition, low-carbon economy and circular economy streams. In 2024, our clean revenue streams listed in the table below represent approximately 20 per cent of consolidated annual revenues.

Clean revenue	
Revenue sources (\$ millions)	2024
Reused, recycled or refurbished handsets ¹	1,500
Cloud-based service, connected technologies and other ²	759
Health services	1,779
Total clean revenue	4,038

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

We will continue to refine and expand our efforts to track and disclose additional clean revenue streams with the goal of furthering our contribution to sustainable communities and the world’s digital economy.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Research and development

In 2024, we invested an estimated \$668 million in research and development¹⁵ with a steadfast mission to connect customers in an ever-changing hyper-connected world. TELUS made significant strides in network infrastructure, fibre expansion, digital innovation, healthcare and agriculture technology. The Company upgraded its wireless network, exceeded fibre build targets, expanded its TV platform with new features, and rolled out national healthcare initiatives including pharmacy connectivity programs and AI-powered technologies. These achievements, along with advancements in customer experience, underscore TELUS’ dedication to optimizing network capabilities, leveraging AI-driven advancements, and developing IoT-enabled solutions.

\$668 million

invested in research and development in 2024.

Network investments

In 2024, we continued to expand and enhance our 5G network and connected more than 87 per cent of the Canadian population. Our transformational network investments create critical connections across the country.

87%

of the Canadian population covered by our 5G network.

Our LTE technology covers 99 per cent of the Canadian population and our LTE Advanced technology covers approximately 96 per cent. We will continue to expand and enhance our 5G network, as we operationalize our 600 MHz and 3500 MHz spectrum holdings, and prepare to deploy our recently acquired nationwide spectrum in the 3800 MHz band, which will be vacated by its current users between 2025 and 2027. With the combination of our 3500 MHz and 3800 MHz spectrum holdings, TELUS has secured approximately 100 MHz of prime 5G mid-band spectrum nationally, with contiguity in 96 per cent of the country including all major markets. Mid-band spectrum is a critical global band for 5G innovation due to its ideal combination of speed, capacity, low latency, and coverage, and this contiguous spectrum provides wider channels and enables a superior network experience for customers.

15 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 humankind, 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.

Furthermore, TELUS launched Canada’s first 5G Virtualized RAN, Open RAN network in 2024 through a strategic partnership with Samsung – improving performance, energy efficiency and flexibility for future enhancements, reshaping the wireless landscape and accelerating the development of next-generation technologies. Our long-standing commitment to network excellence continues to be reflected in our customer loyalty metrics, with an industry-leading postpaid mobile churn metric below one per cent for the 11th consecutive year.

Fibre footprint

As at December 31, 2024, more than 3.4 million households and businesses across British Columbia, Alberta and Eastern Quebec were connected to our fibre optic technology. This is up from approximately 3.2 million households and businesses at December 31, 2023. Our broadband investments support our 5G network, and provide a distinct advantage to our fibre-enabled communities, improving speed and reliability for Canadians. Our network also enables businesses to become more efficient, productive and resilient, even in tough economic times. We are committed to delivering connectivity benefits to Canadians as we continue to expand the reach of our PureFibre network and fibre optic technology.

3.4 million

households are connected to our TELUS PureFibre® network.

Network uptime

Ensuring uninterrupted connectivity for our customers, even in the face of natural disasters, is a paramount concern for TELUS. We work to maintain access to our mobile network capabilities in areas affected by such events, and to equip emergency shelters with PureFibre Internet®.

In 2024, we achieved an average interruption frequency of 0.05, which is calculated by dividing the total number of customer interruptions by the total number of customers served. Additionally, our average interruption duration was 9.12 minutes per customer, per outage. This duration is determined by summing the total downtime of each interruption and multiplying it by the number of customer accounts affected by each interruption.

These statistics serve as the foundation of our leading network performance.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Capital expenditures

In 2024, our capital expenditures were approximately \$2.4 billion, excluding real estate development initiatives, and including \$143 million related to our TELUS Digital Segment, representing 12 per cent of operating revenues and other income. In 2024, we also invested \$193 million related to real estate development initiatives, reflecting the success of our ongoing copper decommissioning program and monetization of our central offices.

Our investments within our core telecom business continue to focus on:

- Connecting more homes and businesses with fibre, including through our partner-build model
- Expanding and upgrading our mobile network infrastructure, including our 5G buildout and expansion
- Enhancing our network and systems resiliency and reliability, providing faster broadband speeds, greater capacity and lower latency
- Strengthening our home and business smart technology offerings, including security
- Bolstering our innovative healthcare and agriculture and consumer goods technology solutions
- Accelerating digital capabilities and platforms across the organization, including implementing GenAI solutions, driving enhancements in operational effectiveness and efficiency, and in our customer experience leadership.

Since 2000, we have invested over \$56 billion in infrastructure to significantly enhance connectivity.



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Responsible supply chain

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

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

Supplier due diligence and engagement

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

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

We created a Supplier Risk Council, a governance initiative designed to enhance TELUS’ enterprise-wide risk management framework. This forum addresses three key objectives: (1) it strengthens our supplier risk controls through continuous refinement and alignment with TELUS’ risk tolerance parameters; (2) it establishes a unified, company-wide



approach to supplier risk management; and (3) it creates a response mechanism to emerging global challenges while maintaining operational excellence.

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

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Supplier Due Diligence Program

TELUS has a robust Supplier Due Diligence Program that we use to screen and monitor our suppliers for financial stability, safety, and other environmental, social and governance risks. The program includes



Supplier base assessment

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

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



Significant suppliers assessment

Significant suppliers are those critical to our business, customer experience, or network reliability, with high ESG risk and substantial spending, which are difficult to substitute.

They are required to complete an annual self-assessment, which includes areas such as the supplier’s policies for bribery and corruption, privacy, sustainability, financial and safety performance.

In 2024, 901 suppliers completed our online self-assessment.



Performance framework

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

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



ESG audits

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

Based on audit findings, Corrective Action Plans (CAP) are agreed and followed up on until closure. We work closely with our suppliers to provide support and ensure the non-compliances are addressed.

ESG audits

TELUS is a member of the Joint Alliance for CSR (JAC), a non-profit association of international telecommunications operators aiming to verify, assess and apply responsible practices across manufacturing sites of its key suppliers. The benefits of this collaboration include sharing of resources and best practices, reducing audit fatigue, increasing the scale of visibility and transparency, and standardizing the audit process for suppliers. JAC members share resources and best practices, ensuring that audit findings are shared and corrective action plans implemented where necessary to raise standards. For a full report on JAC’s 2024 progress, see the [JAC Annual Report](#).

Alongside the ESG audits, our senior leadership directly engages with key suppliers through periodic factory visits to verify first hand audit findings such as manufacturing conditions, worker environments, and sustainability practices. In addition, our team assesses factory-level quality control processes, research and development capabilities, and overall operational excellence, providing us with a comprehensive and nuanced understanding of our supply chain’s performance.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Supplier climate action

In order to deliver on our ambition of achieving net-zero emissions across our value chain, we are engaging strategically with our most impactful suppliers to share our expectations for climate action, including disclosing and setting science-based targets to reduce GHG emissions along our supply chain.

2024 was our second year requesting priority suppliers to disclose their GHG emissions via the [CDP questionnaire](#). We obtained an 84 per cent disclosure rate, which provides us with important primary GHG emissions data from suppliers, including information about emissions allocated specifically to TELUS. Similarly, as a member of the JAC climate change working groups, we are engaging key suppliers in a carbon reduction program to identify and act on opportunities to decarbonize equipment across the industry.

By the end of 2028, we aim to ensure that 65 per cent of TELUS’ suppliers by spend (covering purchased goods and services and capital goods) have set their own science-based targets. By the end of 2024, 43 per cent of our suppliers had set targets.

Supply chain resilience and continuity

As the demand for electronics, computer servers and other technical products continues to rise in an already depleted global supply chain, we devised a number of strategies to mitigate the impacts on our business and customers while caring for the planet and its valuable resources.

In 2024, we further accelerated projects to map our supply chain and risk event monitoring, increasing the visibility and interconnections of potential impacts down to lower tiers of our value chain.

We also continued to focus on device refurbishment, packaging and paper optimization in our products and warehouse operations, helping relieve supply chain challenges, while also reducing costs and our environmental impact.

Training

We maintain ESG training programs for internal and external stakeholders. Our internal program includes procurement professionals and business managers, and is focused on capacity building to equip them with the knowledge and skills necessary to actively contribute to the achievement of our ESG goals. Team members gain a deep understanding of the roles they play in promoting sustainability within the supply chain and are empowered to take meaningful action.

Similarly, we also provide ESG training to our key suppliers. This includes the communication of our ESG program and expectations, as well as providing resources and capacity building through the JAC supplier engagement program to enable suppliers to better understand and act on these expectations. We also provide suppliers that disclose to CDP with peer benchmarks on ESG performance, to further accelerate their journey.

Supplier diversity and Indigenous procurement

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

To achieve these goals we incorporate questions on diverse and Indigenous businesses in our tender and weighting criteria in our sourcing scorecards. To enhance the competitiveness of diverse and Indigenous suppliers, we offer support in areas such as pitch presentations, request for proposal requirements, and sharing procurement opportunities. Our procurement and supply chain teams have built their annual business plans to include partnerships with diverse and Indigenous suppliers.

In 2025, our target is to increase the tier one diverse spend by five per cent, the Indigenous supplier spend by five per cent, and increase the number of diverse and Indigenous suppliers working with TELUS.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

In 2024, our team supported Black entrepreneurs at the Black Business Summit, organized by the Black Entrepreneurs and Businesses of Canada Society, and engaged with Indigenous businesses at the Canadian Council for Indigenous Business 40th Anniversary and the Métis Nation Canada Economic Reconciliation Forum. TELUS also promoted women-owned businesses at the Women Business Enterprises (WBE) Canada's Supplier Diversity Day in Vancouver and played a leading role in the Supplier Diversity Alliance Canada DEFY Conference 2024, Canada's largest supplier diversity event. As part of our commitment to supplier diversity, TELUS holds board positions with certification bodies, including WBE Canada, the Canadian Aboriginal and Minority Supplier Council, and the Canadian Gay & Lesbian Chamber of Commerce.

Spend with diverse suppliers

TELUS enhanced its tier two¹⁶ spend process, incorporating valuable feedback from top suppliers. Over 100 partners provided their spend with diverse and Indigenous businesses. This improved data collection enables TELUS to collaborate more effectively with our partners, furthering our commitment to economic development and reconciliation. Ultimately, this initiative amplifies our positive impact in the communities where we live, work and serve.

Since 2019, we have had a target to increase our diverse supplier spend by three to five per cent over the previous year. In 2025, our target is to increase the tier one diverse spend by five per cent, the Indigenous supplier spend by five per cent, and increase the number of diverse and Indigenous suppliers working with TELUS.

Conflict minerals

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

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

16 We define tier two diverse suppliers as those which are engaged via a TELUS tier one non-diverse supplier.



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Responsible AI, privacy and transparency

We earn and maintain our customers’ trust by diligently protecting their personal information and using data in ways that generate value, promote respect and deliver security. When deploying technology, we adhere to ethical principles and data integrity, aligning with our TELUS Privacy Commitment.

Our Data & Trust Office (DTO) develops and delivers our data handling practices that are respectful of customers’ privacy and leads the governance of Artificial Intelligence (AI). We are continuously evolving our privacy and data governance models so that the stringent protections we put in place for our customers are up to date with technological advancements, such as AI. A core objective of the DTO is to earn and maintain customer trust through transparency about TELUS’ rigorous data handling practices and our commitment to ethical data use. Learn more about the TELUS Trust Model at telus.com/Trust.

Our global, world-leading program facilitates collaboration between dedicated DTO experts, including Data & Trust Partners, and business units to unlock data’s potential responsibly and innovate courageously. In doing so we actively engage early as new technologies are developed, such as the introduction of AI in TELUS Health services to better enable care.

Data trust

To assess potential risks associated with data usage, across privacy, security, AI and more, we have implemented a comprehensive data risk assessment framework, the Data Enablement Plan (DEP). When risks are identified, we leverage our robust data governance processes to mitigate and monitor them. To support our DEP, we have provided comprehensive data steward training for more than 500 team members in each business unit to provide leadership on their programs in the assessment process.

Our Data & AI Literacy program empowers team members across TELUS to deepen their understanding of how to work responsibly with and innovate with data. We provide resources and training to empower every team member to effectively utilize data in their everyday lives and in their roles.

Artificial Intelligence

TELUS implements an award-winning Purple Teaming Approach, a collaborative method designed to identify weaknesses, vulnerabilities, and gaps in generative AI systems through adversarial testing and address them with relevant mitigations.

It emphasizes the participation of diverse individuals with varying expertise and technical literacy to gain comprehensive insights into the system’s shortcomings and how real users may interact with the solution.

In 2024, we grew our global presence as a thought leader in responsible AI. In January, we released our inaugural *TELUS AI report: The power of perspectives in Canada*. In this research report, available to the public at telus.com/ResponsibleAI, TELUS shares the perceptions, insights and opinions of AI from nearly 5,000 Canadians, including Indigenous Peoples, racialized groups, Black women, older Canadians, new Canadians, youth, people with physical disabilities, and the LGBTQ2S+ community. We also grew our global presence by standing up a team of dedicated professionals within the DTO who are directly responsible for managing our global privacy and AI compliance.

TELUS proudly announced that its GenAI customer support tool made history by becoming the first in the world to be internationally certified in Privacy by Design (ISO 31700-1). The customer support tool’s evaluation was conducted by KPMG, which reported that TELUS is exceptionally mature in managing privacy risks in the context of AI and that it has demonstrated a strong commitment to a human-centric approach with customer trust being a core priority.

In 2024, we grew our global presence as a thought leader in Responsible AI.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Advancing AI literacy

Understanding the global nature of AI development, TELUS participated in the G7 Business Forum (B7) in Rome, supporting the development of AI standards as well as the IAPP AI Governance Global 2024 in Brussels on the need to advance AI literacy. We also joined more than 280 leading AI stakeholders to participate in a U.S. Department of Commerce initiative to support the development and deployment of trustworthy and safe AI – the first Canadian telecommunications company to do so. TELUS was also one of 20 companies in the world that participated in the OECD Pilot of the Reporting Framework for the International Code of Conduct for Organizations Developing Advanced AI Systems, and was invited to share feedback with the G7 Working Group on data and technology.

Furthering its commitment to reconciliation through data ethics efforts, with guidance and collaboration from our Indigenous Advisory Committee, TELUS declared it will not use AI to create or replicate the art or imagery of Indigenous Peoples as part of our ongoing commitment to reconciliation with data and ethics strategy. Our AI journey continues to focus on delivering transparency, accountability, and a human-centric approach.

Our privacy commitment

The [TELUS Privacy Management Program](#) aims to be transparent with customers, and to provide further direction to our team members. The TELUS Privacy Management Program provides a comprehensive view of how TELUS implements responsible and accountable data governance through the entire lifecycle of data.

The [TELUS Privacy Centre](#) is the primary online resource for Canadian customers who want to know more about how TELUS handles and protects personal information and their rights relating to their information held by TELUS. The Centre publishes frequently asked questions on topical privacy issues. [TELUS’ Privacy Commitment](#) is the document that describes for Canadian customers, in plain language, the personal information that TELUS collects, the purpose of the collection and how personal information is used by TELUS.



Customers can make a request to our [Privacy Request Centre](#), including requests to access their personal information, have their information sent to them for transfer to another service provider and requests to have their personal information held by TELUS deleted. TELUS responds to such requests in a timely manner that aligns with applicable laws and TELUS’ industry-leading policies and practices.

TELUS does not collect customer personal information for secondary purposes without a proper legal basis, such as customer consent (meaning the intentional use of personal information by the Company that is outside the primary purpose for which the data was collected, as set out in TELUS privacy policies, contracts and/or notices to the individual). No customer personal information is intentionally used outside the purpose(s) for which the data was collected pursuant to the applicable TELUS privacy policy, notices and/or agreements. TELUS regularly reviews its internal and external privacy documents to ensure they reflect best practices in a constantly changing privacy environment. In 2024, TELUS released a new Team Member Privacy Commitment applicable to its team members globally.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

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

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

Privacy complaints

In 2024, there were no TELUS privacy complaints resulting in a finding of “well founded” by the Office of the Privacy Commissioner of Canada or any other privacy regulator.

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

Breaches

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

Transparency

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

In 2024, volumes increased in court order and call volumes addressing exigent situations. Exigent situations are related to those calls coming from police and/or 911 public safety answering point operators working with first responders in real time.



Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Risk management and business continuity

TELUS continues to demonstrate industry leadership in climate resilience and emergency response, as evidenced by our 2024 awards from the Disaster Recovery Institute (DRI) Canada. For the third consecutive year, we have been honoured with the DRI Canada Response and Recovery Award, recognizing our exemplary handling of multiple crises.

This prestigious award was earned specifically for our responses to the Jasper, Alberta wildfire and the global IT Crowdstrike incident. Additionally, we are proud recipients of the inaugural 2024 DRI Canada Preparedness and Mitigation Award, acknowledging our significant investments in climate adaptation, network protection, and emergency response capabilities.

Our comprehensive emergency management and business continuity program, anchored by the Emergency Management Operations Committee and the Proactive Climate Change Event Readiness VP Council, encompasses monitoring, preparedness, mitigation, response and recovery. This robust framework enhances team member safety, minimizes potential threats to our facilities and operations, maintains customer service continuity, and supports our communities and first responders.

Community-based emergency management

We have established community-based emergency management liaisons across Canada and strengthened collaborations with telecommunications peers, power generation partners, and other key stakeholders.

These partnerships enhance our channels of communications and preparedness for major events and disasters, reducing the collective overall response time and recovery effort. Furthermore, we have intensified our training programs and scenario-based exercises to cultivate preparedness excellence internally across our organization. In 2024, we conducted a large-scale, multi-day simulation of a major earthquake in Vancouver, involving over 100 team members across different departments. This exercise helped identify and address potential gaps in our response protocols,

Climate resilience

To address Canada’s growing climate challenges, TELUS has invested \$125 million over the past five years to strengthen climate resilience and enhance emergency response infrastructure. This proactive strategy includes developing a low-earth orbit satellite Crash Kit solution for wireless cell towers, which was successfully deployed in Jasper, providing backup connectivity during network interruptions caused by wildfires. This innovation ensures continuity of essential services like 911, voice and text, while incorporating IoT sensors for rapid response tracking that can be leveraged during disruptions such as those caused by climate change events or vandalism.

resulting in improvements in our overall response processes. Specifically, we have deployed improved alternate “out-of-band” communication solutions to our critical decision-makers based on these learnings.

We will continue to explore and adapt reliable and sustainable solutions to further our network resilience and team member readiness capabilities to support communications for Canadians in 2025.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Cybersecurity

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

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

Regulatory compliance

We understand the important role regulation plays for our operating environment and our customers. We continue to advocate for constructive regulatory changes and to demonstrate compliance with legislation, regulatory rules and requirements while delivering vital and reliable products and services. We have established robust compliance programs to address and fulfill our obligations with respect to the regulatory frameworks under the *Telecommunications Act*, Canada’s Anti-Spam Legislation (CASL), and the Unsolicited Telecommunications Rules (UTRs).

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

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

Wireless and Internet Codes

The CRTC has established a number of consumer-facing requirements, including codes of conduct, which are amended from time to time. Currently, there are CRTC processes underway to address recent amendments to the *Telecommunications Act*, which may impact these codes and other regulations.

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

The CRTC’s Internet Code is a mandatory code of conduct for large facilities-based internet service providers (ISPs), including TELUS, that provide retail fixed internet access service (Internet Services). The Internet Code established requirements for ISPs to ensure that consumers are empowered to make informed decisions about their Internet Services, and to make it easier for consumers to take advantage of competitive offers. We strive to exceed these standards as part of our Customers First commitment. To meet our compliance obligations with the Internet Code, we report annually to the CRTC to demonstrate compliance with the requirements set out under the Internet Code.

Accessibility

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

We train representatives to engage with people of all abilities and keep them up to date with the latest assistive devices and accessibility offerings.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements



We train representatives to engage with people of all abilities and keep them up to date with the latest assistive devices and accessibility offerings. To enhance the accessibility of built environments, we are working with the Rick Hansen Foundation to obtain Accessibility Certification for numerous retail locations. Further, we offer other programs to assist people living with disabilities, including Tech for Good in partnership with March of Dimes Canada, and Internet for Good, both of which are helping to enable equal access to technology and create a more accessible world.

Our TELUS Accessibility Plan 2023-2026 and a full description of our various accessible products and services can be found [on our website](#).

Net neutrality

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

Preventing spam and nuisance calls

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

We continue to offer our team members up-to-date training and education with respect to TELUS’ CASL and UTR obligations to ensure compliance.

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

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

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

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
ESG governance
Creating an inclusive and caring culture
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Emergency public alerting

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

Radio frequency emissions

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

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

Broadcasting

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

The *Broadcasting Act* was amended in April 2023, requiring consultations by the CRTC on a regulatory framework to implement the new provisions. TELUS is participating in these consultations. Most recently, in January 2025, the CRTC issued a consultation to examine the market dynamics between small, medium, and large programming, distribution, and online services, and the tools available to ensure the sustainability and growth of Canada’s broadcasting system. TELUS is participating in the consultation, which will feature a public hearing in May 2025. Other consultations the CRTC has undertaken concern, among other things, the contribution framework that will apply to traditional and online broadcasting undertakings, the registration of online undertakings, exemption orders and basic conditions of service that will apply to online undertakings, and registration requirements and conditions of service for online undertakings.

Copyright Act

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

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

TELUS Health

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

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

TELUS Agriculture & Consumer Goods

With TELUS Agriculture & Consumer Goods’ international footprint, our operations must comply with the laws, regulations and decisions in effect in all of the jurisdictions in which we operate (over 60 countries to date). These laws and regulations relate to a number of aspects of TELUS Agriculture & Consumer Goods’ business, including data privacy and protection, privacy practices, data residency, employment and labour relations, trade protections and restrictions, import and export control, tariffs, taxation, sanctions, data and transaction processing security, records management, and corporate governance.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Independent Practitioner’s Limited Assurance Report

To the Board of Directors of
TELUS Corporation

We have undertaken a limited assurance engagement of the Selected Sustainability Information of TELUS Corporation (“TELUS” or the “Company”) for the year ended December 31, 2024 (collectively referred to as the “Selected Sustainability Information”), as disclosed in Appendix A.

Management’s Responsibility

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

Our Responsibility

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

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

Our engagement included the following procedures, among others:

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

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

Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the relevant rules of professional conduct/code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Canadian Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Significant Inherent Limitations

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

Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Sustainability Information for the year ended December 31, 2024 is not prepared, in all material respects, in accordance with the applicable criteria.

Specific Purpose of Applicable Criteria

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

Deloitte LLP

Chartered Professional Accountants
Vancouver, British Columbia, Canada
April 4, 2025

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Appendix A– Selected Sustainability Information

For the year ended December 31, 2024

Other than as described in the below table, which sets out the scope of our limited assurance engagement, we did not perform assurance procedures on the remaining information included within the TELUS 2024 Sustainability Report (SR) or ESG Data Sheet (DS), and accordingly, we do not express a conclusion on such information.

Criteria / GRI Standard Referenced	Performance indicator	Reference to metric's organizational boundary	2024 value
2-7 (a)	Total workforce – By region	DS page 22/23	Canada: 26,537 International: 2,842
2-7 (b)	Total workforce – By employment type	DS page 21	Permanent: 28,834 Domestic: 545
2-30 (a)	Percent of workforce unionized	DS page 20	14%
201-1 (a.ii)	Community investment	SR page 16, DS page 9	\$62 million
205-2 (e)	Percent of employees completing ethics training	SR page 53	99%
Management developed criteria	Total contacts relating to the company's ethics policy (inquiries, complaints, and breaches)	SR page 53, DS page 1	810
	Number of contacts determined to be breaches of ethics policy	SR page 53, DS page 1	158
	Supplier engagement target	SR page 65	43%
302-1 (e)	Total energy use – Direct sources	DS page 4	186,963 kwh (000s)
302-1 (e)	Total energy use – Indirect sources	DS page 4	906,895 kwh (000s)
303-3 (a)	Total water withdrawal	DS page 8	686 million litres (L)
305-1 (a)	Total direct greenhouse gas emissions	DS page 4	43,243 tonnes CO ₂ e
305-2 (a) (b)	Total indirect greenhouse gas emissions (market-based)	DS page 5	143,269 tonnes CO ₂ e

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Criteria / GRI Standard Referenced	Performance indicator	Reference to metric's organizational boundary	2024 value
305-3 (a)	Air travel greenhouse gas emissions	DS page 6	4,520 tonnes CO ₂ e
	Purchased goods and services, and capital goods emissions	DS page 6	570,439 tonnes CO ₂ e
401-1 (b)	Employee turnover rate	SR page 40, DS page 20	22.2%
403-9 (a.iii)	The number and rate of recordable work-related injuries	DS page 20	Number: 62 Rate: 0.34
404-1 (a)	Average annual learning hours	DS page 18	8.7 per employee
405-1 (b)	Workforce demographics – Gender and minorities as a percent of TELUS’ workforce	DS page 24	Female: 36.8% Visible minorities: 35.3% Persons with disabilities: 8.6% Indigenous Peoples: 3.4%
	Workforce demographics – Age group	DS page 23	Under 30: 14.8% 30 – 50: 61.8% Over 50: 23.3%
406-1 (a) (b.iv)	Number of human rights cases opened and closed	DS page 20	Carryover from previous year: 24 New: 8 Closed: 7 In progress at end of year: 25

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Global Reporting Initiative

This report has been prepared with reference to the Global Reporting Initiative Standards and we have engaged Deloitte LLP as our independent assurance provider over this information. The index below lists where you can find information related to each GRI criterion – either in the 2024 Sustainability Report (SR), the 2024 ESG Data Sheet (ESG), the TELUS 2024 Annual Report (AR), the 2024 Annual Information Form (AIF), or the 2024 Information Circular (IC).

Standard indicator or disclosure	Report location and comments
GRI 2-1 Organizational details	AIF page 6
GRI 2-2 Entities included in the organization’s sustainability reporting	SR page 8
GRI 2-3 Reporting period, frequency and contact point	SR page 8
GRI 2-4 Restatements of information	SR page 8
GRI 2-5 External assurance	SR page 8, 74
GRI 2-6 Activities, value chain, and other business relationships	telus.com/annualreport
GRI 2-7 Employees	ESG page 15-24 For International operations, no significant portion of activities are performed by non-employees, nor are there significant variations in employee data shared within this table. Data is compiled using Human Resource tracking systems.
GRI 2-9 Governance structure and composition	SR page 48-49
GRI 2-22 Statement on sustainable development strategy	SR page 15-17
GRI 2-23 Policy commitments	SR page 57-58, 68-69, 71-73
GRI 2-27 Compliance with laws and regulations	SR page 27
GRI 2-28 Membership associations	SR page 9
GRI 2-29 Approach to stakeholder engagement	SR page 11-14
GRI 2-30 Collective bargaining agreements	SR page 50
GRI 3-1 Process to determine material topics	SR page 11-14
GRI 3-2 List of material topics	SR page 11-14
GRI 3-3 Management of material topics	N/A Approaches for GRI Standards Specific Topics as indicated below in this table are disclosed in each relevant section in the report and explains why they are significant. N/A Each relevant section in the report discloses applicable strategies, policies, procedures and KPIs. N/A At the end of each section we discuss plans for 2023 as part of a continuous evaluation process.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Standard indicator or disclosure	Report location and comments
Economic	
GRI 201-1 Direct economic value generated and distributed	SR page 59-62
GRI 201-2 Financial implications and other risks and opportunities due to climate change	SR page 83-91
GRI 201-3 Defined benefit plan obligations and other retirement plans	SR page 41
GRI 203-1 Infrastructure investment and services supported	SR page 61
GRI 203-2 Significant indirect economic impacts	SR page 59-62
GRI 204-1 Proportion of spending on local suppliers	ESG page 25
GRI 205-1 Operations assessed for risks related to corruption	SR page 53
GRI 205-2 Communication and training about anti-corruption policies and procedures	SR page 53
GRI 205-3 Confirmed incidents of corruption and actions taken	SR page 53
GRI 206-1 Legal actions for anti-competitive behaviour, antitrust and monopoly practices	telus.com/annualreport
Environment	
GRI 301-1 Materials used by weight or volume	ESG page 7-8 TELUS is not a manufacturer therefore, this is not applicable. However, we do report on our office paper purchases, including weight, volume and renewable materials used. We do not disclose data on the content of the packaging used in the products we sell.
GRI 302-1 Energy consumption within the organization	ESG page 3-4 Aggregate totals are reported.
GRI 302-2 Energy consumption outside the organization	ESG page 3-4 Aggregate totals are reported.
GRI 302-3 Energy intensity	ESG page 3-4
GRI 302-4 Reduction in energy consumption	ESG page 3-4
GRI 303-1 Interactions with water as a shared resource	ESG page 8
GRI 303-2 Management of water discharge-related impacts	SR page 26 TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not monitor the quality of effluent discharge directly as the information is not available and extends beyond our regulatory requirements.
GRI 303-3 Water withdrawal	SR page 26 TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not measure a breakdown by type of water withdrawal directly as the information is not available and extends beyond our regulatory requirements.
GRI 305-1 Direct (Scope 1) GHG emissions	ESG page 3-5
GRI 305-2 Indirect (Scope 2) GHG emissions	ESG page 3-5
GRI 305-3 Other Indirect (Scope 3) GHG emissions	ESG page 3-5
GRI 305-4 GHG emissions intensity	ESG page 3-5

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Standard indicator or disclosure	Report location and comments
GRI 305-5 Reduction in GHG emissions	ESG page 3-5
GRI 306-2 Waste by type and disposal method	ESG page 7
GRI 306-3 Significant spills	ESG page 8
GRI 307-1 Non-compliance with environmental laws and regulations	SR page 27
GRI 308-1 New suppliers screened using environmental criteria	SR page 63-65
GRI 308-2 Negative environmental impacts in supply chain and actions taken	SR page 63-65 Number of suppliers assessed is disclosed but percentage unavailable due to data access issues for suppliers otherwise engaged.
Society	
GRI 401-1 New employee hires and employee turnover	ESG page 15-17 Turnover by age group and gender uses a methodology described in the report and is only reported for domestic employees.
GRI 401-2 Benefits provided	SR page 41
GRI 402-1 Minimum notice periods regarding operational changes	SR page 50
GRI 403-9 Work-related injuries	ESG page 20, SR page 37-38 TELUS reports LTA instead of the number and rate of high-consequence work-related injuries, and absenteeism instead of the total number of hours worked as these metrics provide the basis for our internal programs and more accurately reflect our performance.
GRI 404-1 Average hours of training per year per employee	ESG page 18
GRI 404-2 Programs for upgrading employee skills and transition assistance programs	SR page 38-40
GRI 404-3 Percentage of employees receiving regular performance and career development reviews	SR page 38-40
GRI 405-1 Diversity of governance bodies and employees	ESG page 21, 23-24 Employee data is broken out by age, gender and location.
GRI 406-1 Incidents of discrimination and corrective actions taken	SR page 54-56
GRI 408-1 Operations and suppliers at significant risk for incidents of child labour	SR page 54-56 See our UNGC Communication on Progress.
GRI 409-1 Operations and suppliers at significant risk for incidents of forced and compulsory labour	SR page 54-56 See our UNGC Communication on Progress.
GRI 410-1 Security personnel trained in human rights policies and procedures	SR page 54-56
GRI 411-1 Incidents of violations involving rights of Indigenous Peoples	SR page 54-56.
GRI 412-1 Operations that have been subject to human rights reviews or impact assessments	SR page 54-56

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Standard indicator or disclosure	Report location and comments
GRI 412-2 Employee training on human rights policies or procedures	SR page 54-56 All team members receive annual ethics training which includes a review of our Respectful Workplace Policy and Human Rights. The specific number of hours required to complete this training is not tracked.
GRI 414-1 New suppliers that were screened using social criteria	SR page 63-65 All new suppliers engaged through major procurement contractual templates have TELUS' Supplier Code of Conduct included. Percentage unavailable due to data access issues for suppliers otherwise engaged.
GRI 415-1 Political contributions	SR page 58
GRI 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG page 26

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

TELUS 2024 SASB Disclosure

This index discloses information based on the recommendations of the Sustainability Accounting Standards Board (SASB) – Telecommunication Services industry classification, where applicable to TELUS and provided such disclosure is not commercially sensitive.

Table 1: Sustainability disclosure topics and accounting metrics

Standard	Activity metric	Measurement/omission	Location	SASB code
Environmental Footprint of Operations	Total energy consumed	Gigajoules (GJ), Percentage (%)	2024 ESG Data Sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operations	Percentage grid electricity	Gigajoules (GJ), Percentage (%)	2024 ESG Data Sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operations	Percentage renewable energy	Gigajoules (GJ), Percentage (%)	2024 ESG Data Sheet, page 3	TC-TL - 130a.1
Data Privacy	Description of policies and practices relating to behavioural advertising and customer privacy	Discussion	page 67-69	TC-TL - 220a.1
Data Privacy	Number of customers whose information is used for secondary purposes	TELUS uses customer personal information only for purposes for which we have the customer’s express or implied consent or as otherwise authorized or required by law.	N/A	TC-TL - 220a.2
Data Privacy	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	This response reflects monetary losses as a result of legal proceedings associated with TELUS customer privacy but does not include any legal fees or costs incurred to defend claims.	\$0	TC-TL - 220a.3
Data Privacy	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Number, Percentage (%)	2024 ESG Data Sheet, page 26	TC-TL - 220a.4
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Disclosure of the number of data breaches could be misleading, as some actions may not involve a company’s direct fault (outside of a liability context), such as third-party breaches. Please refer to TELUS’ Privacy Management Program Framework for more details on how TELUS safeguards customer data.	N/A	TC-TL - 230a.1
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion	page 67-69	TC-TL - 230a.2
Product end-of-life management	(1) Materials recovered through take back programs, percentage of recovered materials (2) reused, (3) recycled, and (4) landfilled	Metric tons (t), Percentage (%)	2024 ESG Data Sheet, page 7	TC-TL - 440a.1
Competitive Behaviour and Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Percentage (%)	2024 Annual Information Form, section 10	TC-TL - 520a.1

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Standard	Activity metric	Measurement/Omission	Location	SASB code
Competitive Behaviour and Open Internet	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	Megabits per second (Mbps)	telus.com/annualreport	TC-TL - 520a.1
Competitive Behaviour and Open Internet	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion	page 72	TC-TL - 520a.3
Managing Systemic Risks	(1) System average interruption frequency	Total number of customer interruptions divided by total number of customers	page 61	TC-TL - 550a.1
Managing Systemic Risks	(2) Customer average interruption duration	Sum for all interruptions of the total downtime of each interruption multiplied by the number of customer accounts affected by each interruption	page 61	TC-TL - 550a.1
Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	Discussion	page 61	TC-TL - 550a.2

Table 2. Activity Metrics

Standard	Measurement	Location	SASB code
Number of mobile subscribers	Number	telus.com/annualreport	TC-TL-000.A
Number of wireline subscribers	Number	telus.com/annualreport	TC-TL-000.B
Number of broadband subscribers	Number	telus.com/annualreport	TC-TL-000.C
Network traffic	This information is considered to be competitively sensitive and is therefore not disclosed		TC-TL-000.D

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

TELUS 2024 Task Force on Climate-related Financial Disclosures – Report on climate-related risks and opportunities

We understand that there can be direct or indirect financial impacts on our operations from climate-related risks and opportunities and we aim to provide transparency on how these risks and opportunities affect our strategy and operations. We disclose below relevant climate-related information in accordance with the Task Force on Climate-related Financial Disclosures (TCFD) recommendations published in June 2017. Concurrent with the release of its 2023 status report on October 12, 2023, the TCFD has fulfilled its remit and disbanded. The Financial Stability Board (FSB) has asked the IFRS

Foundation to take over the monitoring of the progress of companies’ climate-related disclosures, which were recently incorporated into the International Sustainability Standards Board (ISSB) Standards. This disclosure is structured in four sections as per TCFD guidance: Governance; Strategy; Risk management; and Metrics and targets. The disclosure provides a comprehensive view into how we understand and manage the risks and opportunities associated with climate change at TELUS.

(a) Governance

We have a long-standing foundation of sustainability governance that supports our commitment to environmental stewardship and responsible corporate citizenship.

Board oversight of climate-related risks and opportunities

Our Board of Directors (Board) is responsible for the stewardship of the Company, which includes oversight of enterprise risk management. At our quarterly board meetings, our Board reviews reports and engages in discussions on corporate strategies, progress and targets, in addition to emerging risks and opportunities for innovation such as how technology can assist in responding to climate-related extreme weather events.

The Corporate Governance Committee (CGC) of our Board reviews and monitors, on behalf of the Board, the Company’s approach, planning and reporting on sustainability and environmental, social and governance (ESG) matters; and reviews and recommends to the Board for approval the Company’s annual Sustainability and ESG Report and other related disclosures. Our Sustainability, Environment and Enterprise Risk Management teams provide quarterly reports to the CGC. These reports contain pertinent information regarding our environmental and climate-related risks and related compliance activities. The CGC also oversees climate-related opportunities as they arise or are otherwise identified and they are discussed during quarterly CGC meetings.

In 2022, we considered the role of our Board committees in overseeing climate and sustainability issues and commitments, resulting in clarifications to the Audit Committee’s role in the oversight of climate-related financial disclosure. The Audit Committee’s terms of reference were updated to include the review of metrics regarding

climate-related risks, sustainability and environmental disclosures in financial reporting, while the CGC remains responsible for reviewing and monitoring TELUS’ overall approach, planning and reporting on ESG and sustainability matters. Our Board succession planning process involves an ongoing assessment of Board member skills which helps the CGC and the Board identify any gaps in the skills and competencies considered most relevant for the Company. As part of this process, Board members are asked to identify their experience or education as it relates to sustainability, environment and climate risk management.

Management oversight of climate-related risks and opportunities

Our Chief Executive Officer and Executive Team are responsible for the execution of the strategic direction of our sustainability programs, which includes assessing and managing climate-related risk and mitigation as well as identifying climate-related opportunities.

Our Sustainability Team reports to our Chief Communications & Brand Officer, and our Environment Team reports to our Executive Vice President and Chief Financial Officer. The Sustainability and Environment teams seek to assess climate-related risks and opportunities by integrating sustainability considerations and implementing projects across the business, delivering in-house training and awareness on sustainability, and managing our Environmental Management System (EMS), which is ISO 14001:2015-certified in Canada. This process includes benchmarking through formal and informal materiality assessments, data and scenario analysis, considering internal and external stakeholder input and reviewing the regulatory environment in which we operate.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

As we work to mitigate the climate impacts of our own operations, we also integrate climate considerations throughout our product development and innovation processes across our business, including in emerging areas such as TELUS Health, TELUS Agriculture & Consumer Goods and TELUS Digital. Consideration of relevant climate risks and opportunities is required for all material investment decisions for enhancing our current products and developing new ones to align with the low-carbon future.

(b) Strategy

Climate-related risks identified over the short, medium and long term

Each year, we identify, and are exposed to, both climate-related physical risks and risks associated with transitioning to a low-carbon future. Climate-related physical risks are those resulting from the increasing severity and frequency of extreme weather events, rising global temperatures, and other chronic climate changes, in our operations, our supply chain, and in communities. We identify transition risks as those related to climate change, including the impact of changes in policy or the implementation of lower-emission technology.

The physical and transitional climate risks we have identified that may impact us in the short term (one to five years), include, but are not limited to: carbon regulation including carbon pricing impacting our operations and value chain; increased energy demand and its environmental and financial impacts; and growing customer and other stakeholder demand for low-carbon solutions.

The physical and transitional climate risks we have identified that may impact us in the medium to long term (more than five years), include, but are not limited to: direct and indirect supply chain disruptions, including price increases; reliability and resiliency of critical infrastructure; and financial impacts resulting from not achieving climate-related goals such as those included in our Sustainability-Linked Bonds.

Climate-related opportunities identified over the short, medium and long term

With world-class networks, a customers first approach and shareholder-friendly initiatives, we aim to improve the lives of Canadians and our communities while providing robust shareholder returns. Our corporate strategy enables us to respond nimbly to opportunities, including by adapting to rising climate risks and transitioning to a low-carbon economy. Furthermore, our Sustainability and Environment teams regularly seek opportunities to invest in climate technologies, implement trials and seek out new, financially sound opportunities to reduce our GHG impact.

Additionally, we link our sustainability performance to compensation through our corporate scorecard, which informs the company-wide performance bonus structure. The scorecard’s social capitalism index contains metrics that measure our performance in reducing greenhouse gas (GHG) emissions as well as social impact metrics. In addition, our Sustainability and Environment teams’ performance bonus structure is linked more broadly to our 2025 and 2030 environmental goals.

Our business investments connect Canada’s dispersed population digitally, and as a result, attract customers who want to reduce their carbon footprint. In addition, we continue to focus on investments in network optimization, infrastructure upgrades, real estate space reduction and lighting retrofits to drive future savings and absolute energy reductions. The following are examples of climate-related opportunities that we are currently pursuing:

- We have a corporate-wide goal to effectively procure 100 per cent of our electricity requirements from renewable or low-emitting sources by 2025 and, in an effort to reach that goal, we have signed four VPPAs with wind and solar energy developers in Alberta for over 167 MW of renewable energy capacity.
- We have built a broadband network that enables our customers to live and work in locations of their choosing while minimizing their travel-related environmental footprint and optimizing productivity.
- For over a decade, TELUS Health has been working with health authorities, community partners and stakeholders to build a more sustainable healthcare system leveraging the power of technology. TELUS Health offers healthcare products that allow customers to connect virtually with healthcare practitioners, which improves the efficiency of services offered, limits physical travel-related climate impacts, and increases accessibility to prevention and wellness services.
- TELUS Agriculture & Consumer Goods solutions help reduce inefficiencies in the way food and consumer goods are produced, distributed and consumed. Through digital solutions and data insights we are delivering global supply chain connectivity, improved safety, sustainability, quality and efficiency for production processes in a manner that is traceable and clear to the end consumer.
- We continue to expand our Work Styles program, which allows over 90 per cent of our domestic team members to work from home, reducing the emissions associated with commuting.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

In addition to enhancing the opportunities described above, we continue to develop low-carbon, nature-based and climate friendly solutions for our customers and communities, enabled by our networks and technology, in the medium to long term (over five years). For example, through our TELUS Global Ventures and TELUS Pollinator Fund for Good funds, we are investing in responsible startups that drive social and environmental impact to make the world a better place.

Scenario analysis

We conduct scenario analyses to better understand the resilience of our corporate strategy in different climate scenarios. Performing scenario analysis and disclosing the outcome help us determine how our operations can prepare and help mitigate changes in climate, as new climate regulations, technologies and other impacts emerge and evolve. These analyses also help us identify new opportunities for our business and help us inform our stakeholders about how our organization is positioning itself in light of these risks and opportunities.

In 2022, we undertook a comprehensive qualitative scenario analysis assessment of our direct operations (excludes our upstream and downstream activities) with an independent third party to better align with TCFD recommendations. We broke down the assessment between transitional climate risks and opportunities assessment and physical climate risks assessment.

1) Transitional climate risks and opportunities assessment

The following steps were taken in 2022 to short-list, prioritize and assess the transition risks and opportunities to which we may be susceptible in different warming scenarios in the future:

1. Long-list identification – First, we collated a comprehensive list of risks and opportunities based on our business operations, peer analysis, internal knowledge capacity and emerging trends. This resulted in a long-list of 21 transition risks and opportunities which were assessed to delineate potential impacts (financial, reputational and market) on our business.
2. Prioritization – The 21 transition risks and opportunities were assessed against three parameters:
 - a. Likelihood – the probability of each risk or opportunity occurring
 - i. Occurring now or is almost certain to occur
 1. Risk is inherent to the industry due to external influences
 2. Precise understanding of where and when event would occur
 - ii. Likely to occur in the next 18 months
 1. High-level understanding of where and when event would occur
 - iii. Unlikely to occur within the next 18 months
 1. High-level understanding of where and when event would occur

- b. Consequences – the magnitude of the impact if the event were to happen
 - i. High financial impact
 1. Risk: potential regulatory fines or prolonged provincial media coverage affecting brand/reputation
 2. Opportunity: high positive impact on brand/reputation
 - ii. Medium financial impact
 1. Risk: potential external reporting requirements, breach of contract or regional media coverage affecting brand/reputation
 2. Opportunity: medium positive impact on brand/reputation
 - iii. Low financial impact
 1. Risk: potential internal reporting requirements, breach of company policy or local media coverage affecting brand/reputation
 2. Opportunity: low positive impact on brand/reputation
- c. Velocity – the speed of the impact.

This resulted in an overall risk rating for each of the 21 transition risks and opportunities that was broadly classified into low, medium and high to indicate materiality. These estimates are adjusted for inflation throughout.

3. Initial quantitative assessment – Next, we evaluated the quantitative impact of one of the identified risks noted above, which was carbon pricing, since data was readily available for this risk. This was assessed in the two climate scenarios and time horizons to inform the qualitative assessment. The climate scenarios chosen for this step were the Bank of Canada scenarios which outline the risk outcomes that would impact the Canadian economy and financial system and were most applicable to us given that our operations are mostly in Canada. The Bank of Canada derived its country-level scenarios from the Network for Greening the Financial System (NGFS) models, and ensured they were well-aligned with NGFS scenarios. The Bank of Canada’s 2019 policies and Net Zero 2050 (1.5° Celsius) were considered to provide the widest range of possible climate outcomes. We then updated the 2019 Policies scenario to include carbon pricing data from the Pan-Canadian Approach to Carbon Pollution Pricing, giving us the business as usual (BAU) policies scenario.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

The following parameters were used to conduct the quantitative assessment:

Select credible transition pathways	Climate model	Transition pathways	Description	Rationale
		2019 policies	A scenario consistent with 2019 climate policies which are already in place or announced.	Establish the baseline to quantify transition risks from the changing carbon price in dollar amount.
	Bank of Canada	Net-zero 2050 (1.5° Celsius)	An ambitious immediate policy action scenario to limit average global warming to 1.5° Celsius that includes current net-zero commitments by some countries.	Enable the exploration of an ambitious transition scenario piloted by the Bank of Canada and Office of the Superintendent of Financial Institutions to assess climate transition risk.

The financial impact of carbon pricing risk was estimated in 2022 by multiplying the projected carbon price by the projected amount of emissions for the two scenarios. Carbon price in the net-zero scenario is projected to be much higher than the current

policies scenario. By meeting our emission reduction targets, we may be able to reduce our carbon price risk significantly in both the short and long term. The results of this analysis allowed us to determine the likelihood and consequence ratings in the qualitative assessment.

4. Qualitative assessment: The short-listed risks and opportunities (from step 2 above) were assessed against the two climate scenarios to evaluate their overall impact on our operations in the medium term (2030) and long term (2050). The Bank of Canada climate scenarios BAU policies; Net Zero 1.5° Celsius were used for the qualitative assessment.
- The two climate scenarios were chosen to provide appropriate diversity to future outcomes.
 - Key parameters such as policy changes, technology developments and availability, energy mix, commodity market dynamics, etc. were discerned to help define development pathways and trends over the assessed timeframe.
 - The trends were reviewed against the shortlist to evaluate how they are likely to evolve in the future and the implications for TELUS.

Note that these scenarios are simply tools to envision a future of two divergent climate scenarios, so that we can outline plausible risks and opportunities, and plan for resilience. They are not predictions of the future.

2030 Risks					
Sub-Category	Description	Scenario	Likelihood	Consequence	Risk rating
Policy and legal	Increased and/or uncertain carbon prices, including the indirect impact of carbon costs	BAU policies	This scenario includes the Pan-Canadian Approach to Carbon Pollution Pricing; therefore the likelihood is high.	The price used in the Pan-Canadian Approach to Carbon Pollution Pricing for 2030 is \$170 per tonne. If our emissions stay constant, a medium financial impact could be expected. However, the financial impact of the carbon price would be indirect through increased costs of goods and services as we are not directly regulated by the pricing mechanism.	Medium
		Net zero	This scenario shows that the likelihood of a carbon price being implemented is high.	The estimated carbon price from the net-zero scenario is higher than in the BAU policies scenario; however, our analysis showed that this could still result in a medium financial impact. As noted earlier, the financial impact of the carbon price would be indirect as we are not directly regulated by the pricing mechanism.	Medium

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

2030 Risks					
Sub-Category	Description	Scenario	Likelihood	Consequence	Risk rating
Markets	Price and supply shocks in the energy and commodities markets	BAU policies	There is a high likelihood of oil, gas and electricity increasing in price due to the continued demand for conventional fuels and commodities influenced by limited-supply-growing-demand dynamics and limited incentives to adopt more sustainable alternatives.	A medium financial impact could be expected as fuel prices are expected to increase; however, this price rise is mitigated by the VPPAs secured and efficiency measures implemented by us.	Medium
		Net zero	There is a high likelihood of the energy and commodities market being affected by economic headwinds from addressing carbon emissions (carbon tax). Market prices may also evolve on the back of due to policies and growing investments in low-carbon technology.	A medium financial impact could be expected (greater than in the BAU policies scenario), which could be a result of fuel supply volatility or high carbon tax outlay, increasing fuel prices. However, this price rise is mitigated by our VPPAs and efficiency measures.	Medium
Reputation	Diminished reputation with investors as a result of lower ESG ratings	BAU policies	Likelihood is medium as rating frameworks exist in the market that intend to highlight and acknowledge best ESG management practices and are unlikely to significantly increase in the short term.	Although we already have goodrobust reporting practices, the increase in expectations could result in a low level of additional costs and impact to reputation.	Low
		Net zero			Low
2030 Opportunities					
Markets	Investment in renewable energy	BAU policies	Significant market drivers, such as policies and regulations, emerge to support renewable adoption. Meanwhile electricity prices are expected to increase moderately; therefore, the likelihood of having positive impacts from entering our VPPAs at a low initial price is considered medium.	By entering into the market at an early stage, we have been able to enter into VPPAs at a low price. As electricity prices are projected to continue increasing moderately over the short term, we may be able to maintain positive cash flow from the VPPA price change, potentially resulting in a medium financial impact. However, further modelling would be required to fully understand the extent of this opportunity.	Medium
		Net zero	Policies are expected to support renewable energy uptake. There is a high likelihood that the cost of renewable power could increase mildly in the short term as supply starts to catch up with demand and electricity prices are expected to increase more than the BAU scenario as more demand is expected.	By entering into the market at an early stage, we have been able to enter into VPPAs at a low price. As electricity prices are projected to continue increasing moderately over the short term, we may be able to maintain positive cash flow from the VPPA price delta, potentially resulting in a medium financial impact. In this scenario, demand for VPPAs is likely to be higher, and therefore the price delta would be lower. However, further modelling would be required to fully understand the extent of this opportunity.	Medium
Markets	Shifting consumer preferences for our services as a result of our good reputation in climate performance	BAU policies	Consumer ESG awareness is expected to increase, as governments and markets continue to push for climate action. However, in the short term it is likely that consumer preferences would be more focused on receiving low-cost, high-value services and products; therefore, the likelihood of this opportunity occurring is medium.	We have the opportunity to meet customers' demand, which could positively impact market share, bottom-line, and market perception. However, this may result in a low increase in consumer base, revenues and market share in the short term.	Low
		Net zero			Low

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

2050 Risks					
Sub-Category	Description	Scenario	Likelihood	Consequence	Risk rating
Policy and legal	Increased and/or uncertain carbon prices, including the indirect impact of carbon costs	BAU policies	The BAU policies scenario includes the Pan-Canadian Approach to Carbon Pollution Pricing. Although it has not been specified whether there will be a carbon price after 2030, we assume that there will be and that the impact will be high.	The price used (\$170 per tonne) is the one included in the Pan-Canadian Approach to Carbon Pollution Pricing for 2030 and in our analysis we have kept this value consistent until 2050. If our emissions stay constant, a medium financial impact could be expected. However, the financial impact of the carbon price would be indirect through increased costs of goods and services as we are not directly regulated by the pricing mechanism.	Medium
		Net zero	The likelihood of there being a carbon price in Canada under the net-zero scenario is still high in 2050 as a price is still included in the model.	Between 2030 and 2050, carbon prices are estimated to double, which would have a high-magnitude financial impact. As noted earlier, the financial impact of the carbon price would be indirect as we are not directly regulated by the pricing mechanism.	High
Markets	Price and supply shocks in the energy and commodities markets	BAU policies	There is a high likelihood of the energy and commodities market (particularly oil and gas) increasing in price. However, the cost of electricity is likely to decrease from 2030 and going forward, according to the model in both scenarios.	An overall lower financial impact could be expected as a result of the projected decrease in electricity costs in this scenario, given our consumption. This decrease is slightly offset by the projected increase in the cost of oil and gas in 2050.	Low
		Net zero	There is a medium likelihood of the energy and commodities market being affected by decreased demand for fuels, resulting in lower fuel prices for us, as well as decreased cost for electricity.	A low financial impact could be expected driven by the projected decrease in electricity costs, given our consumption.	Low
Reputation	Diminished reputation with investors as a result of lower ESG ratings	BAU policies	Likelihood is medium given rating frameworks exist in the market whichthat intend to highlight and acknowledge best ESG management practices and are unlikely to significantly increase in the long term.	Although we already have goodrobust reporting practices, the increase in expectations from investors and stakeholders could result in additional costs and a medium impact to reputation.	Medium
		Net zero	Investors are highly likely to put more weight on these ratings in the future to evaluate their portfolio risk and opportunities. Additionally, other stakeholders can utilize them to analyze engagement opportunities.	Although we already have goodrobust reporting practices, the expectations of investors and stakeholders could increase in this scenario, resulting in a medium financial and reputational impact.	Medium
2050 Opportunities					
Markets	Investment in renewable energy	BAU policies	The rising costs of renewable power are expected to slow down due to more market and policy support for renewable energy uptake. Therefore, the likelihood of having a positive return from entering VPPAs early is considered high.	As electricity prices are expected to decrease in the long term, the delta between newly signed VPPAs and market electricity prices may decline over time; therefore, the positive financial impact is expected to decrease accordingly, but will likely have a low impact.	Low
		Net zero	Rapid electrification of industries coupled with the federal net-zero commitments results in renewable energy or low-carbon power as the market norm by 2050. This means electricity prices will decrease more than the BAU scenario towards 2050 with medium likelihood.	As electricity prices are projected to decrease in the long term in this scenario, we may experience lower positive cash flow as the change in the retail price of energy and price within the VPPA may reduce. New VPPA contracts signed near 2050 may lead to higher positive cash flow due to stabilized/decreased technology costs with cumulative impact likely low.	Low

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

2050 Opportunities					
Sub-Category	Description	Scenario	Likelihood	Consequence	Risk rating
Markets	Shifting consumer preferences for our services as a result of our good reputation in climate performance	BAU policies	With medium likelihood, consumer awareness and business scrutiny are likely to evolve in the long term. However, this scrutiny would primarily be addressed by delivering consistent business performance and quality in addition to maintaining a focus on climate performance.	We have the opportunity to meet customers' demand, which could positively impact market share, bottom-line, and market perception, likely resulting in medium impact.	Medium
		Net zero	It is highly likely that stakeholder expectations and awareness will be centred around achieving 2050 net-zero commitments and therefore consumer preferences are likely to align significantly towards sustainability, better management and accountability, and transparent business practices.	A positive impact on our reputation and brand would occur as a result of good company sustainability and climate performance. An increase in consumer base and revenues is also possible, which could result in a moderate increase in revenues.	Medium

2) Physical climate risk assessment

The scenario analysis conducted in 2022 also involved a physical climate risk assessment focused on our assets, including determining which assets to include. The starting point was an assessment of over 21,000 assets, along with information on whether that asset was leased or owned, its location (address and coordinates), property usage code and square footage. The list was then reduced based on asset category and certain assets were assessed for criticality by considering a number of factors, e.g. whether they are at a 5G wireless core site. Next, we assessed asset value, such as the value of the building/asset, the value of the contents and the potential business interruption value. As a result of this scoping, 149 assets were included in the physical climate risk assessment, which included all of our critical sites.

Our approach to the quantitative assessment can be broken down into our consideration the likelihood of the risk occurring, the consequence of the impact, and using the results from these two assessments to qualitatively assess the relative impact magnitude:

Likelihood: The likelihood of a risk occurring was assessed using the S&P TruCost Physical Risk data. This data provides a physical risk point-in-time exposure score to climate hazards relative to global conditions, independent of the characteristics of the asset present at a given location. This data was developed in order to provide companies with a data set to help them understand physical risk exposure at the portfolio level, and to prioritize the assets within the portfolio.

- Inputs:
 - Asset location data
 - Climate scenario data, which provides an exposure score

Consequence: Relates to the importance of the asset and the level of impact that would be felt if the asset was put out of commission

- Inputs:
 - Asset value and cost of business interruption
 - Hazard type

Resulting risk rating: Comprised of the likelihood of the risks occurring and the consequences of the event

- Output: A qualitative risk score for each asset for each hazard (very low, low, medium, high or very high)

S&P TruCost Physical Risk Data has four built-in scenarios, aligning with different levels of warming. These scenarios are built using the combined Shared Socio-economic Pathways (SSPs) and Representative Concentration Pathways (RCPs) pathways that the Intergovernmental Panel on Climate Change (IPCC) used in its Sixth Assessment Report (AR6). For this assessment we used SSP1 – 2.6 and SSP5 – 8.5 to provide us with a low and high climate change scenario.

- Low Climate Change Scenario (SSP1 – 2.6): Aggressive mitigation scenario in which total greenhouse gas emissions decrease to net zero by 2050, resulting in global average temperatures rising by 1.3 to 2.4° Celsius by 2100, consistent with the goals of the Paris Agreement.
- High Climate Change Scenario (SSP5 – 8.5): Low mitigation scenario in which total greenhouse gas emissions triple by 2075 and global average temperatures rise by 3.3 to 5.7° Celsius by 2100.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

The following table shows the results of our physical climate risk assessment and indicates that flooding and extreme heat are high-priority hazards for us. Wildfires are also a higher-risk category as they received a higher “low” score than the other hazards that rated low.

Hazard	Likelihood				Consequence Rating	Overall Risk Rating			
	Low Climate Change Scenario		High Climate Change Scenario			Low Climate Change Scenario		High Climate Change Scenario	
	2030	2050	2030	2050		2030	2050	2030	2050
Extreme Cold	Medium	Medium	Medium	Medium	Very Low	Very Low	Very Low	Very Low	Very Low
Flood	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium	Medium
Extreme Heat	Medium	Medium	Medium	High	Medium	Medium	Medium	Medium	Medium
Sea Level Rise	Very Low	Very Low	Very Low	Very Low	Medium	Very Low	Very Low	Very Low	Very Low
Water Stress	Low	Low	Low	Low	Very Low	Very Low	Very Low	Very Low	Very Low
Wildfire	Very Low	Low	Very Low	Low	Medium	Very Low	Low	Very Low	Low
Tropical Cyclone	Very Low	Very Low	Very Low	Very Low	Medium	Very Low	Very Low	Very Low	Very Low

(c) Risk management

Process for identifying climate-related risk

Effective risk management supports our foundation for sustainability leadership. We define business risk as the degree of exposure associated with the achievement of key strategic objectives in relation to the effectiveness and efficiency of operations; reliability and integrity of financial reporting; compliance with laws and regulations, policies, procedures and contracts; and safeguarding of assets within an ethical organizational culture.

We assess and manage climate risks as part of a broader enterprise risk management program. Climate-related physical risks as well as risks associated with transitioning to a low-carbon environment are integrated into our Enterprise Risk Management (ERM) framework, which solicits and incorporates the expertise and insight of team members from all areas and levels of the organization, including our Board. Our enterprise risks arise primarily from our business environment, and risk identification and assessment drive our strategies and business objectives. Climate risks, as well as all other risks in our ERM Risk Register, are reviewed each quarter and are assessed for their perceived impacts in the short, medium and long term.

We also maintain an enterprise-wide, award-winning business continuity management program that is aligned with our corporate priorities, including prioritizing the safety of our team members, minimizing the impacts of threats to our facilities, business operations and supply chain, maintaining service to our customers and keeping our communities connected. Ongoing risk-based optimization of our disaster recovery

capabilities for our IT and telecommunication network assets is a key focus so that we can prevent outages and limit their impact on our operations and customers.

Process for managing climate-related risk

We mitigate all risk types, including climate, through contract terms, contingency planning and other risk response strategies, as appropriate. We strive to avoid taking on undue risk whenever possible and work to align risks with business strategies, objectives, values and risk tolerances. Residual exposure for certain risks is mitigated through insurance coverage, where we judge this to be efficient and commercially viable. Our strategy for managing climate-related risks includes three key components:

- Mitigation: focusing on reducing energy use and carbon dioxide equivalent (CO₂e) emissions
- Adaptation: focusing on business continuity planning and readiness for the potential physical risks of a changing climate on our operations
- Innovation: helping customers achieve their climate change goals through product and service solutions such as video-conferencing.

Severe weather risk is a primary aspect of our climate-related risk management framework and is categorized as either having team member impacts, facility impacts or service delivery impacts. These risks are categorized and reported to the Audit Committee of the Board on a quarterly basis if they may impact regions in which we operate.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Mitigation initiatives to address severe weather threats are an increasing focus and we have operationalized enhanced processes with respect to severe weather monitoring, notification of key stakeholders, and incident management, in addition to updating climate incident playbooks that leverage learnings from prior events. These measures occur in both short-term and long-term planning.

Short-term climate risk mitigation

On a weekly basis, our Corporate Business Continuity Office (CBCO) publishes a severe weather outlook for all operating jurisdictions to highlight severe weather events that could pose a threat to our operations, complemented by daily severe weather threat monitoring and notifications for key internal stakeholders.

The CBCO also hosts biannual seasonal preparedness workshops to create awareness and enhance our preparedness for anticipated seasonal threats. The workshops focus on upcoming seasonal trends, potential threats, and reviewing lessons learned from past incidents.

(d) Metrics and targets

Metrics used to identify climate-related risks and opportunities

We assess climate-related risks and opportunities by tracking and disclosing our GHG emissions and energy consumption. Our most significant sources of GHG emissions and energy consumption consist of direct energy and indirect energy for owned and leased real estate properties in Canada, cell tower sites, vehicle fleet, and remote generator fuel that are within our operational control. Annual disclosure of our Scope 1, Scope 2 and Scope 3 GHG emissions, as well as data and performance details, can be found in our annual Sustainability and ESG Report and ESG Data Sheet. Scope 1 and 2 emissions are independently assured on a limited basis.

Climate-related targets

Our science-based targets include:

- Reduce absolute Scope 1 and 2 GHG emissions by 46 per cent from 2019 levels by 2030.
- Reduce absolute Scope 3 GHG emissions from business travel and employee commuting by 46 per cent from 2019 levels by 2030.

We maintain a property risk governance program that systematically identifies, evaluates, manages and monitors property-related risks at critical network facilities. This program also assists in the identification of natural catastrophic hazards.

Long-term climate risk mitigation

We conduct flood and seismic studies every five to seven years to identify the most vulnerable sites and assist in possible future mitigation strategies. We also support various municipalities on climate change adaptation initiatives by representing the telecommunications industry in advising how the changing risk landscape, as a result of climate change, could affect the delivery of our services to citizens, businesses and communities. Our ISO 14001:2015-certified EMS, used to identify and control the environmental impacts associated with our operations, is audited annually to assess compliance with applicable regulatory requirements.

- Reduce Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products by 75 per cent per million dollars of revenue from 2019 levels by 2030.
- In 2023, we submitted our commitment to reach net-zero GHG emissions across our value chain to SBTi. As part of our effort to accelerate this transition, we have also set an additional Scope 3 target to engage 65% of our suppliers by spend covering purchased goods and services and capital goods to set science-based targets by 2028.

In addition to these targets, the TELUS Environmental Policy keeps us focused on building an environmentally friendly future by collaborating across the Company to:

- Monitor, measure and reduce our overall GHG emissions
- Improve our energy intensity as we grow our business
- Minimize spills and halocarbon releases
- Enhance our Environmental Management System
- Align with green building certifications, such as LEED, within our real estate development projects.

Message from our CEO
Letter from our Chief Social Innovation Officer and Chief Financial Officer
About this report
Engagement, material ESG topics and priority setting
Our environmental, social and governance approach
Environment
Social
Governance
Limited assurance report
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Task Force on Climate-related Financial Disclosures
Caution regarding forward-looking statements

Caution regarding forward-looking statements

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

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

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

- Regulatory developments and government decisions
- The competitive environment
- The impact of technological substitution
- Capital expenditure levels and potential outlays for spectrum licences
- Economic performance in Canada
- Our earnings and free cash flow
- Business continuity events.

Accordingly, this document is subject to the disclaimer and qualified by the assumptions, qualifications and risk factors described in detail in the annual Management’s discussion and analysis included in our [2024 Annual Report](#) and in other TELUS public disclosure documents and in filings with securities regulatory authorities in Canada (on SEDAR+ at [sedar.com](#)) and in the United States (on EDGAR at [sec.gov](#)).

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