




## Indigenous Reconciliation and Connectivity Report | 2021

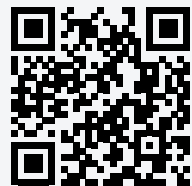
SYÓ:QWEM | THE SUN

KWEXTA'LSP | OVILA MAILHOT

SYÓ:QWEM | THE SUN

A SYMBOL OF UNITY, EVERYONE AND EVERYTHING CONNECTED AND UNITED. THE SUN'S LIFE-GIVING ABUNDANCE PROVIDES US ALL WITH THE OPPORTUNITY TO HEAL AND TO GROW. KWEXTA'LSP | OVILA MAILHOT

 Mount Garibaldi, B.C. | Credit: Mason Mashon



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

[facebook.com/telus](https://facebook.com/telus)  
[instagram.com/telus](https://instagram.com/telus)  
[twitter.com/telus](https://twitter.com/telus)  
[linkedin.com/company/telus](https://linkedin.com/company/telus)

To learn more, visit [telus.com/reconciliation](https://telus.com/reconciliation) or scan the QR code with your mobile device.



## Land acknowledgement

The TELUS team acknowledges that our work spans many Territories and Treaty areas and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us.

We recognize the land and the benefits it provides all of us, as an act of Reconciliation, as recommended by the Truth and Reconciliation Commission's (TRC) 94 Calls to Action and gratitude to those whose territory we reside on, work on, or are visiting.



Eden Valley 216, AB | Credit: Mary Big Bull



## A message from the artist

Ey swayel, Kwexta'isp tel skwix, good day, my name is Kwexta'isp.

I am a Nlaka'pamux and Stó:lō Nation, originally from Seabird Island. I am honored to have been invited to collaborate with TELUS in this action towards reconciliation. In sharing the beauty of Coast Salish art and expressing my voice as an artist, I hope that I can inspire others to openly share their culture, and use their voices to contribute to the changes happening throughout the country. Indigenous People are being heard. In the work TELUS is doing; by connecting communities and making space for Indigenous People to guide change, I am optimistic for the future we are creating together.

The traditional elements of Salish art have been passed down through generations. I am inspired by stories that have been carried from our ancestors and by the beauty that I see in my everyday life. Having the opportunity to share who I am through my art is very special and necessary for cultural preservation and generational healing.

## TELUS' commitment to artistic integrity

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 Ovila Mailhot, Nlaka'pamux and Stó:lō Nation, on the intent, context, and manner of the art showcased in this document to ensure Ovila retained full intellectual property and control over his work. We are excited to share Ovila's artwork with you alongside a collection of inspiring photos from Mason Mashon, Saddle Lake Cree Nation.

We encourage you to learn more about how you can appropriately support Indigenous artists.

Photography, unless otherwise credited, was provided by Mason Mashon, Saddle Lake Cree Nation.




## A message from our Executive Leadership

At TELUS, we remain steadfast in our commitment to connecting Indigenous communities to our world-leading networks and developing programs that bring about longer-term prosperity and address more complex social issues like access to education, healthcare and affordable technology. Building on our long-standing, respectful and productive relationships with Indigenous Peoples, we spent 2021 engaging elders, communities and TELUS team members in the creation of an inclusive, culturally-relevant reconciliation strategy.

In September, we proudly formalized our commitment to progressing the path of reconciliation and taking accountability for constructive actions in alignment with the Truth and Reconciliation Commission's (TRC) 94 Calls to Action, the United Nations Declaration on the Rights of Indigenous People (UNDRIP), and the 231 Calls for Justice from Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls. Developed in partnership with, and in support of Indigenous Peoples across the country, our reconciliation commitment will inform and direct all our corporate reconciliation initiatives moving forward.

Our inaugural five-year Indigenous reconciliation action plan sets out how we will bring our strategy and commitment to life by embedding Indigenous ways of knowing and being throughout our business, and leveraging our core competencies to support the diverse needs of Indigenous Peoples in ways they want to be supported by TELUS.

Throughout this report, you will learn how we are partnering with Indigenous-led organizations on Indigenous-led solutions to advance reconciliation that will be felt by generations to come. Standing in solidarity with residential school Survivors and their families, we are working alongside Indigenous artist Carey Newman (Hayalthkin'game) and the Canadian Museum for Human Rights to digitize, promote and distribute the interactive, authentic experience of the Witness Blanket. Our efforts will help ensure it has a lasting and powerful impact, standing as a national monument to recognize the atrocities of the residential school era and promise to truth-telling.

 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 x'məθk'əyəm (Musqueam), Skwxwú7mesh (Squamish), and Sel̓iwitulh (Tsleil-Waututh) Nations.

Together with the Native Courtworker and Counselling Association and Aboriginal Friendship Centres in B.C. and Alberta, we are expanding our Mobility for Good program to provide over 1,000 mobile devices with talk, text and data plans free of charge to Indigenous women and girls at risk or surviving violence. Originally intended as a lifeline at a critical time of need, we are learning that the phones are also providing hope for the future.

In addition to our social impact investments in Indigenous-owned businesses through the Raven Indigenous Impact Capital Fund, our new TELUS Indigenous Communities Fund provides grants to organizations focused on areas such as mental health and well-being, language and cultural revitalization, access to education and community building.

Every step matters on the path to reconciliation and corporate Canada can do its part by responding to the TRC's Call to Action #92 and applying UNDRIP principles, norms and standards to company policies and operational activities. As the first technology company in Canada to launch an Indigenous reconciliation action plan, we take our responsibility very seriously and look forward to continuing to deepen meaningful relationships with Indigenous Peoples, holding ourselves accountable and sharing our progress with you in the months and years ahead.



Darren Entwistle  
President and CEO  
Proud member of the TELUS team



Tony Geheran  
Chief Customer Officer  
Proud member of the TELUS team



## Truth before reconciliation: a call to action

The intergenerational effects of the economic, cultural, and social displacement enforced by the founding of Canada and policies with respect to Indigenous Peoples, including the federal Indian Act legislation<sup>1</sup>, the federally legislated Residential School System and associated policies set the course for the dispossession of land, culture, and governance and attempted assimilation of Indigenous Peoples and continued systemic racism experienced today.

Beginning in the early 1880s, more than 150,000 Indigenous children attended federally run residential schools across Canada. The last school closed in 1996. The Truth and Reconciliation Commission (2008-2015) documented the stories of physical, sexual, and mental abuse, loss of language, culture, forced removal and displacement from the land, and subsequent intergenerational trauma experienced by Survivors and their families. Many children never returned home. More than 4,100 children who died while attending a residential school have been identified through the Truth and Reconciliation Commissions' Missing Children Project<sup>2</sup>. As recoveries of missing children at former Residential schools across the country continue, this number is expected to grow. Historically, the Indian Act restricted Indigenous Peoples' lives through implementation of the pass system — as a means of monitoring and restricting movement, restricting one's ability to engage in commerce, making illegal many cultural expressions — including language and ceremony and even determining eligibility of one to identify as Indigenous. While this TELUS document is unable to address the comprehensive and complicated shared history, much of Canada's history and current state of affairs has yet to include vital aspects for the basis of why reconciliation with Indigenous Peoples is necessary.

In 2015, the Truth and Reconciliation Commission (TRC) delivered its final report (a record of the Residential School system) and **94 Calls to Action** — a call to all Canadians to work together to support reconciliation. It also identified the **United Nations Declaration on the Rights of Indigenous People** (UNDRIP) as a framework for reconciliation. Formally endorsed at the United Nations by the Government of Canada in 2016, UNDRIP was recently introduced into legislation in British Columbia (2019) and federally (2021). As the TRC concluded, the National Inquiry into the epidemic of violence against Missing and Murdered Indigenous Women, Girls and 2SLGBTQQIA+ people began. Concluding with the **Final Report: Reclaiming Power and Place**, the inquiry documented that persistent, deliberate, continuing violations of rights perpetuate Canada's epidemic of violence against Indigenous women, girls, and 2SLGBTQQIA+ people and identified **231 Calls for Justice**.

<sup>1</sup> | The Indian Act, <https://laws-lois.justice.gc.ca/eng/acts/i-5/page-1.html>

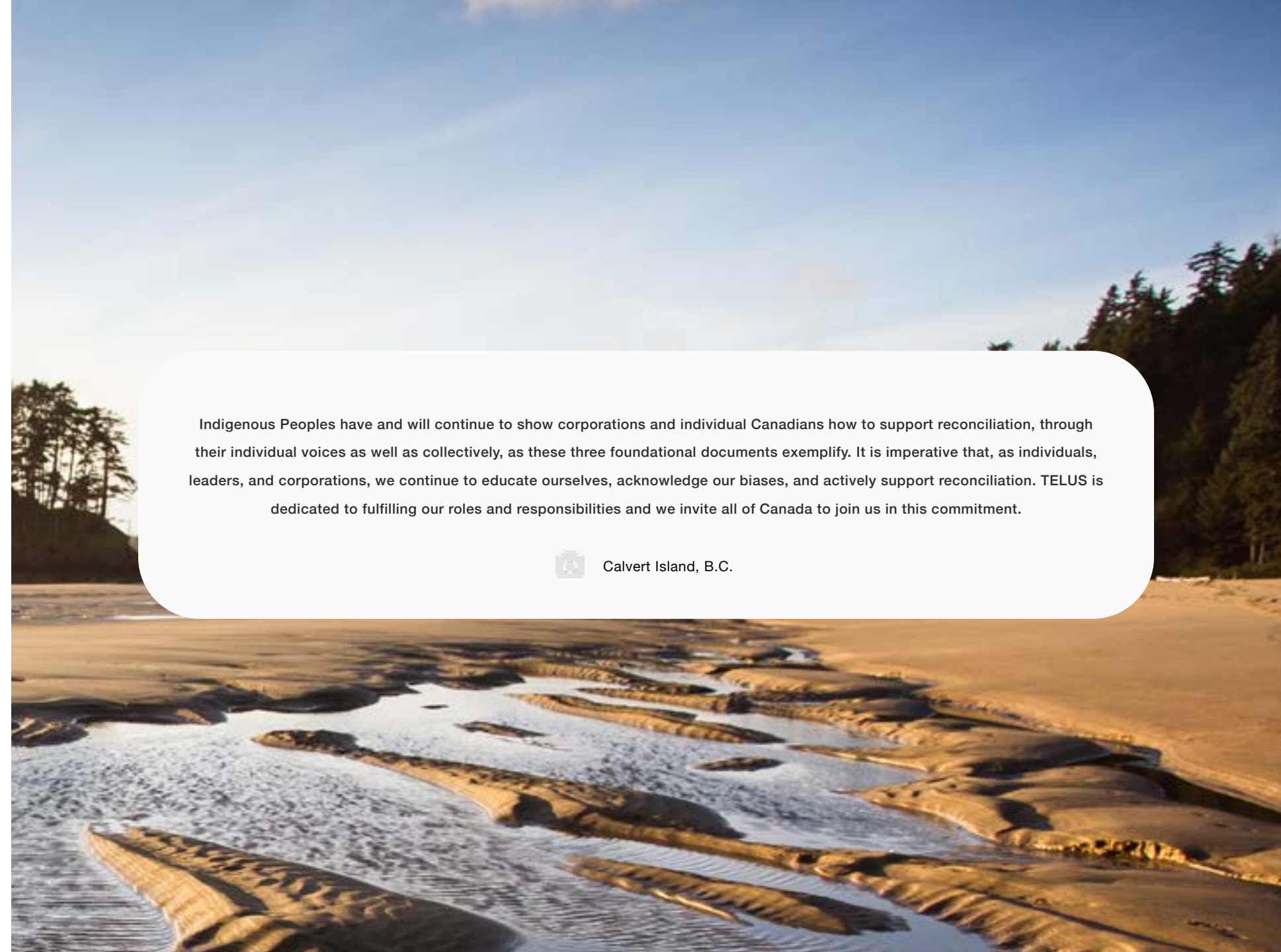
<sup>2</sup> | Canada's Residential Schools: Missing Children and Unmarked Burials - The Final Report of the Truth and Reconciliation Commission of Canada, Volume 4, 2015

[https://ehprnh2mwo3.exactdn.com/wp-content/uploads/2021/01/Volume\\_4\\_Missing\\_Children\\_English\\_Web.pdf](https://ehprnh2mwo3.exactdn.com/wp-content/uploads/2021/01/Volume_4_Missing_Children_English_Web.pdf)

Indigenous Peoples have and will continue to show corporations and individual Canadians how to support reconciliation, through their individual voices as well as collectively, as these three foundational documents exemplify. It is imperative that, as individuals, leaders, and corporations, we continue to educate ourselves, acknowledge our biases, and actively support reconciliation. TELUS is dedicated to fulfilling our roles and responsibilities and we invite all of Canada to join us in this commitment.



Calvert Island, B.C.



# TELUS' reconciliation commitment

The TELUS team acknowledges that our work spans many Territories and Treaty areas and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us. We recognize the land and the benefits it provides all of us, as an act of Reconciliation, as recommended by the Truth and Reconciliation Commission's (TRC) 94 Calls to Action and gratitude to those whose territory we reside on, work on or are visiting.

## OUR VISION

Through our world-leading network technology, underpinned by our team's long standing passion for creating stronger, healthier communities, TELUS is committed to supporting the goals of Indigenous Peoples. We believe that connectivity, in concert with human compassion and ingenuity, is intricately linked to positive economic, social, health and community outcomes; and the benefits of the digital economy increase for all Canadians when Indigenous communities are connected to the innovative capabilities and opportunities inherent in broadband infrastructure.

## OUR COMMITMENT

TELUS is committed to progressing the path of Reconciliation in a deeply meaningful way, in partnership with Indigenous Peoples and is dedicated to fulfilling our role and responsibilities in this regard.

### OUR ACTIONS WILL BE INFORMED BY:

- Truth and Reconciliation Commission's 10 Principles of Reconciliation and the 94 Calls to Action
- United Nations Declaration on the Rights of Indigenous Peoples
- Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls 231 Calls for Justice
- Progressive Aboriginal Relations certification process through the Canadian Council of Aboriginal Business

TELUS believes fervently in understanding shared history, developing, and deepening meaningful, productive relationships with Indigenous Peoples including First Nations, Métis and Inuit communities, and taking accountability for constructive actions moving forward. We recognize that reciprocity is the foundation of respectful relations which only occurs within the framework of inclusive dialogue. We understand it is our corporate responsibility to ensure TELUS is a nurturing space for Indigenous team members.

## IMPLEMENTATION

TELUS is committed to continuing to learn, evolve and grow to ensure we are aligned with Indigenous-led Reconciliation frameworks. We are devoted to ongoing engagement with Indigenous leaders, Elders, and communities in the areas we serve. This engagement will inform the development and implementation of TELUS' Indigenous Reconciliation Action Plan (IRAP).

All TELUS team members are responsible for promoting the beliefs and principles outlined in this commitment statement. As corporate and social purpose leaders it is our responsibility to use our voice, business and relationships to encourage Reconciliation across Canada.



Tofino, B.C.



# TELUS' principles for Indigenous engagement

TELUS recognizes Aboriginal 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.

## 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
- TELUS works closely with communities to ensure we carry out our activities and relations in a culturally appropriate and environmentally sensitive manner

 Yelhíxw | Ashlu Creek B.C.

\* 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.



# TELUS' principles for Indigenous reconciliation action planning

TELUS spent 2021 actively developing an inclusive, culturally relevant Indigenous Reconciliation Strategy and Indigenous Reconciliation Action Plan (IRAP) that was guided by Indigenous voices and frameworks of reconciliation and leveraged our core competencies with an emphasis on meeting the needs of the diversity of Indigenous Peoples in our serving areas.

## ENGAGEMENT

A robust engagement process was implemented to support our IRAP development. Our ultimate objective is to ensure our IRAP supports the success of Indigenous communities and Peoples, in the ways they want to be supported by TELUS, by understanding the intersections between reconciliation and TELUS' lines of business. Two rounds of engagements were hosted to gain feedback and guidance on our Reconciliation Commitment, proposed pillars and commitments. In total TELUS hosted 18 engagement sessions with Indigenous leaders, Elders, subject matter experts, and Indigenous team members from across our serving areas. Engagement will remain a cornerstone of TELUS' commitments and actions moving forward. We continue to be flexible, hold ourselves accountable, while engaging, listening, learning, and adapting.

## IRAP WORKING GROUP

Reconciliation at TELUS is strength-based and collaborative. Supported by executive leadership, our Indigenous Reconciliation Action Plan working group, (IRAP Working Group) is made up of 32 individuals, representing more than 55 VP groups across our Canadian operations. The IRAP Working Group members play a dual role in developing TELUS' commitments and activating reconciliation efforts within their business. Over the past 6 months the working group has established more than a dozen 5-year IRAP's that have influenced TELUS' overall Indigenous Reconciliation Action Plan.

 T̓silhqot̓'in Nation Community Member | Credit: Laureen Carruthers Photography

## INDIGENOUS ADVISORY COUNCIL

In 2022, an Indigenous Advisory Council consisting of Indigenous leaders, subject matter experts, and Elders within our serving areas will be established to provide advice and guidance on the implementation of TELUS' reconciliation actions.

## GOVERNANCE

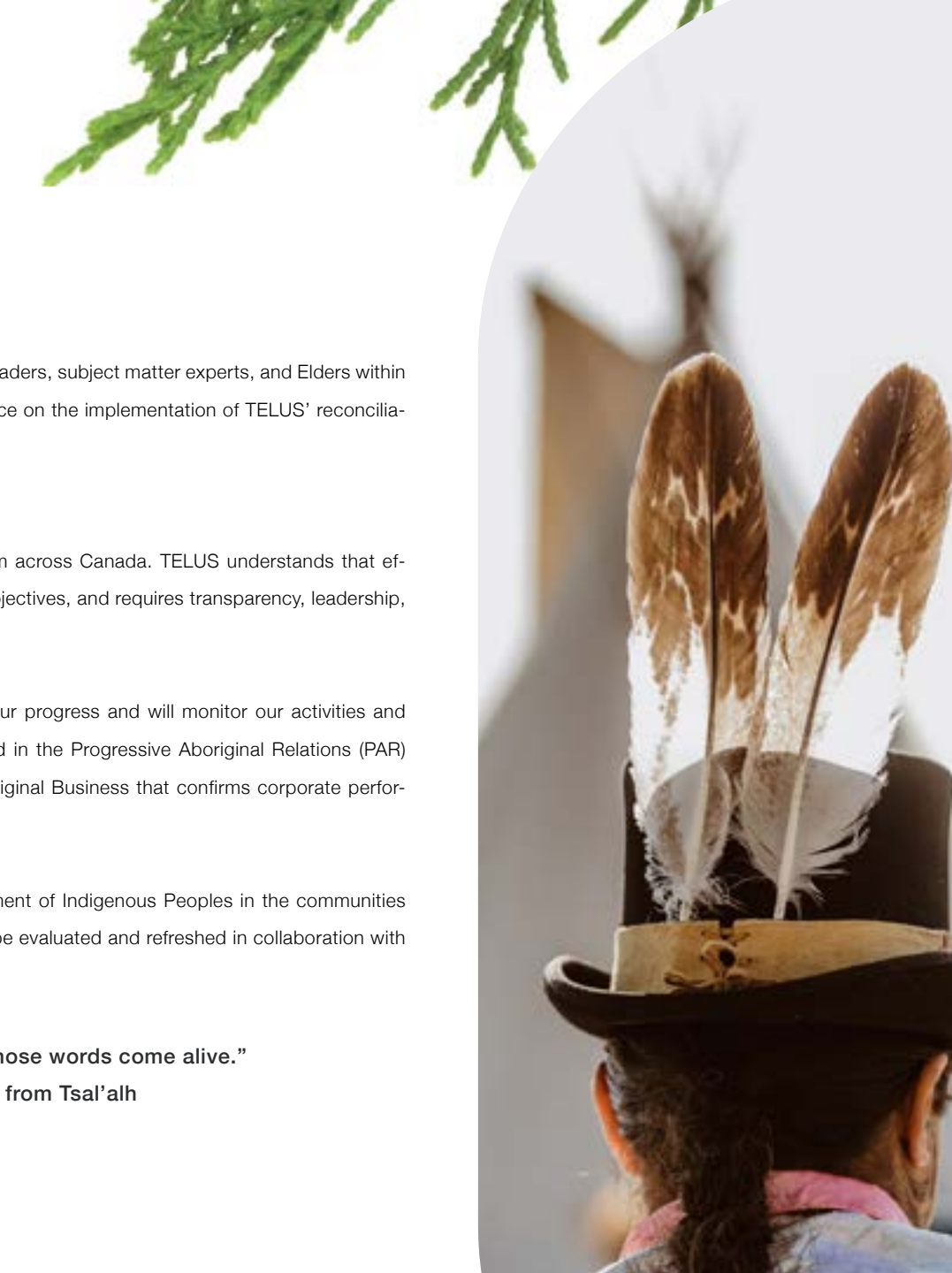
TELUS' IRAP Working Group is composed of team members from across Canada. TELUS understands that effective governance is about measuring performance against our objectives, and requires transparency, leadership, ownership and trust in those activities we have put into place.

In support of this the working group will meet monthly to track our progress and will monitor our activities and measure our success against objectives. TELUS has also enrolled in the Progressive Aboriginal Relations (PAR) program, a certification program by the Canadian Council of Aboriginal Business that confirms corporate performance in Aboriginal Relations.

Above all else, TELUS' commitments will include regular engagement of Indigenous Peoples in the communities where TELUS does business in Canada. Every year, the IRAP will be evaluated and refreshed in collaboration with the working group and Indigenous Advisory Council.

“If we are going to make a pledge, we must make those words come alive.”

Elder Gerry Oleman | Saa Hiil Thut, St'át'imc Nation from Tsal'alh



# TELUS' four guiding pillars

Our strategy weaves together our strategic intent, values and priorities with four guiding pillars where TELUS believes we can enable the greatest outcomes as informed by Indigenous Peoples. Underpinning these pillars is the integration of Indigenous ways of knowing and ethical space into TELUS. Ensuring that Indigenous ways of knowing and ethical spaces are embedded into the fabric of our commitment to reconciliation, is a priority.



## CONNECTIVITY

Collaborate with Indigenous governments and organizations to deliver advanced broadband connectivity to Indigenous communities within our serving area.



## ENABLING SOCIAL OUTCOMES

Underpinned by our team's passion for creating stronger, healthier communities, develop and expand programs that look beyond connectivity to enable communities for longer-term prosperity and success.



## CULTURAL RESPONSIVENESS & RELATIONSHIPS

Listen, learn, and understand how TELUS can meet unique needs and build meaningful relationships. Ensure culturally responsive customer experience for Indigenous customers.

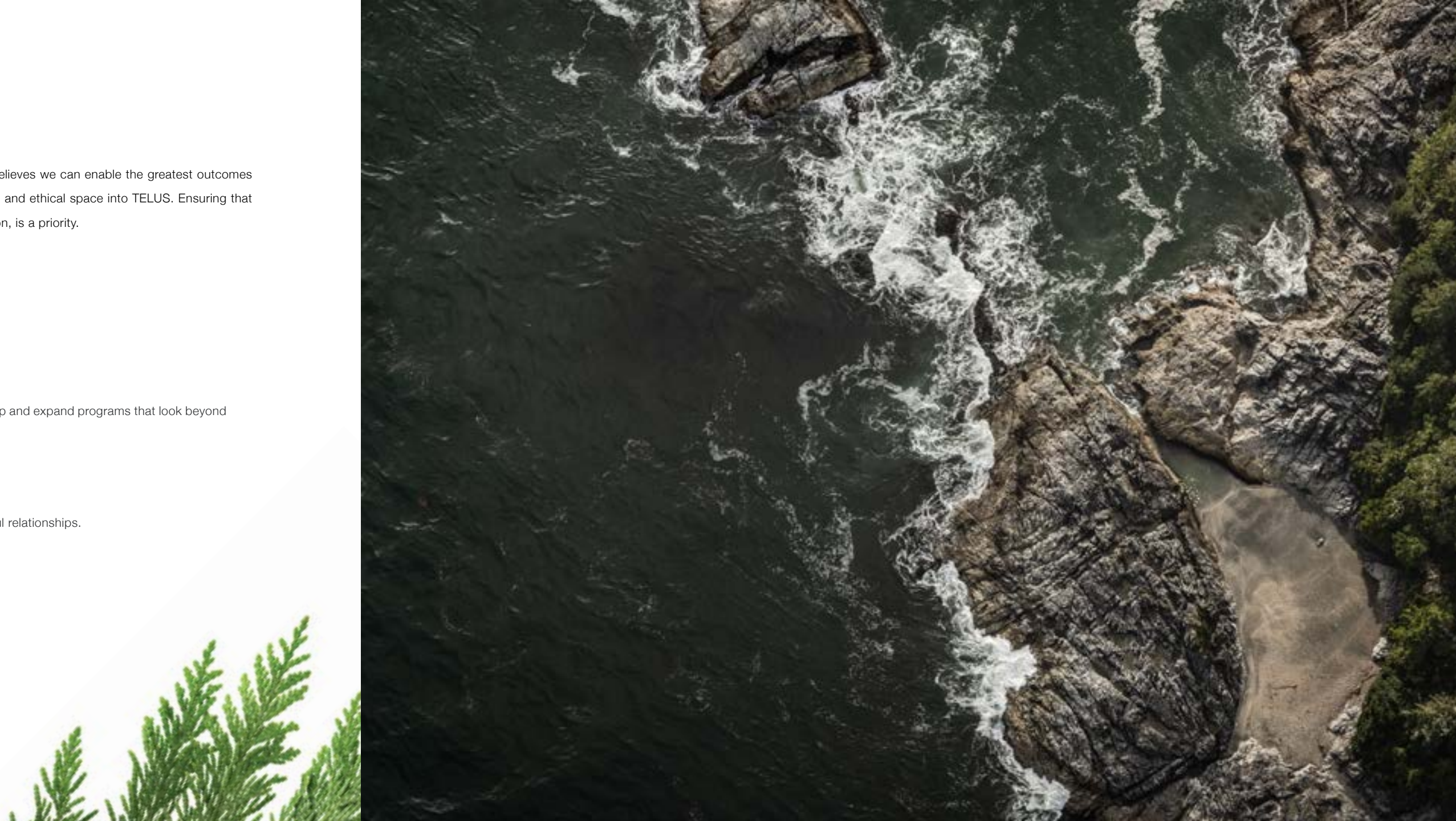


## ECONOMIC RECONCILIATION

Support sustainable economic participation and growth for Indigenous Peoples through involvement in TELUS' business.



Tofino, B.C.





# TELUS' Indigenous reconciliation action plan & targets

## CONNECTIVITY RECONCILIATION COMMITMENT

### TARGET

### TIMELINE

Year over year expansion of our advanced broadband and mobility networks to Indigenous communities within our serving areas by leveraging public-private partnership

- Additional 20 communities enabled with broadband connectivity

2022-2023

## ENABLING SOCIAL OUTCOMES COMMITMENT

### TARGET

### TIMELINE

Respond to Indigenous-led pathways for meaningful change by using our world-leading technology to enable access and expand partnerships with Indigenous organizations

- Expand Mobility for Good for Indigenous women at risk of violence across Canada in partnership with Indigenous-led organizations

2022

Engage with Indigenous communities and organizations to explore partnerships that reflect Indigenous practices and ways of being

- Launch Indigenous Community Fund, in support of Indigenous Peoples in our serving areas

2022

Increase partnerships with Indigenous communities and organizations as part of TELUS' Friendly Future Days

- Minimum contribution of 5% of Acts of Good and volunteer hours towards Indigenous-led events

2026

Ensure inclusion of Indigenous Peoples in all Social Purpose programs by proactively engaging Indigenous communities & organizations and facilitating application processes

- Minimum of 5% of TELUS Social Purpose programs annually support Indigenous Peoples and communities (eg Internet for Good, Health for Good, Volunteering, Kits for Kids)

2026

## CULTURAL RESPONSIVENESS & RELATIONSHIPS COMMITMENT

### TARGET

### TIMELINE

Work with Indigenous educators to develop & deliver e.learning material and ensure learning opportunities and resources are available and accessible

- Launch training program
- Pilot training with 1,000 team members

2022

2022

Elevate Indigenous voices through ongoing support of TELUS Eagles, a Resource Group for Indigenous team members

- Review funding and update as necessary

2022

Partner with Carey Newman and the Canadian Museum of Human Rights to expand access to the Witness Blanket

- Digitize Witness Blanket

2022

Develop a framework for TELUS spaces to provide culturally responsive experiences for Indigenous team members and customers

- Establish a process that guides implementation of Indigenous perspectives within our corporate spaces

2022

- Seek to learn and incorporate physical acknowledgements of Indigenous territories at key TELUS spaces

2023

**ACTION PLAN CONTINUED ON NEXT PAGE**



## ECONOMIC RECONCILIATION COMMITMENT

## TARGET

## TIMELINE

Achieve PAR certification by demonstrating sustained leadership in our commitment to working with Indigenous businesses and prosperity in Indigenous communities

- Become Bronze certified by developing policies and fulfilling targets associated with PAR reporting

2024

Explore partnerships with Indigenous-led organizations to support increased Indigenous students in Technology

- Establish partnership, enhance training and start ideation of collaborative solutions

2022

Work to enhance participation of Indigenous businesses within our projects and operations to support year over year increase in Indigenous supplier spend

- Develop a procurement process that allows us to become more purposeful in support of Indigenous Businesses
- Increase spend with Indigenous owned businesses by 10%

2022

2023

Enhance the accountability of all team members and leaders at TELUS to support retention and recruitment of Indigenous team members

- Review policies and practices to understand how we can better accommodate unique needs of Indigenous Peoples
- Develop a framework for recruiting and retaining Indigenous talent, supporting career development and advancement, and promoting mobility of Indigenous team members

2022

2023

Explore partnerships with Indigenous communities to develop solutions that reflect and support Indigenous practices and values

- Seek to establish meaningful partnerships with 5 Indigenous communities to collaborate on sustainable agricultural solutions
- Develop new functionality for agriculture solutions that reflect Indigenous practices, values and culture

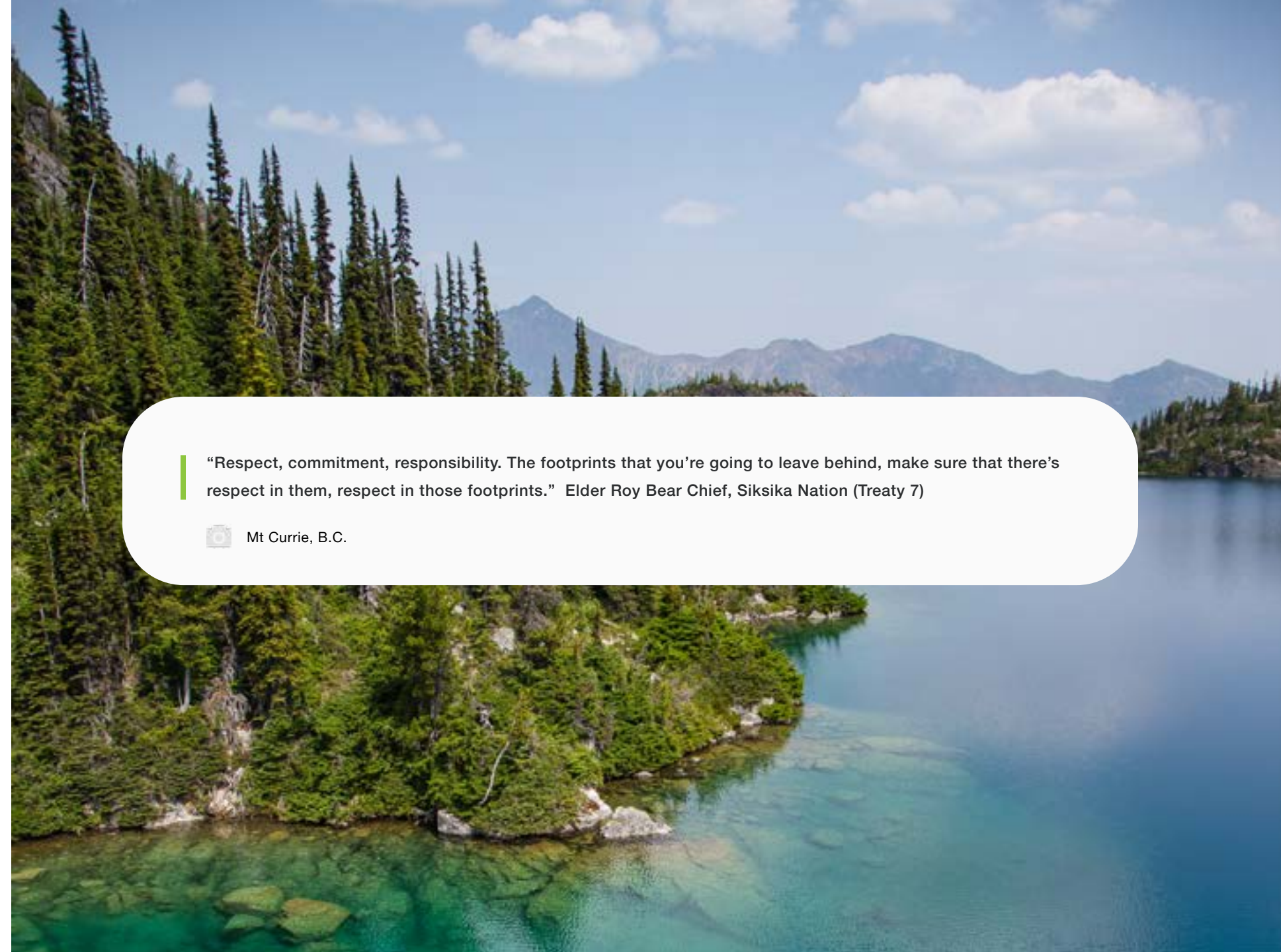
2024

2026


Invest in early stage (Seed and Series A) Indigenous-owned for-profit companies that are driving financial and social/environmental outcomes to make the world a better place

- Invest 7.5% in Indigenous-owned for-profit company through the Pollinator Fund

2026



“Respect, commitment, responsibility. The footprints that you’re going to leave behind, make sure that there’s respect in them, respect in those footprints.” Elder Roy Bear Chief, Siksika Nation (Treaty 7)

 Mt Currie, B.C.




## Connectivity

Collaborate with Indigenous governments and organizations to deliver advanced broadband connectivity to Indigenous communities within our serving areas.

### P'ÉSK'A | THE HUMMINGBIRD

The hummingbird was gifted with the ability of communication; they are a messenger of joy as they carry good luck from flower to flower. The hummingbird carries with it an abundance of energy to support you through life's challenges.

 Champagne, Y.T.

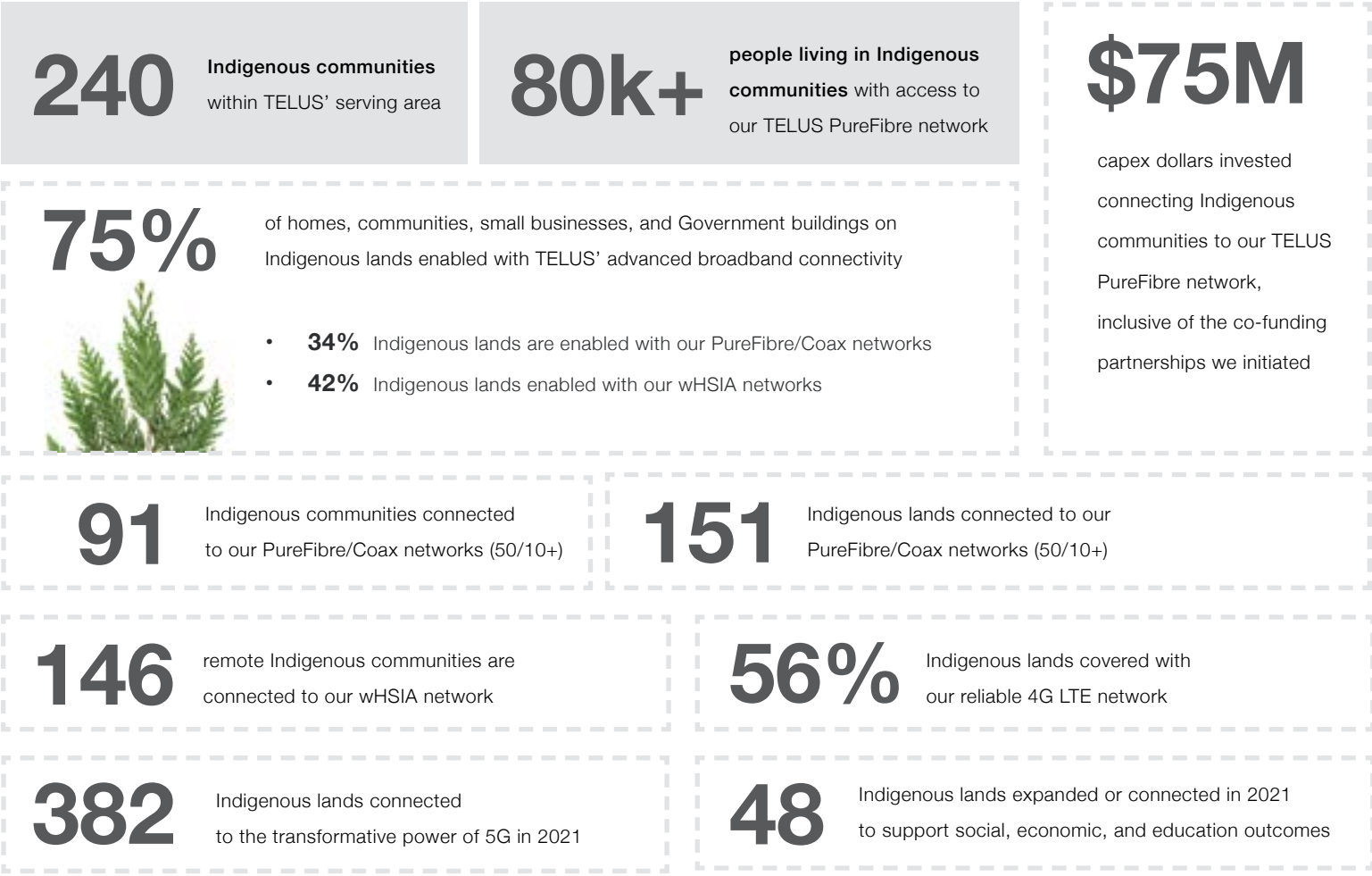
## Expanding our network reach

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' 5G network enabling access to the next generation of wireless technology — the fastest, most robust communications technology in the world. Our wireless technology also extends accessibility, allowing us to connect more remote locations leveraging the combination of our infrastructure. In very remote areas our wireless LTE coverage (wHSIA) is revolutionizing the use of our network, providing high-speed internet access where internet access has not historically been possible.

By the end of 2023, TELUS is committed to connecting an additional 20 communities in our serving area to our advanced broadband networks.

“At TELUS, we understand that technology is a great equalizer but only if we all have access to it. Through the combination of a range of technologies, enabled by coordinated public-private partnership models and supportive policy, we believe that all Indigenous communities can be connected. I am proud to share that in partnership with Indigenous governments and through co-funding arrangements with the governments of BC and Canada we have connected 48 communities in 2021 alone. We will continue to partner to create effective joint investment initiatives that meet the real and unique needs of each nation in 2022 and beyond.”

Shazia Zeb Sobani  
 VP, Customer Network Implementation  
 Proud member of the TELUS team



# Fostering meaningful and strategic partnerships

Building the networks of the future is about more than expanding our advanced networks, it's about building meaningful partnerships to empower current and future generations. We are privileged to collaborate with Indigenous governments and partners, as well as federal, provincial, and municipal governments, to bridge digital divides and work towards a future where all Indigenous communities have the technology needed to support their unique goals.

## ALL NATIONS TRUST COMPANY: PATHWAYS TO TECHNOLOGY PROGRAM

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, aiming to connect B.C. First Nations to the world regardless of where they live. Over the past ten years, TELUS and Pathways have collaborated to connect 48 communities, including 16 with TELUS PureFibre.

## INNOVATION, SCIENCE, AND ECONOMIC DEVELOPMENT CANADA (ISED): UNIVERSAL BROADBAND FUND

ISED is a federal institution representing 17 federal departments and agencies focused on improving conditions for investment, enhancing Canada's innovation performance, increasing Canada's share of global trade, and building a fair, efficient, and competitive marketplace. ISED's Universal Broadband Fund (UBF) was established to fund high-speed internet projects to rural, remote, and Indigenous communities across Canada. TELUS and ISED co-funded to connect eight Indigenous communities to our advanced broadband networks in 2021.

## GOVERNMENT OF B.C. NORTHERN DEVELOPMENT INITIATIVE TRUST: CONNECTING B.C. PROGRAM

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


## GOVERNMENT OF QUEBEC

Operation High Speed is a joint program through the Government of Canada and the Government of Quebec that aims to expand broadband connectivity in rural and Indigenous communities.

## ENABLING EKUANITSHIT

With funding from Operation High Speed, TELUS is working in partnership with Ekuanitshit First Nation to bring our TELUS PureFibre network and 4G wireless LTE coverage to the Innu community in the Côte-Nord region of Quebec by the end of 2022.

**“We’re thrilled about the imminent arrival of high-speed Internet and the cellular network in Ekuanitshit,” said Jean-Charles Piétacho, Chief of the Innu of Ekuanitshit Council. “This connectivity will provide our young people with a new gateway to the world, allowing them to learn and pursue their studies online without having to leave their friends and family behind. It will make it easier for our band council to collaborate with other Innu communities, and we will boost our economy and local tourism by taking full advantage of all of our new internet-based options and tools.”**

 Pakua Shipu | Pakuashipi, QC | Credit: Joshua McKinnon



## How women in Pakua Shipu are leading digital change

“Just because we’re women, it doesn’t mean we can’t build homes, drive trucks, and shape the future of our community with our own hands and ideas.” This is what comes to mind for former Chief Mary Mark, as she looks back on the significant progress made by the Innu women of Pakua Shipu, a First Nation community with a population of just over 200 people located in the vast, roadless region of Quebec’s Lower North Shore. As the first woman to be elected Chief in 2006, she recalls that, barely 10 years ago, women in her community would rarely dare to speak publicly and voice their opinions – an all too common experience shared by Indigenous women following centuries of colonization<sup>3</sup> that has contributed to the devaluation of their traditional authority and community contribution.

But today, in Pakua Shipu, women are playing a leading role in their community’s economic development, and the future looks even more promising. Since TELUS high-speed internet arrived in the region in 2019, their learning opportunities have increased significantly. While most Canadians may consider connectivity easy to come by, it was only in November 2019 that the Pakua Shipu community meaningfully got connected to the rest of the world when TELUS deployed its 4G LTE wireless network, as part of an ambitious project that now ensures cell phone and high speed internet service to people across the vast Lower North Shore region. According to Mark, it really helped solve one of the main challenges for local women which is education.

Before today, they had to travel away from Pakua Shipu to pursue school. Mark herself left her community and holds a number of post-secondary degrees in special education, financial management, and child health intervention. But she did not always find life outside of Pakua Shipu easy. “We missed our home when we were away. We felt far away from our people and from nature; disconnected from our roots,” she says. Connectivity offers a gateway to the rest of the world and makes it possible for local women to seek further education and expand their knowledge base. The band council is implementing remote management training projects for the next generation. Together with the Unamen Shipu (La Romaine) reserve, the community has set up a virtual education program for driving classes offered through videoconferencing. Three Innu women have stepped forward to participate in the program, with the ambition of pursuing their training further in heavy machinery.

 Former Chief Mary Mark | Pakua Shipu | Credit: Joshua McKinnon

3 | “Restoring the Balance, First Nations Women, Community, and Culture,” by Eric Guimond, Gail Guthrie, and Madeline Dion Stout, 2008

<https://uofmpress.ca/books/detail/restoring-the-balance>



With about twenty Innu students from Pakua Shipu and Unamen Shipit, they’re learning how to operate construction equipment through a program established by the government of Quebec in the fall of 2021. They will eventually participate in the economy through meaningful employment.

The program will also meet workforce requirements related to the ambitious project to extend Route 138 that will eventually connect the 14 communities of the Lower North Shore to one another. The digital highway will have paved the way to an expansion of the real highway network, helping to further reduce the region’s isolation.


**“Our women have courage and they are starting to learn professions that were traditionally reserved for men,” says Mark. “Cell phone service and high-speed internet have made it possible for them to raise their ambitions, providing a way to stay connected with the rest of the world, while keeping both feet firmly planted on the sandy, isolated shores of our very own and unique Pakua Shipu.”**

## Bearspaw: Finding strength in connection

“Until the pandemic struck in 2020, cell phone service was virtually non-existent in Eden Valley Reserve 216, home to the Bearspaw First Nation in the foothills of the Rocky Mountains southwest of Calgary. Residents seeking a reliable connection had to travel 30 kilometres down the road to the neighbouring town of Longview to get a signal.”

But COVID-19 has taught us that connectivity is an essential service — as Bearspaw Chief Darcy Dixon says, “a basic right of all Canadians regardless of postal code.” It’s why, following an urgent request from Bearspaw leadership, TELUS took emergency action to light up cell service to the area and ensure that the community’s 700 residents could quickly and easily connect with public health officials — and each other — in order to stay healthy and safe. In fact, 72 hours after TELUS got the call, a mobile cell site (also known as a “Cell on Wheels” or “COW”) was in place and providing coverage across the community.

These kinds of solutions are intended to be temporary — providing immediate answers to critical situations. In the case of the Bearspaw First Nation, all parties agreed it was vital to act first and allow the procedures and processes for connecting such a remote community to catch up. TELUS has now designed and planned permanent wireless connectivity for this community. As soon as funding is made available for Bearspaw, TELUS will replace the 18-metre-high COW with a tower of 75 metres, providing far greater coverage and enough capacity to support the entire community. The impact of reliable connectivity in Eden Valley has already been transformational: Everyone — from young members of the community to Elders — is revelling in the ability to easily connect with friends and family, not to mention healthcare professionals.

 Eden Valley 216, AB | Credit: Mary Big Bull



And as Bearspaw administration continues to work hard to keep members healthy, the wireless connectivity has also ignited renewed hope for better economic times for the community. Among its ambitious development plans, the First Nation recently opened a travel centre and energy station — a restaurant, gas and charging station for commercial truckers and tourists passing through on their way to explore the trails and vistas of the spectacular Kananaskis Country, just east of Eden Valley.

**“Technology is an equalizer for our people, especially since we commonly live in remote communities and face scores of socio-economic barriers,” says Chief Dixon.**

**“It gives our people the fundamental rights to access essential emergency services, to access education for our children and a future they would not otherwise imagine, to access tools to preserve our language, culture and traditions, and so much more.”**

## TI'etinqox: Honouring tradition with modern technology

For thousands of years, the TI'etinqox of the Tsilhqot'in have gathered on land hemmed by the Chilcotin River in B.C.'s interior. Here, the “People beside the River” have been caretakers of their territory, building on their historic connections to the land, their traditions, and each other. Today, they are leveraging technology — powered by fast and reliable internet through TELUS's PureFibre Network — to honour their traditions and create new economic and educational opportunities, accomplishing what their ancestors set out for them to do, even through very modern means.

In partnership with the All Nations Trust Company's Pathways to Technology Project, and the Interior Health Authority, TELUS connected nine First Nations and 13 previously underserved reserves in the Cariboo Chilcotin area to its fast, reliable PureFibre network. The implementation of consistent, high-speed internet is creating avenues for the TI'etinqox to explore new economic options, while rebuilding their territory following a devastating forest fire in 2017. The inferno blazed across the territory, leaving blackened earth and scorched trees in its wake. Banding together, the community fed and housed members of the nearby non-Indigenous community of Alexis Creek, while also fighting to protect their own. “Our people want to take care of people,” TI'etinqox Executive Director and Councillor Ashton Harry shared. “When it comes to a crisis, they harmonize together.” About 70 per cent of the land was ravaged — the only thing that didn't burn was the community, thanks to the tireless efforts and skill of TI'etinqox firefighters and community members.

“When Elders talk about the fire, it's a rebirth — it did a cleansing. We had never seen a cleansing of that magnitude,” Harry shared. “Now it's time for us to take care of the earth again.” As TI'etinqox continues to rebuild following the blaze — replanting, assessing trees, ensuring trails are safe, and making repairs where the blaze cut a path across the land — they are also leveraging the opportunities afforded by modern technology. “We can meet with experts virtually. We don't have to bring them out,” Harry shared. Connectivity came just in time for the more than 500 people living in the TI'etinqox community as the COVID-19 pandemic forced people to find new ways to work and connect.

 Credit: Lauren Carruthers Photography

---

CONTINUED ON NEXT PAGE

---





SOCIAL  
DISTANCE  
STAY  
SAFE  
STAY  
POSITIVE

### STORY CONTINUED: HONOURING TRADITION WITH MODERN TECHNOLOGY

Even though the public health guidelines forced many to stay home, the Tl'etinqox were able to use modern technology to maintain tradition, offering language classes, beading tutorials and virtual smudging through social media. "Being around your people is an intrinsic part of being First Nations," shared Harry. "The pandemic showed how dependent we are on connection. We are used to being around people all the time. We kept that up and we wouldn't have been able to do that without PureFibre." Beyond the immediate needs created by the pandemic, the fast speed and reliability of the PureFibre network has now opened education and training opportunities, prompting increased engagement with the Tl'etinqox Adult Education Centre. "Before, we had to let people come to the office to do the work. We knew it was a need," Harry shared, adding there was always an underlying concern about bandwidth and how multiple users would impact the First Nation's ability to do business. When PureFibre came in, people were able to access education at the tip of their fingers in their homes.

It ensures success when people are comfortable in their space. "From those doing distance education to people looking for practical training, such as chain-saw safety and dangerous tree assessment, people no longer have to leave the community to get the skills they need," shared Harry. Education Manager and Councillor Melanie Johnny, who works with up to 300 students each year across all grade levels and into post-secondary, affirmed the critical role internet played through the pandemic. With schools closed, students relied on stable connectivity to keep up with their courses — no matter where their school was.

**"Not all the classes they need are offered here. It used to be they'd have to go into the city to get those courses, but with the pandemic, it was the reverse," Johnny shared. "With community support and the guidance of a dedicated principal — and dependable internet connections — no student was left behind during school closures," Harry affirmed. "Every kid accomplished their grade level."**

The Tl'etinqox have also leveraged additional economic opportunities thanks to the stable and speedy PureFibre lines. Increased bandwidth and reliable connections means virtual meetings are a possibility — opening up prospects well beyond their territory. "We can bring economic opportunity to my community without having to leave it," Harry affirmed.

 Tsilhqot'in Nation | Anah Lake, B.C. | Credit: Laureen Carruthers Photography

## TI'esqox: Reframing education through technology

TI'esqox, meaning "muddy creek," for the creek that flows through the community, is one of six T̓silhqot'in communities that make up the T̓silhqot'in National Government, spanning between the Fraser and Chilcotin Rivers. With over 200 fluent Athapaskan speakers nationwide, TI'esqox leadership has prioritized taking control of their education system as a critical step in "passing on language and culture to the next generation", shares Chief Francis Laceese, "I am fortunate that I can speak my own language, I had to learn English when I was little, there are still some Elders that only know our language and very little English". Since TELUS PureFibre was enabled in 2020, with co-funding from Pathways to Technology, a project managed by ANTCO and Interior Health, TI'esqox has been blazing the way to leverage connectivity to generate increased excitement in the youth and to maintain pride in the T̓silhqot'in identity.


**"Our T̓silhqot'in youth are developing a children's television show modelled after Dora the Explorer...It's opened up a lot of different possibilities, being connected...We are even putting in place plans to develop a university in our Nation that will leverage our language speakers as professors in our community."**

Critically the new technology is opening up TI'esqox knowledge, culture and language to the world. As the Nation completes work on their dictionary, which unlike a western definition of dictionary, contains a rich tapestry of words, songs and ceremonies, delegates from other countries are showing interest in participating in knowledge sharing. "A lot of it is new to me", says Chief Francis, "for the longest time, I didn't have a cell phone. We are taking over our own education, to instill the language, the cultural identity, and who we are as T̓silhqot'in people".

TI'esqox leadership is leveraging advanced broadband connectivity to ensure no child, youth, or adult is left out of educational opportunities. "It's made a big difference for us to be able to connect and access education, to not be limited. There are many universities that offer online courses. It has allowed everyone, from kindergarten to high school to adults, there are a lot more options for people now," affirmed Chief Francis. Children and youth who previously had to travel 45 minutes each way to Williams Lake to attend elementary and high school, can now attend school from the comfort of their community.



With over half of Chief Francis' membership living outside the community, the ease of digital connections is also providing limitless opportunity for increased community building and the sharing of intergenerational knowledge regardless of location. "We used to have a lot more general assemblies, if we are working on different projects in the community we can zoom them in, we can invite members living across Canada to participate and have their input into the community," says Chief Francis. "We have been able to maintain numbers for events because of connectivity."

 **TI'esqox Community member Fred Palmantier**  
**Riske Creek, B.C. | Credit: Kelsie Marchand**



# Chawathil: Supporting wetland rehabilitation

“S’olh Temexw te ikw’elo.  
Xolhmet te mekw’stam, it kwelot.”

“This is our land. We have to take care  
of everything that belongs to us.”

**Chawathil prayer, shared by Chetlámetleqw (Norman Florence), Vice Chief, Chawathil First Nation.**

Located in the Fraser Valley, the People of Chawathil First Nation (Chawathil) have been caretakers of this territory for time immemorial. Chawathil are Stó:lō people or “River People” who depend upon the river and land for their survival and livelihood. This is as true today as it was many years ago when Selthelmatheq (Peter Dennis Peters), Norman Florence’s grandfather, was Chief.


The community has grown in leaps and bounds from the time when Florence’s grandfather was Chief, and doing voluntary administrative work out of his home. Today the community has multiple offices and growing infrastructure as they work to build a sustainable future for future generations “Our community has several ongoing strategic initiatives in progress,” shares Florence, “internet connectivity has been a missing piece in Chawathil’s growth, and in our ability to operate in the digital age. We were on dial-up, to stay competitive and fully execute on our long term strategy, we needed to upgrade our Nation’s access to the best high-speed connectivity available. Participating in virtual meetings, sharing large land files; high-speed internet is needed for all these basic government needs today.”

In late 2020, TELUS and Chawathil partnered with the Government of B.C. through the Connecting B.C. program, Economic Recovery Fund Intake, administered by Northern Development Initiative Trust (NDIT) to accelerate the deployment of next-generation TELUS PureFibre to the community, alongside 16 Indigenous communities across B.C. in 2021. Chawathil had several priorities to consider when partnering with TELUS, including protecting Chawathil IR 4 wetlands. “Leadership, administration, and membership are excited for the new possibilities that high speed internet will enable,” shares Florence, “however, with every project it is most important to include all considerations, like our existing wetland preservation project.”

Preserving the habitat and species of the wetlands is a key priority and a vital part of cultural restoration for Chawathil. While TELUS typically follows existing utility pole line infrastructure to minimize impacts to the land, on Chawathil the existing infrastructure crossed a slough that was part of the Nation’s active revitalization plans to bring salmon back to the people, “It is a part of our identity, our culture, and the ecosystem.

There are a lot of different things that we want to protect in the community”, shares Florence, “the wetlands that we steward are home to several species including Coho, Coastal Cutthroat Trout, Red legged frog, Western Green toads, and the Salish Sucker which are listed under the Species at Risk Act. We’re working to increase the habitat area, to build a healthy channel to create a path for salmon to run, and to create resting pools along the way.”

Understanding this, Chawathil and TELUS worked closely to support the Nation’s wetland environmental rehabilitation work. Together Chawathil and TELUS identified an alternative buried route, which benefits Chawathil’s rehabilitation efforts, while also serving to bolster TELUS’ network integrity and resilience goals by removing the risk of pole rot. “Our work together is a clear example of finding a gentler path forward together to ensure our members and Elders experience the full use of this water course and witness the migrating salmon, while also enabling the benefits of broadband connectivity. In Halq’eméylem I would say, Chawathil qas te TELUS Lexw síyó:les, which means Chawathil and TELUS working as one, yálh yuxw kw’ashó:y (thank you)”, concludes Chetlámetleqw (Norman Florence), Vice Chief, Chawathil.

 **Chawathil First Nation Wetlands | Hope, B.C.**





## Enabling Social Outcomes

Develop and expand programs that look beyond connectivity to enable communities for longer-term prosperity and success.

### QWÉL:ES | THE WHALE

The whale symbolizes lifelong partnership, it represents generational ties and longevity. Whales stay together as a community and protect each member of their pod.

 Calvert Island, B.C.

## A shared sense of social purpose

Driven by our passionate social purpose to connect all citizens for good, our deeply meaningful and enduring philosophy to give where we live has inspired TELUS, our team members, and retirees to contribute more than \$820 million and 1.6 million days of service since 2000. Driving meaningful change is core to our leadership in social capitalism. It's more than just our commitment to give where we live to strengthen our communities, it's how we translate our world-leading technology into meaningful services that drive innovation and support the transformation of essential social models, such as patient-centred health care, universal education, and environmental stewardship.

### STANDING TOGETHER AGAINST COVID-19

TELUS will stand with communities, as we have always done, throughout the COVID-19 pandemic and beyond. TELUS has dedicated \$150 million in support of COVID-19 relief efforts to build public healthcare capacity and support communities throughout the pandemic. We recognize Indigenous communities have been disproportionately affected by COVID-19, that's why our teams responded to the requests of Indigenous governments and communities across Canada. Between March of 2020 and June 2021, TELUS provisioned over **21,000 pounds of food and personal protective equipment (PPE)** for remote Indigenous communities, enabled the delivery of sanitation supplies, and procured **580 devices** to keep people connected with their families and support systems. We remain steadfast in our commitment to support the leadership, resiliency, and strength being demonstrated by Indigenous communities.



**\$8M**

to support Indigenous-led projects and initiatives in 2021

 Squamish Nation members and TELUS team members packing food deliveries


### TELUS FRIENDLY FUTURE FOUNDATION

When we help communities reach their full potential, we're all connected for good. The TELUS Friendly Future Foundation™ (TFFF) is an independent registered charity dedicated to funding health, education, and technology focused charitable programs for at-risk youth in communities across Canada. Additionally, our 13 Canadian TELUS Community Boards enable local community and business leaders to make the most impactful funding decisions on the allocations of grassroots grants. Funding is also provided by the TFFF to charitable organisations offering programs with a national, territorial or provincial scope. In response to the COVID-19 pandemic, we pivoted all of our philanthropic funding efforts to focus on health initiatives and supporting charities on the front line of the public health crisis. This included funding for new medical technology and equipment, critical research, food, virtual education programs, and mental health initiatives.

### MEDICINE WHEEL WARRIORS, URBAN SOCIETY FOR ABORIGINAL YOUTH (USAY)

Located on the traditional territories of the people of the Treaty 7 region and the Métis Nation (Region 3), USAY provides consistent support to Indigenous youth in Calgary. Programs combine social innovation with traditional knowledge to meet Indigenous youth 'where they are at' while encouraging a positive sense of self. The Medicine Wheel Warriors Social Justice Program provides Indigenous youth experiencing mental health challenges access to an innovative and culturally appropriate "Indigenous Superheroes" program where they create superhero personas that are 3D printed into action figures with their likeness. "Medicine Wheel Warriors allows Indigenous participants to see themselves as superheroes in their everyday lives, and make changes that matter to the people and communities around them" LeeAnne Ireland, Executive Director.

By the end of 2026, TELUS is committed to ensuring that a minimum of 5% of TELUS Social Purpose programs annually will support Indigenous Peoples and communities.

 Child participating in the Medicine Wheel Warriors program through USAY



# How digital technology supports the reclamation of Indigenous knowledge in healthcare

Body, mind, spirit and heart. These are the four dimensions of personal well-being that have long guided traditional healthcare practices of many Indigenous Peoples.

This wisdom, among other traditional practices and Indigenous ways of knowing, has now been embedded into the foundation of a transformative Indigenous healthcare initiative, the **Centre for Wise Practices' Virtual Hub, at Women's College Hospital** in Toronto.

With a **\$200,000 grant from TELUS Friendly Future Foundation**, the virtual hub supports the construction of a healthcare system that acknowledges and respects Indigenous identity, trauma and resilience, while providing meaningful, culturally safe healthcare — where Indigenous worldviews are valued.

Currently under development, the new virtual hub is designed to support the on-the-ground experience of Indigenous Peoples working in healthcare settings. It will also enable non-Indigenous healthcare workers access to Indigenous ways of thinking about health and ceremony, an approach that has been overlooked in Western medicine. “To me, the virtual hub is a celebration of our strength,” says Dr. Lisa Richardson, a Toronto-based physician of Anishinaabe descent, and strategic lead for the Centre for Wise Practices in Indigenous Health at Women's College Hospital in Toronto.

**“We know our people are still having horrible experiences in the Western healthcare system. We know that the health gap still exists, and access to care that is high-quality, responsive and free of racism is really important,” says Dr. Richardson. “It’s also important that it be Indigenous-led, Indigenous-designed, value-based and developed.”**


With research suggesting that racism adversely affects the health of Indigenous patients in multiple ways, the creation of the virtual hub comes amid increased demand for the development and delivery of trauma-informed, culturally safe practices, spaces, activities and knowledge of a broader healthcare system.

In response, Dr. Richardson, who also serves as strategic advisor for Indigenous Health in the faculty of medicine at the University of Toronto, began gathering and sharing relevant online resources, working alongside a dedicated team at Women's College Hospital. “We wanted to ‘build this small fire’ as our Elders would say, and then we started noticing more and more people were coming to us to understand what we were doing,” she says.

There are now many resources compiled by the Centre for Wise Practices in Indigenous Health in a digital format— resources healthcare professionals and others working to improve Indigenous care will be able to access through the virtual hub.

Right now, the Centre for Wise Practices' site is hosted by Women's College Hospital. But project lead Selena Mills says the grant from TELUS Friendly Future Foundation will bring these kinds of health-related cultural resources together in a newly built website, presented in a more interactive and engaging way, with even more content.

“We want to make sure the new virtual hub is really interconnected in a dynamic way that is engaging for multiple demographics,” says Mills, an artist and writer, and a descendant of the Woodland Cree peoples of Lac La Ronge, Treaty 6. “I really believe in harnessing technology tools to uplift Indigenous brilliance.”

 Practitioners at the Centre for Wise Practices in Indigenous Health at Women's College Hospital




## Indigenous Communities Fund

At TELUS we're committed to building stronger, healthier communities. That's why we've launched our Indigenous Communities Fund providing flexible grants of up to **\$50,000** to Indigenous-led organizations, not-for-profits and community groups supporting Indigenous Peoples in Canada. Launched in late 2021, our Indigenous Communities Fund helps us remain steadfast in our commitment to supporting Indigenous-led solutions to advancing reconciliation. Grants are open to projects focused on but not limited to:

- Health, mental health and well-being
- Access to education and resources
- Community building and enhancement
- Language and cultural revitalization
- Inter-community sharing of cultural stories

Learn more or access our application at [telus.com/indigenousfund](https://telus.com/indigenousfund)

 Lashyla, Cree Superhero and member of the Planet Protector Academy, on a mission for Zero Waste (right), Port Alberni, B.C. (left)



## Connecting for Good

A vital pillar of our social purpose is to bridge digital and socio-economic divides to connect everyone to the people, information, and resources that improve their lives. At TELUS, we understand technology to be the great equalizer, but only if everyone has 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 underserved citizens are connected to the people, information, and opportunities that matter most in our increasingly digital society.


1.3K youth aging out of care were able to stay connected with family, support workers and access resources through Mobility for Good\*

97% of Mobility for Good participants say the program makes it easier to stay connected to friends, family and support workers

97,000 people living in Canada have been positively impacted by our Internet and Mobility for Good programs to date

4.2K Elders and seniors stayed connected to family and friends through Mobility for Good for Seniors\*

8.6K families in need connected to low cost high-speed internet \*

 Pakua Shipu community member | Pakuashipi, QC | Credit: André Rainville

\* Individuals supported over the past year.





# Indigenous women at risk or surviving violence: Responding to the calls for justice

As established by Reclaiming Power and Place: The Final Report<sup>4</sup> on Missing and Murdered Indigenous Women and Girls, while Indigenous women and girls comprise only 4% of the total female population in Canada, they represent 24% of female homicide victims, and are 12 times more likely to be murdered or go missing than any other women<sup>4</sup>. Call for Justice 15 calls for all Canadians to consider how they can “combat violence against Indigenous women, girls and 2SLGBTQIA people”. TELUS is committed to doing our part to respond to the 231 Calls for Justice, specifically by leveraging our technology to support Indigenous-led organizations and Indigenous-led solutions.

In 2021, in partnership and consultation with four Indigenous-led organizations in British Columbia and Alberta; Alberta Native Friendship Centres Association (ANFCA), BC Association of Aboriginal Friendship Centres (BCAAFC), Prince George Native Friendship Centre (PGNFC), and Native Courtworker and Counselling Association of British Columbia (NCCABC), TELUS developed and launched Mobility for Good for Indigenous Women at Risk, a new program that provides free smartphones and data plans to Indigenous women who are at risk or surviving violence.

**“Reliable cellular communication will help ensure Indigenous women and girls have access to services to support their safety and wellbeing. This is an important step towards increasing our capacity to provide culturally safe and inclusive anti-violence services delivered by and for Indigenous people.” Leslie Varley, Executive Director, BCAAFC**

**1.2K**

Indigenous women across B.C. and AB to be supported during the pilot phase


<sup>4</sup> | Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls  
Volume 1a, [https://www.mmiwg-ffada.ca/wp-content/uploads/2019/06/Final\\_Report\\_Vol\\_1a-1.pdf](https://www.mmiwg-ffada.ca/wp-content/uploads/2019/06/Final_Report_Vol_1a-1.pdf)



**“Having a cellular device and reliable network is a vital lifeline to Indigenous women and girls at risk to get access to critical services and resources they need for their health, safety, and wellness. Originally intended to provide a lifeline at a critical time of need, we’re now learning that the phones are also providing hope for the future. Recipients are now able to access social supports like opportunities for housing, employment and education, as well book a COVID vaccine and stay in touch with family. Our hope is this program continues to offer Indigenous women and girls in need a path to independence, and enables them to make safe choices for themselves and, in many cases, their families too”.**

**Tony Geheran**  
EVP & Chief Customer Officer  
Proud member of the TELUS team

**By the end of 2022, TELUS is committed to expanding the reach and impact of Mobility for Good for Indigenous women at risk across Canada, in partnership with Indigenous-led organizations.**

 Leslie Varley, BCAAFC, Tony Geheran, TELUS and Barb Ward-Burkitt, Prince George Friendship Centre

## Bringing healing to Vancouver's downtown eastside

Transformation. Unconditional love. Healing. These values—in-action—are transforming lives in Vancouver's Downtown Eastside through the work of the Kílala Lelum Health Centre, an Indigenous, Elder-led primary care centre serving residents of a tight-knit, but troubled neighbourhood at the heart of British Columbia's overdose and homeless crisis. To honour the Host First Nations of the region now referred to as Vancouver, the name Kílala Lelum, was chosen in consultation with the x̱məθḵəy̱əm (Musqueam) people. The name, which means “butterfly house,” makes clear the centre's purpose.

“We were looking at how to bring our members in from the Downtown Eastside, trying to get them to go into a good place, a place of transformation. That's what Kílala Lelum is for — the transformation for our members,” says Bruce Robinson (Owii'lo'ly'eyum`gaulth`ni`Ki`insque, Grizzly Bear with a Big Heart), Nisga'a Nation, a founding member, board member and one of the Elders-in-residence.


Dignity and respect are deeply rooted in the organization's mission, and steeped in the invaluable guidance and wisdom of the Elders. “Our role is to provide one-on-one support for the members who need it. They come in and visit me in the Elder's room where it's nice and quiet and we can hear each other and listen to each other without interruption,” says Ruth Alfred, Kwakiutl and Mamtagela-Tlowitsis, another founding member and Elder-in-residence. “We have conversations about how they came to be, where they are at, and how much they want to be released from that addiction, or whatever it is that is keeping them down. We have quite some conversations,” she says. “I always offer them that spiritual part of it, too—a brushing with cedar or an eagle fan, or a smudge,” says Elder Bruce. “They are just offers, it is their choice. It's with the understanding that they're living the life they want to live, but they're here because they want to change something for themselves.”

Helping Kílala Lelum succeed is the reason TELUS has expanded its innovative Health for Good® program in Vancouver. Via a high-tech mobile health clinic, the organization can now bring its culturally appropriate primary medical treatments, Elder-led cultural care, mental health services, and addiction support directly to the underserved citizens of the Downtown Eastside.



**“What we do is an essential service,” says Elder Bruce. “I have family down here, I call them all my loved ones. But we call everyone members, they are all members. We have to look at everybody as equal.” Elder Ruth echoes the message of providing members with dignity through their interactions with staff and Elders.**

**“No one is different from another. No one is above another person, that is how I feel about my relationship with the Kílala Lelum members. I'm not above them and they're not above me. We are on the same path, looking for the same thing.”**

 Elder-in-residence, Ruth Alfred walking through Vancouver's Downtown Eastside | Credit: Rich Lam Photography




## 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 and we are proud to be at the vanguard of improving healthcare delivery.

Our investment and innovation through our TELUS Health portfolio exemplifies our social purpose by addressing one of Canada's most pressing challenges — increase access to healthcare and make care delivery more efficient. For more than a decade, TELUS Health has been working with health authorities, Indigenous organizations, and community partners to build a more sustainable health ecosystem. As collaborators in the journey to improve healthcare experiences for Canadians, we are empowering individuals to proactively take control of their health and wellness, and that of their loved ones, with the right information, the right tools, and the right time.

TELUS continues to meet with Indigenous leaders to understand how our digital health technology can be of service. Whether it's keeping Elders safe through our LivingWell Companion or TELUS Health Companion personal emergency response service, or enabling individuals to access a doctor from wherever they are through our TELUS Health MyCare virtual care service, we are supporting communities to meet their health goals.

**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. Our existing Health for Good mobile clinics across the country supports an estimated **30,000 patient visits each year.**

 TELUS team member inside one of our Mobile Health Clinics providing a safe and private space for underserved patients to access health care

## Creating better food outcomes

At TELUS Agriculture, we're on a mission to tackle one of the most significant social challenges of our generation, feeding the world, while improving our food quality, safety, and sustainability through technology innovation and human compassion. By connecting the food value chain from seed to fork, we are enabling farmers, ranchers, agribusinesses, food, beverage and consumer goods companies with data and technology solutions to enhance operations and food traceability and provide consumers with fresher and healthier food.

As TELUS Agriculture, we will continue to uphold the commitment and collaboration TELUS has built over the past decade. We are privileged to live and work on the traditional territories and treaty areas of many Indigenous communities and are honoured to play a role in the responsible stewardship and interconnected nature of our food system, land, and resources. We will focus on developing an inclusive and culturally relevant TELUS Agriculture Indigenous reconciliation strategy that will leverage TELUS' core competencies to support Indigenous priorities and enable positive outcomes.

**By the end of 2024, TELUS Agriculture will establish meaningful partnerships with 5 Indigenous communities across Canada, and collaborate to build sustainable agricultural practices and solutions which are respectful of Indigenous knowledge, values and principles.**

 Abbotsford, B.C. | Credit: TELUS Studios






## Cultural Responsiveness & Relationships

Listen, learn, and understand how TELUS can meet unique needs & build meaningful relationships. Ensure culturally responsive customer experience for Indigenous customers.

### SP'ÓQES | THE EAGLE

The eagle is a spiritual messenger with a strong connection to peace. Eagles have the ability to hold space between two worlds, the physical and spiritual. The eagle carries our messages and prayers up to the Creator, it symbolizes focus and strength.

 Wah'nah'juss Hilt'h'hooss | Meares Island, B.C.

## Elevating Indigenous voices

TELUS is focused on ensuring a meaningful customer experience for Indigenous customers, and supporting Indigenous team members. It is essential that our team understand and value the rich diversity of Indigenous Peoples' cultures, communities, languages, and ways of being. As part of our commitment, we aim to elevate Indigenous voices and support authentic representation of Indigenous Peoples through our channels and platforms in partnership with Indigenous communities and Indigenous-led businesses and organizations.

As corporate and social purpose leaders, it is our responsibility to use our voice, business, and relationships to encourage reconciliation. Reclaiming Power and Place Call for Justice 6.1 calls for media and social influencers to “support Indigenous People sharing their stories, from their perspectives, free of bias, discrimination, and false assumptions, and in a trauma-informed and culturally sensitive way”. From Jenn Harper, founder of Cheekbone Beauty to National Chief RoseAnne Archibald of the Assembly of First Nations, we have been privileged to feature a diverse range of Indigenous guests sharing their truths on the TELUS Talks with Tamara Taggart podcast and will continue to focus on elevating Indigenous voices across our platforms.

### CANADIAN HISTORY THROUGH AN INDIGENOUS LENS


Supporting reconciliation starts with truth telling and education for our team members. TRC Call to Action 92 “calls upon the corporate sector in Canada... to provide education for management and staff,” and TELUS has been working with Indigenous educators to ensure our team members understand shared history. Chastity Davis-Alphonse, Tla’amin Nation has been delivering “Canadian History through the lens of Indigenous Peoples” to team members across TELUS encouraging them to be curious as they embark upon a learning journey of shared Canadian history. Chastity believes that those who gain knowledge and insight into the wisdom, worldviews and lived experiences of Indigenous people, will have the “power to transform” their perceptions, thought-processes and assumptions about Indigenous Peoples.

**In 2022, in partnership with Indigenous educators, we will develop and deliver e.Learning to expand access to Indigenous perspectives across our organization. Team members will learn more about shared history and appropriate methods and spirit of intent, for developing and deepening meaningful relationships with Indigenous Peoples.**



“I am a mixed-heritage woman of First Nations and European descent. I am a proud member of the Tla’amin Nation and married into the T̓silhqot’in Nation to Nits’iḷḷin Chief Joe Alphonse, Tl’etinqox-t’in Government. I have been adopted into the Heiltsuk Nation by the White family at one of their potlatches. I also have been gifted and carry the traditional Kwak’waka name Lakwalese, which translates to “the Great Inviter.”

**“I urge participants to start by examining — and challenging — their own individual biases as they learn about Canadian History Through An Indigenous Lens. It’s my experience the majority of non-Indigenous people feel they are not impacted by the harms of the past. As they dig further into their individual truth and reconciliation journey, it is inspiring to witness the dawning of a new understanding: every single Canadian is impacted by the historical decisions of the early Canadian government, which led to the creation of the Indian Act. These decisions continue to inform our conditioning and thinking about, and impact our relationships with Indigenous Peoples.” Chastity Davis-Alphonse, Tla’amin Nation**

 Chastity Davis-Alphonse, Tla’amin Nation | Credit: Lauren Carruthers Photography


## Amplifying the voices of Survivors: Digitizing the Witness Blanket

Standing up as a witness is a heavy responsibility, carried by so many residential school Survivors. Created by artist Carey Newman (Hayalthkin'geme), of Kwakwak'awakw, Coast Salish and Settler descent, to pay homage to the children of Canada's residential school system, the Witness Blanket holds 887 objects gathered from 77 communities across Canada. A 12-metre-long physical art installation, the objects are representative memories, letters, clothing, art and fragments from buildings, collected from the sites of former residential schools, churches, government buildings and other cultural sites. The Witness Blanket has given a voice to those who had their voices taken away and is a physical reminder that we have much to learn and acknowledge as part of moving forward in true reconciliation.

Since 2019, the Canadian Museum for Human Rights (CMHR) has been responsible, alongside Newman, for the care and display of the Witness Blanket. A historic agreement gave equal weight to Kwakwaka'wakw traditions and governance and Western contract law, vesting legal rights with the artwork itself as a living entity that carries the stories of survivors. TELUS is proud to partner on the digitization and amplification of this national monument, allowing the Witness Blanket to be shared and engaged with in new and exciting ways. Guided by Carey, CMHR, and a circle of residential school Survivors, TELUS will amplify the voices of survivors through a new web platform where users will explore the stories behind individual pieces of the artwork through original videos, images, and interviews. TELUS is honoured to support truth telling and the vision of ensuring the voices of survivors reach students from coast to coast to coast.

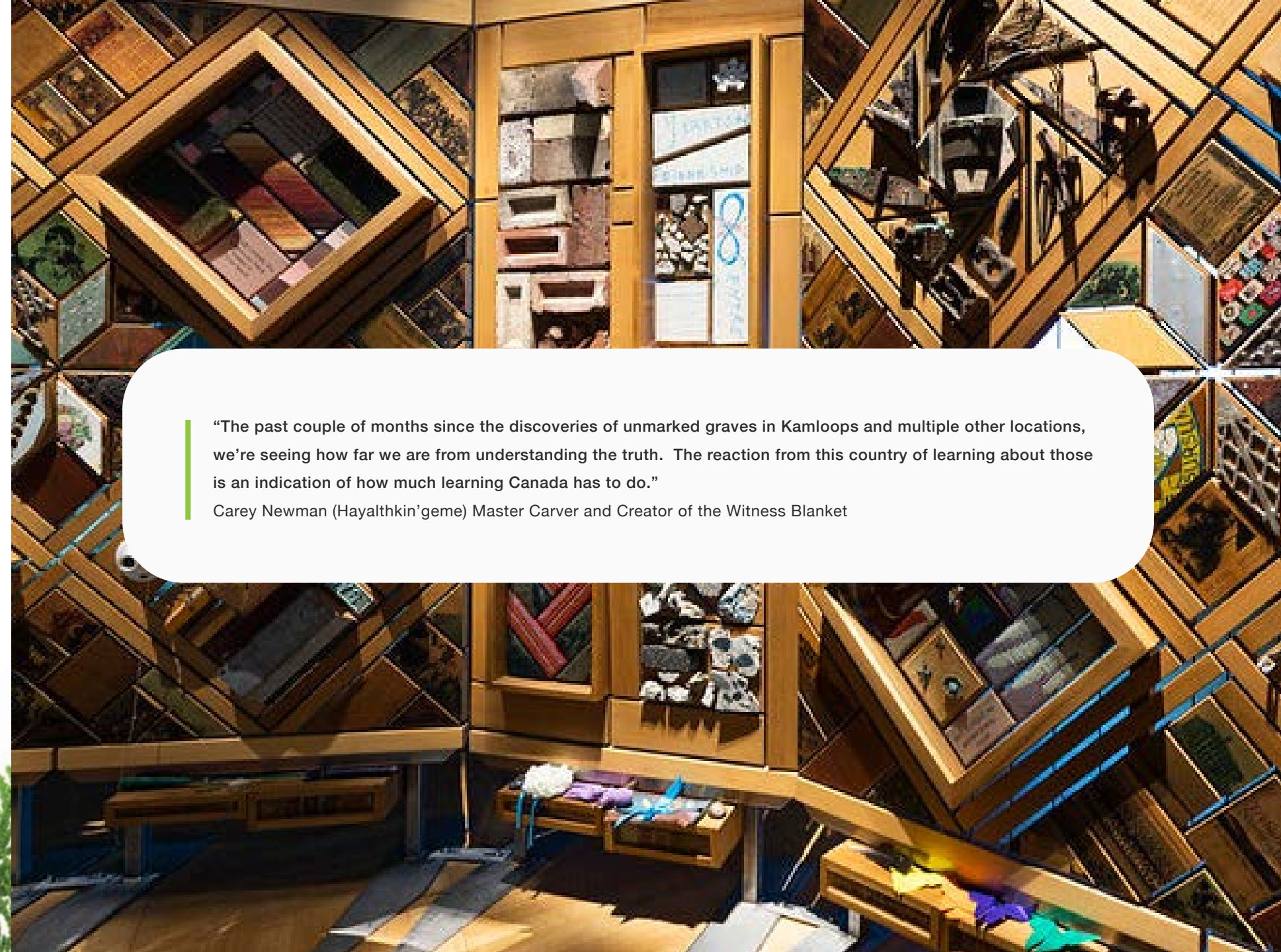
**\$1M**

leadership commitment to support the development and promotion of the digital Witness Blanket.

 A detailed view of just one section of the Witness Blanket, provided by the Canadian Museum for Human Rights (CMHR) | Credit: Aaron Cohen

**“The past couple of months since the discoveries of unmarked graves in Kamloops and multiple other locations, we’re seeing how far we are from understanding the truth. The reaction from this country of learning about those is an indication of how much learning Canada has to do.”**

Carey Newman (Hayalthkin'geme) Master Carver and Creator of the Witness Blanket






## Economic Reconciliation

Support sustainable economic participation and growth for Indigenous Peoples through involvement in TELUS' business.

### STEQÓ:YA | THE WOLF

The wolf shows great leadership and intelligence in the relationships established and maintained through cooperation. They show us the importance of family and community connections.

 Mount Sproatt, B.C.





## Supporting economic reconciliation

Our corporate commitment to reconciliation ensures accountability in closing the socio-economic gap between Indigenous and non-Indigenous peoples and alignment with TRC Call to Action 92 “Ensure that Aboriginal peoples have equitable access to jobs, training, and education opportunities in the corporate sector, and that Aboriginal communities gain long-term sustainable benefits from economic development projects.” Our focus is on enhancing our procurement practices to include increased sourcing of goods and services with Indigenous controlled business, increasing Indigenous team member employment and retention and supporting Indigenous business through our products and services.


### PROGRESSIVE ABORIGINAL RELATIONS

In 2021, TELUS submitted for Phase 1 of the committed level of the Canadian Council for Aboriginal Business, Progressive Aboriginal Relations (PAR) program, the only premier corporate social responsibility program with an emphasis on Indigenous relations. PAR confirms corporate performance in Indigenous relations through a certification program in which companies demonstrate they are:

- **good business partners**
- **great places to work**
- **committed to prosperity in Indigenous communities**

The program verifies corporate initiatives and outcomes in four key performance areas: leadership action, employment, business development, and community relationship. TELUS’ Indigenous Reconciliation Action Planning structure is modeled after the Progressive Aboriginal Relations program, and will support in holding TELUS accountable to achieve **bronze certification by 2024**. The program will ensure that our entire organization works together to become (and remain) certified.

**By the end of 2023, TELUS is committed to developing a procurement process and tracking system that allows us to become more purposeful in support of Indigenous Businesses and to increase spend with Indigenous owned businesses by 10%.**

 Champagne, Y.T.





## Supporting economic reconciliation


Established as a direct response to the negative impacts of the pandemic on small businesses, the Stand with Owners national campaign provided select businesses with opportunities such as: financial contributions, mentorship, profiling their businesses and technology packages. Prior to the pandemic, Indigenous businesses were growing at a rate of 5x that of non-Indigenous; with Indigenous women starting businesses at twice the rate of non-Indigenous women. The Indigenous economy's estimated worth is 30 billion dollars, with Indigenous businesses contributing more to the Canadian economy than the combined economic output of PEI<sup>5</sup> and Newfoundland<sup>6</sup>.

### GWICH'IN FINE JEWELLERY: TRANSCENDING TIME AND CULTURE

“I started my business in Yellowknife, designing Gwich'in fine jewellery created with land-based materials so that I could research and practice my culture every day.” Tania Larsson, Owner

Tania Larsson is an Indigenous artist and designer for Gwich'in Fine Jewellery. She uses land-based materials from the arctic to create pieces that transcend time and culture. “My goal was to create Gwich'in adornment that would make people stand a bit taller, to physically hold themselves higher, and to navigate their day with confidence.”

Her collections feature traditional beading, sterling silver and authentic materials like hand-dyed caribou hair to create truly unique and historically meaningful pieces. You can buy them online at [tanialarsson.com](http://tanialarsson.com) and follow her on Instagram @tania.larsson.

 Tania Larsson, Owner, Gwich'in Fine Jewellery

5 | Indigenous Entrepreneurship in Canada: The Impact and the Opportunity, June 18, 2020, Royal Bank of Canada | [discover.rbcroyalbank.com/indigenous-entrepreneurship-in-canada-the-impact-and-the-opportunity/](https://discover.rbcroyalbank.com/indigenous-entrepreneurship-in-canada-the-impact-and-the-opportunity/)

6 | The Indigenous Economic Progress Report, The National Indigenous Economic Development Board, 2019 | [naedb-cndea.com/wp-content/uploads/2019/06/NIEDB-2019-Indigenous-Economic-Progress-Report.pdf](https://naedb-cndea.com/wp-content/uploads/2019/06/NIEDB-2019-Indigenous-Economic-Progress-Report.pdf)



## Pollinator Fund for Good

The \$100 million TELUS Pollinator Fund for Good is one of the largest corporate impact funds globally and focuses its investment on for-profit companies and founders committed to driving social innovation. The Fund was born out of TELUS' leadership position in social capitalism and the belief that to do well as a company, we must also do "good" in the communities where we live, work, and serve. It is an extension of TELUS' long-standing commitment to leveraging the power of technology to drive positive social and environmental outcomes for all Canadians by funding the development of solutions for transforming healthcare, caring for our planet, supporting responsible agriculture, and enabling inclusive communities.

Through the TELUS Pollinator Fund for Good, the team is moving the needle on social innovation in Canada through its investments in companies generating both business and social returns, while inspiring other corporations to step up and invest in the next generation of responsible businesses. For more information, please visit: [telus.com/pollinatorfund](https://telus.com/pollinatorfund).

**"We are incredibly proud of TELUS' reconciliation commitment and the actions we have taken to support and amplify Indigenous voices. But we can and we must do more. As we work to become a valued partner on the road toward meaningful reconciliation, it is our critical responsibility not only as a business, but as leaders, to help create change and push ourselves, our teams, and our industries to do better in alignment with Indigenous-led frameworks of reconciliation."**

Jill Schnarr  
Chief Social Innovation and Communications Officer  
Proud member of the TELUS team

TELUS Pollinator Fund for Good was proud to announce a \$2 million investment into the Raven Indigenous Impact Capital Fund (Raven), the world's first Indigenous Impact Fund dedicated to addressing the systemic racism and colonisation that have contributed to resourcing gaps for Indigenous entrepreneurs and enterprises. An impact-first fund, when it comes to selecting investments, Raven assesses the potential Indigenous Peoples impact that an enterprise could have.

From Indigenous start ups such as Virtual Gurus - the largest network in North America of virtual administrative assistants, Animikii, a digital agency with an expert team across the digital spectrum, and Indigenous beauty brand Cheekbone Beauty Cosmetics, Raven has already led and deployed investments into seven different Indigenous enterprises, just over half the fund's goal of 12 investments. And they aren't stopping there. With Fund I's allocation of 12 investments already more than half-filled, Raven is looking to what's next. They have around 18 months left to make fresh investments, leaving ample time and capital to invest in future rounds with Raven's portfolio companies. In the meantime, Raven is already planning to commence raising a second \$50-75 million fund next spring.

**"We have created Canada's first Indigenous-owned impact investment intermediary for the express purpose of facilitating the flow of capital towards solutions in the Indigenous space," Paul Lacerte, Managing Partner.**

**\$2M**

**invested by TELUS Pollinator Fund  
for Good into the Raven Indigenous  
Impact Capital Fund**

**By the end of 2021 we expect to have invested \$5M in Indigenous business through the Pollinator Fund and commit to investing at least 7.5% in Indigenous-owned for-profit companies by the end of 2026.**

## When the value of impact investing goes well beyond dollars and cents

Bobbie Racette knew it was only a matter of time before she lost her job. It was 2016, and Racette was working in the oil and gas sector during a downturn in a boom-or-bust industry. As a foreman in Calgary's energy sector, Racette feared she could be the next person cut. Just in case the worst happened, Racette set up a landing page advertising her services as a virtual administrative assistant and began taking on clients. Her schedule was punishing.

"I was working 12-hour shifts as a foreman, and then going back to my camp, eating, and working four to six hours in my room," she says. "I would sleep for a few hours and then do it all over again." But when the inevitable happened, she was ready to jump into her new line of work full-time. In the process, she discovered that she was onto a big idea.

Racette launched Virtual Gurus — the largest network in North America of virtual administrative assistants with a mandate to support marginalized groups. Racette made it her mission to focus on diversity and inclusion, with 95 per cent of contractors identifying as women, 65 per cent identifying as Black, Indigenous and people of colour, and 45 per cent part of the LGBTQ2+ community. As an Indigenous woman in the LGBTQ+ community herself, Racette says the mission is close to her heart. After 170 investor rejections over four years, Racette realized that targeting high-tech investors was the wrong approach. She needed to connect with impact investors who understood her business and the social purpose behind it. She ended up cold calling Raven Indigenous Impact Capital Fund, the first Indigenous-owned and led venture fund that closed \$25 million in funding in March 2021. Raven Capital became an early lead investor in Virtual Gurus, coming in with \$750,000 during the first seed round in 2020, and providing \$700,000 in Raven's \$1.7 million round in 2021.

Raven is backed by values-aligned investors such as the TELUS Pollinator Fund for Good, a \$100-million fund for companies with a positive social impact, where one of the areas of focus is building inclusive communities to ensure everyone can reach their full potential. "I needed capital to get me to this point, and if it wasn't for Raven coming in as a lead investor, I would probably still be searching," she says.

Racette's story demonstrates how important it is for entrepreneurs to find investors aligned with their values, and the multiplier effect that results. Funds like Raven and the TELUS Pollinator Fund for Good are using venture funding as a vehicle for encouraging the economic participation of Indigenous founders. With investors on board aligned with her values, Racette can grow her business and provide work for marginalized communities. The value of an investor is not just about dollars and cents. Impact investors can offer value beyond funding, and Racette says that insight has been eye opening. As an Indigenous woman who did not have the easiest experience with investors, the world of impact investing was a welcome change for Racette. She was able to develop a relationship with her investors based on mutual trust, respect, and a deep appreciation for the value of her business.

The role that impact investors can play extends far beyond the businesses they invest in. Others who are in Racette's shoes can now see a business that is thriving and growing, something to aspire to and be inspired by. Racette has noticed a flywheel effect in the ecosystem. "There's even more Indigenous investors coming up now and there are accelerators across Canada trying to track Indigenous and diversity impact," she says. She now uses her platform to support others in a similar position, and is currently mentoring two Indigenous women directly, as well as entrepreneurs in Canadian accelerators.

**"I really want to be able to break the cycle that marginalized groups can't do this job. And I feel like I'm just getting started."**

 **Bobbie Racette, Founder, Virtual Gurus | Credit: Liam Mackenzie**



# TELUS Eagles: Bringing together Indigenous team members and allies

2021 marked the 11th anniversary of our TELUS team member resource group, Eagles. For the past decade plus, Indigenous team members and allies have been sharing stories, learning together and supporting one another. Eagles aim to inspire Indigenous team members in their professional and personal pursuits as well as educate the broader TELUS team through engaging events and activities. 2021 was a challenging and traumatic year, with the announcement of the confirmation of unmarked burial sites of missing children from the Kamloops Indian Residential School by Tk'emlúps te Secwépemc and subsequent confirmations by Penelakut Tribe at the former Kuper Residential School in Penelakut, Cowessess First Nation at former Marieval Indian Residential School, and Lower Kootenay Band at former St. Eugene's Mission School.

**“When the confirmation of the unmarked burial sites of 215 children was shared with the world, the country paused, and Canadians mourned alongside Indigenous Peoples at the calamitous loss. When hurt like this is perpetuated throughout generations, when mothers are unable to recognize their children, and voices are silenced, the traumatic impacts never fully heal. Our shared history cannot be ignored, and still exists today in the continued racism and systemic discrimination Indigenous Peoples experience daily. Since early 2021, I’ve been leading the Eagles, and the response we’ve seen from our team is encouraging. Indigenous voices are being sought out. Teachings from Elders are being requested and respected. Survivors are being remembered. There is still lingering hurt, pain, and anger, but there is also apprehensive hope through the continued process of reconciliation”. Ayanna Forcier, Cree and Xaayda Nation - TELUS Eagles Co-Chair**

**By the end of 2023, TELUS is committed to developing a framework for recruiting and retaining Indigenous talent, supporting career development and advancement, and promoting mobility of Indigenous team members.**

Educating team members on our shared history, and honouring and celebrating Indigenous Peoples, cultures, and contributions is a key priority for the Eagles.

Despite the ongoing implications of the pandemic in 2021 we still found ways to gather safely and celebrate, cry, learn, and heal.

Leveraging our remarkable technologies, we hosted a number of virtual events including:

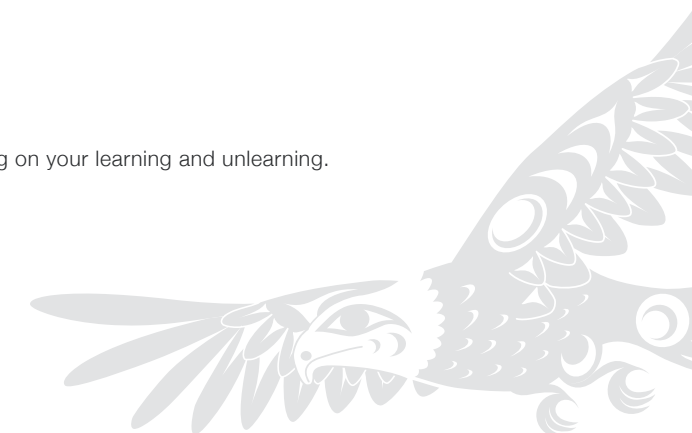
- Virtual lesson on “Decolonizing Disney Princesses” with Keeta Gladue, Cree/Métis
- Panel on Indigenous language revitalization, education, and the role of youth in leadership with Elder Dolly Cooper, Xaayda Nation, Gaypaygw’m Ganauu (Pansy Wright-Simms), Gitxsan Nation, and David Murphy, Lakota Nation, Co-chair for Plndigenous, the Indigenous version of Pinterest
- An interactive Frybread (Bannock) cooking class with Russ Baker, Lheidli Tenneh/Carrier, Woodland and Plains Nēhiyaw
- A Fireside chat with Phyllis Webstad Jack, Stswecem’c Xgat’tem First Nation, Ambassador and Founder of the Orange Shirt Society and her Aunt Agness Jack, Stswecem’c Xgat’tem First Nation

## IN AYANNA'S WORDS: HOW TO SUPPORT RECONCILIATION

Everyone wants to know what they can do and how they can help. You start by being humble and focusing on your learning and unlearning.

- **Be curious** | Learn about the shared history of this land. Start with where you live, work and play
- **Listen** | Ask people what they need, and respect when they don't want your support
- **Create safe space** | Ensure Indigenous Peoples know their perspectives are welcome
- **Speak up** | Use your privilege to call people in and support others on their reconciliation journey

Sp'akw'us | The Eagle: The eagle, as it flies high in the sky to under stand its environment, represents the gift of fore sight. As humans, we draw on this eagle eye view in setting and achieving our goals, taking into account how fast we can maneuver, what is doable and how we can best achieve success.” Míkw'achi7m | Marissa Nahanee



## Creating a more sustainable future

Whether it is with simple steps taken at work or home by our team members, or ambitious, organization-wide initiatives, TELUS is committed to caring for our planet through our choices and actions. Through investments in innovative technologies and sustainable business practices, we're working to build a better future for the next generation. We consider our impact on the environment in every decision we make, and building a sustainability focused business is an important aspect of our overall corporate strategy.



37%

reduction in domestic GHG emissions since 2010



17%

reduction in domestic energy consumption since 2010



22,000+ MWh

of renewable solar energy generated and purchased by TELUS



\$22 million

contributed since 2000 dedicated to protecting animals and our environment

To read more about how TELUS is working towards becoming a zero-waste company and achieve 100% net carbon neutrality for our operations by 2030, visit us at [telus.com/sustainability](https://telus.com/sustainability).



Haines Pass, Y.T.



## Acknowledgements

We would like to thank everyone within and outside the TELUS organization who supported the development of this document, including the many Indigenous voices that provided guidance on our commitment to reconciliation. It is with deep gratitude that TELUS acknowledges the direction and wisdom provided by former Chief Mary Mark, Pakua Shipa; Chief Darcy Dixon, Bears paw First Nation; Chief Joe Alphonse, Councillor Melanie Johnny, Ashton Harry, Tl'etinqox; Chief Fran-ces Laceese, Cami Palmantier and Craig Smith, Tl'esqox; Vice Chief Norman Florence, Chawathil First Nation; Bruce Robinson, Nisga'a Nation; Ruth Alfred, Kwakiutl & Tlowitsis First Nation from Kílala Lelum; Tania Larsson, Gwich'in Fine Jewellery; Bobbie Racette, Virtual Gurus; Chastity Davis-Alphonse, Tla'amin Nation. Thank you for sharing your stories. An additional thanks to those credited photographers.

### ABOUT THE ARTIST: OVILA MAILHOT


Ovila Mailhot is a Coast Salish artist originally from Seabird Island BC. He carries roots from Nlaka'pamux and Stó:lō Nation. His art aspires to revitalize the techniques of Indigenous art and utilize the traditional elements of Salish art that has been passed down through generations.

“Art feels vital to me. And being able to share that passion I have, is very special to me. This tradition of work, and this beauty, is so necessary for our culture and for healing. My work must carry some level of simplicity; it must not obscure itself. That's the tradition I've inherited. My work is meant to add to a continuum within a culture so rich and expansive that it still hasn't been fully actualized or received by mainstream culture.”

Visit [salishsondesign.com](http://salishsondesign.com) for more information or follow Ovi at [@ovila79](https://www.instagram.com/ovila79) on Instagram.

### ABOUT THE PHOTOGRAPHER: MASON MASHON

On the surface, Whistler-based Mason Mashon of Saddle Lake Cree Nation, lives a charmed life. If you follow his adventures from the peripheral world of Instagram, the 36-year old who refuses to be defined by any one term or label—mountain biker, snowboarder, photographer, artist, surfer, TV host—appears to always be at the centre of something radical. Whether in front or behind the lens, his sense of adventure takes him to some of the wildest landscapes. It's in those experiences that he instills his connection to the natural world, with adventure sports as the facility. Mashon also utilizes his photography to elevate Indigenous People and their stories in the adventure space. Residing; Whistler (Unceded shared territory of the Skwxwú7mesh & Lil'wat7úl First Nations).

 [HiGaagilda | Haida Gwaii, B.C.](#)

