



# Making a world of difference



2022 SUSTAINABILITY AND ESG REPORT

# Making the future friendly

TELUS is a dynamic, world-leading communications technology company with more than \$18 billion in annual revenue and 18 million customer connections spanning wireless, data, IP, voice, television, entertainment, video and security over our award-winning networks. Our social purpose is to leverage our global-leading technology and compassion to drive social change and enable remarkable human outcomes. Our long-standing commitment to putting our customers first fuels every aspect of our business, making us a distinct leader in customer service excellence and loyalty.

Operating in 30 countries around the world, TELUS International is a leading digital customer experience innovator that designs, builds and delivers next-generation solutions for global brands across high-growth industry verticals. TELUS Health is a global healthcare leader that leverages digital and data analytics capabilities, alongside unsurpassed client service, to improve health outcomes covering 68 million lives around the world. TELUS Agriculture & Consumer Goods enables efficient and sustainable production from seed to store, helping improve the safety and quality of food and other goods.

Our philosophy to give where we live has inspired TELUS, our team members and retirees to contribute \$1.5 billion, in cash, in-kind contributions, time and programs, including two million days of service, since 2000. This generosity and volunteerism have made TELUS the most giving company in the world.

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 94 Calls to Action, and express gratitude to those whose territory we reside on, work on or are visiting.

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# About this report

Let's make the future friendly.

At TELUS, our brand promise is a reflection of our commitment to facilitating transformational change and making a meaningful difference for citizens around the world.

In our 2022 Sustainability and ESG Report, we sharpen the focus on that commitment by exploring our performance on issues with significant impact on our company and where we have an opportunity to positively influence. We prioritize issues that are important to all of our stakeholders, from team members, customers, investors, and community members, to suppliers, governments, rating agencies, non-governmental organizations, and society at large.

This year, we have organized our report around the concepts of environmental, social, and governance – otherwise known as ESG. This framework allows us to have a transparent conversation about our successes and opportunities. Other changes to this year's report include an Agriculture & Consumer Goods section to reflect a growing area of our business and additional pillar of our social purpose, as well as optimizing content across our financial and non-financial disclosure to avoid duplication, and meet evolving standards and regulations.

If prior years' data is restated, it will be indicated within this report.

## Independent assurance

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards. We have engaged Deloitte LLP as our independent assurance providers. The Limited Assurance Report can be found on [page 77](#). Any forward-looking information should be read together with the cautionary note regarding forward-looking statements on [page 87](#).

## Reporting period and organizational boundaries

Unless otherwise stated, the reporting period for information contained in this report is January 1 - December 31, 2022. In this report, "TELUS (except TI)" refers to TELUS Corporation and its subsidiaries other than TELUS International (Cda) Inc. ("TELUS International" or "TI") and its subsidiaries. All references in this report to TELUS International or TI include its subsidiaries. All non-monetary information, unless otherwise noted, in this report is for TELUS (except TI), other than for information and data related to energy, water and greenhouse gas emissions, community giving and

volunteer hours which does include TI data, unless otherwise noted. For information on sustainability for TI, please refer to this [link](#). This report also describes TELUS Friendly Future Foundation (TFFF) grants. TFFF is the funding arm for charitable granting decisions made by our 13 Canadian TELUS Community Boards, however, it is an entity distinct from consolidated TELUS Corporation, with its fiscal year ending November 30, 2022. Data and information related to acquisitions TELUS has made between January 1 - December 31, 2022, is not included unless otherwise stated.

## Third-party information

This report contains hyperlinks to websites operated by parties other than TELUS for reference only. TELUS is not responsible for the availability of these external sites, nor is it responsible for the content, advertising, products or other materials shared. Our inclusion of hyperlinks does not imply any endorsement of the material or any association with their operators. Under no circumstances shall TELUS be held responsible or liable, directly or indirectly, for any loss or damage caused or alleged to have been caused in connection with the use of or reliance on any content, goods or services available on the linked websites.

## Financial information

All financial information is reported in Canadian dollars unless otherwise specified.

## Trademarks

© 2023 TELUS Corporation. All rights reserved. The symbols TM and ® indicate trademarks owned by TELUS Corporation or its subsidiaries used under license. All other trademarks are the property of their respective owners.

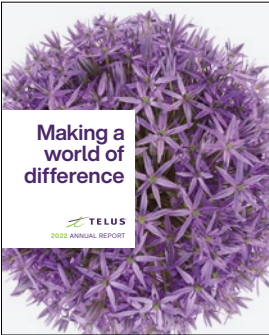
## Learn more

Readers can find our Message from our Chief Executive Officer, including a commitment to support the United Nations Global Compact principles, in our [2022 Annual Report](#).

An archive of past sustainability reports is available at [telus.com/sustainability](https://telus.com/sustainability). In addition, we regularly update our website with features and information on our work in sustainability and social purpose. We continuously seek ways to improve our reporting and welcome your feedback and suggestions. Questions or comments can be directed to [sustainability@telus.com](mailto:sustainability@telus.com).

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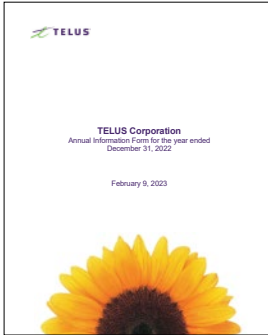
## Companion Documents



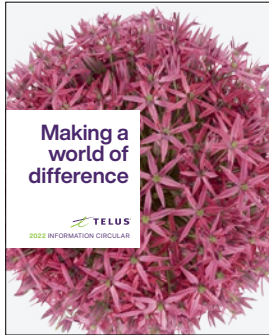
[2022 Annual Report](#)



[2022 ESG Data Sheet](#)



[2022 Annual Information Form](#)



[2023 Information Circular](#)



[2022 Indigenous Reconciliation & Connectivity Report](#)

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# Commitments and awards

## Commitments

As part of our commitment to sustainability, we are supporters of, or signatories to, the following frameworks:



## Recognition in 2022

We are proud to have been recognized with the following awards and included in these indices for our globally-leading sustainability performance:



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# Environmental, Social and Governance (ESG) goals and progress

Our annual stakeholder engagement process confirms the relevant United Nations Sustainable Development Goals (SDGs) where we believe TELUS will have a positive impact. These goals, like our priorities, shape our strategies and focus areas. At the time of publishing, we are undergoing a refreshed mapping process to further identify and align our actions with the listed SDGs, to determine how we can best contribute to their global and local attainment.



Goal	Target year	Progress in 2022
<b>Energy and carbon management<sup>1</sup></b>		
Net carbon-neutral operations	2030	<b>On-track:</b> Reduced absolute Scope 1 and Scope 2 GHG emissions by 46% from 2010
100% of our electricity requirements effectively procured from renewable or low-emitting sources	2025	<b>On-track:</b> 71% of electricity requirements procured from renewable or low-emitting sources
Reduce energy intensity per terabyte of data traffic 50% from a 2019 base year	2030	<b>On-track:</b> Reduced energy intensity by 33% per terabyte of data traffic from 2019
Science-based target: reduce absolute Scope 1 and 2 GHG emissions by 46% from a 2019 base year	2030	<b>On-track:</b> Reduced absolute Scope 1 and Scope 2 GHG emissions by 25% from 2019
Science-based target: reduce absolute Scope 3 GHG emissions from business travel and employee commuting by 46% from a 2019 base year	2030	<b>On-track:</b> Reduced absolute Scope 3 GHG emissions from business travel and employee commuting by 74% from 2019 <sup>2</sup>
<b>Waste and circular economy</b>		
5% annual reduction in total materials discarded to landfill	annual	<b>Off-track:</b> 2% reduction in total materials discarded to landfill. This reduction was due to an increase in the number of team members returning to the office. For more details, refer to <a href="#">page 20</a>
65% diversion of waste from offices and facilities	2025	<b>On-track:</b> Diverted 60% of waste from offices and facilities
85% diversion of waste from additional waste streams	2025	<b>On-track:</b> Diverted 96% of waste from additional waste streams
<b>Water<sup>1</sup></b>		
Reduce water consumption intensity per terabyte of data traffic 50% from a 2019 base year	2030	<b>On-track:</b> Reduced water consumption intensity per terabyte of data traffic by 39% from 2019

<sup>1</sup> Includes TELUS International

<sup>2</sup> The COVID-19 pandemic has impacted these results because over 95% of team members have been working from home and we anticipate these results to normalize in future years as team members return to the office.

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Goal	Target year	Progress in 2022
<b>Health</b>		
Support 300,000 <sup>3</sup> patient visits to our TELUS Health for Good mobile health clinics	2025	<b>On-track:</b> Supported over 47,000 patient visits from our mobile health clinics in 2022, and over 143,000 to date
<b>Community</b>		
Issue grants exceeding \$60 million <sup>4</sup> by TELUS Friendly Future Foundation to more than 3,500 projects delivered by Canadian charities since 2018	2025	<b>On-track:</b> In 2022, TFFF and the 13 Canadian TELUS Community Boards, provided grants of \$10.6 million to 548 charities, bringing our total to nearly \$36 million in grants supporting over 2,100 projects since inception in 2018
Grant \$10.8 million through our six global TELUS Community Boards to over 1,000 projects around the world since 2012	2025	<b>On-track:</b> This year, our six global TELUS Community Boards provided grants of more than \$800,000 to over 125 local charities, bringing our total to \$7 million in grants supporting 700 projects
TELUS, our team members and retirees to provide \$1.75 <sup>5</sup> billion in cash, in-kind contributions, time and programs to charities and community organizations through TELUS giving initiatives since 2000	2025	<b>On-track:</b> This year, TELUS, our team members and retirees contributed \$125 million in cash, in-kind contributions, time and programs, bringing our total support since 2000 to \$1.5 billion
Contribute a cumulative 2.5 million days of giving since 2000	2025	<b>On-track:</b> In 2022, our TELUS family contributed 192,000 days of giving, bringing our total contribution to 2 million days of giving since 2000
<b>Connectivity</b>		
Internet for Good®: reach 85,000 <sup>6</sup> households with low-income families, seniors, youth from care or people with disabilities with low-cost, high-speed connectivity since 2016	2025	<b>On-track:</b> Added 15,500 households with low-cost, high-speed connectivity in 2022. Since the program began, we have added 46,500 households in B.C., Alberta and Eastern Quebec
Mobility for Good®: reach 65,000 <sup>7</sup> youth aging out of foster care, low-income seniors and other marginalized Canadians with access to a free smartphone and data plan since 2017	2025	<b>On-track:</b> Helped connect over 10,800 youth, seniors and marginalized Canadians with a free or subsidized phone and plan in 2022 and 43,000 people to date
TELUS Wise®: engage and educate 900,000 <sup>8</sup> youth, adults, parents and seniors through TELUS Wise digital literacy workshops since 2013	2025	<b>On-track:</b> TELUS Wise has reached more than 563,000 individuals world-wide, including 112,000 this year, through its educational and informative workshops since inception

3 Goal revised from 200,000 in 2021

4 Goal revised from \$55 million in 2021

5 Goal revised from \$1.2 billion in 2021

6 Goal revised from 75,000 in 2021

7 Goal revised from 30,000 in 2021

8 Goal revised from 700,000 in 2021

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Goal	Target year	Progress in 2022
<b>Board diversity</b>		
Have at least two directors on our Board who represent a visible minority or are Indigenous; and women and men each represent at least 33.3% of independent directors, as outlined in our Board diversity policy	2025	<b>Achieved goal*:</b> We surpassed these targets in 2022, with our Board now including six independent directors (43%) who are women and three directors who represent a visible minority or are Indigenous
<b>Supply chain</b>		
Science-based target: reduce Scope 3 <sup>1</sup> GHG emissions from purchased goods and services, capital goods and the use of sold products 75% per million dollars revenue from a 2019 base year	2030	<b>On-track:</b> Reduced Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products by 6% per million dollars of revenue from 2019 to 2021
Maintain a minimum of 50% recycled and renewable materials from well-managed sources <sup>9</sup> for our copy paper	2023	<b>Off-track:</b> 26% of our copy paper is made from recycled and renewable materials from well-managed sources. For more details, refer to <a href="#">page 21</a> . This decline was due to a number of supply chain challenges we are working to address

\* For the goals that we have achieved early, we will continue our efforts to maintain our progress and achieve our targets on an annual basis.

For goals related to TELUS' commitment to expanding connectivity to Indigenous communities, please refer to our [Indigenous Reconciliation and Connectivity Report](#) (also available at [www.telus.com/reconciliation](http://www.telus.com/reconciliation)). For further details, refer to [page 47](#).

<sup>1</sup> Includes TELUS International

<sup>9</sup> Materials that contain 30 per cent or more post-consumer recycled content or from completely tree-free sources.



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Message from our Executive Team

# Making a world of difference

As a global leader in social capitalism guided by our social purpose, we are using our technology for good to help answer some of the world’s most pressing social issues and enabling a more sustainable future.

In 2022, the TELUS team demonstrated an unwavering commitment to leveraging our global-leading technology and compassion to drive social change and enable remarkable human outcomes. Across our business, we remain focused on environmental, social and governance (ESG) initiatives that positively impact our diverse stakeholders. From improving health and well-being outcomes and investing in renewable energy, to linking our financing to environmental performance, we continue to set the standard with best-in-class social capitalism practices.

**Caring for our planet**

At TELUS, we have embedded sustainability strategies in all areas of our business and we remain on track to achieve our environmental goals and targets, which include effectively procuring 100 per cent of our electricity requirements from renewable or low-emitting sources by 2025, improving energy efficiency by 50 per cent from 2019 levels by 2030, and becoming a zero waste and net carbon neutral company by 2030. In fact, in 2022, our virtual power purchase agreements with renewable energy developments in Alberta became operational, which means all of our current electricity needs in that province are effectively being met by solar or wind sources. These renewable energy investments enable us to grow our core business sustainably while powering our networks from cleaner electricity sources.

As we work toward becoming a zero waste company, we are continually looking for ways to reduce, recycle and reuse. Through our innovative programs, customers can trade-in, repair or donate old devices. As a result, in 2022, we upcycled 232,700 devices through our Bring-It-Back® and trade-in programs, and provided more than 3,860 devices through our Mobility for Good program and saved 40 metric tonnes of greenhouse gas (GHG) emissions.

**Driving sustainable value**

Investors, in addition to our Board, customers and team members, are increasingly applying non-financial factors as part of their analysis of a company’s material risks and growth opportunities. In 2022, TELUS strengthened ties between our financing and ambitious environmental sustainability targets with a \$900 million USD 10-year sustainability-linked bond (SLB) in February, and a \$2 billion public debt offering in September, of which \$1.1 billion was issued under our SLB framework. Additionally, the TELUS Pollinator Fund for Good™ closed investments into 13 new socially innovative for-profit startups that are transforming healthcare, caring for our planet, supporting responsible agriculture and enabling inclusive communities. The Fund was recognized as a finalist in FastCompany's World Changing Ideas for Impact Investing and continues to deliver industry leading diversity metrics, with 42 per cent of portfolio companies being led by women and 58 per cent being led by Indigenous or racialized founders.



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### Building a friendlier and healthier future for all

In September, we welcomed the LifeWorks team and customers into our TELUS Health business, strengthening our position as a leading global health and wellness provider. By uniting our teams, TELUS Health will scale its digital health solutions and services, not only in Canada, but around the world. On the heels of the global pandemic, employee and family total health, including mental health and wellness programs, have never been more important. Our expanded TELUS Health team will offer a wide selection of employee and family preventative healthcare and wellness solutions, building on our leading mental-health and wellness initiatives.

Producing healthy, safe and sustainable food remains a crucial global priority – both today and for the future. Through TELUS Agriculture & Consumer Goods, we are leveraging our technology and innovation to empower and connect customers. Backed by connected digital solutions and data insights, we are enabling sustainable outcomes for businesses across the value chain. Through better problem solving and decision making, we are offering innovative solutions from minimizing food waste to optimizing agribusiness, turning challenges into opportunities.

### Putting our communities and customers first

Our team is passionate about making a world of difference in the communities where we live, work and serve. Thanks to #TeamTELUS, we rallied our team members, retirees, family and friends from around the world to together contribute \$125 million and volunteer 1.44 million hours globally in 2022, and held our 17th annual TELUS Days of Giving® across 20 countries, with more than 65,000 global participants. We also celebrated the successful fourth year of our TELUS Friendly Future Foundation®,

contributing \$10.6 million in support of 548 charitable projects, helping improve outcomes for more than one million youth this year.

### Bridging digital divides

We continue to leverage our award-winning network to bring reliable connectivity to every Canadian, no matter who they are or where they live. Connectivity is the great advancer, bridging digital divides, supporting economic diversification and driving socio-economic innovation. Our unique Connecting for Good® programs provide vital support for low-income families and seniors, at-risk youth, individuals experiencing homelessness, Indigenous women at risk of or surviving violence and people living with disabilities. Through our four Connecting for Good programs – Internet for Good, Mobility for Good, Health for Good and Tech for Good – over 342,000 individuals have been empowered with greater connectivity.

### Advancing social capitalism in 2023 and beyond

Last year was momentous, as we continued to enable remarkable outcomes for all of our stakeholders. Indeed, our team’s dedication and determination to making the future friendly is at the core of who we are and what we do. Looking ahead, we will continue leading our industry, and the world, with our unwavering commitment to social capitalism and making a global difference for citizens. There is no doubt that our passionate team will continue to pursue new and innovative ways to create stronger, healthier communities.

### Together, let’s make the future friendly.

The TELUS Executive team – Andrea, Doug, Jeff, Jill, Jim, John, Sid, Michael, Navin, Sandy, Tony, Zainul and Darren.

**\$125 million**

contributed to charitable and community organizations

**342,000+**

individuals supported by Connecting for Good programs

**65,000+**

team members across 20 countries participated in our 17th annual TELUS Days of Giving

**68 million**

lives covered by our health programs



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# Our social purpose

At TELUS, our social purpose is to leverage our global-leading technology and compassion to drive social change and enable remarkable human outcomes.

For more than two decades, TELUS has been a global leader in social capitalism, using our core business to help address the world's most pressing challenges. Together, we are enabling human connections and bridging digital divides, giving back to our communities and transforming healthcare. We are caring for the planet and improving the safety, quality and sustainability of food and consumer goods.

Our long-standing commitment to putting our customers first fuels every aspect of our business, making us a distinct leader in customer service excellence and loyalty. TELUS is a dynamic, world-leading communications technology company with more

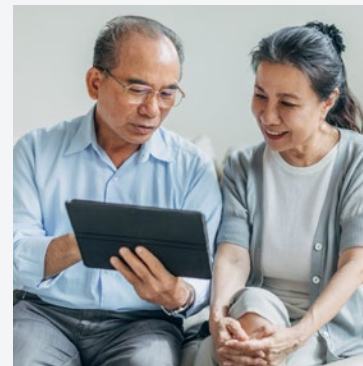
than \$18 billion in annual revenue and 18 million customer connections spanning wireless, data, IP, voice, television, entertainment, video, and security. Operating in 30 countries around the world, TELUS International is a leading digital customer experience innovator that designs, builds and delivers next-generation solutions for global brands across high-growth industry verticals. TELUS Health is a global healthcare leader that leverages digital and data analytics capabilities, alongside unsurpassed client service, to improve health outcomes covering 68 million lives around the world. TELUS Agriculture & Consumer Goods enables efficient and sustainable production from seed to store, helping improve the safety and quality of food and other goods.



Let's empower Canadians with connectivity



Let's give where we live



Let's help everyone live healthier lives



Let's care for our planet's future



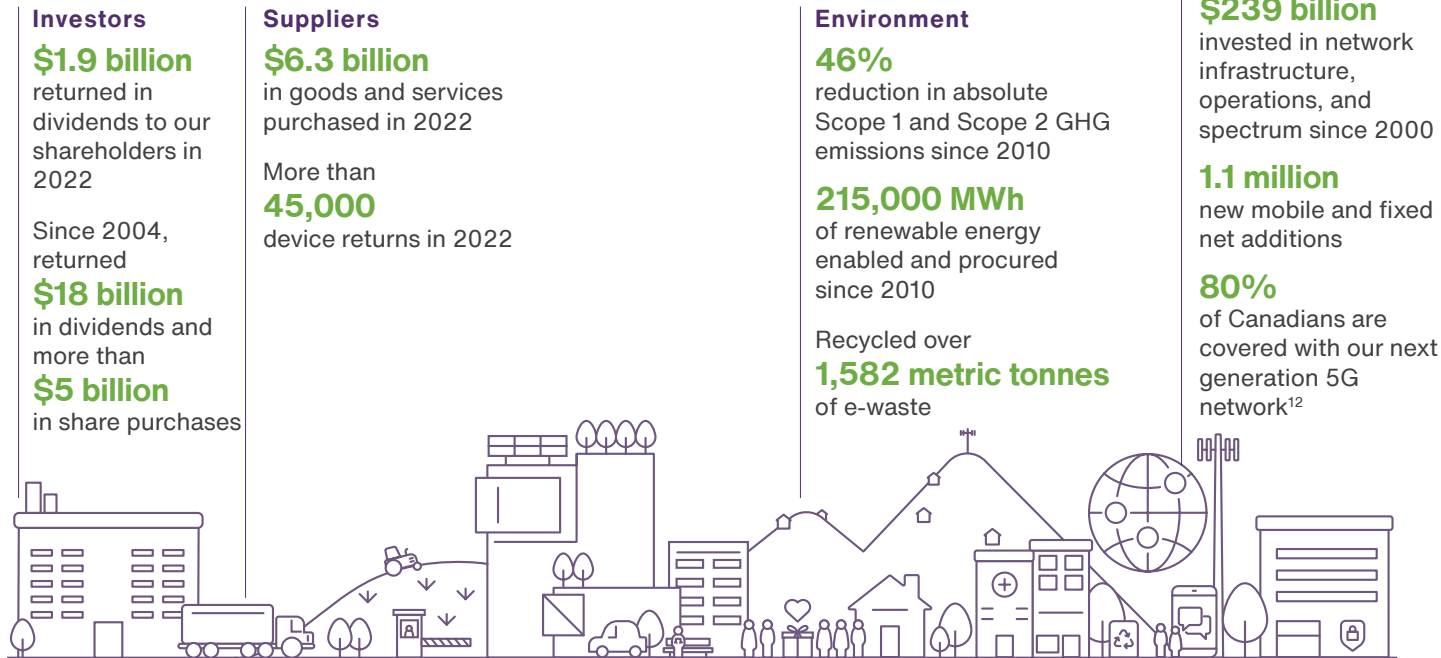
Let's build a better and more sustainable global food system

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# Creating value

Our social purpose guides our strategy and acts as the blueprint for how we engage with our customers, communities and each other. It drives all areas of the business, including where we invest our capital, focus our research and development, to ultimately create long-term, sustainable value for stakeholders.

Made possible by our amazing people, world-leading networks and commitment to putting our customers and communities first.



**Investors**  
**\$1.9 billion** returned in dividends to our shareholders in 2022

Since 2004, returned **\$18 billion** in dividends and more than **\$5 billion** in share purchases

**Suppliers**  
**\$6.3 billion** in goods and services purchased in 2022

More than **45,000** device returns in 2022

**Environment**  
**46%** reduction in absolute Scope 1 and Scope 2 GHG emissions since 2010

**215,000 MWh** of renewable energy enabled and procured since 2010

Recycled over **1,582 metric tonnes** of e-waste

**Customers**  
**\$239 billion** invested in network infrastructure, operations, and spectrum since 2000

**1.1 million** new mobile and fixed net additions

**80%** of Canadians are covered with our next generation 5G network<sup>12</sup>

**Team members**  
**34,720** team members employed in Canada in 2022

**43%** of our independent Board of Directors are female

**\$3.5 billion** paid in salaries, benefits and other compensation in Canada in 2022

**Community**  
**\$1.5 billion** contributed to charitable and community organizations since 2000<sup>11</sup>

**Nearly \$40 million** in total debt and equity securities invested through the TELUS Pollinator Fund for Good across 26 socially innovative companies since launching in 2020

**2 million** days volunteered since 2000

**Nearly \$36 million** contributed by TELUS Friendly Future Foundation to over 2,100 charitable organizations across Canada since inception in 2018, helping improve outcomes for more than **1 million** youth annually

**\$300,000** granted to 15 Indigenous-led community programs through the TELUS Indigenous Communities Fund, since 2021

Paid and remitted **\$2.4 billion** in taxes to federal, provincial and municipal governments in Canada in 2022<sup>12</sup>

**342,000** individuals supported by our Connecting for Good programs

<sup>10</sup> Since 2000, TELUS, our team members, and retirees have provided \$1.5 billion in cash, in-kind contributions, time and programs, including 2 million days of service.

<sup>11</sup> Total amount consists of corporate income taxes, sales taxes, property taxes, employer portion of payroll taxes and various regulatory fees.

<sup>12</sup> The fifth-generation cellular network technology that provides broadband access. The industry association 3GPP defines any system using "5G NR" (5G New Radio) software as "5G", a definition that came into general use by late 2018.

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# Our Environmental, Social and Governance (ESG) Approach

Our ESG approach is central to how we operate as a company. Through our five social impact pillars (Connectivity, Communities, Healthcare, Environment and Agriculture), we mobilize our world-leading technology and compassion to enable remarkable outcomes for our communities and planet.

These pillars are used throughout this report to demonstrate how we are leveraging our technological innovation and social purpose to tackle the most pressing issues facing our planet. Our ESG approach is continually evolving to emulate our commitment to improving environmental, social, economic and health outcomes for Canadians and citizens around the world.

We engage with our stakeholders through an annual ESG survey and also conduct a comprehensive materiality assessment every three years. The results of these engagements inform and enhance our ESG priorities. For more information, see [page 45](#). Our material topics help us prioritize the issues that are important to our communities and have the greatest impact on our business. Foundational topics that remain core to our business include the following:

- GHG emissions and energy
- Supply chain sustainability

- Community investment
- Health, safety and well-being
- Business ethics
- Economic impacts
- Privacy and cybersecurity
- Regulatory compliance
- Network reliability and coverage
- Customer relationships.

These topics inform us in developing and enhancing strategies as we work to honour our commitments to our stakeholders, investors, customers, and team members. Embedding our ESG approach into our company builds continual value for our business, demonstrates leadership in our industry and positively impacts our global community. We have structured our 2022 report to match this framework, where the E, S, and G categories contain our relevant pillars and priorities.



Connectivity



Communities



Healthcare



Environment



Agriculture

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# Leading in environmental sustainability

TELUS' commitment to sustainability is foundational to our leadership in social capitalism. Our team is dedicated to protecting the planet our children will inherit, as demonstrated by our long-standing history of meeting, or exceeding, ambitious environmental targets.

Building an environmentally focused business is an important aspect of our corporate strategy. As climate change increasingly impacts our critical ecosystems and poses a significant risk to our global economy, we are reducing our own environmental footprint, while at the same time providing others with solutions to minimize theirs. Through these efforts, we are sustaining our business and the environment for generations to come.

### In 2022, highlights include

- Diverting 70% of our total waste from landfills which includes our real estate and additional waste streams. Additionally, we decreased 2% in landfilled waste from October 2021 to September 2022
- Effectively meeting 71 per cent of our electricity requirements coming from renewable sources, which has also driven millions of dollars in cost savings
- Opening TELUS Sky® in Calgary, considered one of the most technologically innovative and environmentally sustainable developments in North America
- Endorsing the United Nations Global Compact's (UNGC) CEO Water Mandate.

**71%**

of our electricity requirements provided by renewable resources

**70%**

of our waste is diverted from landfill

**2%**

decrease in landfilled waste from October 2021 to September 2022



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## Environmental management system

Our environmental sustainability initiatives are rooted in our environmental management system (EMS). In 2022, we completed the required external audits to certify our EMS to the updated ISO 14001:2015 standard. Maintaining this standard positions us as a global leader in environmental excellence and creates ongoing opportunities for improvements to our processes.

### Auditing and site assessments

We conduct regular site assessments and audits of our operations to affirm our compliance with regulatory requirements, TELUS standards and maintain our ISO 14001 certification. In addition to formal audits, more than 2,000 facility assessments are conducted annually by network technicians. In 2022, no major non-conformities were identified. There were a small number of minor non-conformities discovered, primarily related to site housekeeping, equipment maintenance schedules, signage, and document control.

### Training

Environmental training for both employees and contractors covers topics such as construction risks, spills and releases, response and reporting, and the transportation and disposal of waste. In 2022, employees completed 2,000 training courses with environmental themes.

### Compliance

We present quarterly reports to the Corporate Governance Committee of our Board on issues resulting in written warnings, fines or investigations by federal, provincial and municipal regulatory authorities with respect to environmental compliance.

In 2022, TELUS received one notice of non-compliance from the B.C. Ministry of Environment and Climate Change Strategy. The notice pertained to our use of herbicide on a TELUS network property located on Gabriola Island, B.C. Upon review, TELUS was in compliance, but given the sensitivities regarding herbicide application on the Gulf Islands, we are currently undertaking a review of all vegetation management activities within the area with the goal to transition to mechanical vegetation control.

### Spills and releases

External reporting of spills (liquids) and releases (gases) is regulated in the communities where we work. We also require that all spills and releases, regardless of the quantity, must be reported internally to our 24/7 spill reporting system, where team members get

expert advice on site management and reporting to external agencies. The majority – more than 85 per cent – of our recorded spill incidents are halocarbon releases from air conditioning equipment used to cool our facilities and network equipment. These are typically caused by system stress due to hot weather. We continue to seek out opportunities to use more efficient cooling technologies.

We define Category A spills and releases as both reportable and serious and set a target of zero incidents for this category. In 2022, we had one Category A spill – a release of 125.6 kg of R22 refrigerant on March 8, 2022, at a North Vancouver network facility due to a solenoid valve failure. R22 is a refrigerant gas (halocarbon) used in our air conditioning systems.

We had another significant volume of liquid spilled due to two large process water releases from a water treatment system at a TELUS facility in Burnaby, B.C. Due to excessive rainfall in January 2022 and a snowfall in December 2022, the collection system was unable to handle the water volumes. Excess water was released to the storm sewer system before treatment. The released process water met the storm sewer criteria, so did not result in any significant environmental impact. TELUS is working with our environmental consultant to make design improvements to the collection and treatment systems to reduce the risk of further releases. Our complete spills and releases data can be found in our [2022 ESG Data Sheet](#).

### Addressing contamination

By using a risk matrix based on the [Canadian Council of Ministers of the Environment](#) guidance manual, we prioritize the management of our contaminated sites. Our contaminated sites have resulted from historical fuel spills at remote sites that used diesel generators to power equipment. In 2022, we met our target to complete remediation work at five sites. A ‘completed site’ is one where known contamination has been remediated according to the appropriate regulatory guidelines for soil and/or groundwater.

In 2022, employees completed **2,000** training courses with environmental themes.



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## Climate action and carbon neutrality

As a world leader in environmental performance, we have demonstrated what a committed organization can do to transition to a low-carbon future and reach our goal to be net carbon-neutral for our company-wide operations by 2030. In addition to setting transformative climate targets, many of our products and services also support a low-carbon future by building a broadband network that enables our customers to live and work where they choose by connecting virtually.

13 The target boundary includes biogenic emissions and removals from bioenergy feedstocks.  
 14 The COVID-19 pandemic has impacted these results because over 95% of team members have been working from home and we anticipate these results to normalize in future years as team members return to the office.

## Transitioning to our low-carbon future



**2010-2022:**  
Over a decade of significant energy and emission reductions

**46%** reduction in absolute Scope 1 and Scope 2 GHG emissions since 2010  
**215,000 MWh** renewable energy enabled and virtually purchased since 2010  
**51%** reduction in energy intensity (per \$M revenue) since 2010

Exceeded 2020 targets, set new ambitious carbon-neutral operations by 2030 target  
 Approved Science Based Targets  
 Launch of Sustainability-Linked Bonds



**Our current climate goals**

### 2022 progress:

Effectively procure 100% of our electricity requirements from renewable or low-emitting sources by 2025

**71%** from renewable or low-emitting sources

Reduce our energy intensity (per TB of data traffic) by 50% from 2019 levels by 2030

**33%** reduction in energy intensity (per TB data traffic) from 2019 levels

Enable our operations to become net carbon-neutral by 2030

**11%** YoY reduction from 2021 levels

Reduce absolute Scope 1 and 2 GHG emissions 46% by 2030 from a 2019 base year<sup>13</sup>

**25%** absolute reduction from 2019 levels

Reduce absolute Scope 3 GHG emissions from business travel and employee commuting 46% by 2030 from a 2019 base year

**74%** absolute reduction from 2019 levels<sup>14</sup>

Reduce Scope 3 GHG emissions from purchased goods and services, capital goods and use of sold products by 75% per million dollars revenue by 2030 from a 2019 base year

**6%** intensity reduction from 2019 to 2020



**2022-2030:**  
Achieving operational net carbon neutrality

Advance our corporate energy efficiency and decarbonization program

Implement a fleet electrification strategy to reduce GHG emissions

Evaluate and implement emerging technologies and their potential to reduce climate impacts

Adapt to changing climate legislation and regulations in our jurisdictions

Engage with supply chain partners to reduce Scope 3 GHG emissions

Execute our carbon-neutral data management partnerships

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## Energy consumption

Our energy demand consists of direct and indirect energy used to power our business, both in Canada and internationally, from owned and leased real estate properties, cell tower sites, and fleet vehicles, to data centers and remote generator fuel. As we grow as a company, expand our network and integrate 5G technology, our demand for energy will increase. To address these changes, we have deployed innovative technologies in our network, including:

- Executing on our real estate optimization strategy, including deploying green building technologies
- Effectively completing our copper to fibre migration strategy in our network
- Enhancing our energy management program across our business.

In 2022, we increased our company-wide energy consumption by 6 per cent compared to 2021. Our 5G growth and energy use during another summer of multiple heat waves were the primary drivers as well as significant growth in our TELUS International office footprint in 2022. For further details, please see our [2022 ESG Data Sheet](#).

A vital component of our energy supply strategy is partnering in renewable energy where relevant and available. In total, we have four active virtual power purchase agreements (VPPA) in Alberta – three of them are for 82 MW of solar-powered generating capacity, one for 85 MW of wind-powered generating capacity. We own the environmental attributes generated by these facilities, which are helping TELUS achieve our net carbon neutrality and renewable electricity goals. Investing in renewable energy not only helps us grow our core business sustainably by effectively powering our network from cleaner energy sources, it also provides positive financial impacts for our organization.

## Science-based targets

In 2021, our proposed targets for the Science Based Target initiative (SBTi) were approved, which address our Scope 1, 2 and 3 GHG emissions. As a result of having our science-based targets approved, we included our Scope 1 and 2 science-based target as our Sustainability Performance Target in our [SLB Framework](#). Sustainalytics, a leading independent ESG research, ratings and analytics firm, issued a [Second Party Opinion](#) confirming that the Framework aligns with the International Capital Market Association's Sustainability-Linked Bond Principles, 2020.

Subsequently, we completed our inaugural SLB offering in 2021, the first of its kind in Canada. In 2022, we issued two additional SLBs, including our inaugural US dollar-denominated SLB issue. These successful offerings demonstrate our long-term commitment to environmental sustainability by linking financing to the achievement of ambitious environmental targets, specifically, reducing absolute Scope 1 and 2 GHG emissions by 46 per cent by 2030 from a 2019 base year.

## Progress report for sustainability-linked Series CAF, CAG and 3.4% U.S. Dollar notes

Company-wide GHG emissions by source	2022 <sup>1</sup> tonnes CO <sub>2</sub> e	2021 <sup>2</sup> tonnes CO <sub>2</sub> e	2020 tonnes CO <sub>2</sub> e	2019 <sup>3</sup> tonnes CO <sub>2</sub> e	Cumulative performance status
Scope 1	50,689	51,075	53,002	61,215	On-track
Scope 2	175,268	204,698	200,848	240,919	On-track
Total	225,957	255,773	253,850	302,134	On-track

1 113 tCO<sub>2</sub>e in biogenic emissions from biodiesel fuels not included in this total.

2 117 tCO<sub>2</sub>e in biogenic emissions from biodiesel fuels not included in this total.

3 2019 is our base year for our targets.

Moving forward, we will continue our commitment to cut emissions in line with a 1.5°C pathway and plan to set an ambition to reach net-zero emissions. We intend to commit to, and receive approval for, our net-zero target from the SBTi by the end of 2023.

In support of that commitment, we are developing an action plan to decarbonize our operations and value chain, accelerate our journey towards net zero and enable a lower carbon economy. We plan to explore strategic initiatives such as partnering with our suppliers to collaboratively reduce emissions and scaling up low-carbon technology solutions with our partners across the value chain.

## Greenhouse gas emissions

We report our scope 2 emissions using the market-based method to align with our approved science-based targets.

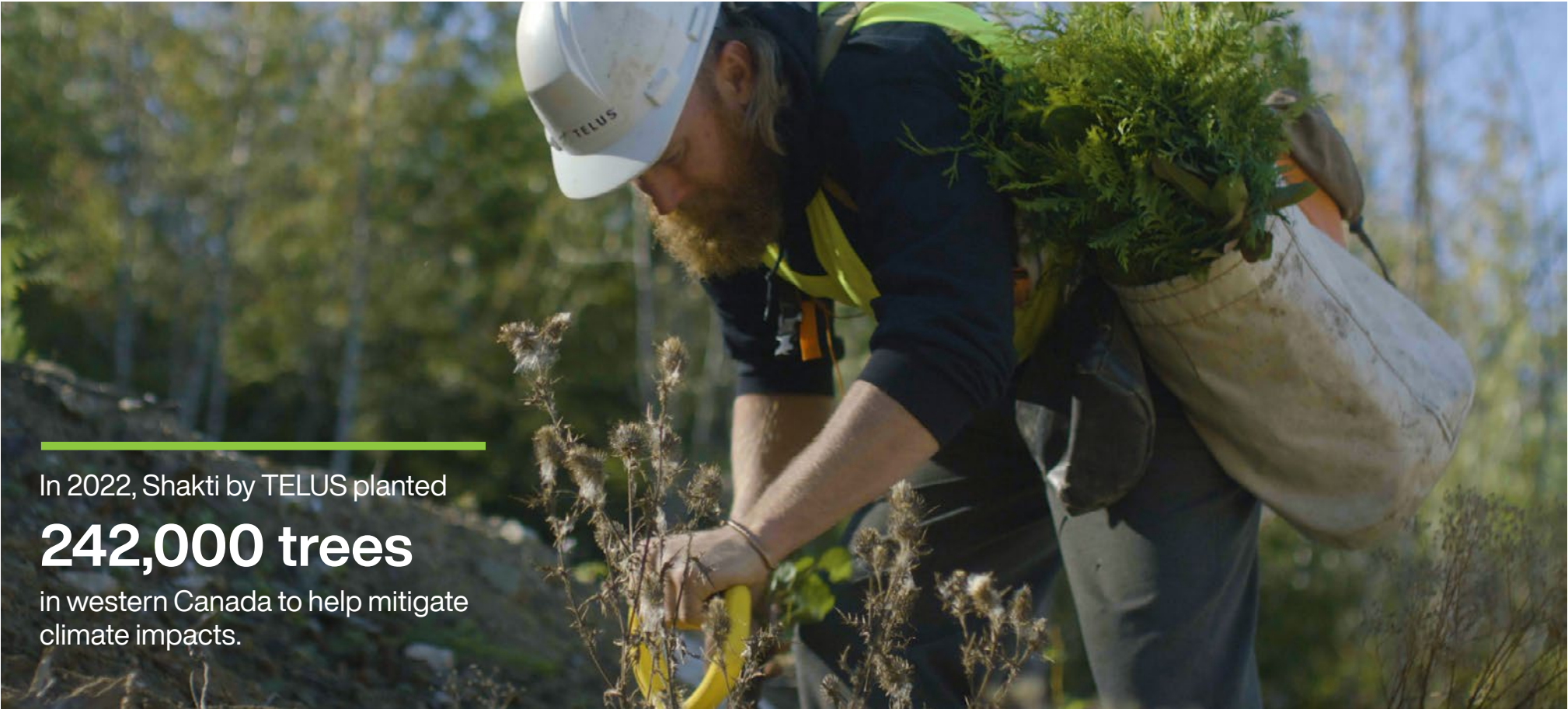
This approach more accurately reflects the emissions profiles of the electricity purchases through our VPPAs for the markets they directly support.

In 2022, we reduced our absolute company-wide combined Scope 1 and Scope 2 GHG emissions by 11 per cent over 2021. The reductions can be attributed to energy management programs such as equipment modernization and innovative technology deployments, temporary office vacancies related to the COVID-19 pandemic and a significant reduction in emissions from the Alberta electricity grid. This includes the retirement and realization of 21,274 MWh of EcoLogo certified Renewable Energy Credits generated by the Brooks Solar facility in Alberta, and 55,787 MWh of Western Renewable Energy Generation Information System retired Renewable Energy Credits from our other renewable VPPAs.

Our GHG emissions intensity per terabyte of data traffic improved 15 per cent YoY over 2021.

**11%**  
YoY reduction in Scope 1 and Scope 2 emissions over 2021

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In 2022, Shakti by TELUS planted  
**242,000 trees**  
 in western Canada to help mitigate climate impacts.

**Fleet decarbonization**

As we work towards net-carbon neutrality, we have developed a roadmap to decarbonize our leased fleet operations, and are working with a global consulting firm with the goal of refining our decarbonization strategy for years to come. In early 2022, we expanded our electric vehicle fleet and, in the coming years, plan to continue to increase electric vehicle deployment. We are also replacing older vehicles with more efficient models that have better fuel economy.

In addition, a proactive maintenance approach was implemented in 2022 to extend preventative maintenance intervals on our light-duty fleets, which will significantly reduce the number of oil changes required. We are also leveraging technology that gives us the ability to remotely diagnose engine codes as a way to resolve mechanical issues prior to extensive repairs.

**Bringing nature-based solutions to our customers**

We are deepening our long-standing commitment to making our planet more sustainable by finding innovative ways to better support the wellbeing of our forests. We are expanding our tree planting efforts through our recent acquisition of Shakti, an environmentally driven reforestation company that specializes in site preparation, seed collection, tree sourcing and tree planting.

We are now building upon our tree planting expertise by exploring how to leverage TELUS' core capabilities to help revolutionize forestry, such as implementing wireless private networks, drone technology and digital solutions. We are exploring how we can proactively impact the nature-based carbon solutions space in 2023 and beyond.

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# Supply chain sustainability

We work to consider the impacts of our products’ journey throughout our entire supply chain – from raw materials sourcing and production, to storage, delivery and all processes in between.

Our goal is to minimize environmental harm from factors such as energy usage, water consumption and waste production while having a positive impact on the people and communities in and around our operations.

## In 2022, highlights include

- Delivering a 98 per cent year-over-year increase in SmartHome Security device refurbishment with an additional 4,892 units recycled
- Piloting new battery powered hydraulic units for bucket trucks, replacing traditional gasoline powered generator driven hydraulic units
- Updating our Supplier Code of Conduct to reflect our evolving commitment to integrating sustainability into our supply chain, including formalizing expectations for suppliers to actively monitor, report, and set their own science aligned targets to reduce GHG emissions.

## Integrating sustainability into our supply chain

In late 2022, TELUS became a member of the Joint Audit Co-operation (JAC), an organization that facilitates collaboration among telecom companies to conduct independent on-site audits of global Information and Communication Technology (ICT) suppliers. Being a member of JAC will allow us to more effectively monitor our supply chain risks while working directly with our industry peers to foster collaboration, share resources and reduce the burden on suppliers.

We are committed to integrating sustainability considerations such as environmental and societal factors as part of our supplier selection and throughout our supply chain

management practices and decision-making. We continue to implement a 10 per cent minimum scoring weight requirement for environmental and social responsibility considerations consistent with the Supplier Code in all sourcing events, and are working to further integrate sustainability considerations into our procurement processes.

In 2022, we focused on refining the carbon accounting and engagement approaches for our Scope 3 (value chain) emissions. This included joining the CDP Supply Chain program and other foundational work that will inform our approach to engaging with our suppliers and targeting GHG emission reductions across our value chain in support of our ambitious Scope 3 GHG emissions reduction target.




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We are committed to integrating sustainability considerations such as environmental and societal factors as part of our supplier selection and throughout our supply chain management practices and decision-making.

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### Scope 3

As part of our work to reduce GHG emissions across TELUS' value chain, we set a science-based target to reduce Scope 3 GHG emissions from purchased goods and services, capital goods and use of sold products by 75 per cent per million dollars revenue from a 2019 base year by 2030. These three categories represent our most significant GHG emissions sources and areas where we can have the greatest impact.<sup>15</sup>

In 2022, we focused our effort on refining our carbon accounting methodologies in order to improve the quality of our future reporting and include more supplier and product-specific GHG emissions data. This included formalizing our expectations for suppliers to take action on climate change in our Supplier Code of Conduct and joining the CDP Supply Chain program for 2023, enabling us to more effectively engage with our suppliers to accelerate climate action. We expect to make significant improvements to our Scope 3 reporting in 2023, such as improving the accuracy of our data and ability to track and make meaningful progress towards our target.

For a detailed breakdown of our energy and GHG performance data, see our [2022 ESG Data Sheet](#).

### Responsible product design

We are placing a growing emphasis on sustainable product design in the responsible management of our TV, internet, wireless and SmartHome Security devices. This includes working with our suppliers to understand, manage and reduce the impacts of our products throughout their lifecycle. We take into consideration the materials used in manufacturing, energy efficiency when customers use our products, and component assembly to facilitate refurbishment and end-of-life management.

**529,000**

refurbished devices

More than

**45,000**

devices returned with a moneyback guarantee

Nearly

**194,000**

devices traded in

### End-of-life management

Our Supply Operations team focuses on the management of end-of-life products and devices returned or recovered from our customers, including new product innovations such as Certified Pre-Owned (CPO), take-home-trade-later, and online Bring-It-Back and Trade-in. In 2022, highlights include:

- 529,000 refurbished devices, with the majority consisting of high-speed internet and set-top box devices
- More than 45,000 devices returned with a moneyback guarantee
- Nearly 194,000 devices traded in
- Over 178,000 CPO units repaired and resold (11 per cent increase over 2021)
- Transitioned CPO production to our partners at Mobile Klinik to drive efficiency and increase throughput.



<sup>15</sup> Initial screening of Scope 3 categories and spend based emissions estimation from purchased goods and services and capital goods were performed using the GHG Protocol Quantis Scope 3 Evaluator.

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# Circular economy and responsible resource use

At TELUS, we aim to be a leader in the circular economy by creating efficient systems that minimize waste generation, prioritizing reuse internally and externally, and maximizing our diversion from landfill.

We are embracing circular economy principles and best practices internally and investing in a number of projects to help us achieve circularity. At the same time, we are helping our communities to implement similar strategies to encourage responsible resource use.

## Promoting community circularity

In 2022, TELUS became a founding partner of the Circular Innovation Council's inaugural Circular Economy Month in October, an event designed to raise awareness about the importance of corporations promoting circularity within their operations. During that celebration, we promoted our CPO device program that encourages the purchase of used devices, our repair services at Mobile Klinik and our in-store device recycling program.

In 2022, we celebrated the first year of our partnership with the Toronto Region Conservation Authority to launch the [Circular Economy Leaders Consortium](#). This consortium consists of industry leaders committed to implementing new practices within their organizations. The group includes TELUS, Air Canada, Longos, University Health Network, Woodbine Entertainment, Velcro Canada, Greater Toronto Airports Authority, City of Mississauga, Wilfrid Laurier University, Sheridan College, Seneca College and Toronto Metropolitan University.

## Waste diversion

Waste management across our operations remains a key focus. In 2022, we diverted 70 per cent of our total waste from landfill. Overall, we reduced the amount of waste landfilled by 2 per cent – a decrease partly due to better quantifying our internal reuse programs, including pallets, fleet and network equipment.

The waste diversion rate for our real estate assets (both owned and leased properties) was 60 per cent in 2022, up from 51 per cent in 2021.

**Waste and recycling by source in Canada (metric tonnes)<sup>1,2,3</sup>**

Source	Additional waste streams	Real Estate	Overall
<b>2022</b>			
Recycled <sup>4,5</sup>	2,429	3,866	6,286
Landfill	92	2,602	2,694
Total	2,522	6,468	8,980
Diversion %	96	60	70

- 1 To provide timely reporting, our data is based on October 1 - September 30 of each year.
- 2 Data only includes waste from owned and leased buildings, ADT sites, our reverse logistics materials and other specialty materials (like furniture and paper shredding). It does not include TELUS retail stores and Mobile Klinik stores, TELUS Health, TELUS Agriculture & Consumer Goods, TELUS International, poles and construction and demolition waste.
- 3 To more accurately report our waste diversion, the categories of "Leased Properties" and Owned Properties" reported in our previous sustainability reports have been combined into a "Real Estate" category for 2022.
- 4 For a detailed breakdown of our historical, year-over-year waste and recycling performance data, see our [2022 ESG Data Sheet](#).
- 5 The definition of recycled includes items that are either reused, recycled, or composted.

At TELUS, we have a lengthy history of refurbishing our products whenever possible. These additional waste streams – materials that come back to us from a customer, usually through a technician – are reused through a refurbishment program or recycled. In 2022, the three most refurbished products included set top-boxes (225,763 units), modems (212,284 units) and optical network terminals (54,100 units).

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Technology is an integral part of the path to circularity. TELUS Internet of Things (IoT) has partnered with [Superfy](#) (previously known as Taoglas) to provide best-in-class waste bin sensor monitoring technology that allows customers to monitor their fill levels to better understand their waste generation. Utilizing this technology, customers will be able to manage their waste in real-time, optimize collection routes, right-size waste receptacles, and understand the pickup frequency all while promoting sustainability. We are also using these sensors for our own operations and in 2022, we completed the installation of 40 sensors across our operations in Quebec.

In addition, we are pleased to announce that we have partnered with [Intuitive AI](#) to be the first telecommunication organization to install Oscar Sort technology at some of our facilities. Oscar Sort is designed to provide recycling assistance at the source through nudges. These nudges are visual, text, and audio queues, designed to capture attention and gamify the recycling experience to engage customers and improve sorting, all while educating them on waste best practices in their building.

For a detailed breakdown of our historical, year-over-year waste and recycling performance data, see our [2022 ESG Data Sheet](#).

### Electronic waste

Our customers can reduce their waste by repairing electronic equipment through Mobile Klinik, Canada's leader in professional smartphone and tablet repair, refurbishment and resale with 100 locations across Canada. By repairing old devices or buying used ones, landfills are spared, giving people options that are better for the planet while improving affordability.

In 2022, we recycled 1,579 metric tonnes of e-waste and 36 metric tonnes of mobile devices (258,799 total devices).

#### Electronic waste recycled<sup>1,2</sup>

Waste Type	2022
E-waste (metric tonnes) excluding mobile devices	1,579
Mobile devices (units)	258,799

- 1 Increase in mobile device recycling in 2022 is a result of the data from the Bring-it-Back program.
- 2 Data only includes waste from our reverse logistics materials (like circuit cards, data equipment, IT equipment and telsets).

### Hazardous waste

Our domestic operations typically generate small quantities of hazardous waste, such as aerosol cans, batteries, and motor oil. In 2022, we saw an increase in liquid hazardous waste generation as a result of the disposal of expired hand sanitizer that was purchased for our COVID-19 pandemic response.

#### Hazardous waste<sup>1,2</sup>

Waste Type	2022
Solid hazardous waste from our facilities (kg)	508
Liquid hazardous waste from our facilities (litres)	18,528
Batteries from network equipment and fleet operations (metric tonnes)	75

- 1 Data only includes waste from owned and leased buildings, ADT sites, and our reverse logistics materials. It does not include TELUS retail stores, Mobile Klinik stores, TELUS Health, TELUS Agriculture & Consumer Goods, TELUS International, poles and construction and demolition waste.
- 2 For a detailed breakdown of our historical, year-over-year waste and recycling performance data, see our 2022 ESG Data Sheet.

### Paper and packaging

Our [Sustainable Paper and Packaging Policy](#) outlines our goal to reduce paper and packaging consumption by 10 per cent on a year-over-year basis, while also maximizing recycled and FSC-certified content. We aim to minimize consumption through a range of measures, including e-billing, digital marketing and packaging optimization.

#### Paper and packaging performance<sup>1,2</sup>

Resources	2022
Copy paper used with FSC certification	75%
Copy paper from recycled and renewable materials from well-managed sources <sup>3</sup>	26%
Volume	
Total copy paper used (metric tonnes) <sup>4</sup>	18.1
Total paper and packaging used (metric tonnes)	601.5

- 1 This data does not include TELUS International and TELUS Agriculture & Consumer Goods.
- 2 For a detailed breakdown of our historical, year-over-year waste and recycling performance data, see our [2022 ESG Data Sheet](#).
- 3 Containing minimum 30 per cent post-consumer recycled content or from tree-free sources.
- 4 We only report on copy paper purchased by employees tracked in our primary human resources management system.

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Despite these measures, our overall paper and packaging consumption increased by 22 per cent in 2022. Several factors contributed to this increase, including the addition of new products and continued efforts to address data gaps. We also fell short of our copy paper sustainability goal, due largely to supply chain issues including a global shortage of recycled paper. Our copy paper usage increased as team members returned to the office; however, it remains significantly lower than the pre-pandemic levels.

We are committed to working with internal and external stakeholders to meet our paper and packaging goals, including working with our suppliers to find solutions to address ongoing supply chain challenges.

For the paper and paper-based packaging that we do consume, we compensate for the use by planting trees as part of our [TELUS Trees for Paper Program](#) – our own conservation program, which commits us to plant enough trees in Canada each year to compensate for the biomass used to produce our annual paper and packaging use. In 2022, we planted 14,882 trees for this program in collaboration with our partners. For a detailed breakdown of our historical, year-over-year tree planting data, see our [2022 ESG Data Sheet](#).

## Water

Promoting water use efficiency, conservation, and overall corporate water stewardship is a priority at TELUS. Our main water sources include municipal water supplies or other water utilities and our primary uses of water are for heating and cooling systems, irrigation and for drinking water in our office spaces. Ongoing assessment and audit of our ISO 14001:2015 certified Environmental Management System (EMS) positions us as a global leader in environmental excellence.

Currently, we do not consume large amounts of water in water-stressed areas. We actively monitor our water-related impacts through regular preventative maintenance such as inspection and leak testing for our buildings and equipment. Additionally, our automated monitoring systems and call-in processes enable on-demand repair of newly discovered leaks or other water issues. TELUS Sky has implemented a storm water management system that recycles rainwater for use in washroom toilets and urinals, reducing the building’s municipal water demand by 70 per cent.

In 2022, we increased our water consumption intensity by 11 per cent company-wide, compared to 2021 which was impacted by growth of TELUS International. We continue to work towards our target to reduce water consumption intensity, per terabyte of data traffic on our network, by 50 per cent from 2019 levels by 2030. This goal aligns with our energy efficiency goals and timelines as well as local regulatory guidelines and supports the sustainable growth of our business.

In June of 2022, TELUS President and CEO, Darren Entwistle, endorsed the UNGC’s CEO Water Mandate. TELUS is among a select group of business leaders who recognize

the ever-growing importance of sound water management and water stewardship. Indeed, the growing crisis in both water and sanitation in many parts of the world poses a range of risks – and, in some instances, opportunities – for companies in virtually all industries.

The CEO Water Mandate is designed to assist companies in the development, implementation, and disclosure of comprehensive water strategies and policies. It also provides a platform for companies to partner with like-minded businesses, UN agencies, public authorities, civil society organizations, and other key stakeholders.

## Biodiversity

We understand the importance of recognizing the true value of nature. As part of our corporate commitment to protecting our planet, we aim to protect and conserve natural resources and biodiversity.

As a telecommunications company, the impact of our direct operations on biodiversity is small compared to many other industries; however, we recognize that our impact also extends into our value chain. Our [Supplier Code of Conduct](#) outlines our expectations for suppliers to minimize adverse impacts on the environment, including biodiversity, ecosystems and habitats. Our [Sustainable Paper & Packaging Policy](#) outlines our commitment to the responsible use of forest products and applies to all packaging under our private brands as well as packaging sourced through our suppliers.

Through Shakti by TELUS, we are investing in forests that act as carbon sinks and help reverse biodiversity and habitat loss. TELUS Agriculture & Consumer Goods is using data-driven approaches to help get the most from the land with the least environmental impact. TELUS Pollinator Fund for Good is also supporting responsible agriculture, helping food systems to adopt sustainability practices to reduce CO<sub>2</sub> emissions, protect soil health, water and biodiversity.

We also partner with charitable and community organizations focused on the conservation of biodiversity. Partnering with [OceanWise](#), TELUS is supporting the organization's efforts to revitalize kelp forests to boost biodiversity, protect our shorelines and sequester carbon. We are working to better understand, measure and reduce our impact on biodiversity in our operations and supply chain. Our aim is to publish a biodiversity commitment in 2023 that articulates our approach and path forward.

As part of our corporate commitment to protecting our planet, we aim to protect and conserve natural resources and biodiversity.



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Making a difference by  
**Creating healthier and stronger communities**

Opened in July 2022, TELUS Sky is our signature development in the heart of Calgary and the new corporate home for our local team members. Designed by world-leading architect Bjarke Ingels, TELUS Sky is built to Leadership in Energy and Environmental Design (LEED)-Platinum standards and exemplifies our commitment to creating healthier and stronger communities.

TELUS floors centre around the living wall atrium, providing a healthy and inspired work space for our team and reminding us of our collective commitment to make our planet healthier. Featuring both a sophisticated rainwater capture system and a lighting automation system, TELUS Sky reduces our reliance on the municipal water system and the Alberta energy grid. On the exterior of the building, TELUS Sky features Calgary’s largest public art piece, Northern Lights by Doug Coupland, and inside, Canadian and Indigenous art brings the story of TELUS Sky to life through themes of innovation, light, colour, nature and connectivity.

This building is part of our continued commitment to Alberta, including our recently announced \$17 billion investment across the province and the creation of 8,500 jobs through 2026.

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# Social



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# Making connectivity possible for all

We are building a better future by using our technology for good. That means providing equal access to technology, promoting its responsible use and putting our world-leading solutions to work for good. Underpinned by our globally leading networks, innovative technology and globally recognized culture, we aim to enable vital connectivity for millions of people, making our lives easier, safer and healthier through increased speeds, reliability and capacity.

## In 2022, highlights include

- Advancing our Connecting for Good programs to continue to deliver life-changing benefits to individuals in need by providing access to our world-leading technology – to date, these programs have supported a cumulative 342,000 marginalized individuals
- Expanding our Health for Good program by launching a new mobile care clinic, powered by TELUS Health, in partnership with The Alex Community Health Centre in Calgary
- Increasing the reach of our Mobility for Good for Indigenous Women at Risk of or Surviving Violence program beyond Alberta and B.C. into Ontario, in partnership with Native Child and Family Services of Toronto and Native Women's Resource Centre of Toronto
- Extending our Internet for Good program to low-income seniors living in B.C., Alberta and Eastern Quebec
- Continuing to advance digital literacy through our TELUS Wise education program, empowering individuals of all ages to stay safe and informed in our digital world. Since inception, over 563,000 individuals have participated in our TELUS Wise workshops.

## Governance and oversight

Our Corporate Citizenship team oversees our Connecting for Good program strategy and evolution. Our Social Purpose Programs team develops, manages and monitors our Connecting for Good programs and targets, which were elevated to our 2022 TELUS corporate scorecard as part of our social capitalism index. Monthly, quarterly, and annual reporting practices help us monitor our performance in achieving program objectives. Beyond measuring their reach, customer surveys and/or program evaluations provide further insight into the impact of our programs.



## Connecting for Good programs

We are bridging digital and socio-economic divides by advocating that everyone, no matter their income level, should be able to access the internet and stay safe in our digital world. We are proud to have supported over 900,000 Canadians through our Connecting for Good and TELUS Wise programs.

### Health for Good

Health for Good helps connect underserved individuals and those experiencing homelessness to our healthcare system through specially equipped mobile health clinics operating in 23 communities nationwide where frontline care is urgently needed.

In 2022, we supported more than 47,000 patient visits and expanded our Health for Good program in Calgary with a new Mobile Care Clinic, powered by TELUS Health and in partnership with The Alex Community Health Centre. Since the inception of our program, we have supported more than 143,000 cumulative visits through our mobile clinics.

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Making a difference by

# Driving meaningful health outcomes in our communities

Over 235,000 Canadians experience homelessness each day, many facing complex mental health and addiction issues and yet struggling to access traditional health care services. TELUS Mobile Health Clinics, powered by TELUS Health technology, reach and treat the most marginalized among us while respecting their privacy and dignity.

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### Mobility for Good

Mobility for Good provides youth transitioning out of foster care, low-income seniors, Indigenous women at risk of or surviving violence and other underserved individuals with free or subsidized smartphones and mobile plans, enabling them to stay connected to support networks, social services and more.

In 2022, more than 10,800 youth and seniors enrolled in the program, and since the program's inception, 43,000 marginalized Canadians have benefited. In addition, we expanded our Mobility for Good for Indigenous Women at Risk program beyond Alberta and B.C into Ontario, in partnership with Native Child and Family Services of Toronto and Native Women's Resource Centre of Toronto. We also extended the reach of our program for Government Assisted Refugees, through partnerships with additional resettlement agencies. Moreover, in 2022, we supported Ukrainians in need who arrived in Canada by providing more than 3,300 free SIM cards with \$100 prepaid vouchers.

### Internet for Good

Internet for Good offers low-income families and seniors, people living with disabilities who are in need and youth leaving foster care access to subsidized high-speed internet and a low-cost computer.

In 2022, we added 15,500 new households to the program, bringing the total to 150,000 Canadians who benefitted from the programs since its inception in 2016. Additionally, we extended the program to low-income seniors living in B.C., Alberta and Eastern Quebec.

### Tech for Good

Tech for Good empowers people with disabilities to independently use their mobile devices. In partnership with March of Dimes Canada, the program offers specialized training, tools and, in some cases, financial assistance for the purchase of assistive technology.

In 2022, the program helped almost 1,800 individuals, bringing the total to 6,500 Canadians since its inception.

# 150,000

Canadians have benefitted from our Internet for Good program since 2016.



## TELUS Wise

TELUS Wise empowers individuals of all ages to stay safe and informed in our digital world. Endorsed by the Canadian Association of Chiefs of Police and offered free-of-charge, the program provides workshops and online resources related to protecting our online security, privacy and reputation, rising above cyberbullying, and staying well in our connected world.

In 2022, more than 112,000 individuals in Canada and beyond participated in live, virtual and online TELUS Wise workshops, bringing our cumulative participation to 563,000 since the program launched in 2013. Additionally, we launched a new TELUS Wise Kahoot! Channel, gamifying the content for youth and driving additional engagement.

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# Giving to our communities

Our team is passionate about making a world of difference in the communities where we live, work and serve. For more than two decades, our culture of caring has helped to put our customers and communities first, driving transformational social change and making a meaningful difference for citizens around the world. This unparalleled generosity and volunteerism have made TELUS the most giving company in the world.



**In 2022, highlights include**

- Donating \$125 million in cash, in-kind contributions, time and programs, from TELUS, our team members and retirees
- Caring for the well-being of our communities by giving back 5 per cent of our 2022 pre-tax profits
- Contributing 1.44 million volunteer hours to support the local communities where our global TELUS family lives, works and serves
- Providing grants totaling \$10.6 million from TELUS Friendly Future Foundation to 548 charitable organizations
- Endowing \$30 million to TELUS Friendly Future Foundation to establish a new bursary fund
- Committing \$300,000 to 15 community programs through the TELUS Indigenous Communities Fund since its inception in November 2021, supporting food security, cultural revitalization and the health, mental health and well-being of Indigenous Peoples across Canada
- Enabling \$6.6 million in humanitarian and emergency relief around the world, directly helping those impacted by Hurricane Fiona in Atlantic Canada, Hurricane Ian in Florida, flooding in Pakistan, the humanitarian crisis in Ukraine and the unrest in Iran.
- Extending our TELUS Kick for Good activation across our six CFL partner teams, raising \$100,000 for TELUS Friendly Future Foundation
- Investing in 13 new socially innovative for-profit startups through the TELUS Pollinator Fund, bringing total investment to nearly \$40 million in debt and equity securities in 26 sustainable businesses since launching in 2020. Importantly, over 40 per cent of our portfolio companies are led by women and more than 50 per cent are led by Indigenous and racialized founders
- Launching TELUS Wilderness Point in Sechelt, our first-ever summer camp for Canadian youth focused on inclusivity, well-being, and customized nature experiences.

**1.44 million**

volunteer hours in 2022

**548**

charitable organizations supported with grants from the TELUS Friendly Future Foundation in 2022

**\$6.6 million**

given in humanitarian and emergency relief around the world in 2022

**\$40 million**

in debt and equity securities invested in 26 sustainable businesses in the last 3 years through the TELUS Pollinator Fund

**\$30 million**

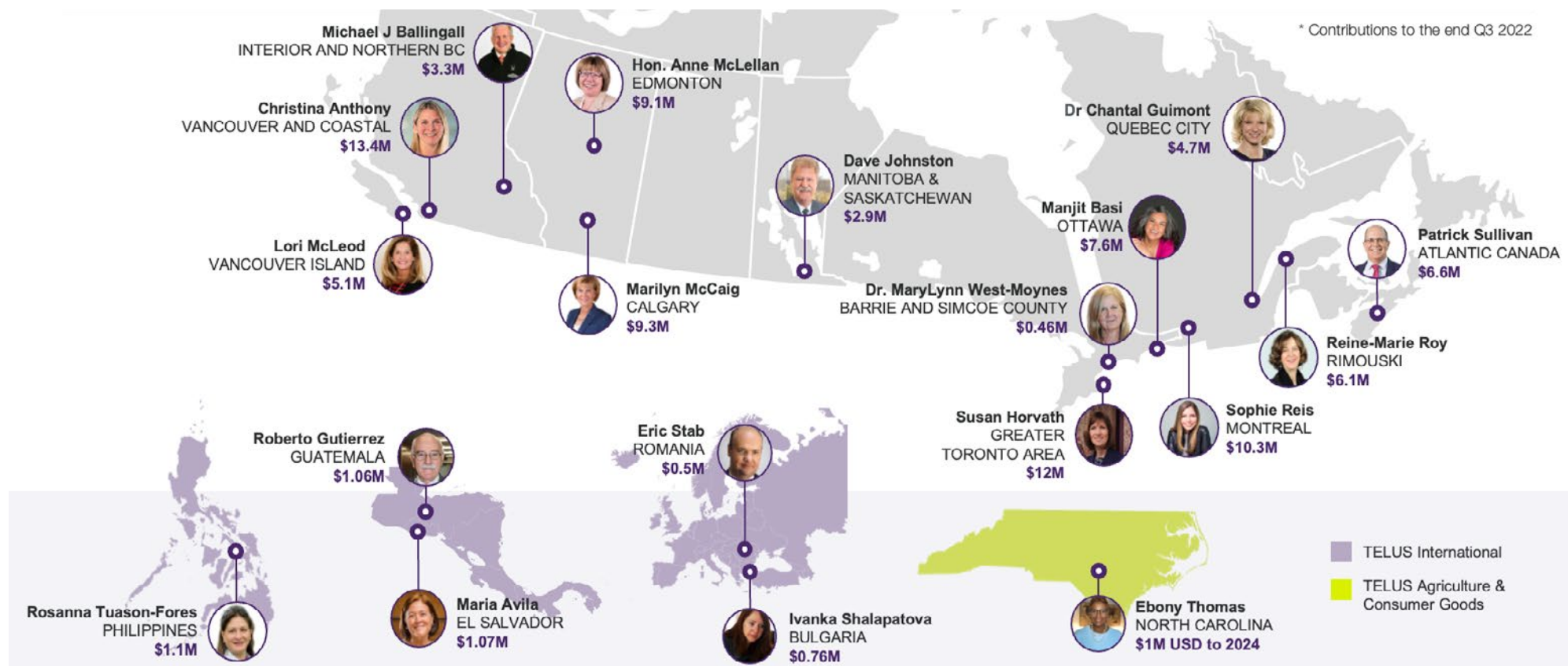
in investments from the TELUS team to establish a new TELUS Friendly Future Foundation bursary fund

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## TELUS Community Boards and TELUS Friendly Future Foundation

At TELUS, we understand that each community has unique needs. That's why we put community funding in the hands of local leaders who know our communities best. Our TELUS Community Boards - composed of local community and TELUS leaders - meet multiple times throughout the year to make strategic funding decisions. We currently have 19 TELUS Community Boards operating around the world. Since 2005, our Community Boards have contributed \$100 million in cash donations and supported more than 8,000 initiatives, providing resources and support for underserved citizens, especially young people, around the world.

The TELUS Friendly Future Foundation provides grants to charities across Canada that enable youth to reach their full potential. The 13 Canadian TELUS Community Boards provide recommendations on the allocations of funds from the Foundation for grants to grassroots Canadian charities that support youth from underserved communities. Preference is given to projects that also demonstrate tangible technological or social innovation. Together, they provided more than \$10.6 million in cash donations in 2022 to support 548 charitable organizations, creating a brighter future for young people across Canada. For more information, visit the [TELUS Friendly Future Foundation's website](#).



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We also have six TELUS International Community Boards operating in Bulgaria, Romania, El Salvador, Guatemala and the Philippines supporting grassroots projects, charities and organizations.

Additionally, in December 2022, we launched the TELUS North Carolina Community Board, our first in the United States and 19th globally, putting charitable decision-making in the hands of local leaders and providing grants to grassroots organizations that support vulnerable youth. The Community Board builds on the efforts of our North Carolina team members, who have a rich and meaningful history of giving back across the state. The board will award more than US\$1 million in four years to projects with a focus on health, education, the environment and technology helping North Carolina youth thrive, including programs battling food insecurity.

### TELUS Indigenous Community Fund

The [TELUS Indigenous Communities Fund](#) offers grants up to \$50,000 for Indigenous-led social, health and community programs. Together, we can make the future friendly by supporting Indigenous leaders and community groups who know their communities best. Since the program's inception in 2021, we have proudly granted \$300,000 to 15 community programs supporting food security, cultural revitalization and the health and well-being of Indigenous Peoples across Canada. For more information on TELUS' engagement with Indigenous Peoples see [here](#).

### TELUS Days of Giving

At TELUS, we give where we live for communities in need around the globe. Our annual signature event – TELUS Days of Giving – is just one of the many opportunities for our team to volunteer throughout the year. In May 2022, we held our 17th annual TELUS Days of Giving, bringing together more than 65,000 global volunteers across 20 countries. Volunteers offered their time to help support local, grassroots initiatives and organizations helping to build stronger, more sustainable communities. This event truly demonstrates our pervasive culture of giving and was a key contributor to our TELUS family volunteering 1.44 million hours across the world in 2022.

### TELUS match and volunteer rewards

TELUS match provides our team members and retirees an opportunity to do more for their communities. Through these programs, we motivate, mobilize and reward employees and retirees who make positive changes in the communities where we live and work. When members of the TELUS family make a donation to a registered charity, we do too – matching team member and retiree donations, up to \$2,500 per person, per year. Additionally, for every volunteer hour a member of our TELUS family records, we make a \$1 donation to the charity of their choice.

In 2022, together we donated \$4.6 million to support our communities through these programs.



### TELUS Community Ambassadors

TELUS Community Ambassadors, our network of current and retired team member volunteers, provide a critical connection between TELUS and our communities. More than 5,000 Ambassadors based in 23 clubs across Canada work collectively to respond to the needs of their communities.

In 2022, our Ambassadors:

- Donated over 145,000 handmade and collected care items for organizations supporting the health and wellness of Canadians from coast to coast
- Filled and distributed 17,000 Kits for Kids (backpacks filled with essential school supplies) for elementary students in need across Canada
- Provided over \$1 million worth of food and meals nationwide.



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### Supporting inclusivity in our communities

One of the 23 TELUS Community Ambassador clubs is located in Prince George, B.C., and the group provides support to many members of their local community throughout the year. To support those experiencing homelessness, the club teamed up with service organizations such as the Needle Exchange to provide a safe place and various resources to make the individuals feel cared for and comfortable. In 2022, the club donated hundreds of hand-sewn and hand-knit toques and scarves, hand/foot warmers, personal care items, food and hot drinks.

The club also supported many seniors' organizations throughout the year, such as the Hart Community Centre, Prince George Elders Recreation Centre and the Prince George Council of Seniors, through funding inexpensive meal options for approximately 300 seniors at various seniors' events and Meals on Wheels services. Children and youth in their community were also supported by the club through book donations to 25 local libraries, 100 personal care kits essential for maintaining basic personal hygiene, and 200 holiday hampers that included toys and gifts.

### TELUS humanitarian and disaster relief

Our TELUS team continues to demonstrate that when things are at their worst, we are at our very best. From cash donations and volunteer support, crisis support hotlines, waiving long distance and text messaging fees and mobilizing team members and customers to provide support, TELUS is committed to assisting our global communities through humanitarian crises and disasters.

- When the Ukraine humanitarian crisis struck, we were quick to enable cash and in-kind assistance, including donations from TELUS Friendly Future Foundation, TELUS Community Boards, individual team members with TELUS matching donations, and customer giving through TELUS Rewards® and text to donate. TELUS Agriculture & Consumer Goods' teams also partnered with RefuAid to sponsor 50 Ukrainians who arrived in the United Kingdom, by providing employment opportunities, temporarily accommodating displaced families in team member homes, and donating resources and time to support Ukrainians displaced by the conflict.
- In the aftermath of Hurricane Fiona, local team members and TELUS Community Ambassadors were on the ground distributing disaster relief kits, donating supplies and providing support for local charities. As well, TELUS Agriculture & Consumer Goods donated \$5,000 to the Nova Scotia Federation of Agriculture in support of its stricken members, and \$10,000 to the Convoy of Hope for relief efforts in Florida, where many TELUS Agriculture & Consumer Goods team members and customers live and work.
- As a leading provider of mental health and well-being services, we launched a free 24/7 crisis support hotline through LifeWorks to support the Iranian community and their loved ones when the protests and unrest unfolded in Iran. Furthermore, to help customers stay connected to their family and friends, we waived all long-distance and text messaging fees for those at home in Canada reaching out to friends and family.

In total, TELUS, our team members, TELUS Friendly Future Foundation and our customers contributed \$6.6 million in cash and in-kind assistance for humanitarian and disaster relief efforts in 2022.

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## TELUS Strategic Sponsorships

Throughout 2022, we worked with our strategic partners across Canada to elevate social impact and drive meaningful human connections in our local communities. Some of those partnerships included:

### Canadian Museum for Human Rights

The Witness Blanket, a large-scale work of art, created by master carver and Indigenous artist, Carey Newman, contains hundreds of items reclaimed from residential schools. TELUS made a \$1 million commitment to digitize the physical Witness Blanket, helping to use the power of technology to share these important stories and truth of the children and families lives who were forever changed by residential schools

In 2022, TELUS in partnership with the [Canadian Museum for Human Rights](#), publicly launched the Digital Witness Blanket and in a short period has already seen incredible reach and impact – 610,000 views, 355,000 educational sessions as well as 175,000 educators/students utilizing the digital platform.

### Canadian Football League (CFL)

TELUS is a proud premier sponsor of the CFL, as well as six of the nine CFL teams, including the BC Lions, Edmonton Elks, Calgary Stampeders, Hamilton Tiger-Cats, Ottawa REDBLACKS and Montreal Alouettes.

In 2022, we leveraged our partnerships with the CFL and our six sponsored teams to elevate TELUS’ social purpose and engage fans through our [TELUS Kick for Good](#) activation. Leveraging a football thematic to connect with the audience, we created a unique activation which allowed fans and players to ‘Kick for Good’ on and off the field during the season and at the Grey Cup, raising \$100,000 for the TELUS Friendly Future Foundation to support youth access to sport. \$25 was donated for every ‘Kick’ through our onsite activations, \$1,000 per game for our on-field fan engagement activation, and \$1,000 for every field goal at the playoffs and Grey Cup.

In addition to promoting select products and services throughout the season, we also leveraged our hosting assets to invite local charities and youth organizations that normally would not be able to afford tickets to attend games.



### Science centres

TELUS is a long standing supporter of education and science, sponsoring all major Science Centres across Canada including the [Science World Vancouver](#), [TELUS World of Science Edmonton](#), [TELUS Spark Calgary](#), [Ontario Science Centre](#) and [Montreal Science Centre](#).

Our virtual camps and upcycle program are two key initiatives we are proud to work in partnership in our local communities.

- **Virtual camps** Throughout the pandemic, TELUS partnered with TELUS Spark and TELUS World of Science Edmonton to create virtual camps, helping to fill the gap of canceled onsite events at science centers, enabling youth to continue learning, stay connected and remain engaged. Hundreds of camp scholarships and laptops were awarded to vulnerable youth and the content still lives on OptikTV.
- **Upcycle program** In 2022, TELUS worked with all our five Science Centre partners to create an upcycling program elevating TELUS’ social purpose and helping to create healthier, stronger and more sustainable communities. The program asks customers to bring in used devices in exchange for free Science Centre entry for their family. Once in the Science Centre they have the opportunity to engage with our interactive digital game, educating customers on the benefits of device recycling.

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## Making a difference by Using technology to share important stories

In 2022, as part of our Indigenous Reconciliation Action Plan commitments, TELUS contributed \$1 million to digitize the Witness Blanket, a 12-metre-long art installation, created to recognize the atrocities of Canada’s residential school system. The Digital Witness Blanket is a collaborative project between TELUS; Indigenous artist Carey Newman, of Kwakwak’awakw, Coast Salish and Settler descent; and the Canadian Museum for Human Rights (CMHR), as well as Animikii Indigenous Technology and Media One Inc. The Digital Witness Blanket can be viewed at [witnessblanket.ca](https://witnessblanket.ca)



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## Our impact

Measuring the broad impact of our TELUS community investments is a critical component of understanding the success and reach of the program. We work with the [London Benchmarking Group](#) and use their methodology to measure our impact. Our community investments can be categorized as follows:

### Community investment<sup>1</sup>



### Community investment by type<sup>1</sup>



<sup>1</sup> Represents community investment by TELUS, our team members and retirees.

<sup>2</sup> Within our total community contributions, we include value-in-kind (VIK). A VIK contribution is a non-cash contribution of a good or a service. We calculate VIK contributions based on the costs of provision of services and products, and estimates of labour costs and other inputs. Methodologies may rely on certain estimations that have inherent limitations and uncertainties due to the various nature of the VIK contribution being delivered and might not be comparable to similar measures disclosed by others.



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# Elevating the quality of life of our fellow citizens

TELUS Health’s acquisition of LifeWorks has extended the scope of our community caring to Kakuma Refugee Camp in Kenya. LifeWorks Tumaini Girls Boarding Secondary School (‘Kakuma Project’) is a flagship community initiative for both LifeWorks and its employees, founded in 2014. The school is addressing systemic inequality and lack of access to quality education for girls living in Sub-Saharan Africa. The school provides high quality education to promising young women, who otherwise would have had limited opportunities in a crowded student population of 95,000 learners and only 55 schools to absorb them all. The resulting student-teacher ratio of 105:1 in the Kakuma Refugee Camp falls far below Kenya’s national average of 40:1, and critically impacts girls who are already facing socio-economic and cultural barriers to education.

The school’s operations are managed by Jesuit Refugee Service, a UNHCR partner, composed of 18 teachers and 20 supporting staff, most of whom are also refugees in the camp.

In 2022, 346 multi-faith, multi-ethnic students were chosen based on their academic prowess and degree of vulnerability. Of the selected group, 10 per cent lived in the host community, and 10 spots were given to those facing protection risk. The school was among the top performing in the Turkana West county improving its overall ranking over the prior year. To date, 508 girls have graduated from the school, including women who are pursuing post-secondary education throughout Africa in Turkey, the United Kingdom, Canada and Costa Rica.



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# Revolutionizing healthcare and employee well-being

TELUS Health has reimagined the way health care is delivered and experienced. Merged with the significant capabilities of LifeWorks, we united TELUS Health businesses under one company name and brand moving forward: TELUS Health.

This move firmly positions us as a trusted and global-leading health and well-being provider – encompassing physical, mental and financial health. It also uniquely positions us to support our customers and solve some of the most pressing issues facing citizens, patients, healthcare professionals, employers and employees today.

## In 2022, highlights include

- Acquiring LifeWorks to enable an unparalleled digital health and well-being client experience for employers, and their employees, covering more than 68 million lives globally
- Supporting 4.5 million virtual care members with innovative and integrated solutions that increase access to quality primary care, and improve health outcomes
- Providing access to free mental health consultations through TELUS Health MyCare™ for those impacted by the humanitarian crisis in Ukraine and floods caused by unprecedented weather in B.C.
- Launching TELUS Health MyPet, connecting customers and their pets to veterinary health advice through a mobile app.

## Expanding access to care

Our innovative virtual care offerings continue to grow to meet the increasing demand and evolving needs of Canadians. Through [TELUS Health MyCare](#), we are helping Canadians easily access quality public healthcare, including primary care, mental health support and dietitian services.

In 2022, we introduced [TELUS Health Virtual Pharmacy](#), a digitally enabled pharmacy that offers fast and reliable online access to prescription medications and refills.

Further, our Health for Good Mobile Clinics played a pivotal role in communities across Canada by supporting more than 47,000 primary and mental health interventions to our most vulnerable Canadians, enabling better healthcare access for all. Qualifying low-income seniors were also provided with subsidized [LivingWell Companion](#)® personal emergency response services, providing peace of mind to maintain independent living.

## TELUS Health’s newly defined strategic intent:

To be the most trusted wellbeing company in the world. We do this by building the healthiest communities and workplaces on the planet.



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## Focusing on mental health and preventative care

TELUS Health continues to be a global leader in employer-focused primary and preventative digital healthcare and well-being solutions thanks, in large part, to the acquisition of LifeWorks. Today, we can better support employers, by helping them provide more adapted, personalized offerings to their workforce, thus creating better health outcomes across the entire health and well-being ecosystem.

### Trusted leadership in mental health

Our leading research effort and industry partnerships combined with our workplace strategies and performance, are helping us learn more about the fundamental importance of workplace mental health and well-being to business success. Supporting the mental health of employees as part of our commitment to total health is a strategic business imperative for us, and a vital element in our organization’s ESG performance.

As part of our social purpose, we are leveraging our research in mental health and sharing our insights towards the development of a comprehensive suite of mental health tools.

### Thought leadership in mental health

TELUS Health’s mental health portfolio now includes three key indexes providing essential insights into the mental health and well-being of working populations.

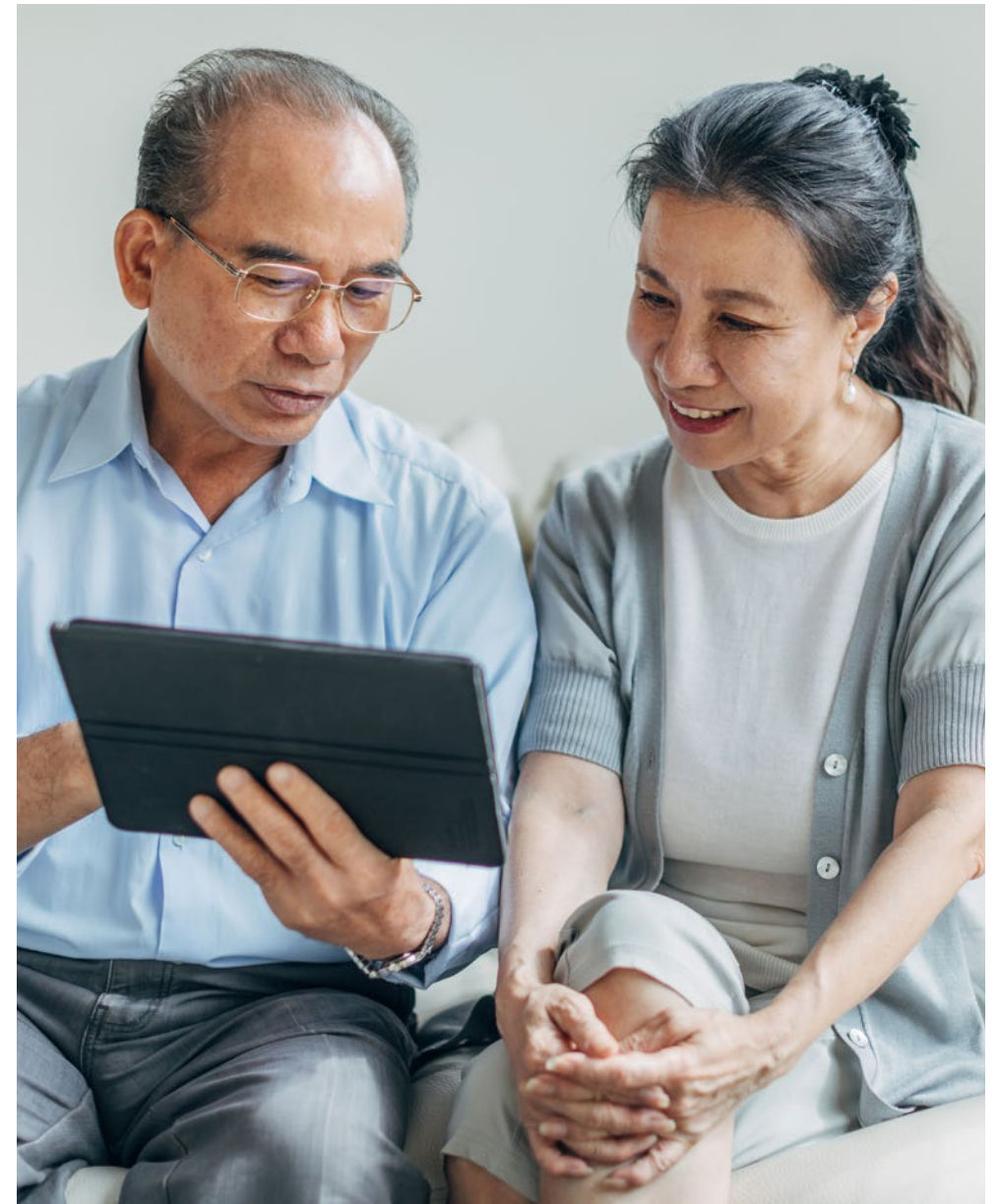
This includes:

- Workplace Strategy Index for Mental Health (WSI-MH)
- Total Wellbeing Index (TWI)
- [Mental Health Index](#) (MHI).

In particular, the WSI-MH combines LifeWorks’ leading knowledge of mental health with an extensive review of established frameworks for mental health (e.g., ISO 45003: 2021 and Canada’s National Standard for Psychological Health and Safety in the Workplace).

The WSI-MH enables businesses to benchmark their performance against a framework of recognized workplace mental health practices and programs. That index complements the TWI and MHI, which both help organizations determine needs specific to various groups in their organization, and the ability to measure change over time.

Combined, this trio informs strategic planning to support employee mental health and well-being and support transparent disclosure of performance.



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Our [TELUS Health Mental Health Index](#) keeps us informed on trends in mental health and the related issues affecting working populations. For instance, MHI results released for December 2022, show Canadians are experiencing more vulnerable mental health, as well as increased sensitivity to stress as they continue to experience post-pandemic impact. These findings underscore that more needs to be done to help ensure working populations have access to the tools they need.

The TELUS MHI is published monthly in Canada and the United States, –as well as quarterly in Australia and the United Kingdom, and biannually with Pan-European and Singapore editions. As our MHI enters its fourth year, TELUS Health is launching MHIs to cover Pan-Asia and New Zealand.

### Partnership and collaborations in mental health

TELUS Health is now at the forefront of both mental health regulatory and research landscapes thanks to the adoption of LifeWorks’ marquee five-point framework for workplace mental health. In 2022, our leadership took many forms:

- Collaborated with Corporate Knights to explore the question of if ESG leading companies were also leaders in workplace mental health. According to findings based on WSI-MH scores of the Top 50 Canadian Corporate Citizens of 2022 , continued efforts are needed to advance programs and practices to elevate sustainable employee mental health
- Collaborated with One Mind at Work, a global coalition of business leaders committed to improving workforce mental health to support human thriving, as a member of its Working Group and Guiding Councils
- Supported research-backed updates to Canada’s National Standard for Psychological Health and Safety in Workplaces technical committee.
- Collaborated with a range of groups to ensure mental health support products and services are inclusive and meet the demands of diverse populations. For example, our Indigenous iCBT (internet-based cognitive behavioural therapy) program for individuals with anxiety and depression was developed based on teachings and perspectives from Anishnabe, Nehiyawak and Ojibwes. This program is primarily for First Nations and Metis and includes cognitive behavioural therapy along with traditional teachings, taking a mind, body and spirit perspective for a holistic approach to wellness.

### In the workplace

TELUS Health recognizes our team members' mental health and wellness impacts the health of our business.

Using our comprehensive mental health research program, we strive to measure and benchmark our own performance to understand the pressures facing our employees and the impacts on team member mental health. Placing critical importance on benchmarking



our workforce against global trends, the results provide us with an invaluable lens into mental health and well-being across our enterprise.

Our TWI-MHI results continue to remain above benchmark across all measures of well-being.

Evaluating our own performance and ability to support the mental health and well-being of our team members is a vital measure of our social performance and our WSI-MH score for 2022 also remained in the leading category. Together, the TWI, WSI-MH and MHI results will inform our strategic planning in areas pertaining to mental health and support our social reporting.



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# Connecting global supply chains

With TELUS Agriculture & Consumer Goods, we are extending our commitment to ESG beyond our operations, enabling responsible business performance in these fast-changing, essential industries. Focused on advancing sustainability across the food and consumer goods value chain, we are helping producers maximize their bottom line while reducing inefficiencies, waste and unnecessary strain on natural resources, for the benefit of society at large.

TELUS Agriculture & Consumer Goods delivers digital solutions and data insights that connect global supply chains, improving the safety, quality and sustainability of food and consumer goods. Our ultimate goal is to create a unified, trusted and sustainable value chain that enables the most efficient production and logistics outcomes.

In 2022, we further solidified our position in the market posting 24 per cent revenue growth in 2022 over the prior year, and progressing on our journey to become the largest provider of data and digital technologies in the world connecting the food and consumer goods value chain.

### Enabling sustainability across the value chain

Solutions and services provided by TELUS Agriculture & Consumer Goods are used by customers across the entire food value chain to achieve improvements in operations and reporting which yield direct sustainability benefits for their business:

- Agronomists and farmers achieve optimal targeted fertilizer application—improving farm livelihoods while mitigating environmental impacts—and ensure farming operations comply with environmental regulations for the use of crop inputs, helping make food products safe to eat

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- Farmers and ranchers can gain production efficiencies, reduce resource usage and waste while ensuring regulatory compliance and application of industry best practices for safe and humane protein production
- Food manufacturers and retailers track and monitor the sustainability of their supply chain back to the farm, and ensure compliance with food sustainability standards
- Consumer goods businesses use our supply chain solutions to improve visibility into inventory and deliveries to generate logistics efficiencies, reduce stock levels and limit food safety risks
- Members of a sustainability industry group are better able to disclose progress for comprehensive and complex sets of sustainability KPIs with a higher level of standardization and auditability
- Farmers and ranchers can gain access to carbon credit markets for sustainable production practices through the integration, benchmarking and reporting of information from our farm and herd management solutions.

### A new solution for sustainable supply chains

Our mission to help create a unified, trusted and sustainable value chain for better producer-to-consumer outcomes is reflected in the solutions that we offer our customers. In 2022, we launched TELUS Sustainability Management, enhancing our Supplier Management product portfolio and further connecting the value chain to improve sustainable food production. With supply chain transparency and collaboration at its core, TELUS Sustainability Management enables our customers' entire ecosystem to work towards a common goal of driving sustainability improvements – while ensuring compliance to all of their existing supply chain requirements.

The key to building a more sustainable supply chain is having a suitable tool in place (such as TELUS Sustainability Management) to collect and measure the sustainability of supplied agricultural products within food business supply chains, allowing food businesses to identify and promote positive improvements across their supply chains.

TELUS Sustainability Management is a flexible, modular solution that meets the needs of all types of supply chains, from simple to complex and multi-tier. It provides data insights to inform business changes that will make a significant difference to a business' sustainability, regenerative agriculture or carbon programs, transforming their supply chain beyond compliance.

### Collaboration for better environmental and social outcomes

Establishing food security remains a global challenge and is a specific objective of the United Nations SDGs for 2030. Successfully delivering sustainable smart agricultural systems worldwide will form the foundation for overcoming this challenge.



As part of a research project on aligning key UN SDGs for agriculture through advanced technology, our Chief Technology Office and various partners worked with the TELUS Agriculture & Consumer Goods team. Together, they examined industry relevant use cases that could be implemented to leverage 5G, edge computing and AI for real-time decision making, with a view to enhancing precision agriculture, crop yield and traceability, and reducing water consumption and soil degradation. In the fall of 2022, the Intelligent Edge for Sustainable Agriculture project won the Outstanding Catalyst team award for Impact on society and sustainability given by TM Forum, a global industry association for telecommunications service providers and their suppliers.



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Making a difference by

# Creating an integrated ecosystem

With 25 locations in eight counties along the Ohio-Indiana state line, [Mercer Landmark](#) provides a range of services to area crop and livestock farmers, from grain marketing and agronomy services to feed manufacturing and hog and laying hen production. Its leaders know the importance of vertical integration from the farm gate to the end user.

That integration is made possible today in part by the tools we provide, which help the Mercer Landmark team manage and execute a range of tasks for their customers' partners.

Our relationship began with a mandate to synthesize the company's database with its enterprise resource planning (ERP) platform, and evolved further to help connect other vital systems including digital agronomy platforms and precision ag data, creating new efficiencies at the enterprise level.

“My vision is an ecosystem of solutions that work together to provide a streamlined experience for our internal teams and our customers. TELUS Agriculture & Consumer Goods is helping us create this ecosystem where everything syncs and talks.”  
 – Mercer Landmark COO, Neal Horrom

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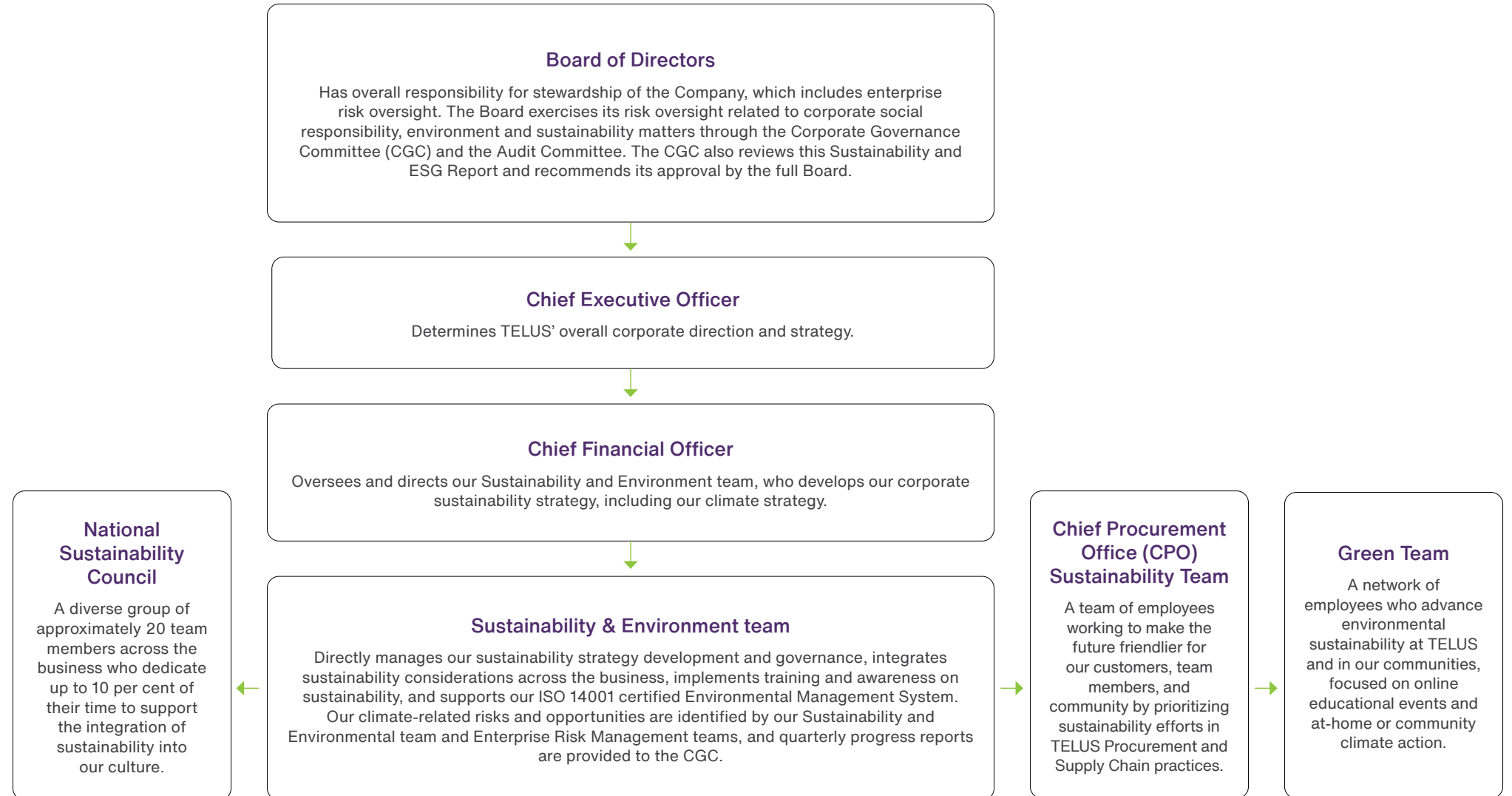
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# Sustainability governance

Our organizational structure, corporate policies and practices enable environmental, social and governance (ESG) aspects to be considered at every stage of our planning and decision-making process. Sustainability oversight starts with our Board of Directors, and is integrated throughout our business and in our pay structure.



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### Sustainability pay link

We link organizational sustainability performance to compensation for all team members through our corporate scorecard, which affects the company-wide performance bonus structure. The social capitalism index within the scorecard contains metrics that measure our performance in reducing GHG emissions as well as various social impact measures. We regularly assess the metrics contained in our scorecard to continue to improve our ESG performance.

### TELUS Community Boards and TELUS Friendly Future Foundation

Our TELUS Community Boards put philanthropic decision-making in the hands of local leaders who know their communities best. In Canada, the 13 Boards provide recommendations on the allocations of funds from [TELUS Friendly Future Foundation](#) for grants to local grassroots charities that support youth from underserved communities. For more information, see [page 29](#).

### Ownership

We assess the composition of our shareholders regularly. Various academic research suggests that:

- Stock ownership by the CEO, executives, and other senior management is positively correlated to financial performance and future operating profit
- Companies without government ownership perform better than companies where government owns more than 5 per cent of voting rights and has golden shares.

To the knowledge of our Board of Directors, no governmental institution holds a total of five per cent or more of the company's voting rights and government institutions hold no golden shares. We are not a family-owned company and thus no family members, personally or through other companies or organizations, hold five per cent or more of total voting rights. Please see our [Information Circular](#) for details on CEO and executive stock ownership.

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# Materiality assessment, stakeholder engagement and Indigenous relations

Sustainability is an integral part of our strategy for creating long-term business value and an acknowledgement that our activities have an impact well beyond our operations. To further illustrate our commitment to long-term sustainability, we are proactively taking actions to address emerging ESG risks that are complementary to, and coordinated with, our ongoing enterprise risk management practices.

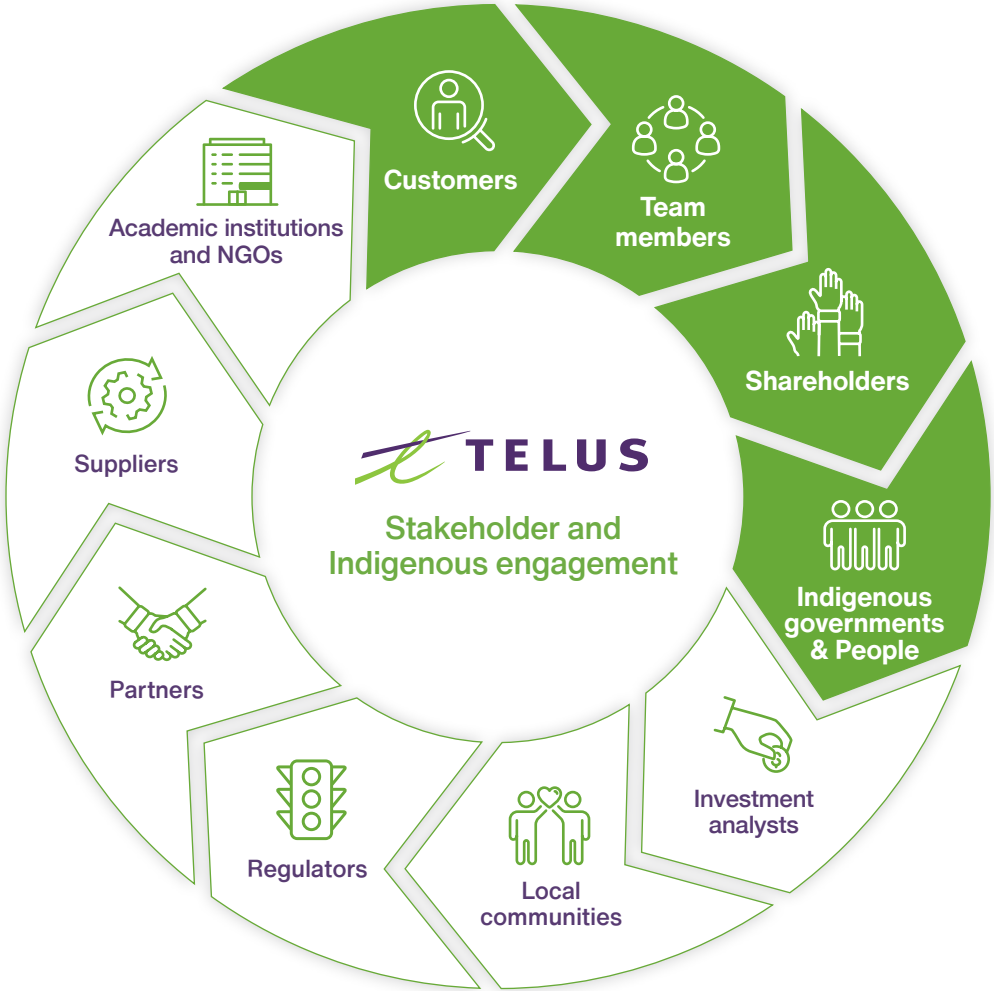
We engage with our internal and external stakeholders, including Indigenous Peoples, to prioritize opportunities that can effectively address issues considered critical by our global community.

Stakeholder feedback is crucial for developing and refining our strategic sustainability priorities, for understanding their impacts, and to understand how they are perceived by our stakeholders, across the value chain. On an annual basis, we review our findings from the previous year’s sustainability and ESG stakeholder engagements, and identify material issues that will inform our governance, strategic planning and decision-making processes across our business.

### Stakeholder and Indigenous engagement

We have internal and external stakeholders and Indigenous communities across our value chain and their priorities and expectations are constantly evolving. Conducting a materiality assessment helps TELUS understand their needs and prioritize issues that are most important to them. Our stakeholders include:

- Customers
- Team members
- Shareholders and debt-holders
- Investment analysts
- Local communities
- Regulators
- Partners
- Suppliers
- Academic institutions and non-governmental organizations (NGOs)



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We have a multitude of engagement channels to connect with our stakeholders and obtain their feedback including our Investor Relations team, TELUS Media Hub, our social media channels, as well as the [sustainability@telus.com](mailto:sustainability@telus.com) email address. In addition, we engage with stakeholders in numerous ways annually, through press releases, meetings, workshops, focused surveys and conferences. When selecting the method of stakeholder engagement and individual stakeholders for the activity, several factors are considered:

- Desired level of interaction, including from passive monitoring to active collaboration
- Preferred language, format and cadence for connecting
- Ability to proactively mitigate potential risks, such as inviting individuals that do not have participation fatigue.

Feedback and insights gained from our stakeholders are shared internally among relevant team members and communicated externally through platforms such as our website and this report. To the right is a selection of stakeholder engagement activities that occurred in 2022.

## Engaging with Indigenous Peoples

TELUS recognizes Aboriginal Title and Rights and Treaty Rights,<sup>16</sup> 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 and supports processes and agreements that reflect this authority, including 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.

Guiding principles for TELUS' engagement with Indigenous Peoples and governments include:

- 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.

## Stakeholder and Indigenous engagement examples in 2022

### Indigenous engagement



#### Indigenous governments and People

Direct engagement with Indigenous leaders, Indigenous governments, Elders, subject matter experts and Indigenous team members, to support the development of TELUS' Reconciliation Commitment and expansion of connectivity.

### Stakeholders



#### Team members

A comprehensive survey uncovered the ESG topics that matter most to our team members.



#### Academic institutions and NGOs

Direct engagement, forum participation and event attendance with NGO partners such as Thompson Rivers University, Global Compact Network Canada, Canadian Business for Social Responsibility and the Business Renewables Centre Canada.



#### Local communities

TELUS Community Boards, composed of local leaders, were engaged to make recommendations on funding the projects, places, and people that need TELUS Friendly Future Foundation and TELUS support the most.



#### Suppliers

Quarterly supplier performance management meetings as well as interviews with critical suppliers and strategic partners to discuss items such as equity, diversity and inclusion and environmental impacts.



#### Shareholders and debt-holders

One-on-one meetings, roadshows, conferences, discussions with the Executive Team, conference calls, press releases and media relations, and the Annual General Meeting of shareholders.

<sup>16</sup> The term Aboriginal Title and Rights are legally defined rights protected under section 35 of the Constitution Act 1982. While Indigenous is now in more common usage than Aboriginal to speak of First Nation, Inuit and Métis peoples of Canada, when referring to legal rights the term Aboriginal title and rights is used. Aboriginal is defined in the Constitution Act 1982 Section 35 (2) as Indian, Inuit and Métis peoples of Canada. First Nation is generally used now instead of Indian.



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## Our Reconciliation Commitment

We acknowledge 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. Through our world-leading network technology, underpinned by our team's long-standing passion for creating stronger, healthier communities, we are committed to supporting the goals of Indigenous Peoples. We believe that connectivity, along 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.

We are committed to progressing the path of Reconciliation in partnership with Indigenous Peoples and are dedicated to fulfilling our roles and responsibilities in this regard. Our actions will be informed by:

- The Truth and Reconciliation Commission's 10 Principles of Reconciliation and the 94 Calls to Action
- The 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 & Girls 231 Calls for Justice
- Progressive Aboriginal Relations certification process through the Canadian Council of Aboriginal Business.

We are committed to continuing to learn, evolve and grow to become aligned with Indigenous-led Reconciliation frameworks. We are devoted to ongoing engagement with Indigenous leaders, Elders, and communities in the areas we operate. This engagement informed the development of TELUS' Indigenous Reconciliation Action Plan (IRAP) and will remain a cornerstone of implementing our commitments and actions moving forward.

Read more on TELUS' reconciliation commitments and our process for engagement in our [2022 Indigenous Reconciliation and Connectivity Report](#).

We acknowledge 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.



## Materiality assessment and stakeholder engagement

TELUS conducts a materiality assessment every three years, most recently in 2021, to determine our economic, environmental and societal impacts. In addition, on an annual basis, we continue to follow-up with our key stakeholders through an ESG stakeholder engagement survey, which focuses on strategic and emerging ESG topics identified through the materiality assessment. This practice helps inform our current and future sustainability strategies and enhances our ability to report on what our stakeholders consider most relevant for TELUS. The objective of this annual engagement was to:

- Augment insights gained from our previous materiality assessment
- Evaluate our current approach on eight material ESG topics from our strategic and emerging categories that were considered to hold the most opportunity for TELUS
- Prioritize ESG topics for TELUS
- Identify further ESG opportunity areas for TELUS.

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FOUNDATIONAL	STRATEGIC	EMERGING
<b>Core to TELUS business</b> <ul style="list-style-type: none"> <li>• Business ethics</li> <li>• <b>Community investment</b></li> <li>• Customer relationships</li> <li>• Economic impacts</li> <li>• GHG emissions and energy</li> </ul>	<b>Key focus areas and aligned to TELUS brand</b> <ul style="list-style-type: none"> <li>• Network reliability and coverage</li> <li>• Privacy and cybersecurity</li> <li>• Regulatory compliance</li> <li>• Health, safety and well-being</li> <li>• Supply chain sustainability</li> </ul>	<b>Topics that will grow in importance in the future</b> <ul style="list-style-type: none"> <li>• <b>Biodiversity conservation and restoration</b></li> <li>• <b>Circular economy</b></li> <li>• <b>Human rights</b></li> <li>• <b>Water management</b></li> </ul>

**CUSTOMERS FIRST COMMITMENT**

**Key ESG topics based on 2022 survey**

- Biodiversity conservation and restoration
- Circular economy
- Climate change
- Community investment
- Digitizing communities
- Diversity and inclusion
- Human rights
- Water management

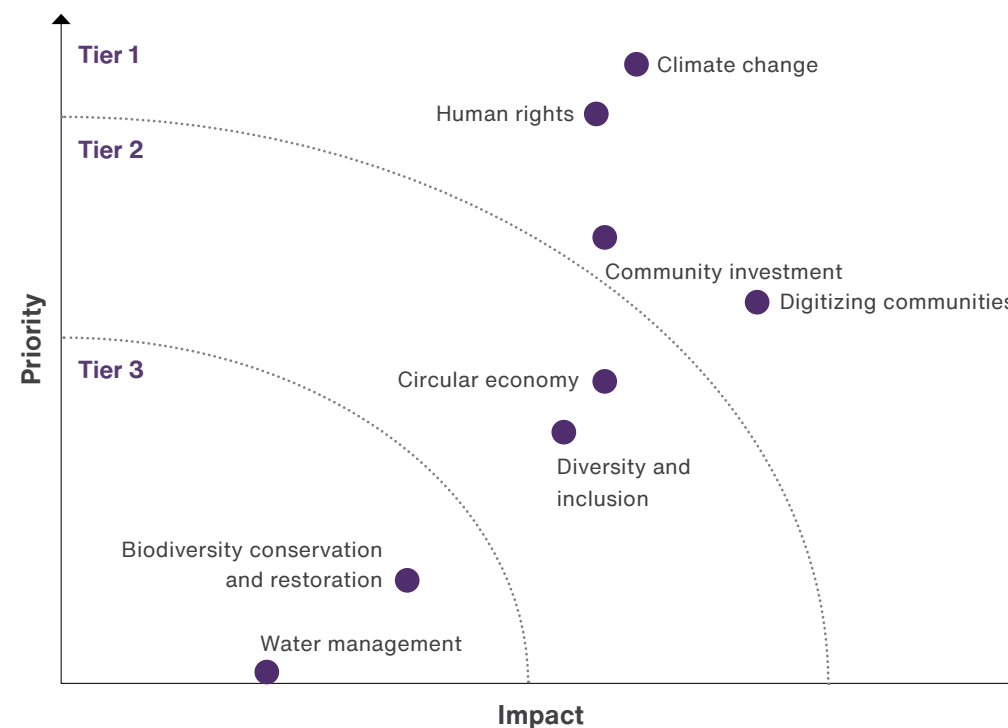
Individual stakeholders were selected and prioritized based on:

- Impact of TELUS on the stakeholder
- Stakeholder’s or rights holder impact on TELUS
- Stakeholder’s or rights holder capacity to engage with TELUS
- Stakeholder’s or rights holder willingness to engage with TELUS.

We included stakeholders from amongst the general population, TELUS Small Business clients, suppliers, partners and subject-matter experts, and internal TELUS team members to participate and provide feedback. We plan to continue our engagement efforts throughout 2023 with

follow-up interviews with our Indigenous communities and key partners to deepen our understanding of our impact and opportunity areas. TELUS welcomes diverse and different perspectives from our stakeholders as this feedback is critical to driving change and making a positive impact in our communities.

The results of our 2022 ESG survey can be seen in the following materiality matrix. Of the eight emerging ESG topics that are significant for TELUS, the matrix identifies the relative impact of these topics for TELUS and for our stakeholders. Based on our analysis, stakeholders ranked digitizing communities, climate change, and human rights as top priority topics for TELUS. To address these high impact and high priority topics, we will continue to comprehensively manage our impact, enhance our performance targets, continue to engage our stakeholders and disclose our results with transparency.



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# Putting customers first

Our commitment to exceptional customer service is evidenced by our strategy and values and our processes and actions. Whether we are helping in person, developing personal artificial intelligence (AI) assistants or building innovations like our 5G network, we deliver industry leading support when our customers need it the most.

Every year, the Commission for Complaints for Telecom-television Services (CCTS) issues a report providing statistics on complaints against the telecom industry. In the latest annual report for the year ending July 31, 2022, TELUS led the industry for the 12th year in a row with the lowest number of customer complaints amongst national carriers. Koodo® also continued to lead with the fewest complaints amongst the national wireless flanker brands for the 13th consecutive year. At a time when reliable network connectivity and service is paramount, we continue to embrace customer feedback and look for ways to improve. This, coupled with our commitment to put customers first, helps us differentiate ourselves from our peers.

TELUS led the industry for the **12th year** in a row with the lowest number of customer complaints amongst national carriers.

### Serving our loyal customer base

Our focus on digital transformation, investment in reducing our average speed of answer, and simplification of our rate plans have built the foundation necessary to continue effectively navigating challenges such as the COVID-19 pandemic. These priorities will enable us to continue providing amazing service for years to come.

We will not be satisfied until we are global leaders in customer service. See the Economic Impacts section on page 53 to learn how we are continuously identifying ways to make our mobile network and home solutions services even more reliable and expanding our network infrastructure.



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# Ethics

We have an ethical responsibility as corporate citizens to make every decision with the highest degree of integrity.

This includes promoting inclusion, compassion and understanding through our collective actions, and creating a work environment that is truly welcoming and valued by all. These expectations extend beyond each of us to include our suppliers, vendors, community partners, Board of Directors and any other group that acts on our behalf or represents TELUS to our customers or communities.

Our collective efforts to embrace ethical, transparent and respectful behavior help us to continue to deliver on our Customers First promise, while further elevating our world-leading culture and global leadership in social capitalism.

Our ethics processes and controls are foundational components of the overall control environment at TELUS and are reviewed externally annually by a third party. Moreover, our [Code of Ethics and Conduct](#) is formally reviewed and updated biennially (or sooner if required) so that we maintain and continue to elevate ethical standards. In 2022, we enhanced the policies and guidelines that inform the way we work to reflect trends in our business and maintain best-in-class guidance. For example, in our Code of Ethics and Conduct, we updated content related to our respectful workplace and diversity and inclusion policies, and added ESG language to support current global trends. Each year, we require our team members and contractors to complete an online integrity training course, referred to as TELUS Integrity, which outlines key aspects of our Ethics, Respectful Workplace, Security and Privacy policies. Employees are required to complete the Integrity Training every two years (or biennially) to complete an Integrity Attestation on the alternate years. In 2022, 100 per cent of our employees completed the Integrity Attestation.

## TELUS EthicsLine

Through the 24-hour TELUS EthicsLine (1-888-265-4112 or [telus.ethicspoint.com](https://telus.ethicspoint.com)), employees and external stakeholders can raise anonymous and confidential questions or file complaints related to accounting, internal controls or ethical issues. Our leaders are expected to create and maintain a work environment where all team members feel comfortable speaking up and having open discussions without the fear of retaliation. Retaliation or retribution against a team member for contacting the Ethics Office, or for assisting or participating in an investigation of a complaint, violates our ethical principles and is not tolerated. In 2022, 599 contacts were made to the Ethics Office, with callers seeking advice on ethical situations or making complaints. This represents an approximate 4.3 per cent increase from the 574 contacts made in 2021.

## Ethics office engagements<sup>1</sup>

Type	2022
Requests for advice	120
Ethical complaints	479
Total contacts	599

<sup>1</sup> Data includes acquisitions TELUS has made between January 1 to December 31, 2022.

In 2022, there were 176 breaches of the Code of Ethics and Conduct, involving 198 employees, compared with 113 breaches involving 143 employees in 2021. For the 20th consecutive year, none of the calls reported to the Ethics Office in 2022 involved officers or team members with a significant role in internal control over financial reporting.

Corrective action was taken in each case of a breach, with some of the breaches resulting in discipline or dismissal of one or more employees.

We continue to provide an EthicsLine for anonymous and confidential questions or complaints on internal control and other issues related to integrity. Reporting protections are in place and calls are handled by an independent agency, offering multi-language services to internal and external callers 24 hours a day.

Detailed reporting on all EthicsLine activity, including the nature of complaints or inquiries received, as well as breaches determined including type, location, business area and tenure of employee, is shared with the Audit Committee and People, Culture, and Compensation Committee of our Board of Directors on a quarterly basis. For a more detailed breakdown of our ethics-related data, see our [2022 ESG Data Sheet](#).

## Anti-bribery and corruption

The TELUS [Anti-bribery and Corruption Policy](#) applies to all team members, the TELUS Board of Directors and entities in which TELUS has a controlling interest. Our anti-bribery and corruption compliance program includes team member training and awareness and due diligence compliance activities that reflect best practices for comparable Canadian companies. Our annual TELUS Integrity training brings to life the policies and guidelines of the policy and tests our integrity knowledge through realistic scenarios. The training highlights our zero-tolerance approach to bribery and corruption. In 2022, our Data & Trust Office did not receive any reported violations of the Anti-Bribery and Corruption Policy; no business partner contracts were terminated or employees dismissed or disciplined with respect to instances of corruption.

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# Public policy and advocacy

As TELUS works to help solve some of the world's most pressing problems and grow a more sustainable future, we recognize that these are challenges that require all sectors of society to work together.

Driven by our purpose, TELUS' Public Policy, Regulatory and Public Affairs teams work in an integrated manner with our business units, partners, team members and stakeholders to advocate for legislation, policies and programs that support TELUS' commitments across our five purpose pillars to make the future friendly. We believe that the more impact we can make today, the better we can make tomorrow.

**Pillar: Enabling human connections** In order for Canadians to realize the full benefits of connectivity, to achieve our social, environmental and economic goals, all spectrum policy in Canada must drive towards a singular objective: put as much spectrum to use for Canadians as quickly as possible. This year, TELUS released "[Reforming Canadian Spectrum Policy for 5G and Beyond](#)," a white paper focused on the ways in which the Government of Canada can strengthen spectrum and connectivity policy through an evidence-based policy framework.

Our teams continue to engage elected officials, public servants, media and Canadians in this work to help deliver a more connected future, together.

**Pillar: We give where we live** TELUS' commitment to strengthening our communities includes our efforts to work with governments on the biggest issues challenging Canadians today. This includes continued participation and advocacy to make the [Connecting Families](#) program more user-friendly and automated, in order to reduce the burden on participating Canadians. [Connecting Families](#) connects low-income families and seniors with ISPs offering substantially discounted Internet access.

We are also working with elected officials and public servants to take advantage of the opportunities presented by social finance and impact investing, including through better data sharing, impact measurement frameworks, increased partnerships, and new

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TELUS' commitment to strengthening our communities includes our efforts to work with governments on the biggest issues challenging Canadians today.



programs to encourage the creation of larger impact investment funds. This work leverages the important leadership and insights of the [TELUS Pollinator Fund for Good](#) – the world's largest impact investment fund.

**Pillar: Helping everyone live healthier**  
At a time when Canada's healthcare systems are strained, TELUS' leading digital health solutions and technologies are revolutionizing access to sustainable healthcare, and fostering remarkable health experiences through our global-leading technology and passionate team members. As we continue to deliver innovative solutions, we work closely with governments to support policies that will ensure the sustainability and quality of our healthcare system for generations to come. TELUS Health's important work was featured in the [Government of Canada's 2022-2026 Sustainable Development Strategy](#).

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At a time when Canada's healthcare systems are strained, TELUS' leading digital health solutions and technologies are revolutionizing access to sustainable healthcare, and fostering remarkable health experiences through our global-leading technology and passionate team members.

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**Pillar: Investing in sustainable futures**

Studies have found that digital connectivity and technologies can reduce GHG emissions by up to 20 per cent, but digital policy is not mentioned in the climate action plans of any G7 country, including Canada.

Canada has the opportunity to become a world leader in digital climate policy and digital climate solutions, incentivizing digital uptake across underserved communities, and other parts of our economy. TELUS is working with NGOs, climate-conscious businesses and governments to advance policies that will support lower emissions, while driving economic growth and prosperity.

Additionally, TELUS continues to support the Government of [Canada’s 2 Billion Trees commitment](#) through Shakti by TELUS, as well as engaging directly with Natural Resources Canada on the opportunities to accelerate our efforts and those of the tree planting sector.

**TELUS is working with NGOs, climate-conscious businesses and governments to advance policies that will support lower emissions, while driving economic growth and prosperity.**

**Pillar: Helping feed our growing world**

As a major leader in agriculture and agri-food, Canada is well placed to support continued innovation and sustainability efforts in this sector – both domestically and around the world. Canadian farmers and businesses are already leaders in modern digital agriculture and sustainability. TELUS Agriculture and Consumer Goods teams are proud to work with farmers, businesses, associations and governments on ways to leverage data to increase food supply, generate trade opportunities, reduce waste and develop new approaches to deliver stronger environmental outcomes.

**Governance and oversight**

TELUS’ Board of Directors and executive team are accountable for oversight of TELUS’ public policy and advocacy efforts. The Public Policy, Regulatory and Public Affairs team provide quarterly and ad-hoc updates to TELUS’ executives and Board of Directors, to ensure alignment with corporate priorities and values. TELUS’ lobbying and advocacy efforts and reporting are consistent with the relevant legislation and regulations - including federal and provincial lobbying and elections rules.



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# Economic impacts

We leverage our globally-leading technology to enable remarkable human outcomes and deliver value to all of our stakeholders. We are focused on the long-term growth of our business to connect individuals for good, both in Canada and globally. Our innovative business solutions contribute to transforming industries and enabling businesses to thrive in our digital world.

## Governance and oversight

Our corporate priorities continue to guide our actions as we execute on our growth strategy. These priorities include: elevating our customers, communities and social purpose by honouring our brand promise; leveraging our world-leading technology to drive superior growth across mobile, home and business services; and scaling our innovative digital capabilities in TELUS International, TELUS Health and TELUS Agriculture & Consumer Goods to further build these businesses to support global challenges.

See our [2022 Annual Report](#) for more information on our financial performance.

## Investor engagement

In 2022, we built strong momentum in investor engagement through one-on-one and group meetings, roadshows, industry conferences, quarterly conference calls, press releases and media relations initiatives, and our Annual General Meeting of shareholders. Investors focused on our leading growth profile as well as our accelerated capital investment program and network evolution.

Our [Shareholder Engagement Policy](#) provides an overview of how management interacts with shareholders and outlines how the Board may communicate with shareholders, how shareholders may communicate with the Board, and which topics are appropriate for the

## In 2022, highlights include:

Returning

**\$1.9 billion**

in dividends declared to our shareholders through our multi-year dividend growth program

Paying and remitting

**\$3.1 billion**

in corporate income taxes, sales taxes, property taxes, employer and employee portions of payroll taxes and various regulatory fees to all levels of government

Investing

**\$3.5 billion**

in capital expenditures, including \$823 million related to our accelerated capital investment program



Board to address. Furthermore, our say-on-pay policy sets out the Board's objectives and practices with respect to say-on-pay and disclosure pertaining to executive compensation.

## Paying taxes

In 2022, TELUS paid and remitted on behalf of our employees over \$3.1 billion to federal, provincial, and local governments in corporate income taxes, sales taxes, property taxes, employer and employee portions of payroll taxes and various regulatory fees, which support services for Canadians and citizens wherever TELUS operates. We follow a [Tax Strategy](#) that has been approved by our Board of Directors and is consistent with our overarching [Code of Ethics and Conduct](#) and [Anti-Bribery and Corruption Policy](#).

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Our Tax Strategy involves:

- Monitoring changes to Tax law and jurisprudence to ensure continued compliance
- Paying our fair share of taxes by paying the amount of tax legally due in accordance with the laws and jurisprudence at the time
- Adopting best practices that comply with the “arm’s length standard” in applicable transfer pricing laws/jurisprudence, as supplemented by the Organization for Economic Co-operation and Development guidelines
- Not knowingly taking a Tax position that is:
  - Not at the very least “more likely than not” to prevail in the courts, or
  - Designed to artificially reduce Tax, such as through abusive Tax shelters or other evasive practices
- Seeking advice from third party advisors/counsel to supplement our in-house team of professionals, including to provide expert opinions or to assist in dispute resolution and litigation when necessary.

#### Economic value distributed

(\$ millions)	2022
Goods and services purchased	7,107
Employee benefits expense	4,899
Capital expenditures, excluding spectrum licences	3,472
Interest paid	816
Income taxes paid, net	519
Dividends declared	1,899
Cash payments for spectrum licences	0
<b>Total</b>	<b>18,712</b>

For a detailed breakdown of taxes paid in 2022, see our [2022 ESG Data Sheet](#).

#### Clean revenue and investments

As a leader in social capitalism, it is crucial to demonstrate how we leverage our world-leading technology to drive positive change through our innovative products and services. Since 2021, we have been disclosing ‘clean’ revenue sources, which includes revenue from select goods and services that have a clear environmental and, in some cases, social benefits. This includes revenue from the clean transition, low-carbon economy and circular economy streams. In 2022, our clean revenue streams listed in the table following represent approximately 15 per cent of consolidated annual revenues.

#### Clean revenue

Revenue sources (\$ millions)	2022
Reused, recycled or refurbished handsets <sup>1</sup>	1,146
Cloud-based services and connected technologies <sup>2</sup>	673
Health services <sup>3</sup>	913
<b>Total clean revenue</b>	<b>2,732</b>

<sup>1</sup> This includes revenue from handset repairs, sales of certified pre-owned handsets, and handset sales from our Bring-It-Back program.

<sup>2</sup> This includes revenue from cloud-based services, Internet of Things, and our TELUS Agriculture & Consumer Goods business.

<sup>3</sup> Includes LifeWorks.

In future years, we will work to refine and expand on our efforts to track and disclose additional clean revenue streams with a goal of continuing to contribute to sustainable communities and the world’s digital economy.

#### Research and development

In 2022, we invested an estimated \$819 million in research and development,<sup>17</sup> \$20 million more than in 2021, reflecting our promise to deliver the best technology and an amazing customer-first experience. Our yearly spend also reflects our commitment to enhance innovation and help drive digital development across industries in a new age of hyper-connectedness, including through unleashing the full potential of fibre and 5G for Canadians.

For a detailed breakdown of R&D spend, see our [2022 ESG Data Sheet](#).

# \$819 million

invested in research and development in 2022

<sup>17</sup> The Organization for Economic Co-operation and Development (OECD) definition of R&D is utilized, which comprises creative work undertaken on a systematic basis in order to increase the stock of knowledge (including knowledge of man, culture and society) and the use of this knowledge to devise new applications. R&D covers three activities: basic research, applied research, and experimental development.



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## Network investments

In 2022, we expanded our 5G network and connected approximately 83 per cent of the Canadian population. Our transformational network investments create critical connections across the country. We continue to lead the way in bridging the digital divide in Canada, advancing connectivity solutions through a holistic, community-centric partnership approach to rural and Indigenous Peoples. Our LTE technology covers 99 per cent of the Canadian population and our LTE Advanced technology covers more than 96 per cent. We will continue to expand and enhance our 5G network and operationalize 3500 MHz spectrum to drive further improvements in speed, latency and reliability in our communities.

We were one again recognized by globally leading experts for our network performance in 2022, including:

- Fastest internet service provider (ISP) among major ISPs in Canada by U.S.-based *PCMag*
- Fastest mobile network in Canada for the tenth consecutive time by U.S.-based Ookla
- Best mobile network for Core Consistent Quality and Excellent Consistent Quality by U.K. based Opensignal
- Only internet provider in Canada to achieve a perfect score on the Netflix Speed Index in 2022
- Fastest speeds in Canada for downloading gaming content from Steam in 2022
- Fastest internet upload speeds among major ISPs in AB/BC as measured by Ookla
- Lowest latency among major ISPs in AB/BC as measured by Ookla.

## Capital expenditures

In 2022, our capital expenditures were approximately \$3.5 billion, representing 19 per cent of operating revenues and other income. This includes \$823 million related to our accelerated capital investment program that concluded at the end of 2022. Our investments continue to focus on:

- Mobile network infrastructure expansion and upgrades, including our 5G buildout and expansion
- Connecting more homes and businesses directly to our PureFibre service
- Network and systems resiliency and reliability, providing faster broadband speeds, greater capacity and lower latency

### Fibre footprint

We connected approximately 3 million households and businesses across British Columbia, Alberta and Eastern Quebec to our TELUS PureFibre® network by December 31, 2022. Our broadband investments, which also support our 5G network, provide a distinct advantage to our fibre-enabled communities, enabling improved speed and reliability for Canadians. Our network also enables businesses to become more efficient, productive and resilient even in tough economic times.

### Network uptime

Keeping our customers connected – even when natural disasters strike – remains a top priority. We work around the clock to maintain access to our mobile network capabilities when areas are affected by natural disasters and equip emergency shelters with TELUS PureFibre Internet®.

In 2022, our average interruption frequency, calculated as the total number of customer interruptions divided by the total number of customers served, was 0.48. Our average interruption duration – the sum of all interruptions of the total downtime of each interruption, multiplied by the number of customer accounts affected by each interruption – was 21.49 minutes of duration per customer, per outage. This data underpins the continued recognition of our network performance as best in class from several independent network performance assessment organizations.

- Strengthening our home and business smart technology, including security
- Enhancing our innovative healthcare and agriculture technology solutions
- Improving digital capabilities across the organization, driving enhancements in operational effectiveness and efficiency, and in our customer experience leadership
- Since 2000, we have invested more than \$50 billion in infrastructure to significantly enhance connectivity.

For a detailed breakdown of capital expenditures, see our [2022 ESG Data Sheet](#).

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# Our people and culture

Our team members are the foundation of our business and drive our success as a globally-leading telecommunications company.

Our People and Culture team works to provide an environment for our team members that is safe, empowering and engaging and our culture is anchored in our [TELUS leadership values](#). Our objective is to attract, develop and retain talented employees and we achieve this by investing in our people throughout their careers, and by offering diverse and inclusive employment prospects and development opportunities. We are proud of the globally admired culture our team has built together.

## Team member well-being

We believe that technology can help deliver even better and more sustainable health and wellness experiences for Canadians and our team members. We also understand the need to support the healthcare industry overall, which is why we are working so hard to make prevention and wellness more accessible to everyone.

### Governance and oversight

The Board's People, Culture, and Compensation Committee (PC&CC) plays a critical role in overseeing the delivery of our commitments to the health and safety of our team members. The PC&CC monitors, on behalf of the board, our health and safety policies and receives and reviews regular reports concerning our health and safety programs, policies and results.

### In 2022, highlights include:

Being named one of Association for Talent Development's BEST organizations for the

**17th year**

Named Best of the BEST organization by Association for Talent Development for the

**8th year**

Achieving

**Gold level**

certification through Women in Governance



Our comprehensive Well-being Strategy provides a thoughtful, integrated, and sustainable approach to keeping our team members well. Despite evolving internal or external pressures – including the COVID-19 pandemic – we have a dynamic framework in place to assess needs and design flexible solutions. We focus on five overlapping dimensions of well-being – physical, psychological, social, financial and environmental, and support team members whether they are at work or at home. Our strategy encourages personal growth through awareness-building, ready access to tools and resources, and motivation to be your best self.

As part of our Well-being Strategy, we are continuously assessing against, and aligning with, the [National Standard of Canada for Psychological Health and Safety in the Workplace](#) to maintain a psychologically safe and healthy workplace.

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### Team member health and wellness

In 2022, we continued to focus on proactive ways to keep team members well. We connected team members together to learn about sleep health, managing finances, addressing burnout, improving nutrition and more. From coast to coast to coast, our team members and their family members joined together in two well-being challenges, motivating one another to keep active, eat well and practice good self-care. Additionally, we continued to execute our formal mental health training framework to ensure our people leaders and team members are trained to support good mental health - at work, at home and in the community. During 2022, we continued investing in our TELUS team with the launch of our Well-being Advisory Group, the delivery of mental health training to over 12,000 team members and the expansion of our virtual care apps, with 24/7 support offered through LifeWorks. We received formal recognition of our well-being strategy from Excellence Canada (Healthy Workplace Award and the Mental Health at Work Award), through the Canada Awards for Excellence (CAE) program. In addition to this honour, TELUS was recognized with an award in the category of Health/wellness program for an employer with more than 1,000 employees at Benefits Canada’s 2022 Workplace Benefits Awards.

To further support our culture of collaboration and spirited teamwork, our Work Styles® program gives team members the flexibility and the choice to work where and how it makes sense for them.

### Team member safety

Our Safety Management System (SMS) promotes a positive safety culture and is continuously monitored for its effectiveness. As team member safety is a priority, our SMS is integrated in all levels of the organization and supported by a dedicated team of safety consultants. To further complement our SMS, a robust ergonomic program provides team members with job specific ergonomic training, awareness and hands-on support, if needed. Additionally, we facilitate the active participation of our Policy and Workplace Health and Safety Committees to assist in promoting and advocating our strong safety culture.

In 2022, TELUS continued with the development, implementation, monitoring and improvement of its Hazard Prevention Program, which examined job tasks to determine their hazards, risks and whether existing controls are optimal. The output of the process will identify where improvements can be made to our SMS and ultimately, further reduce preventable accidents and incidents.

To further support the reduction of preventable accidents and incidents, ongoing safety training is mandated and closely monitored for completion in all areas of the organization, with a particular focus on the identification and management of workplace hazards. In 2022, our Canadian team members in the field each completed 12 hours of formal safety training, building their safety knowledge and skills, which are confirmed via



formal assessments. Performance targets are also set for our hazard control programs. These results are reported every quarter to the PC&CC of our Board.

### Our safety record

The commitment to protecting the safety of our employees and the prevention of injuries is the main priority for TELUS and a responsibility shared by the entire TELUS team.

In 2022, TELUS experienced a team member workplace fatality while a work crew was performing a high-load move. TELUS has fully cooperated with authorities in the investigation process. In response to this incident, and to drive continuous improvement in our safety program, we evaluated and enhanced the project planning processes, work practices, equipment and training.

The most common types of recordable work-related injuries (i.e., lost-time accidents) continue to be ergonomic-related, such as overexertion and repetitive strain. However, we experienced a 20 per cent decrease in these types of injuries, year over year. In 2023, we will continue to further reduce the rate of these injuries by implementing our expanded ergonomic program, which focuses on a more comprehensive root cause analysis to identify and prevent ergonomic-related injuries or incidents.

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## Employee experience

Every year, Pulsecheck, our annual engagement survey, invites our team members to share their ideas and feedback on how we can improve their day-to-day experience. In 2022, we achieved an engagement score of 83 per cent, resulting in TELUS being the most engaged organization globally compared to organizations of our size and composition according to our survey provider, [Kincentric](#).

Through the survey, we also invite our team members to share their ideas, comments and feedback on how we can improve their day-to-day experience through our annual engagement survey. We listen, leverage the practice of fair process, address feedback and implement solutions to drive remarkable outcomes for the benefit of our customers, our communities and our team.

Our success is driven by continuous improvement in the critical areas which influence the engagement of our team. We invest our collective energy in collaboratively creating action plans that address the feedback we receive and identify areas where we need to implement solutions including:

- our operational and service excellence through enhancement of our work processes and effectiveness
- ensuring our team members can be their best selves through advancement of our inclusive culture
- continuing to showcase our excellence in social purpose and community involvement, work styles evolution and the health and well-being of our team members.

### Flexible work

To support our culture of collaboration and spirited teamwork, our [Work Styles](#) program provides team members with flexible work options, both in and out of the office. This long-standing approach provided a foundation for our in-office teams to rapidly adopt an at-home work style in the face of the COVID-19 pandemic. While the administrative buildings are now fully available to team members without any restrictions, attendance remains voluntary, and team members are encouraged to connect and collaborate in person when it matters most.

### Recognition

Celebrating each other's success, sharing our gratitude, and acknowledging the many ways our team members' unique contributions support our top priorities are a few ways recognition drives engagement, wellness and high performance. There are many ways we are advancing our culture of appreciation:

- **Bravo** Our recognition platform that facilitates everyday recognition. In 2022, we partnered with Achievers on a new platform that includes a social recognition

### Formal award programs:



**Customers First Champion:** recognizing frontline team members for extraordinary customer service



**Leadership Values in Practice:** celebrating role models who demonstrate our values and in doing so, created exceptional outcomes for our business, customer, team or community



**Legend Award:** a career achievement award honouring team members with over 20 years of service who have significantly contributed to building our TELUS legacy



**CHLOE Award:** recognizing women and champions of diversity



**President's Club:** distinguishing top performing team members in sales who demonstrate our values and meet aspirational performance targets



**Engagement Leadership award:** Recognizes leaders who achieved the highest engagement results as part of our annual Pulsecheck survey



**Social Purpose Champions Award:** Recognizing Vice-Presidents for leading their teams to more than 90 per cent TELUS Days of Giving participation milestone

newsfeed, mobile app and robust leader dashboards and reports to drive recognition best practice habits. Also in 2022, we added a second Bravo instance for our TELUS Agriculture & Consumer Goods team, customizing the platform for our international team

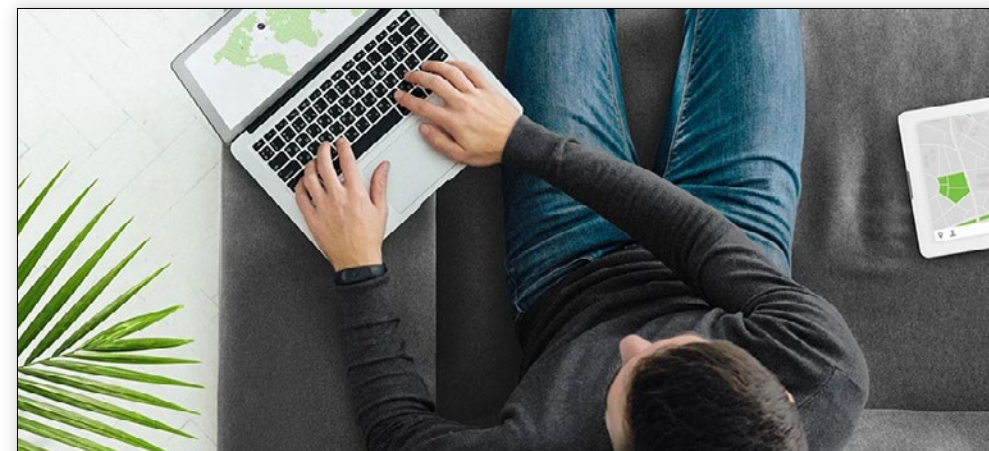
- **Life and career milestone acknowledgments** Celebrations of career and personal milestones include Bravo-generated recognition. Trees are planted on behalf of all milestone recipients. Additionally, the Ovation Award honours retirees with a certificate and point recognition. New in 2022, we added a gift from our CEO to team members celebrating long-tenured milestones
- **Formal award programs** Our list of formal awards includes, Customers First Champion; Leadership Values in Practice; Legend Award; CHLOE Award; President's Club; Engagement Leadership award; and Social Purpose Champions Award.

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### Family friendly policies

We provide a number of family friendly resources to support our team members. These resources include:

- **Parental leave** A financial top-up for regular full-time and part-time mothers, fathers and adoptive parents for the first 16 weeks of leave
- **Maternity leave** A maternity leave top-up for regular full-time and regular part-time team members for the first 16 weeks of maternity leave
- **Employee and Family Assistance Program (EFAP)** Is a confidential and voluntary service that provides 24/7 access to mental health support and counseling, while also providing consults and support on various other topics such as nutrition, family care (parenting, elder care), legal issues, financial issues and general well-being
- **Kids & Company** Helps parents find guaranteed placement in high quality private daycare centres across Canada as well as offers support for team members who need help caring for their aging parents
- **Well-being account** Is a flexible spending account designed to support team members in a personalized way, such as tuition fees for university, college or continuing education, child and elder-care expenses, and baby safety equipment
- **Gender affirmation coverage** Recognizes and supports team members going through gender transition. Eligible team members and their dependents (18 years old or over) will receive coverage for expenses not paid through provincial health programs
- **Fertility treatments** Our benefits plan provides coverage for fertility treatments and drugs
- **Psychology services** are offered to team members and each of their dependents covered under their benefits plan
- **Calm** Is a globally leading mental health app that features meditation, sleep aids, music and more. A premium subscription is available to all team members and their families at no cost
- **Virtual care** Team members have access to healthcare support 24/7 with our virtual care apps. Services include video consultations with locally-licensed doctors, dietitians, or mental health therapists
- **TELUS Health Virtual Pharmacy** A digitally enabled pharmacy that provides choice, flexibility, convenience, and is the preferred provider for TELUS team members and their dependents.



### Transforming the team member experience

Over the years, our Work Styles program has transformed our organizational experience for sustained competitive advantage, helping to drive exceptional results, including our world-leading engagement scores. The flexible work program has also helped reduce our environmental impact as we work toward our goal of achieving net carbon neutrality by 2030.

### New employee hires and turnover

Our culture helps us to attract and retain top talent in highly competitive labour markets in Canada. We rely on our strong referral culture that continues to make a difference when attracting the best candidates. In addition, our sourcing strategy is to proactively attract and engage prospective candidates and retain existing team members. In 2022, we hired 5,511 new team members in Canada against a turnover rate of 18.2 per cent (of which 13.2 per cent was voluntary). Employee turnover is closely monitored by senior leaders and the voluntary turnover for our frontline team members is lower than industry standards and averages.

For a detailed breakdown of employee turnover rates, see our [2022 ESG data sheet](#).

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## Making a difference by Recognizing unsung heroes

The CHLOE (short for Connections Honours Leaders of Excellence) Awards Gala is held annually to recognize exceptional women, individuals who identify as female and champions of diversity at TELUS. At the beginning of the 4th quarter of each year, team members come together to celebrate the power of diversity and the value it brings to our customers, team and communities by honouring the finalists in their region nominated for a CHLOE Award.

In 2022, the theme of the event was #DiscoverTheDiamonds and recognized some of the unsung heroes of our organization in five categories, each selected regionally: Courage to Innovate, Emerging Leader, Community Champion, Leadership Excellence and Champion of Diversity. Some of the evening's winners are pictured:

- 1) Patyl Vartanian
- 2) Rebecca Bailey
- 3) Ashley O'Reilly
- 4) Ryan Patterson

- 5) Camille Lalonde
- 6) Sherri Paiement
- 7) Shannon Maslowski
- 8) Chantal Zielinski



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## Talent development

An effective performance development experience provides team members the direction, coaching and feedback they need to achieve their personal and professional goals and is critical to achieving our business goals. Partnering with their leader, all team members set quarterly goals, linked to business priorities and scorecards, and complete a year-end assessment. This program creates a continuous coaching culture with regular check-ins and real-time feedback from multiple sources, including peers and stakeholders, to provide all team members the opportunity to receive the feedback they need to achieve their business and personal goals.

### TELUS MBA program

To cultivate leaders with a distinctive mindset, we have partnered with the University of Victoria’s Peter B. Gustavson School of Business to create the [TELUS MBA program](#). Partial content in each course is tailored to leadership and strategy issues specific to TELUS and the telecom industry. In 2022, our fourth cohort of 20 team members launched their studies.

### Leadership Now (LNow) program

Our LNow program focuses on the development of TELUS’ existing and future high-potential leaders who have the desire and capability to move into roles of greater responsibility. In 2022, over 200 individuals completed the program with another 206 entering the program. The program delivers a comprehensive virtual curriculum that moves participants beyond leadership fundamentals to cultivate their strategic leadership capabilities and business knowledge.



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## Compensation

Our cash compensation for team members (not covered by a collective agreement) consists of a non-variable base salary and a variable component designed to focus on results. This approach recognizes high performers and key talent who are critical to the success of our organization. We conduct ongoing market reviews and compensation analyses of job roles relative to the market and take appropriate action to pay competitively. Based on the results of the market review, the midpoints of our salary ranges are adjusted to align with the market median, where necessary. Each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. The table below shows the average female base salary differential to males by level.

### Gender pay equity in 2022<sup>1</sup>

Level	Female representation	Key factor average differential <sup>2</sup>
Executive	28.2%	6.3%
Management (people leaders)	36.6%	1.3%
Non-management (all others)	38.6%	1.5%
Overall	38.1%	1.5%

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

<sup>2</sup> Average male salary differential versus average female salary per level after normalizing for key factors such as job family, hierarchical level, market rate (midpoint of salary range), tenure, and performance history.

While there are differences with the technical requirements of the *Pay Equity Act* (which requires the use of a formal, pay equity compliant job evaluation plan to provide equal pay for work of equal value), our approach provides us with meaningful insight into any existing gender pay gaps, supports our efforts to address these gaps, and continues to help us quantify the progress we have made as an organization.

### Benefits

We provide competitive, comprehensive and flexible benefit packages for permanent team members. This allows them to customize a plan to suit their diverse personal and family situations. Our defined contribution pension plans allow team members to contribute a portion of their salary towards a pension, with TELUS matching a relative portion. Eligible team members can participate in the employee share purchase plan where they can contribute up to 20 per cent of their salary with TELUS providing a maximum contribution of 2.4 per cent to team members below director level and a maximum of 2.1 per cent to team members who are director level and above. In 2022, we paid \$3,607<sup>18</sup> million in salaries and benefits for Canadian team members.

## Labour relations

We maintain respectful and professional relationships with the labour unions that represent our team members across Canada and therefore respect the right to exercise freedom of association. Our collective agreements contain mutually agreed upon adjustment processes that include:

- Redeployment to another position based on seniority/qualifications
- Wage protection/retraining opportunities
- Paid relocations

- Early retirement or voluntary severance options for team members affected by organizational change
- Advance notice periods for employees and the union in cases of management-initiated workplace changes.

Notice periods are different in each collective agreement and vary based on the nature of the operational issue, and in some cases, a team member's seniority.

<sup>18</sup> Excludes TELUS International and LifeWorks



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## Union recognition and consultation

In our negotiated collective agreements with various unions, we have established formal structured consultation committees and processes. In addition to regular and ongoing information sharing with union representatives and leaders, annual joint consultation sessions at the senior leadership level to discuss matters of mutual interest take place. In 2022, contract negotiations to renew the collective agreements between TELUS and the TWU (Telecommunications Workers Union), and TELUS and the SAMT (Syndicat des agents de maîtrise), were the primary focus of the parties, and senior leadership was engaged extensively in the process. Negotiations continue, and the current collective agreements remain in full force and effect until new agreements are reached.

## Diversity and inclusion (D&I)

At TELUS, we have a deeply rooted commitment to social justice, diversity and inclusiveness, dating back more than 30 years. Our vision is rooted in a human equity approach aimed at embracing individual differences to unleash human potential, and to leverage diversity of thought. Our motivation stemmed from the principle that human equity is an organizational, community, national and global responsibility and imperative. Quite simply, we cannot fully commit to our social purpose of empowering human outcomes through technology unless we are committed to empowering everyone, equally.

Our Board of Directors updated its diversity policy to establish specific representation targets for visible minorities and Indigenous groups by 2023, as well as women and men each representing at least 33 1/3 per cent of independent directors. In May 2021, we surpassed these targets two years early. Our Board currently includes six out of 14 independent directors who are women (43 per cent), and three directors who represent a visible minority or identify as Indigenous. TELUS was recognized by the BlackNorth Initiative for being “one of a small number of Canadian publicly traded companies to adopt board targets that include visible minority and Indigenous representation”.

In 2022, we achieved a score of 85 per cent on our Inclusion Index as part of our annual engagement survey, indicating a strong sense of inclusion and belonging among team members. To further embed our commitment to diversity and inclusion, the Inclusion Index was added to our Corporate Scorecard which is directly linked to The Performance Bonus Program.

Launched in 2021, our Diversity and Inclusion Advisory board includes leaders from each area of our organization and provides a sounding board for our strategy as well as working to embed our diversity initiatives in each of their areas of business.

<sup>18</sup> The Canadian Legislated Employment Equity Program (LEEP) makes our results available to the public after they've been reviewed, verified, analyzed and consolidated into the Employment Equity Annual Report, which is tabled in Parliament by the Minister of Employment, Workforce Development and Labour (Minister of Labour).

## Union representation in 2022<sup>1</sup>

# covered by a collective agreement	Total employees	% covered by a collective agreement
7,512	34,720	22

<sup>1</sup> Active employees as of December 31, 2022.

## Employees by gender in 2022<sup>1</sup>

Employee category (%)	Female	Male
Senior Management	28.3	71.7
Middle Management	36.8	63.2
Junior management	38.4	61.6
Management positions in revenue-generating functions	35.6	64.4
Professional / Staff	41.0	59.0
Frontline / Agents	31.3	68.7

<sup>1</sup> Data covers all employees in Canada that are tracked in the primary human resources management system, which includes domestic TELUS International employees, as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods is not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems

We understand that to reach our D&I goals, every leader in the organization needs to be engaged in making progress. That is why, in 2022, we introduced a data driven bottom-up smart goal setting approach as opposed to setting broad corporate targets. We equip and encourage leaders to set two to three D&I goals relevant to their unique business and people landscape. Our Diversity and Inclusion analytics dashboard empowers leaders with representational data including Labour Market Availability (LMA) data.<sup>18</sup> This approach ensures that goals are relevant and achievable and embeds leadership accountability across the organization. As a further indication of their commitment, a number of business units have also established their own grass-roots D&I taskforce teams in order to take actions relevant to their business group.

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### TELUS employees by designated groups<sup>1</sup>

Designated group (%)	2022
Female	37.3
Visible minorities <sup>2</sup>	34.4
Persons with disabilities <sup>2</sup>	9.0
Indigenous Peoples <sup>2</sup>	3.8

1 Data covers all employees in Canada that are tracked in the primary human resources management system, which includes domestic TELUS International employees. TELUS Agriculture & Consumer Goods and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

2 Data for these categories depends upon full-time and part-time employee self-identification in TELUS' diversity survey.

In 2022, we created an integrated diversity and inclusion website, accessible to team members and all of our stakeholders. Team members embraced the enriched learning opportunities available in our evolved diversity and inclusion learning space. Our suite of D&I learning opportunities includes topics like how to be more inclusive, respectful workplace, unconscious bias, microaggressions, anti-racism, and new for 2022 a blended learning program on Allyship, delivered to over 800 team members. We continue to hold ourselves accountable to the actions laid out in our 2021 Indigenous Reconciliation Action Plan (IRAP). For example, in 2022 we worked with Indigenous educator Chastity Davis, Tla'amin and T̓silhqot'in Nations, to develop a Truth and Reconciliation virtual learning program, offering team members an opportunity to learn about Canadian history through an Indigenous lens. Through consultation with Indigenous team and community members, we also developed an Indigenous employment strategy to support the hiring, development and retention of Indigenous Peoples. We believe that advancing diversity is vital, as increasingly, citizens choose to do business with companies that share their values.

### TELUS Resource Groups

With more than 8,000 members, these groups play a vital role in recognizing diversity, advancing inclusion and fostering well-being within our organization and communities. They support team members who identify as women, Indigenous, individuals of varying abilities, newcomers, Black and LGBTQ2+. Some of the TRG achievements in 2022 include:

**Abilities network** Continued to make impactful changes by working with our advisory councils to design accessible products, services and experiences. The team also worked to increase awareness and education around key dates and abilities related topics across the entire organization through events, digital resources and leadership support, as well as continuing to focus on ensuring there is support for team members who are going through the workplace accommodation and adjustment process.

**Connections** Held 35 events reaching over 2,000 team members on topics like mentorship, self-investment and health and wellbeing for women. In addition, the BeSafe initiative has brought together over 800 team members across three events to bring awareness to domestic violence and provide support for team members.

**Eagles** Hosted virtual events open to all team members including: "Everything you wanted to know about Powwows", a discussion about Treaties and an art workshop featuring Indigenous artist Ovila Maihot. Eagles members were also actively involved in the Moosehide campaign, an initiative aimed at ending gender-based violence to which TELUS has committed \$150,000 in support over the next three years.

**MOSAIC** Engaged with team members through virtual events and celebrations, including Lunar New Year, Vaisakhi, Rosh Hashanah, Eid-al-Fitr, New Moon festival and Diwali.

**Spectrum** Supported the [Rainbow Railroad](#) through several fundraising efforts, including the Celebrate Pride video-on-demand charitable campaign, team member donations and the HoliDrag fundraiser event. Along with team member donations and TELUS match, over \$35,000 in cash donations was raised which went directly to the Rainbow Railroad.

**Reach** Hosted a fulsome series of events during Black History Month and raised more than \$60,000 in support of [Black Health Alliance](#) and [BlackNorth Initiative programs](#), and engaged Black team members and allies throughout the year in the Tough Conversation series. As well, the Reach team supported and launched various scholarship programs for Reach team member dependents including a [CPA Education Foundation scholarship](#) in Alberta.

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# Supply chain governance

## Governance and oversight

Our Procurement and Supply Chain team plays a vital role in carrying out our strategic initiatives, working to procure the right products and to deploy them in a safe and cost-effective manner. Our strategy aims to be inclusive, sustainable, and one that makes a positive difference for our business, customers and communities. We are committed to applying policies and practices that reflect this vision and to collaborate with our stakeholders to reach our goals.

Our [Supplier Code of Conduct](#) (the Supplier Code) outlines and reflects our expectations for partners to demonstrate a strong commitment to ethical, labour, health and safety, environmental principles and compliance practices that align with ours. Consistent with the Code of Ethics and Conduct that applies to our employees and contractors, the Supplier Code is based upon generally accepted standards of ethical business conduct. We expect our suppliers to comply with this Supplier Code, embedded in all contracts, and all applicable laws and regulations wherever they operate. We have also integrated our company-wide [Sustainable Paper and Packaging Policy](#) into the Supplier Code.

## Supplier due diligence and engagement

We continued investing in our multi-year transformation project this year to evolve how we manage our key supplier relationships. The aim of the project is to revitalize our existing Supplier Relationship Management Program by developing a systematic approach to aid in how we manage the key milestones within the supplier lifecycle and to enhance strategic partnerships.

### Large Suppliers

In accordance with our supplier due diligence program, we monitor suppliers that surpass a spending threshold with an additional level of scrutiny. There is a focus on financial health, adherence to a sustainability questionnaire, insurance compliance, health and safety auditing, and sanction vetting. Following this screening, suppliers who are rated as high risk are notified and a corrective action plan is developed between TELUS and the supplier to move towards compliance.

## Supply chain continuity

Following a few years of tremendous changes, our global supply chain saw continuous constraints and impacts from the COVID-19 pandemic. The demand for electronics, computer servers and other technical products dramatically outstripped supply in an already depleted global supply chain. We identified challenges early on and devised a number of strategies to mitigate the impacts on our business and customers.

In 2022, we increased our focus on using refurbished materials, which helped relieve supply chain challenges, while also saving costs and reducing our environmental impact. Through our dedication to providing the best service to our customers, we were able to secure the products we needed to build our networks and support our communities with the capabilities they needed to work, learn and stay connected while remaining at home.

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### Critical Suppliers

We define critical suppliers as those having a high impact on customer experience or network reliability, suppliers who provide necessary and unique products and services, as well as other parameters that include high annual spend and non-substitutability. Within this supplier segment switching between suppliers is challenging due to the nature of our complex technology infrastructure. In addition, non-critical suppliers may become defined as critical if they experience repeated outages and become a risk for our business continuity performance.

Our Procurement and Supply Chain team works to establish a culture of continuous improvement with these suppliers through regular meetings on reliability and performance, governance and technological risk. We screen and monitor critical suppliers through our performance management framework called Sentinel as well as

maintain a supplier enabled innovation program. This framework has two parts: a dashboard that tracks metrics on performance; and a stakeholder management component with lagging metrics used to create an improvement plan for suppliers.

For more information on our due diligence on supply chain sustainability and supplier engagement around sustainability, see [page 18](#).

### Digitizing our supply chain

In 2022, we continued to digitize our supply chain through leveraging technology and streamlining processes to enhance our ability to be proactive and reduce supply chain risk. With our enhanced digital procurement strategy, we have incorporated big data tools and improved the sourcing process.

## Supplier diversity

Our supplier diversity program takes proactive steps to provide equal access to suppliers that reflect the diversity of where we live, work and serve. Our goal is to encourage positive social change through buying behaviour with suppliers that are 51 per cent or more owned, controlled and operated by an individual that's considered diverse based on their ethnicity, sexuality, gender, veteran status and/or if able-bodied.

We are cultivating supplier diversity growth by modifying our procurement request processes to include weighting criteria to create fair opportunities to tender contracts. This year, the procurement team was educated on diverse suppliers, formed a supplier diversity team to engage and attend events with diverse supplier organizations and we continue to sponsor diverse organizations. To strengthen the competitiveness of diverse suppliers, we provide support on presentations, request for proposal (RFP) responses and positioning for procurement activities not related to TELUS. Our Procurement and Supply Chain teams have actively built into their 2023 business plans to promote partnerships with diverse suppliers.

In 2022, we developed a process to capture tier two<sup>19</sup> spend with our top 100 suppliers and have plans to expand the list in the coming years. We expect our tier one suppliers to have a supplier diversity program, actively engage diverse suppliers while providing support and opportunities for them to participate in.



<sup>19</sup> We define tier two diverse suppliers as those which are engaged via a TELUS tier one non-diverse supplier.

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### Spend with diverse tier one suppliers<sup>1, 2</sup>

	2022	2021	2020
Spend (\$ millions)	\$287	\$101	\$114
% change in spend from previous year	184	-11	-16

- 1 We define tier one suppliers as those that we directly conduct business with, including contracted manufacturing facilities or production partners. We define diverse suppliers as suppliers that are 51 per cent or more owned, controlled and operated by an individual that is considered diverse based on their ethnicity, sexuality, gender, veteran status and/or if able bodied.
- 2 Data does not include TI, or out-of-footprint acquisitions. Out-of-footprint acquisitions are acquisitions that have not been integrated into the SAP management systems.

Since 2019, we have had a target to increase our direct diverse supplier spend by three to five per cent over the previous year. In 2023, our target is to increase the direct and tier two spend by five per cent, the Indigenous supplier spend by 10 per cent and increase the number of diverse suppliers working with TELUS.

In 2022, the supplier diversity program strategy evolved to include education to the procurement and business teams, a new strategy to engage Indigenous businesses, policy development and collaboration with our partners. This led to a significant increase in our partnerships and spend with diverse suppliers.

We are corporate partners with the [Canadian Aboriginal and Minority Supplier Council](#), [Women Business Enterprises Canada](#), and [Canadian Gay and Lesbian Chamber of Commerce](#) and the [Canadian Council for Aboriginal Business](#) as part of our focus on supplier diversity.

In 2023, we will further implement our action plan to develop and promote our supplier diversity program, increase our spending with Indigenous businesses and work closely with the supplier diversity organizations in Canada.

## Conflict minerals

The Securities and Exchange Commission (SEC) maintains reporting requirements to disclose the use of designated minerals and metals mined in the Democratic Republic of Congo and adjacent countries. Cassiterite (a source of tin), wolframite (a source of tungsten), columbite-tantalite (or coltan, a source of tantalum) and gold are often referred to collectively as conflict minerals. Such minerals may be used in electronic and communications equipment that we use or sell.

As a signatory of the UNGC, we are committed to preventing human rights abuses that could result from our operations. These SEC reporting requirements for conflict minerals, mandated by Section 1502 of the *Dodd-Frank Wall Street Reform and Consumer Protection Act*, came into effect for our 2013 annual reporting cycle. Through the establishment of an internal conflict minerals working group, we have performed our due diligence and have met the reporting requirements each year.



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# Human rights

Human rights are universal at TELUS, which means every individual we connect with should be treated with dignity and equality. We understand our responsibility to respect and promote human rights through all of our business activities, in our team member management practices, while developing and delivering our products and services, and throughout our supply chain.

## Governance and oversight

TELUS has a long-standing commitment to respecting and protecting human rights in our value chain as outlined in our Code of Ethics and Conduct, [Respectful Workplace policy](#) and Supplier Code of Conduct. The Code of Ethics and Conduct ties together all policies regulating business behaviour and provides standards of ethical conduct expected of all team members, including our Board. We also have a Workplace Accommodation Policy that aims to remove barriers preventing affected individuals from fully participating in the workplace and allows our team members to submit requests for assistance in assessing their individual circumstances and potential solutions.

These policies formalize our commitment to safeguard internationally-proclaimed human rights.

## Feedback mechanisms

We maintain feedback mechanisms for our team members, suppliers, customers and communities, to help address human rights risks and maintain a positive working environment. The TELUS EthicsLine provides an opportunity for anyone to anonymously and confidentially ask questions, request support or make a good faith report.

We also maintain an internal complaints procedure for human rights and Respectful Workplace issues, which are investigated and addressed by our Respectful Workplace Office. Human rights complaints may be dismissed, withdrawn or referred to the appropriate Human Rights Tribunal. Complaints and resolution status are reported quarterly to the People, Culture, and Compensation Committee of our Board.

In addition to these feedback mechanisms, all collective agreements applicable to unionized team members include grievance and arbitration processes.

## Human rights feedback

Human rights complaints	2022
Carry over from previous year	20 <sup>1</sup>
New	8
Closed	8
In progress at end of year	20

<sup>1</sup> For additional information, please refer to the [2022 ESG Data Sheet](#).

## Human rights resolution

Closed human rights complaints	2022
Referred to TELUS internal or other resolution process	0
Resolution reached	3
Dismissed	5
Withdrawn	0

Though no determination was made with respect to potential human rights violations, the three instances where a resolution was reached were remediated via financial compensation. These cases occurred at three different sites. Case details were shared with relevant operational primes to ensure future mitigation.

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## Assessing human rights risks

Our Respectful Workplace Office performs an annual review of the Respectful Workplace policy to foster continued compliance with associated human rights legislation in each of the jurisdictions that TELUS operates. An analysis of complaints filed with our office and the Canadian Human Rights Commission, or other applicable human rights commissions, is conducted quarterly to determine if there are internal practices causing concern for our team members.

As a result of these practices, the teams identified in the table below (which represents 100 per cent of our team members and locations), continually identify gaps and maintain mitigation plans and actions to address key human rights issues where TELUS may experience risk or exert influence.

In addition, when completing the due diligence process during mergers and acquisitions, the risk review covers the following human rights topics: privacy, environmental management and compliance, employee well-being and property rights, among others.

### Human rights risk mapping

Relevant human rights risk	Approach to risk mitigation	Responsible business unit
Freedom of association	Administer and interpret collective agreements, labour and human rights laws and maintain respectful and professional relationships with the labour unions that represent team members.	Labour Relations
Data protection and privacy	Determine that data handling practices are responsible and respectful of customer and team member privacy.	Data & Trust Office
Aboriginal title and rights, treaty rights and self-determination	Engage with Indigenous Nations in a manner that supports and respects self-determination and the rights set out in UNDRIP. Build authentic relationships with Indigenous governments that respect Aboriginal Title and Rights, Treaty Rights that create opportunity and support the processes of decolonization and reconciliation.	Regulatory Affairs and Indigenous Relations
Freedom from discrimination and harassment	Support a strong culture of respect in the workplace through education, consultation, mediation, and investigation of workplace issues.	Respectful Workplace Office
Equity and accessibility	Develop and implement initiatives and provide education that promotes diversity and inclusiveness within the workplace and the community.	Diversity and Inclusiveness
Safety	Support the creation and maintenance of a healthy and safe workplace through education, hazard identification, and prevention.	Corporate Safety
Standard of living	Design and promote personalized recognition, compensation and benefits programs that support the diverse needs and well-being of our team members and their families.	Total Rewards
Health	Equip team members with resources and knowledge to optimize their well-being, support the health of those around them, and contribute to an elevated culture of well-being.	Well-Being and Health Services

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### Monitoring and identifying risk in our value chain

We believe that awareness and active management of human rights issues in our value chain is essential to our success. We continuously look to identify and manage risk as well as create opportunities for our team members, customers and communities.

Examples include:

- **For our Canadian workforce** Our internal Compliance Governance Committee provides oversight of our annual human rights program, and conducts an annual maturity assessment and an inherent and residual risk assessment
- **For the assessment and understanding of community needs** We partner with local organizations in the community and other organizations with subject matter expertise related to the vulnerable groups who would benefit most from our Connecting for Good initiatives
- **For the assessment of suppliers** Our Procurement and Supply Chain team uses surveys to assess alignment on sustainability-related matters, which includes human rights principles
- **For the assessment of equal remuneration** Each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. Our approach has provided us with meaningful insight into any existing gender pay gaps, supported our efforts to address these gaps, and helped us quantify the progress we have made as an organization.

### Training

We have specific human rights training based on our [Respectful Workplace Policy](#) that is required for all team members at least every three years. Newly hired team members and newly engaged contractors are required to complete the training within three months of their start date.

### Gender transition guidelines

To support individuals considering or going through a gender transition, we have developed gender transition guidelines that are available on our intranet. Upon request, the Respectful Workplace Office provides team members with additional information, resources and education on gender transition.

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# Risk management and business continuity

Our award-winning business continuity program includes provisions for monitoring and preparedness, mitigation, response and recovery.

These provisions enhance the safety of our team members, minimize the potential impact of threats to our facilities, infrastructure and business operations, support the sustainment of service to our customers and help keep our communities connected.

In 2022, our Emergency Management Operating Committee (EMOC) continued to meet periodically to coordinate strategic management of the pandemic response and with the support of our Medical Advisory Council, advise on tactical issues such as door-to-door activities, retail safety measures and technician safety in the field. COVID-19 variants and outbreaks are closely monitored so that we can align our operations with public health measures within individual public health agency jurisdictions. These actions are likely to continue in 2023.

The EMOC convened to manage the impacts of four events in 2022, including the Russian invasion of Ukraine and Hurricane Fiona. There were several other weather-related incidents such as flooding and wildfires for which enhanced monitoring and coordination were required, but they were successfully managed by specialized operational teams using our business continuity playbooks without the need for an EMOC activation.



TELUS restores service and welcomes home evacuated community members after disaster

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# Privacy, transparency and regulatory compliance

We earn and maintain customers’ trust by diligently protecting their personal information and using data in a way that generates value, promotes respect and delivers security.

## In 2022, highlights include

- Launched the Data Enablement Plan (DEP) program, evolving our approach to identifying risk and enabling responsible data use at TELUS
- Upskilled more than 320 team members to act as Data Stewards, in-business data leaders supporting the agility of our data risk assessments through the DEP
- Increased overall team member data literacy as measured in our annual survey, ensuring we continue to foster a data culture and engage team members in understanding how data is entwined in their everyday tasks and how we responsibly innovate with data
- Development of an Electronic Medical Records (EMR) Privacy and Security Standard providing a clear and comprehensive roadmap for protecting patient privacy and security and complying with provincial requirements. Implementing the EMR Standard will enhance protections for the millions of health records managed by TELUS, reducing risk of breaches and leading to increased trust from caregivers and patients.

## Governance and oversight

TELUS’ Board of Directors and executive team are accountable for oversight of the privacy management program. The Audit Committee of the Board receives a formal report on the privacy program from the Chief Data and Trust Officer on a quarterly basis. Our Data & Trust Office (DTO) develops and delivers our data handling practices that are responsible and respectful of customers’ privacy. We are continuously evolving our privacy and data governance models so that the stringent protections we put in place for our customers are up to date with technological advancements and innovation. A core objective of the DTO is to earn and maintain customer trust through transparency about TELUS’ rigorous data handling practices and our commitment to ethical data use. Learn more about the TELUS trust model [here](#).

We use a program of dedicated Privacy Partners and DTO team members who develop a deep understanding and working relationship with specific business units.



In 2022, we delivered on our promise of an evolutionary approach to managing data privacy and security assessments with the DEP, which unifies our data reviews into a single process. A key component of this evolution is the introduction of more than 320 in-business Data Stewards, knowledgeable team members who are selected by their VPs and receive specialized training to support their business units. The collaborative approach of the DEP and the Data Stewardship Program has expedited review timelines for data assessments and empowered teams throughout TELUS to be active participants in the enablement of responsible data use.

In 2023, we plan to expand the Data Stewardship Program with further enhanced and specialized training, with licensing we've acquired from the International Association of Privacy Professionals (IAPP). Data Stewards in 2023 will have the opportunity to complete the IAPP Foundations of Privacy and Data Protection course through additional training modules. Completion of this course will allow for Data Stewards to sign off on DEPs that have low data risk.

## Privacy by Design

We have embraced Privacy by Design (PbD) as an essential component of our privacy management program. PbD’s seven principles are a globally recognized framework for the protection of privacy, guiding us as we proactively embed privacy into the design specifications of information technologies, organizational practices and system architectures. Our Insights and SmartHome Security programs have maintained PbD certification this year.

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## Our privacy commitment

The [TELUS Privacy Management Program](#) reflects our desire to exceed our privacy obligations as prescribed by legislation, to be transparent with customers, and to provide further direction to our team members. The TELUS Privacy Management Program provides a comprehensive view of how TELUS implements responsible and accountable data governance through the entire lifecycle of data.

The [TELUS Privacy Centre](#) is the primary online resource for customers who want to know more about how TELUS handles data and protects personal information and their rights relating to their information held by TELUS. [TELUS Privacy Commitment](#) is the document that describes for customers, in plain language, what personal information TELUS collects, the purpose of the collection and how personal information is used by TELUS.

To help our customers understand our privacy practices, we have created information sources that explain those practices in our [online Privacy Centre](#), including FAQs on topical privacy issues. Customers can make a request to our [Privacy Request Centre](#), including requests to access their personal information, have their information sent to them for transfer to another service provider and requests to have their personal information held by TELUS deleted. TELUS responds to such requests in a timely manner that aligns with applicable laws and TELUS' industry leading policies and practices.

TELUS does not collect customer personal information for secondary purposes without customer consent (meaning the intentional use of personal information by the company that is outside the primary purpose for which the data was collected, as set out in TELUS privacy policies, contracts and/or notices to the individual). Zero per cent of customer personal information is used outside the purpose(s) for which the data was collected pursuant to the applicable TELUS privacy policy, notices and/or agreements.

TELUS Security conducts regular penetration tests at the application level to maintain the security of data held by TELUS, which includes personal information. Furthermore, our Loss Prevention team conducts compliance evaluations within corporate stores on a yearly basis. This encompasses Security, Privacy, Health and Safety and Operations processes to maintain adherence to the privacy policies we have in place.

In addition, we engage independent, external auditors to assess our compliance with SOC2, PCI-DSS and ISO-27001 (an internationally accepted standard for establishing, implementing, maintaining and continually improving information security management systems).

## Privacy complaints

In 2022, there were no TELUS privacy complaints resulting in a formal finding of “well founded” by the Office of the Privacy Commissioner of Canada.

TELUS has a well developed internal process for tracking and fully addressing privacy complaints. The Privacy Request Centre is staffed by team members experienced in privacy issues who receive privacy complaints, carry out investigations and work with customers to resolve complaints. Whether a complaint is well founded or not, Privacy Request Centre team members provide individuals with an explanation of the outcome. Customers are made aware that they have the option of taking their complaint to an external body, such as the Office of the Privacy Commissioner of Canada.

## Breaches

Any organization that collects and uses personal information must be prepared to respond quickly and effectively to a breach of data security safeguards. We have a dedicated breach response group within the DTO that coordinates cross-functional teams to rapidly address suspected breaches. The teams are guided by a Data Incident Response Readiness Playbook.

## Transparency

As a national telecommunications company, we receive requests for information about our telecommunications customers from law enforcement and government agencies. Accurate information about the nature and volume of personal information requests by such government bodies to private companies inform the ongoing global discussion about the collection and handling of personal information by government organizations.

We continue to be transparent in our approach for responding to lawful requests as well as the volume and types of requests we receive. We are proud of our record of openly sharing with our customers the details about how we respectfully handle and secure their data.

The vast majority of the requests we received in 2022 were related to calls from 9-1-1 Public Safety Answering Point operators and police agencies across Canada asking for help in real time to locate a person that may be missing or in imminent danger. In addition to emergency circumstances, we must respond when we are required by a lawful authority.

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### Information requests by law enforcement agencies

Type of request	2022
Court orders	7,775
Subpoenas	342
Mutual legal assistance treaty (MLAT) orders <sup>1</sup>	2
Emergency calls	74,477
Legislative demands <sup>2</sup>	372

<sup>1</sup> Typically, these are requests for aid from a law enforcement agency in another country related to a criminal investigation and require an order from a Canadian court. We do not respond to requests that come directly from foreign agencies but will provide information if ordered to do so by a Canadian court.

<sup>2</sup> Requests for information by a government body where TELUS is required by applicable legislation to provide the information. For example, pursuant to the Income Tax Act, the Canada Revenue Agency may require TELUS to disclose certain customer information.

In the interest of protecting customer data and privacy, we challenge information requests that go beyond what is lawfully authorized. We review court orders and accompanying production requests and, where applicable, take necessary legal steps to address potential overreach. We will only release confidential customer information when we are confident it is appropriate and legally necessary to do so.

In 2022, we challenged or declined to provide information in response to a total of 467 court orders that appeared to be invalid or overreaching. The continued due care that law enforcement exercises in preparing their requests for records has contributed to minimizing the challenge we are required to make to production requests.

### Cybersecurity

Our cybersecurity strategy is overseen by the TELUS Chief Security Officer, who presents to and engages the Audit Committee of the Board of Directors on a quarterly basis. Our security team keeps up to date with the latest physical and cyber threats and devise solutions that help keep TELUS, our network, team members and customers secure.

We provide resources to all team members to be able to report a security issue (e.g. loss, phishing, fraud, social engineering attempts and other security issues), resources to design secure solutions, and a library of our corporate security policies and practices. In the event that an employee notices something suspicious, we maintain a clear escalation process so issues are managed according to our policies. Furthermore, all team members complete a cybersecurity awareness training module on an annual basis.

### Regulatory compliance

We understand the important role regulation plays for our operating environment and our customers. We continue to be an advocate for positive regulatory changes and demonstrate compliance with legislation, regulatory rules and requirements while delivering vital and reliable products and services. Our compliance differentiates us from our competitors.

Canadian Radio-television and Telecommunications Commission (CRTC) decisions and court rulings continue to support the federal government's exclusive jurisdiction over telecommunications, including the construction, maintenance and operation of network infrastructure, allowing TELUS to deliver services to Canadians and contribute to the digital economy.

For further details on regulatory impacts to our business, see section 10.3 of our [2022 Annual Report](#).

### TELUS Health and TELUS Agriculture & Consumer Goods

TELUS Health is playing an active role in promoting a regulatory framework that will help transform and digitize health care. Digital health technologies, including virtual care, have great potential to address many of the challenges faced by the Canadian health care system. We also recognize and respect the principles of the *Canada Health Act* and that Canadian citizens should have equal access to medically necessary services.

TELUS Health also advocates for positive regulatory changes that would result in national digital interoperability standards that would facilitate collaboration between and among health professionals in a patient's health care team. This allows health care professionals to collaborate and exchange information across multiple health care systems (e.g. hospitals, clinics, pharmacies, senior homes, laboratories) and provides patients access to their health records and those of their dependents.

With TELUS Agriculture & Consumer Goods' international footprint, our operations must comply with the laws, regulations and decisions in effect in all of the jurisdictions in which we operate (over 60 countries to date). These laws and regulations relate to a number of aspects of TELUS Agriculture & Consumer Goods business, including data privacy and protection; privacy practices; data residency; employment and labor relations; trade protections and restrictions; import and export control; tariffs; taxation; sanctions; data and transaction processing security; records management; and corporate governance.

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## Preventing spam and nuisance calls

Canada's Anti-Spam Legislation (CASL) is intended to protect Canadians from spam (e.g. marketing emails, text messages) and other electronic threats, while allowing companies to compete in an increasingly digital world. We maintain a CASL compliance program that includes consent and form requirements that apply to commercial electronic messages sent to customers by or on behalf of TELUS. Our Unsolicited Telecommunications Rules (UTR) compliance program outlines telemarketing rules.

We continue to offer our team members up to date training and education with respect to TELUS' CASL and UTR obligations to ensure compliance. Additionally, we have developed a Call Control service, an advanced call filtering system that is very effective at blocking auto-dialed nuisance calls. Call Control was originally available to wireline subscribers, following its success, and has now been expanded to TELUS Mobility users.

## Net neutrality

The CRTC has an established net neutrality framework with respect to internet traffic and we remain in full compliance. The legislative framework for net neutrality is included in the *Telecommunications Act* as well as mandated in CRTC decisions governing internet traffic management practices and differential pricing practices

## Wireless and Internet Codes

The CRTC's Wireless Code came into effect on December 2, 2013, and is a mandatory code of conduct for all retail mobile wireless voice and data services providers offering services to consumer and small business customers. The Wireless Code sets baseline requirements for customer rights and service provider responsibilities. We submit a Wireless Code compliance report to the CRTC each year.

The CRTC's mandatory Internet Code came into force on January 31, 2020, for large facilities-based internet service providers that provide retail fixed internet access service. We work to exceed the baseline elements of this Code as part of our customers first commitment. We submit an Internet Code compliance report to the CRTC each year in accordance with their requirements.

## Accessibility

We promote the values of diversity and inclusion and are committed to meeting the needs of people with disabilities. In this effort, we have engaged in numerous consultations with people with disabilities to better understand their needs and enhance accessibility offerings. Both TELUS Mobility and Koodo now offer discounted mobile rate plans designed for people with disabilities that include unlimited access to Canada's Video Relay Service, which enables sign language users to have video conversations over the Internet. In addition, we have developed a comprehensive database of accessibility features and devices based on audits of wireless devices conducted by the

Inclusive Design Research Centre. We list the audited mobile devices and their accessibility features [on our website](#). We also design our websites to meet or exceed the latest accessibility standards and best practices, and conduct accessibility reviews before launching any new website.

We provide comprehensive accessibility and diversity training for our call centre and retail customer service representatives. To enhance the accessibility of built environments, we are working with the Rick Hansen Foundation to obtain Accessibility Certification for numerous retail locations. TELUS Accessibility Centres of Excellence, launched in 2019, also incorporate accessibility principles into the physical environment and customer service experience. Representatives at these locations receive intensive training focused solely on understanding and assisting customers with disabilities.

Further, we offer other programs to assist people living with disabilities, including Tech for Good in partnership with March of Dimes Canada, and Internet for Good, both of which are helping to enable equal access to technology and create a more accessible world.

The above noted efforts and our active engagement with the federal government in the development of the Accessible Canada Act that came into force in July 2019 have positioned TELUS as a leader in the area of accessibility.

Our Accessibility Policy and a full description of our various products and services can be found on our website.

## Emergency public alerting

TELUS is a proud supporter of the Canadian public alerting system which provides wireless and broadcasting customers with immediate notice of an emergency that is occurring, or about to occur, in their local area. Further details of Canada's emergency public alerting system and a demonstration of how the alert appears and sounds on a wireless device are available at the [Alertready.ca](#)

## Radio frequency emissions

[Innovation, Science and Economic Development \(ISED\) Canada](#) is responsible for establishing safe limits for signal levels of radio devices. The wireless devices we sell, as well as our cellular antennas and other associated devices, comply with all applicable Canadian and U.S. government safety standards. For further information on radio frequency emissions, see page 124 of our [2022 Annual Report](#).

Exclusive jurisdiction over the placement of cellular antennas is set out under ISED requirements in circular [CPC-2-0-03](#) for telecommunication carriers. If a new antenna location is required, we follow the default public consultation process when reviewing locations unless the land use authority has their own recommended protocol.



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## Broadcasting

Our regional licences to operate broadcasting distribution undertakings in B.C. and Alberta, and our license to operate a national video-on-demand service, were granted renewals in 2018, which extends the terms of each licence to 2023. Our regional license to operate broadcasting distribution undertakings in areas of Quebec was renewed in 2019, extending the licence term to 2024. We received authorization to operate our national pay-per-view service in 2020, and our licence term will expire in 2025.

In February 2022, the government introduced Bill C-11, *An Act to Modernize the Broadcasting Act* and to make related and consequential amendments to other Acts. This Bill, also known as the Online Streaming Act, is intended to amend the Broadcasting Act and seeks to bring streaming services that operate over the internet expressly within the scope of the *Broadcasting Act*. It grants the CRTC expanded regulatory powers to implement a modernized regulatory framework to provide a more sustainable source of support for Canadian content.

Bill C-11 is currently awaiting final approval at the House of Commons, having passed third reading at the Senate in early February 2023.

## Copyright Act

“Notice and Notice” provisions in the *Copyright Act* require internet service providers to forward notices received from copyright-holders about alleged acts of copyright infringement by customers. TELUS has complied with the Notice and Notice requirements since they came into force, and prior to that, voluntarily forwarded notices of alleged infringement received from copyright complainants. TELUS continues to advocate for changes to support automation of notice processing within the *Copyright Act*, and to reduce risk for ISPs under the regime. The intent of these advocacy efforts, which remain ongoing, is to:

- Deter misuse of the regime by rights owner, by allowing internet service providers to charge a fee for notice forwarding
- Facilitate automation by having a statutory form of notice that rights holders are required to use when sending notices
- Reduce non-compliance risks by requiring that statutory damages awards be proportional to actual harm to rights holders, supported by evidence of bad faith, and subject to a due diligence defence for ISPs.

## Political contributions

As a general rule, TELUS will not provide any political contributions to any political party, campaign or candidate at either the federal, provincial, or municipal level. If an exception to this rule is authorized in accordance with our Political Contributions Policy, any contribution would be made in accordance with all applicable laws, as well as our Code of Ethics and Conduct, our Anti-Bribery and Corruption Policy and our Political Contributions Policy. We made no political contributions in 2022.



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# Limited assurance report

To: The Board of Directors and Management of TELUS

## What we looked at: scope of our work

We have reviewed the accompanying selected corporate-wide and business unit information as disclosed in the table presented on pages 78 - 79 of TELUS' 2022 Sustainability and ESG Report (the "Report") for the year ended December 31, 2022.

## Selected corporate-wide and business unit sustainability information

We reviewed the selected sustainability information, using the Global Reporting Initiative ("GRI") Standards, and the definitions by TELUS as stated in the Report. The GRI Standards can be found at [www.globalreporting.org/standards/](http://www.globalreporting.org/standards/).

## Responsibilities

TELUS management is responsible for the selection, collection and presentation of the information and disclosures set out in the Report. This responsibility includes the design, implementation and maintenance of internal controls relevant to the preparation of the selected sustainability information on pages 78 - 79 of the Report, and ensuring that the selected sustainability information is free from material misstatement, whether due to fraud or error. Our responsibility is to express an independent conclusion on whether anything has come to our attention that causes us to believe that the selected sustainability information is not presented fairly, in all material respects, with reference to the GRI Standards, and the definitions by TELUS as described in the Report.

## Our independence and quality control

We have complied with the relevant rules of professional conduct / code of ethics applicable to the practice of public accounting as related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality, and professional behaviour.

We apply the International Standard on Quality Management ("ISQM" 1, *Quality Management for Firms that Perform Audits and Reviews of Financial Statements, or Other Assurance and Related Services Engagements*, and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

## What we did: assurance standards and key assurance procedures

We conducted our work in accordance with the *International Standard on Assurance Engagements (ISAE) 3000 Revised, Assurance Engagements other than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and

Assurance Standards Board. As such, we planned and performed our work in order to provide limited assurance with respect to the selected sustainability information. Environmental and energy use data are subject to inherent limitations of accuracy given the nature and methods used for determining such data. The selection of different acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

Considering these inherent limitations, to perform a limited assurance engagement, we obtained and evaluated evidence using a variety of procedures including:

- interviewing relevant TELUS management and staff responsible for data collection and reporting;
- obtaining an understanding of the management systems, processes and the relevant controls used to generate, aggregate and report the data at TELUS regional operations and head office;
- reviewing relevant documents and records on a sample basis;
- testing and re-calculating information related to the selected information on a sample basis;
- assessing the information for consistency with our knowledge of TELUS operations, including comparing TELUS' assertions to publicly available third-party information; and
- assessing the selected quantitative information noted in on pages 78 - 79 of the Report.

Our assurance criteria were based on the GRI Standards and TELUS' definitions. Our engagement team included individuals with environmental and assurance experience.

## What we found: limited assurance conclusion

Based on our work as described in this report, nothing has come to our attention that causes us to believe that the selected sustainability information is not, in all material aspects, presented fairly using the GRI Standards and TELUS' definitions for the year ended December 31, 2022.



Chartered Professional Accountants  
Toronto, Ontario, Canada  
April 5, 2023

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# Appendix A – Selected corporate-wide and business unit sustainability information

The following selected sustainability information was included in our limited assurance engagement of TELUS' Sustainability and ESG Report for the year ended December 31, 2022.

GRI Standard	Performance indicator	Coverage	2022 value
2-7	Total workforce – By region	Canada	BC: 7,997 AB: 5,682 ON: 8,980 QC: 5,560 SK: 95 MB: 157 NL: 156 NB: 93 NS: 184 PEI: 102 YK: 0 NWT: 0 Total Canada: 29,006
2-7	Total workforce – By employment type	Canada	Permanent Domestic: 28,542 Temporary Domestic: 464
2-7	Total workforce – By age group	Canada	Over 50 Domestic: 6,244 30-50 Domestic: 17,928 Under 30 Domestic: 4,834
2-30	Percent of workforce unionized	Canada	TELUS domestic: 22%
201-1	Community investment	Company-wide	\$125 million
205-2	Percent of employees completing ethics training	Canada	100%
205-3	Inquiries and complaints relating to the company's ethics policy	Company-wide	479
205-3	Number of concerns determined to be breaches of ethics policy	Company-wide	176
301-1	Paper purchased	Canada	18.1 metric tonnes
302-1	Total energy use – Direct sources	Company-wide	223,768 kwh (000s)
302-1	Total energy use – Indirect sources (gross)	Company-wide	Gross: 882,923 kwh (000s)
303-3	Total water withdrawal	Company-wide	656 million litres (L)
305-1	Total direct greenhouse gas emissions	Company-wide	50,689 tonnes CO <sub>2</sub> e
305-2	Total indirect greenhouse gas emissions (net)	Company-wide	Net: 175,268 tonnes CO <sub>2</sub> e
306-3, 2016	Number of reportable spills and releases	Canada	33



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GRI Standard	Performance indicator	Coverage	2022 value
306-3, 2016	Number of non-reportable spills and releases	Canada	199
306-3, 2016	Total volume of spills and releases	Canada	Liquids: 103,726 L Gases: 1,599 kg
401-1	Employee turnover rate	Canada	TELUS Canada: 18.2%
403-9	The number and rate of recordable work-related injuries	Canada	Number: 84 Rate: 0.36
404-1	Average annual learning hours	Canada	7.71 per employee
405-1	Workforce demographics – Gender and minorities as a percent of TELUS workforce	Canada	Women: 37.3% Members of Visible Minorities: 34.4% Persons with Disabilities: 9% Indigenous People: 3.8%
406-1	Number of human rights cases opened and closed	Canada	Carryover from previous year: 20 New: 8 Closed: 8 In progress at end of year: 20

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# Global Reporting Initiative

This report has been prepared in reference with Global Reporting Initiative Standards and we have engaged Deloitte LLP as our independent assurance provider over this information. The index below lists where you can find information related to each GRI criterion – either in the 2022 Sustainability Report (SR), the [2022 ESG Data Sheet](#) (ESG), the [TELUS 2022 Annual Report](#) (AR), the 2022 Annual Information Form (AIF), or the 2023 Information Circular (IC).

Disclosure Number	Report location and comments
<b>GRI 2-1</b> Organizational details	AIF page 7, ESG page 21
<b>GRI 2-2</b> Entities included in the organization’s sustainability reporting	AR page 34-35
<b>GRI 2-3</b> Reporting period, frequency and contact point	SR page 1
<b>GRI 2-4</b> Restatements of information	SR page 1
<b>GRI 2-5</b> External assurance	SR page 1, 77
<b>GRI 2-6</b> Activities, value chain, and other business relationships	AR page 18-23, AR page 20-23, page 36, page 46-47, SR page 18-19, page 65-67
<b>GRI 2-7</b> Employees	AR page 36, ESG page 20-22 For International operations, no significant portion of activities are performed by non-employees, nor are there significant variations in employee data shared within this table. Data is compiled using Human Resource tracking systems.
<b>GRI 2-9</b> Governance structure and composition	AR page 28-30, SR page 43
<b>GRI 2-22</b> Statement on sustainable development strategy	SR page 7-8
<b>GRI 2-23</b> Policy commitments	AIF page 16-25, SR page 4-6, page 43-44 and page 50
<b>GRI 2-27</b> Compliance with laws and regulations	SR page 14
<b>GRI 2-28</b> Membership associations	SR page 3
<b>GRI 2-29</b> Approach to stakeholder engagement	SR page 45-46
<b>GRI 2-30</b> Collective bargaining agreements	SR page 62-63
<b>GRI 3-1</b> Process to determine material topics	SR page 1
<b>GRI 3-2</b> List of material topics	SR page 1, 48
<b>GRI 3-3</b> Management of material topics	AIF page 16-25 N/A Approaches for GRI Standards Specific Topics as indicated below in this table are disclosed in each relevant section in the report and explains why they are significant. Each relevant section in the report discloses applicable strategies, policies, procedures and KPIs. At the end of each section we discuss plans for 2022 as part of a continuous evaluation process.

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Standard Indicator or disclosure	Report Location
<b>Economic</b>	
<b>GRI 201-1</b> Direct economic value generated and distributed	SR page 10, 53-55
<b>GRI 201-2</b> Financial implications and other risks and opportunities due to climate change	SR page 15-17, AIF page 16-25
<b>GRI 201-3</b> Defined benefit plan obligations and other retirement plans	SR page 62
<b>GRI 203-1</b> Infrastructure investment and services supported	SR page 55
<b>GRI 203-2</b> Significant indirect economic impacts	SR page 54-55
<b>GRI 204-1</b> Proportion of spending on local suppliers	ESG page 23
<b>GRI 205-1</b> Operations assessed for risks related to corruption	SR page 50
<b>GRI 205-2</b> Communication and training about anti-corruption policies and procedures	SR page 50
<b>GRI 205-3</b> Confirmed incidents of corruption and actions taken	SR page 50
<b>GRI 206-1</b> Legal actions for anti-competitive behaviour, antitrust and monopoly practices	AR page 109
<b>Environment</b>	
<b>GRI 301-1</b> Materials used by weight or volume	SR page 20-21 TELUS is not a manufacturer therefore, this is not applicable. However, we do report on our office paper purchases, including weight, volume and renewable materials used. We do not disclose data on the content of the packaging used in the products we sell.
<b>GRI 302-1</b> Energy consumption within the organization	SR page 16 Aggregate totals are reported.
<b>GRI 302-2</b> Energy consumption outside the organization	SR page 16 Aggregate totals are reported.
<b>GRI 302-3</b> Energy intensity	SR page 3
<b>GRI 302-4</b> Reduction in energy consumption	SR page 3
<b>GRI 303-1</b> Interactions with water as a shared resource	ESG page 8
<b>GRI 303-2</b> Management of water discharge-related impacts	SR page 22 TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not monitor the quality of effluent discharge directly as the information is not available and extends beyond our regulatory requirements.
<b>GRI 303-3</b> Water withdrawal	SR page 22 TELUS is subject to municipal water stewardship and are aligned with environmental regulations. Therefore, we do not measure a breakdown by type of water withdrawal directly as the information is not available and extends beyond our regulatory requirements.
<b>GRI 305-1</b> Direct (Scope 1) GHG emissions	ESG page 4-6
<b>GRI 305-2</b> Indirect (Scope 2) GHG emissions	ESG page 4-6
<b>GRI 305-3</b> Other Indirect (Scope 3) GHG emissions	ESG page 4-6

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Standard Indicator or disclosure	Report Location
<b>GRI 305-4</b> GHG emissions intensity	ESG page 4-6
<b>GRI 305-5</b> Reduction in GHG emissions	ESG page 4-6
<b>GRI 306-2</b> Waste by type and disposal method	ESG page 6-7
<b>GRI 306-3</b> Significant spills	ESG page 8
<b>GRI 307-1</b> Non-compliance with environmental laws and regulations	SR page 14
<b>GRI 308-1</b> New suppliers screened using environmental criteria	SR page 65-66
<b>GRI 308-2</b> Negative environmental impacts in supply chain and actions taken	SR page 65-67 Number of suppliers assessed is disclosed but percentage unavailable due to data access issues for suppliers otherwise engaged.
<b>Society</b>	
<b>GRI 401-1</b> New employee hires and employee turnover	ESG page 15-17 Turnover by age group and gender uses a methodology described in the report and is only reported for domestic employees.
<b>GRI 401-2</b> Benefits provided	SR page 61-64
<b>GRI 402-1</b> Minimum notice periods regarding operational changes	SR page 62 The minimum week's notice provided is three weeks to a maximum of 12 months (for 95% of our unionized team members). However, some ADT collective agreements are still in negotiations/mediation.
<b>GRI 403-9</b> Work-related injuries	ESG page 20, SR page 57 TELUS reports LTA instead of the number and rate of high-consequence work-related injuries, and absenteeism instead of the total number of hours worked as these metrics provide the basis for our internal programs and more accurately reflect our performance.
<b>GRI 404-1</b> Average hours of training per year per employee	ESG page 18
<b>GRI 404-2</b> Programs for upgrading employee skills and transition assistance programs	SR page 61-62
<b>GRI 404-3</b> Percentage of employees receiving regular performance and career development reviews	SR page 61-62
<b>GRI 405-1</b> Diversity of governance bodies and employees	ESG page 21-22, SR page 6, 50 Employee data is broken out by age, gender and location.
<b>GRI 406-1</b> Incidents of discrimination and corrective actions taken	SR page 68-70
<b>GRI 408-1</b> Operations and suppliers at significant risk for incidents of child labour	SR page 68-70 See our <a href="#">UNGC Communication on Progress</a> .
<b>GRI 409-1</b> Operations and suppliers at significant risk for incidents of forced and compulsory labour	SR page 68-70 See our <a href="#">UNGC Communication on Progress</a> .
<b>GRI 410-1</b> Security personnel trained in human rights policies and procedures	SR page 68-70

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Standard Indicator or disclosure	Report Location
<b>GRI 411-1</b> Incidents of violations involving rights of Indigenous Peoples	SR page 68-70 TELUS does not have human rights violations against Indigenous Peoples.
<b>GRI 412-1</b> Operations that have been subject to human rights reviews or impact assessments	SR page 68-70
<b>GRI 412-2</b> Employee training on human rights policies or procedures	SR page 68-70 All team members receive annual ethics training which includes a review of our Respectful Workplace Policy and Human Rights. The specific number of hours required to complete this training is not tracked.
<b>GRI 414-1</b> New suppliers that were screened using social criteria	SR page 65 All new suppliers engaged through major procurement contractual templates have TELUS' Supplier Code of Conduct included. Percentage unavailable due to data access issues for suppliers otherwise engaged.
<b>GRI 415-1</b> Political contributions	SR page 76
<b>GRI 418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR page 72-73

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# TELUS 2022 SASB Disclosure

This index discloses against recommendations of the Sustainability Accounting Standards Board (SASB) – Telecommunication Services industry classification, where applicable to TELUS and provided such disclosure is not commercially sensitive.

**Table 1: Sustainability disclosure topics and accounting metrics**

Standard	Activity Metric	Measurement/Omission	2022	SASB Code
Environmental Footprint of Operation	Total energy consumed	Gigajoules (GJ), Percentage (%)	2022 ESG Data sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operation	Percentage grid electricity	Gigajoules (GJ), Percentage (%)	2022 ESG Data sheet, page 3	TC-TL - 130a.1
Environmental Footprint of Operation	Percentage renewable energy	Gigajoules (GJ), Percentage (%)	2022 ESG Data sheet, page 3	TC-TL - 130a.1
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	Discussion	page 72-76	TC-TL - 220a.1
Data Privacy	Number of customers whose information is used for secondary purposes	TELUS uses customer personal information only for purposes for which we have the customer's express or implied consent or as otherwise authorized or required by law.	N/A	TC-TL - 220a.1
Data Privacy	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	This response reflects monetary losses as a result of legal proceedings associated with TELUS customer privacy but does not include any legal fees or costs incurred to defend claims.	\$0	TC-TL - 220a.3
Data Privacy	1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Number, Percentage (%)	page 73	TC-TL - 220a.4
Data Privacy	1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Disclosure of the number of data breaches could be misleading, as some actions may not involve a company's direct fault (outside of a liability context), such as third party breaches. Please refer to TELUS' Privacy Management Program Framework for more details on how TELUS safeguards customer data.	N/A	TC-TL - 230a.1
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion	page 72-76	TC-TL - 230a.2
Product End-of life Management	1) Materials recovered through take back programs, percentage of recovered materials (2) reused, (3) recycled, and (4) landfilled	Metric tons (t), Percentage (%)	page 20-22	TC-TL - 440a.1
Competitive Behavior and Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	Discussion	2022 Annual Information Form, section 10	TC-TL - 520a.1
Competitive Behavior and Open Internet	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	Megabits per second (Mbps)	2022 Annual Report, page 51	TC-TL - 520a.2

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Standard	Activity Metric	Measurement/Omission	2022	SASB Code
<b>Competitive Behavior and Open Internet</b>	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion	page 75-76	TC-TL - 520a.3
<b>Managing Systemic Risks</b>	1) System average interruption frequency	Total number of customer interruptions divided by total number of customers	page 55	TC-TL - 550a.1
<b>Managing Systemic Risks</b>	(2) customer average interruption duration	Sum for all interruptions of the total downtime of each interruption multiplied by the number of customer accounts affected by each interruption	page 55	TC-TL - 550a.1
<b>Technology Disruptions</b>	Discussion of systems to provide unimpeded service during service interruptions	Discussion	page 55	TC-TL - 550a.2

**Table 2. Activity Metrics**

Standard	Measurement	2022	SASB Code
<b>Number of mobile subscribers</b>	Number	2022 Annual Report, page 20-22	TC-TL-000.A
<b>Number of wireline subscribers</b>	Number	2022 Annual Report, page 4, page 75	TC-TL-000.B
<b>Number of broadband subscribers</b>	Number	2022 Annual Report, page 4, page 75	TC-TL-000.C
<b>Network traffic</b>	This information is considered to be competitively sensitive and is therefore not disclosed		TC-TL-000.D

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## Caution regarding forward-looking statements

This sustainability and ESG report contains forward-looking statements. Forward-looking statements include any statements that do not refer to historical facts and are typically identified by the words “goal”, “objective”, “plan”, “intend”, “strategy” and other similar expressions. They include, but are not limited to, statements in the report relating to our sustainability goals and the United Nations Sustainable Development Goals, and statements relating to our business plans and objectives such as statements about business continuity plans, investment in and expansion of our communications infrastructure and operations and the extension of our network, energy reduction initiatives, environmental remediation targets, and plans to implement best practices as we integrate acquired businesses.

By their nature, forward-looking statements are subject to inherent risks and uncertainties, including risks associated with capital and debt markets, our ability to identify and implement solutions to reduce energy consumption and adopt cleaner sources of energy, our ability to identify and make suitable investments in renewable energy including in the form of power purchase agreements, our ability to continue to realize significant absolute reductions in energy use and the resulting GHG emissions in our operations (including as a result of programs and initiatives focused on our buildings and network), and other risks associated with achieving our goals to reduce our GHG emission targets by 2030. Forward-looking statements are made based on assumptions, including assumptions about future economic conditions and courses of action. These assumptions may ultimately prove to have been inaccurate and, as a result, our actual results or events may differ materially from our expectations expressed in or implied by the forward-looking statements. There can be no assurance that TELUS will achieve its goals or objectives.

Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could also cause actual future performance and events to differ materially from those expressed in the forward-looking statements. These factors include, but are not limited to:

- The COVID-19 pandemic
- Regulatory developments and government decisions
- The competitive environment
- The impact of technological substitution
- Capital expenditure levels and potential outlays for spectrum licenses
- Economic performance in Canada
- Our earnings and free cash flow
- Business continuity events.

Accordingly, this document is subject to the disclaimer and qualified by the assumptions, qualifications and risk factors described in detail in the annual Management’s discussion and analysis included in our [2022 Annual Report](#) and in other TELUS public disclosure documents and in filings with securities regulatory authorities in Canada (on SEDAR at [sedar.com](#)) and in the United States (on EDGAR at [sec.gov](#)).

Except as required by law, TELUS disclaims any intention or obligation to update or revise forward-looking statements. Forward-looking statements in this report are presented for the purpose of assisting our stakeholders in understanding certain of our sustainability goals and objectives in the context of our anticipated operating environment. Such information may not be appropriate for other purposes.