



2017 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 with top talent reflecting the diversity of our customers and communities at every level of the organization. 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.

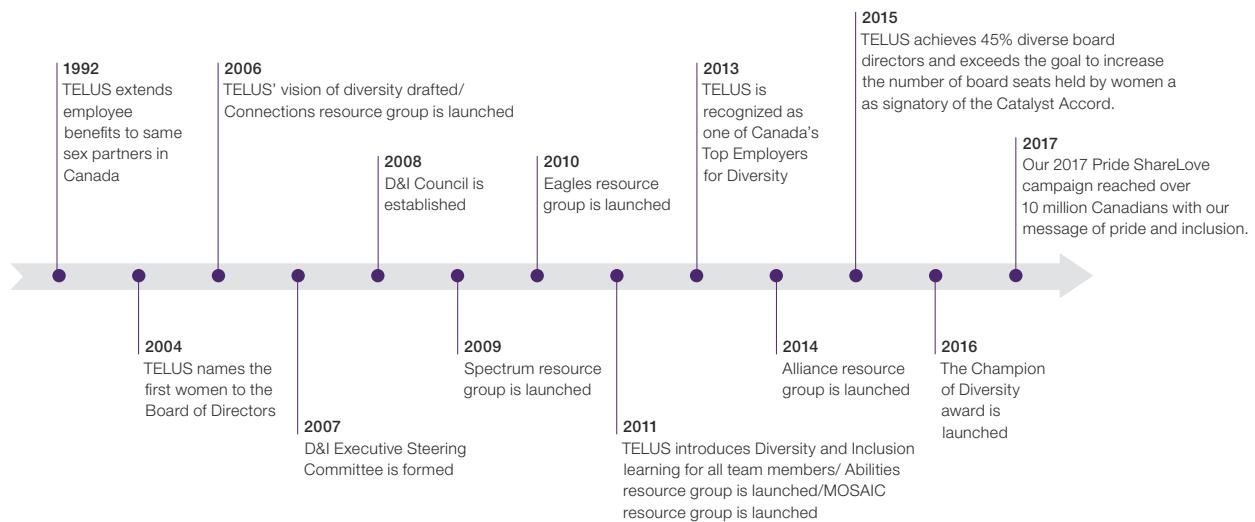
In a world of increasing competition and customer choice, a diverse and inclusive environment also promotes diversity of thought – the genesis of innovation.

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 2017

- TELUS International was named one of Mogul's Top 100 Innovators in Diversity and Inclusion highlighting a groundbreaking inclusion program for the hearing impaired in Guatemala.
- TELUS' gender diversity initiative aimed at increasing the representation of women in technical roles leveraged story-telling to profile female technicians at TELUS and to create a new generation of role models.
- During the 2017 Canadian Football League season, TELUS' #AllConnected initiative used 360-degree video technology to bring fans closer to the action who, due to illness or disability, could not otherwise experience the game.
- Our Optik Local TV programming features groundbreaking projects that highlight the best of diversity in Canada.
- In 2017, over 145 new immigrants participated in the MOSAIC Mentorship Program in Vancouver, Calgary, Edmonton, Toronto and Montreal.
- Our Connections resource group championed TELUS' sponsorship of Bringing Women Together at their annual event Advancing Diversity and Inclusion within the Workplace.
- Our 2017 Pride ShareLove campaign reached over 10 million Canadians with our message of pride and inclusion.
- Through consultation with transgender-identified team members, we updated resources and guidelines to support team members transitioning at work.

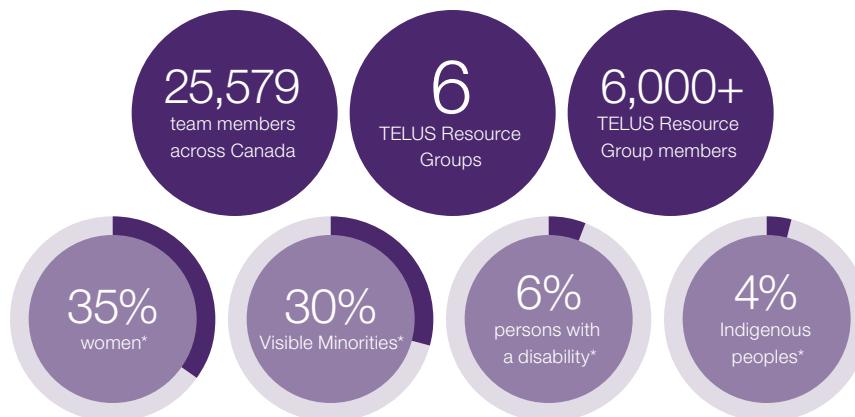
## History of Diversity at TELUS





## 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 2017 results showed that 91% of team members feel that their colleagues and managers embrace diversity of thought and that TELUS has an inclusive culture that embraces and accepts individual differences.

## 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 such as the creation and growth of team member resource groups.

## Board of Directors

In 2013, the TELUS Board adopted a target of having diverse members represent between 30 and 40 per cent of its independent directors, with a minimum representation of 25 per cent women, by May 2017. The Board also agreed to have TELUS sign the Catalyst Accord and thereby pledge to increase the overall representation of women on the Board to a minimum of 25 per cent by 2017. In February 2015, the Board adopted an additional target of having women represent 30 per cent of its independent directors by the end of 2019.

TELUS is promoting the advancement of women on Canadian boards by supporting the Catalyst Accord's pledge for Canadian corporations to increase the overall proportion of Financial Post 500 board seats held by women to 25 per cent by 2017. In addition, we are working to encourage greater diversity on corporate boards across Canada through our leadership as a founding partner with the Canadian Board Diversity Council and the Council's Diversity 50 initiative.

We are proud to have met our first goal as the TELUS Board is now comprised of [45] per cent diverse independent directors, including [27] per cent female, which exceeds our goal of [40] per cent diverse representation. In February 2016, the Board accelerated the target date for achieving a minimum of each gender representing 30 per cent of the independent directors from 2019 to 2018.

Our commitment extends into the broader marketplace, as Darren Entwistle is a founding member of the 30 per cent Club Canada, which is working toward having 30 per cent women on boards by the end of 2019.

## TELUS resource groups

Our 6 TRG's have achieved over 6000 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 TRG's 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 2017, 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 #AllyTO 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

Introduced in 2006, Connections supports the professional development of women at TELUS in Canada and abroad.

Connections' vision is for TELUS to be an employer and supplier of choice for women – empowering them, inspiring success and celebrating diversity. Group members develop and participate in leadership development opportunities, volunteer together in their communities, build relationships with our customers and connect with one another at networking events. In 2011, Connections introduced 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.

In 2017, the Connections network grew by 13% bringing their membership to a total of 1200 women and allies. The group engaged their membership through 41 networking and learning events during the year and participated in the first ever Bringing Women Together 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. In addition, more than 60 members volunteered in the TELUS Habitat for Humanity Women's Build which raised a total of \$34, 000.



## Eagles

In late 2010, team members with Indigenous backgrounds came together to form Eagles, our Indigenous resource group. The name Eagles stands for Empowering Aboriginal Groups through Learning, Embracing and Serving.

Each year the Eagles celebrate the unique heritage, diverse cultures and outstanding achievements of Canada's Indigenous peoples annually on National Indigenous Day. In 2017, TELUS welcomed local indigenous artists to share their traditional and innovative artistry as a part of the celebration.



In the community TELUS supports connecting indigenous youth through the WE Matter Campaign. We Matter is a national multi-media campaign designed to gather positive messages from influential people across the country, to offer support for Indigenous youth going through a hard time. In addition, in 2017 the TELUS

StoryHive team supported Vélo Paradiso, in partnership with, Wapikoni Mobile. As key Indigenous players in Montreal, Wapikoni Mobile and Musique Nomade use music and culture to build bridges between Indigenous and non-Indigenous peoples. The project used a mobile projector to bring indigenous stories and music to parks and other public spaces across Montreal.



## MOSAIC

Established in 2011, MOSAIC is our multicultural team member resource group. Over the last two years, the group has more than tripled in size and now has regional chapters in B.C., Alberta, Ontario and Quebec supporting over 700 members.

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 brought more than 2,000 team members together in 2017, across 30 cities, to celebrate their cultural backgrounds over food.

MOSAIC team members also work to pay it forward to the next generation of Canadians through mentoring professionals who are new to Canada. MOSAIC has helped to recruit more than 280 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. To date, 500 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 (LGBTQA) team members, with a vision of creating a more diverse and inclusive work environment at TELUS. Since then, membership has grown to more than 1,300 members and the mandate has expanded to help TELUS become the most LGBTQA-friendly company in the markets where we live, work and serve.



As part of TELUS' 2017 celebration of Pride we continued our award winning #ShareLove Campaign. During the campaign over 1,500 TELUS team members, family and friends participated in 17 pride parades and festivals across the country. We also shared our pride by illuminating several TELUS office towers in rainbow colours. Donations from the use of the #ShareLove went to Rainbow Railroad, a Canadian charitable organization that helps lesbian, gay, bisexual and transgender individuals escape violence and persecution in their home countries.



## 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, 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
- Offering an Accessibility section on 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 forwards we plan to create accessibility centres of excellence within customer facing channels.



## IV. Communities

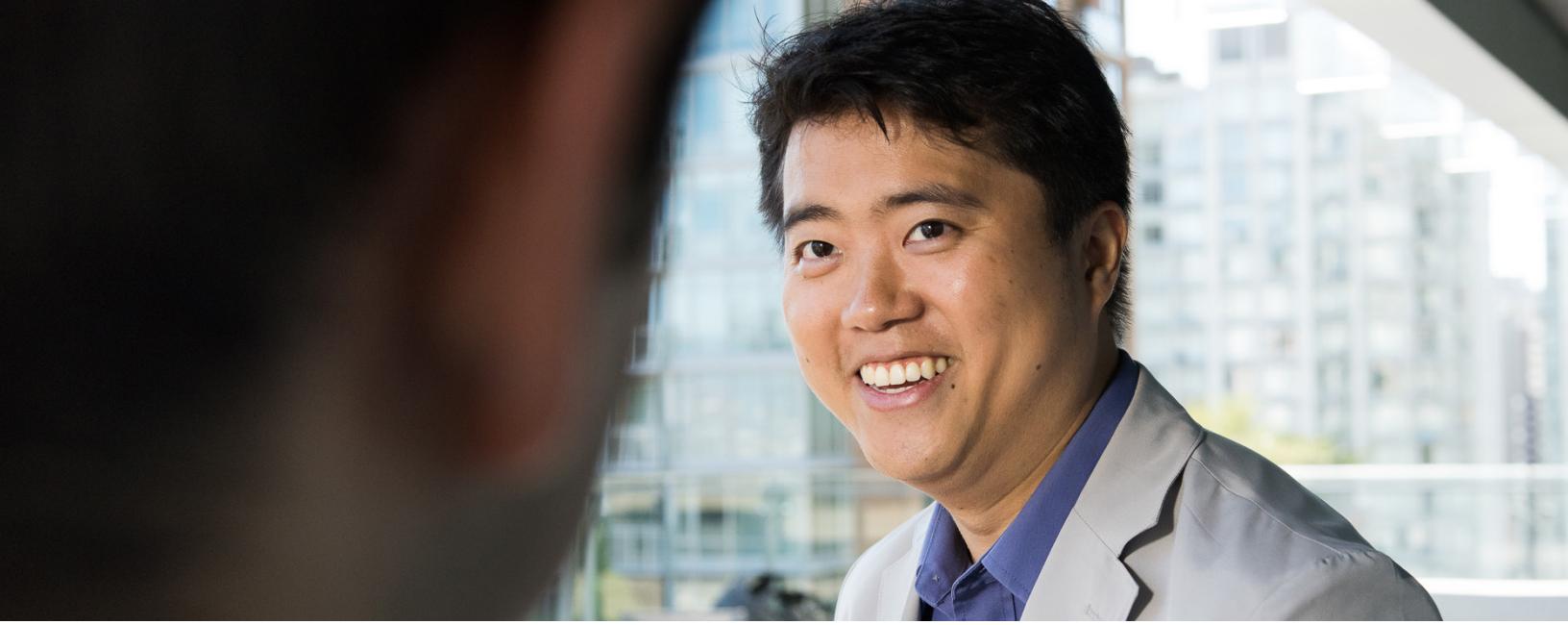
Our passionate social purpose is underpinned by our team's desire to build stronger, more diverse and inclusive communities by giving where we live. Indeed, our team recognises that there is a profound relationship between the success of our company and the well-being of our communities. These efforts are anchored in our 13 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.

In 2017:

- TELUS, our team members and retirees contributed over \$45 million to more than 4,000 charities and community organizations
- Collectively, we volunteered over 1 million hours through our employee and retiree giving programs
- We engaged over 32,000 employees, retirees, family and friends globally through our annual TELUS Days of Giving®.
- Our 13 TELUS Community Boards across Canada contributed \$5.9 million to local charities and supported more than 529 projects
- Our five TELUS International Community Boards contributed approximately \$650,000 (US\$500,000) in support of 79 projects.
- Since 2000, TELUS, our team members and retirees have contributed more than \$22 million and volunteered thousands of hours to causes supporting diversity and inclusiveness.

In 2017 TELUS partnered with WinSport in Calgary to help newcomers integrate by discovering snow and ice sports. WinSport works to remove barriers to these programs, including the costs to help encourage newcomers of all ages to participate in skiing, snowboarding and skating lessons. In 2017 200 newcomers were welcomed into the program through the Calgary Immigrant Women's Association and the Centre for Newcomers.

This year, TELUS also partnered with the Egale Canada Human Rights Trust in Toronto to pilot an innovative new app to empower LGBTQIS2 youth. The project involved the development of a prototype app created for and by LGBTQIS2 youth to enable them to find, peer review and refer services based on their experiences. The project ensures that youth have the knowledge and awareness they need to access safe and reliable services that will understand their needs.



## 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 2017, more than twenty TELUS team members participated in a variety of supplier diversity events across Canada, as presenters and attendees. This momentum will be carried through 2018 as we continue to increase our participation and enhance our relationships with internal team member resource groups.



Diversity is beautiful.