



CONNECTIVITY IN BRITISH COLUMBIA

Indigenous Communities





A message from the artist

In times past, it was politics and trade that kept Indigenous communities on the northwest coast connected. In the case of the Haida, being on an island, we didn't have certain resources that the mainland people did, such as oolichan grease and mountain goat hair. We needed to create items that would appeal to the mainland groups we were trading with. Over time, the Haida developed specialized industries, including canoe-making, and a commercial art market. Though we had always made ceremonial and local trade pieces, producing art as an item of commerce on this scale helped to further refine the principles of Haida art.

I see the work TELUS is doing in helping to connect Indigenous communities with high-speed internet as helping to reestablish some of these ancient multinational relationships. It's enabling Indigenous communities to better communicate with one another, support one another, and to work together toward a healthier future.

Ilijuwaas | Tyson Brown
tysonbrown.ca

A message from TELUS

As part of our commitment to reconciliation with Indigenous communities, TELUS wants to support the cultural and artistic practices of Indigenous Peoples. In doing so, we must be aware of the historical role corporations have played in misappropriating Indigenous culture and art. We have an obligation and responsibility to ensure that TELUS' use of Indigenous art in our spaces is respectful of Indigenous voices. To this end, we collaborated with Tyson on the intent, context and manner of the art used within this document to ensure he retained full intellectual property and control of his creations.



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01. A MESSAGE
FROM OUR LEADERS

A message from our executive leadership



01. A MESSAGE FROM OUR LEADERS

At TELUS, we are proud to enjoy a longstanding and meaningful history of promoting the connectivity of Indigenous peoples across British Columbia. For over a decade, we have been privileged to collaborate with Indigenous, federal and provincial governments and other partners, to extend life-changing technology into some of our province's historically underserved regions. As part of TELUS' commitment to reconciliation, we are working to ensure Indigenous communities have the tools and resources to participate fully in our increasingly digital economy and society.

We understand that technology is a great equalizer, but only if we all have access to it equally. In this regard, we have made unprecedented investments in technology to bridge geographic and socio-economic divides and support more vibrant and sustainable communities. Central to this commitment is our desire to enable a symmetrical urban and rural experience, ensuring all people, including those in Indigenous communities, have access to the same digital tools to drive improved health, social and economic outcomes.

We cannot have vibrant communities without powerful technology and robust infrastructure that is widely deployed, and we are proud to have connected 46 Indigenous communities, including health and educational institutions, to our advanced broadband networks by

the end of 2019. In remote areas the introduction of our wireless LTE coverage, has revolutionized the use of our network, providing high speed internet access where internet access has not historically been possible. Importantly, as a result of our strong collaborations with the provincial government and regional health authorities, we are able to leverage this technology to transform lives and enable Indigenous Peoples to receive much-needed care in their communities.

By connecting Indigenous Peoples to the resources that underpin their success, we are supporting economic diversity and self-determination; bridging time and distance by enabling young people to live and work in their communities without compromising opportunity; and empowering Indigenous governments to leverage technological innovation to best serve their unique needs. Our TELUS team looks forward to continuing this meaningful partnership and welcoming even more Indigenous Peoples into our TELUS family.

Darren Entwistle
President and CEO
Proud member of the TELUS team



At TELUS, we are passionate about connecting Canadians to our world-class networks, but that's only the start of what we do. At our core, we use the power of technology to remove barriers, advance innovation, and drive better social outcomes to create a friendlier future for generations to come. We believe there is a strong relationship between our company, our team, and the health and prosperity of our communities – when we set out on our multi-billion dollar investment to bring TELUS PureFibre™ to communities across Canada, we did so in the spirit of strong partnership and a shared vision of building something for the benefit of all community members.

This relationship extends to our collaboration with Indigenous communities. We respect Indigenous people's deep connection to nature and the land. We believe Indigenous people have a rich knowledge and a wealth of experience to share with Canadians. With many Indigenous communities living in remote and rural locations across Canada, access to reliable technology should not be a barrier. Our team members take the time to listen and work together through inclusive dialogue to understand the right way to connect Indigenous communities with a fast and reliable network that supports their social, economic and nation-building goals.

By the end of 2019 we will have connected over 10,000 homes, business and community hubs in Indigenous communities to TELUS PureFibre, one of the fastest and most reliable networks globally. Beyond connectivity, our partnership with Indigenous communities and governments is enabling better education opportunities, improved access to healthcare and positive social outcomes.

Working together, we can connect communities across Canada and create a world that acknowledges the past, respects the present and drives meaningful change to elevate a future that celebrates and honours the incredible spirit of Indigenous communities.

Tony Geheran
Chief Customer Officer
Proud member of the TELUS team





02. OUR ENGAGEMENT PHILOSOPHY

Principles for engagement with Indigenous Peoples





02. OUR INDIGENOUS ENGAGEMENT PHILOSOPHY

TELUS recognizes and respects Aboriginal Title and Rights and Treaty Rights and the unique culture and governance of individual Indigenous nations and communities. Through our leading networks, advanced technologies and innovative social solutions, TELUS is supporting the goals of Indigenous Peoples, be it bridging divides in connectivity or addressing healthcare and education gaps, as communicated in the Truth and Reconciliation Commission of Canada: Calls to Action.

TELUS Principles for Engagement with Indigenous Peoples

TELUS understands that meaningful engagement and reconciliation with Indigenous Peoples can only happen within the framework of inclusive dialogue, collaboration and partnership. TELUS has a deep respect for Indigenous Peoples, governance and culture that informs our actions and our goal is to build long-term, meaningful and collaborative relationships with Indigenous governments and customers.

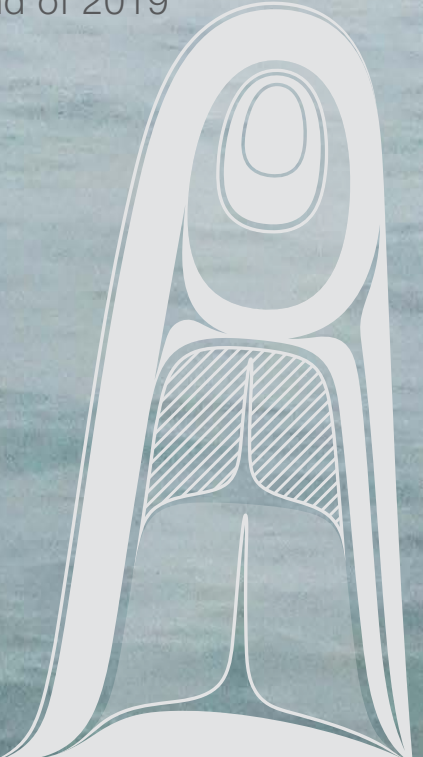
The following principles guide TELUS' engagement with Indigenous Peoples and governments:

- TELUS understands that Indigenous Peoples of Canada are comprised of nations and governments who have constitutionally protected Aboriginal Title and Rights;
- TELUS actively seeks to collaborate with Indigenous governments, listening, learning and integrating their perspectives throughout the development, design and implementation of projects impacting Indigenous Peoples and lands; and,
- TELUS works closely with communities to ensure we carry out our activities and relations in a culturally appropriate and environmentally sensitive manner.



03. INDIGENOUS CONNECTIVITY: OUR HIGHLIGHTS

Connectivity highlights from 2013 through end of 2019





03. INDIGENOUS CONNECTIVITY: 2013 THROUGH END OF 2019

46 Indigenous communities connected to TELUS PureFibre

10k+ Homes, businesses and community hubs connected to TELUS PureFibre

70 Parcels of Indigenous lands* connected to TELUS PureFibre

\$22M+ Capex dollars invested to connect Indigenous communities in B.C. to our fibre optic network, including enhanced wireline and wireless connectivity

17 Schools connected to high-speed Internet through the First Nations Steering Committee (FNESC)

12 Communities connected to TELUS PureFibre in collaboration with Pathways to Technology

54+ Communities connected to TELUS PureFibre by the end of 2020

16k+ People now have the opportunity to access our TELUS PureFibre network and enhanced wireline and wireless technologies

**Reserves and Treaty settlement lands*



04. OUR TELUS PUREFIBRE FOOTPRINT

Connected Indigenous communities
in British Columbia

04. OUR TELUS PUREFIBRE FOOTPRINT

Since 2013, TELUS has invested \$3 billion to connect 116 communities in British Columbia, Alberta and eastern Quebec to the TELUS PureFibre network, and expect to have connected 46 Indigenous communities in B.C. by the end of 2019.

Aitchelitz First Nation
Aitchelitz 9

Cooks Ferry First Nation
Antko 21

?Esdilagh First Nation *t
Alexandria 3/3A

Esketemc *t
Alkali Lake 1

Gwa'sala-'Nakwaxda'xw
Tsulquate 4

Haisla Nation
Kitamaat 2

Kitselas First Nation
Kulspai 6, Zaimoetz 5

Kitsumkalum First Nation
Kitsumkaylum 1

Kwaw-kwaw-Apilt First Nation
Kwaw-kwaw-Apilt 6

Kwakiutl First Nation
Thomas Point 5/5a, Walden 9,
Fort Rupert 1, Kippase 2

Lhtako Dene First Nation
Quesnel 1

Lil'wat Nation t
Mt. Currie 1, Nesuch 3, Mt. Currie 6,
Mt. Currie 8, Mt. Currie 10

Lower Nicola Indian Band
Joeyaska 2

Musqueam First Nation
Musqueam 2

Neskonlith Band*
Neskonlith 1, Neskonlith 2

Okanagan Indian Band
Okanagan 1, Priest Valley 6, Duck Lake

Osoyoos Indian Band
Osoyoos 1

Pauquachin First Nation
Cole Bay 3

Penelakut Tribe *
Penelakut Island

Penticton Indian Band
Penticton 1

Peters Indian Band *
Peters 1

Scia'new First Nation
Beecher Bay 1

Semiahmoo First Nation
Semiahmoo 1

Shishalh Nation
Self-Governing Lands

Shxw'ow'hamel Nation *
Ohamil 1

Shxwha:y First Nation
Skway 5

Skowkale First Nation
Skowkale 10, Skowkale 11

Squamish Nation
Seymour Creek 2, Mission 3, Capilano 5

Squiale First Nation
Squiaala 7, Squiaala 8

Stswecem'c Xgat'tem *t
Dog Creek 1, Dog Creek 2,
Canoe Creek 1

As we expand our investments over the next five years, our goal is to expand our world-class broadband network to more than 75 of the Indigenous communities in TELUS' B.C. territory.

Sumas First Nation
Upper Sumas 6

T'Souke Nation
Sooke 1, Sooke 2

Tk'emlups te Secwepemc *
Kamloops 1

Tla'amin Nation
Treaty Settlement Land

Tla-o-qui-aht First Nation *
Esowista 3, Tin Wis 11

Tsartlip First Nation
South Saanich 1

Tsawout First Nation
East Saanich 2

Tsawwassen First Nation
Treaty Settlement Land

Tseycum First Nation
Union Bay 4

Tsleil'waututh Nation
Burrard Inlet 3

Tzeachten First Nation
Tzeachten 13

Westbank First Nation
Tsinstikeptum 9, Tsinstikeptum 10

Witset First Nation *t
Moricetown 1, Coryatsaqua 2,
Babine 17, Bulkley River 19

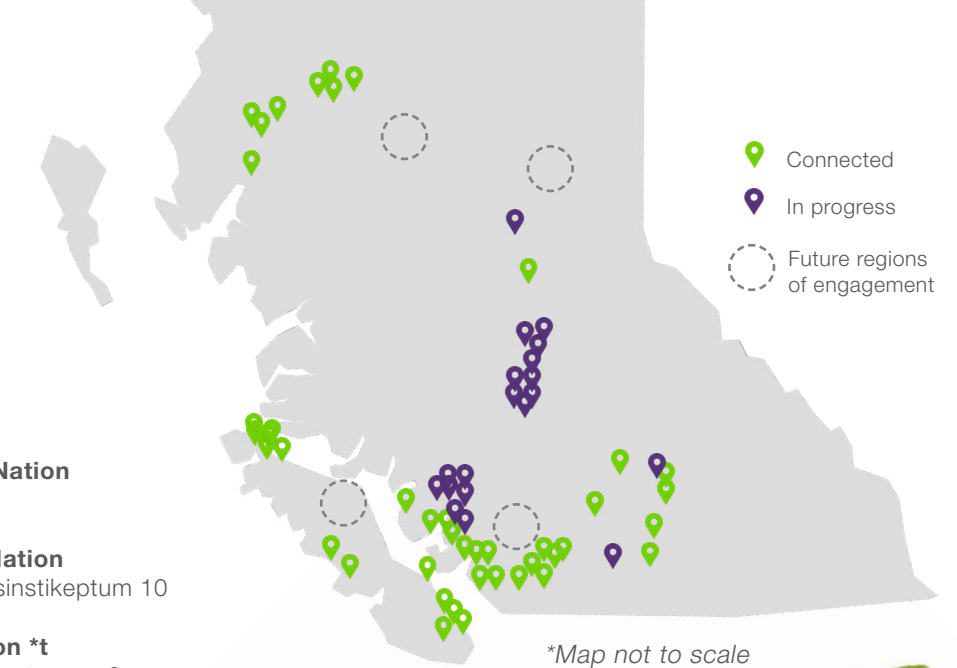
Xats'ull First Nation *t
Deep Creek 1, Soda Creek 2

Yakweawkwoose First Nation
Yakweawkwoose 12

Yulu?it?ath First Nation *
Treaty Settlement Land

** Communities connected in collaboration with Pathways to Technology*

t Community build in progress



A misty forest landscape with a grid of yellow dots in the upper center.

05. ENABLING REMARKABLE OUTCOMES

Learn about our fibre optic network
and the 5G technology it will enable



05. ENABLING REMARKABLE OUTCOMES

Our investments are intrinsically focused on bridging the digital divide and providing next generation services to all Canadians – rural and urban alike. In 2013, we embarked on a significant program of systematic investments to replace legacy copper networks with TELUS PureFibre connectivity. One of the most advanced and capable Broadband Network technologies available today, our gigabit-enabled TELUS PureFibre investment is equipped to keep pace with ever-evolving technology, offering increasingly faster connections. This new fibre optic infrastructure will be the backbone of TELUS’ wireless network, enabling more wireless capacity and faster speeds, setting the stage for 5G technologies in the years ahead.

As we move towards 5G, our investments will serve as a platform to enable ubiquitous connectivity, and provide next generation services to communities. From interactive distance learning and virtual classrooms, to visiting a doctor without leaving your home, low-latency and massive Internet-of-things networks will serve as a platform for innovation and help to improve lives and outcomes for Canadians everywhere.

We view network excellence and innovation as the backbone that fuels the execution of our social purpose – enabling transformative change through connectivity and greater access to the technologies that support better social, economic, environmental and health outcomes for generations to come. In our dynamic digital society, advanced broadband networks are crucial to supporting reconciliation with Indigenous Peoples. By the end of 2019, we expect to connect 46 Indigenous communities to TELUS PureFibre, including 12 in collaboration with Pathways to Technology, equipping communities with the capacity and speeds necessary to support continued creativity, innovation and entrepreneurship on their lands.



“TELUS PureFibre offers the community a globally unmatched wireline infrastructure that ensures all citizens have access to the digital tools to drive improved health, social and economic outcomes.”

Darren Entwistle
Proud member of the TELUS team



This investment is particularly significant in rural and remote areas where a fibre connection ensures Indigenous Peoples can access the same Internet speeds and bandwidth as residents in urban areas, enabling communities to overcome geographic barriers. This technology will extend accessibility and allow us to connect to more and more remote locations leveraging the combination of our infrastructure. 5G will expand upon our fibre capability and give more remotely located homes the possibility of connection to our broadband infrastructure.

The advent of broadband networks are bridging time and distance, allowing remote and urban Indigenous communities alike the ability to compete globally, from tourism and viticulture to large scale retail and residential developments. Indigenous governments, healthcare providers, educators and businesses are already drawing upon our world class networks to reimagine how they deliver existing services, and 5G will open the gateway to developing entirely new solutions based on their unique needs. Whether it is Witsset First Nation’s efforts to revitalize the Witsuwet’en language, or Haisla Nation’s customized asset based management program, our investments are enabling remarkable outcomes.

Image taken in Witsset First Nation, a community connected to the TELUS PureFibre network in collaboration with Pathways to Technology.





Building better health outcomes

As collaborators in the journey to deliver better health outcomes for all, we are empowering individuals to take control of their health and wellness and that of their loved ones with the right information, tools and support. Reliable and fast connections have become increasingly important as virtual healthcare solutions become available. Our Babylon by TELUS Health solution enables all British Columbians to access critical, timely medical advice from a B.C.-licensed doctor over their smartphone and offers an extensive symptom checker powered by an artificial intelligence engine. For members of remote Indigenous communities, who must travel great distances in unpredictable weather conditions to visit a doctor, this application promises to be transformational by providing the ability to connect with a doctor from their own communities. As we expand this service across Canada, we will collaborate with Indigenous Peoples and organizations to leverage our mutual strengths and ensure access to these transformational technologies. We are committed to working together to introduce these technologies in a culturally appropriate manner.

Inspired by Doctors of the World, an organization that had been delivering healthcare services on foot in the streets and parks of Montreal, TELUS launched specially-equipped mobile health 'clinics on wheels' and expect to provide primary care to 20,000 Canadians in need annually, where and when they need it most.

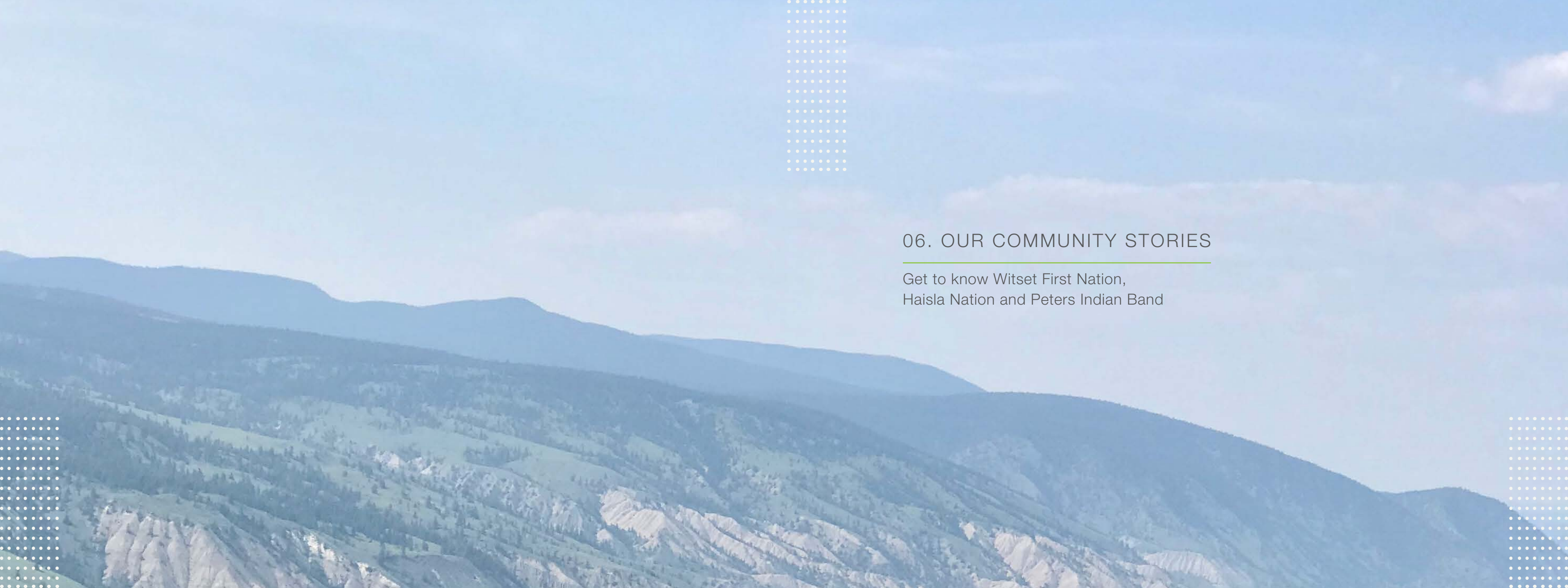


A message from our leader of TELUS Health

“TELUS Health is on a journey to leverage the power of innovative technology to create better health outcomes for Canadians, including our fellow citizens throughout British Columbia. Through our strong partnership with the provincial government, we have brought more enhanced care options to British Columbians, including those in rural Indigenous communities, with solutions like our Home Health Monitoring service, which enables care providers to remotely monitor patients with complex chronic diseases and electronically share important health information with their physicians and other healthcare providers. As well, TELUS Health is working closely with the government to expand mental health supports to all youth in our province through a powerful and engaging mobile virtual clinic application.”

Josh Blair
Group President and Chief Corporate Officer
Proud member of the TELUS team





06. OUR COMMUNITY STORIES

Get to know Wisset First Nation,
Haisla Nation and Peters Indian Band



06. OUR COMMUNITY STORIES

Indigenous governments are using TELUS PureFibre to support the delivery of social services and nation building activities including, virtual health care, online education programs, cultural preservation and economic development. TELUS is committed to supporting Indigenous communities in their success by being at the forefront of technology and innovation leadership to enable better economic, social and sustainability outcomes.

Witset First Nation | Two years with TELUS PureFibre

Witset First Nation is a remote Witsuwit'en village in northwest B.C. located between Smithers and New Hazelton along the Bulkley River Valley, with an on-reserve population of approximately 670 people. The current village site has served as Witsuwit'en fishing grounds for thousands of years. In collaboration with Witset and Pathways to Technology, TELUS PureFibre was brought to the community in the summer of 2017.

Almost two years later Witset's Executive Director, Lucy Gagnon, still gets excited when she talks about what TELUS PureFibre means for her community. Access to reliable high speed internet means Lucy and her team are much more effective at carrying out the important work of the Witset government. Things we take for granted in urban areas, like printing a document, conducting a quick internet search or participating in a webinar, are no longer met with exasperation. Where it used to take five minutes to print a document, now it takes seconds. Where a webinar wouldn't load, now it loads without issue.

TELUS PureFibre is changing the way Witset is delivering education. Each classroom is now equipped with a smart board and without bandwidth constraints, students have access to technology akin to schools elsewhere in the province. TELUS PureFibre means educational opportunities for Elders as well. Witset offers a training course for Elders to improve their technical skills, making the internet a learning environment for them too.

According to Lucy, access to high speed internet has opened up a new world for Elders, helping to combat loneliness. To this end, adult children have been gifting their parents with tablets, allowing them to stay connected with friends and family. To ensure Elders have a positive experience as digital citizens, TELUS teamed up with Witset to provide TELUS Wise® sessions, providing them with the tools and knowledge to stay safe online.

Language Revitalization

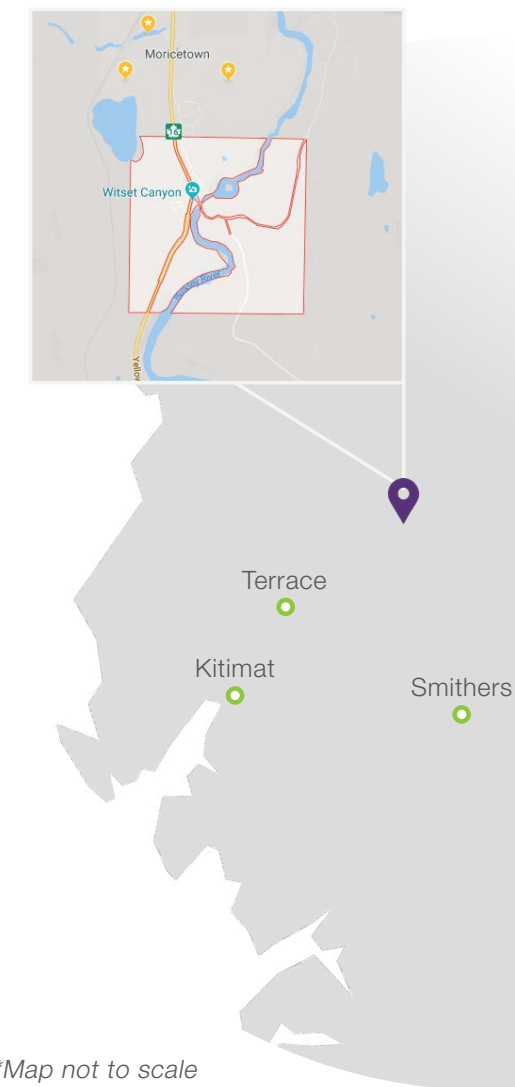
The Wet'suwet'en speak, Witsuwet'en a dialect of the Babine-Witsuwit'en language. With only three percent fluency in the community, the Wet'suwet'en is undertaking significant language revitalization work. Traditionally an oral language with no written form, Wet'suwet'en is working with a linguist based out of Seattle to document their language and teach community members phonetic spelling. As part of our commitment to supporting reconciliation, TELUS provided funding to the Witsuwit'en Language and Culture Society, which is supporting the ongoing work of digitizing old audio recordings of Elders' words and includes plans for a mobile app centred on the Witsuwit'en language and a digital dictionary. Hearing the words spoken out loud is vital for language learners. Community members used to travel 35km to Smithers to hear the spoken language whereas TELUS PureFibre allows them to learn in their community. Preserving and furthering Witsuwet'en fluency is a key priority of Wet'suwet'en and TELUS is proud of the role we play in supporting these nation building goals.



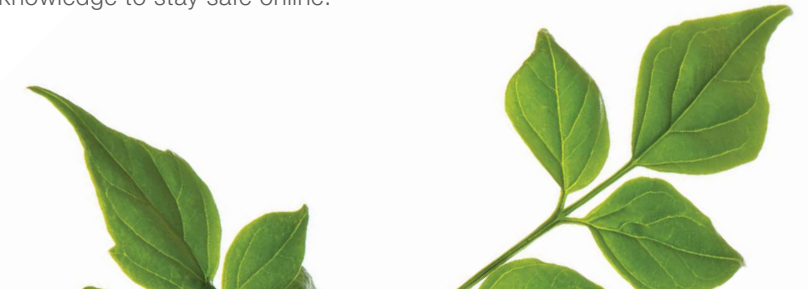
"I can't imagine life without it."

Lucy Gagnon, Executive Director of Witset First Nation talking about TELUS PureFibre

Witset First Nation



*Map not to scale





Haisla Nation | Leveraging connectivity to manage housing assets

Kitimaat Village, home to about 450 Haisla Nation members, is located in northwestern B.C. - 13 km south of the District of Kitimat. Like many Indigenous communities across Canada, Haisla Nation is challenged with the ongoing maintenance of their housing inventory. With a goal of ensuring all Haisla-owned homes are well documented and efficiently maintained, Haisla has spent the last two years, developing a customized geographical information system (GIS) asset based management program.

This program collects and organizes geographical data, including information such as location, age, type of structure, condition and maintenance requirements, that can be used to develop a maintenance strategy for home improvements. A powerful tool that relies on high speed internet provided by TELUS PureFibre, once fully implemented the program will allow for more efficient maintenance operations, extend the life of homes, and ultimately reduce costs.



Peters Indian Band | Supporting improved communications

Peters Indian Band (Peters) is a small Indigenous community of 68 members located in the Fraser Valley, 22km south of Hope, B.C. While Peters is only a 20 minute drive north of Chilliwack and south of Hope on the TransCanada highway, the community was challenged with unreliable and slow internet speeds. It would often take the administration up to six hours to upload, email and fax documents. In collaboration with Pathways to Technology and Peters, TELUS PureFibre was brought to the community in early 2019.

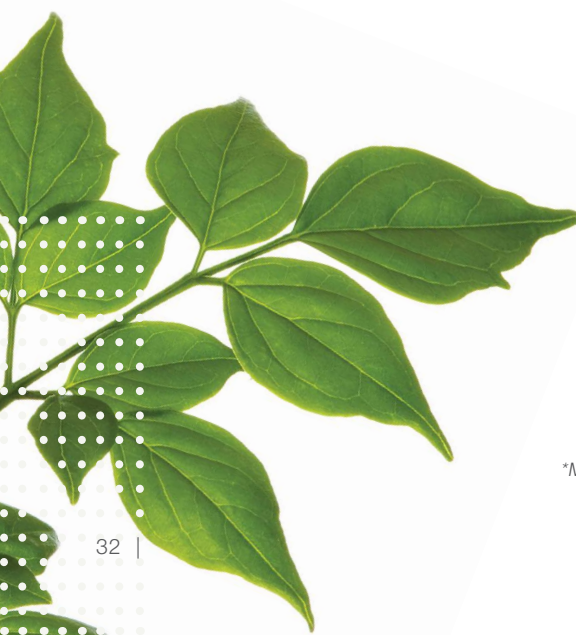
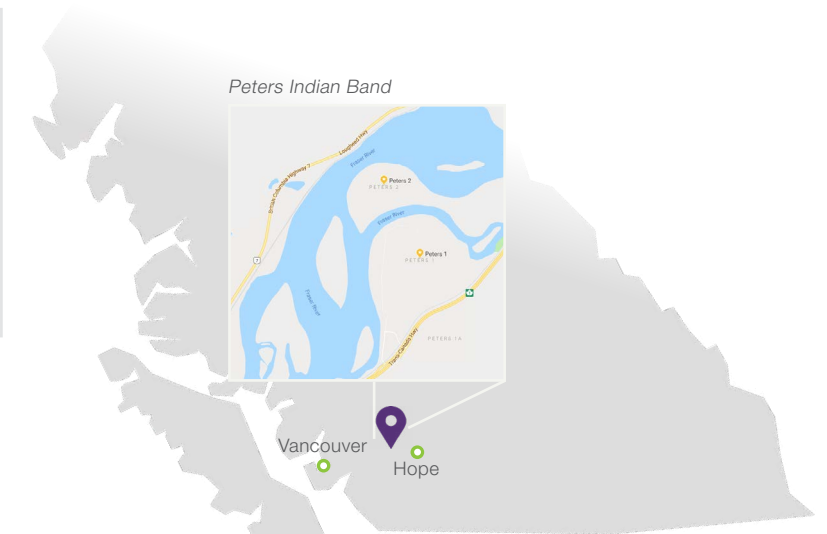
As Leanne Peters, Peters' Administrator shared, "It's only been a couple months, but PureFibre has already made a huge difference." The increased speeds and bandwidth have allowed the administration to submit documents in the blink of an eye, and more importantly free up valuable time to focus on meaningful initiatives, including improved internal communication. For the first time, Peters has a website that allows the administration to communicate more effectively and proactively with their community.

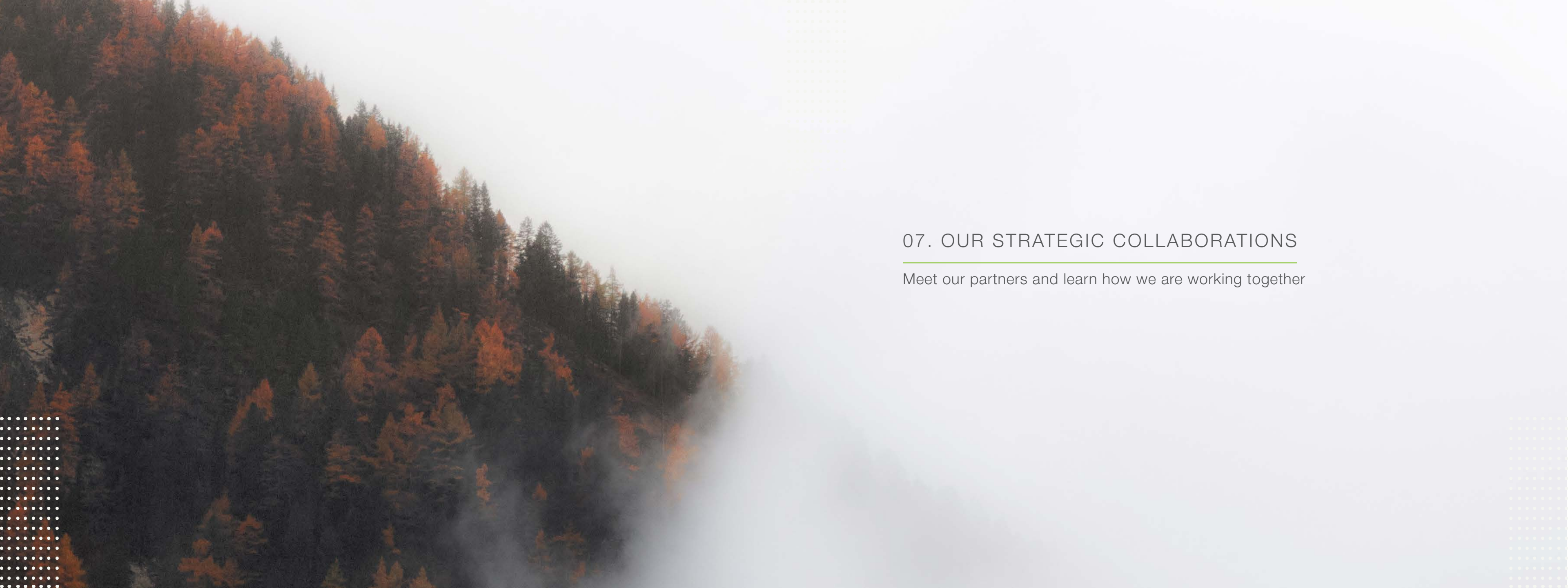
Due to the previously unreliable internet speeds, many Elders have never sent an email or used the internet. To this end, Peters is implementing a program to increase computer literacy, connecting family and friends. To ensure Elders have a positive experience as digital citizens, TELUS and Peters are exploring opportunities to work together to provide TELUS Wise sessions to provide Elders with the tools and knowledge to stay safe online.



"We have a long way to go, but connectivity is providing us with the communication tools necessary to support our communities' healing process."
Leanne Peters, Band Administrator
Peters Indian Band

*Map not to scale





07. OUR STRATEGIC COLLABORATIONS

Meet our partners and learn how we are working together



07. COLLABORATING STRATEGICALLY TO SUPPORT INDIGENOUS PEOPLES

TELUS actively seeks out opportunities to collaborate with governments and organizations to carry out initiatives that support and benefit Indigenous Peoples to bridge divides in connectivity, health care, education, business and self-governance.

Indigenous, Federal, Provincial and Municipal Governments

TELUS collaborates with Indigenous, Federal, Provincial and municipal governments to enhance connectivity in underserved Indigenous communities across British Columbia, by engaging with various strategic partners including Pathways to Technology, First Nations Health Authority and the Northern Development Initiative Trust. These collaborations demonstrate TELUS' commitment to being a trusted partner to all levels of government, and our shared goal of ensuring that Canadians have equal access to technology and connectivity regardless of where they live.

TELUS is committed to supporting both the Federal and Provincial governments in advancing reconciliation and renewing relationships with Indigenous communities. Technology plays a key role in achieving that goal, and TELUS remains a committed partner in providing solutions to technological needs in Indigenous communities.

In collaboration with the government of B.C. and Pathways to Technology, TELUS is providing the connectivity necessary to enable the First Nations Health Authority to deliver health care to rural and remote Indigenous communities across British Columbia.



First Nation Education Steering Committee | FNEESC

The First Nations Education Steering Committee (FNEESC) works to advance quality education for all First Nations students in British Columbia and to support communities in their efforts to improve the success of First Nations students. FNEESC is led by a board of 124 First Nations community representatives.

TELUS and FNEESC have been working together since early 2018 to fulfil FNEESC's goal of connecting First Nations schools across British Columbia. Over 17 schools have been connected to new or upgraded TELUS services. More recently, TELUS began looking at ways to leverage FNEESC's investments to increase connectivity to other key community hubs.



“With this increased connectivity, First Nations school students will develop the skills they need to thrive in contemporary society and access the higher education or careers they choose. We want to prepare our youth to be confident in their identities, languages, cultures, and communities, and technology can enhance their learning in all of these areas.”
Tyrone McNeil, President
First Nations Education Steering Committee



Pathways to Technology | Pathways

Pathways to Technology (Pathways), a project managed by All Nations Trust Company, is the largest and most complex First Nations connectivity initiative in the country. Pathways is an initiative to bring affordable and reliable high-speed Internet to all 203 First Nations in British Columbia. Pathways' goal is to connect B.C. First Nations to the world regardless of where they live. Over the past 10 years, TELUS and Pathways have been collaborating to support connectivity needs in underserved Indigenous communities. As a result we

have connected 39 communities, including 8 with TELUS PureFibre. This generational investment has equipped over 650 homes, businesses, and community hubs in Witsset First Nation, Peters Indian Band, Shxw'owhamel First Nation, Penelakut Tribe, Yulu?it?ath First Nation, Tla-o-qui-aht First Nation, a portion of Tk'emlúps te Secwepemc reserve lands, and most recently Neskonlith Band with the capacity and speeds required to thrive in the digital world.

Cariboo Chilcotin Corridor Project

A collaboration between Pathways, TELUS and Interior Health Authority, the Cariboo Chilcotin Corridor Project will be connecting nine Indigenous communities to the TELUS PureFibre network by the end of 2020. Ushering in a new digital era, the project will provide critical access and opportunities in health, including better online services from Interior Health and the First Nations Health Authority, education, economic development and emergency response services to upwards of 2,200 people living in 13 reserves within ESDilagh, Xat'sūll, Stswecem'c Xgat'tem, Esketemc, Ulkatcho, T'sideldel, Tl'etinqox, Yunes't'in and Tl'esqox.

“Our challenges are to bridge the digital divide faced by our communities and to address changing demands by thinking forward. This build will meet both of these challenges and will also enable our communities to overcome many issues that geographic barriers create. Access to high speed internet provides a critical link to the health and economic well-being of these communities. This takes us a step closer in fulfilling our goal which is to connect B.C. First Nations to the world regardless of where they live.”

Paul Donald, Chief Executive Officer, All Nations Trust Company
Ruth Williams, Project Manager, Pathways to Technology

“We are proud to have been selected by Pathways to Technology to bring TELUS PureFibre, the most advanced and capable Broadband Network technology available to Canadians to the region, equipping these communities with Internet capacity and speeds that will support continued creativity, innovation and entrepreneurship on these lands for generations to come.”

TELUS is committed to ensuring all citizens can thrive in our digital world, regardless of where they live, and this investment equips these communities with the same Internet speeds and bandwidth available in other PureFibre communities like Quesnel, Williams Lake, and Vancouver. PureFibre will enable these communities to easily maintain digital records, upload large files, operate a small business locally while competing globally, and use video conference capabilities such as Babylon Health powered by TELUS to connect with healthcare specialists from the comfort of their home.”

Tony Geheran
Proud member of the TELUS team



08. THE SOCIAL CAPITALISM COMPANY

How we are leveraging technology
to create positive outcomes

08. THE SOCIAL CAPITALISM COMPANY

At TELUS, social capitalism is not supplemental to our strategy, but rather the central thesis of what we do, why we do it and what we stand for as a culture. The value we create for our stakeholders is a direct result of our collective focus on putting our communities first in our hearts, minds and actions.

Inspired by our passionate social purpose, the TELUS team is helping to improve the social, economic and health outcomes of Canadians. As we work to change the paradigm on health, education, the environment and social inequities, we are creating a friendlier future – one where technology breaks down barriers, keeps us safe and empowers us all to achieve our full potential.

We know that technology is a great equalizer, but only if we all have access to it equally. Unequal access to technology is exacerbating the unacceptable social barriers facing Canadians. Our TELUS team has stepped up to address these pressing social issues, making unprecedented investments in technology to bridge geographic and socio-economic divides and support more vibrant and sustainable communities.

Since 2000, TELUS, our team members and retirees contributed more than **\$5 million** to charities and community organizations that support Indigenous People.

TELUS Community Boards

Guided by our philosophy – we give where we live® – we are committed to driving positive social outcomes and helping to build stronger and healthier communities. This passionate commitment to giving is further epitomized by our TELUS Community Boards. Our 18 Boards worldwide exemplify an innovative approach to charitable giving – one that puts decision-making in the hands of local leaders who know their communities best to ensure our resources are accessible to local grassroots organizations and yielding the desired social outcome.





Victoria Native Friendship Centre | Youth Financial Literacy Program

The Victoria Native Friendship Centre offers a variety of programming and events to support urban Indigenous Youth. The TELUS Friendly Future Foundation™ via the TELUS Victoria Community Board provided funding to support the centre's Youth Financial Literacy Program, a 10 week program supporting financial self-sufficiency and independence in Indigenous youth.

Thompson Rivers University | Aboriginal Science and Health Sciences Camp

The Thompson Okanagan Community board provided funding to support Thompson Rivers University Aboriginal Science and Health Sciences Camps. These week-long, live in camps provide Indigenous youth with insight into various career paths in the sciences and health sciences. Indigenous knowledge, ways and understanding are woven into the curriculum and classes are supported by TRU students, faculty members and members of the community.

TELUS Friendly Future Foundation

In 2018, we launched the TELUS Friendly Future Foundation, an independent charitable organization founded to address the social and economic challenges facing Canada's disadvantaged youth. Made possible with an unprecedented \$120 million endowment from TELUS, the Foundation is helping vulnerable youth thrive in our digital society through better access to health and educational opportunities, enabled by technology. It provides financial grants to small, grassroots charities across Canada that need help in directly supporting youth in our communities and builds on the achievements of our 13 TELUS Community Boards across Canada, ensuring TELUS' commitment to giving will be sustained for decades.





Initiatives: Connecting for Good

Life-changing programs, provided through TELUS's portfolio of Connecting for Good™ initiatives, provide subsidized access to the technologies that underpin the success of so many Canadians at risk of being left behind in our digital society.

Internet for Good™ offers 100,000 low-income families access to low-cost, high-speed Internet service and a computer, free online music education programming from The Royal Conservatory, as well as digital literacy training and TELUS Wise support to help them participate safely in our digital world.

Mobility for Good™ offers 20,000 young people aging out of foster care a free smartphone and data plan for two years. This program is empowering vulnerable youth with a vital lifeline to the tools needed to stay in touch with social workers offering support; to contact prospective employers, post-secondary institutions and health care providers; to access educational mobile apps and websites; and to remain connected with friends through their social networks.

Health for Good™ is removing many of the barriers Canadians living on the streets face in receiving medical care and re-connecting thousands of patients to the public health care system. TELUS mobile health clinics provide essential primary medical care, including electronic health records, to these marginalized Canadians, generating 12,500 patient visits since the program's inception in 2014.

Assistive Tech for Good™, now available in Alberta and British Columbia, is a collaboration between TELUS and the Neil Squire Society which aims to help persons with disabilities successfully get set up on a TELUS wireless smartphone or tablet so they can be connected and live more independently.



TELUS Wise: Fostering the responsible use of technology in our digital world

TELUS Wise encourages young Canadians to become digital citizens, whilst simultaneously protecting our youth online. Through TELUS Wise, we have engaged with more than seven million Canadians, providing the tools and knowledge to stay safe online. Moreover, as part of our mission to #EndBullying, in 2018, we motivated 1.7 million Canadians to take our TELUS Wise digital pledge and join us in rising above cyberbullying.

Through this program, we are empowering youth and adults alike with tools and knowledge that can help them stay safe online. Last year alone, we reached more than 52,000 participants, including Indigenous Peoples and community members, through our TELUS Wise workshops.



“We will not rest until we reach every single one of the 40 percent of families in Canada who are lacking this fundamental resource and until all children have the same access to digital resources, social connections and educational information as their classmates.”

Darren Entwistle
Proud member of the TELUS team





We're stronger together: Caring for the environment

Life-changing programs, provided through TELUS's portfolio of Connecting for Good initiatives, provide subsidized access to the technologies that underpin the success of so many Canadians at risk of being left behind in our digital society. We are equally focused on the health of our planet. Our investments are building a more sustainable world for our future generations. By way of example, despite our country's dispersed population and vast and rugged geography, broadband networks, ubiquitously deployed, are bridging time and distance, allowing us to live and work in the areas of our choosing without compromising productivity. Indeed, in a world of powerful wireless and fibre technology, you do not have to live in Vancouver, with its associated cost of living, to work in Vancouver.

Reflecting our commitment to creating workplaces built to the highest leadership in energy and environmental design (LEED) standards, our team members and operations occupy one of the largest LEED platinum footprints in all of North America.

When it comes to climate change action, we are leaders in our industry. Canada's climate is expected to undergo further substantial change and there is an increased risk of severe weather events such as heavy rainfall and related flooding, as well as dry spells and related forest fires. These events impact our ability to provide reliable service to our customers¹.

As a social capitalism company, we are committed to following sustainable and responsible business practices and making decisions that balance economic growth with social and environmental benefits.

TELUS has a strong foundation of sustainability governance which supports our commitment to environmental stewardship and responsible corporate citizenship. This governance includes developing and implementing effective strategies, assessing and managing risks (including climate-related risks), setting targets and objectives as well as reporting on our progress and performance.

For in depth reporting on our goals, targets and achievements, visit our Sustainability Report. Visit telus.com/sustainability to learn more.

¹ *Impacts of Climate Change, Environment Canada (2018)*



Image taken at TELUS Garden located in downtown Vancouver. TELUS Garden is the first LEED Platinum office tower in Vancouver and uses 80 per cent less energy than buildings of a similar size. TELUS Garden is located on the traditional lands of the Musqueam, Squamish and Tsleil'waututh peoples.



09. THE WAY FORWARD TOGETHER

Our path forward and what's in store for the years ahead





09. THE WAY FORWARD TOGETHER

As we look to the future we are seeking to evolve our collaboration with communities and organizations to better leverage our mutual strengths to support Indigenous Peoples to achieve their long-term goals for generations to come. We have a responsibility to support the implementation and use of the digital technology enabled by this generational investment, whether it is ensuring key community hubs can access the TELUS PureFibre network or supporting remote communities to connect with health care specialists through our Babylon by TELUS Health app.

As outlined in the *Truth and Reconciliation Canada Calls to Action*, the corporate sector has a role to play in reconciliation. By the end of 2020 we expect to connect 54 Indigenous communities to TELUS PureFibre, enabling them for 5G technologies in the years ahead. It is our intention to bring the most advanced communication technology available in the world today to as many Indigenous communities as possible, and we will continue to collaborate with communities, governments and organizations to fulfill this commitment.



“The expansion of our TELUS PureFibre network to 70 parcels of Indigenous lands since 2013 would not have been possible without strong collaboration between Indigenous communities and TELUS. I am excited for what we will be able to accomplish over the next 5 years, and beyond, as we continue to connect homes and businesses in Indigenous communities to our world leading network and lay the foundational technology to support their nation building goals.”

Shazia Zeb Sobani
Vice-president, Customer Network Implementation
Proud member of the TELUS team





A message from TELUS Eagles

“As an Indigenous TELUS team member with Métis roots, I’m so proud of the collaborative work TELUS has undertaken with Indigenous Peoples in Canada. TELUS’ delivery of critical infrastructure and innovative products in Indigenous communities enables significant improvements to several key outcomes that our communities have struggled with particularly in health and education. TELUS’ success and the success of Indigenous communities are connected. As part of TELUS’ commitment to supporting the Truth and Reconciliation Calls to Action, our focus has been about ensuring meaningful engagement with Indigenous communities, supporting our Indigenous team members with leadership and development opportunities and, through our Indigenous team member support group, Eagles, drive initiatives to provide education on Indigenous history and culture. kinanâskomitinâwâw!”

Wayne Hall, TELUS Eagles Chair
Proud member of the TELUS team

Eagles is TELUS team member resource group for Indigenous team members and allies. Eagles' mission is to engage, support and inspire TELUS Indigenous members in the pursuit of excellence in their careers and to provide an inclusive professional environment for Indigenous team members.

Images taken on the 24th floor, TELUS Garden, Vancouver.





About the Artist

Iljuuwaas / Tyson Brown is a Haida artist from Skidegate, Haida Gwaii. He is a member of the Kayahl 'Laanas clan of Ts'aahl. His artistic focus is on creating a relevant body of work, while preserving and perpetuating classical Haida design principles. The grandson of Skidegate artists Billy Stevens and Bill Reid, Tyson grew up surrounded by Haida art. As an adult, he completed a formal apprenticeship with renowned Haida artist, Robert Davidson. Tyson draws inspiration from nature, current events, and his people's history, stories, and collective values. He works in various mediums including design, paint, and sculpture.



Fin and Hand

There's a Haida story of a killer whale who steals a man's wife and takes her back to his underwater home. But the man persists and eventually rescues his wife. This image and story demonstrate that that communications must travel over great distance and the importance of persistence.



Mouse Woman

Mouse woman is a powerful and knowledgeable supernatural, who often helps others to complete their objectives.



Eye

Simple design, hinting at the transfer of information through fibre-optic cable.



Hummingbird

As the face of TELUS' PureFibre brand, the hummingbird knows a thing or two about speed.



Fin

Communicates movement and progression - staying the course.



Classical

A classical Haida design for good measure.

Connectivity

In Haida art, especially sculpture, it's common to see beings connected to one another by their tongues. There are many ways to interpret this imagery, but in this case, I'm expressing connectivity, and the transfer of knowledge.





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Musqueam, Squamish and Tsleil'waututh peoples.

