



2018 Report on

# Diversity & Inclusiveness

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## i. Introduction

### Our vision of diversity and inclusiveness

To be a global leader in diversity and inclusion, growing our diverse talented team and inclusive culture and strengthening our ability to connect for good. These different perspectives, experiences and ways of thinking enable us to spark innovation, achieve our business strategy, and put our customers first.

### The business case for diversity and inclusiveness

At TELUS, we honour individuality and celebrate the diversity within our team, our company and the communities where we live, work and serve. To be a leader in diversity and inclusion means ensuring that our amazing team reflects the diversity of our customers and communities at every level of the organization. By fostering a culture of acceptance, appreciation and inclusiveness, our team members can bring their whole self to work and share their personalities and uniqueness with confidence and trust.

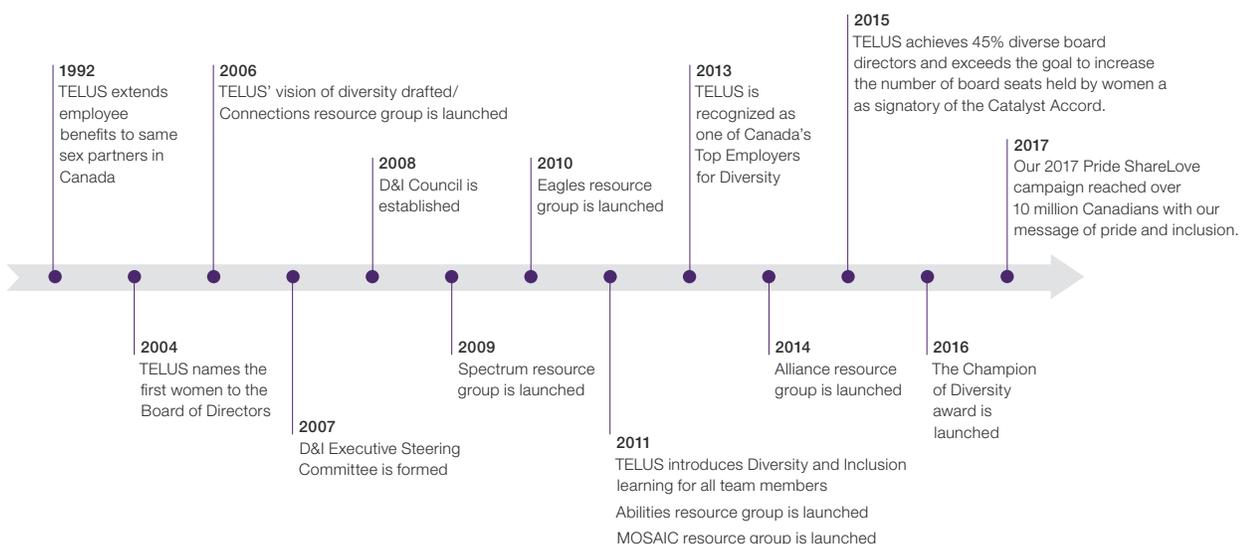
In a world of increasing competition and customer choice, a diverse and inclusive environment also promotes diversity of thought – the genesis of innovation.

Our goal is an enhanced customer experience, a stronger competitive position and an improved ability to attract and retain the best talent.

## Diversity and inclusiveness milestones for 2018

- Diversifying our job candidate pool through establishing partnerships with various industry organizations including SenseAbility, Canadian National Institute for the Blind, Magnet, and Indigenous Link.
- Developing job aids to help leaders better understand how they can support persons with disabilities, and generating ideas to improve our job postings, careers website and training.
- Focusing on strengthening the quality and quantity of women and diverse candidates in technical and leadership positions, including launching two new Diversity and Inclusiveness scholarships that focus on females and minorities in technology.
- Engaging over 7,000 TELUS team members through our Team Member Resource Groups (TRGs) to play an important role in advancing inclusion within our organization and throughout the communities where we live, work and serve around the world.
- Maintaining sponsorships with the We Matter campaign, a multimedia program targeting youth and young adults at-risk for suicide, and Indigenous Careers (an organization that helps market our employment opportunities to urban Indigenous and on-reserve individuals across the country).
- Volunteering, with the Spectrum Team Member Resource Group, over 43,500 hours in our local communities, and opening a new Chapter in Las Vegas, Nevada, where we participated in Pride for the first time.

## History of Diversity at TELUS





## ii. Our team

Who we are



\* Percentage statistics only represent TELUS team members based in Canada

### A culture we are proud of

TELUS' commitment to diversity and inclusiveness is a defining feature of our unique culture. Our team members have made it clear that this commitment is part of what makes them proud to be a part of the TELUS family. The composition of our team reflects the beautiful and diverse makeup of our country, our markets and our clients, enabling us to better deliver on our top priority to consistently put our customers first in everything we do.

We strengthen engagement by fostering a culture where team members can openly share their views, personalities, and uniqueness with confidence and trust. It's important that we have an open channel of communication with our team members so in 2016 we introduced an index on our engagement survey to measure how our team experiences our commitment to diversity and inclusion. The 2018 results showed that 95 per cent of TELUS team members agree or strongly agree that "We have a work environment that embraces diversity and accepts individual differences (e.g. gender, race, ethnicity, sexual orientation, religion and age, etc.)"

## Diversity and Inclusiveness Office

The Diversity and Inclusiveness Office leads the diversity and inclusiveness strategy across TELUS and works alongside the Diversity and Inclusiveness Council and the TELUS employee resource groups to develop and implement initiatives that promote diversity and inclusiveness.

## Respectful Workplace Office

Respect is a cornerstone of our values and culture at TELUS. The Respectful Workplace office works within the framework of TELUS' Respectful Workplace Policy and relevant human rights legislation to support the TELUS team in building a strong culture of inclusiveness and respect.

## Diversity and Inclusiveness Council

Our commitment to being an employer of choice for all, as well as a service provider that reflects and serves the unique needs of our communities, is thanks in part to the vision and dedication of the TELUS Diversity and Inclusiveness Council.

Team members with diverse backgrounds, experiences and perspectives serve on the Council, building awareness of the value of diversity to our team and company, as well as supporting initiatives to put in place equity seeking practices and programs.

## Board of Directors diversity representation

We believe that fostering diversity provides a major competitive advantage and enables our Board to benefit from a broader range of perspectives and relevant experience that better reflects our customers and the communities we serve.

In support of our Board diversity policy, we set objectives to have diversity represented by not less than 30 per cent of our Board's independent members and a minimum representation of 30 per cent of each gender by the end of 2018. Prior to our 2019 AGM we attained these objectives with 50 per cent (six nominees) of our independent directors representing diversity and 42 per cent (five nominees) being female. Please

see page 20 of our 2019 Information Circular for charts that provide information relating to the gender, age, geographic representation and tenure of our Board.

In 2018, we also signed the Catalyst Accord 2022. The Accord calls on Canadian boards and CEOs to accelerate the advancement of women in business by increasing the average percentage of women on boards and in executive positions in corporate Canada to 30 per cent or greater by 2022. This involves sharing key metrics with Catalyst for annual benchmarking of our collective progress.

## TELUS resource groups

Our 6 TRGs have achieved over 7,000 memberships and together play an important role in advancing inclusion within our organization and throughout the communities where we live, work and serve around the world. These groups offer mentoring, networking, peer support, volunteering and coaching opportunities to members. Our TRGs also enable us to better understand the needs and preferences of our diverse customers and help TELUS to become one of the most recommended companies by customers in the world.

## Abilities Network

Founded in 2011, the Abilities Network promotes awareness of the varying abilities in the TELUS team and across our communities in order to foster inclusiveness, support and personal empowerment. The group's strategic focus is promoting the inclusiveness of individuals with varying abilities within our team, customers and communities. Fostering an environment that is inclusive of current and future team members with varying abilities.

In 2018, the Abilities group continued to act as leaders in advancing the accessibility of technology for our team members and our customers. The network hosts the annual #A11yTO conference, a multi-track bootcamp for accessibility advocates and practitioners from novice to expert level. The event has become a nationally recognized learning and networking opportunity showcasing the latest advancements in digital accessibility.

## Connections

First introduced in 2006, Connections has grown into a group of TELUS team members and supporters committed to advancing gender equality at all levels, making TELUS a place of choice to work for women in Canada and internationally. In 2018, the Connections network grew their membership to a total of 4,600 women and allies in 15 chapters, representing regions across Canada and internationally with chapters in the Philippines, Guatemala and El Salvador.

In support of these objectives, a global annual awards celebration was introduced in 2011 called the CHLOE (Connections Honours Leaders of Excellence) Awards. This recognition program profiles and celebrates exceptional women who have made a profound difference at TELUS or in their community, as well as leaders who have made a significant contribution to the advancement of women at TELUS. Since this program's inauguration, the contributions of 378 TELUS team members have been recognized with a CHLOE award.

Other Connections activities include professional development opportunities, volunteering together in their communities, and connecting with one another at networking events. In 2018, Connections chapters held over 90 events, engaging its membership through networking and learning events during the year. These activities included events with community partners such as Forward Together and Bringing Women Together, participating in this organization's first ever Sponsor Summit. Three hundred participants joined in the first Women in IoT event that leveraged Facebook's live stream technology to reach participants both live and virtually. Connections members have also held events to give back to the communities in which they live, for example, more than 60 members volunteered in the TELUS Habitat for Humanity Women's Build which raised a total of \$34,000, and in other chapters events were held to support other women-focused community initiatives such as Dress for success and Girls Learning Code.



# Eagles

In late 2010, team members with Indigenous backgrounds came together to form Eagles, our Indigenous TRG. The name Eagles stands for Empowering Aboriginal Groups through Learning, Embracing and Serving. The mission of our Eagles TRG is to engage, support and inspire TELUS Indigenous team members in the pursuit of excellence in their careers and to provide an inclusive professional environment for Indigenous team members and their allies; therefore, driving success in TELUS business initiatives.

Each year the Eagles celebrate the unique heritage, diverse cultures and outstanding achievements of Canada's Indigenous peoples annually on National Indigenous Peoples Day. In 2018, TELUS team members volunteered at indigenous events across Canada as a part of our TELUS Days of Giving campaign to support and celebrate Indigenous art and culture.



In 2018, TELUS continued our partnership and support of the Indigenous youth WE Matter Campaign. We Matter is a national multimedia campaign designed to gather positive messages from influential people across the country, to offer support for Indigenous youth going through a hard time. Also in 2018, the TELUS StoryHive team supported the first Indigenous Storyteller Edition awarding 30 Indigenous filmmakers with \$30,000 grants to produce indigenous focused content. The Eagles also began a new partnership in 2018 with Indigenous Link to help bring awareness and presence of TELUS to smaller regional communities through various proprietary Community Outreach engagement tools.



## MOSAIC

Established in 2011, MOSAIC is our multicultural team member resource group. Over the last several years, the group has gone from small groups in major cities to over 1,000 members with regional chapters in B.C., Alberta, Ontario and Quebec.

MOSAIC leverages the power of food to connect us to culture and to one another. Each year the group hosts the Taste of TELUS, an annual national potluck event that brings more than 2,000 team members together across 30 locations, to celebrate their cultural backgrounds over food. The MOSAIC TRG also supports nationwide celebrations for Chinese New Year, Vaisakhi, and Diwali, in coordination with targeted marketing offers for the celebrating communities.

MOSAIC team members work to pay it forward to the next generation of Canadians through mentoring professionals who are new to Canada. MOSAIC has helped to recruit TELUS team members in Montreal, Toronto, Edmonton, Calgary and Vancouver to mentor professionals who are new to Canada in collaboration with local immigrant employment councils, such as the Edmonton Regional Immigrant Employment Council (ERIEC).

In 2017, the program launched three new partnerships with Emploi-Québec, the Board of Trade of Metropolitan Montreal and the Ottawa Community Immigrant Services Organization. In 2018, the MOSAIC TRG continues to support and partner with local Immigrant Employment Councils (IECs) in Montreal, Toronto, Ottawa, Calgary, Edmonton and Vancouver. This partnership resulted in 173 mentorship matches where team members directly supported new internationally trained professionals in Canada to further their careers in their respective cities. To date, 860 new Canadians have been mentored and supported by our TELUS team nationally.

## Spectrum

In 2009, nine individuals came together to form Spectrum, our resource group for lesbian, gay, bisexual, transgender, queer and allied (LGBTQ+) team members, with a vision of creating a more diverse and inclusive work environment at TELUS. Since then, membership has grown to more than 2,000 members and the mandate has expanded to help TELUS become the most LGBTQ+ friendly company in the markets where we live, work and serve. Through advocacy, education, networking, sponsorships and volunteering, Spectrum members help support TELUS' vision of diversity and inclusiveness and deliver on our brand promise – the future is friendly – to LGBTQ+ customers, team members and community members.

2018 was a year of progress for Spectrum. In early Spring, Spectrum was awarded the Western Canada Employee Resource Group of the Year from the Canadian Centre for Diversity and Inclusion. Other initiatives included advancing our corporate Transitioning Guidelines, expanding our Gender Neutral washroom footprint in many TELUS campuses, and creating an LGBTQ+ learning series to educate team members on various topics. At the end of 2018, Spectrum was successful in recruiting 14 new global leadership team members and launching a new chapter in Nevada, U.S.A.





### III. Customers

Over the past 15 years, our customers' needs have changed, shifting from needing our help to make intimidating technology friendly, to seeking expert guidance to find the best solution to power their lives. Today, customers are increasingly focused on supporting businesses that share their values.

Our TELUS team is strengthened by the unique experiences, approaches and skills of our people. This diversity of thought leads us to create innovative solutions to meet the needs of our customers. Technology is always changing and we have evolved to support our customers in exciting new ways.

#### Optik TV

Nothing brings us all together like sharing stories and Optik's incredible variety of programming ensures we honour the multicultural heritage of our country by bringing the best stories to every customer, every day.

TELUS Optik TV offers over 73 multicultural and multilingual channels and channel packages.

With more multicultural content than any other service provider in Western Canada, TELUS has channels in 16 languages, including six Filipino channels, 20 Chinese channels and 30 South Asian channels.

## Accessibility

At TELUS, we recognize that access to products, services, solutions, or environments by persons of all abilities is integral to being a leading service provider and promoting inclusion and accessibility within our workplace and the communities we serve.

That is why we are on a journey to better understand and implement practices that will demonstrate our commitment to providing solutions and environments that can be used by the widest possible audience, including older adults and people with disabilities. Some of the inclusive options we offer our customers include:

- Introduction of special wireless plans for persons with disabilities
- Ongoing study for accessibility of wireless devices
- Improvements to customer service capabilities in stores and online for accessibility customers
- Enabling customers with varying abilities to apply for exemptions from directory assistance charges and to receive their TELUS bill in alternate formats
- Offering an Accessibility section on [telus.com/accessibility](https://www.telus.com/accessibility), which outlines our diverse service options for customers with varying abilities. For example, we offer a mobile phone selection tool to assist customers with selecting a mobile phone with the accessibility features most helpful for them
- All Optik Local content, produced by TELUS and community members, is closed captioned
- Looking forward, we plan to create accessibility centres of excellence within customer facing channels





## iv. Communities

Our passionate social purpose is underpinned by our team’s desire to build stronger, more diverse and inclusive communities by giving where we live. Indeed, our team recognises that there is a profound relationship between the success of our company and the well-being of our communities. These efforts are anchored in our TELUS Community Boards across Canada and around the world. Through both our Community Boards and our broader community partnerships, we have supported hundreds of grassroots charitable efforts that promote diversity and inclusion.

TELUS Community Boards are an innovative funding model that puts philanthropic decision-making in the hands of local leaders who know their communities best. The focus of the Boards is to provide grants to grassroots Canadian charities that support disadvantaged youth. Preference is given to projects that also demonstrate tangible technological or social innovation.

Since inception in 2005, our Community Boards have contributed \$72 million and supported 7,000 projects. In 2018, our 13 TELUS Community Boards across Canada contributed \$4.2 million to local charities and supported more than 370 projects. Additionally, our five TELUS International Community Boards – in Bulgaria, Romania, Guatemala, El Salvador and the Philippines – contributed approximately \$650,000 (US \$500,000) in support of 84 projects.

## Launching the TELUS Friendly Future Foundation

In 2018, we launched the TELUS Friendly Future Foundation™, an independent charitable organization founded to address the social and economic challenges facing Canada's vulnerable youth, made possible by an unprecedented \$120 million donation from TELUS. With the endowment enabled by TELUS' donation, the Foundation will have the means to help vulnerable youth thrive in our challenging world. The Foundation will provide better access to health and educational opportunities, enabled by technology for years to come.



The donation to the Foundation, made possible by the sale of TELUS Garden in Vancouver, provides sustainable funding for many of our social purpose initiatives for years to come.

The Foundation represents the next evolution of our philosophy to give where we live. It provides financial grants to small, grassroots charities across Canada that need help in directly supporting youth in our communities. It builds on the achievements of our 13 TELUS Community Boards across Canada and ensures our commitment to giving will be sustained for decades.

For more information on the TELUS Friendly Future Foundation, visit the [Foundation's website](#).



## Connecting for good

The foundation of our social purpose is our commitment to enabling better outcomes for Canadians. Through our Connecting for Good™ programs – Health for Good™, Mobility for Good™ and Internet for Good™ – we are leveraging our technology to ensure disadvantaged and underserved citizens are connected to the people, information and opportunities that matter most. Our life-changing programs provide TELUS-subsidized access to the technologies that underpin the success of so many Canadians at risk of being left behind in our increasingly digital society. For more information, visit [telus.com/community](https://telus.com/community).

## Bringing healthcare to homeless citizens

Doing good business includes helping those who are homeless. Today, there are thousands of Canadians experiencing homelessness on any given night, often living with complex health and addiction issues. These marginalized populations cannot easily access primary medical care yet are in urgent need given the increasing number of emergency room visits each year.

Health for Good brings necessary medical care, including electronic health records, to vulnerable people on the streets through mobile health clinics.

In 2018, we expanded our Health for Good program to Vancouver, Victoria and Calgary. This helped reconnect marginalized citizens to our healthcare system by deploying specially equipped mobile health clinics into communities where frontline care is urgently needed. These clinics on wheels – equipped with TELUS Health electronic medical records technology and powered by TELUS technology to assist the onboard care team – bring necessary medical care to homeless citizens and similarly underserved communities.

Since inception in Montreal in 2014, the program has supported more than 10,000 patient interventions, with ongoing efforts being made to integrate these patients into the broader healthcare and social support systems. Plans are underway to introduce mobile clinics to additional communities across Canada in 2019.

See how this program brings [health care interventions to people living on the streets](#).



## Helping at-risk youth stay connected

Every year about 2,300 youth grow out of Canada's child welfare system. Without the proper resources available many young people leaving the system find the transition to independence difficult to navigate and face increased risks of poverty, homelessness, substance abuse, relationship breakdowns, anxiety, depression and suicide.

Launched in 2017, Mobility for Good supports vulnerable youth transitioning out of foster care to gain their independence by helping them to stay connected to their support networks – social services, education and employment opportunities. Youth are provided with a fully subsidized cell phone and data plan.

After launching our Mobility for Good program in B.C. we expanded the program to Ontario and Alberta in 2018. We also launched a pilot program in Quebec, in partnership with the Children's Aid Foundation of Canada and the Fondation du Centre Jeunesse.

Today, approximately 1,500 youth participate in Mobility for Good. With the recent expansion, Mobility for Good can assist more than 10,000 youth who qualify for the program. This number is expected to grow in 2019, as we continue to expand the program into Manitoba, New Brunswick and further across B.C. and Quebec.

See how this program helps [youth transitioning out of foster care gain their independence while staying connected.](#)

## Supporting low-income families

Forty per cent of families living in poverty lack access to in-home Internet. Yet every day, students are assigned homework that requires this connectivity.

Since introducing Internet for Good in 2016, we have offered low-cost high-speed Internet, training and tools to 30,000 low-income families in B.C. and Alberta. At the end of 2018, approximately 5,000 households are participating in these programs with TELUS. In late 2018, we extended the reach of our Internet for Good program to more low-income families by participating in the federal government's national [Connecting Families](#) initiative – driven by the creation of our program – and will now offer 50,000 low-income families access to low-cost, high-speed Internet and a computer, as well as training and tools to participate safely in our digital world.

See how this program [helps families participate safely in our digital world.](#)



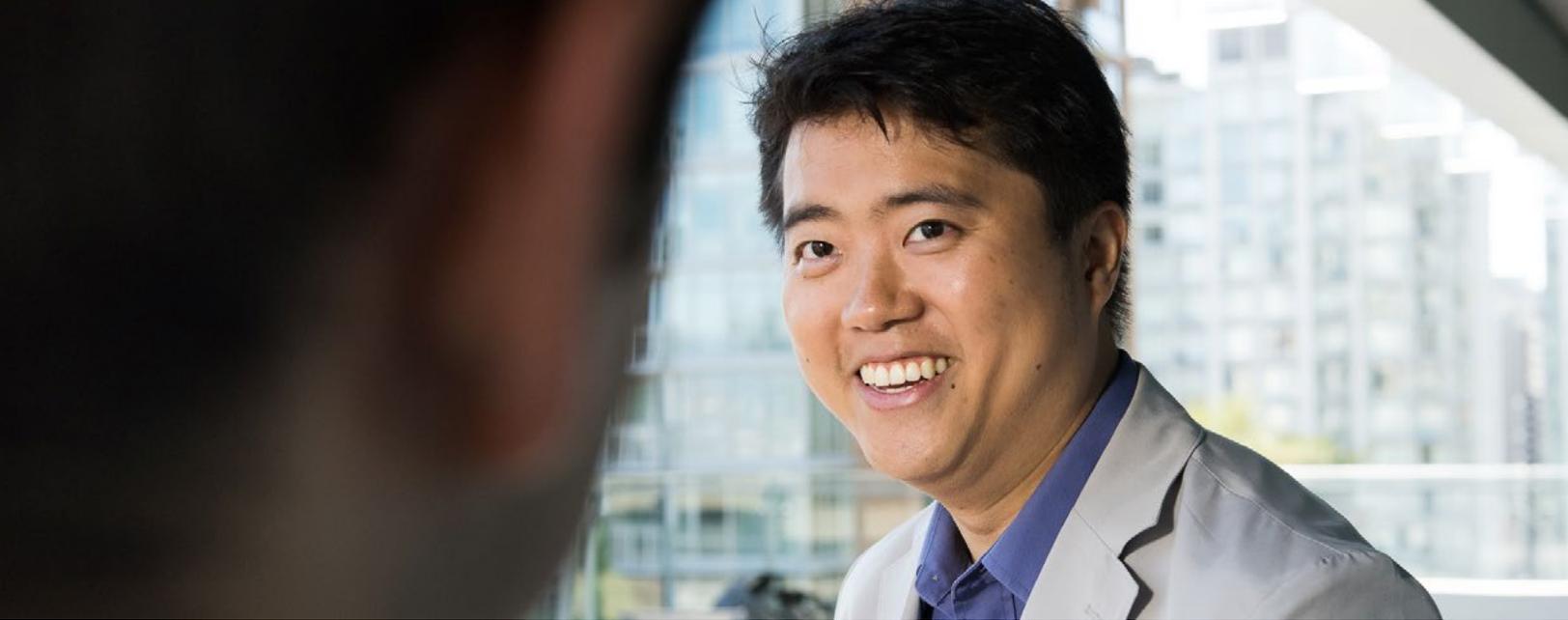
## Creating a whole that is greater than the sum of its parts

At TELUS, we believe diversity creates a whole that is greater than the sum of its parts and we demonstrate our commitment through our annual support of Pride events across the country and internationally. Every year, TELUS supports Pride through local sponsorships in key communities. Our team members, friends and family come together to walk and celebrate the power of inclusion and the importance of diversity for our customers, community and team.

In 2018, over 1,600 TELUS team members, friends and family proudly participated in 20 Pride festival celebrations from Victoria to Halifax, and in Manila, Philippines. Each location invited fellow supporters to share stories on what Pride means to them to help Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) youth feel supported. For the first time, we also leveraged our retail channels across Canada to advocate and raise funds for local charities supporting LGBTQ+ youth through the sale of phone rings.

Since 2000, TELUS, our team members and retirees have contributed more than \$4.6 million and thousands of volunteer hours of service to LGBTQ+ organizations across Canada.





## v. Suppliers

Our Supplier Diversity Program delivers an improved and innovative customer experience by taking proactive steps to provide equal access to suppliers that reflects the diversity of where we live, work and serve.

The program encourages economic development and provides more opportunities for ethnic minority, Indigenous, LGBTQ+ and/or women-run organizations to bid for our business in competitive processes so that our suppliers reflect our diverse customer base and bring new ideas and creativity to the table.

As supplier diversity develops across Canada, TELUS is a leader in supporting policy development and growth through board representation, partnerships and development programs. Members of the TELUS Procurement organization actively contribute on the boards of:

- Canadian Aboriginal and Minority Supplier Council (CAMSC)
- Women Business Enterprises (WBE) Canada
- The Procurement Advisory Council for Canadian Gay and Lesbian Chamber of Commerce (CGLCC).

Throughout the year, TELUS team members, including members of our internal team member resource groups, participate in a variety of supplier diversity marketplace events across Canada as presenters and regular corporate table hosts for marketplace meetings to expand opportunities for diverse suppliers.



Diversity is beautiful.