

# TELUS 2020 ESG Data Sheet



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Our 2020 ESG Data Sheet aims to provide a consolidated overview of our environmental, social and governance performance data to accompany our annual sustainability report. For further information and context on each of the data sets included, please reference our [2020 Sustainability Report](#).

The reporting period for information contained in the 2020 Sustainability Report covers January 1 to December 31, 2020, unless otherwise stated. Unless stated otherwise, the material

addresses TELUS' global operations, including all acquired companies, excluding Lionbridge AI that was acquired in December 2020. All financial information is presented in Canadian dollars and other data exclusions or additions are noted throughout the document.

Additional information about our environmental, social and governance performance can be found at [telus.com/sustainability](https://telus.com/sustainability). Our [2020 Annual Report](#) provides information on our financial performance.

# Governance

## Ethics office engagements

Type	2020	2019	2018	2017
Requests for advice	368	197	212	181
Ethical complaints	325	422	453	394
<b>Total calls</b>	<b>693</b>	<b>619</b>	<b>665</b>	<b>575</b>

## Discipline for breaches of ethics

Category	Cases resulting in disciplinary action
Violation of policy	52
Falsification of contracts, records or reports	38
Conflict of interest	7
Misuse of assets or services	7
Confidentiality or misappropriation	7
Theft	8
Bribery and corruption	0
Improper giving and receiving of gifts	0

## Discipline for breaches of ethics

Corrective action	2020	2019	2018	2017
Employment terminated	100	112	126	136
Employment suspended	6	23	17	22
Letter in employment file	10	16	19	26
Team member resigned	7	12	6	6
<b>Total employees disciplined</b>	<b>123</b>	<b>163</b>	<b>168</b>	<b>190</b>

# Putting customers first

## Commission for Complaints for Telecom-television Services (CCTS) reported complaints<sup>1</sup>

Brand	2020 <sup>2</sup>		2019 <sup>3</sup>		2018 <sup>4</sup>	
	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints
TELUS	1,166	7.4	1,610	8.3	944	6.6
Koodo Mobile	687	4.4	755	3.9	360	2.5
Public Mobile	112	0.7	191	1.0	142	1.0

- 1 Information sourced from the CCTS Annual Report.
- 2 Data applicable from August 1, 2019 to July 31, 2020.
- 3 Data applicable from August 1, 2018 to July 31, 2019.
- 4 Data applicable from August 1, 2017 to July 31, 2018.

# Environment

## Energy consumption (eMWh)<sup>1</sup>

Company-wide consumption	2020	2019	2018	2017	2010 <sup>2</sup>
<b>Domestic</b>					
Scope 1	234,435	275,679	292,366	313,788	416,099
Scope 2	787,983	798,686	829,815	865,847	853,754
Total	1,022,418	1,074,364	1,122,181	1,179,635	1,269,853
<b>International</b>					
Scope 1	1,707	1,843	2,795	4,000	0
Scope 2	37,674	50,115	42,331	39,018	16,093
Total	39,382	51,958	45,126	43,018	16,093
<b>International and domestic</b>					
Scope 1	236,142	277,077	295,161	317,788	416,099
Scope 2	825,657	848,801	872,146	904,865	869,847
Company-wide energy consumption	1,061,799	1,126,322	1,167,307	1,222,653	1,285,946
<b>Renewable energy production</b>					
Renewable energy <sup>3</sup>	22,021	20,308	22,407	30,000	0

- 1 Data scope does not include acquisitions made in 2020, or previous partial-year acquisitions data.
- 2 2010 was chosen as our base year for our targets because it is the earliest year in which we have reliable and consistent data.
- 3 2018-20 renewable energy from Brooks, Alberta Solar Project Renewable Energy Certificates (REC), 2017 from market RECs purchases.

### Company-wide energy intensity<sup>1</sup>

Intensity (eMWh) <sup>2</sup>	2020 <sup>3</sup>	2019	2018	2017 <sup>2</sup>
eMWh per \$M revenue	68.50	73.09	78.10	87.98
eMWh per customer connection	0.066	0.07	0.08	0.09

1 Data scope does not include acquisitions made in 2020, or previous partial-year acquisitions data.

2 eMWh includes domestic scope 1 and 2 energy sources for 2019 and prior.

3 eMWh includes company-wide scope 1 and 2 energy sources.

### GHG emissions (tCO<sub>2</sub>e)<sup>1</sup>

Company-wide GHG emissions	2020	2019	2018	2017	2010 (base year)
<b>Domestic GHG emissions</b>					
Scope 1	52,089	60,520	64,396	68,069	88,165
Scope 2	191,297	225,632	237,950	266,437	325,257
Total domestic GHG emissions	243,386	286,132	302,346	334,506	413,422
<b>International GHG emissions</b>					
Scope 1	913	873	643	863	0
Scope 2	23,293	30,865	26,120	24,181	10,169
Total international GHG emissions	24,206	31,738	26,763	25,044	10,169
<b>International and domestic GHG emissions</b>					
Scope 1	53,002	61,393	65,039	68,931	88,165
Scope 2	214,590	256,497	264,070	290,618	335,426
Total company-wide GHG emissions	267,592	317,890	329,109	359,549	423,591
<b>Renewable energy GHG emissions reductions</b>					
Renewable energy GHG impact <sup>2</sup>	13,742	15,311	17,119	23,700	0
<b>Net GHG emissions</b>	<b>253,850</b>	<b>302,579</b>	<b>311,990</b>	<b>335,849</b>	<b>423,591</b>

1 Data scope does not include acquisitions made in 2020, or previous partial-year acquisitions data.

2 2018-2020 renewable energy from Brooks, Alberta Solar Project Renewable Energy Certificates (REC), 2017 from market REC's purchases.

### Company-wide GHG emissions intensity

tCO <sub>2</sub> e <sup>1</sup>	2020 <sup>3</sup>	2019	2018	2017 <sup>2</sup>
GHG tCO <sub>2</sub> e per \$M revenue	17.26	19.47	21.04	24.95
GHG tCO <sub>2</sub> e per customer connection	0.017	0.018	0.022	0.026
GHG tCO <sub>2</sub> e per terabyte of data	0.015	-	-	-

1 tCO<sub>2</sub>e includes domestic scope 1 and 2 energy sources for 2019 and prior. The scope does not include acquisitions made in 2020, or previous partial-year acquisitions data.

2 2017 GHG intensity reflects 2017 adjusted revenue of \$13.4 million (was \$13.3 million).

3 tCO<sub>2</sub>e includes company-wide scope 1 and 2 energy sources

Information on employee commuting was not collected in 2020 due to approximately 95% of our team members shifting to working remotely in response to the COVID-19 pandemic. We will reassess the need to collect this data in 2021.

### 2019 Canadian team member commuting

Transportation	Employee distribution	2019 CO <sub>2</sub> e emissions (tonnes)
	2019	
Car	14,580 (58%)	9,751
Train	3,299 (13%)	730
Light rail	3,140 (13%)	331
Bus	2,040 (8%)	552
Walk/run/bike	1,757 (7%)	0
Motorcycle	132 (1%)	55
Boat/ferry	41 (0%)	13
<b>Total</b>	<b>24,989 (100%)</b>	<b>11,432</b>

### Employee commuting savings

Year	Total domestic employees <sup>1</sup>	Total km saved	Total hours of commuting saved	CO <sub>2</sub> e avoided (tonnes) <sup>2</sup>
2019	24,989 <sup>3</sup>	164,826,113	3,453,747	20,943
2018	24,855	146,749,073	2,924,020	18,055

<sup>1</sup> In 2019, data was based on a survey sample of 5,475 employees with a margin of error of one per cent. In 2018, data was based on a survey sample of 4,142 employees with a margin of error of one per cent.

<sup>2</sup> CO<sub>2</sub>e avoided: Defra 2018 emission factors and based on average mid-size car fuel efficiency.

<sup>3</sup> Domestic employee data collected for the period September 1, 2018 - August 31, 2019.

**Waste and recycling by source (metric tonnes)<sup>1</sup>**

Source	Reverse logistics	Owned properties	Leased properties	Totals
<b>2020</b>				
Recycled	5,327	1,506	938	7,771
Landfill	877	2,118	445	3,439
Total	6,204	3,623	1,383	11,210
Diversion %	86	42	68	69
<b>2019</b>				
Recycled	5,186	1,673	1,304	8,162
Landfill	564	2,091	1,198	3,852
Total	5,750	3,764	2,501	12,015
Diversion %	90	44	52	68
<b>2018</b>				
Recycled	8,528	1,752	931	11,210
Landfill	1,455	2,322	983	4,760
Total	9,983	4,074	1,914	15,970
Diversion %	85	43	49	70
<b>2017</b>				
Recycled <sup>2</sup>	13,742	1,981	969	16,692
Landfill	1,337	2,524	780	4,641
Total	15,080	4,505	1,748	21,333
Diversion %	91	44	55	78

<sup>1</sup> To provide timely reporting, we moved our reporting year up one full quarter in 2019. The 2019 'owned and leased' property data above covers October 1, 2018 – September 30, 2019. Our reverse logistics data above covers January 1 – December 31, 2019.

<sup>2</sup> The definition of recycled includes items that are either reused, recycled, or composted.

**Electronic waste in Canada**

Waste type	2020	2019	2018	2017
E-waste (metric tonnes) excluding mobile devices	1,521	1,701	2,006	2,283
Mobile devices (units)	110,796 <sup>1</sup>	226,894	298,529	210,292

<sup>1</sup> Decline in mobile device recycling in 2020 was a result of fewer customers opting for in-store returns and exchanges during the COVID-19 pandemic health mandates. While TELUS continues to offer a pre-paid mail-in return program, more customers have opted for third party recycling and to keep their used devices.

**Hazardous waste in Canada**

Waste type	2020	2019	2018	2017
Solid hazardous waste from our facilities (kg)	474	600	29,485	1,561
Liquid hazardous waste from our facilities (litres)	319	218	5	3,023
Batteries from network equipment and fleet operations (mt)	136	52	241	628

**Trees for paper program<sup>1,2,3</sup>**

Resource	2020	2019	2018
Copy paper (metric tonnes)	15	38	48
Paper and packaging (metric tonnes) <sup>4</sup>	541	997	1,547
Trees planted	38,511	53,741	54,252

1 From 2019-2020, data reported covers our residential market and all Canadian provinces.

2 We plant trees based on our previous year's total paper and packaging consumed in that year.

3 We are only reporting on paper purchased by employees tracked in the primary human resources management system.

4 2019 paper and packaging data updated to correct for reporting error, previously disclosed as 997 metric tonnes.

**Water consumption**

Company-wide consumption	2020	2019	2018	2017
Domestic consumption (million litres)	375	494	563	647
International consumption (million litres)	176	243	153	178
<b>Total water consumption (million litres)</b>	<b>551</b>	<b>737</b>	<b>761</b>	<b>825</b>

**Spills breakdown**

Spills <sup>1</sup>	2020	2019	2018	2017
Reportable	27	39	32	25
Not reportable <sup>2</sup>	174	163	204	197
Total spills and releases	201	202	236	222
Approximate volume (L) <sup>3</sup>	52,807	2,125	486	6,814
Approximate weight (kg) <sup>4</sup>	1,317	1,791	1,698	1,360
Category A – reportable, serious <sup>5</sup>	0	3	2	1
Category B – reportable, significant <sup>5</sup>	43	46	51	37
Category C – not reportable, insignificant <sup>5</sup>	158	153	183	184

1 Spill amounts reflect best estimates based on investigation results.

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

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

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

5 Halocarbon – Category A > 100 kg, Category B = 10 - 100 kg, and Category C < 10 kg; Hydrocarbon – Category A > 1000 L or enters water, Category B = 100 - 1000 L, and Category C < 100 L; Glycol – Category A > 500 L, Category B = 5 - 500 L, and Category C < 5 L; Battery acid – Category A > 50 L, Category B = 5 - 50 L, and Category C < 5 L.



# Community

## Community investment

(\$ millions)	2020	2019	2018	2017
Philanthropic investment	5.2	16.7	7.9	8.6
Social investment	65.1	23.1	130.0 <sup>1</sup>	20.0
Commercial initiatives	12.9	12.5	10.3	14.4
Value of employee giving <sup>2</sup>	1.9	2.2	2.1	2.4
<b>Total</b>	<b>85.1</b>	<b>54.5</b>	<b>150.3</b>	<b>45.4</b>

<sup>1</sup> In 2018, the TELUS Friendly Future Foundation™ was launched with a \$118 million donation from TELUS.

<sup>2</sup> Within our total community contributions, we include value-in-kind (VIK). A VIK contribution is a non-cash contribution of a good or a service. We calculate VIK contributions based on the costs of provision of services and products, and estimates of labour costs and other inputs. Methodologies may rely on certain estimations that have inherent limitations and uncertainties due to the various nature of the VIK contribution being delivered.

## Community investment by type

(\$ millions)	2020	2019	2018	2017
Education	61.2	23.9	23.2	20.2
Environment	2.6	1.4	4.1	2.3
Health	21.3	29.2	23.0	22.9
Other	-	-	100.0	-
<b>Total</b>	<b>85.1</b>	<b>54.5</b>	<b>150.3</b>	<b>45.4</b>

# Economic impact

## TELUS tax payments to governments

(\$ millions)	2020	2019	2018	2017
<b>Corporate income tax paid</b>				
Federal	201.3	339.5	96.6	103.3
British Columbia	73.9	103.1	36.7	46.7
Alberta	29.0	63.8	18.2	0.9
Saskatchewan	0.7	1.4	0.3	0.4
Manitoba	1.0	1.8	0.4	0.1
Ontario	29.6	57.0	19.6	13.4
Quebec	19.9	38.0	7.6	2.7
Atlantic provinces	3.4	6.9	1.5	1.3
International	71.5	36.6	17.2	22.4
<b>Total</b>	<b>430.3</b>	<b>648.1</b>	<b>198.1</b>	<b>191.2</b>
<b>Other tax payments</b>				
Employer portion of payroll taxes	144.1	142.2	128.7	135.4
Property and business taxes	109.3	111.4	111.8	111.1
<b>Non-creditable/non-refundable sales taxes</b>				
Federal	0.1	0.7	0.3	0.3
British Columbia	40.3	39.1	29.3	31.0
Saskatchewan	0.2	0.5	0.1	0.1
Manitoba	1.2	1.0	2.8	3.7
Ontario	0.0	0.0	0.1	0.5
Quebec	0.0	0.2	0.2	0.4
International	68.6	65.8	54.5	27.7
Provincial premium and capital taxes	0.0	0.0	-3.0	0.0
Quebec tax credits	-1.8	-5.0	-6.2	-3.8
<b>Total other tax payments</b>	<b>362.0</b>	<b>355.9</b>	<b>318.6</b>	<b>306.4</b>
Payroll taxes remitted	649.9	633.0	617.3	666.3
9-1-1 taxes and other payments remitted	36.6	38.8	38.1	28.7
<b>Total other taxes remitted</b>	<b>686.5</b>	<b>671.8</b>	<b>655.4</b>	<b>695.0</b>
<b>Sales taxes remitted</b>				
Canadian GST and HST	955.0	934.5	908.7	933.9
British Columbia	211.5	209.8	199.3	187.4
Saskatchewan	9.0	9.0	7.7	6.6
Manitoba	12.7	13.1	11.8	6.6
Quebec	211.0	191.8	200.1	219.8
International VAT	29.2	26.1	29.8	2.7
<b>Net sales taxes collected/remitted</b>	<b>1,428.4</b>	<b>1,384.3</b>	<b>1,357.4</b>	<b>1,357.0</b>
<b>Total taxes remitted</b>	<b>2,907.2</b>	<b>3,060.1</b>	<b>2,529.5</b>	<b>2,549.6</b>
<b>Total Canadian taxes remitted</b>	<b>2,737.9</b>	<b>2,931.6</b>	<b>2,428.0</b>	<b>2,496.8</b>
<b>Total international taxes remitted</b>	<b>169.3</b>	<b>128.5</b>	<b>101.5</b>	<b>52.8</b>

**Economic value distributed**

(\$ millions)	2020	2019	2018	2017
Goods and services purchased	6,268	6,070	6,368	5,904
Employee benefits expense	3,701	3,034	2,896	2,594
Capital expenditures, excluding spectrum licenses	2,775	2,906	2,914	3,094
Interest paid	740	714	608	539
Income taxes paid, net	430	644	197	191
Dividends declared to the holders of common shares	1,520	1,358	1,253	1,167
Cash payments for spectrum licenses	-	942	1	-
<b>Total</b>	<b>15,434</b>	<b>15,668</b>	<b>14,237</b>	<b>13,489</b>

**R&D spend**

(\$ millions)	Estimated investment in R&D
2020	553
2019	530
2018	307
2017	240

**Capital expenditures by region<sup>1</sup>**

(\$ millions)	2020	2019	2018	2017
British Columbia	883	1,061	1,069	1,168
Alberta	911	889	911	893
Saskatchewan	7	7	2	3
Manitoba	19	14	29	47
Ontario	548	534	490	483
Quebec	303	315	333	449
Atlantic Canada	7	4	7	2
Outside Canada	98	83	71	50
<b>Total capital expenditures</b>	<b>2,775</b>	<b>2,906</b>	<b>2,912</b>	<b>3,095</b>

<sup>1</sup> Totals may differ due to rounding.

# Our people

## Pulsecheck engagement results

%	2020	2019	2018	2017
Overall engagement – TELUS Domestic	87	84	85	84
Overall engagement – TELUS International <sup>1,2</sup>	81	85	81	83

1 TELUS International data includes Bulgaria, Romania, the Philippines, Central America and U.S. operations for 2017-2020. TELUS International China is also included in 2019 and 2020 data.

2 2020 TELUS International (TI) includes the acquisition of Competence Call Centre (CCC), which had an engagement score of 52% in the first year of participation in Pulsecheck. TI's engagement score excluding CCC is 86%, which is 1% higher than 2019.

## TELUS Domestic<sup>1</sup> new employee hires by province 2020

Province	Hire rate	# of hires
British Columbia	9.8%	747
Alberta	16.6%	884
Saskatchewan	10.9%	10
Manitoba	42.0%	50
Ontario	21.6%	1,583
Quebec	23.4%	1,240
Newfoundland & Labrador	54.2%	52
New Brunswick	18.8%	12
Nova Scotia	30.2%	40
<b>Total</b>	<b>17.7%</b>	<b>4,618</b>

1 TELUS Domestic numbers capture all employees in Canada that are tracked in the primary human resources management system. The numbers include employees hired via acquisitions.

## TELUS Domestic<sup>1</sup> new employee hires by province 2020

Category	Hire rate (%)	# of hires
Over 50 years old	12.4	662
30-50 years old	14.7	2,422
Under 30 years old	36.0	1,534
<b>Total</b>	<b>17.7</b>	<b>4,618</b>
Female	18.3	1,765
Male	17.4	2,853

## TELUS Domestic turnover rates by province

Province	2020		2019	
	Turnover rate	# of exits	Turnover rate	# of exits
British Columbia	9.8%	746	13.1%	1,008
Alberta	11.2%	599	13.2%	709
Saskatchewan	31.7%	29	41.1%	43
Manitoba	28.6%	34	28.3%	33
Ontario	11.0%	809	17.3%	1,213
Quebec	16.2%	860	18.6%	971
Newfoundland & Labrador	15.6%	15	34.8%	27
New Brunswick	26.6%	17	20.6%	14
Nova Scotia	15.8%	21	27.9%	34
<b>Total</b>	<b>12.0%</b>	<b>3,130</b>	<b>15.7%</b>	<b>4,052</b>

## TELUS Domestic voluntary turnover

Type (%)	2020	2019	2018	2017
Voluntary <sup>1</sup>	7.1	10.4	9.6	8.8
<b>Total</b>	<b>12.0</b>	<b>15.7</b>	<b>15.6</b>	<b>13.3</b>

<sup>1</sup> Voluntary rates exclude employees that left TELUS due to retirement.

## TELUS Domestic turnover rates by age group and gender

Age group	Turnover rate	# of exits
Over 50 years old	10.1%	538
30-50 years old	8.4%	1,383
Under 30 years old	28.3%	1,209
Female	13.1%	1,261
Male	11.4%	1,869
<b>Total</b>	<b>12.0%</b>	<b>3,130</b>

## TELUS International new employee hires by age group and gender

Age group	Turnover rate (%)	# of exits
Over 50 years old	37.3	486
30-50 years old	32.4	5,985
Under 30 years old	56.1	12,888
Female	48.2	9,224
Male	42.9	10,135
<b>Total</b>	<b>45.3%</b>	<b>19,359</b>

## TELUS International new employee hires by country 2020

Category	Hire rate	# of hires
India	20.0%	448
China	47.8%	100
Philippines	28.9%	4,850
Turkey	181.3%	544
Bulgaria	36.8%	1,134
Romania	59.3%	902
Ireland	49.8%	943
United Kingdom	0.0%	0
Austria	148.2%	283
Bosnia and Herzegovina	150.9%	175
France	106.4%	25
Germany	94.6%	2,055
Latvia	28.3%	32
Poland	129.5%	147
Slovakia	67.2%	44
Spain	60.8%	489
Switzerland	99.2%	125
Guatemala	57.4%	3,861
El Salvador	38.1%	1,530
United States	74.0%	1,672

## TELUS International turnover by age group and gender

Age group	Turnover rate (%)	# of exits
Over 50 years old	42.0	547
30-50 years old	29.7	5,485
Under 30 years old	44.1	10,132
Female	39.0	7,462
Male	36.8	8,702
<b>Total</b>	<b>37.8%</b>	<b>16,164</b>

## TELUS International turnover by country

Country	2020		2019	
	Turnover rate	# of exits	Turnover rate	# of exits
India	20.9%	468	21.8%	438
China	108.6%	227	58.4%	80
Philippines	26.3%	4,407	45.6%	7,079
Turkey	152.0%	456	n/a	n/a
Bulgaria	32.9%	1,015	44.2%	1,359
Romania	60.1%	914	75.9%	910
Ireland	53.3%	1,010	57.4%	1,123
United Kingdom	0.0%	0	0.0%	0
Austria	115.7%	221	n/a	n/a
Bosnia and Herzegovina	56.0%	65	n/a	n/a
France	85.1%	20	n/a	n/a
Germany	78.4%	1,703	n/a	n/a
Latvia	37.2%	42	n/a	n/a
Poland	112.8%	128	n/a	n/a
Slovakia	48.9%	32	n/a	n/a
Spain	23.4%	188	n/a	n/a
Switzerland	136.5%	172	n/a	n/a
Guatemala	36.1%	2,429	38.1%	2,043
El Salvador	30.5%	1,226	37.4%	1,286
United States	63.8%	1,441	67.3%	1,516

**TELUS Domestic average training hours<sup>1,2,3</sup>**

Overall	Gender		Role			Level		
	Male	Female	Bargaining unit	Management professional	Retail	Single contributor	Middle manager	Senior manager
<b>2020</b>								
8.05	9.33	5.73	11.23	4.06	22.33	8.04	10.04	3.04
<b>2019</b>								
9.2	11.0	6.3	11.5	6.4	16.1	8.7	15.4	5.6
<b>2018</b>								
11.4	12.2	9.9	14.4	8.5	14.3	10.9	17.8	5.6

1 Only includes training completed by December 31, 2020 and was captured and recorded internally, as of January 31, 2021. This number does not include business unit specific training, external training or educational pursuits paid for by the company and other ad hoc training sessions that employees may engage in.

2 Averages are based on domestic employees on December 31, 2020, and are only reporting on permanent employees that are tracked in the primary human resources management system, as well as our TES employees. Team members from MHG and Parrotfish who were onboarded on December 28, 2020 are not included. Training that was provided for team members in 2020, who were no longer with the company on December 31, 2020 has not been included.

3 As tracked through our learning portal – TeamHub only. TELUS has shifted from instructor-led or classroom learning to informal learning (i.e. self-learning). The latter hours are not formally tracked and are difficult to estimate and so they are not included in this data.

**Return on learning<sup>1</sup>**

Performance impact (%)	2020	2019	2018	2017
Employees that felt satisfied with the learning opportunity	93	84	92	95
Employees that feel the learning opportunities helped their performance on the job	85	77	83	91
Employees that would recommend this learning opportunity to other employees	91	84	90	94

1 Results are based on responses to common survey questions included in all corporate broad scale leadership development offerings (excluding TELUS International).

**TELUS International average training hours**

	Operations			Non-operations		
	Single Contributor	Team leader	Managers and above	Single Contributor	Team leader	Managers and above
Total in hours	134,796	4,670	1,482	15,580	338	1,282
Average hours	3.9	23.7	21.8	3.8	21.1	22.9



**TELUS wages compared to local minimum wage**

Country/Location	Currency	Wage rate frequency	Average entry level wage	Minimum wage <sup>1</sup>	Wage ratio
Canada	CAD	annual	28,700	25,200	1.14
Bulgaria	BGN	monthly	1,900	600	3.17
China	CNY	monthly	3,100	1,800	1.72
El Salvador	USD	monthly	600	300	2.00
Guatemala	GTQ	monthly	4,600	2,800	1.64
India	INR	monthly	33,800	16,000	2.11
Ireland	EUR	annual	23,700	21,200	1.12
Philippines	PHP	daily	677	537	1.26
Romania	RON	monthly	4,900	2,200	2.23
United States	USD	hourly	15	8.25	1.82

<sup>1</sup> For countries such as Canada and U.S., where there are different minimum wages by province/state where TELUS operates, the minimum wage is the median of the wages for the different locations in each country.

**Gender pay equity<sup>1</sup>**

Level	Female representation	Key factor average differential <sup>2</sup>
Executive	26%	1.7%
Management (People Leaders)	34%	1.5%
Non-Management (all others)	36%	1.2%
Overall	36%	1.3%

<sup>1</sup> This data includes Canadian operations only.

<sup>2</sup> Key factors include similar job family, hierarchical level, market rate (midpoint of salary range), tenure, and performance history.

**Company-wide pay and benefits**

(\$ millions)	2020	2019	2018	2017
Total pay and benefits <sup>1</sup>	4,200	3,493	3,254	3,036

<sup>1</sup> Excludes restructuring and other costs.

**Absenteeism rate (days)<sup>1,2</sup>**

Year	TELUS absenteeism per full-time employee	Average Canadian rate <sup>3</sup>		
		For full-time employees	For organizations with over 500 employees	For unionized organizations
2020	5.8	10.5	13.0	16.3
2019	6.1	9.0	12.5	14.9
2018	6.3	8.6	12.0	14.8
2017	6.2	8.4	11.8	14.3

1 Data presented are for TELUS domestic employees tracked in the primary human resources management system.

2 The figure reported includes absences related to illness or injury (excluding long-term disability) calculated as the average number of productive days lost due to absenteeism per one full time employee (FTE) headcount.

3 Source: Statistics Canada.

**Sick absence breakdown**

	% of total days lost	Workdays per full-time employee	% year-over-year change
<b>2020</b>			
Short-term disability	65.7	3.78	11.2
Incidental absence	33.2	1.91	-25.7
Work-related disability	1.1	0.07	-46.2
Total absenteeism	100	5.76	-5.6
<b>2019</b>			
Short-term disability	55.7	3.40	-6.1
Incidental absence	42.1	2.57	2.8
Work-related disability	2.1	0.13	-7.1
Total absenteeism	100	6.10	-2.6

**Safety performance<sup>1,2</sup>**

Metric	2020	2019	2018	2017
Lost time accidents per 200,000 hours worked	0.40	0.62	0.62	0.69
Fatalities	0	0	0	0

1 Data from TELUS' records as of January 17, 2021.

2 Data presented are for TELUS domestic employees tracked in the primary human resources management system.

### Company-wide union representation

Group	Employees covered by a collective agreement	Total employees	% covered by a collective agreement
<b>2020</b>			
Domestic	8,630	27,839	31
International	0	50,285	0
<b>Total<sup>1</sup></b>	<b>8,630</b>	<b>78,124</b>	<b>11</b>
<b>2019</b>			
Domestic	9,217	27,530	33
International	0	38,103	0
<b>Total<sup>2</sup></b>	<b>9,217</b>	<b>65,633</b>	<b>14</b>

1 Active employees as of December 31, 2020, including 1,185 employees in TELUS Agriculture acquisitions.

2 Active employees as of December 31, 2019.

### Bargaining unit employees by union affiliation

Union	2020 total employees	2019 total employees
TWU	6,983	7,561
SQET	734	748
SAMT	578	605
BCGEU	53	55
IBEW <sup>1</sup>	82	125
Other <sup>1</sup>	200	123
<b>Total<sup>2</sup></b>	<b>8,630</b>	<b>9,217</b>

1 IBEW/other per ADT Canada acquisition.

2 Active employees as of December 31, 2020 and 2019.

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

Human rights complaints	2020	2019	2018	2017
Carry over from previous year	25 <sup>2</sup>	18	12	11
New	16	22	12	11
Closed	14	16	6	10
In progress at end of year	27	24	18	12

1 This data includes domestic operations in Canada only.

2 ADT Human Rights Complaint file added subsequent to integration with TELUS.

**Human rights resolution<sup>1</sup>**

Closed human rights complaints	2020	2019	2018	2017
Referred to TELUS internal or other resolution process	1	0	2	0
Resolution reached	9	5	0	3
Dismissed	2	8	4	6
Withdrawn	2	3	0	1

<sup>1</sup> This data includes domestic operations in Canada only.

The following data tables containing information on our team member demographics does not include our acquisitions in TELUS Agriculture Solutions in 2020 of 1,185 employees globally. We are in the process of onboarding and capturing all demographic details.

**TELUS Domestic employees**

Work type	Female	Male	Total
Permanent	9,844	17,143	26,987
Temporary	361	401	762
Full-time	8,812	16,134	24,946
Part-time	1,393	1,410	2,803

**TELUS International employees**

Work type	Female	Male	Total
Permanent	21,479	26,325	47,804
Temporary	721	665	1,386
Full-time	20,156	25,106	45,262
Part-time	2,044	1,884	3,928

## TELUS Domestic employees by province and employment contract

Province	2020			2019		
	Permanent	Temporary	Total	Permanent	Temporary	Total
British Columbia	7,787	175	7,962	7,634	162	7,796
Alberta	5,340	118	5,458	5,539	120	5,659
Saskatchewan	90	1	91	121	4	125
Manitoba	116	20	136	127	18	145
Northwest Territories	0	1	1	2	2	4
Ontario	7,761	181	7,942	7,482	142	7,624
Quebec	5,569	223	5,792	5,568	230	5,798
Newfoundland and Labrador	100	42	142	101	35	136
New Brunswick	75	0	75	72	0	72
Nova Scotia	149	1	150	132	1	133
<b>Canadian total</b>	<b>26,987</b>	<b>762</b>	<b>27,749</b>	<b>26,778</b>	<b>714</b>	<b>27,492</b>

## TELUS International employees by province and employment contract

Country	2020			2019		
	Permanent	Temporary	Total	Permanent	Temporary	Total
Australia	4	0	4	4	0	4
Austria	382	2	384	-	-	-
Bosnia and Herzegovina	232	0	232	-	-	-
Bulgaria	3,080	241	3,321	3,088	198	3,286
China	0	144	144	3	271	274
El Salvador	4,189	227	4,416	3,852	53	3,905
France	47	0	47	-	-	-
Germany	4,345	191	4,536	-	-	-
Guatemala	7,447	338	7,785	6,007	11	6,018
India	2,231	0	2,231	2,253	6	2,259
Ireland	1,849	62	1,911	1,940	57	1,997
Latvia	226	0	226	-	-	-
Philippines	16,826	15	16,841	16,694	12	16,706
Poland	227	62	289	-	-	-
Romania	1,727	38	1,765	1,316	33	1,349
Slovakia	131	0	131	-	-	-
Spain	1,608	0	1,608	-	-	-
Switzerland	252	54	306	-	-	-
Turkey	600	0	600	-	-	-
United Kingdom	5	0	5	5	0	5
United States	2,396	12	2,408	2,299	0	2,299
<b>International Total</b>	<b>47,804</b>	<b>1,386</b>	<b>49,190</b>	<b>37,461</b>	<b>641</b>	<b>38,102</b>

**TELUS Domestic employees by age group**

Employee category	under 30 years old	30-50 years old	over 50 years old
Senior Management	0.1%	62.4%	37.5%
Middle Management	7.5%	73.3%	19.2%
Professional / Staff	12.6%	64.6%	22.8%
Frontline / Agents / Retail	22.5%	59.2%	18.4%

**TELUS International employees by age group**

Employee category	under 30 years old	30-50 years old	over 50 years old
Senior Management	0.0%	75.7%	24.3%
Middle Management	25.4%	72.0%	2.6%
Professional / Staff	45.9%	51.3%	2.8%
Frontline / Agents / Retail	56.2%	40.3%	3.5%
Unmapped <sup>1</sup>	32.3%	63.2%	4.5%

<sup>1</sup> The roles of 418 TELUS International employees at Competence Call Center, acquired in 2020, have not yet aligned to TELUS International standards and have been reported as 'unmapped'.

**TELUS Domestic employees by gender**

Employee category (%)	Female	Male
Senior Management	31.5	68.5
Middle Management	36.1	63.9
Professional / Staff	39.7	60.3
Frontline / Agents	33.9	66.1

**TELUS International employees by gender**

Employee category (%)	Female	Male
Senior Management	34.9	65.1
Middle Management	38.8	61.2
Professional / Staff	46.3	53.7
Frontline / Agents	45.8	54.2
Unmapped <sup>1</sup>	41.9	58.1

<sup>1</sup> The roles of 418 TELUS International employees at Competence Call Center, acquired in 2020, have not yet aligned to TELUS International standards and have been reported as 'unmapped'.

**TELUS Domestic employees by designated groups<sup>1</sup>**

Employee category (%)	2020	2019	2018	2017
Female	36.8	37.1	37.7	36.1
Visible minorities <sup>2</sup>	33.1	32.6	31.8	31.5
Persons with disabilities <sup>2</sup>	8.3	8.3	8.2	8.1
Indigenous Peoples <sup>2</sup>	3.6	3.6	3.8	3.7

<sup>1</sup> Due to improvements made to our workforce tracking methodology in 2020, previous years' data in this table has been restated.

<sup>2</sup> Data for these categories depends upon employee self-identification in TELUS' diversity survey

# Supply chain sustainability

## Vendor payments

(\$ millions, except as noted)	2020	2019	2018	2017
Vendors with locations in Canada	8,527	8,861	9,287	8,574
As a % of total vendor payments	93	93	93	91
Non-Canadian vendors	673	689	676	829
As a % of total vendor payments	7	7	7	9
<b>Total vendor payments</b>	<b>9,200</b>	<b>9,550</b>	<b>9,963</b>	<b>9,403</b>
<b>As a % of consolidated revenues</b>	<b>60</b>	<b>65</b>	<b>69</b>	<b>70</b>

# Privacy, transparency and regulatory compliance

## Information requests by law enforcement agencies

Type of request	2020	2019	2018	2017
Court orders	6,679	6,069	4,858	4,785
Subpoenas	273	439	559	465
Mutual legal assistance treaty (MLAT) orders <sup>1</sup>	7	4	2	3
Emergency calls	66,304	57,443	60,935	57,704
Legislative demands <sup>2</sup>	646	1,335	1,152	975

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

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

## Political contributions

(\$ millions)	2020	2019	2018
Political contributions	0	0	0