

# stronger together



# We are creating a friendlier future

Together, we are bridging the digital and socio-economic divides, enabling us all to be connected, safe and healthy in our online world.



## Bridging the divides

We are connecting Canadians with the information and people that matter most to them. Through our leading networks, advanced technologies and innovative social solutions, we are helping citizens fully participate in our increasingly digital world.

In 2017, we launched TELUS Mobility for Good in B.C. to provide young adults transitioning from foster care into independent living with a smartphone and rate plan at no charge. The program ensures that young people can access the critical services and resources they need, such as job training and employment opportunities, and stay connected with their support networks. It also offers digital literacy training and access to TELUS WISE (wise Internet and smartphone education), our free educational program, to help them stay safe online. The program will be expanding to Ontario in 2018.

This initiative builds on our TELUS Internet for Good program, introduced in B.C. in 2016 and Alberta in 2017, which is providing low-income families with TELUS-subsidized home Internet service and access to a low-cost computer and digital literacy training.

## Transforming healthcare

We are enabling remarkable health outcomes through the use of innovative technology solutions, helping patients get better care while easing the burden on the healthcare system. We are working with health authorities and community partners to build a more sustainable healthcare system to address a need for

increased patient satisfaction, experience and safety, as well as improved clinical access and lower costs.

As an example, TELUS Health partnered with Doctors of the World, an international organization that provides medical care to vulnerable populations, on one of Canada's first mobile healthcare clinics. Located in Montreal, the mobile clinic leverages TELUS Health technology to provide care to disadvantaged people directly where they live. Equipped with TELUS LTE Wi-Fi network connectivity and TELUS Health electronic medical records solutions, the mobile clinic enables doctors to offer critical medical care and improved health outcomes to those in need. In 2017, more than 2,000 patients received medical care through the clinic, bringing the total to more than 4,000 since the program began in 2014. Plans are in place to introduce two mobile clinics to B.C. in 2018.

## Caring for our planet

We continue to advance our efforts to promote a healthier, more sustainable environment. In 2017, we progressed our long-term partnership with the Nature Conservancy of Canada (NCC) by becoming its official technology and innovation partner. Our three-year, \$750,000 agreement is providing the NCC with the latest technology – such as Internet connectivity, data capacity, hardware, a wide area network and new phone systems – that will help it more effectively protect 1.2 million hectares of natural habitats, home to some of Canada's most endangered species.



## Giving a million hours

In 2017, in celebration of Canada 150+, TELUS team members, along with Canadians from coast to coast, volunteered more than one million hours to help improve our communities and create meaningful social outcomes.

We place great emphasis on ensuring our buildings meet the highest leadership in energy and environmental design (LEED) standards. Currently, TELUS is the single largest leaseholder of LEED-certified real estate in the country. Our new Calgary office tower, TELUS Sky®, is scheduled for completion in 2019 and is being built to LEED platinum standards.

For more information on our sustainability practices, visit [telus.com/sustainability](http://telus.com/sustainability).

### Advancing education and keeping Canadians safe online

Recognizing the importance education plays in empowering our youth and ensuring their future success, we look for opportunities to fund youth-based education programs and use the power of technology to ensure equal access to learning. Additionally, as digital interactions increase, we remain committed to helping Canadians stay safe online.

An important element of our digital strategy is TELUS WISE, which offers innovative training and educational resources to Canadians of all ages about safe and responsible Internet use. As part of this program, we provide youth with critical tools and knowledge that can help them recognize and combat cyberbullying and learn how to keep themselves and their friends safe in our digital society. In 2017, we surpassed 1.7 million engagements with TELUS WISE.

We also inspire youth to drive social change through our 10-year partnership with WE, an international charity and educational partner. TELUS is the national co-title sponsor of WE Day, the largest series of youth education and empowerment events in North America, which brings socially minded teens and pre-teens together with world-renowned motivational speakers and individuals who have overcome adversity. Last year, 136,000 youth attended 11 WE Day events across Canada.

In addition, TELUS recently collaborated with WE to develop a co-branded school curriculum that focuses on cyberbullying and digital citizenship, and features TELUS WISE resources. The curriculum, which was distributed to 6,000 schools and groups across Canada in 2017, includes educational resources and lesson plans that are designed to help youth rise above cyberbullying and create positive change in their communities.

### Helping those in need

Our team is passionate about making a positive social impact and providing support for those who need it most. We are guided by our community philosophy – we give where we live® – and are committed to making a difference in our communities. Our vision is to create strong, sustainable communities, with a particular focus on empowering our youth to reach their full potential.

In 2017, TELUS, our team members and retirees contributed more than \$45 million to charitable and community organizations and volunteered one million hours.