



## Indigenous Connectivity Report

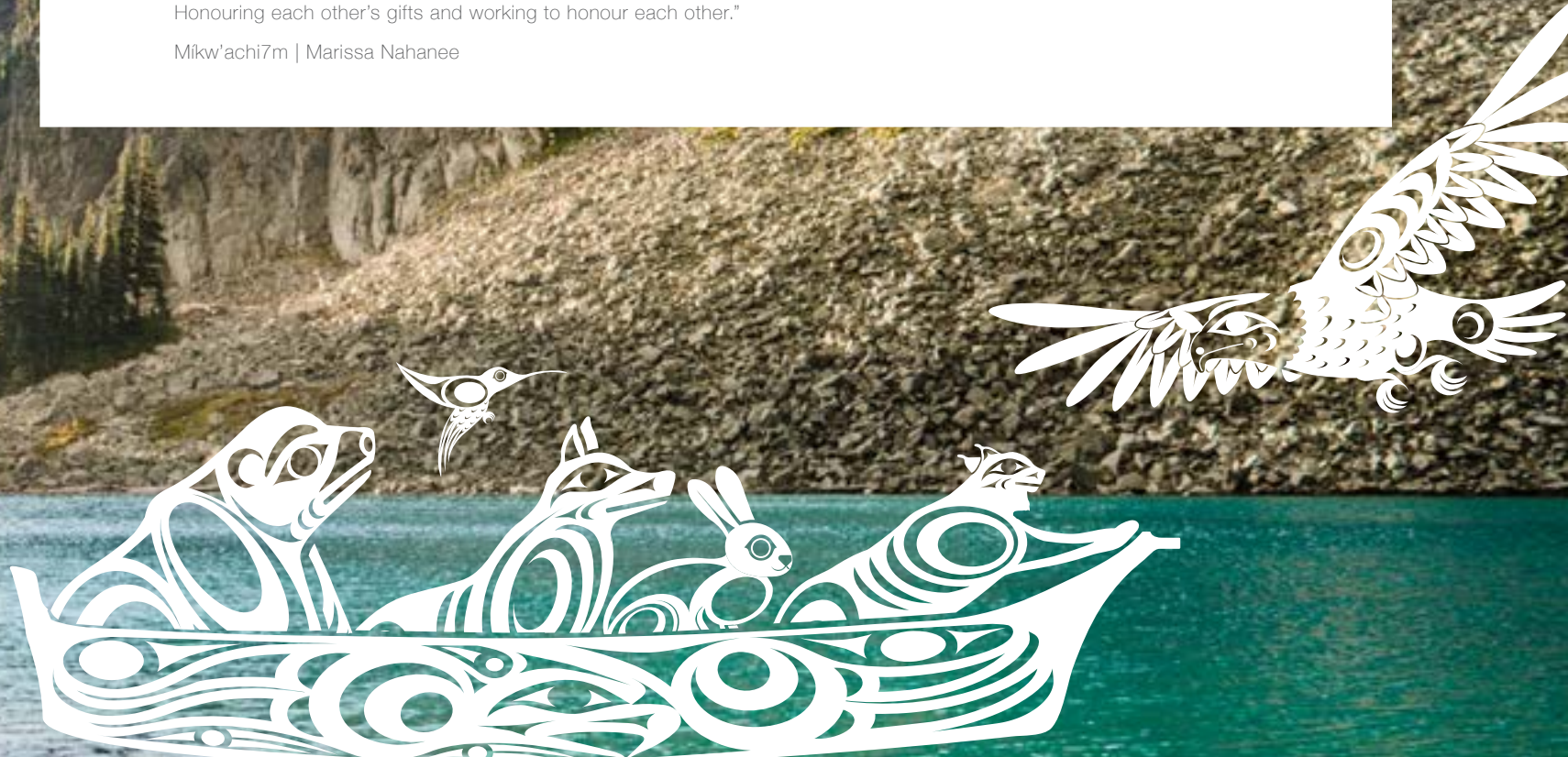
British Columbia | 2020 Edition

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nchu7mut | One Heart, One Mind, One People

"Together, we can accomplish many great successes.  
Honouring each other's gifts and working to honour each other."

Mík'w'achi7m | Marissa Nahanee





## ABOUT THIS REPORT

Supporting the remarkable outcomes that Indigenous communities are driving.

For more than a decade, TELUS has been collaborating with Indigenous governments and organizations as well as federal and provincial governments to bring advanced connectivity to Indigenous communities. Our commitment to support and collaborate with Indigenous communities took on even greater significance when the COVID-19 pandemic hit. Now, when connectivity matters more than ever, we are inspired by what Indigenous governments and organizations are doing to ensure communities stay safe, informed, healthy and inspired.

Photos taken by Lílwat Nation member David Ward. The majority of the regions David captures are connected by a combination of our advanced broadband networks, including TELUS PureFibre, 4G LTE and WHSIA.

Foliage displayed throughout this report are Eastern red cedar, Western red cedar and the salal plant.

 Sást'sxem | Lillooet Lake, B.C.

## A MESSAGE FROM THE ARTIST

Nuu chayap men wa ha7lh,  
Míkw'achi7m kwin kwshámin,  
Marissa Nahanee kwi en sna,  
Tiná7 chen tl'a Esla7án Úxwumixw,  
Skwxwú7mesh chen iy Nisga'a chen,  
An wenáxws ten skwá1wen.

Greetings to all of you and I hope you are well,  
Míkw'achi7m is my true name,  
Marissa Nahanee is my English name,  
I come from the Esla7án Village in North Vancouver, B.C.,  
I am from the Squamish and Nisga'a Nations,  
I am honoured to be here.

In Squamish protocol, I have introduced myself to you so that you know who I am, and where I come from. I am a third-generation artist on both sides of my family, and through art I connect with my ancestors and bring them into our modern way, carrying our teachings and protocol forward. My grandfather taught me that art is an unspoken collaboration between viewer and artist. When creating art, I think of you, the viewer, and infuse you into the piece. As you experience my art, we are creating something beautiful together that will become a piece of both of our stories.

Telecommunications are our modern day smoke signals. They help us remain connected and, now more than ever, remaining connected to one another and to our communities is critical. I see the important work TELUS is doing, providing a safe way for families to connect during these uncertain times. This is especially important for those in our remote communities as it offers a sense of security. I am honored to curate art that tells the stories of our communities, while hopefully inspiring future connections.

Míkw'achi7m | Marissa Nahanee  
[nahanee.com](http://nahanee.com)

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## A MESSAGE FROM TELUS

We are committed to supporting the artistic practices of Indigenous Peoples, while being mindful of the historic role organizations have played in the misappropriation of Indigenous art and culture. We have an obligation and responsibility to ensure that TELUS' use of Indigenous art in our digital and physical spaces is respectful of Indigenous artists. To this end, we collaborated with Marissa Nahanee (Míkw'achi7m) on the intent, context and manner of the art showcased in this document to ensure Marissa retained full intellectual property and control over her work. We are excited to share her artwork with you and encourage you to learn more about how you can appropriately support Indigenous artists like Marissa. We invite you to learn more at [telus.com/indigenousconnectivity](http://telus.com/indigenousconnectivity).







# 01

## Message from our Executive Leadership

 yu?atu čaḥayiis | South Chesterman Beach, B.C.

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stl'alhálemshen | Bear Paws

"Wherever we are we leave our footprints. It is up to us if we leave behind peace or destruction. As we walk into the future, let us make every step count, being mindful of the ones who will be impacted by the decisions we make today."

Míkw'achi7m | Marissa Nahanee

## A MESSAGE FROM OUR EXECUTIVE LEADERSHIP

For more than a decade, TELUS has enjoyed the privilege of working collaboratively with Indigenous Peoples across British Columbia to provide the connectivity, tools and resources that support the unique social, economic and governance goals of each community. We appreciate that meaningful relationships with Indigenous Peoples can only occur within the framework of inclusive dialogue and partnership, and we respect that this looks different for each of the Indigenous communities we serve in British Columbia. In this regard, we remain strongly committed to working with individual Indigenous communities and their leadership to listen, learn and understand how best to connect communities to one of the most advanced communications technologies available in the world today.

At TELUS, the cornerstone of our social capitalism thesis involves leveraging our technology to create meaningful outcomes for everyone. Within the 178 Indigenous communities across our footprint, we currently provide high-speed internet-to-the-premise to more than 18,500 premises across 77 communities, 56 of which will be connected to our TELUS PureFibre network by the end of 2020. Moreover, in remote areas, the introduction of our wireless LTE coverage has revolutionised the use of our network and connected communities where broadband internet access has historically been absent. Indeed, as we continue to iterate toward a fully 5G-enabled world, we are striving to equip every community and every citizen with access to vital opportunities inherent in a connected society.

By connecting Indigenous communities to TELUS' world-leading networks, we are privileged to support cultural revitalization and economic diversification activities, while broadening access to digital and virtual healthcare. Similarly, our network investment is preparing Indigenous Peoples to amplify their cross-cultural reach beyond community boundaries, enabling them to share broadly their successes and learnings. By way of example, this year, in partnership with Worldplay, TELUS made available a streaming platform to enable communities to share video content through a community-owned video storytelling experience.

We are piloting this innovation with four Indigenous communities, empowering them to utilize this platform to best achieve their individual strategic goals, while also broadening the connection within their Nation and beyond.

TELUS' commitment to collaborating with Indigenous communities in British Columbia took on even greater significance in 2020 as a result of the global health crisis. Throughout the COVID-19 pandemic, the TELUS team has mobilized support for Indigenous communities, including sourcing difficult-to-acquire personal protective equipment and food, providing enhanced access to virtual healthcare and offering hundreds of mobile devices to vulnerable members to remain connected to their family and to healthcare providers.

Indeed, we have worked tirelessly to bridge time and distance, keeping Indigenous communities connected to the social, economic and educational resources that matter most, ensuring entire communities – regardless of where they are located in the province – are able to work, learn, and stay safe, informed and entertained during these truly unprecedented times.

As we navigate the ongoing crisis and look optimistically ahead to a period of recovery and renewal, our TELUS team is committed to continuing to provide connectivity and support the goals of Indigenous communities. We are exceedingly proud of our meaningful relationships with Indigenous communities in British Columbia and anticipate welcoming even more members from across the province to our TELUS family.




Darren Entwistle  
President and CEO  
Proud member of the TELUS team



Tony Geheran  
Chief Customer Officer  
Proud member of the TELUS team

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 Image of T'samuus (Sea Monster), created by Robert B Davidson, located at TELUS Garden. We acknowledge that our work spans many Indigenous Territories and Treaty areas, and that our headquarters (TELUS Garden) is located on the territories of the x̱məθḵəyəm (Musqueam), Skwxwú7mesh (Squamish), and Sellwítlulh (Tseil-Waututh) Nations. We are grateful for the traditional Knowledge Keepers and Elders who are still with us today and those who have gone before us. We recognize the land as an act of reconciliation and gratitude to those whose territory we reside on, work on or are visiting.









## 02

### Guiding Principles for Indigenous Engagement

 Tsyexyexéscen | Mount Robson, B.C.

cháàmam | Cedar Branch

“The cedar branch represents cleansing. When we are having hard times we can visit the cedar tree for help to brush off negativity. Similar to smudging, this is the west coast way of asking for positivity and prosperity in our lives.”

Míkw'achi7m | Marissa Nahanee

## GUIDING PRINCIPLES FOR INDIGENOUS ENGAGEMENT

TELUS recognizes Aboriginal<sup>1</sup> Title and Rights and Treaty Rights, as well as the unique culture and governance of individual Indigenous nations and communities. We are committed to engaging 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, supports processes and agreements that reflect this authority and 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.

Through our leading networks, advanced technologies and innovative social solutions, TELUS is committed to supporting the goals of Indigenous Peoples, be it bridging divides in connectivity or addressing healthcare and education gaps, as communicated in the Truth and Reconciliation Commission of Canada: Calls to Action. To learn more, visit [trc.ca](http://trc.ca).

The following principles guide TELUS' engagement with Indigenous Peoples and governments:

- TELUS understands that Indigenous Peoples of Canada are comprised of 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; and,
- TELUS works closely with communities to ensure we carry out our activities and relations in a culturally appropriate and environmentally sensitive manner.

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<sup>1</sup> The term Aboriginal Title and Rights are 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.

“Meaningful engagement and reconciliation with Indigenous Peoples can only happen within the framework of inclusive dialogue, collaboration and partnership, and we respect that this looks different for each of the Indigenous communities we serve. We are committed to building strong, meaningful and collaborative relationships with Indigenous Peoples and governments to bring world-leading connectivity to more Indigenous communities while supporting their long-term goals and demonstrating TELUS’ commitment to the Truth and Reconciliation Commission’s Calls to Action.”

Tony Geheran

Proud member of the TELUS team

 Tsyexyexéscen | Mount Robson, B.C.







03

## Indigenous Connectivity Highlights

 Pemberton Valley, B.C.

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techtchnís | The Hummingbird

“The hummingbird brings luck and joy. They represent the bounty of hard work, and whenever we see their delicate beauty, we know that we are on the right path.”

Mikw'achi7m | Marissa Nahanee

## INDIGENOUS CONNECTIVITY HIGHLIGHTS TO END OF 2020

TELUS PureFibre offers a globally unmatched wireline infrastructure that ensures access to the digital tools to drive improved health, social and economic outcomes. One of the most advanced and capable broadband network technologies available today, our gigabit-enabled TELUS PureFibre investment is equipped to keep pace with ever-evolving technology, offering increasingly faster connections. This new fibre-optic infrastructure is the backbone of TELUS' wireless network, enabling more wireless capacity

and faster speeds and setting the stage for 5G technologies in the years ahead. This technology also extends accessibility, allowing us to connect more and more remote locations leveraging the combination of our infrastructure. In very remote areas the introduction of our wireless LTE coverage is revolutionizing the use of our network, providing high-speed internet access where internet access has not historically been possible.

TELUS is actively collaborating with more than 30 Indigenous communities, governments and third-party organizations to support the expansion of advanced broadband networks and our wireless LTE network in TELUS' B.C. territory over the next three years.

**178**

Indigenous communities serviced by TELUS

**~18.5k**

Homes, businesses, community hubs with access to High Speed Internet (HSIA)<sup>1</sup>

**56**

Indigenous communities connected to TELUS PureFibre

**87**

Indigenous Lands<sup>2</sup> connected to TELUS PureFibre



1 | HSIA is defined as advanced broadband speeds of at least 50 Mbps download and 10 Mbps upload

2 | Reserves, treaty lands and self-governing lands



# +\$25M

Capex dollars invested to connect Indigenous communities in B.C. to our fibre-optic network, including enhanced wireline and wireless connectivity

# 52%

Indigenous lands with 4G LTE coverage

# 21

Indigenous communities partially enabled with HSIA<sup>3</sup>

# 128

Indigenous communities connected to wireless high-speed internet access (wHSIA): 430 Indigenous Lands

 Lighthouse Park, B.C.

3 | Other wireline HSIA

# 17

Indigenous communities connected to TELUS PureFibre through collaboration with organizations like Pathways to Technology and the Government of B.C.

# +40

Schools that are now TELUS PureFibre enabled

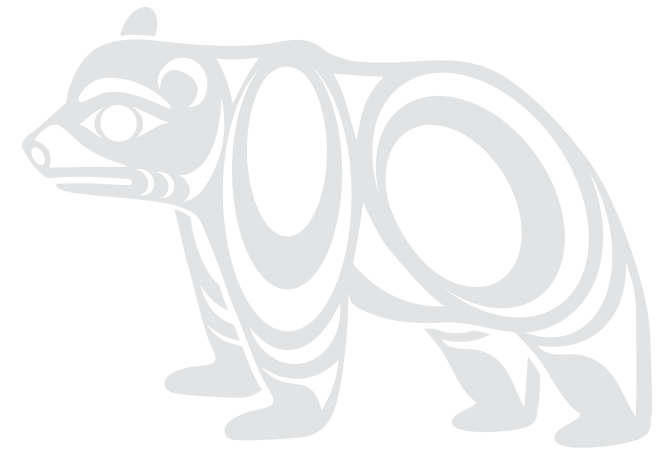
# 28

Schools connected to HSIA in partnership with FNEC









## 04

### Expanding Rural Network Reach

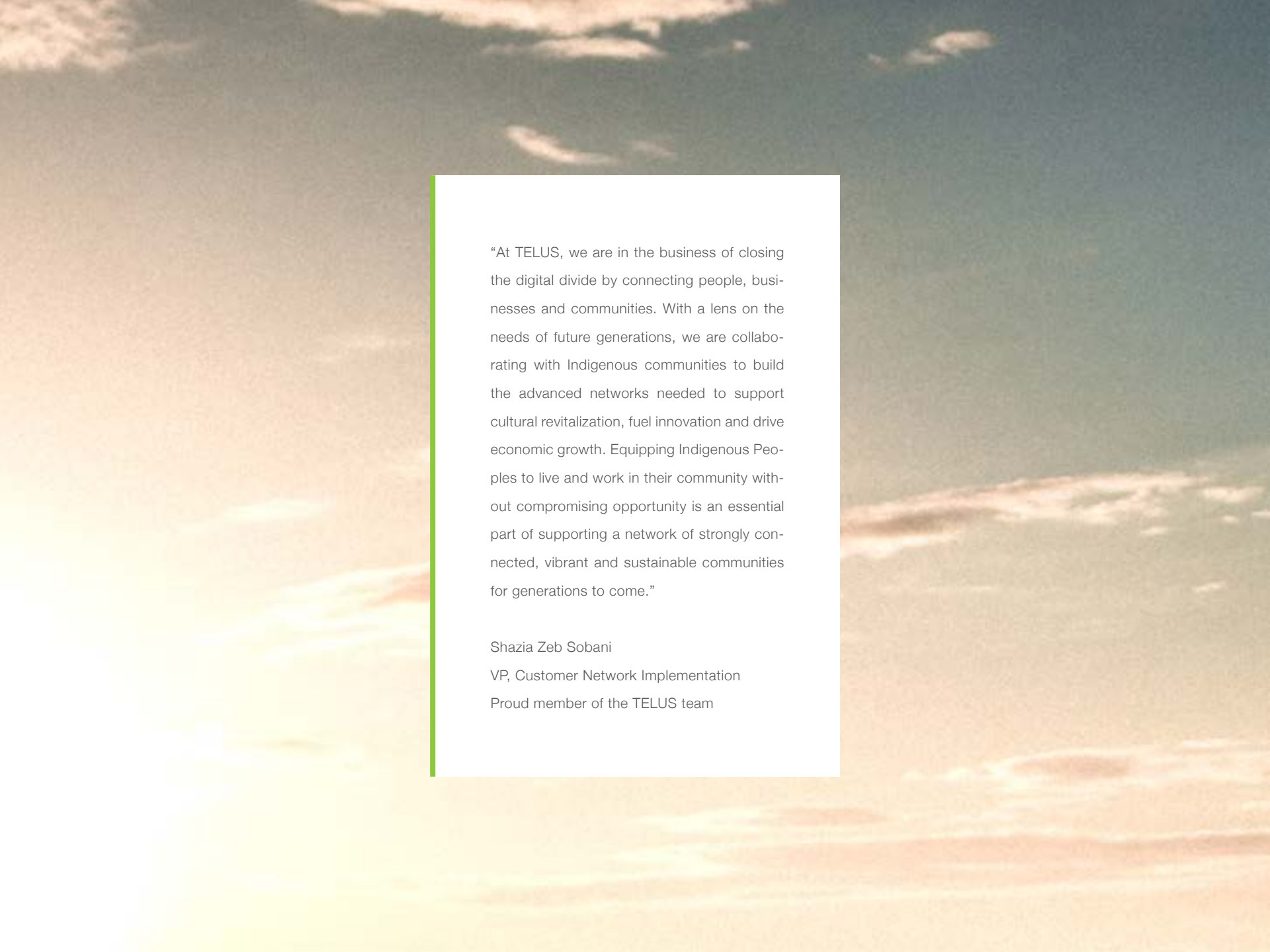
 Teq | Duffy Lake, B.C.

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st'álhálem | The Grizzly Bear

“Another term for Grizzly Bear is older brother. This is how much we respect them. As one of our teachers, they show us which foods are safe to eat during hard times.”

Míkw'achi7m | Marissa Nahanee



“At TELUS, we are in the business of closing the digital divide by connecting people, businesses and communities. With a lens on the needs of future generations, we are collaborating with Indigenous communities to build the advanced networks needed to support cultural revitalization, fuel innovation and drive economic growth. Equipping Indigenous Peoples to live and work in their community without compromising opportunity is an essential part of supporting a network of strongly connected, vibrant and sustainable communities for generations to come.”

Shazia Zeb Sobani

VP, Customer Network Implementation

Proud member of the TELUS team



## EXPANDING RURAL NETWORK REACH

### Esk'etemc: Expanding Real-time Participation

The People of Esk'et have lived on their traditional territory in central British Columbia since time immemorial, and continue today as the caretakers of Esk'etemcúlcw (the land of the Esk'etemc). Ensuring that all community members, whether living inside or outside of Esk'etemcúlcw, remain connected to Esk'etemc's strong cultural values rooted in the connection to the land, and to the wisdom of their ancestors and traditional teachings, is a key priority for their government. With approximately half of Esk'etemc's 1,000 community members living in Esk'et (Alkali Lake), their leadership was determined to ensure all members could easily connect to one another. For Esk'etemc, no matter what else is going on, families need to feel secure and be able to participate real-time in current events.

"We would receive so many requests to share community meetings online so members not living in community or people with limited mobility could participate, but with limited bandwidth upload times were unbearable and impractical. Live streaming was impossible. It would take so long for a video to buffer and upload that it would defeat the purpose. The opportunity to share an immediate experience would pass," affirmed Jonathan Hand, Esk'etemc Communications and Community Development Coordinator.

In the fall of 2019, when the lightning fast speeds of TELUS PureFibre were made available in Esk'et, the impacts were felt instantly. The government began broadcasting cultural events, providing all members with the ability to participate real-time in ceremony. "The cultural impacts are manyfold. We can now broadcast our cultural events and live stream our town halls. Connectivity has enabled community members with the power to participate no matter where they are located," shared Neil Paul, Esk'etemc member and Administrative Assistant.

TELUS PureFibre technology, an extensive communications infrastructure investment in Esk'et, was funded by the Pathways to Technology Project, managed by the All Nations Trust Company, with both TELUS and the Interior Health Authority contributing additional funding. Esk'et was built as part of the Cariboo Chilcotin Corridor Project, an ambitious project to connect 9 First Nations, connecting 13 previously underserved reserves, to the TELUS PureFibre network. This buffer-free technology ensures that workshops, council meetings and town halls can be uploaded almost instantly, supporting Esk'etemc's community engagement objectives and enabling everyone to participate.

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Continue the story on next page

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## Story continued: Esk'etemc: Expanding Real Time Participation

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The need to quickly and easily distribute information was amplified by the COVID-19 stay home order. “In the early days of the pandemic when things were still uncertain and unknown, members could tune in to community updates via live streaming,” shared Neil. Esk'etemc rapidly developed a robust digital communications strategy that included frequent social media and video updates to ensure community members had up-to-date information while staying safe. “With the pandemic I'm not really sure how things would have played out if we didn't have strong connectivity. There would have been a lot more in-person interactions which would have posed a risk to our Elders. That would not have been good.”

Critically, the new technology has opened up the world to Esk'etemc artisans. “Simple things like uploading photos were a barrier to setting up an e-commerce store,” shared Neil. “Community members can upload high-quality photos of items such as hides, moccasins and earrings for sale. The increased presence on the web to sell our products is huge for our community.”

Esk'etemc can now share who they are with the world, with ease. Their documentary film, Ctsenmeŵsctem re Stsmemelt - Showing the Way for the Children, provides a glimpse into Esk'etemc's rich heritage. It shares the story of their peoples journey to reclaiming their heritage and their land, a story that has been shared from Alaska to Australia. Esk'etemc had a rich community life before increased bandwidth but, with TELUS PureFibre, they are able to amplify their voice and the possibilities are endless. Learn more about the Esk'etemc First Nation at [esketemc.ca](https://esketemc.ca).



### Cariboo Chilcotin Corridor Project Update

In 2019, the All Nations Trust Company, Interior Health Authority and TELUS announced our most ambitious collaboration to date, to connect 9 Indigenous communities, upwards of 2,200 people living on 13 reserves within the Cariboo region. In late fall, we celebrated the launch of TELUS PureFibre in ?Esdilagh, Xatšūll, Esk'etemc, and Stswecem'c Xgat'tem; we are excited to connect Ulkatcho, Tšideldel, Tl'etinqox, Yunešt'in and Tl'esqox in late 2020.

## Xat'sül First Nation: Building a Stronger Community

Xat'sül First Nation, the most northerly Secwepemc community, has occupied their village side on the edge of the majestic Fraser River just north of Williams Lake for over 5,000 years. Bringing high-speed internet to Xat'sül's communities has been a long-term goal of current and past administrations. "The importance of 21st-century technologies like fibre-optic networks in First Nation communities cannot be understated. It is a basic building block to improving our members' quality of life," shared Chief Sherri Sellars.

The arrival of next-generation TELUS PureFibre connectivity to Xat'sül's Soda Creek and Deep Creek communities in 2019, as part of the Cariboo Chilcotin Project, is supporting the long-term goals of the government and individual community members.

For Xat'sül, the power of the fibre-optic connection has enabled new growth opportunities, improving key services to the community, including an improved ability to manage their abundant natural resources through state-of-the-art graphic-intensive mapping systems. "Before PureFibre, if I needed to upload a photo to our site, I'd start it, walk downstairs, have a coffee, talk to a few people and by the time I got back to my desk the photo would be finished uploading," shared Chief Sellars.

PureFibre connectivity has dramatically changed how Xat'sül's government operates, allowing the office to save money and resources and, more importantly, focus on achieving the Nation's strategic goals. "Our website is more functional, our email is more functional, we have an in-house IT department for the first time. We've streamlined everything from our alarms right down to our computer support."

The multitude of businesses operating on Xat'sül's lands have also been empowered with improved capacity and the ability to conduct their business online, leading to increased opportunities for their national award-winning Xat'sül Heritage Village and nearby Whispering Willows campground.

Connectivity has proven even more critical to Xat'sül as a result of the COVID-19 health pandemic. Despite the provincial shut down and strict physical distancing rules, the government has been able to keep business open, communicate effectively with members and, most importantly, support their students in a rapid transition to online learning.

Continue the story on next page

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## Story continued: Xat'sull First Nation: Building a Stronger Community

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When schools closed after spring break, Xat'sull immediately put a plan in place to ensure their students could be successful. Forty-four computers were purchased, one for every student, equipping them to continue their studies virtually over the new high-speed internet. "For members that couldn't afford the cost of connecting, we received assistance from TELUS through the Internet for Good Program, ensuring all Xat'sull children, regardless of socio-economics, could access the internet," shared Chief Sherri Sellars.

The ease of digital connections is also providing limitless opportunity for increased community building and the sharing of intergenerational knowledge within Xat'sull. "Our homes now have the option of affordable internet access and more people are becoming more engaged. It's uplifting to hear the Elders speaking about their interactions with their grandchildren. The Elders say, 'I didn't know much about the internet before, but now my grandchildren are showing me things on their iPads,'" affirmed Chief Sellars, "and this is only the first step."

Learn more about the Xat'sull First Nation at [xatsull.com](http://xatsull.com).



In 2020, TELUS invested more than \$1 million to build a new cell site along Highway 16. The new site, located approximately 60 kilometres west of Terrace, brings wireless coverage to an area that was previously one of the longest stretches of Highway 16 without any mobile service. Also known as the Highway of Tears, this location has been the site of many murdered and missing persons, with a disproportionate number of victims being Indigenous women and girls. We now provide coverage to more than 75 percent of Highway 16 between Prince Rupert and Prince George. The TELUS team shares the Province's and Indigenous communities' vision of connecting the entirety of Highway 16 between Prince Rupert and Prince George, and we look forward to working together to increase coverage along the corridor.

 Tsyexyexéscen | Mount Robson, B.C.



## Haisla Nation: Leveraging Technology to Preserve the Haislakala Language

For over 9,000 years, the Haisla Nation, meaning “dwellers downriver”, have occupied their traditional territory spanning over 4 million acres of rich and diverse lands and waterways. Today 700 of Haisla’s 1,700 members live in their home community of Kitamaat Village, located at the head of the Douglas Channel in northern British Columbia.

Haislakala, the Haisla language, provides an essential connection between the people and their land. The protection and revitalization of Haislakala is a key initiative of the Haisla Council. Haisla community member Teresa Windsor tells a story about how her son came home from school one day in 2017 and shared a blessing in the Haislakala language. “It brought my parents, my sister and myself to tears because we couldn’t understand what he was saying. So that sparked something deep within me to take a look at why we weren’t speaking or understanding our language,” shares Teresa who is now the Haisla Community Cultural Coordinator. “Haislakala is more than a means of communication; it is a tangible symbol of culture and nation identity that expresses Haisla values, providing a window into the unique worldviews of our people.”

With fewer than 85 fluent Haislakala speakers, Haisla has embarked on a journey to develop a strategic framework for Haislakala revitalization which includes the development of a single consistent writing methodology that can be adopted and taught by the school system, in addition to oral lessons with fluent speakers. “It is a race against time,” says Teresa. “Our oldest fluent speaker is 98 and our youngest is 61. When you lose a Knowledge Keeper you’re losing a book that can’t be opened again.”

Connected to the TELUS PureFibre network in 2017, Haisla Nation is leveraging fibre connectivity to provide community members living within and outside their home territory with the opportunity to not only learn Haislakala, but reconnect with their culture. Critically, the connectivity is in place to ensure Haislakala language learners can access the online resources, such as videos that Teresa and her colleagues develop.

Video plays a pivotal role in learning for younger generations. In the spring of 2020 TELUS, in collaboration with Worldplay, partnered with Haisla to provide the administration with the Vidflex video-streaming platform. Vidflex enables Haisla to share and distribute video content through a controlled storytelling experience. The Administration has been able to implement Haisla-owned storytelling, live streaming community meetings, posting videos and, most importantly, provide an online platform to host language learning sessions.

When the global health pandemic closed the community, preventing face-to-face engagement, they were able to rapidly move their language lessons online. Teresa says, “Connectivity has been critical during COVID-19. We have been able to pivot from in-person meetings to gathering online to share and learn our language. It’s been interesting to see - our groups have actually grown, tripling in size over online platforms.”



Teresa is most excited about what the new Rapid Word Collection project, launched in the late summer of 2020, means for the preservation of Haislakala. A trailblazing word-collection technique, the Rapid Word Collection approach is being used for the first time in British Columbia. Determined not to let the health pandemic stop this project, the team is leveraging the near-limitless fibre capacity available and tablets to run a series of rapid word-collection workshops over two weeks with a goal of between 10,000 and 17,000 words collected from Haislakala speakers.

“The whole community is excited about this project. Many language retention projects focus on translating a list of English words. Rapid Word Collection gives speakers more breadth. You collect words based on subject groups, such as fishing, and then ask speakers to share all the words that relate to fishing. By providing speakers with the latitude of a subject, our word collection becomes more holistic, and provides a better opportunity to capture the fullness of the Haisla language and worldview,” shared Teresa. From there the possibilities are endless, from building out an app for mobile devices, to creating a virtual database of Haisla history.



 Elder Louisa Smith sharing Haislakala with her daughter Susan Lizotte

As the community continues to connect with their language, the impact will be felt for future generations. Language revitalization has been healing for Teresa, who says, “In learning my language I have found immense confidence and strength, the positivity of which then ripples through my family and to my extended family and community. Aunties are calling me to ask for language documents, my cousins are calling me to ask to join our learning sessions, and my young daughter is now learning Haislakala. I am filled with hope when I hear Haislakala being spoken and shared by all generations.”

Learn more about the Haisla Nation at [haisla.ca](https://haisla.ca).







# 05

## Strategic Collaborations

 Atl'kítsem / Texwnéwets | Howe Sound, B.C.

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### Ḳ'əxwú7lh | Canoe

"The canoe is symbolic of our way of life. Once we are all in the canoe we find balance with one another and the canoe. We harmonize and paddle together as one heartbeat. As we move forward as one, we can make it through any storm."

Míkw'achi7m | Marissa Nahanee

## STRATEGIC COLLABORATIONS

Building the networks of the future is about more than expanding our advanced networks, it's about building lasting partnerships in collaboration with communities and organizations to empower current and future generations. We are privileged to collaborate with Indigenous, federal, provincial and municipal governments, as well as partners like the All Nations Trust Company (ANTCO) and the First Nations Education Steering Committee (FNESC) to extend life-changing technology into Indigenous communities.

### All Nations Trust Company: Pathways to Technology

Pathways to Technology (Pathways), a project managed by ANTCO, is the largest and most complex First Nations connectivity initiative in the country. Pathways' goal is to bring affordable and reliable high-speed internet to all 203 First Nations in British Columbia, connecting them to the world regardless of where they live. Over the past ten years, TELUS and Pathways have collaborated to connect 46 communities, including 16 with TELUS PureFibre.

### First Nations Health Authority

British Columbia's First Nations Health Authority (FNHA), the first and only of its kind in Canada, is transforming health services for First Nations people throughout the province. FNHA supports B.C. First Nations individuals, families and communities to achieve and enjoy the highest level of health and wellness. In collaboration with the government of B.C. and Pathways to Technology, TELUS is providing the connectivity necessary to enable the FNHA to deliver healthcare to rural and remote First Nation communities across British Columbia.

### First Nations Education Steering Committee

FNESC is a policy and advocacy organization that works to advance quality education for all First Nations students in British Columbia and to support communities in their efforts to improve the success of First Nations students. Since 2018, TELUS and FNESC have been working together to fulfil FNESC's goal of connecting First Nations schools across British Columbia to high-speed internet. To date, TELUS has connected or upgraded 28 schools in partnership with FNESC.

### Government of B.C. / Northern Development Initiative Trust: Connecting B.C. Program

Connecting British Columbia is a program funded by the Province and administered by Northern Development Initiative Trust (NDIT), to expand and upgrade broadband connections in rural and Indigenous communities throughout B.C.




## Williams Lake First Nation: Culturally Centred, Future Focused

T'exelc, also known as the Williams Lake First Nation (WLFN) has a population of almost 800 members, with over 200 of those members living in their main community, just southeast of the City of Williams Lake. In 2018, WLFN approached TELUS to determine how they could collaborate to bring TELUS' next-generation fibre-optic connectivity to the community. "High-speed internet has been a goal of our government for multiple years," asserted Chief Willie Sellars. "As community leaders, we are committed to improving the quality of life for our people. Services, such as reliable internet, are a necessary part of existence in the modern world."

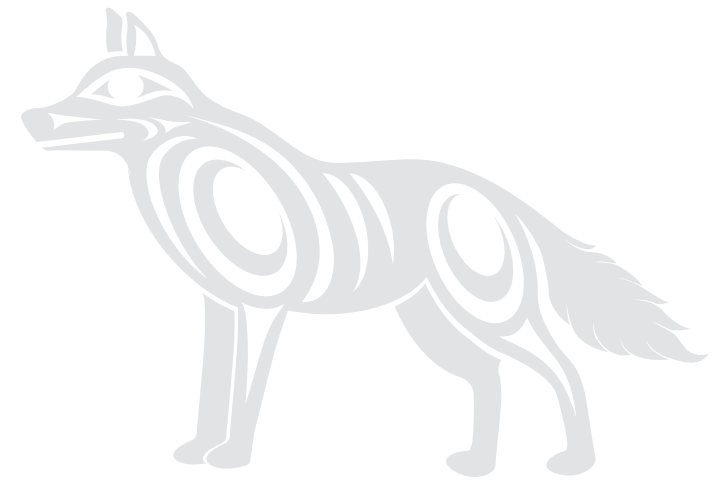
TELUS and WLFN approached and partnered with the Government of B.C. through the Connecting B.C. program, administered by Northern Development Initiative Trust (NDIT) to bring TELUS PureFibre to the community. The co-funded project, which was announced in 2019, was completed in summer 2020. It provides community members, government administration, and businesses of the Williams Lake First Nation with access to the same gigabit-enabled internet services as readily available in urban centres, enabling young people to live and work in the community without compromising opportunity. TELUS PureFibre also empowers Council and administration to use technological innovation to address their unique needs.

"We are extremely excited about the upgrades to Williams Lake First Nation's broadband internet service. Accelerated internet speeds will enable members in the community to strengthen familial bonds over large distances, to reinforce cultural values, become more competitive in the workplace, and build access to modern amenities such as telehealth," affirmed Chief Willie Sellars. Learn more about the Williams Lake First Nation at [williamslakeband.ca](http://williamslakeband.ca).

 Coyote Rock Estates and Golf Course,  
owned and operated by Williams Lake First Nation







# 06

## Leveraging Technology to Enhance Health Experiences

 pipi7iyekw | Rohr Mountain, B.C.

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tkáya7 | The Wolf

“The wolf represents family. This is observed in the roles of the parents and Elders in the pack. As the Elders are respected Knowledge Keepers, they watch over the young ones while being gentle with life teachings. This way the parents can focus their energy on the hard physical work such as hunting.”

Míkw'achi7m | Marissa Nahanee



## LEVERAGING TECHNOLOGY TO ENHANCE HEALTH EXPERIENCES

At TELUS, we believe in the power of technology to create better health experiences for Canadians. Reliable and fast connections have become increasingly important as virtual healthcare solutions become available. We are proud to be at the vanguard of modernizing healthcare delivery.

As collaborators in the journey to deliver better health outcomes for all, we are enabling individuals to take control of their health and wellness and that of their loved ones with the right information, tools and support. TELUS is meeting with Indigenous leaders to understand how our health technology solutions can be of service. Whether it's keeping Elders safe through LivingWell Companion or allowing individuals to access a doctor in their home through our Babylon by TELUS Health app, we are supporting communities to meet their health goals.

“Our Babylon by TELUS Health solution enables all British Columbians access to critical, timely medical advice from a B.C.-licensed doctor over their smartphone and offers an extensive symptom checker powered by an artificial intelligence engine. For members of remote Indigenous communities, who must travel great distances in unpredictable weather conditions to visit a doctor, this application promises to be transformational by providing the ability to connect with a doctor, from their own communities.”

Juggy Sihota, VP, Consumer Health

In early 2020, as governments across the country mobilized to equip our healthcare system to protect citizens from the threat of COVID-19, TELUS Health brought forward a portfolio of digital health solutions to support these efforts. Virtual care is a critical technology that allows physicians to triage cases of COVID-19, reduce emergency room visits, and enable citizens who suspect infection, or patients in quarantine, with fast and reassuring access to care. Our home health monitoring solution was adapted to be used to treat, detect and monitor COVID-19, and is supporting patients and clinicians who have either contracted COVID-19 or who have been exposed to it.




## Osoyoos Indian Band: Safeguarding our Elders

A community of 540 members, the Osoyoos Indian Band live and work in their territory in the southern Okanagan. Building a future founded on their Okanagan working culture and business heritage, the Osoyoos Indian Band is focused on ensuring that their community is healthy, hardworking and financially sustainable. In turn, they are creating meaningful job opportunities and economically supporting programs for their Elders and children.

Osoyoos value Elders and their important role in community, as they carry the wisdom and knowledge of their ancestors, and are a vital link between the past, present and future. Ensuring the Elders have the care and attention they deserve is a top priority.

In 2019, Osoyoos partnered with TELUS to bring TELUS' LivingWell Companion, a wearable personal safety device that provides access to 24/7 support in case of a medical emergency, to Elders in the community. With LivingWell Companion, Elders can remain independent and safe in their own home and on the go. "The LivingWell Companion Go service has been an excellent choice to support our active Elders who are on the go. It gives us great comfort to know they have access to support should they have an emergency, regardless of their location," affirmed Lindsay Kovacs, Community Wellness Coordinator for the Nk'Mip Resource Centre. "The TELUS staff have been fantastic in assisting with getting everything set up and providing technical support when needed."

Centralized through Osoyoos Indian Band's Health Authority, the government administers and pays for the service on behalf of their community. "We're proud to have been chosen by the Osoyoos Indian Band to offer their Elders our personal emergency response solution to support their health and safety and to provide peace-of-mind to them and their loved ones," shared Toby Davidson, TELUS Director Complementary Channels, Consumer Health. Learn more about the Osoyoos Indian Band at [oib.ca](http://oib.ca).

 The gathering space, built to resemble the traditional plateau-style hat of the interior tribes, attached to OIB's administrative building







## 07

### Cultivating Connections for Reel Representation

 Tsyexyexéscen | Mount Robson, B.C.

#### ininyáxa7n | The Thunderbird

“The thunderbird is one of our mythological creatures. In the time of transformation when all beings were able to communicate with one another, the thunderbird would reveal the bounty of the land by flapping its wings to bring the sound of thunder and spark lightning from its eyes, signaling the rain to start.”

Míkw'achi7m | Marissa Nahanee

## CULTIVATING CONNECTIONS FOR REEL REPRESENTATION

Founded in 2013 as TELUS' community access program in western Canada, STORYHIVE provides long-term support, funding and resources to content creators from B.C. and Alberta, so they can grow their careers while empowering and inspiring audiences everywhere. Creators are also provided mentorship by the National Screen Institute, which STORYHIVE supplements with training opportunities such as business affairs and audience-building workshops, as well as access to professional development and networking opportunities.

To date, we have invested over **\$1 million** in training programs to support over **200 Indigenous youth and filmmakers**.

### Supporting Inclusive Storytelling - Programming for the Community by the Community

In 2017, inspired by the work of the National Film Board and Canada Media Fund to name the systemic barriers to participation for Indigenous creators, STORYHIVE staff engaged the Indigenous consultant Nikki Sanchez. Nikki consulted with the team on STORYHIVE's internal procedures and strategies, including addressing opportunities to improve engagement and partnership with Indigenous creators and communities. Through this process the STORYHIVE team committed to evaluating existing programming and invested in ongoing cultural safety and decolonizing training to ensure STORYHIVE was able to properly support Indigenous creators, communities and organizations.

Learn more about the Cultivating Connections for Reel Representation process [stryhv.com/cultivatingconnections](https://stryhv.com/cultivatingconnections).

### Indigenous Storyteller Edition

In October 2018, STORYHIVE launched its inaugural Indigenous Storyteller Edition, funding 30 creators from across B.C. and Alberta. Most importantly, STORYHIVE brought together an Indigenous Advisory Council of industry experts to guide the Edition with cultural integrity.

Visit [stryhv.com/indigenousconnectivity](https://stryhv.com/indigenousconnectivity).





“As an Indigenous woman and filmmaker, it was an extreme honor to work on a project like the Indigenous Storyteller Edition for TELUS STORYHIVE. The initiative was well thought out from a place of care and understanding and ensuring that our people are treated with dignity and respect. This resulted in long-lasting skills for the filmmakers throughout Indigenous communities in B.C. and Alberta and created a legacy that will stay with me forever.”

Kristy Assu (Haida/Ligwilda'xw)  
STORYHIVE Project Manager  
Proud member of the TELUS team

 Kinney Lake, B.C.





08

## Leading the World in Social Capitalism

 Upper Joffre Lake, B.C.

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útsani | The Lynx

“The lynx plans out every move. Mindful of their footprint, they study their surroundings to ensure that they tread softly with little disturbance to the environment.”

Míkw'achi7m | Marissa Nahanee



## LEADING THE WORLD IN SOCIAL CAPITALISM

### Working Together in the Battle Against COVID-19

Driven by our passionate social purpose to connect all Canadians for good, our deeply meaningful and enduring philosophy to give where we live has inspired our team members and retirees to contribute more than \$736 million and 1.4 million days of service since 2000, globally. At TELUS, building stronger, healthier, more sustainable communities and helping those who need our support the most have always been at the core of our values and purpose. In response to the ongoing public health crisis, we are utilizing the power of our world leading technology, reliable resources and amazing people to help those most impacted by COVID-19.

We recognize that Indigenous communities are disproportionately affected by COVID-19. That's why our teams responded to the requests of Indigenous governments and communities across Canada. By the end of June 2020, TELUS had provisioned over 6,000 pounds of personal protective equipment (PPE) for remote communities, enabled the delivery of sanitation supplies and food hampers, procured 500 devices to keep at-risk people connected with their families and support systems, and provided teleconference lines to support vital government business. We remain steadfast in our commitment to support the leadership, resiliency and strength being demonstrated by Indigenous communities.

### TELUS Friendly Future Foundation

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The TELUS Friendly Future Foundation helps build brighter futures for Canadians who need it most by enhancing public health initiatives through charitable health and technology programs. When we help communities reach their full potential, we're all connected for good.

In 2018, the TELUS Friendly Future Foundation launched as an independent charitable organization founded to address the social and economic challenges facing Canada's most vulnerable citizens, including marginalized youth. Made possible with an unprecedented donation from TELUS, the Foundation provides financial grants to Canadian charities working to help marginalized populations thrive in our digital society through better access to health opportunities, enabled by technology. Building on the achievements of the 13 TELUS Community Boards across Canada, the TELUS Future Friendly Foundation will help vulnerable Canadians succeed for decades to come.

In response to COVID-19, TELUS in partnership with the TELUS Friendly Future Foundation committed \$20 million to champion the critically important work of frontline healthcare workers, purchase much-needed equipment and supplies, as well as increase support for food security and outreach to isolated communities. To learn more about the TELUS Friendly Future Foundation, visit [friendlyfuture.com](https://friendlyfuture.com).



“Guided by our social purpose, TELUS is committed to driving positive social outcomes and helping to ensure stronger and healthier communities, including ensuring equal access to vital connectivity for Indigenous Peoples. Whether providing virtual healthcare solutions that bridge geographic divides, enabling digital platforms that assist with language preservation, or delivering resources and supplies in times of need, we remain committed to leveraging our world leading technology to enable remarkable human outcomes for all Indigenous Peoples.”

Jill Schnarr  
Chief Communications Officer  
Proud member of the TELUS team


 Ts'zil | Mount Currie, B.C.

## DreamRider Productions Society: Leveraging the Digital Space to Connect with the Land

DreamRider Productions Society (DRPS) is dedicated to empowering the next generation of socially responsible leaders through culturally appropriate and engaging interactive media, music and film. Through the power of storytelling, their projects encourage youth in British Columbia and across the country to become changemakers in their communities with a mission to help protect our planet. In partnership with Indigenous communities, government, school districts and foundations, DRPS reaches more than 50,000 elementary students annually.

“Funding from the TELUS Friendly Future Foundation has allowed us to create new Indigenous content for an existing digital online classroom program,” shared Vanessa LeBourdais, Executive Producer, DRPS. The program features a young Cree superhero, Lashyla, who encourages students to become Planet Protector apprentices tasked with a superhero mission to instill positive environmental values in their households. The program was developed in partnership with IndigenEYEZ, a B.C.-based organization that takes a holistic approach towards building stronger and healthier Indigenous communities, and Dancing Earth Indigenous Dance. Working alongside a number of Indigenous artists and Knowledge Keepers, these partner organizations took a collaborative approach to incorporating Indigenous views and practices into the program’s curriculum.

When the COVID-19 pandemic threatened the program delivery, DRPS was able to pivot to live streaming and web-based learning, ensuring youth have the tools to continue to advocate for the well-being of our planet and take collective responsibility for their actions, the world and each other. “We hope that Indigenous and non-Indigenous kids across B.C. and Canada will see positive representation and realize that our future well-being depends upon listening to Indigenous People and respecting Indigenous culture,” stated Vanessa LeBourdais.

 Lashyla, Cree Superhero and member of the Planet Protector Academy, on a mission for Zero Waste





## Victoria Native Friendship Centre: Empowering Indigenous Leaders of the Future

Located on the traditional territory of the Esquimalt and Songhees Nations, the Victoria Native Friendship Centre (VNFC) supports more than 17,000 urban Indigenous People through programs that support individuals, families and communities.

VNFC provides accessible youth-focused programs aimed to support mental health and well-being while increasing self-confidence, graduation rates, and career-based skills. In 2019, they received a grant supporting the establishment of their first Youth Council. “With the support from the TELUS Friendly Future Foundation, we are launching the Victoria Native Friendship Centre Youth Council,” shared Ron Rice, Executive Director. “The funding will provide underserved Indigenous youth the opportunity to experience leadership in their community and learn from their peers through the establishment of a Youth Council. They will have the chance to develop their leadership skills while planning and leading the LGBTQ2S+ Youth Annual Gathering in November 2020 at the VNFC.”

When COVID-19 hit, the TELUS Friendly Future Foundation supported VNFC to pivot and leverage technology in order to meet virtually. These virtual meetings serve as critical touch points for youth who were experiencing an increase in feelings of anxiety, depression and isolation due to the lack of social interaction. This support has enabled the Centre to continue keeping at-risk youth engaged and connected, ultimately improving educational outcomes while supporting the next generation of Indigenous leaders.

To learn more about VNFC, visit [vnfc.ca](https://vnfc.ca).





## Nanaimo Aboriginal Centre: Leveraging Strong Partnerships and Technology to Support Urban Indigenous Peoples

Located on the traditional territories of the Snuneymuxw, Snaw-naw-as and Stz'uminus First Nations, as well as the home of the mid-island Métis Nation, the Nanaimo Aboriginal Centre (NAC), provides culturally responsive services and programming. While designed to support urban Indigenous Peoples not living in their home community, NAC ensures their programming is available to all, and currently supports 2,000 people in the mid-island region.

From NAC's beginnings in 2013, with a vision of a 100% high school graduation rate for Indigenous students in Nanaimo, the Centre's approach has expanded to include a holistic range of services and programs for the community. When COVID-19 hit, NAC was forced to put their successful in person programs on pause but, through commitment and dedication, the Centre was able to leverage technology to adapt and pivot to online programming. "Not being able to meet in-person has been very difficult, but we're lucky that in the last 7 years we have built a well-established social media presence with over 7,300 followers, and we have been able to move several cultural connection programs online," shared Chris Beaton, Executive Director of NAC.

NAC also recognized the impact COVID-19 was having on their most vulnerable community members and partnered with the Nanaimo Foodshare, Good Food Box program and the TELUS team to distribute Good Food Boxes. What started off as the delivery of 35 food hampers, expanded into a weekly delivery of over 300 Good Food Boxes. By providing food hampers, NAC helped community members safely shelter in place, reducing the risk of harm during the pandemic. "It was a wonderful feeling to see our technicians work so diligently with NAC to give back to families. We created a genuine partnership that will continue to grow with the community. The support NAC offers is outstanding and we are proud to have had a chance to work alongside them," affirmed Alisya Dosouto, proud member of the TELUS team.

By leveraging technology and the innovative tools it enables, and through strong partnerships, NAC was able to quickly adapt to the challenges of COVID-19, ensuring the ongoing commitment to their mandate to build stronger community and a better future for all children and families. To learn more about NAC, visit [nanaimoaboriginalcentre.ca](https://nanaimoaboriginalcentre.ca).

 Nanaimo Aboriginal Centre staff and TELUS team members packaging Good Food Boxes



## Xʷməθkʷəy̓əm: Adapting in the Footsteps of Their Ancestors

The xʷməθkʷəy̓əm (Musqueam) peoples, whose territory occupies what is now Vancouver and surrounding areas, are a community of 1,500 people, 70 percent of whom live on a small portion of their territory, known as the Musqueam Indian Reserve. Musqueam has persevered because of the wisdom and resiliency of their ancestors and, to this day, Musqueam put into practice their traditions and culture.


When COVID-19 hit, the Musqueam government knew they had to implement an emergency management operations process that respected their šxʷtəhím (manners and customs) and sniw̓ (teachings) to safeguard their people. “We immediately identified Elders and other vulnerable members, setting up a mechanism for daily check-ins and allowing members to request delivery of essential supplies,” shared Devin Sharma, Musqueam’s Chief Administrative Officer. “Education was also provided on how to limit the virus’s spread and sanitization kits were shared with each home.”

Recognizing the need to support members, Musqueam implemented the “Musqueam Skip the Dishes” program, delivering regular food packages to all 250 homes on the reserve. TELUS partnered with Musqueam for this first delivery and worked with North American Produce to supply over 2,200 pounds of fresh produce.

Maintaining community connections while social distancing was crucial to Musqueam, and connectivity played a key role in achieving this goal. In addition to establishing an information line that members can call, Musqueam leadership leveraged technology to share weekly videos. Recognizing the importance of keeping spirits high, Musqueam even started their own weekly edition of “Some Real Good Rez News,” sharing inspiring stories about Musqueam and external partners coming together to support one other.

“Love of family is critical, that is what makes us Musqueam. Our ancestors faced similar situations and always adapted; we must do the same to honour our ancestors, Elders and future generations,”  
Howard Grant, Musqueam Councillor

To learn more about Musqueam, visit [musqueam.bc.ca](https://musqueam.bc.ca).

 TELUS team member Ron Pong delivering produce to support “Musqueam Skip the Dishes”





## Giving back to Communities

At TELUS, we understand technology to be the great equalizer, but only if all of our citizens have access to it equally. Through our Connecting for Good™ programs - including Health for Good™, Mobility for Good™, Internet for Good™ and Tech for Good™ - we are leveraging our technology to ensure disadvantaged and underserved citizens are connected to the people, information and opportunities that matter most in our increasingly digital society. You can learn more about the Connecting for Good programs at [telus.com/givesback](https://telus.com/givesback).

### Helping Youth Achieve Independence

**Mobility for Good™** provides youth transitioning out of foster care with fully subsidized smartphones and data plans, enabling them to stay connected to their support networks, social services, education and employment opportunities. In British Columbia, our team is collaborating with the Ministry of Children and Family Development, Delegated Aboriginal Agencies, and Indigenous governments and organizations to help bridge the digital divides for the young adults who are eligible. To learn more or apply for the program, visit [telus.com/mobilityforgood](https://telus.com/mobilityforgood).

“I feel like I have the power now to change my own story with the help of technology. This program is removing barriers for me and for so many others who need support.” Mobility for Good customer

### Connecting Families in Need

**Internet for Good™** offers over 200,000 low-income families in TELUS' broadband internet footprint access to low-cost, high-speed internet and a computer to help them participate safely in our digital world. In 2019, in partnership with British Columbia's Ministry of Social Development and Poverty Reduction and the national Connecting Families program, we extended the reach of our Internet for Good program to an even greater number of families. In 2020, we extended the program to include over 150,000 people living with disabilities.

To ensure all low-income families with children and people living with disabilities can access this program, we partner with Indigenous governments to share program details and determine how we can work together to support increased access. To learn more or to apply for the program, visit [telus.com/internetforgood](https://telus.com/internetforgood).


“I realize most people in B.C. have internet now but for us it's a really big deal! I attend school online and work online, and to be able to do it all easily from home while caring for my child with disabilities is magical!” Internet for Good customer



## Staying Safe in a Digital World

TELUS Wise®, our digital literacy education program, provides tools, resources and workshops to help youth and adults protect their online security, privacy and reputation, rise above cyberbullying and use technology responsibly. In 2019, we launched our newest workshop, TELUS Wise happiness, to equip teens with the necessary skills and best practices for ensuring mental resilience and well-being in our digital society. Since the program's inception, we have reached over 320,000 participants, including Indigenous Peoples, through our TELUS Wise workshops. TELUS Wise youth workshops have been made available online to improve accessibility of the materials for all youth.

Learn more about TELUS Wise workshops at [telus.com/wise](https://telus.com/wise).

 TELUS team member Jacinthe Beaulieu delivering a TELUS Wise session to students of the Pakua Shipi Nation.



Public Access Defibrillator (PAD) programme for cardiovascular health awareness in public



BRITISH HEART FOUNDATION

Public Access Defibrillator (PAD) programme for cardiovascular health awareness in public

Speed Limits

STARTED

Heart Health Awareness

This is a job NOT just a job  
It's a SACRIFICE

Be DO very NICE

Good food is not a luxury  
It's a right.







## Bringing Compassion to Our Streets

**Health for Good™** brings necessary medical care, with integrated technology including electronic medical records, to people living on the streets. The program helps reconnect Indigenous and underserved citizens to our healthcare system by deploying specially equipped mobile health clinics in communities where frontline care is urgently needed. Our partners collectively serve a high percentage of underserved Indigenous Peoples and are continuously exploring new partnerships to ensure access to care.

Since its inception in Montreal in 2014, the program has provided care to more than 35,000 patients, with ongoing efforts being made to integrate these patients into the broader healthcare and social support systems. As of March 2020, we now have 13 clinics from coast to coast, including Victoria, Vancouver, Surrey, Calgary, Edmonton, Ottawa, Waterloo Region, Peel Region, Montreal and Halifax, with the collective goal of supporting over 20,000 patient visits throughout 2020 across all mobile health clinics.

In light of the COVID-19 crisis, many of our Mobile Health Clinics adjusted their service model to their local response efforts. Our clinics operated as testing centres, assessment clinics, supported people leaving isolation and also played a key role in emergency isolation and quarantine shelters. To learn more, visit [telus.com/healthforgood](https://telus.com/healthforgood).

“For the community we support, accessing conventional healthcare systems can often be difficult and stigmatizing. Folks are seen for the substances they use first rather than the underlying medical and socio-emotional difficulties that bring them to healthcare in the first place. Since we are able to meet folks where they are on the street in a mobile sense, it erases barriers. The fact that we can provide healthcare on the spot becomes so relevant, because the stereotypes are removed. It’s just a few human beings working together to solve problems.” Mobile Clinic operating partner

## Ensuring Digital Accessibility for Everyone

Promoting inclusion and accessibility within our workplace and within the communities we serve is important to us. So is providing inclusive access to our products, services and solutions for persons of all abilities. Through our **Tech for Good™** program, TELUS customers with disabilities who require assistive technology, such as additional hardware or software, to independently use their smartphone or tablet can receive specialized assistance, tools and training. To learn more, visit [telus.com/techforgood](https://telus.com/techforgood).

 Interior of one of our Mobile Health Clinics providing a safe and private space for vulnerable patients to access healthcare





## Caring for the Environment

With a focus on the health of our planet to make the world a better place, sustainability is embedded into TELUS' core business strategy. We implement solutions that generate net positive benefits, socially and environmentally, for our team and for our communities. Since 2000, TELUS, our team members and retirees have contributed more than \$20 million to charities and community organizations that support the environment.

Across our company, we have reduced energy use by 13 percent and greenhouse gas (GHG) emissions by 29 percent since 2010, and have recently announced our transformational goal to have our operations be net carbon neutral by 2030. Our investments in clean technology are helping to address many environmental concerns and build a more sustainable world for future generations.



31%

reduction in domestic GHG emissions since 2010



15%

reduction in domestic energy consumption since 2010



20,308 MWh

of renewable solar energy generated and purchased by TELUS



43.4 GWh

saved by improving our energy efficiency, including turndown of redundant equipment, network optimization and rightsizing real estate space

For in-depth reporting on our goals, targets and achievements, visit our Sustainability Report: Making the World a Better Place at [telus.com/sustainability](https://telus.com/sustainability).

 Sloquet Creek, B.C.







09

TELUS Eagles  
Resource Group

 Skelula7átkwa | Owl Lake, B.C.

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sp'ákw'us | The Eagle

"The eagle, as it flies high in the sky to understand its environment, represents the gift of foresight. As humans, we draw on this eagle eye view in setting and achieving our goals, taking into account how fast we can manoeuvre, what is doable and how we can best achieve success."

Míkw'achi7m | Marissa Nahanee



## TELUS EAGLES

### Who are the Eagles

In late 2010, Indigenous-identifying team members and our allies came together to form the TELUS team member resource group, the Eagles. An acronym for Empowering Aboriginal Groups through Learning, Embracing and Serving, the mission of the Eagles is to engage, support and inspire Indigenous team members in the pursuit of career excellence and to provide an inclusive professional environment for Indigenous team members and their allies.

“During this unprecedented time, the Eagles have looked for innovative ways for our membership to stay connected with our Indigenous communities and allow us to continue celebrating our culture. In Indigenous culture, we traditionally support one another by sharing challenges as a community. We carry the anxiety of our families and loved ones in our bodies so they do not need to carry their stresses alone. By connecting in this way, we survive in the worst of times and thrive in good times. We can lean into our cultural strengths, knowing that Indigenous Peoples have a long history of resilience. During COVID-19 we have leveraged technology to allow us to stay connected virtually with each other, to our traditions and to our cultural practices, which allows us to stay grounded.” Wayne Hall, TELUS Eagles Chair

### Amplifying Indigenous Voices

In 2019, the Eagles partnered with Carey Newman to host screenings of his documentary, *Picking Up the Pieces: The Making of the Witness Blanket*, in five TELUS locations across Canada, with our first viewing held at TELUS Garden in 2020.

*Picking Up the Pieces: The Making of the Witness Blanket* is based on Carey Newman’s large-scale art installation, that is inspired by a woven blanket and is made out of hundreds of items reclaimed from residential schools, churches, government buildings, and traditional and cultural structures. The Witness Blanket stands as a national monument to recognise the atrocities of the Indian Residential School era, honour the children and symbolise ongoing reconciliation. Learn more about the Witness Blanket at [witnessblanket.ca](https://witnessblanket.ca).

## Educating TELUS team members


A key priority is supporting TELUS' corporate commitment to reconciliation by providing opportunities to TELUS team members to learn and honour Indigenous history, culture and communities. When COVID-19 hit, we pivoted to ensure we could continue fulfilling our commitments in a safe and meaningful manner. In 2019 we:

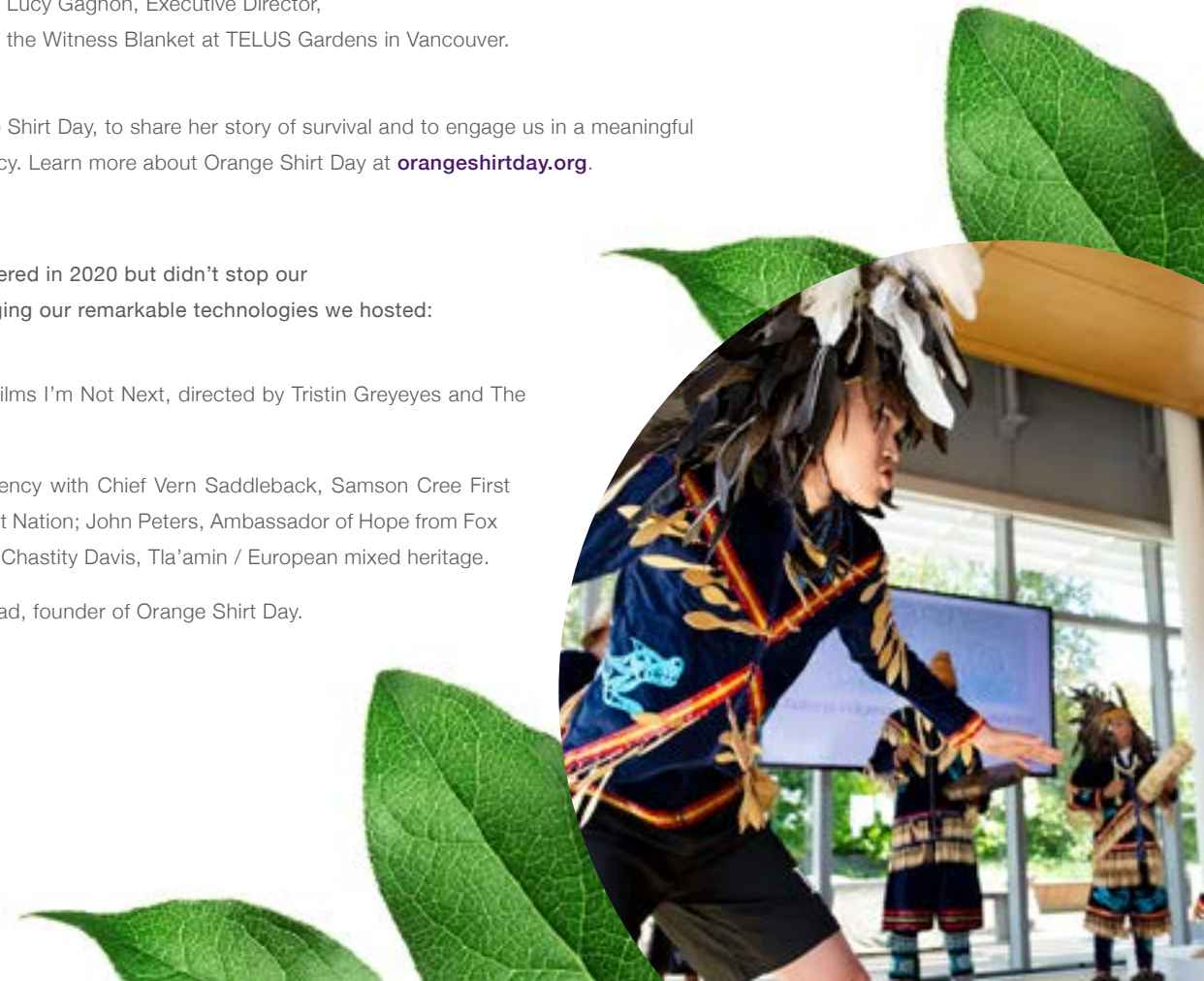
Celebrated National Indigenous People's Day with Lucy Gagnon, Executive Director, Witsset First Nation and Carey Newman, creator of the Witness Blanket at TELUS Gardens in Vancouver.

Hosted Phyllis (Jack) Webstad, founder of Orange Shirt Day, to share her story of survival and to engage us in a meaningful conversation on residential schools and their legacy. Learn more about Orange Shirt Day at [orangeshirtday.org](https://www.orangeshirtday.org).

The COVID-19 pandemic changed how we gathered in 2020 but didn't stop our mission to share and educate our team. Leveraging our remarkable technologies we hosted:

- Virtual screenings and Q&A sessions of the films *I'm Not Next*, directed by Tristin Greyeyes and *The Foundation*, directed by Diana Hellson.
- Virtual panel discussion on Indigenous resiliency with Chief Vern Saddleback, Samson Cree First Nation; Chief Willie Sellars, Williams Lake First Nation; John Peters, Ambassador of Hope from Fox Lake Cree Nation; We Matter Campaign and Chastity Davis, Tla'amin / European mixed heritage.
- Virtual fireside chat with Phyllis (Jack) Webstad, founder of Orange Shirt Day.

 Salish Thunderbird dancers at our annual Indigenous People's Day celebration









10

## Sharing Acknowledgements

 Stlháleqw | Mount Currie, B.C.

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nsúhupit | The Rabbit

"The rabbit represents innocence and curiosity. They teach us to complete our tasks each day. They also help us through hard times of food security."

Míkw'achi7m | Marissa Nahanee



## ACKNOWLEDGEMENTS

### About the Artist | Míkʷ'achi7m | Marissa Nahanee

Marissa Nahanee is a Squamish and Nisga'a artist living in Esla7án (North Vancouver). She is a member of the Eagle Clan. Her artistic focus is on carrying traditional teachings and protocol into the modern world through her art, bringing lessons of humility, generosity and respect. The granddaughter of Chief Chester Moors O.B.C. and the daughter of Latash Maurice Nahanee, Marissa grew up surrounded by art and has been an artist since a young age. As an adult, Marissa graduated from the Art Institute of Vancouver and has studied at the Native Education College, working under the mentorship of many teachers, including Robert Tait, Trevor Angus and Shawn Evanshaw. Marissa draws inspiration from her Ancestors and Elders and continues to perfect her art, melding traditional styles with modern platforms. She practises Coast Salish and Northern formline.

### About the Photographer | David Ward

David Ward, from the Lílwat Nation, lives in his home community of Mount Currie. An engineer by trade, David first began his journey as a self-taught photographer ten years ago, when he purchased his first camera to document a work trip. Drawn to the stars since childhood, David quickly turned his lens to the night skies, where he developed a passion for astro-photography that blossomed to include wide-angle landscapes. Today, David continues to explore his love for, and connection to, nature through his photography.

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### Acknowledgements

We would like to thank everyone within and outside the TELUS organization who supported the development of this document. It is with deep gratitude that TELUS acknowledges the guidance and wisdom provided by Chief Sherri Sellars, Craig Smith and Max Winkelman, Xat'sül First Nation; Chief Willie Sellars, Heidi Strong and Kirk Dressler, Williams Lake First Nation; Councillor Tammy Harkey and Devin Sharma, xʷməθkʷəy̓əm; Chris Beaton and Joel Harry, Nanaimo Aboriginal Centre; Patricia Chelsea, Jonathan Hand and Neil Paul, Esk'etemc; Teresa Windsor, Haisla Nation; Lindsay Kovacs, Osoyoos Indian Band; and Lynne Milnes, Victoria Native Friendship Centre. Finally, we would like to thank our talented copy editor, Racelle Kooy, a member of Samahquam First Nation, for ensuring this document is respectful, culturally safe and accurate.





 Rohr Lake, B.C.

To learn more, visit [telus.com/IndigenousConnectivity](https://telus.com/IndigenousConnectivity)

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TELUS Corporation  
510 West Georgia Street  
Vancouver, British Columbia  
Canada V6B 03M

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