

for today
and tomorrow



about this report

Information contained in this 2007 corporate social responsibility (CSR) report covers the period from January 1, 2007 to December 31, 2007 unless otherwise stated. The material includes TELUS' wireline and wireless operations across Canada, as well as TELUS International, where specified. The 2006 report was issued on May 2, 2007.

Also contained in this report are 2007 targets and results and 2008 targets for key performance indicators in three main categories related to CSR. These categories are: for our economy, for our society and for our environment.

For more detail regarding our CSR progress and performance, please refer to the complete report available online at telus.com/csr.

We are always looking for ways to improve our report and welcome your feedback and questions. Please send any questions or comments to sustainability@telus.com.

Caution regarding forward-looking statements summary

This document contains statements about expected future events, financial and operating results, guidance and targets of TELUS that are forward-looking. By their nature, forward-looking statements require the company to make assumptions and are subject to inherent risks and uncertainties. There is significant risk that the assumptions, predictions and other forward-looking statements will not prove to be accurate. Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could cause assumptions, actual future results and events to differ materially from those expressed in the forward-looking statements. Accordingly, this document is subject to the disclaimer and qualified in its entirety by the assumptions (including assumptions for 2008 targets), qualifications and risk factors referred to in the Management's discussion and analysis starting on page 12 of the TELUS annual report – financial review, at telus.com/annualreport.

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

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what's inside

2008 CSR priorities	1
2007 results and 2008 targets at a glance	2
A message from the CEO	4
CSR strategy	7
Issues and opportunities summary	9
For our economy today and tomorrow	11
For our society today and tomorrow	16
For our environment today and tomorrow	29
Independent reviewers' report	37
Comments from the reviewers	38
Global Reporting Initiative (GRI) guidelines	39

our symbols



more details are available online at telus.com/csr or as indicated



more information can be found in the TELUS 2007 annual report at telus.com/annualreport



independent assurance provided by PricewaterhouseCoopers LLP (PWC) in 2007



independent assurance provided by PricewaterhouseCoopers LLP (PWC) in previous years

2008 CSR priorities

TELUS is committed to corporate social responsibility and to achieving long-term sustainable growth. We take a triple bottom line approach to business, balancing economic growth with a diligent focus on environmental and social goals. As such, our efforts focus on the areas of economic growth, governance, integrity and transparency, community welfare and environmental sustainability.

Each year, we set CSR priorities that are aligned with TELUS' national growth strategy and corporate priorities. For both 2007 and 2008, these priorities have been developed in partnership with our internal and external stakeholders. For 2008, we have identified six CSR priorities.

Issue	2007 CSR priority	2007 results	2008 CSR priority
Economic growth	Realize TELUS' 2007 consolidated financial targets (revenue, operating earnings, earnings per share (EPS) and capital expenditures)	Met three of four targets. Revenue fell short by one per cent due to competitive pressures. See table on page 2	Realize TELUS' 2008 consolidated financial targets (revenue, operating earnings, EPS and capital expenditures)
Governance, integrity and transparency	Certify under Section 404 of the U.S. Sarbanes-Oxley Act (SOX) on a continuous basis	Certified under Section 404 of SOX and completed second annual fraud risk assessment	Certify under Section 404 of SOX on a continuous basis and conduct annual fraud risk assessment
Workplace well-being	Increase Pulsecheck engagement by two per cent and implement new best practices methodology for Pulsecheck	Did not meet our desired target. Engagement overall dropped by two per cent. Implemented best practices methodology	Implement a new Team TELUS focus for CSR. This will consist of three team member metrics – churn, engagement and Team TELUS Cares participation
Community welfare	A five per cent increase in total donations and team member participation in Team TELUS Cares programs Establish two new community boards in Victoria and Atlantic Canada	Donations increased 8.9 per cent and participation was up 17.6 per cent One community board was launched in Victoria	A five per cent increase in total donations and team member participation in Team TELUS Cares programs Develop and implement a tool for quantifying the social and business impact of TELUS' community investment strategy
Environmental sustainability	Complete 40 per cent of the upgrades to our environmental management system (EMS – ISO 14001:2004)	47 per cent of the upgrades were completed	Perform a complete assessment of TELUS' energy consumption and develop targets for absolute reductions in direct and indirect carbon dioxide (CO ₂) emissions for 2009 and beyond. Targets to be normalized to reflect acquisition and divestiture activity

2007 results and 2008 targets at a glance

The following is a summary of TELUS' key economic, social and environmental performance results for 2007 and our 2008 targets. We have self-assessed our Global Reporting Initiative (GRI-G3) compliance level as "C". Details of our performance are contained in the full 2007 CSR report available at telus.com/csr.

- ✓✓ Exceeded target

- ✓ Met or substantially met target

- ✗ Missed target

economic

Performance measure	Original target for 2007 ¹	2007 results	2008 target ²	GRI-G3
Consolidated				
Revenues	\$9.175 to \$9.275 billion	\$9.074 billion ✗	\$9.6 to \$9.8 billion	EC1
EBITDA (2007 as adjusted) ³	\$3.725 to \$3.825 billion	\$3.758 billion ✓	\$3.8 to \$3.95 billion	n/a
Earnings per share (EPS)				
– basic (as adjusted) ⁴	\$3.25 to \$3.45	\$4.11 ✓✓	\$3.50 to \$3.80	n/a
Capital expenditures	Approx. \$1.75 billion	\$1.77 billion ✓	Approx. \$1.9 billion	EC8 Core

social

Performance measure	2007 target	2007 results	2008 target ²	GRI-G3
Community	Establish two new community boards	Launched one new community board in Victoria ✗	Develop and implement a tool for quantifying the social and business impact of TELUS' community investment strategy	n/a
Team TELUS Cares programs	Five per cent increase in total donations and team member participation	Donations increased 8.9 per cent; participation increased 17.6 per cent; volunteer hours increased 5.3 per cent ✓✓	Increase total donations and participation in Team TELUS Cares programs by five per cent	n/a
Engagement index	57 per cent	53 per cent ✗	58 per cent	n/a
Average voluntary turnover	7.9 per cent	10.3 per cent ✗	10.3 per cent ⁵	LA2 Core
Overall days lost per full-time equivalent team member	No target set for 2007	9.2 days per year n/a	Review the way we measure absenteeism and develop targets for the future	n/a
Team member recognition spend	No target set for 2007, as the program was being updated. In 2006, \$1.4 million was spent	\$8.5 million. Total spend in 2007 includes Team Machine and non-cash recognition (business unit-designated expenditures for recognition), which were not included in 2006 calculations n/a	Approx. \$7 million	n/a
Investment in learning	\$33.2 million	\$32.3 million ✗	Approx. \$35 million	LA10 Core, LA11, LA12

environment

Performance measure	2007 target	2007 results		2008 target ²	GRI-G3
Environmental management system (EMS)	Complete 40 per cent of the upgrades to our EMS (EMS – ISO 14001:2004)	47 per cent of the gap closure plan completed	✓✓	Complete 80 per cent of the gap closure plan	EN26 Core
EMS review of TELUS International	Include TELUS International in EMS gap closure plan	TELUS International not included	✗	Include TELUS International in EMS gap closure plan subject to business requirements	n/a
Environmental site assessments	550 assessments	592 assessments	✓✓	600 assessments	EN26 Core
High-risk site assessments	100 per cent of high-risk sites	98 per cent of high-risk sites	✓	100 per cent of high-risk sites	EN26 Core
Spills and releases	100 per cent reporting	100 per cent reporting	✓	100 per cent reporting	EN23 Core
Fuel system upgrades	63 per cent (cumulative) of systems upgraded	63 per cent (cumulative) of systems upgraded	✓	76 per cent (cumulative) of systems upgraded	n/a
Halon removal	10 per cent year-over-year reduction	37 per cent year-over-year reduction	✓✓	20 per cent year-over-year reduction	n/a
Utility pole risk reduction	10 per cent reduction in risk	n/a ⁶	✗	10 per cent reduction in risk	n/a
Eco-efficiency	0.116 kWh/\$ revenue	0.114 kWh/\$ revenue	✓	Establish new absolute reduction targets	EN5
Greenhouse gas intensity	0.037 kg/\$ revenue	0.041 kg/\$ revenue	✗	Establish new absolute reduction targets	EN16 Core
Water consumption	Capture 90 per cent of use	n/a	✗	Review measurement protocol	EN8 Core
Paper consumption	10 per cent reduction	Five per cent reduction	✗	10 per cent reduction	EN1 Core
Cell phone recycling	20,000 cell phones	42,328 cell phones	✓✓	50,000 cell phones	EN26 Core
Contaminated sites	Investigate 25 sites and complete 10 sites	Investigated 38 sites and completed 10 sites	✓	Investigate 25 sites and complete 10 sites	n/a

1 Provided in December 2006.

2 Please refer to Caution regarding forward-looking statements summary on inside front cover.

3 Earnings before interest, taxes, depreciation and amortization (EBITDA). The target for 2007 EBITDA (as adjusted) excluded an estimated \$150 to \$200 million expense (actual result \$168.7 million) related to the introduction of a net-cash settlement feature for share option awards granted prior to 2005.

4 The target for 2007 EPS – basic (as adjusted) excluded an estimated \$0.30 to \$0.40 (actual result \$0.32) for the introduction of a net-cash settlement feature for share option awards granted prior to 2005.

5 Conference Board of Canada target would indicate 11.1 per cent average voluntary turnover. Our target is to maintain our 2007 performance.

6 Due to resource constraints and business prioritization, information is not available.



for today and tomorrow

TELUS is committed to building a healthy, sustainable company for our shareholders, customers, team members and communities for today and tomorrow. We remain steadfast in our approach to balance near-term profitability with long-term sustainability by proactively addressing the ongoing challenges, opportunities and responsibilities to the environment and society to meet the needs of our business, whilst considering the perspectives of our many stakeholders.



Darren and 11-year-old Lloyd Lyall commit together to fulfill a dream of finding a cure for juvenile diabetes so that thousands of Canadian children, like Lloyd, can live free of daily needles, blood tests and worry.

TELUS' ongoing commitment to corporate social responsibility truly reflects my personal dedication as Chief Executive Officer and that of the entire TELUS team. We are of the firm belief that our enduring commitment to CSR provides a business advantage by differentiating us from our competition, assists us in managing risks and reveals new business opportunities. Moreover, it is the right thing to do for our country and our planet.

In this regard, I am pleased that in 2007, we maintained our status as the only North American telecommunications company in the global Dow Jones Sustainability Index for the seventh straight year. Indeed, we are one of just 10 Canadian companies in the Index last year. Additionally, we were named One of the Best 50 Corporate Citizens in Canada by Corporate Knights and TELUS also received the top Award of Excellence in Sustainable Development Reporting from the Canadian Institute of Chartered Accountants.

Committed to operational improvement

Whilst continuing to advance our national telecom strategy, we encountered challenges in 2007. Amongst them, adverse federal government and regulatory decisions, including the framework for the May 2008 Advanced Wireless Spectrum auction, which included special features to facilitate new entrants into the market. Also, our higher wireless customer retention costs and increased customer churn in 2007 negatively affected our expenses and requires our ongoing focus. Our task ahead is to raise the bar on our performance in terms of customer retention to complement our record level of wireless client gross additions. On the wireline side of our

business, gaining deregulation in three-quarters of our consumer urban markets and two-thirds of our total business lines in our incumbent territories provides TELUS with increased pricing and competitive flexibility.

TELUS' share price, although down almost eight per cent in 2007, remained number two globally when compared to our incumbent telco peers worldwide over the last seven and a half years. We also remained a leader amongst our global peers in earnings growth, investing in core business and continuing to return cash to shareholders through dividends and share buybacks. At the consolidated level, TELUS achieved or exceeded three out of four 2007 financial targets, including our goals for operating earnings and earnings per share. However, given the competitive pressures on wireless pricing and several mid-year operational challenges, we ended the year one per cent below our revenue target. Our new public consolidated targets, which have been set for 2008, forecast continued growth across the board.

Committed to achieving our environmental and social goals

TELUS continues to plan for tomorrow, recognising that our operations have an environmental footprint, and is taking steps to offset the impact of our business. Based on a third-party study performed in 2006, which identified gaps between our performance and the ISO 14001:2004 environmental management system (EMS) standard, we developed a three-year plan to address our shortcomings. In 2007, we closed 47 per cent of the gaps, exceeding our full year target of 40 per cent. In 2008, we plan to complete 80 per cent

of the gap closure plan. During the process, we also proactively identified more than 200 other environmental aspects that we plan to further address, including reducing overall corporate energy consumption, managing recycling and mitigating environmental property risk.

Further demonstrating our commitment to environmental sustainability, we will seek certification at the silver level of the LEED Canada rating system in new building construction for TELUS House Ottawa, newly completed in the fall of 2007. LEED (leadership in energy and environmental design) promotes a whole-building approach to sustainability by recognising performance in site development, water savings, energy efficiency, materials selection and indoor environmental quality. We are also developing carbon dioxide (CO₂) reduction plans for 2008 to integrate into our economic, social and environmental business practice strategies today and into the future.

We are dedicated to being a leading corporate citizen by supporting the communities where TELUS team members live, work and serve. The TELUS team enthusiastically embraces the philosophy, "we give where we live," by contributing their hearts, minds, time and dollars through Team TELUS Cares, our volunteer and charitable giving programme. In 2007, our team members and retirees volunteered over 417,000 hours and together with TELUS, pledged almost \$5.3 million to some 2,900 charities.

Furthermore, the second annual TELUS Day of Service brought together more than 6,000 team members, retirees, family and friends to volunteer across Canada. We also, for the first time, held a TELUS Day of Service in Manila, Philippines involving 350 team members from our overseas call centre operation. Overall, since 2000, team members and retirees have volunteered more than 2.1 million hours of service to



for today and tomorrow continued

local communities and together with TELUS, contributed \$113 million to charitable and not-for-profit organisations.

Additionally, we expanded our community giving portfolio with the launch of an eighth TELUS Community Board in Victoria and increased corporate funding to the existing boards to further support local, grassroots charitable organisations. Unfortunately, we were challenged in developing the necessary community relationships and internal resources to establish an Atlantic Canada community board.

We also focused on investing in the TELUS team in order to attract and retain the best talent in the global communications industry and to effectively develop our leaders of today and tomorrow. Programmes such as Leading at TELUS – Skills Essentials foster key leadership capabilities and complement programmes such as Leadership NOW, which develops our high potential leaders. Our commitment to leverage team member learning and development to drive enterprise-wide success was recognised in 2007 by the American Society for Training and Development with a BEST award.

Significant efforts are also underway to engage team members. Whilst our recent engagement score positions TELUS as a strong Canadian company, it does not differentiate us as one of the top companies that we aspire to be. It falls below the target we set and is below the best employer range of 65 per cent and above. I am personally committed, as is the executive team, to improve this result. In 2008, we have planned TELUS Engagement Forums to solicit additional team member feedback, which will enable our leaders to address opportunities and implement activities to improve engagement.

Looking ahead to 2008

Consistent with our belief that what gets measured gets done, we have established six new corporate social responsibility priorities that will help guide our actions and our company in 2008. Spanning our economic, social and environmental performance, these priorities reflect our belief that corporate social responsibility is a continuous and evolving process and that we must be diligent in our efforts to address the needs of today

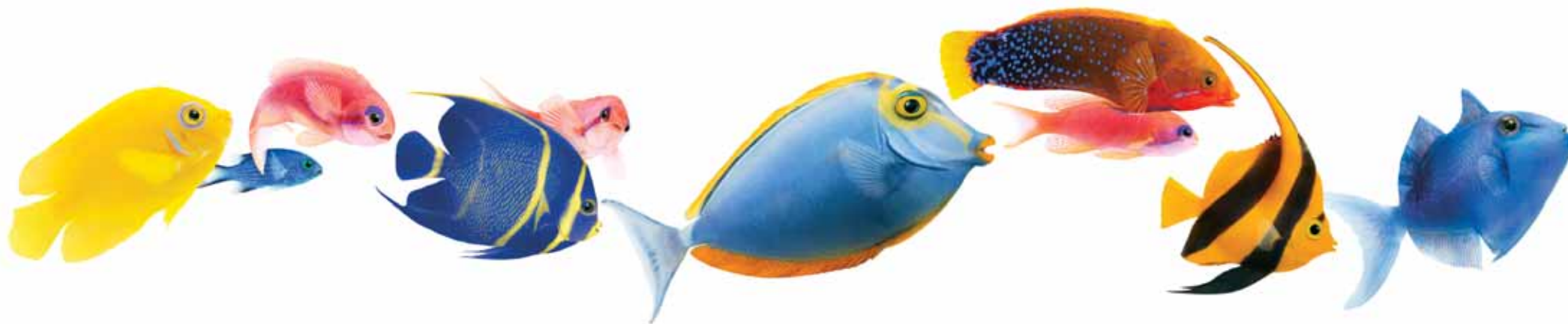
and anticipate those of tomorrow. I invite you to read about our 2008 priorities on page one as well as the balance of the report to learn about our triumphs and challenges and the progress we made in achieving our 2007 sustainability priorities.

Inspired by our future friendly brand promise and guided by our proven growth strategy, we are dedicated to achieving our 2008 sustainability targets. TELUS is a solid investment, a responsible global neighbour and a dedicated corporate citizen for today and tomorrow.

Sincerely,



Darren Entwistle
President and Chief Executive Officer
Member of the TELUS team
April 30, 2008



CSR strategy

TELUS takes a long-term approach to our CSR strategy and reporting. We work to achieve continuous improvement in support of fulfilling our long-term goals. In developing our CSR strategy, TELUS gathered input from internal and external stakeholders. They include contributors to the report, TELUS executives, community members and several external CSR experts.

We have created a roadmap for the future, establishing ways to improve our disclosure on issues of materiality, linking them more closely to our annual report and GRI criteria and incorporating what we believe the triple bottom line represents. In addition, after analyzing last year's report, we determined we would drive improvements in three areas:

- CSR process (how we build the report)
- Content (what we put in the report)
- Media (how we share the report information).

This year, our approach has resulted in a more tightly managed reporting process, a more narrowly focused printed report, a more elaborate Internet version, and multiple platforms of media for distribution. These media include a printed report, a web report at telus.com/csr, a brochure and an interactive web-based display for the 2008 annual and special meeting of shareholders.

To close some current gaps, our roadmap calls for:

- More reliance on all-digital reporting in the future
- Better use of systems to gather more accurate information and generate reports
- Further embedding CSR strategy and reporting into our everyday business processes
- Greater reporting and transparency on TELUS' small but growing international operations.

CSR governance

At TELUS, we believe strong corporate governance provides the foundation for successfully implementing a sound CSR strategy. Overall responsibility for CSR performance of the organization resides with the executive team.

The CSR leadership team was established at the end of 2006 and expanded to include more business units in 2007. Based on strategic input from external and internal sources, the directors within the CSR leadership team are responsible for identifying issues and opportunities and delivering programs to address them. TELUS' executive team and business unit vice-presidents are responsible for approval of the overall strategic direction of our CSR programs.

The CSR leadership team meets quarterly or more frequently as required to address specific CSR issues. Programs requiring approval are presented to the executive team and business unit vice-presidents as needed. Twice a year, detailed progress reports are provided to the executive team and quarterly, higher-level progress reviews are provided to the Audit Committee of the TELUS Board.

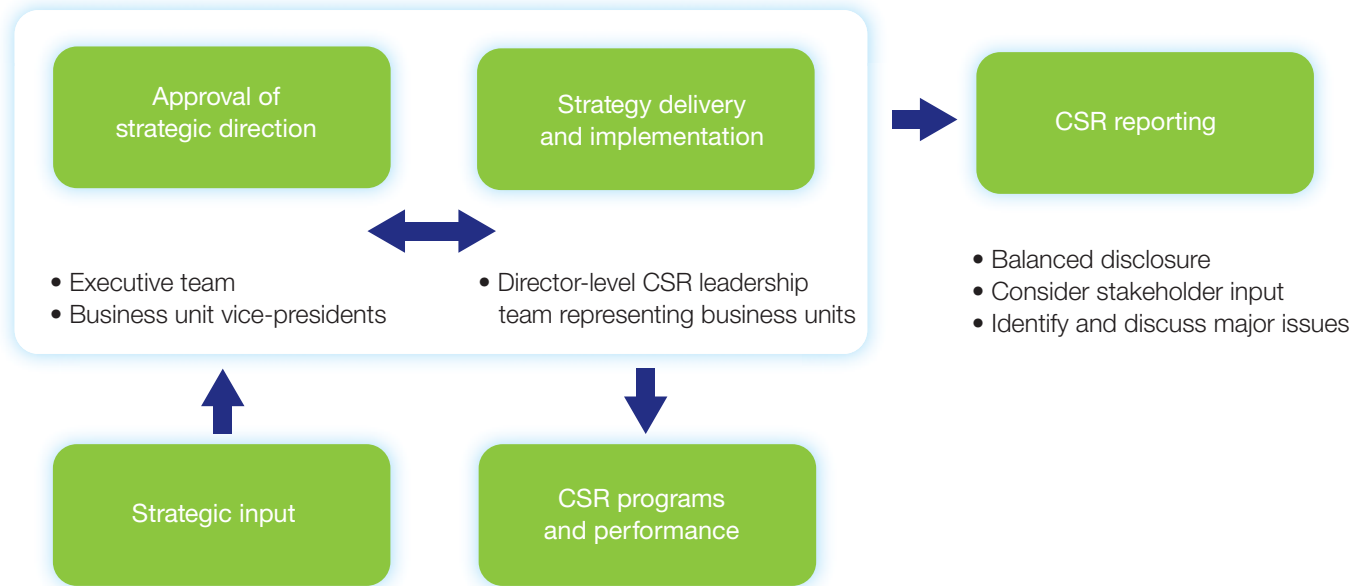
To support the execution of our CSR strategy in 2008, we have strengthened our CSR team and will make sustainability an important principle in our decision-making at TELUS.



CSR strategy

continued

How we manage CSR at TELUS



- Climate change
- Team member attraction and retention
- Impact of our community investment strategy
- Broader economic impact of our operations
- Role and scope of our international operations
- Extending our influence in the supply chain
- Customer satisfaction.

The 2008 CSR priorities presented on page one of this report and the following discussion on issues and opportunities provide further insight into how TELUS will address the first four issues in the list above. The remaining three will be investigated further and prioritized in 2008.

Business and management practices

At TELUS, business risk is defined as the degree of exposure associated with key strategic, financial, organizational and process objectives in relation to the effectiveness and efficiency of operations, the reliability of financial reporting, compliance with laws and regulations, and the safeguarding of assets within an ethical organizational culture.

To ensure alignment with the triple bottom line, TELUS uses an enterprise-wide risk and control assessment process that solicits and synthesizes the expertise and insight of team members from all areas of the business. This process seeks to address key risks to TELUS, including those related to CSR. More information on our risk assessment process is available in section 10 (Risks and risk management) of the 2007 annual report at telus.com/annualreport. Information on financial liabilities is listed in the Consolidated financial statements and notes section of the report.

Strategic input

A number of different sources guide our CSR strategic decisions, including:

- External stakeholders – shareholders, customers, non-governmental organizations, peer organizations, former executives, socially responsible investment companies, government, TELUS Community Boards, suppliers
- Internal stakeholders – team members, business unit leadership
- External verification of data collection processes and data integrity
- Guidelines for reporting (e.g. the Global Reporting Initiative)

- TELUS enterprise risk assessment
- Industry organizations (e.g. Global e.Sustainability Initiative, Canadian Business for Social Responsibility).

Based on the strategic input we receive, we develop new CSR programs, modify existing programs as necessary and identify major issues. In 2007, we held our first external stakeholder panel to gain input and feedback relating to our CSR efforts. With the information gained from that panel and from various internal meetings held with business unit representatives throughout the year, we identified the following major issues of focus for 2008 and beyond:

issues and opportunities summary

To increase transparency and respond more effectively to stakeholder feedback, we have identified issues and opportunities that need particular attention. We believe that, if addressed now, these challenges to our current business model can become opportunities for success in the future.

For our economy – meeting the challenge of intense competition to support continued sustainable growth

Sustainable economic growth benefits our shareholders, customers, team members, suppliers and the communities where we live, work and serve. Our innovative communications products and services have the potential to enhance the lives of Canadians, enable the success of our customers and contribute to the development of sustainable communities – all while delivering long-term, positive results for our shareholders and investors.

TELUS faces the challenge of intensifying competition in the wireless market and from cable-TV companies entering our traditional telephony markets.

In 2007, the federal government announced it would allow telecommunications companies to apply to the Canadian Radio-television and Telecommunications Commission (CRTC) for deregulation in communities where significant competition exists. TELUS successfully applied to have key markets covering approximately three-quarters of its residential lines and two-thirds of its business lines forborne from regulation. This gives the company enhanced flexibility in pricing, promotions and bundling and enables us to compete on a more level playing field. In 2008, TELUS intends to continue introducing innovative, value-added offers to leverage this opportunity. In addition, the continued roll-out of our consolidated customer care and billing system in British Columbia is aimed at realizing this opportunity and enhancing the customer experience and TELUS' strong brand.

In wireless, competition from existing operators and brands remains intense. In addition, the May 2008 wireless spectrum auction is likely to result in new competitors, at least on a regional basis. However, the wireless market in Canada is expected to continue to generate growth, as penetration rates increase to levels seen in other countries and data services remain a key growth driver in wireless. The spectrum auction would allow TELUS the opportunity to acquire new spectrum for future subscriber growth and advanced data services as wireless technology evolves. The introduction of wireless number portability (which allows customers to take their phone number when they move to a different provider) in Canada in 2007 resulted in higher customer churn in the industry. It has also opened up new business markets in Central Canada traditionally dominated by our two national competitors.

For our society – measuring the impact of our community investment

TELUS' strategy for community investment supports our commitment to give where we live. Each year, we contribute millions of dollars to make a positive difference in our communities through a wide range of leading philanthropic initiatives.

As we firmly believe that what gets measured gets done, we want to understand the impact we are making in our communities.

In 2008, we are implementing a tool for quantifying the social and business effects of TELUS' community investment initiatives and measuring the impact of our actions.

issues and opportunities summary

continued

Navigating the changing employment landscape

Canada's employment landscape is shifting. The leadership of the employment relationship used to reside with the employer who had the ability to recruit and select employees from a large pool of willing, qualified candidates.

The balance of power has shifted as prospective recruits are now demanding more from potential employers. The shift is the result of several factors, including the increasing number of baby boomers retiring and the heated employment markets of British Columbia and Alberta, which draw talent from across the country and beyond. These factors and others result in a talent gap that is becoming increasingly difficult to fill and is generating a new willingness among team members to consider job opportunities outside of TELUS.

As a result of this changing landscape, TELUS is finding ways to differentiate itself and present a value proposition that is meaningful to both existing and prospective team members. To that end, TELUS has created an employment brand based on three tenets:

- To work on leading-edge solutions for our customers
- To be part of an exciting and learning-focused culture
- To contribute to the community through service and giving.

TELUS plans to leverage this brand in 2008 by implementing or enhancing programs around:

- Career development
- Team member engagement
- Health and well-being
- Community service and giving
- Flexible work styles and options.

TELUS is committed to being an employer of choice. Evolving and enhancing our employment brand demonstrates our commitment to team members and those who want to join our team.

For our environment – dealing with climate change

One of the greatest challenges facing society today is human-caused climate change and the implications it will have for current and future generations.

At TELUS, we recognize that our business operations have an environmental impact, including but not limited to the contribution of atmospheric inputs of carbon dioxide (CO₂), a key climate change accelerator. Therefore, at TELUS we track:

- Energy consumption
- Fleet (vehicle) operations
- Paper and water consumption
- Waste diversion
- Team member travel.

We believe it is essential to adopt progressive environmental impact mitigation policies and solutions-based targets. While addressing climate change presents challenges for business operations, it has the potential to drive economic, social and environmental benefits. It also provides unique opportunities for TELUS and our industry peers to develop innovative solutions enabled by communications technology.

We are developing CO₂ reduction plans that integrate into our economic, social and environmental business practice strategies today and tomorrow. Our primary goal is to have a comprehensive assessment of our energy outputs and to identify ways to improve efficiency. We are also investigating absolute reductions in our CO₂ emissions and looking at long-term reduction targets that are not normalized to revenue.

Our culture and work environment at TELUS continue to be guided by four values:



we embrace change and initiate opportunity



we have a passion for growth



we believe in spirited teamwork



we have the courage to innovate

for our economy today and tomorrow

TELUS is committed to economic growth for today and tomorrow, for the benefit of our shareholders, customers, team members and suppliers, and the communities where we live, work and serve. Our innovative communications products and services have the potential to enhance the lives of Canadians, enable the success of our customers and contribute to the development of sustainable communities – all while delivering long-term, positive results for our investors.

We also strengthen the economy through our purchasing decisions, by creating jobs and paying taxes, by driving innovation and investing in technological research and development.



for our economy continued

In 2007, the Canadian telecom industry generated estimated revenues of approximately \$40 billion. As a leading national telecommunications provider in Canada, TELUS generated almost \$9.1 billion in revenues in 2007, or approximately 23 per cent of the total.

The telecom landscape is expected to remain competitive in 2008. In wireline, traditional services remain under pressure, impacted by migration from wireline to wireless, voice over Internet protocol (VoIP) telephony, e-mail and other data services. Technological advancements are blurring the boundaries between telecom, video, broadcast and entertainment, and supporting growth in data services such as higher-speed Internet services, Internet telephony and digital-TV services.

TELUS' 2007 financial highlights

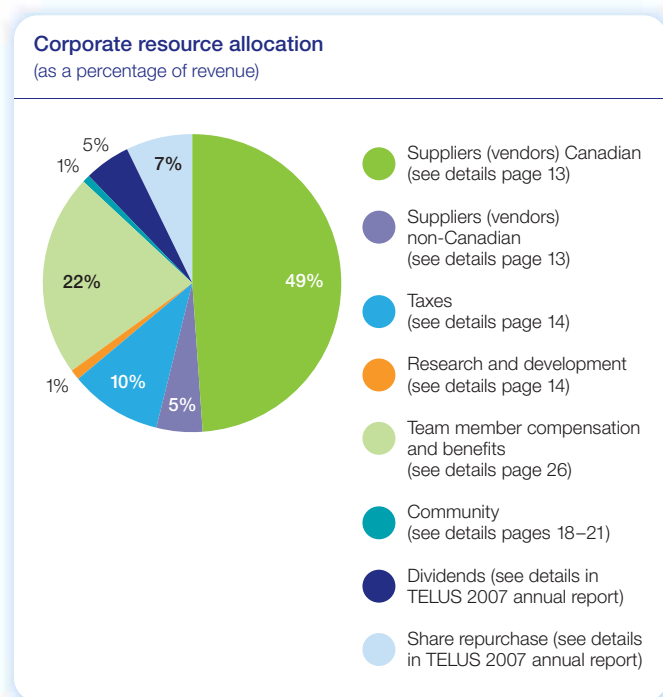
In 2007, TELUS' operating revenues increased 4.5 per cent to \$9.1 billion, driven by growth in wireless and data. Combined, wireline data and wireless revenues represented 67 per cent of total operating revenues in 2007, up from 63 per cent in 2006 and 28 per cent in 2000. This is consistent with our continued strategic focus on national growth markets of data and wireless.

EBITDA (earnings before interest, taxes, depreciation and amortization), as adjusted to exclude a charge related to the introduction of a net-cash settlement feature for share option awards granted prior to 2005, increased four per cent led by wireless growth.

Net income (as adjusted) grew by \$218 million to \$1.36 billion or 19 per cent as a result of growth in wireless, lower financing costs and the impact of tax adjustments and related interest

for prior periods. Earnings per share (as adjusted) increased by 23 per cent as a result of these impacts, in addition to the lower average number of shares outstanding resulting from our ongoing share repurchase program. Strong cash flow, defined as EBITDA less capital expenditures, remained stable at \$2.0 billion as higher earnings were offset by increased capital expenditures.

The following chart shows how TELUS allocates its resources, relative to revenue. The largest percentage (49 per cent) goes to paying our suppliers, 91 per cent of whom are Canadian companies or multi-national companies with locations in Canada.



Financial highlights

Years ended December 31 (\$ in millions, except per share amounts)	2007	2006	% change
Operating revenues	9,074	8,681	4.5
Adjusted			
EBITDA ¹	3,758	3,615	4.0
Operating income ²	2,143	2,039	5.1
Net income ²	1,363	1,145	19.0
Earnings per share, basic ²	4.11	3.33	23.4
Capital expenditures	1,770	1,618	9.4
Cash flow ³	1,988	1,997	(0.4)
Dividends declared per share	1.575	1.20	31.3
Dividend payout ratio ⁴	47%	45%	–

- Earnings before interest, taxes, depreciation and amortization.
- EBITDA (as adjusted) and operating income, as presented, exclude an incremental charge of \$168.7 million relating to the introduction of a net-cash settlement feature for share option awards granted prior to 2005. Net income and earnings per share, as presented, exclude \$105.0 million and 32 cents, respectively, for this charge on an after-tax basis.
- Cash flow defined as EBITDA less capital expenditures.
- Last quarterly dividend declared per share, annualized, divided by basic earnings per share in the reported period.

To learn more about TELUS' financial performance and targets for 2008, please refer to TELUS 2007 annual report at telus.com/annualreport.

Capital expenditures by province

(\$ in millions)	2007	%	2006	%
British Columbia	454.6	25.7	428	26.5
Alberta	699.3	39.5	714	44.1
Saskatchewan	0.5	0.0	2	0.1
Manitoba	5.5	0.3	7	0.4
Ontario	433.7	24.5	314	19.4
Quebec	154.6	8.7	131	8.1
Atlantic Canada	1.3	0.1	1	0.1
Outside Canada ¹	20.8	1.2	21	1.3
Total capital expenditures	1,770.3	100.0	1,618	100.0

1 Primarily in the Philippines.

Vendor payments by location

(\$ in millions)	2007	%	2006	%
Vendors with locations in Canada	5,176	91	4,812	87
Non-Canadian vendors	622	9	717	13
Total vendor payments	5,798	100	5,529	100

Capital investments

In 2007, we increased our capital expenditures to approximately \$1.8 billion, or 19.5 per cent of operating revenues. In comparison, the average Canadian telecommunications company invested about 17.3 per cent of revenue in 2007. TELUS is continually investing to enhance its wireless and wireline networks and internal systems to serve our growing base of residential and business customers across Canada.

In 2008, TELUS expects to make increased capital investments of approximately \$1.9 billion, seven per cent higher than 2007 and again representing close to 20 per cent of expected operating revenues.

Supporting other Canadian businesses

Through its purchasing power, TELUS supports Canadian companies, strengthening Canada's economy. In 2007, we recorded approximately \$5.8 billion in total vendor payments (including goods and services tax and provincial sales tax). Ninety-one per cent of the vendors with whom we do business are Canadian companies or multi-national companies with locations in Canada.



The taxes we pay

TELUS pays taxes to several levels of government and these taxes support services for all Canadians. After netting federal and provincial income tax payments, TELUS received a net credit of \$122.7 million in federal and provincial corporation income taxes due to the application of losses against prior years' taxable income. In 2007, TELUS received \$12 million for Province of Quebec tax credits.

TELUS tax payments, excluding income taxes¹

(\$ in millions)	2007	2006	2005
Federal government	67.7	66.4	65.2
Provincial and municipal governments and school boards:			
British Columbia	69.3	69.5	64.4
Alberta	35.4	37.9	39.5
Saskatchewan	0.2	0.2	0.1
Manitoba	0.4	0.4	0.8
Ontario	37.9	31.9	31.0
Quebec	27.6	26.5	26.3
Maritime provinces	0.1	–	–
Provincial sub-total	170.9	166.5	162.1
Total	238.6	232.8	227.3

¹ Includes payroll, property and business taxes, provincial corporation capital taxes and sales taxes on goods and services used by TELUS.

Based on the assumption of the continuation of the rate of TELUS earnings, the existing legal entity structure, and no substantive changes to tax regulations, we currently expect cash income tax payments to be relatively low in 2008 with expected cash collections exceeding expected payments. In 2009, income tax payments are expected to increase substantially. The blended statutory income tax rate is expected to be 30.5 to 31.5 per cent in 2008.

TELUS also collects taxes from customers and remits them to governments, as outlined in the table below.

Sales taxes collected

(\$ in millions)	2007	2006	2005
Goods and services tax and harmonized sales tax	535.7	549.8	553.2
Provincial sales taxes:			
British Columbia	130.4	126.0	118.6
Saskatchewan	1.1	1.4	1.4
Manitoba	3.4	3.0	2.2
Ontario	82.4	82.9	70.9
Quebec	93.6	75.2	60.2
Prince Edward Island	0.5	0.4	0.4
Provincial sub-total	311.4	288.9	253.7
Total sales taxes collected	847.1	838.7	806.9

Investing in tomorrow through R&D

TELUS invested \$85 million in research and development in 2007, compared with \$130 million in 2006. A significant part of our 2006 investment went into the development of our new integrated wireline billing and customer care platform. In 2007, less capital was required for this initiative.

In our wireline operations, we test and trial emerging new technologies and fund collaborative research and development activities with communications research organizations, such as TRILabs (Telecommunications Research Laboratories). TRILabs is the largest not-for-profit applied telecommunications research consortium in Canada. As an industrial partner, TELUS contributes \$660,000 per year of sponsorship and in-kind funding to TRILabs. For more information, visit trilabs.ca/trilabs.

Estimated investment in research and development

(\$ in millions)	2007	2006	2005
Consolidated	85	130	142

A leader in corporate governance and disclosure

TELUS' leadership in corporate governance and disclosure was recognized by the Canadian Institute of Chartered Accountants (CICA) in December 2007. For the third year in a row, TELUS won the CICA Award of Excellence for Best Corporate Governance Disclosure across all industry sectors.

For the first time, TELUS received the Overall Award of Excellence for Corporate Reporting from the CICA, as well as the Award of Excellence for Corporate Reporting for Sustainable Development and an Honourable Mention for Excellence in Financial Reporting. This marks the 13th year that the CICA has recognized TELUS for excellence in corporate reporting.

In 2007, the TELUS 2006 annual report ranked once again among the best in the world, according to a global survey of annual reports. In September, the Annual Report on Annual Reports by enterprise.com awarded TELUS 4.5 out of five stars, which places our report in the First-Rate category and among the top one per cent in the world.

To learn more about TELUS' commitment to corporate governance, and the recognition that we have received in this regard, please refer to the corporate governance section in the TELUS 2007 annual report – financial review at telus.com/annualreport.



for our society today and tomorrow

Through our business and human resources practices, TELUS is committed to having a positive impact on our society. We work hard to ensure our products are safe and consumer-friendly and we make a conscientious decision to give where we live. Since 2000, TELUS, our team members and alumni have contributed \$113 million to charitable and not-for-profit organizations. To help our team members reach their full potential, we enable diverse work styles and foster high performance, flexibility and collaboration.



Customer satisfaction

In any competitive business, customers' opinions count. At TELUS, we track four metrics to gauge customer satisfaction. While, for competitive sensitivity, we do not report on two of these metrics – our national data collection e-tool and transactional surveys of our customers – we do disclose the number of complaints our regulator, the CRTC, receives and our blended churn rate.

Customer satisfaction indicators

	2007	2006	2005
Monthly blended wireless churn ¹	1.45%	1.3%	1.39%
CRTC complaints	2,049	2,692 ²	n/a ³

¹ Churn rate is calculated by dividing the number of wireless devices our customers disconnected during a given period by the average number of wireless devices on our networks during that same period. It reflects both prepaid and postpaid services.

² Data restated to reflect new collection methodology.

³ Not available.

The number of CRTC complaints for 2006 was restated to reflect a new methodology for tracking complaints. In previous years, data for all complaints had been provided by the CRTC. In 2007, TELUS began tracking CRTC complaints using our national data collection e-tool. The number of complaints decreased approximately 25 per cent in 2007, when compared to 2006.

In 2007, blended churn increased by 12 basis points and was impacted in March by the introduction of wireless number portability, which enables customers to retain their existing phone number when switching carriers.

Green Business Solutions

In 2007, TELUS introduced Green Business Solutions to help business customers reduce their environmental footprint.

These solutions include telework and mobile work solutions (virtual private networks, wireless Internet connections, etc.), video and teleconferencing solutions, distributed call centre solutions, mobile data entry and automatic vehicle locating systems (TELUS Tracker). TELUS also uses these solutions to improve our own triple bottom line.

As part of a national program, we track the number of TELUS team members who telework, work compressed work weeks or use an alternative form of transportation (walk, transit, bike or rollerblade) to come to work. Our program has resulted in:

- 20,493 commute hours saved
- 79,512 litres of gasoline conserved (worth an estimated \$47,671).

Internet safety

Making the Internet safer and fighting the online sexual exploitation of children are vital industry and societal issues. TELUS is strongly committed to making the Internet safer for Canadian families. We work closely with other industry members, law enforcement, key government departments and organizations dedicated to online child safety and to stamping out online child sexual abuse material. In this last respect, TELUS provides several national and regional community organizations with generous financial support and assistance with program delivery and content.

Early in 2007, TELUS became the first Internet service provider in Canada to fully launch Project Cleanfeed Canada, an initiative that blocks access to known child sexual abuse material sites hosted in other countries. TELUS also continues to work closely with TELUS-sponsored Cybertip.ca, Canada's online child exploitation tip line, and Canadian law enforcement

with respect to investigations concerning Canadian-hosted child sexual abuse material sites. In 2007, TELUS and the Government of Alberta Children's Services launched an Internet safety pilot training program for Alberta-based TELUS team members.

TELUS is also a founding sponsor of the new Canadian Centre for Child Protection (C3P) and is working with C3P to develop another new Internet safety initiative to be launched in 2008.

Privacy

We respect the privacy of our customers and our team members and have a long-standing policy of protecting their privacy in all of our business operations. TELUS Privacy Code sets out the principles that govern the collection, use and disclosure of our customers' and team members' personal information. Our Code reflects the requirements of Canada's privacy legislation, the *Personal Information Protection and Electronic Documents Act*, and our own continuing commitment to protecting both our customers' and team members' privacy.

Safe driving

TELUS wireless phones give our clients the ability to communicate virtually anytime and anywhere, including in their vehicles. We strongly advise them, however, to always ensure that driving, not talking, is their first priority when they are on the road. We offer a wide range of hands-free earsets to help drivers keep both hands on the wheel and we list important safety tips at telusmobility.com/about/public_affairs/safe_driving.shtml.

Arts and culture	Education and sport	Health and well-being in our environment
Innovative use of technology		
Making the future friendly for young Canadians		

For our community

TELUS is committed to being a leader in corporate philanthropy and an active participant in our communities.

We give where we live. Our efforts focus on supporting arts and culture, education and sport, and health and well-being in our environment in ways that benefit youth and/or showcase the innovative use of technology.

A Financial and in-kind assistance

In 2007, our total financial and in-kind assistance was \$23 million. We support organizations that are:

- Helping to create the next generation of audiences and artists
- Promoting physical and high-performance skills, recreation and accessibility to sports for all
- Advancing research, disease prevention and care and helping to ensure a cleaner and healthier environment.

In 2008, we are developing a tool to better measure the impact of our programs.



TELUS is an Imagine Caring Company, a designation of the Canadian Centre for

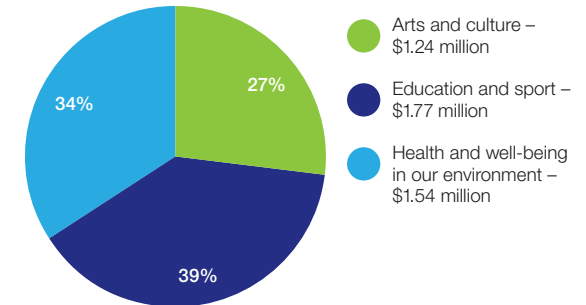
Philanthropy for companies that donate at least one per cent of their pre-tax profits to charitable and non-profit organizations.

Community Boards

TELUS' unique and innovative national program of community boards strives to ensure money gets to the people who need it the most. It also enables us to develop key stakeholder relationships and build innovative community partnerships.

There are eight TELUS Community Boards across the country – Victoria, Vancouver, Edmonton, Calgary, Toronto, Ottawa, Montreal and Rimouski. The boards consist of distinguished community leaders and local TELUS executives who provide insight and inspiration to help make informed decisions about TELUS' response to community needs. Our board members are well established members of the communities in which they live and active volunteers outside our program.

Community Board 2007 funding by pillar



In 2007, our community boards provided \$4.55 million in funding to 359 community projects. Since their inception in 2005, TELUS Community Boards have donated \$11.55 million and supported 839 community projects.

We welcomed 21 new members to the community boards in 2007. Today, our boards are comprised of 116 members, 64 per cent of whom are external to TELUS. We are committed to keeping the boards' composition at more than 50 per cent external representation, including at least one Olympian and one youth representative.

An objective for 2007 was the establishment of a community board in Atlantic Canada. TELUS' operations in this part of the country are still in the early stages of development. During the course of our planning this past year, we recognized that our community relationships in the region are not yet extensive enough to support a community board. In addition, our internal resources were fully deployed to support the growing role and



For more information about community investment, including funding guidelines and the online request for funding, please visit telus.com/community.

local involvement of TELUS' existing community boards. We continue to be committed to expanding our community investment activity into Atlantic Canada in the future.

We also help organizations in the charitable sector be more successful by offering workshops on marketing, media relations and building government alliances. In 2007, we held workshops in Ottawa and Toronto.

In 2008, we intend to increase our internal and external communication, specifically in relation to the impact of our contributions. We will also offer community board workshops in Vancouver, Edmonton and Calgary.

For more information about our community boards, visit telus.com/community.

Strategic sponsorships

We also make investments in our communities through targeted strategic sponsorships, based on the following criteria:

- A link between the community partnerships we pursue and a TELUS business goal
- Our investment must yield optimal impact
- Ability to fully leverage the opportunity including pursuing volunteer roles for our team members
- Opportunities to share knowledge and enable networking for our community partners.

One example is our relationship with the Juvenile Diabetes Research Foundation (JDRF).

In October, TELUS announced

a new three-year partnership with JDRF. TELUS will donate \$1.2 million to fund Canadian-based research seeking a cure for juvenile diabetes and becomes the title sponsor of JDRF's fundraising walks in Canada, which will be renamed the TELUS Walk to Cure Diabetes. The walk will take place in more than 60 communities across Canada in 2008.



Sports marketing

At a national level, TELUS invests in several organizations that promote sports that are important to Canadians. TELUS has agreements to provide the highest level of support for Hockey Canada (until 2011), Alpine Canada Alpin (until 2012), Canadian Snowboard Federation (until 2012), and the Canadian Soccer Association (until 2010). TELUS also supports golf through the TELUS World Skins competition and the TELUS Edmonton Open.

In 2008, TELUS will continue to work with these organizations and support our golf partnerships.

Please visit telus.com/csr for more examples of our strategic sponsorships, community-based activities and sports marketing initiatives.

Team member programs

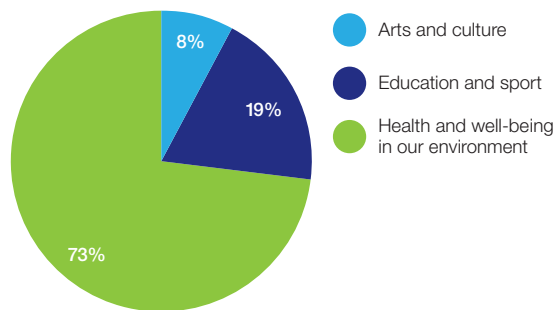
Charitable organizations across Canada need support not only from corporations but from individuals as well. TELUS has a number of programs in place to motivate and mobilize team members to provide this support.

Our target for 2007 was an increase of five per cent in total donations and participation across all team member programs, which include TELUS Dollars for Dollars, TELUS Dollars for Doers, TELUS Dollars for Fundraisers and TELUS Day of Service. Under these programs, our actual 2007 donations increased by 8.9 per cent, participation increased by 17.6 per cent, and volunteer hours increased by 5.3 per cent over 2006. Our target for 2008 is a five per cent increase in participation across all team member programs.

TELUS Dollars for Dollars

TELUS Dollars for Dollars is one of the most generous corporate charitable giving programs in Canada. Under the program, TELUS matches – dollar for dollar – all eligible team member and alumni donations to more than 45,000 approved registered charities. Team members can donate as much as \$10,000 per year through the program. Today, team member donations are processed through payroll deduction and alumni donations are processed through pension deduction.

2007 Dollars for Dollars donations by pillar



TELUS dealers and members of TELUS' Board of Directors and Community Boards are also invited to participate in the program.

Since 2000, this program has donated more than \$30 million to community organizations across Canada. TELUS covers all administration costs, which means every penny of each donation goes to the charities chosen by our team members.

In 2007, we gave \$5.26 million to more than 2,900 charities across Canada:

- \$2.09 million from team members
- \$0.65 million from alumni and board members
- \$2.52 million match from TELUS.

TELUS Dollars for Doers

Through the TELUS Dollars for Doers program, TELUS encourages team members and alumni to give back to their communities and recognizes their volunteer efforts with charitable donations.

Individual team members who record a minimum of 50 volunteer hours in a year can claim a \$200 grant to the eligible charity of their choice. Teams of four or more

TELUS team members who record a minimum of 200 volunteer hours in the year can claim a \$1,000 grant to the eligible charity of their team's choice.

Since 2000, team members and alumni have recorded more than 2.1 million volunteer hours in communities across Canada. In 2007, 3,100 team members and alumni gave 417,302 volunteer hours and TELUS provided \$507,000 in donations in support of the program.

Team TELUS Cares Programs¹

Year	Dollars for Dollars ²		Dollars for Doers		Dollars for Fundraisers ⁸	
	Donations (\$ millions)		Volunteer hours	Donations (\$000s)	Dollars raised by team members (\$000s)	TELUS matched (\$000s)
2007	\$	5.3 ^{3,4}	417,302	\$ 507	\$ 487	\$ 348
2006		2.0	390,000	438		
2005		2.0 ⁵	139,248 ⁶	163		
2004		5.8	324,277	360		
2003		4.6	351,526	301		
2002		4.8	349,634	322		
2001		2.9	154,970	n/a ⁷		
2000		2.8	62,305	n/a ⁷		
Total	\$	30.2	2,189,262	\$ 2,091	\$ 487	\$ 348

1 Does not include TELUS International.
 2 In the 2006 CSR report, the Dollars for Dollars figures were reported as pledges. This chart summarizes donations rather than pledges.
 3 In 2007, the Dollars for Dollars program grew due to a change in the program where TELUS now matches donations to all charities registered with the Canada Revenue Agency, except for those that are religious, political or military in nature.
 4 In the 2006 CSR report, it was communicated that \$5.5 million was pledged (\$2.75 million from team members and \$2.75 million from TELUS) to be donated in 2007. The 2007 donation amount is inconsistent with the 2006 pledges because donations can be made through the program to any registered Canadian charity, but TELUS only matches donations made to approximately 45,000 eligible charities for the match.
 5 In 2005, program dollars fell due to a change in the program where TELUS would only match donations made to a limited number of charities.
 6 The difference in 2005 numbers is due to labour disruption.
 7 2000 and 2001 donation amounts not available.
 8 Program launched in May 2007.

TELUS Dollars for Fundraisers

During the 2006 Team TELUS Cares campaign, team members across Canada passionately embraced the concept of community involvement and many asked TELUS to develop a program to allow for matching dollars for fundraising initiatives. In response to this feedback, the TELUS Dollars for Fundraisers program was launched in May 2007.

Team members who collect pledges or participate in a fundraising activity such as a run or walk are eligible for the program. TELUS will match up to \$500 for personal pledges or up to \$5,000 for team pledges.

Team members have raised almost \$487,000 to date. TELUS will donate approximately \$348,000 to various charitable organizations in matching funds. Since the program launch, 1,200 team members have participated in the program and claimed grants for more than 90 different charities.

TELUS Day of Service

TELUS Day of Service provides opportunities for team members to give back to their communities alongside their family, friends and coworkers on a special day devoted to volunteerism. It is a high-profile demonstration of our involvement and commitment to give where we live. We held the second annual TELUS Day of Service on Saturday, September 29, 2007. The theme was the environment.

- More than 6,000 team members, alumni, family and friends gave an average of three hours each of their personal time in 2007 – up from 5,000 in 2006

- They participated in 175 activities in 17 regions and 25 communities across Canada and recorded 18,000 volunteer hours in just one day.

TELUS International

TELUS International Philippines is a TELUS subsidiary that provides specialized contact centre and offline business processes in sales, inbound customer care and outbound market research to business customers. In support of our philosophy to give where we live, TELUS partnered in 2007 with Gawad Kalinga, a Philippine-based organization that transforms communities in poverty-stricken areas.

On November 18, more than 350 team members took part in the first annual TELUS International Day of Service and helped build two of 71 new homes that will soon house 107 families. The homes are being built in a small village in Quezon City that will be named the TELUS GK Village.

TELUS community ambassadors

As one of Canada's largest telecom employers, TELUS has access to a significant pool of current and past team members who can help enhance life in



our communities. The TELUS community ambassadors are comprised of retirees (referred to as alumni) and team members who participate in volunteer projects that support local communities. These projects include providing care items for sick children, backpacks filled with school supplies for underprivileged children, and heart pillows and special care for seniors.

Since 2000, alumni and team members involved in the TELUS community ambassadors (which was launched in 2004) and the Telephone Pioneers, as it was previously known, have contributed 1.7 million volunteer hours. In 2007, our more than 1,000 community ambassadors touched the lives of more than 50,000 Canadians. Currently, there are 12 clubs in British Columbia, two in Alberta and three in Ontario.



TELUS team members and alumni contributed more than 390,000 volunteer hours to communities across Canada in 2007. Among their activities, 274 TELUS community ambassadors and their family members participated in TELUS Day of Service in September.

In 2007, the TELUS community ambassadors also provided:

- 15,540 Comfort Kits containing personal hygiene items to the homeless and displaced families across the country
- 7,491 Kits for Kids (backpacks filled with school supplies) to underprivileged children
- 5,000 heart pillows to patients recovering from open heart surgery
- 1,500 Christmas stockings filled with presents for underprivileged children and seniors in need
- 20,000 other items, including knitted toques for premature babies and lap blankets for immobile patients.

In 2008, we plan to open ambassador clubs in Montreal, Rimouski and Quebec City and increase club membership by approximately 250 nationally.

For our team members today and tomorrow

Our team members are the face, heart and soul of our organization, simultaneously embodying and projecting

our company's values. TELUS' commitment to its team members is reflected in our workplace policies, which range from diversity, ethics and respect to labour relations.

2007 workforce demographics

Group ¹	Alberta	British Columbia	Ontario	Quebec	Other ²	International ³	Total ^A
TELUS International ⁴						6,684	6,684
TELUS wireless	861	882	4,450	1,733	192	–	8,118
TELUS wireline	7,100	7,650	1,734	2,797	10	100	19,391
Total	7,961	8,532	6,184	4,530	202	6,784	34,193

1 As of December 31, 2007.

2 For TELUS wireless, other includes Manitoba (56), New Brunswick (32), Newfoundland (26), Nova Scotia (59) and Saskatchewan (19). For TELUS wireline, other includes Manitoba (4), New Brunswick (2) and Nova Scotia (4).

3 For TELUS wireline, international team members are mostly located in the Philippines and Singapore. For TELUS International, team members are located primarily in the Philippines.

4 TELUS International team members are located in the United States, the United Kingdom, Korea, Singapore and the Philippines.

Team member type ¹	Alberta	British Columbia	Ontario	Quebec	Other ²	International ³	Total
Temporary	482	344	122	259	31	–	1,238
Regular	7,479	8,188	6,062	4,271	171	6,784	32,955
Total	7,961	8,532	6,184	4,530	202	6,784	34,193

1 For year ending December 31, 2007.

2 For temporary, other includes Manitoba (2), New Brunswick (7), Newfoundland (7) and Nova Scotia (15). For regular, other includes Manitoba (58), New Brunswick (27), Newfoundland (19), Nova Scotia (48) and Saskatchewan (19).

3 TELUS International team members are located in the United States, the United Kingdom, Korea, Singapore and the Philippines.

Corporate citizenship and the workplace

Being a leading corporate citizen means making a commitment to team members. There are three facets of team members' lives where TELUS can have a positive influence. They are:

- **Professional** – team members' work and their ability to feel they are contributing to the workplace in a substantial and meaningful way. It also means they have the ability to learn and grow in their careers
- **Personal** – team member well-being, Employee and Family Assistance Programs, work/flex options as well as financial rewards
- **Public** – enabling team members to give where they live in the way that they choose.

To achieve this commitment from a workplace perspective, TELUS has added three metrics to the corporate scorecard.

They are:

- **Voluntary churn** – designed to measure the extent to which TELUS' employment package meets the professional needs of team members
- **Engagement** – designed to measure, at a personal team member level, the extent to which TELUS is a great place to work. Engagement is a key driver of team member productivity and customer satisfaction
- **Team TELUS Cares (participation in at least one program)** – designed to measure the ease and flexibility with which team members can support community giving.

This commitment leverages and furthers the TELUS employment brand promise, which includes being able to work on leading-edge solutions for our customers, being part of an exciting and learning-focused culture and contributing to the community through service and giving. This aligns closely to our future friendly brand and positions TELUS to be on par with leading CSR companies worldwide.

Labour relations

TELUS team members are represented by a number of unions, including the Telecommunications Workers Union (TWU), the Syndicat Québécois des employés de TELUS (SQET), the Syndicat des agents de maîtrise de TELUS (SAMT), BCGEU, CUPE and CBESA.

A Union representation¹

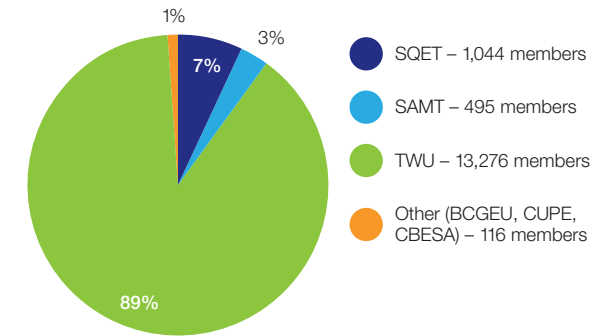
Group	Bargaining unit	Management	Total	Unionized
TELUS wireline	11,169	8,222	19,391	58%
TELUS wireless	3,762	4,356	8,118	46%
TELUS International	–	6,684	6,684	–
Total	14,931	19,262	34,193	44%

¹ Active staff count as at December 31, 2007.

Collective bargaining

A collective agreement with the SQET, covering approximately 1,044 team members in the TELUS Québec operating region, remains in effect until December 31, 2009. Similarly, a collective agreement with the Telecommunications Workers Union covering approximately 13,276 team members across Canada is in effect until November 19, 2010.

Bargaining unit team members by union affiliation



The two collective agreements with the SAMT, the union representing 495 professional and supervisory team members in Quebec, expired on March 31, 2007 and the parties continue to meet to conclude negotiations. Until the new collective agreements are put into place, the terms of the current contracts will continue to apply.

Common Interest Forum

Under the terms of the current collective agreement, TELUS and the TWU created a Common Interest Forum to encourage ongoing dialogue between TELUS senior leadership and the TWU. Participants discuss industry developments, corporate strategy, business plans and direction, growth of the business and staffing requirements, among other topics. Two meetings were held in 2007 and more have been scheduled for 2008.

A A Grievances 

Grievances and arbitrations filed in 2007 have levelled off at 568 from the high volume of 708 in 2006. The volume of grievances in 2006 rose in large part because the unions filed a higher number of individual grievances rather than policy/group grievances. Discipline, pay and scheduling of time off were the most common issues in 2007.

Diversity

We believe diversity is a key success driver in the global marketplace and that our workforce should mirror the diversity of the available workforce in Canada. Therefore, we strive to build a culture of inclusion – one that respects and recognizes the individual skills and perspectives of every team member – and create a workplace where all team members have the opportunity to reach their full potential.

Workforce profile¹

(%)	Canadian workforce availability ²	Canadian workforce representation for telecommunications ³	A 2006 TELUS actual ⁴	A 2005 TELUS actual ⁴	A 2004 TELUS actual ⁴	2003 TELUS actual ⁴
Women	43.1	42.6	41.5	43.0	43.7	44.0
Members of visible minorities	17.6	12.9	13.4	13.4	14.3	13.5
Aboriginal peoples	1.3	1.2	1.7	1.7	1.8	2.1
Persons with disabilities	4.0	1.8	3.2	2.8	3.0	2.8

1 Based on data collected for reporting under the federal *Employment Equity Act*. Figures for 2007 for TELUS are not available until June 2008.
 2 Canadian workforce availability refers to the percentage of the designated group (i.e. visible minorities, Aboriginals, persons with disabilities, women) in the Canadian workforce who have the skills necessary to fill positions at TELUS. Based on 2001 Census data, this is the most current information available.
 3 Most recent data available. Canadian workforce representation for telecommunications refers to the percentage of the designated group (i.e. visible minorities, Aboriginals, persons with disabilities, women) who are employed in telecommunications in Canada. As reported in the *2006 Employment Equity Act* annual report published by the Government of Canada.
 4 TELUS actual refers to the percentage of TELUS employees in Canada who report belonging to the designated group (i.e. visible minorities, Aboriginals, persons with disabilities, women). The drop in female representation in 2006 is attributable to approximately 37 per cent of new hires in that year being women.

TELUS is legislated by the federal *Employment Equity Act*. The purpose of this Act is to eliminate workplace barriers related to four designated groups – women, Aboriginal peoples, persons with disabilities and members of visible minorities – and address equitable work practices for all Canadians.

We track the representation rates of these four designated groups within our workforce to measure our progress and to identify focus areas. However, most designated group representation rates remain unchanged from the previous year. We intend to continue analyzing the data, developing strategies and implementing programs to close the gaps. Generally, TELUS' designated group representation is higher than those of other telecommunications employers.

Connections – the TELUS women's network 

We created the TELUS Connections network to engage, support and inspire women at TELUS in the pursuit of excellence in their careers. The program focuses on personal growth and development and provides local networking opportunities. Today, we have 2,400 Connections members.

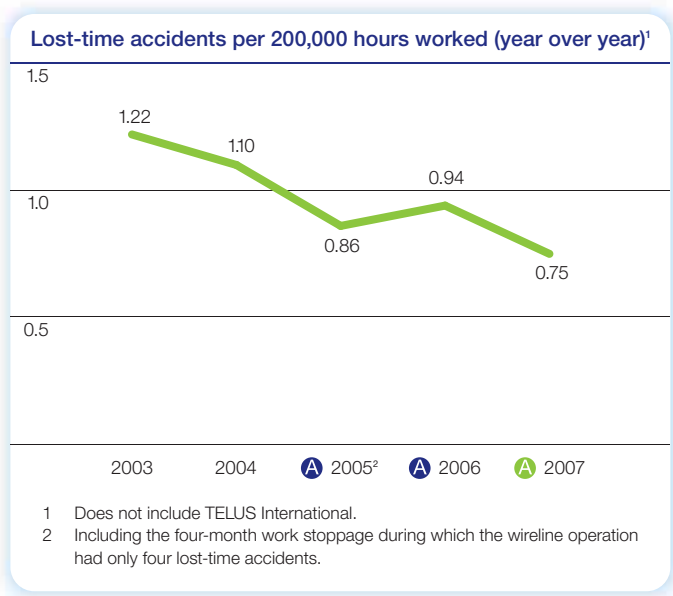
In 2008, we will enhance our existing gender diversity scorecard to further increase awareness of how TELUS is recruiting, promoting and developing women for senior management roles. Our other goals include:

- Increasing the number of Connections members from 2,400 to 2,600
- Increasing the number of team members who have completed the Taking the Stage program from 800 to 1,500
- Introducing a new course on work-life balance to Connections members in 2008, with at least 600 members participating
- Introducing a monthly e-newsletter to Connections members to increase engagement.

Safety management

TELUS provides team members with the health and safety information, knowledge and skills they need to perform their work activities safely. We do this by:

- Developing and communicating health and safety policies and standards
- Communicating identification and controls of new and recurring workplace hazards via safety bulletins
- Training team members in health and safety



via inspections

- Investigating all accidents and injuries for the purpose of preventing their recurrence
- Providing regular reporting on safety performance.

In addition, we have control processes and systems in place to monitor the effectiveness of the application of the acquired information, knowledge and skills by team members. In recent years, TELUS has continued to reduce the frequency of its lost-time accidents per 200,000 person-hours worked and we are committed to continuing this trend in 2008.

A Engagement

Team members share their views and perspectives through the Pulsecheck survey, designed by Hewitt and Associates to help identify the type of improvements required to make TELUS a great place to work. Our fall 2007 Pulsecheck survey results indicated a corporate engagement score of 53 per cent, below our aspirational target of 60 per cent and below the 65 per cent threshold of top companies measured by Hewitt and Associates.

While survey participation in 2007 was high, the results revealed there is room for improvement in our engagement levels.

In 2008, our target is 58 per cent. We are committed to improving results by addressing team members' feedback and through action plans to influence positive change for our team and company. For example, we are introducing the TELUS Engagement Forums at both corporate and business unit levels. The Forums are designed to enable leaders to align, validate and drive the right initiatives across TELUS and in the business units to improve engagement.

Ethics policy

The TELUS ethics policy ties together all policies regulating business behaviour and provides guidelines for the standards of ethical conduct by all team members, including members of the Board of Directors and TELUS officers. The policy, which specifically addresses human rights, is updated annually, communicated to team members, and housed on TELUS' internal and external websites. Visit telus.com/governance.

To promote awareness of the ethics policy, all team members must complete an online ethics course annually as a term of employment. We achieved 100 per cent completion in January 2008.

This ethics course, introduced in 2002, is updated and enhanced each year. The 2008 course will deal with any new issues and will include four aspects of corporate integrity: ethics, respect, security and privacy.

A TELUS EthicsLine

Through the TELUS EthicsLine (1-888-265-4112 or telus.ethicspoint.com), team members and external stakeholders can raise anonymous and confidential questions or complaints related to accounting, internal controls or ethical issues.

In 2007, the Ethics Office fielded 467 calls. Of these, it was determined that 233 (50 per cent) did not relate to the ethics policy, and were therefore referred to more appropriate areas such as Client Care and Human Resources. Of the remaining 234 calls, 100 were inquiries from team members seeking advice on ethical situations and 134 were complaints from external and internal stakeholders. Each complaint was researched, resolved appropriately and reported to the Audit Committee of the Board of Directors.

In total, there were 62 breaches of the ethics policy in 2007, compared to 30 in 2006. None involved fraud by team members who had a significant role in internal controls over financial reporting. Approximately half were associated with team members having less than three years' service with TELUS. As noted above, the 2008 ethics course will enhance the expectation setting for all team members in regards to ethics, respect, privacy and security; in addition, the Ethics Office is continuing to enhance new team member orientation.

Respectful workplace

TELUS has a national Respectful Workplace Policy to ensure we support an inclusive, respectful workplace where all team members are treated with dignity and respect, free from harassment or discrimination. A team of investigators looks into issues that arise and a dedicated department and corporate sponsor provide program oversight.

As noted earlier, each year, team members are required to complete an online training program that covers both TELUS' respectful workplace and ethics policies. We believe awareness and understanding of ethical and respectful workplace expectations are essential for building a culture where we are able to achieve our business objectives in a manner consistent with the TELUS values.

An indicator of the inclusiveness and respect within our workforce is based on analysis of complaints filed by our team members with the Canadian Human Rights Commission

(CHRC). These complaints identify practices that are causing concern with team members and provide an objective process for determining or confirming the appropriateness of practices as business and societal priorities evolve.

CHRC complaints

	A 2007	A 2006	A 2005
New	13	15	18
Closed	14	21	12
In progress at year end	6	7	14

Performance culture

TELUS works to attract and retain the best talent in the global communications industry by offering outstanding opportunities for growth, development and employment options throughout our team members' careers.

Attracting and retaining the best talent

TELUS offers an integrated total rewards framework of competitive, performance-based rewards. Our cash compensation includes base salary and variable compensation. Some team members also qualify for sales incentive programs. In addition, we provide medium-term (restricted stock units) and long-term (stock options) incentives for high performers and flexible benefits. As well, we encourage recognition at all levels of the organization. Some highlights include:

- TELUS' compensation strategy outlines that management/professional team members should be paid within ranges that factor in their performance rating and what the market pays for these jobs. As of year end 2007, 72.6 per cent of management/professional team members were paid within these ranges. High performers are targeted to be paid at or above the 75th percentile on total compensation.
- Our latest team member satisfaction survey indicated that 64 per cent agree or strongly agree with the following statement: "My benefits meet my (and my family's) needs well."
- TELUS spent \$8.5 million on team member recognition in 2007. This included Team Machine, our corporate recognition program, as well as individual and team recognition programs throughout various areas of the business. This expenditure reflects 0.15 per cent of TELUS' overall operating expense in 2007.

Total compensation and benefits¹

(\$ in millions)	2007	2006	2005	2004	2003	2002	2001
Total compensation and benefits	2,329.2	2,027.9	1,896.6	1,913.5	1,858.5	1,971.0	1,929.6

¹ From the TELUS 2007 annual report.

Learning investment

(\$ in millions)	2008 (budget)	2007 (budget)	A 2007 (actual)	A 2006	A 2005	2004	2003
Amount spent	35.4	33.2	32.3	33.3	33.2	35.4	32.8

Lifelong learning

TELUS maintains a focus on and investment in developing all members of our team to help them deliver exemplary results. Throughout their careers, all team members are provided with learning opportunities that are presented in a wide variety of learning formats and strategies, showcasing our technology solutions and capabilities. This approach enables team members to receive training when and how they want.

Courses completed

	2007	2006
e.learning course completions ¹	216,000	361,000
Instructor-led course completions	62,000	64,000

1 Does not include TELUS International.

Year over year, the number of courses completed by team members fluctuates, depending on initiatives underway, the introduction of new services and other factors.

Workstyles

Following the successful measurement of the environmental benefits of both our Telework and At Home Agents pilots in 2006, TELUS introduced the Workstyles program in October 2007. It is an enterprise-wide initiative that supports team members working when and where they are most effective – at home, in the office, or a combination of both. The program

helps managers and team members achieve real business and environmental benefits, by recognizing the need to support flexible, non-traditional styles of work. At the same time, we are continuing to measure the environmental benefits of non-commuting and modified commutes.

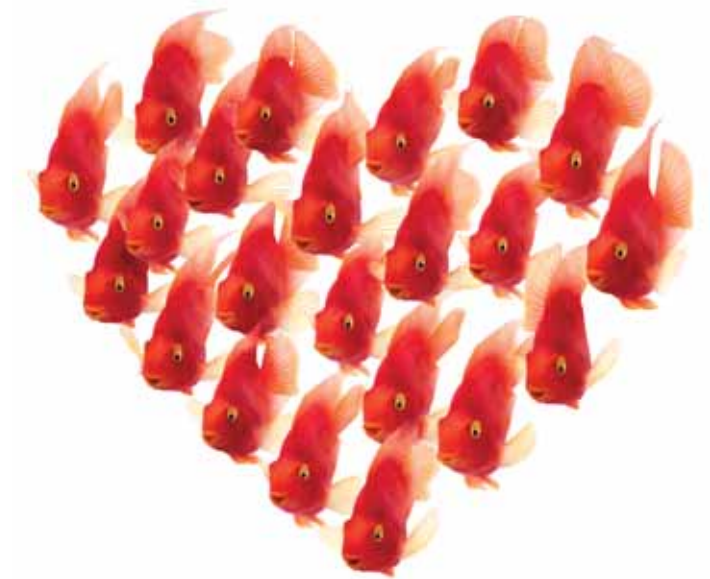
Our results:

- More than half of the TELUS team or 18,000 team members are remote-work enabled
- Commuting time saved was 20,493 hours
- Fuel and car maintenance costs saved were \$93,000
- Greenhouse gas emissions reduced were 173 tonnes
- Air pollutants reduced were 178 tonnes.

Currently, we are looking at potential real estate solutions for Workstyles that will enable us to reduce our real estate footprint and increase the environmental benefit of mobile working. In 2008, we plan to introduce a tracking tool that will allow us to improve the environmental metrics we use to measure the success of the program.

A Absenteeism

In 2007, TELUS' absenteeism rate was 9.2 days per full-time equivalent position. This represents a decrease of 0.27 days per person over the prior year, a trend we wish to continue. In 2008, we will review the way we measure absenteeism and develop targets for the future.



Wellness

TELUS is committed to fostering a healthy workplace where team members can achieve their full potential. Our aim is to create a workplace of choice that incorporates best practices in health and wellness.

Since 2003, the Wellness team has offered national programs and tools that encourage healthy living. We maintain a comprehensive, bilingual intranet site that provides information and resources. We also foster healthy choices and create awareness through:

- Offering our team members on-site fitness facilities at major centres
- Launching the Healthy Choices program, in collaboration with Sodexo, to offer healthy food and beverage selections in TELUS facilities across Canada
- Hosting annual national wellness fairs
- Know Your Numbers – provides medical screening for blood pressure, cholesterol, glucose and body mass index
- TELUS hosted on-site mammography screening for team members for the first time in 2007 in British Columbia. We partnered with the B.C. Government's mobile mammography service to provide screening to more than 200 women.

award-winning HR practices

In February 2007, WorkLife BC presented TELUS with its Award of Merit, recognizing our thought leadership and strong commitment to proactive work-life solutions that support the team. WorkLife BC is sponsored by the Ministry of Children and Family Development to recognize B.C. employers who have developed workplaces that enable their employees to achieve a balanced work and family life.

Also in 2007, the American Society for Training and Development (ASTD) once again recognized TELUS with a BEST award, designating TELUS as one of the top organizations worldwide when it comes to using employee learning and development to drive enterprise-wide success. TELUS ranked third out of 105 organizations worldwide for enterprise learning and was one of only two Canadian companies to earn this prestigious award.

This is TELUS' fourth BEST award, having been previously recognized in 2003, 2004 and 2005. The ASTD selected TELUS for recognition based on our key human resources initiatives, such as the Premier Sales Organization development program, training programs for the Connections Women's Network, the Spirited Teamwork – Stronger Together program and our training model and methodologies.

We believe this type of external validation is important because having career development opportunities available to team members helps TELUS attract and retain high-performance team members. Further, career development is one of the five key drivers related to team member engagement and leadership skill development and is critical to sustained corporate performance.

for our environment today and tomorrow

As a leading telecommunications company with more than 3,600 buildings, 5,400 vehicles and 34,000 team members, TELUS recognizes that our operations have an impact on the environment. Therefore, we take a proactive approach to managing our environmental footprint. We have developed and maintain a robust environmental management system, we provide training for team members and we partner with the TELUS business units to achieve environmental targets.



for our environment continued

We also oversee or perform environmental assessments and/or class screening of projects before they are implemented to identify potential risks and possible mitigation measures. We have policies and training in place to reduce the environmental impact on water, soil, vegetation and habitat associated with service installation and maintenance.

Land use footprint

	2007
Number of buildings	3,600
Area of buildings	11,773,000 square feet
Length of rights of way ¹	50,000 kilometres
Area of rights of way	150 square kilometres

¹ Includes rights of way shared with hydro utilities and others.

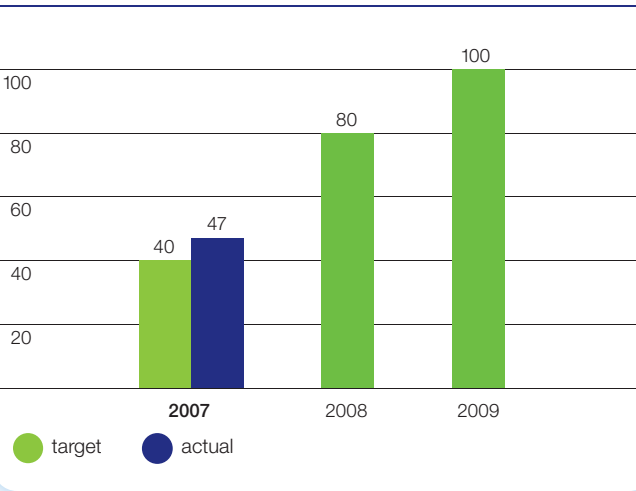
Environmental management system

Since the 1990s, TELUS has modelled its environmental management system (EMS) after the ISO 14001 standard but it has never been certified. A gap analysis performed in 2006 by a third-party consultant identified significant gaps between our EMS and the standard.

To effectively address this issue, TELUS has developed a three-year plan to close the identified gaps. Our goal is to be in position to certify to ISO 14001:2004 by 2010. In 2007, we closed 47 per cent of gaps, exceeding our full-year target of 40 per cent gap closure. We also identified more than 200 unique environmental aspects of our business that might have a potential impact on the environment.

EMS gap closure plan

(% of ISO 14001:2004 gap closure plan)



A fully functioning EMS will provide a greater level of control and more assurance that we are managing environmental risks and opportunities to the best extent possible. In 2008, our target is to complete 80 per cent (cumulative) of the gap closure plan.

We did not fully assess TELUS International in 2007. In 2008, our target is to more fully include TELUS International within our EMS enhancement efforts.

Through our aspects and impacts process, we have determined that the areas currently of most importance are: assessing our climate change impact and developing a mitigation strategy, increasing energy efficiency, waste reduction measures, environmental compliance and eliminating spills and releases, completing environmental site assessments and reducing overall internal consumption of resources.

Environmental training

Part of our ongoing effort to improve environmental performance within TELUS is to provide the necessary environmental training for team members and contractors to perform their jobs effectively and to help TELUS comply with applicable laws and regulations. TELUS provides both classroom-style and computer-based training to targeted team members. In 2007, 10,403 TELUS team members – or 38 per cent of our team – took environmental courses. In 2008, we anticipate providing the same level of training to approximately the same number of team members.

Environmental training

	2007	2006	2005
Environmental courses	10,403	9,144	7,380
Total team members ¹ (year end)	27,409	26,993	26,434
Environmental training/ total team members ²	38%	34%	28%

¹ Does not include TELUS International team members.

² Total number of environmental courses divided by total team members.

Energy use

At TELUS, we categorize energy consumption (kWh or kilowatts per hour) into three main categories:

- Scope 1 or direct energy (i.e. fuels that include natural gas, gasoline, diesel, propane and heating oil)
- Scope 2 or indirect emissions (i.e. electricity and steam consumption)
- Scope 3 emissions (i.e. air travel).

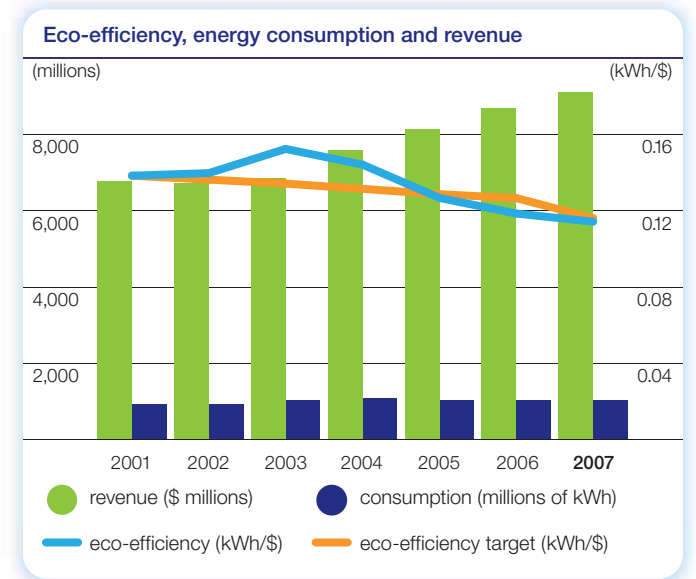
Direct energy consumption primarily comes from fleet operations, fuel use for power and heat and the use of refrigeration systems. Almost all of our indirect energy consumption comes from the use of electricity. For the first time, we are reporting our Scope 3 emissions. In 2008, we will determine future targets.

At TELUS, we continue to base the determination of the scope of our direct and indirect energy consumption on the World Business Council for Sustainable Development's Greenhouse Gas (GHG) protocol (GHGprotocol.org). Our energy consumption in 2007 was slightly greater than the previous year, rising from 1,032 to 1,094 gigawatt hours of energy consumed. This translates into 93 kWh per square foot of space (based on a 2007 estimate of 11,773,143 square feet), which is slightly lower than in 2006. This is attributable to more efficient use of real estate space and the July 2007 move into our new office, TELUS House Ottawa, which is targeting LEED Canada–Silver certification. Visit cagbc.org.

Our consumption represents 0.2 per cent of Canada's total electricity use based on 2004 results. See eia.doe.gov/emeu/cabs/Canada/Electricity.html.

Our commitment to continuously improve efficiency through new and innovative projects continued in 2007. In addition to moving into our new Ottawa building, we continued construction of our new office tower in Toronto. We will also seek LEED Canada–Silver certification for this building and expect occupancy in 2009. LEED Canada–Silver certification is the goal for all new buildings at TELUS.

At TELUS, we strive for continuous economic growth while at the same time continuously improving our eco-efficiency. We set an annual eco-efficiency target measuring energy consumption against revenue. Our target for 2007 was a two per cent improvement in eco-efficiency over 2006. We targeted 0.116 kWh/\$ revenue for 2007. We surpassed our goal, improving to 0.114 kWh/\$ revenue. For 2008, we are re-evaluating our energy consumption and will set new, more aggressive reduction targets for 2009 and beyond.



TELUS energy consumption¹

(kW hours)	A 2007	% change	A 2006	% change	A 2005
Direct sources ²	364,120,000	1.4	359,050,000	(3)	370,946,000
Indirect sources ³	730,000,000	8.5	672,650,000	2	661,624,000
Total	1,094,120,000	6.0	1,031,700,000	(0.1)	1,032,570,000
Air travel ⁴	50,165,800	n/a	n/a	n/a	n/a

1 All results in kW hours. Conversion factors from Environment Canada (Canada's Greenhouse Gas Inventory 1990 to 2000).
 2 Includes all types of direct energy fuels – natural gas (53%), gasoline (40%), diesel (6.5%), propane (<1%) and heating oil (0.1%).
 3 Includes indirect energy – electricity (98.5%) and steam (1.5%).
 4 Air travel not included in 2007 total. For 2008 and beyond, it will be reported in the total. 2007 flight data represents baseline metrics for future comparison.



TELUS greenhouse gas emissions¹

(tonnes CO ₂ equivalent)	A 2007	% change	A 2006	% change	A 2005
Direct emissions ²	81,000	4	78,040	(7)	84,130
Indirect emissions ²	282,000	12	251,160	4	214,090
Sub-total	363,000	10	329,200	1	325,220
Air travel ³	13,000	-			
Total	376,000				

1 All sources expressed as metric tonnes of carbon dioxide equivalent.
 2 Emission factors Environment Canada (ec.gc.ca/pdb/ghg/inventory_report/2004_report/ann9_e.cfm).
 3 First year tracked. Based on calculations using 2008 Canadian Aviation Statistics averages for fuel use/passenger-tonne-kilometre and using TELUS flight data to determine flight GHG contribution.

Climate change related emissions 

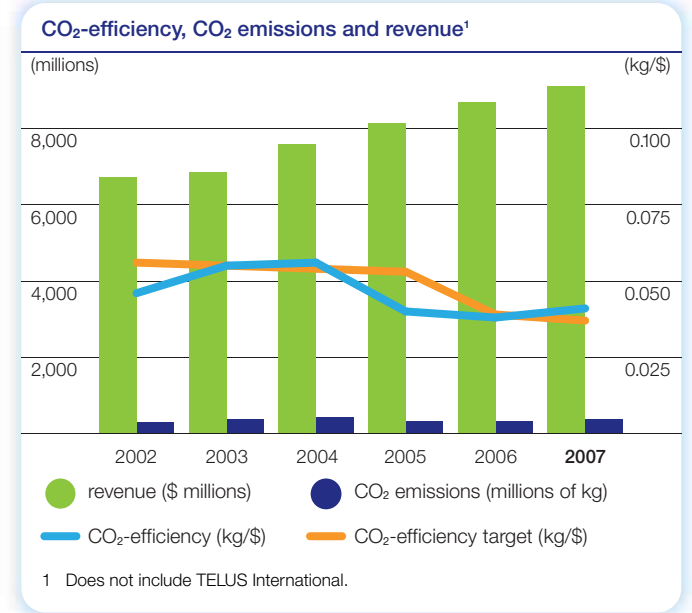
To understand our overall carbon footprint and contribution to global warming and climate change, we measure our overall greenhouse gas emissions in terms of CO₂ equivalents as well as CO₂ intensity (measured in kg/\$ revenue).

In 2007, our total direct and indirect emissions increased by 10 per cent. This included a 12 per cent increase in indirect emissions.

We set year-over-year intensity-based CO₂ reductions. This means we aim to reduce emissions per dollar of revenue (kg/\$ revenue) generated. In 2003, we targeted a two per cent year-over-year reduction in CO₂ through to 2007. We have been using green power purchases in Alberta and we brought together a group of team members from across the organization to identify energy-efficient tactics. The group, called the Green Team, meets monthly. We also implemented progressive telework and teleconferencing options, which resulted in improved efficiency.

However, in 2007, we failed to meet our target of CO₂ intensity-based reduction of 0.037 kg/\$ increasing to 0.041 kg/\$. Management believes the observed increase in 2007 is attributable to energy consumption of our business in geographical areas such as Alberta and Ontario, where commercial electricity is more dependent on fossil fuels. In conjunction with our energy consumption targets in 2008, we will re-evaluate CO₂ emissions targets.

We reported on our team's air travel contribution to TELUS' carbon footprint for the first time in 2007. The accuracy of calculating CO₂ equivalency is still being debated by international experts. We have utilized data from the 2008 Canadian Aviation Statistics Centre and TELUS' internal flight data. Full disclosure of our assumptions and the conversion factor utilized can be found online at telus.com/csr. Our goal for 2008 is to assess our overall personnel travel needs, identify technologies to reduce travel and develop a reduction strategy for 2009 and beyond.



In 2007, TELUS was recognized by the Conference Board of Canada and the Carbon Disclosure Project as a TSX 200 Carbon Disclosure Leader. While measuring and disclosing the amount of CO₂ does not reduce emissions, it raises awareness of the issue and is the first step in reducing the organizational CO₂ footprint.

Teleconferencing

One of our strategies to offset our emission contribution is to invest resources in the promotion of teleconferencing as an alternative to travel related to meetings. Through this effort, we have reduced both CO₂ and nitrous oxide emissions. Since we began reporting on this metric in 2001, we have

seen continuous improvements in our emissions avoidance. In 2007, the use of internal and external conferencing increased by 20 per cent over 2006, which is equivalent to removing almost 75,000 passenger cars from the road. These figures do not include TELUS International.

Pollutants avoided using video and teleconferencing¹

	2007	2006	2005
Conference calls	930,000	740,350	557,400
Carbon dioxide (metric tonnes)	395,000	314,500	236,800
Nitrous oxide (metric tonnes)	44	35	26

¹ The calculation assumes six participants who travelled an average of 300 kilometres by car to attend a meeting. Formulas from Environment Canada.

Waste and recycling

Our diversion of waste continued to improve in 2007. More thorough reporting also contributed to the increase in reported waste handling, diversion and recycling. Due to an enhanced program, our e-waste (telecommunications and IT equipment, and electronics) diversion (and reporting) substantially increased over 2006. Given the nature of the telecommunications business and the rapid rate at which technology changes, equipment becomes obsolete very quickly. This has the end result of generating significant amounts of electronic waste that may contain heavy metals and other hazardous materials. If not managed properly, e-waste has the capability to impact human health and the environment.

In 2007, we diverted 453 metric tonnes of e-waste compared to just 27 metric tonnes reported in 2006. In 2007, we set a goal to recycle 20,000 wireless devices and we surpassed this goal by recycling 42,328 devices. For final disposal of e-waste products, TELUS employs carefully selected domestic recycling facilities.

In 2007, we partnered with Tree Canada to plant a tree for every cell phone we recycled. This partnership and other internal programs such as e-billing and in-store initiatives resulted in the planting of more than 50,000 trees on behalf of shareholders, customers and team members in 2007.

Improved reporting capabilities also tracked the recycling of more than 1.5 million kilograms of paper in 2007 compared to just over 600,000 in 2006. We also improved our overall landfill avoidance. For this reporting year, our avoidance was 6,439 litres of liquid material and 6,463 metric tonnes of solid material, up five per cent from 2006. This converts to a cost avoidance of \$420,154.

Part of our diversion program involves a partnership with Computers for Schools. In 2007, we donated 2,724 desktop computers, 3,428 laptops and 163 printers to schools across the country.

Paper consumption

TELUS has made ongoing efforts to reduce paper consumption since 2001 through our Make Pulp Fiction program, the establishment of the Green Team, internal education and innovations such as the use of double-sided printing capabilities and e-billing. All of our purchasing points are now accounted for in our report, including our wireless operations. Our 2006 data has been restated to reflect this.

Our goal for 2007 was an additional 10 per cent reduction over 2006, which was not realized. Our consumption reduction level over 2006 was five per cent. The results for 2007 indicate more work needs to be done.

- In 2006, we purchased 89,250,000 sheets of paper
- In 2007, we purchased 82,400,000 sheets of paper.

Paper consumed at TELUS¹
(millions of sheets)



- Does not include TELUS International.
- Not available due to labour disruption.
- Values reported for 2006 and 2007 reflect inclusion of a third vendor providing paper to our wireless operations.

In 2008, the TELUS team will be bringing a renewed focus to our paper reduction efforts, including enhanced education, increased use of double-sided printing and investigating “green” paper sources. Our goal for 2008 is to realize a 10 per cent decrease in paper consumption compared to our 2007 results.

for our environment continued

Water consumption

Although we do not engage in any significant manufacturing processes, we are a large company with many team members and we use a large amount of domestic water. We began tracking water use in 2003, as part of our water conservation effort. We also continue our conservation efforts, such as installing automatic faucets and low-flush toilets in some of our larger facilities. In addition, adherence to the LEED Canada rating system for new facilities, including new buildings in Ottawa and Toronto, should enable improved tracking of water and water conservation.

Water consumption at TELUS

	2007	2006	2005
Total measured use (cubic metres)	n/a	1.5 million	1.04 million
Total estimated use ¹ (cubic metres)	n/a	1.7 million	1.7 million
Estimated per cent of use	n/a	88%	60%
Water/team member ² (cubic metres)	n/a	65/year	65/year
Canadian norms (domestic) ³ (cubic metres)	n/a	125/year	125/year

1 Projected, based on number of facilities with water consumption as percentage of total.

2 Based on measured use at selected TELUS facilities, divided by team members at those facilities, not including TELUS International.

3 Environment Canada website (ec.gc.ca/water).

In 2007, our target was to capture 90 per cent of total water use. We were unsuccessful in meeting this target due to competing business requirements. Our lack of reportable values for 2007 is a result of identified deficiencies in how we tracked consumption. In 2008, we will review how we measure water consumption at TELUS and improve our reporting practices.

Environmental non-compliance

Despite best efforts and due diligence, in the past TELUS has had incidents of non-compliance with environmental legislation. We are pleased to report that 2007 was the second year in a row that we have not been fined for environmental non-compliance. We believe this reflects the successful performance of our environmental management processes and the effectiveness of our team member training program. Our goal is to continue to comply with all regulations and have no fines in 2008.

Environmental fines paid

(\$)	2007	2006	2005	2004	2003
Fines	–	–	100	11,500 ¹	50,001

1 Does not include the cost of an estimated \$50,000 rehabilitation effort we undertook at a grassland in the southern interior of British Columbia. The grassland was damaged by construction activity.

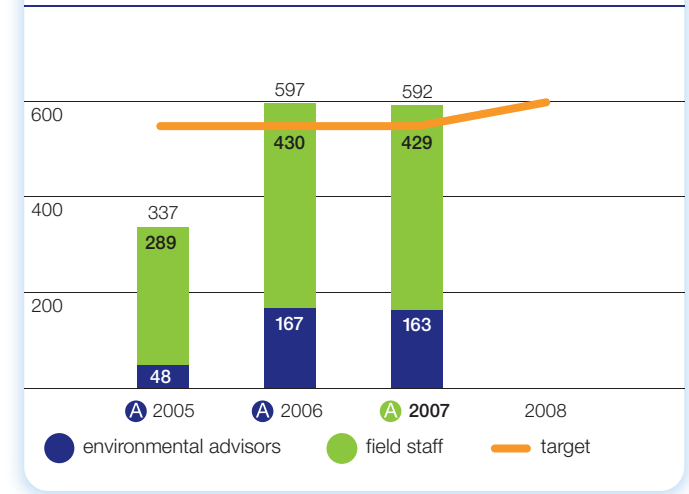
Environmental site assessments

Striving to ensure that all of TELUS' sites are in compliance with applicable environmental legislation and corporate environmental policy is challenging. Reviewing our properties regularly to identify and mitigate areas of potential non-compliance is important as it proactively helps to mitigate environmental risk.

In 2007, we performed complete environmental site reviews at 592 sites, which include 100 per cent of our high-risk/high-value sites. These sites are identified through rigorous property risk and business continuity evaluations. TELUS team members and contractors assess our key properties for compliance with 14 areas of corporate environmental policy

Environmental site assessments

(number of assessments)



and regulation, the results of these assessments are tracked electronically and each site is benchmarked against the corporate standard. Management team members then follow up on all issues highlighted in the compliance reports.

For 2007, we achieved an average compliance score of 86 per cent. TELUS will continue to track its results to identify trends. As this is the first year we compiled our average compliance score, we are not able to benchmark it against previous performance, nor are any industry standards available. However, the results from this first year will provide a standard against which we can track and work to improve.

In 2008, our target is 600 sites and 100 per cent of high-risk/high-value sites.

Spills and releases

We have experienced spills and releases as a result of our business practices and having third-party contractors working at our sites. Substances spilled and/or released can include ozone-depleting substances (e.g. R-22 and Halon), fuel from generators or vehicles, battery acid and hydraulic fluid. By meeting the legislated reporting requirements and avoiding significant environmental impact, the risk to the organization and the environment is minimized.

We have a dedicated 24-hour hotline that team members and others can call in the event of a spill or release. The hotline is staffed to provide guidance for on-site management and provide subsidiary reporting to external agencies as required. Follow-up and root-cause analysis for each incident are performed by the environment team.

In 2007, we achieved our target of 100 per cent compliance with legislated reporting requirements. We reported 78 spills, which is a significant increase compared to recent years. For example, we reported 28 spills in 2006. We believe the increase in our reported number of spills reflects a combination of more thorough investigations, tank upgrades and improved reporting. The introduction of additional spill awareness training for contractors in 2007 had an immediate impact on the effectiveness of our reporting system. Our target for 2008 is to continue with 100 per cent compliance with legislated reporting requirements, and also to reduce the total number of spills and associated amounts by 25 per cent through the implementation of learnings from our root-cause analysis.

Spills and releases reporting¹

Spill type	A 2007	A 2006	A 2005
Reportable	29	8	16
Not reportable	49	20	24
Total spills	78	28	40
Approximate volume ² (L)	9,250	425	1,800
Approximate weight ³ (kg)	945	60	1,700

- 1 Spill amounts reflect best estimate based on investigation results.
- 2 Volume in litres includes liquid petroleum hydrocarbons, battery acid, glycol and other.
- 3 Weight in kilograms includes refrigerants (Chlorofluorocarbons) and fire suppression agents (Halon and FM-200).

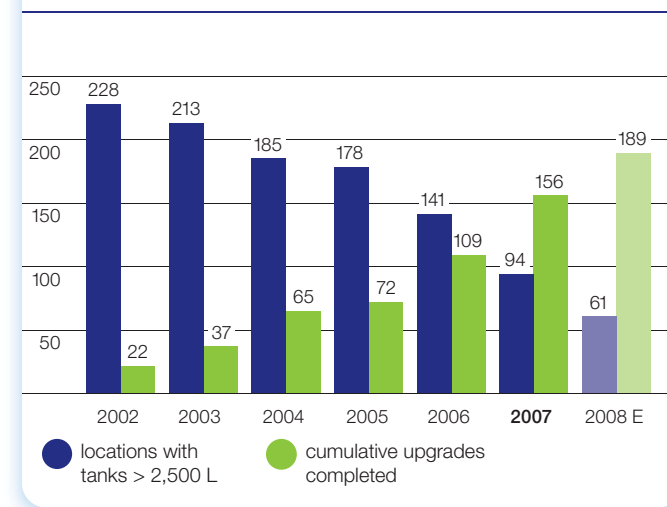
A Fuel system upgrades

To enable continuity of services as required by federal regulation, TELUS must provide its own back-up electrical power in the event that commercial electricity sources are not available. In addition, TELUS has certain remote sites where commercially provided power is not currently available. This requires the use and storage of diesel and propane fuel for power generation. Diesel fuel poses an environmental risk, if it leaks from either a storage tank or faulty fuel line.

To manage this issue, we prioritize sites on a variety of risk factors. We also upgrade sites by installing new tanks and generators where necessary, double-walled piping, containment and Veeder Root™ alarming. In addition, sites are remotely monitored and fuel inventories reconciled on a weekly basis to protect against loss and identify and mitigate any system malfunctions before they become significant.

Status of fuel system upgrades

(locations with tanks > 2,500 litres)



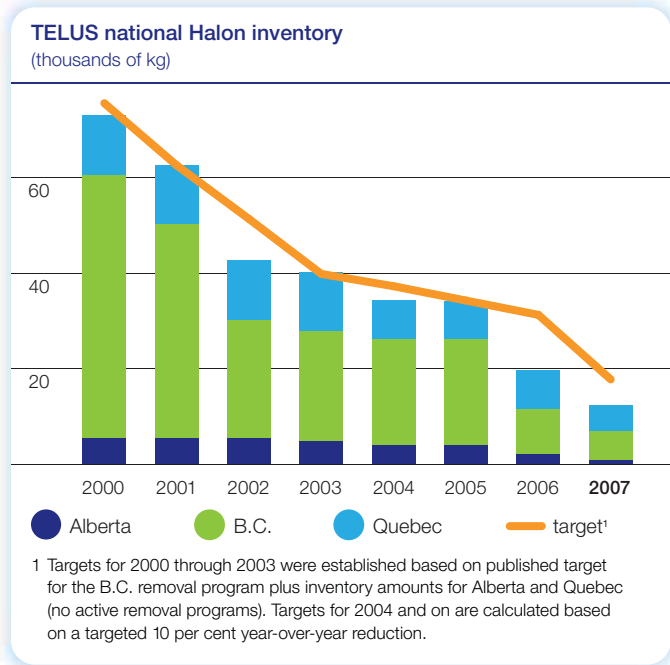
In 2007, we achieved our target of completing fuel system upgrades at 47 sites. In addition, we eliminated the need for storing diesel fuel at three sites. This investment of time and money prevents the release of fuel into the environment, mitigating the risk, protecting the environment and also allowing TELUS to make better use of resources by maximizing generator efficiency through remote monitoring and management.

Our target for 2008 is to complete 30 sites. This decrease reflects corporate resource prioritization for the coming year, but is in alignment with our revised multi-year target of upgrading all sites that have tanks larger than 2,500 litres by year-end 2010.

A Halon inventory reduction 

Formerly an industry standard, Halon 1301 was used in the North American telecommunications industry for both fixed and hand-held fire extinguishing purposes due to its non-aqueous form and non-toxicity to humans. However, Halon 1301 has one of the highest known ozone-depleting potentials. Halon 1301 has never been used by TELUS to extinguish a fire. To view our Halon reduction program, visit our online report at telus.com/csr.

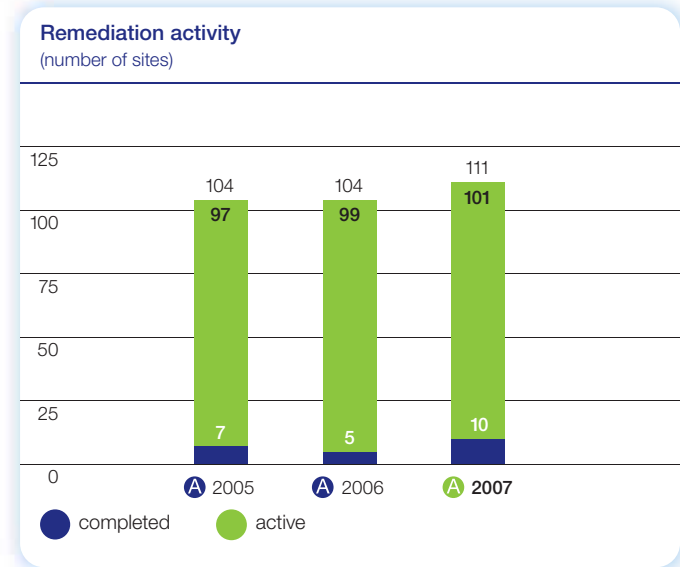
In 2007, 7,400 kilograms of Halon 1301 were removed from sites in British Columbia, Alberta and Quebec. Old Halon systems are taken out of service and shipped to a recycling company in Central Canada for handling in accordance with federal regulations. In 2008, we aim to reduce the remaining inventory by 10 per cent year over year.



Remediation activity

Spills or releases have occurred on TELUS properties in the past, potentially contaminating the soil and groundwater at our sites. To manage this issue, TELUS prioritizes sites to be addressed using a risk matrix method based on the Canadian Council of Ministers of the Environment approach. Remediation techniques vary with the extent of the contaminated area, and the degree and type of contamination.

In 2007, we worked on 38 sites and of those, completed 10. These efforts not only decrease the future liability to TELUS associated with these issues, but more importantly, improve the environment for future generations.



Completed sites include those where the contaminants have been physically removed from the site soil, air and groundwater, as well as sites that have been assessed to confirm that there are no unacceptable levels of contaminants present, as determined by comparison to either generic or site-specific risk-based criteria. Active sites include those that are being monitored, assessed or remediated.

In 2008, we plan to complete remediation work at 10 sites.

independent reviewers' report

To: Management and the Board of Directors of TELUS Corporation

We have reviewed selected quantitative performance information presented in the TELUS Corporate Social Responsibility Report (the Report) for the year ended December 31, 2007. We did not attempt to review all information included in the Report. TELUS management is responsible for collection and presentation of the information within the Report. Our responsibility is to express a conclusion as to whether anything has come to our attention to suggest that the selected information is not presented fairly in accordance with the relevant criteria.

Scope

We reviewed the 2007 performance information presented in the Report marked with the symbol **A**. We did not review the narrative sections of the Report except where they incorporated the selected quantitative information. The Report also contains financial information extracted from TELUS' 2007 audited financial statements. We did not perform any assurance procedures on this extracted information.

Methodology

Our review was completed in accordance with the International Standard on Assurance Engagements (ISAE) 3000, developed by the International Federation of Accountants. As such, we planned and performed our work in order to obtain limited, rather than absolute, assurance with respect to the selected quantitative information that we reviewed.

Our review criteria were based on the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (2006), TELUS management definitions, and industry standards as referenced in the Report. Our procedures included obtaining and evaluating evidence relating to the selected quantitative performance information. We believe our work provides a reasonable basis for our conclusion. A review does not constitute an audit and consequently we do not express an audit opinion on the selected information.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the selected quantitative performance information set out in the Report marked with the symbol **A** is not presented fairly in accordance with the relevant criteria.



PricewaterhouseCoopers LLP
Vancouver, British Columbia, Canada
May 14, 2008



comments from the reviewers

Description of our assurance process

TELUS management asked us to review selected quantitative performance information presented in the company's 2007 corporate social responsibility report and to issue a report on our conclusions. Our work was carried out at TELUS' offices in Vancouver and Calgary. The review team comprised professionals with background and experience in corporate sustainability management and assurance.

During our review we obtained and evaluated evidence using a variety of procedures, including:

- Interviews with relevant TELUS management and staff
- Analytical procedures applied to the relevant data management systems and processes
- Discussion related to information provided to us by TELUS.



Global Reporting Initiative (GRI) Guidelines

This report has been prepared using the Global Reporting Initiative (GRI-G3) Guidelines, including the telecom sector supplement. The index below lists where in the report the reader can find information related to each GRI criterion – either in the report or in the TELUS 2007 annual report. Combined, these reports form TELUS' reporting package of economic, social and environmental performance.

	Page
Vision and Strategy	
1.1 Description of vision and strategy	2, inside back cover (IBC)
1.2 CEO Statement	4-6
Profile	
2.1 Name of reporting organization	inside front cover (IFC)
2.2 Major services	IBC
2.3 Operational structure	IBC
2.4 Location of headquarters	IBC
2.5 Major operations	IFC, IBC
2.6 Nature of ownership	footnote 1
2.7 Markets served	footnote 1
2.8 Scale of reporting organization	2, 12, 23
2.9 Significant changes	footnote 1
2.10 Awards	4, 6, 15, 28
Report Parameters	
3.1 Reporting period	IFC
3.2 Date of most recent report	2006
3.3 Reporting cycle	IFC
3.4 Contact point for report cycle	IFC
Report Scope and Boundary	
3.5 Process for defining report content	7, 8
3.6 Boundary of report	1-10
3.7 Limitations on boundary of report	footnote 6
3.8 Basis for reporting on joint ventures and subsidiaries	footnote 1
3.9 Data measurement techniques	footnote 6
3.10 Explanation for restated information from previous reports	footnote 6
3.11 Significant changes from previous report scope	footnote 6
GRI Context	
3.12 Identification of standard disclosure of the report	footnote 6
Assurance	
3.13 Policy and practice with regard to external assurance of report	37, 38

Governance, Commitments and Engagement

4.1 Governance structure of the organization	7, footnote 1
4.2 Chair/Executive Officer structure	footnote 1
4.3 Board structure	footnote 1
4.4 Mechanism for shareholders to provide direction to the Board	footnote 1
4.5 Linkages between executive compensation and achievement of organizational goals	footnote 1
4.6 Process for governance body to ensure conflicts of interest avoided	footnote 1
4.7 Process for determining required expertise of Board members	footnote 1
4.8 Mission and value statements, codes of conduct, policies relevant to economic, environmental and social performance	5-8
4.9 Procedures of governance body for overseeing the organization's identification and management of economic, social and environmental performance and status of implementations	8
4.10 Process for evaluating the highest governance body performance with respect to economic, social and environmental performance	footnote 5

Commitment to External Initiatives

4.11 Discussion on whether and how the precautionary principle is addressed	footnote 6
4.12 Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses	footnote 6
4.13 Memberships in associations	footnote 6

Stakeholder Engagement

4.14 List of stakeholder groups engaged by the organization	8, 18
4.15 Basis and selection of stakeholders to engage with	footnote 5
4.16 Approaches to stakeholder engagement	18, footnote 5
4.17 Key topics and concerns raised through stakeholder engagement	1, 8, footnote 5

Economic Performance Indicators

EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, payments to capital providers and governments	
Net sales	2, 12
Geographical breakdown of markets	9, 12, 21
Operating cost	2, 12, 13
Capital expenditures	2, 12, 13
Increase/decrease in revenues	2, 12, 13

Vendor payments to capital providers	12, 13
Taxes paid to governments	14
Subsidies received	footnote 2
Donations to community	1, 2, 19, 20
TELUS Day of Service (other community investments)	5, 19, 21
Employee community contributions	19, 20, 21
Suppliers by organization and country	12
Indirect economic impacts	NA
EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change	footnote 6
EC3 Organization defined benefit plan obligations	footnote 2
EC4 Significant financial assistance received from government	footnote 2

Aspect: Market Presence

EC5 Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operations	NR
EC6 Policies, practices and proportion of spending on locally-based suppliers at significant locations of operations	12
EC7 Procedures for local hiring and proportion of senior management hired from local community	NA

Aspect: Indirect Market Presence

EC8 Development and impact of infrastructure investment and services primarily for public benefit through commercial, in-kind engagement	footnote 2
EC9 Understanding and describing extent of indirect economic impacts	NA

Environmental

Aspect: Materials

EN1 Materials used by weight or volume	NA
EN2 Percentage of materials used that are recycled input materials	NA

Aspect: Energy

EN3 Direct energy consumption by primary energy source	31
EN4 Indirect energy consumption by primary source	31
EN5 Energy saved due to conservation and efficiency improvements	33
EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and reduction in energy requirements as a result of these initiatives	31-33
EN7 Initiatives to reduce indirect energy consumption and reductions achieved	27, 31-33

Aspect: Water

EN8 Total water withdrawal by source	NA
EN9 Water sources significantly affected by withdrawal of water	NA
EN10 Percentage and total volume of water recycled and reused	NA

Aspect: Biodiversity

EN11 Land owned, leased, managed in biodiversity rich habitats NA
EN12 Significant impacts on biodiversity footnote 5
EN13 Habitats protected and restored NA
EN14 Strategies and future plans for managing impacts on biodiversity footnote 5
EN15 Number of UNCN Red list species affected by operations NR

Aspect: Emissions, Effluent and Waste

EN16 Total direct and indirect GHG emissions by weight 32
EN17 Other relevant indirect GHG emissions by weight 32 (CO₂e)
EN18 Initiatives to reduce GHG emissions and reductions achieved footnote 6
EN19 Emissions of ozone depleting substances by weight 36
EN20 NO, SO and other significant air emissions by type and weight footnote 6
EN21 Total water discharge by quality and destination NA
EN22 Total weight of waste by type and disposal method 33
EN23 Total number and volume of significant spills 35, 36
EN24 Hazardous waste 33, 35
EN25 Identify biodiversity affected by organization's discharge/runoff NA

Aspect: Products and Services

EN26 Initiatives to mitigate environmental impacts of products and services, extent of impact of mitigation footnote 5
EN27 Percentage of products sold and their packaging materials that are reclaimed by category NA

Aspect: Compliance

EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations 34

Aspect: Compliance

EN29 Significant environmental impacts of transporting other goods and materials used for the organization's operations and transporting members of the workforce NA

Aspect: Overall

EN30 Total environmental protection expenditures and investments by type footnote 5

Social Performance Indicators

Aspect: Employment

LA1 Workforce breakdown 22, 24
LA2 Net employment and average turnover 23
LA3 Benefits provided to employees that are not provided to part-time or temporary employees, by major operations footnote 5

Aspect: Labour/Management Relations

LA4 Percentage of employees covered by collective bargaining agreements 23
LA5 Notice periods regarding operational changes, including whether it is specified in collective agreements footnote 5

Aspect: Occupational Health and Safety

LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs footnote 5
LA7 Rate of absenteeism, fatalities, occupational diseases 27
LA8 Education regarding serious disease 28
LA9 Health and safety topics covered in formal agreements with trade unions footnote 5

Aspect: Training and Education

LA10 Average hours of training per employee per year 27, 30
LA11 Programs for skills management and lifelong learning 2, 27
LA12 Percentage of employees receiving regular performance and career development reviews 24, 26, 27

Aspect: Diversity and Equal Opportunity

LA13 Composition of governance bodies and breakdown of employees per category to gender, age group, minority group membership and other indicators of diversity 24
LA14 Ratio of basic salary of men to women by employee category footnote 5

Human Rights Performance Indicators

Aspect: Investment and Procurement Practices

HR1 Percentage of total number of significant investment agreements that include human rights clauses or that have undergone human rights screening 25, 26
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken 25, 26
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained 25, 26

Aspect: Non-Discrimination

HR4 Total number of incidents of discrimination and actions taken 26

Aspect: Freedom of Association and Collective Bargaining

HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights 25, footnote 5
HR6 Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour 25, footnote 5
HR7 Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour 25, footnote 5
HR8 Human rights training for security personnel 26
HR9 Incidents of violations involving indigenous people and actions taken footnote 5

Society

SO1 Programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting 17
SO2 Percentage and total number of business units analyzed for risks related to corruption 8
SO3 Percentage of employees trained in anti-corruption policies and procedures 25
SO4 Actions taken in response to corruption footnote 5
SO5 Public policy positions and participation in public policy development and lobbying 25
SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country footnote 5
SO7 Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes footnote 5
SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations footnote 5

Products Responsibility Performance Indicators

PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures 17
PR2 Incidence of non-compliance with regulations concerning health and safety impacts of products and services footnote 5
PR3 Type of product and service information required by procedures for labelling, and percentage of significant products and services subject to such information requirements NA
PR4 Total number of incidents of non-compliance concerning labelling footnote 5
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction 17
PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion and sponsorship 19
PR7 Non-compliance incidence with regulations concerning marketing communications footnote 5
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data 17
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services footnote 5

Footnotes

1 Information in Annual Report.
2 Redundant with telus.com.
3 NA = not available.
4 NR = not relevant.
5 Not discussed, internal policy – tracked internally.
6 Appears throughout report.

about TELUS

TELUS is a leading national telecommunications company in Canada, with \$9.1 billion in annual revenue and 11.1 million customer connections including 5.6 million wireless subscribers, 4.4 million wireline network access lines and 1.2 million Internet subscribers. As a result of our national growth strategy, in 2007, revenue grew by 4.5 per cent and total connections increased by 432,000. TELUS provides a wide range of communications products and services including data, Internet protocol (IP), voice, entertainment and video. In support of our philosophy to give where we live, TELUS, our team members and alumni have contributed \$113 million to charitable and not-for-profit organizations and volunteered more than 2.1 million hours of service to local communities since 2000. Eight TELUS Community Boards across Canada lead our local philanthropic initiatives.

Strategic intent

TELUS' strategic intent is to unleash the power of the Internet to deliver the best solutions to Canadians at home, in the workplace and on the move.

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Our environmental commitment

TELUS is committed to working in an environmentally responsible manner and to doing our part to help create sustainable communities. The paper used in this report is certified by the Forest Stewardship Council (FSC), which means it comes from well-managed forests and known sources, whereby local communities benefit and sensitive areas are protected.

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- Saving 54 million BTUs of energy.

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Le Bilan social de TELUS est également disponible en français à l'adresse telus.com/csr.

Have a question or comment about our CSR report? Contact us at sustainability@telus.com.

Printed in Canada  (where facilities exist)

* Calculations are based on research by Environmental Defense and other members of the Paper Task Force.

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