

Hummingbird • Hldants'iixid

Cori Savard • Yahl 'Aadas

Hummingbird needs to eat every few minutes to sustain herself, yet somehow manages to journey across the treacherous Hecate Strait every year to reach Haida Gwaii. She is small, but mighty. Her arrival signals the end of winter, and the bloom of spring.

Hummingbird • Hldants'iixid
Cori Savard • Yahl 'Aadas

Indigenous Reconciliation and Connectivity Report 2022 Edition



To learn more, visit
telus.com/reconciliation
or scan the QR code with
your mobile device.

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Fairy Creek, B.C.
Mason Mashon



Land acknowledgement

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



Wya Point, B.C.
Mason Mashon

Killer Whale • Sgaana
Cori Savard • Yahl 'Aadas

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

A message from the artist

Cori Savard • Yahl 'Aadas

My name is Yahl 'Aadas, Cori Savard. I am from the Yahgu'laanas clan of the Haida Nation. I am grateful for this opportunity to collaborate with TELUS in shining a light on the active work towards Reconciliation.

To achieve Reconciliation, open and honest communication is required. The artwork being shared throughout this report holds a theme centred on communication and connectivity. These beings of Haida Gwaii are messengers, and through sharing their knowledge, their message brings about change.

I am proud to carry forward the traditions of Haida art, and I hope that this collaborative action towards Reconciliation inspires others to delve into and practice their cultural traditions as well.

We are stronger together.

**Haw'aa / Thank you
Yahl 'Aadas**

TELUS' commitment to artistic integrity

We are committed to supporting the artistic practices of Indigenous Peoples, while being mindful of the historic role organizations have played in the misappropriation of Indigenous art and culture. We have an obligation and responsibility to ensure that TELUS' use of Indigenous art in our digital and physical spaces is respectful of Indigenous artists. To this end, we collaborated with Cori Savard, Haida Nation, on the intent, context, and manner of the art showcased in this document to ensure Savard retained full intellectual property and control over her work. We are excited to share Savard's work with you alongside photography from Mason Mashon of Saddle Lake Cree Nation. We encourage you to learn more about how you can appropriately support Indigenous artists.

Message from our executive leadership

Twelve months ago, TELUS became the first technology company in Canada to publish an Indigenous Reconciliation Action Plan (IRAP), proudly formalizing our team's commitment to Reconciliation with Indigenous Peoples.

Guided by Indigenous-led frameworks of Reconciliation, Indigenous Ways of Knowing and voices - including a new advisory council - the plan is based on four pillars where we believe we can drive meaningful change. By deepening our understanding of the intersections between Reconciliation and our business, we are supporting the success of Indigenous Peoples in the ways they want to be supported by TELUS.

Working alongside Indigenous governments and organizations, we continue to expand the reach of our world-leading networks, helping to enable better healthcare and education outcomes, economic development, as well as language and cultural revitalization. With funding support from the Regional Municipality of Wood Buffalo, we broke ground on our first ever PureFibre build in an Indigenous community in Alberta this summer, which will bring vital connectivity to three First Nations and four Métis communities by the end of 2023.

Underpinned by our team's passion for creating stronger and healthier communities, we are developing and expanding programs that look beyond connectivity to enable longer-term prosperity and success. Our five-year, million-dollar Indigenous Communities Fund provides grants to Indigenous-led organizations such as IndigeSTEAM, which aims to excite Indigenous youth about science, technology, engineering, art and mathematics in culturally relevant ways.

Recognizing that our commitment to advancing Reconciliation comes with a responsibility to share the truth about the lasting impact of Canada's residential school system, we are finding new ways to elevate Indigenous voices and encourage people to learn about Canadian history through an Indigenous lens. Together with Indigenous advocate, educator and advisor, Chastity Davis-Alphonse of the Tla'amin Nation, we launched a Truth and Reconciliation e-learning program for all TELUS team members. Meanwhile, in partnership with Indigenous artist Carey Newman (Hayalthkin'geme) and the Canadian Museum for Human Rights, we are helping tell the story of residential school Survivors and those who did not return home through the digital Witness Blanket experience.

Reconciliation is a collective responsibility and all companies operating in Canada can do their part to respond to Call to Action #92 in the TRC's report. At TELUS, we are helping advance Indigenous economic strength and growth by providing more opportunities for businesses and entrepreneurs to participate in our projects and operations. Today, Indigenous-owned Eagle Green provides traffic control and flagging services at approximately 60 percent of TELUS PureFibre deployment sites in and around Greater Vancouver, Howe Sound and the Fraser Valley.

Indigenous-led solutions with lasting impacts, such as those highlighted throughout this report, are key to our Reconciliation efforts at TELUS. Reflecting on our progress this year, we are deeply grateful to the Indigenous team members, allies and external partners for guiding us along the way. We also thank the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us. We look forward to continuing to walk the path of Reconciliation together in 2023.



Darren Entwistle

President and Chief Executive Officer
Proud member of the TELUS team



Tony Geheran

Executive Vice-president and Chief Operations Officer
Proud member of the TELUS team



TELUS Sky lit up Orange for National Day for Truth and Reconciliation

TELUS' Reconciliation commitment

Our vision

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

Implementation

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

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

Our commitment

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

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

Our actions are informed by:

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

TELUS' principles for Indigenous engagement

TELUS recognizes Aboriginal Title and Rights and Treaty Rights*, as well as the unique culture and governance of individual Indigenous nations and communities. We are committed to engaging Indigenous Peoples in a manner that respects the rights set out in the United Nations Declaration on the Rights of Indigenous Peoples. TELUS acknowledges Indigenous Peoples' inherent right to self-governance, supports processes and agreements that reflect this authority including the role of Indigenous Peoples as stewards of their lands.

TELUS understands that meaningful engagement and Reconciliation can only happen within the framework of inclusive dialogue, collaboration and partnership with Indigenous Peoples. This framework informs our actions and our goal is to build long-term, meaningful and collaborative relationships with Indigenous governments and customers.

Guiding principles for TELUS' engagement with Indigenous Peoples and Governments

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

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

■ TELUS' four guiding pillars

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



Connectivity

Hummingbird • Hldants'iixid

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



Enabling Social Outcomes

Salmon • Chiina

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

Cultural Responsiveness and Relationships

Frog • Hlk'yan k'uustaan

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



Economic Reconciliation

Mouse Woman • Kuugan Jaad

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



Butterfly • K'ulgaayyugwang
Cori Savard • Yahl 'Aadas

TELUS’ Indigenous Reconciliation action plan:

Update on 2021 commitments

TELUS is working on the implementation of our first five-year Indigenous Reconciliation Action Plan (IRAP), remaining steadfast in our accountability to our Reconciliation commitments. TELUS team members are approaching our goals thoughtfully and respectfully, while ensuring steady progress and innovation in our goals. Our learning journey continues and

we have created enhancements to existing goals. We continue to push for innovation and creativity through responding to the needs of Indigenous communities and we have increased the number of goals within our plan. We are pleased to share our Year 1 results.

Commitment	Target	Timeline	2022 Update
Connectivity			
Year-over-year expansion of our advanced broadband and mobility networks to Indigenous communities within our serving areas by leveraging public-private partnership.	Additional 20 Indigenous lands enabled with broadband connectivity.	2022-2023	In 2022 TELUS enabled 12 Indigenous lands with our advanced broadband connectivity. In partnership with Indigenous governments and key funders, we are on track to meet our current targets.

Commitment	Target	Timeline	2022 Update
Enabling Social Outcomes			
Respond to Indigenous-led pathways for meaningful change by using our world-leading technology to enable access and expand partnerships with Indigenous organizations.	Expand Mobility for Good for Indigenous women at risk of violence across Canada in partnership with Indigenous-led organizations.	2022	TELUS expanded Mobility for Good for Indigenous Women at Risk into Ontario in partnership with Toronto Native Child and Family Services and the Native Women’s Resource Centre of Toronto. UPDATED TARGET: Continue to seek Indigenous-led partners for Mobility for Good Indigenous women at risk to other areas of Canada (2023-2024).
Engage with Indigenous communities and organizations to explore 2022 partnerships that reflect Indigenous practices and ways of being.	Launch Indigenous Community Fund, in support of Indigenous Peoples in our serving areas.	2022	TELUS launched the Indigenous Communities Fund (ICF) and provided \$200K in grants to Indigenous-led social, health and community programs.
Increase partnerships with Indigenous communities and organizations as part of TELUS’ Friendly Future Days.	Minimum contribution of 5 per cent of Acts of Good and volunteer hours towards Indigenous-led events.	2026	In 2022, we made Indigenous volunteer opportunities a priority as part of our corporate social purpose goals. We will continue to prioritize partnerships and support for Indigenous communities and organizations as part of TELUS Days of Giving. In order to progress Indigenous causes with TELUS team members an enhanced goal with a more measurable target has been developed. NEW TARGET: 5 per cent of corporate volunteer opportunities support Indigenous peoples, communities and organizations (2026).
Ensure inclusion of Indigenous Peoples in all Social Purpose programs by proactively engaging Indigenous communities and organizations and facilitating application processes.	Minimum of 5 per cent of TELUS Social Purpose programs annually support Indigenous Peoples and communities (eg Internet for Good, Health for Good, Volunteering, Kits for Kids).	2026	TELUS Social Purpose programs have developed methods for tracking the number of Indigenous Peoples accessing multiple programs. NEW TARGET: Minimum of 5 per cent of TELUS Social Purpose programs annually support Indigenous Peoples and communities (Mobility for Good, Home Phones for Good, Health for Good, Kits for Kids).

Commitment	Target	Timeline	2022 Update
Cultural Responsiveness and Relationships			
Work with Indigenous educators to develop & deliver e.learning material and ensure learning opportunities and resources are available and accessible	Launch training program	2022	In partnership with Chastity Davis-Alphonse (Tla'amin Nation); TELUS launched the Truth and Reconciliation virtual learning program. Available to all TELUS team members, it is supplemented by additional self-guided content. Over 4,000 team members have participated. In addition, half-day workshops are available monthly for team members looking to deepen their knowledge of Canadian history through an Indigenous lens.
	Pilot training with 1,000 team members	2022	
Elevate Indigenous voices through ongoing support of TELUS Eagles, a Resource Group for Indigenous team members.	Review funding and update as necessary.	2022	Review done and funding on par across resource groups. NEW TARGET: TELUS Eagles will launch Indigenous peer-to-peer program to provide increased support for Indigenous team members success at TELUS (2023).
Partner with Carey Newman and the Canadian Museum of Human Rights to expand access to the Witness Blanket.	Digitize Witness Blanket.	2022	In September 2022, the Canadian Museum for Human Rights (CMHR) and Carey Newman (Hayalthkin'geme) launched the digital Witness Blanket project. NEW TARGETS: Amplification of the educational components of the digital Witness Blanket through current partnerships, including the National Centre for Truth and Reconciliation (NCTR), to increase program reach and digital platform engagement (2024). Work with CMHR to integrate the digital Witness Blanket educational resource guides into classrooms nationally (2024). Explore virtual reality and augmented reality options (2024).
Develop a framework for TELUS spaces to provide culturally responsive experiences for Indigenous team members and customers.	Establish a process that guides implementation of Indigenous perspectives within our corporate spaces.	2022	Informed by Indigenous perspectives, an Indigenous placemaking playbook was developed to guide the evolution of TELUS corporate spaces.
	Seek to learn and incorporate physical acknowledgements of Indigenous territories at key TELUS spaces.	2023	Indigenous placemaking is ongoing in key TELUS spaces including land acknowledgements, in partnerships with host nations.

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Commitment	Target	Timeline	2022 Update
Cultural Responsiveness and Relationships (Continued)			
Ensure Indigenous content creators have equitable access to TELUS Local Content programs that support and amplify local authentic storytelling.	7 per cent or more of all TELUS funded local content productions are Indigenous-led.	2023	Net new goal and target.
	\$1M of funding provided to Indigenous content creators across Alberta and B.C.	2024	Net new goal and target.
Economic Reconciliation			
Achieve Progressive Aboriginal Relations (PAR) certification by demonstrating sustained leadership in our commitment to working with Indigenous businesses and prosperity in Indigenous communities.	Become Bronze certified by developing policies and fulfilling targets associated with PAR reporting.	2024	In 2021, TELUS successfully passed Phase 1 of the Committed Level of the PAR program with our Phase 2 submission made in Q4. Guided by our PAR steering committee and working group, and with feedback from Indigenous communities, we remain on track to submit for PAR certification in 2024.
Explore partnerships with Indigenous-led organizations to support increased Indigenous students in technology.	Establish partnership, enhance training and start ideation of collaborative solution.	2024	A working group has been established with potential Indigenous partners to ensure an inclusive and positive experience for Indigenous learners. Timeline adjusted from 2022 to 2024 given the importance of building relationships before advancing programming.
Work to enhance participation of Indigenous businesses within our projects and operations to support year over year increase in Indigenous supplier spend.	Develop a procurement process and tracking system that allows us to become more purposeful in support of Indigenous businesses.	2022	TELUS engaged Indigenous businesses and nation-run economic development corporations with the goal of developing an inclusive Indigenous procurement policy. This policy includes an inclusive Indigenous business definition and tracking system to easily identify Indigenous businesses and track spend.
	Increase spend with Indigenous-owned businesses by 10 per cent.	2023	TELUS spent 2022 engaging with the intent to grow our relationships with Indigenous-owned businesses. We look forward to reporting out on our spend increase in 2023.

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Commitment	Target	Timeline	2022 Update
Economic Reconciliation (Continued)			
Enhance the accountability of all team members and leaders at TELUS to support retention and recruitment of Indigenous team members.	Review policies and practices to understand how we can better accommodate unique needs of Indigenous Peoples.	2022	Ongoing review of our existing policies and practices is a priority for our People and Culture team. Through initial reviews, we have made the following enhancements to our practices and policies: <ul style="list-style-type: none"> Inclusive language guide NDTR - inclusive holiday Review of Indigenous employment analytics
	Develop a framework for recruiting and retaining Indigenous talent, supporting career development and advancement, and promoting mobility of Indigenous team members.	2023	In 2022 we partnered with Rise Consulting, an Indigenous-owned national management consultancy, to develop an Indigenous Employment Strategy. Informed by Indigenous TELUS team members and Indigenous community members nationwide, we will be developing an implementation plan into 2023.
Explore partnerships with Indigenous communities to develop solutions that reflect and support Indigenous practices and values.	Seek to establish meaningful partnerships with five Indigenous communities to collaborate on sustainable agricultural solutions.	2024	The TELUS Agriculture and Consumer Goods team has created a working group to develop an inclusive strategy supporting a unified, trusted and sustainable value chain. The team began engaging Indigenous communities to understand collaboration opportunities.
	Develop new functionality for agriculture solutions that reflect Indigenous practices, values and culture.	2026	Dependency on outcomes from previous target.
Invest in early stage (Seed and Series A) Indigenous-owned for-profit companies that are driving financial and social/ environmental outcomes to make the world a better place.	Invest 7.5 per cent in Indigenous-owned for-profit company through the Pollinator Fund.	2026	6 per cent of Pollinator Fund invested in Indigenous-owned companies (80 per cent of target investment).



“TELUS demonstrates that an action plan for positive and progressive Indigenous relations involves listening, sharing, understanding and ongoing commitment. A relationship built on mutual respect is a core value in what can help drive Reconciliation forward. The four pillars of the Progressive Aboriginal Relations (PAR) program: Leadership, Employment, Business Development and Community Relationships, work as a blueprint and show organizations how to work toward Indigenous inclusion in all facets of day-to-day business. Through their continued commitment to PAR and their Indigenous Reconciliation Action Plan, TELUS is continuing to reinforce their commitment to help build strong, healthy, and sustainable First Nations, Inuit, and Métis communities for generations to come.”

Tabatha Bull
President and CEO, Canadian
Council for Aboriginal Business

TELUS' Indigenous advisory council

In 2021, TELUS committed to establishing an Indigenous Advisory Council in 2022, made up of Indigenous leaders and subject matter experts, to provide advice and guidance on the implementation of TELUS' Reconciliation actions. We are honoured to introduce the first four advisors. Additional council members will be appointed in 2023.

When Luc Lainé was asked to join a bold new initiative designed to guide TELUS' Reconciliation actions and reshape how the tech company partners with Indigenous communities, he didn't hesitate.

"The fact that a company as important and present throughout Canada as TELUS takes the risk of getting involved publicly will certainly have a positive ripple effect," he said. *"The involvement of other companies from various sectors of the economy*

will promote the representation and inclusion of Indigenous Peoples in a multitude of sectors within the larger, socio-economic circle of Turtle Island."

Lainé, a citizen of the Huron Wendat Nation located in Wendake, Québec, and ex-delegated Chief of the Huron Wendat Council, is one of four initial Indigenous leaders providing their expertise in TELUS' newly established Indigenous Advisory Council. With support from co-chairs Shazia Zeb Sobani, Vice-president Customer Network Implementation and Sean Willy, TELUS Board of Directors, President and Chief Executive Officer of Des Nedhe Development and member of Deninu Kųę First Nation, the council will contribute strategic guidance on IRAP initiatives and support TELUS in making meaningful progress towards Reconciliation.



Fairy Creek, B.C.

Meet the council members:



Luc Lainé

Huron-Wendat Nation, QC

Luc Lainé is a member of the Huron-Wendat Nation and graduate of Laval University in sociology and business law, and has worked actively to promote Reconciliation and the Indigenous cause for 30 years. Lainé was the first Francophone to co-chair the Assembly of First Nations and served as Chief of Staff to Grand Chief Max Gros-Louis. During his term as Chief Delegate of the Council of the Huron-Wendat Nation, Lainé reformed the electoral and governance code, which is now inspired by the traditions and history of his nation by granting a central role to the family.



Shani Gwin

Métis Nation of Alberta

Shani Gwin is the founder and managing partner of pipikwan pêhtâkwan, formerly Gwin Communications. Founded in 2016, pipikwan pêhtâkwan is an Indigenous-owned-and-operated company focused on elevating Indigenous voices and their stories. Gwin is a sixth generation Métis and is a member of the Cunningham Clan and a descendant of the Michel Band. Since starting the company, Gwin has built a reputation for building capacity in others and creating transformational change in communities, organizations, and people.

"Our team brings our lived experience as Indigenous People, our knowledge and understanding to help guide and develop respectful, honest and kind approaches. I will come to this advisory council in the same way - ready to listen, understand, make thoughtful recommendations and also ensure Indigenous ways of knowing and doing are not forgotten throughout the process."

Shani Gwin



Carol Anne Hilton

Hesquiaht Nation, B.C.

Carol Anne Hilton is a dynamic national leader with an international MBA from the University of Hertfordshire, England, she is of Nuuchah-nulth descent from the Hesquiaht Nation on Vancouver Island. With an extensive career in business, Hilton is recognized for her contributions to business and economics, particularly in value creation in Indigenous economies. She is committed to increasing the visibility and inclusion of Indigenous business and economic growth globally and is focused on multi-generational Indigenous wealth creation.

“TELUS is demonstrating tremendous leadership in the economic Reconciliation space. It is important to support. Supporting the IRAP means to me providing insight into trends in Indigenous economic growth and designing corporate relationships with Indigenous communities”.

Carol Anne Hilton



Dr. Kim van der Woerd

‘Namgis First Nation, B.C.

Dr. Kim van der Woerd is a proud member of the ‘Namgis First Nation. She completed her PhD in Psychology at Simon Fraser University (SFU) and has over 20 years of experience conducting local, provincial and national program evaluations, and conducting research. She has received a number of awards and distinctions for her research and evaluation work including from the B.C. Achievement Foundation and the 2018 Mitchell Award.

“There is an enormous digital divide, exacerbated by the pandemic. TELUS can reduce that divide from a technological perspective. Enhancing health, economic and holistic wellbeing is really key. When I think about Reconciliation, one of the definitions I have always fallen back on is that Reconciliation means changing the narrative of who we are as Indigenous Peoples in Canada. TELUS has a far-reaching network, if TELUS can contribute to changing the narrative about who Indigenous Peoples are through advocacy, connectivity, health, and leading other corporations to join the Reconciliation movement, I think there are countless ways that TELUS can have an impact”.

Dr. Kim van der Woerd

Connectivity

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

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Cori Savard • Yahl 'Aadas

Hummingbird needs to eat every few minutes to sustain herself, yet somehow manages to journey across the treacherous Hecate Strait every year to reach Haida Gwaii. She is small, but mighty. Her arrival signals the end of winter, and the bloom of spring.



Fairy Creek, B.C.



Enabling access to world leading technology

TELUS PureFibre offers a globally unmatched wireline infrastructure that ensures access to the digital tools to drive improved health, social, and economic outcomes. One of the most advanced and capable broadband network technologies available today, our gigabit-enabled TELUS PureFibre investment is equipped to keep pace with ever-evolving technology, offering increasingly faster connections. This new fibre-optic infrastructure is the backbone of TELUS' 5G network enabling access to the

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

Remaining connected on the land in Pakua Shipu

In November 2019, TELUS connected the remote Innu community of Pakua Shipu, located in the vast, roadless region of Québec's Lower North shore to our advanced LTE wireless network. Connected as part of an ambitious project, the connectivity to this community of just over 200 people is supported by a hybrid backbone

infrastructure that combines lightning-fast fibre optics and one of the largest microwave radio systems in the world. [Read more about how this project helped connect Manon to the vital educational tools she relies on via TELUS's advanced wireless network.](#)

Watch Manon's story



Mouse Woman • Kuugan Jaad
Cori Savard • Yahi 'Aadas



83%

of homes, communities, small businesses and government buildings on **Indigenous lands** enabled with TELUS' advanced broadband connectivity



+84k

people living in **Indigenous communities** with access to our TELUS PureFibre network



\$70M

in committed funding from our partners to expand connectivity +120 **Indigenous lands** to our wireless and wireline networks by 2026



+\$80M

Capex dollars invested connecting **Indigenous communities** to our TELUS PureFibre network, inclusive of the co-funding partnerships we initiated



240

Indigenous communities serviced by TELUS



42

Indigenous communities connected through funding partnerships to our advanced broadband networks



91

Indigenous communities connected to our PureFibre/Coax Networks (50/10+)



167

Indigenous lands connected to our PureFibre/Coax Networks (50/10+)



+26k

Premises connected to our PureFibre/Coax Networks (50/10+)



473

Indigenous lands connected to the transformative power of 5G across Canada



175

Indigenous communities (507 **Indigenous lands**) connected to our wHSIA network



786

Indigenous lands covered with our reliable 4G LTE mobility

Fostering meaningful and strategic partnerships

“Partnerships between network providers and government at all levels are essential for removing the barriers Indigenous communities face to digital connection and unlocking our increased economic potential”.

Nits'il?in (Chief) Joe Alphonse
Tsilhqot'in National Government Tribal Chair

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

In 2022, our partnerships have enabled **15 communities** and **16 Indigenous lands** with advanced broadband connectivity, unleashing access to the digital world.

Canadian Radio-television and Telecommunications Commission (CRTC): Broadband Fund

CRTC is a public organization in Canada with a mandate as a regulatory agency for broadcasting and telecommunications in the public interest. The CRTC Broadband Fund was established to help provide Indigenous and rural communities with access to broadband Internet and mobile wireless services.

In 2022, the CRTC Broadband Fund and TELUS announced **\$13M** in funding to improve internet and/or wireless connectivity across 10 communities and 15 Indigenous lands.

All Nations Trust Company (ANTCO): Pathways to Technology Program

Pathways to Technology (Pathways), a project managed by ANTCO, is the largest and most complex First Nations connectivity initiative in the country. Pathways' goal is to bring affordable and reliable high-speed internet to all 203 First Nations in British Columbia, aiming to connect British Columbia First Nations to the world regardless of where they live. Over the past 10 years, TELUS and Pathways have collaborated to connect 49 Indigenous communities, including 16 communities and 26 lands with TELUS PureFibre.

Innovation, Science, and Economic Development Canada (ISED): Universal Broadband Fund

ISED is a federal institution representing 17 federal departments and agencies focused on improving conditions for investment, enhancing Canada's innovation performance, increasing Canada's share of global trade, and building a fair, efficient, and competitive marketplace. ISED's Universal Broadband Fund (UBF) was established to fund high-speed internet projects to rural, remote, and Indigenous communities across Canada. TELUS and ISED co-funded the connection of six communities and seven Indigenous lands to our advanced broadband networks in 2022.

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

Connecting British Columbia is a program funded by the Government of British Columbia, and administered by Northern Development Initiative Trust (NDIT) to expand and upgrade broadband connections in rural and Indigenous communities throughout British Columbia. TELUS and the Government of British Columbia co-funded the connection of five communities and five Indigenous lands to our advanced broadband networks in 2022.

Government of Québec: Operation High-speed

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

Digital connection facilitates human connection

Since 2019, TELUS has been partnering with the T̓silhqot'in National Government (TNG) to connect their six communities to our advanced networks. Leveraging our initial funding partnership with ANTCO and Interior Health, TELUS and the TNG communities have continued to partner with subsequent funders like the Connecting British Columbia Program and UBF to continue connecting homes, schools and governments with our advanced networks. These partnerships meant that during the peak of the pandemic children stayed connected to a fast and reliable network. Working with the community and with guidance from Tl'etinqox School principal, Clayton Grice, TELUS helped to ensure that no student was left behind.

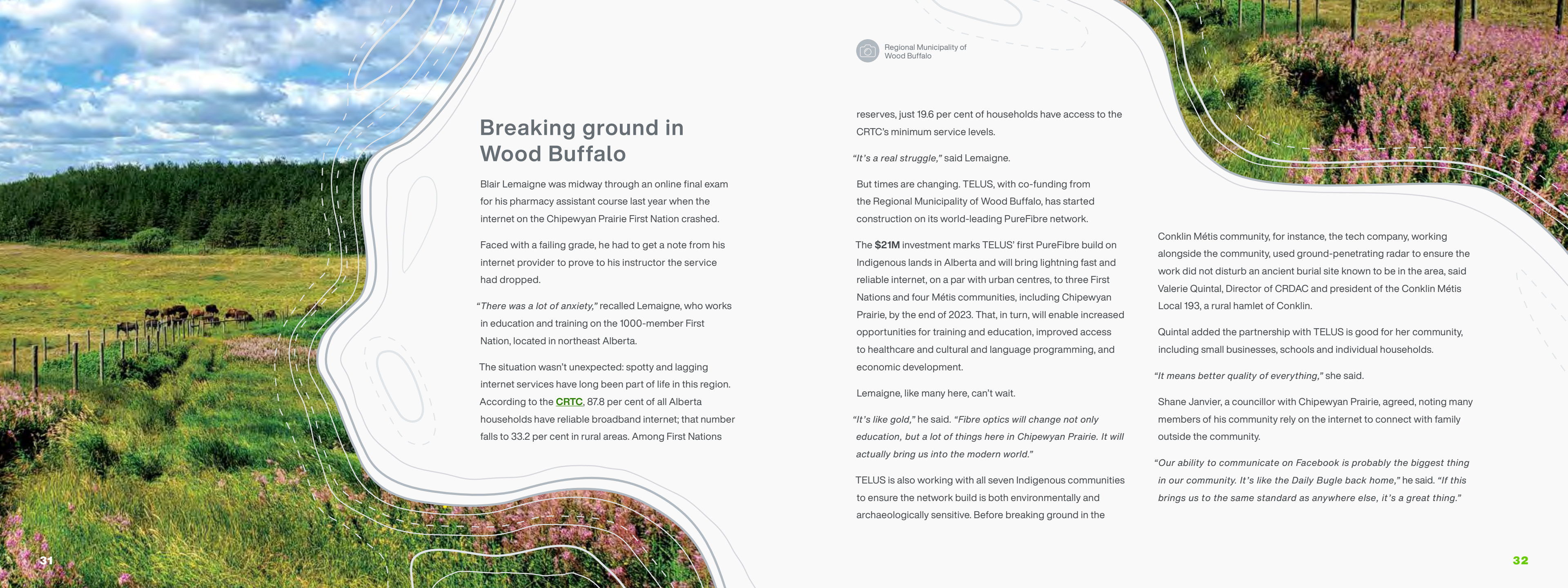
“Indigenous Peoples have always thrived through connection: to our families and communities, to our Ancestors and future generations, to our lands and waters, to our relations in the animal and spirit worlds, to our trading partners and allies across this continent and beyond. We are driven by connectivity in every aspect of our lives and cultures.”



Learn how Tl'etinqox School is leveraging technology

Nits'il?in (Chief) Joe Alphonse
T̓silhqot'in National Government Tribal Chair





Regional Municipality of
Wood Buffalo

Breaking ground in Wood Buffalo

Blair Lemaigue was midway through an online final exam for his pharmacy assistant course last year when the internet on the Chipewyan Prairie First Nation crashed.

Faced with a failing grade, he had to get a note from his internet provider to prove to his instructor the service had dropped.

“There was a lot of anxiety,” recalled Lemaigue, who works in education and training on the 1000-member First Nation, located in northeast Alberta.

The situation wasn’t unexpected: spotty and lagging internet services have long been part of life in this region. According to the [CRTC](#), 87.8 per cent of all Alberta households have reliable broadband internet; that number falls to 33.2 per cent in rural areas. Among First Nations

reserves, just 19.6 per cent of households have access to the CRTC’s minimum service levels.

“It’s a real struggle,” said Lemaigue.

But times are changing. TELUS, with co-funding from the Regional Municipality of Wood Buffalo, has started construction on its world-leading PureFibre network.

The **\$21M** investment marks TELUS’ first PureFibre build on Indigenous lands in Alberta and will bring lightning fast and reliable internet, on a par with urban centres, to three First Nations and four Métis communities, including Chipewyan Prairie, by the end of 2023. That, in turn, will enable increased opportunities for training and education, improved access to healthcare and cultural and language programming, and economic development.

Lemaigue, like many here, can’t wait.

“It’s like gold,” he said. *“Fibre optics will change not only education, but a lot of things here in Chipewyan Prairie. It will actually bring us into the modern world.”*

TELUS is also working with all seven Indigenous communities to ensure the network build is both environmentally and archaeologically sensitive. Before breaking ground in the

Conklin Métis community, for instance, the tech company, working alongside the community, used ground-penetrating radar to ensure the work did not disturb an ancient burial site known to be in the area, said Valerie Quintal, Director of CRDAC and president of the Conklin Métis Local 193, a rural hamlet of Conklin.

Quintal added the partnership with TELUS is good for her community, including small businesses, schools and individual households.

“It means better quality of everything,” she said.

Shane Janvier, a councillor with Chipewyan Prairie, agreed, noting many members of his community rely on the internet to connect with family outside the community.

“Our ability to communicate on Facebook is probably the biggest thing in our community. It’s like the Daily Bugle back home,” he said. *“If this brings us to the same standard as anywhere else, it’s a great thing.”*

Tk'emlúps te Secwépemc: walking the path together



Tk'emlúps te Secwépemc is located at the confluence of the North and South Thompson Rivers – water superhighways of Secwépemc and neighbouring First Nations and a historically exceptional place for information exchange, be it political, economic or ceremonial.

Today, the region's historic significance is undergoing a powerful renewal as residents and businesses gain access to the world-leading TELUS PureFibre network.

To date, there have been four PureFibre builds: the main part of Tk'emlúps; along the South Thompson River with funding partnership from ANTCO Pathways to Technology; connecting additional homes close to Paul Lake; and, this year, completing remaining homes on reserve with funding from the Government of British Columbia Connecting British Columbia Economic Recovery Fund, Universal Broadband Fund and TELUS.

Katy Gottfriedson, a former Tk'emlúps te Secwépemc Councilor from 2012-2021, worked closely with TELUS throughout the process and found the company to be *“very responsive and their staff socially mindful.”*

“I’ve developed a strong respect for TELUS and the people they have working with Indigenous communities,” she said. *“TELUS has walked the path with us, be it for their emergency response or for the staff working with communities. Without people that understand, it’s an uphill battle to create partnerships.”*

Connectivity throughout Tk'emlúps te Secwépemc helped to ensure that both children and Elders were better equipped to adapt pandemic protocols and the transition from in-person to virtual, for education, connecting with family and friends, or healthcare.

Jessica Arnouse, Tk'emlúps te Secwépemc Language Coordinator, said with improved internet, she was able to organize Secwepemctsin speaker meet-ups for Elders on Zoom, thereby easing their isolation.

More recently, Kúkpi7 (Chief) Rosanne Casimir said TELUS has consistently stepped up to assist the community in difficult moments.

“Last year, when we welcomed wildfire evacuees to our powwow arbour, within the span of a couple of days, TELUS had Wi-Fi readily available. This provided some sense of normalcy, as the displaced folks were able to reach out to loved ones, keep apprised of emergency response to the

wildfires, and attend to pressing needs such as online banking,” she said.

Casimir added that when the community brought forward the heartbreaking findings regarding the unmarked graves (often referred to as “the 215”), the TELUS Thompson Okanagan Community Board reached out to ask about how to best support those in need.

“Within a very short order,” she said, *“they provided \$20K to the Secwépemc Museum and Heritage Park to directly support memorial efforts in honour of L’Estcwiwéy (Secwepemctsin for “the missing”) on the Kamloops Indian Residential School grounds. Be it to honour the missing children, to provide Kits for Kids to Tk'emlúps children [free backpacks filled with essential school supplies], to ensure we have the infrastructure in place to uphold all forms of communication, we appreciate our relationship with TELUS.”*



Candice Camille Photography
and Tk'emlúps te Secwépemc





HIGaagilda Skidegate: leveraging technology to connect with the world

For an outsider to come to Haida Gwaii, an archipelago located off the northwest coast of British Columbia renowned for its rich ecosystems and Haida culture and heritage,¹ they must uphold the principle of yahguudang, or “respect.”²

“One of the key pillars of Haida culture is respect. Outside organizations coming into HIGaagilda Skidegate have to go through procedures and protocols that are important culturally to our people,” explained Trent Moraes, Skidegate Band Council Deputy Chief Councillor.

When a partner like TELUS understands – and values – these same principles, *“it’s always welcoming to a long-lasting relationship,”* said Moraes.

The tech company recently invested **\$10M** to bring enhanced cell service and broadband internet to Haida Gwaii, supporting critical, transformational change in respect to enabling online healthcare, education, and the ability to work from home or operate a local business and compete globally.

As part of its longstanding investments across the island, TELUS worked closely with local communities to complete upgrades to the Mascon by TELUS high-speed internet network that now provides access to residents and businesses in Daajing Giids and HIGaagilda Skidegate.

The company engaged with leadership throughout the network enhancements, hired local workers and used locally operated equipment rentals to complete the upgrades. In addition, TELUS recently completed an upgrade to its local wireless infrastructure, giving residents, businesses and visitors access to high-speed wireless voice and internet services.

As part of its local efforts to support where it’s needed, TELUS also partnered with the Council of Haida Nation, Haida Gwaii Museum and School District 50 early in the COVID-19 pandemic to support 35 Elders by donating tablets to help them stay connected.

The support is part of TELUS’ continued efforts to connect Indigenous communities to the life-changing

power of high-speed Internet and mobility solutions, and builds on its commitment to Indigenous Reconciliation.

For HIGaagilda Skidegate, improved connectivity opens up a world of opportunities.

“The broadband connectivity is essential for participating in our ocean protection plan and strengthens public safety services and the ability to respond to emergencies quicker,” said Moraes.

Indeed, residents of all ages are exploring newfound opportunities through the improved network access.

“Everybody is now able to start to create those virtual spaces to create their own business platforms, whether those are websites or booking sites,” said Moraes. *“We can also start sharing more information, such as cultural awareness. People will be able to see why we protect the lands and resources of Haida Gwaii. In the past it hasn’t been that easy to put a video online and have it at a higher resolution. A lot of that was sacrificed at the amount of speed that we had online. It changes not only the economy, but also the governance of First Nations and how we interact with the world.”*

¹ As described by the Haida Gwaii Museum: <https://haidagwaiimuseum.ca/plan-your-visit/>

² From page 4 of Skidegate Comprehensive Community Plan: http://www.skidegate.ca/wp-content/uploads/2022/02/ccp2012_2017.pdf

Enabling **Social** Outcomes

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

Salmon • Chiina

Cori Savard • Yahl 'Aadas

When Raven stole the Salmon from Beaver Lake, he did not plan to drop them along his escape route. Every drop of water that fell during his flight became the Salmon-bearing streams we know today.

Each year, we await the return of the Salmon. They bring with them a message of resilience and renewal. The Salmon travel the vast oceans for years before returning to the streams where they were hatched. Giving life to the new generation. A bounty that is treasured and enjoyed among the many Nations along the coast of British Columbia. Haawa Chiina, Thank you Salmon.



Wya Point, B.C.

Leading with purpose

Social capitalism is at the core of who we are and what we do. To us, doing well in business and doing good work in and for our communities are mutually inclusive. Driven by our social purpose to connect all citizens for good, our enduring philosophy to “give where we live” has inspired TELUS, our team members, and retirees to donate more than **\$1.4B** to charitable and community organizations, and volunteer **1.3M** hours since 2000.

As a global leader in social capitalism, we are committed to leveraging our innovative technology and human ingenuity to drive social change that results in meaningful outcomes. It's more than just our commitment to give where we live to strengthen our communities, it's how we leverage our world-leading technology capabilities into meaningful services that drive innovation and support the transformation of essential social models, such as patient-centred healthcare, universal education, and environmental stewardship.



Killer Whale • Sgaana
Cori Savard • Yahl 'Aadas



TELUS Friendly Future Foundation

Since 2018, TELUS Friendly Future Foundation® has given youth across Canada the opportunity to reach their full potential. By providing grants to over 500 registered charities each year that offer innovative education and health programs, many enabled by technology.

Our granting programs include:

- TELUS Community Boards providing grants of up to **\$20K** to local youth charities in communities across Canada
- New in 2022, Innovation Grants provide funding of up to **\$200K** for breakthrough ideas in youth mental health or environmental education and climate action programs



In 2021 TELUS Future Friendly Foundation supported more than **50** Indigenous-specific youth programs with over **\$1.1M** of funding.



Creating culturally relevant spaces

Supporting Indigenous children, families, and communities is at the heart of Indigenous Perspectives Society (IPS) and has been since it began over 30 years ago. Based out of Victoria, IPS is a not-for-profit community and education centre that provides public and private organizations culturally relevant training in areas of Indigenous Cultural Perspectives, Indigenous Child and Family Services and Indigenous Child Permanency. Their programs foster a deeper understanding of Indigenous perspectives, cultural differences, and the need for self-determination that advances and strengthens the lives of Indigenous Peoples across British Columbia.

The IPS building serves to provide Indigenous and non-Indigenous staff, instructors, volunteers, and participants with a safe and culturally appropriate space to come together as a community. TELUS Friendly Future Foundation funds were used to upgrade the building and transform the existing space into a culturally relevant and safe environment that better reflects the mission and values of the organization. The new space incorporates Indigenous designs, artwork, and more natural light to mirror the programs created by Indigenous people for Indigenous people. With funding from TELUS Friendly Future Foundation, IPS provides deeper cultural relevance and safety for training participants across its curriculum.

"I take the opportunity to thank TELUS Friendly Future Foundation for the generosity that supported the special space we now occupy on the territory of the Songhees and Esquimalt Nations. As a charitable non-profit, we are often tasked with finding creative ways to sustain the good work of the staff that hold up the walls of our space. Your generous donation has inspired pride in our space, inspired hope in a culturally relevant and reflective work house that has enabled us to continue to offer important opportunities that ground our team, youth, and circle members in healing activities."

Rachelle Dallaire

Executive Director, Indigenous Perspectives Society

Preserving our land and water by building meaningful relationships

Many countries are struggling to respond to challenges to their freshwater supplies from growing populations and rapid climate change. In Canada, the International Institute for Sustainable Development (IISD) works to protect these ecosystems and the people who live in them through inclusive and robust nature-based solutions. One of the IISD's long-term research initiatives is the [Experimental Lakes Area \(ELA\)](#), a natural freshwater research laboratory of 58 small lakes and their watersheds in Northwestern Ontario's Kenora District. For over five decades, the ELA has been one of the world's most influential freshwater research facilities, conducting experiments on a growing list of threats to freshwater supplies.

Part of the IISD-ELA's mandate is building meaningful, mutually beneficial relationships with Indigenous communities like Sagkeeng First Nation to help protect and preserve the environment through the lens of both Indigenous knowledge and environmental science.

"Being stationed in Treaty 3 traditional land has given us a unique opportunity to work with local Indigenous communities like Sagkeeng First Nation to learn and share knowledge," explains IISD-ELA outreach officer Dilber Yunus.

With a grant from TELUS Friendly Future Foundation, Yunus and her team worked with Sagkeeng First Nation Elders, youth, healthcare providers and educators to establish a steering committee that supports the enhancement of the Winnipeg River base area.



International Institute for
Sustainable Development



Indigenous Communities Fund

The Indigenous Communities Fund, a key IRAP commitment, launched in 2021 and offers grants of up to **\$50K** for Indigenous-led social, health and community programs. Together, we can make the future friendly by supporting Indigenous leaders and community groups who know their communities best.

Funding is available for projects focused on, but not limited to:

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

Learn more at telus.com/indigenousfund

“Thanks to TELUS, we’re making dream careers a reality by providing opportunities that wouldn’t otherwise be available and breaking down the systemic barriers faced by underrepresented people.”

Karen Gillam

Founder and CEO,
Workforce Warriors Inc.



In 2022 TELUS donated **\$200K** to recipients of the Indigenous Communities Fund with a commitment to distribute **\$1M** by 2026.

TELUS is proud to highlight the 2021/2022 recipients



Eden Valley Stoney Nakoda Community Garden (Alberta)

Chief Jacob Bearspaw Memorial School, in collaboration with Ciclomaniyas, will implement the Eden Valley Stoney Nakoda Community Garden, a project that will provide practical skills in garden composting and traditional knowledge.



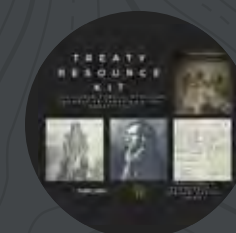
Gitmaxmak'ay Nisga'a Prince Rupert/Port Edward Society (British Columbia)

The “Connecting Urban Nisga'a Language Through Tech” project is designed to replace obsolete technology and support language and cultural revitalization.



Enoch Cree Nation's māmawinitowin mīyowâyâwin (Alberta)

Enoch Cree Nation will develop a new wellness gathering place called māmawinitowin mīyowâyâwin, a centre that will directly support Indigenous youth by building capacity for leadership, sport, culture, recreation and outdoor learning.



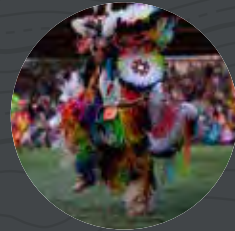
Indigenous Knowledge and Wisdom Centre (Alberta)

The Indigenous Knowledge and Wisdom Centre produces Treaty Resource Kits. Inspired from oral treaty history accounts, Kits are designed to provide an accurate education on the history of Indigenous Peoples in Alberta.



IndigeSTEAM (Alberta)

IndigeSTEAM designs programming that connects youth with Indigenous Science, Technology, Engineering and Mathematics (STEM) role models and helps them develop a passion for STEM. Grant funds will help expand existing programs and extend their reach through telepresence robots.



Kamloopa Powwow Society (British Columbia)

The Kamloopa Powwow Society applied for funds to support their 40th-anniversary powwow in 2022.



Unamen Shipu Band Council (Québec)

Unamen Shipu Band Council (Conseil des Innus de Unamen Shipu), will contribute to the expansion of their community hall through a project called Mamuk Nakamutau, “a shelter for the outdoor stage.”



Workforce Warriors (Ontario)

Workforce Warriors will expand its STEM training program for Indigenous people in rural Ontario. Partnering with TELUS, the program participants will engage in hands-on training to build careers in telecommunications.



xʷməθkʷəy̓əm (Musqueam) First Nation Ground Penetrating Radar (British Columbia)

UBC's Laboratory of Archaeology (LOA) and Musqueam First Nation have co-developed a capacity in the use of ground-penetrating radar (GPR) for locating unmarked graves. This work began in 2007 and continues to today.



Taseko Lake, B.C.

Butterfly • K'ulgaayyugwang
Cori Savard • Yahl 'Aadas

Indigenous Knowledge and Wisdom Centre

Treaty Resource Kits program

For Indigenous Peoples, history is not a thing of the past, it's reflected in the present.

This understanding drives the work of the Indigenous Knowledge and Wisdom Centre (IKWC), an Alberta-based not-for-profit that provides a repository of information on Treaty 6, 7, and 8. Supporting them in this work is the [TELUS Indigenous Communities Fund](#), a funding program designed to be easily accessible to Indigenous-led organizations and Indigenous communities. The fund's main purpose is to enable projects that are impactful to Indigenous Peoples, as determined by the fund recipients.

As one of the first four recipients of the Indigenous Communities Fund, the IKWC is looking to continue to grow their Treaty Resource Kits program, providing valuable resources to band-operated schools within the Treaty 6, 7, and 8 Territories.

The work stems from requests from Indigenous educators, administrators, and leadership, in finding resources and information about Treaties and history from an Indigenous perspective. *“Much of*

the documentation around Treaties gives the impression that these were Treaties of cessation, or entirely about land and title. This was not the spirit and intent of the agreements being made from our Peoples perspective. Treaties were not just between nations; they were a sacred ceremony between Peoples and the Creator. Treaties are not merely signatures on parchment, they were relationships made in ceremony and relationships that continue to this day.” says James Knibb-Lamouche, IKWC Director of Innovation and Research.

“What we wanted to do was to provide an Indigenous voice in the classroom for our students from our academics, our historians, our Elders and Knowledge Keepers, to give them some pride of place in our classrooms.” says Knibb-Lamouche.

In parallel with the Treaty Resource Kits is a Virtual Library that holds content produced by and for Indigenous Peoples. The repository is the result of decades of efforts from generations of Indigenous voices. The aim of these tools is to promote the study of Indigenous history, cultures, languages, and values. Indigenous authorities acknowledge

that much of Indigenous history has been ignored or hidden through years of systemic elimination in the curricula of the residential school system, and this sadly continues in modern curricula. The passing down of historical information and stories in many Indigenous cultures is shared through oral storytelling. The IKWC is working to provide Indigenous parents, administrators, educators, and most importantly students with the tools and resources to continue to tell the stories and histories.

Continuing to grow the program is a critical step in ensuring that the original and continuing history of these lands is being taught to this generation and generations to come.

[Learn more about the IKWC and Treaty Resource Kits here. \(ikwc.org/treaty\)](#)



Supporting communities through disaster and recovery

At TELUS, we're committed to the safety and wellbeing of communities, from supporting through COVID-19 through to natural disasters and beyond. From the fires that incinerated the community of Lytton, to the atmospheric river that caused widespread flooding and mudslides across southern British Columbia, TELUS was on the ground, supporting relief efforts and doing whatever it took to reconnect communities. Whether through our partnership with the Sturgeon Slayers Conservation team to bring critical supplies such as water and diapers to Chawathil, Peters and Soowahlie First Nations cut off by mudslides or funding to Conayt Friendship Centre to support relief efforts, we are committed to standing by and supporting the communities where we live and serve.

"Chawathil qas te TELUS Lexw síyó:les, in our Halq'eméylem language, means Chawathil and TELUS working as one. When the floods and fires devastated our community, TELUS reached out every time. They came by boat to deliver essentials, including water, formula, diapers, pet food and dry and canned food when there was no road access; and they shared air purifiers for our Elders when the sky was smoky. They expedited fibre-optic connectivity to our area so our loved ones had a way to communicate. TELUS asked what we needed and supplied us with the resources to support our members and to those who we welcomed who were displaced. We are grateful to TELUS' swift action and meaningful approach in prioritizing the needs of our community members. Létsemōt, 'one heart, one mind', does come to mind on the gratitude and efforts they have provided our Nation"

Chetlámettleqw (Norman Florence)
Chief, Chawathil First Nation

British Columbia Fire and Flood Relief



17
First Nations supported



+132
Devices to connect children pivoting to online learning



+8650 lbs
food, essential goods and PPE delivered by boat, car and helicopter



\$110k
in funding provided for essential goods



+2km
of fibre attached to trees with zip tie within 48 hours to enable connectivity for displaced Lytton First Nation families



+50km
of fibre and structure built with over 2000+ TELUS team member hours to restore service to 125+ homes following 2 natural disaster events along Hwy 8

Butterfly • K'ulgaayyugwang
Cori Savard • Yahl 'Aadas



Coming together, guided by First Nations Health Authority

As historic flooding struck British Columbia last November, washing out highways and bridges, and endangering lives, Londea Riffel's phone at the First Nation Health Authority (FNHA) began ringing off the hook.

From the British Columbia government and First Nations to companies and community members across the region, everyone wanted to know what they could do to help.

Among the first to call was TELUS.

"They asked, 'What do you need?'" recalls Riffel, FNHA regional manager for health emergency management in the Interior. "I said 'Let me check with the community' because that's always been our response."



First Nations Health Authority

The November 2021 flood, known as an "atmospheric river" because of the record level of rainfall, led to evacuation orders across several communities, including the Nlaka'pamux Nation and City of Merritt. All major traffic arteries, including Highways 1, 5 and 8 were cut off and residents by the thousands were forced from their homes to emergency centres in Kelowna, Kamloops, and Hope.

From Day 1, TELUS engaged with Indigenous communities affected by the extreme flooding, enabling emergency connectivity and donating 120 devices to children so they could keep learning while away from their communities.

In collaboration with the First Nations Health Authority (FNHA), the tech company also donated **\$10K** to fund emergency care packages containing food, essential goods and Save-On-Foods gift cards. The TELUS Friendly Future Foundation made further donations of **\$60K** to the Merritt Friendship Centre, **\$50K** to support eight surrounding First Nations that needed assistance due to the floods (including Ashcroft, Boston Bar, Coldwater, Cook's Ferry, Nicomen, Nooaitch, Shackan, and Siska), and **\$10K** to assist with a housing program in Merritt.

Following the flood, Riffel invited TELUS and other corporate donors to a "coming together" at the Emergency Support Services centre in Kamloops.

Organized by the Nlaka'pamux Health Services, the FNHA offered cultural and wellness support and worked with Interior Health to provide primary care and dental information. TELUS had its own booth staffed by five team members who supported the delivery and distribution of care packages, answered questions around free counselling and pausing service bills, and gave out masks, hand sanitizers and critters to displaced families and individuals.

"It was amazing. We had this massive lunch, and everyone was supportive to community members," Riffel says. "I saw the happy tears. I heard jokes as people started feeling better."

For Riffel, the partnership with TELUS is critical in helping to ensure Indigenous communities get the support they need in an emergency.

"When these events occur and people are displaced, it can be traumatizing for anyone, and for Indigenous Peoples, the impacts of historical trauma make it even worse," she says.

The Nlaka'pamux Nation thanked TELUS with a blanketing ceremony, led by FNHA Interior Region Nation executive representative and Nlaka'pamux Nation member Ko'waintco Michel.

Connecting for Good

A vital pillar of our social purpose is to bridge digital and socio-economic divides to connect everyone to the people, information, and resources that improve their lives. At TELUS, we understand technology to be the great equalizer, but only if everyone has access to it. Through our Connecting for Good® programs — including Health for Good®, Mobility for Good®, Internet for Good®, Tech for Good™, and new pilot program, Home Phones for Good for Indigenous Families At Risk — we are leveraging our technology to ensure underserved citizens are connected to the people, information, and opportunities that matter most in our increasingly digital society.

“The TELUS Mobility for Good Program demonstrates TELUS’ commitment to Reconciliation, as well as their testament to working towards becoming an ally within Indigenous communities. This program addresses a number of the Calls to Action in supporting Indigenous Peoples to have equitable communication in order to address such issues as poverty, safety and connectivity. It provides Indigenous Peoples with the tools and technology to access much-needed services and support. The Native Courtworker and Counselling Association of B.C. is extremely grateful for this program and partnership which enables us to support our Indigenous clients across the province of British Columbia to heal and live safe, healthy lives.”

Kim Rumley

A/Director of Court Services, Native Courtworker
and Counselling Association of British Columbia



1.7k

youth aging out of care were able to stay connected with family and support networks and access resources through Mobility for Good*



5k

Elders and seniors are staying connected to family and friends through Mobility for Good for Seniors*



535

Indigenous women at risk of or surviving violence have access to a lifeline through our Mobility for Good for Indigenous Women at Risk program



35

Indigenous organizations are distributing phones to Indigenous women at Risk across British Columbia, Alberta and Ontario through our Mobility for Good for Indigenous Women at Risk program



97%

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



11.5k

families in need enrolled in our Internet for Good program, benefiting from subsidized high-speed internet from TELUS and access to a low-cost computer



96%

of Internet for Good participants said the program allows them to stay connected to the people and resources that matter most



134k

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

*Individuals supported in 2021

Salmon • Chiina
Cori Savard • Yahl 'Aadas



Home Phones for Good for Indigenous families at risk

Launched in 2020 with Bears paw First Nation, TELUS' newest pilot program, Home Phone for Good for Indigenous families at risk, supports rural and remote Indigenous families to gain access to emergency services and critical care by offering subsidized residential wireless home phone services. In alignment with our commitment to support Indigenous-led approaches, TELUS works in partnership with Indigenous governments to roll out the program to those that need it the most.

"Technology is an equalizer for our people."

Chief Darcy Dixon
Bears paw First Nation

Breaking down barriers in Vancouver's downtown eastside

Healthcare should be accessible to everyone, no matter who you are or where you live.

The TELUS Health for Good program is breaking down barriers and changing lives in Vancouver's Downtown Eastside working in partnership with Kilala Lelum. They are pairing Indigenous Elders with physicians and allied health professionals via the Kilala Lelum Mobile Health Clinic, powered by TELUS Health, to provide physical, mental, emotional, and spiritual care to the community.

Backed by a **\$12M** investment from TELUS, our Health for Good Mobile Clinics serve 22 communities from coast to coast. Learn more about Health for Good at telus.com/HealthForGood



Watch Health for Good in action

Leveraging technology to enhance health experiences

At TELUS, we are committed to transforming health experiences, with care. We believe in the power of technology to create better health experiences for Canadians. We're on a mission to revolutionize access to healthcare, especially for the most vulnerable among us.

TELUS Health is a leader in digital health technology, providing virtual care, home health monitoring, electronic medical and health records, benefits and pharmacy management, and personal emergency response services. By leveraging the power of technology to deliver connected solutions and services, TELUS

Health is improving access to care and revolutionizing the flow of information while facilitating collaboration, efficiency, and productivity for physicians, pharmacists, health authorities, allied healthcare professionals, insurers, employers, and citizens, to progress its vision of transforming healthcare and empowering people to live healthier lives.

Indigenous leaders continue to educate and help us understand how our digital health technology can be of service. Whether it's keeping Elders safe through our LivingWell Companion or TELUS Health Companion personal emergency response service, or enabling individuals to access a doctor from wherever they are through our TELUS Health MyCare virtual care service, we will continue to support communities in meeting their health goals.

"I am thrilled that several members of our community have the LivingWell Companion device. In the past, we have had Elders who live alone fall in the night and have no way of notifying anyone. They were not able to get up and had to wait for a family member to find them in the morning. Now, if the same thing happens again, people here have the ability to get help right away. The people in our community have knowledge and skills that are invaluable. Providing them with a tool that can help them be independent and allow them to thrive in their own space enriches their lives and ours."

Christine Morton

RNc BScN MHEP, Gitga'at Nursing Station



Community of Gitga'at
First Nation

Cultural Responsiveness and Relationships

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

Frog • Hlk'yan k'uustaan

Cori Savard • Yahl 'Aadas

Hlk'yan k'uustaan is often depicted on totem poles, his protruding tongue connecting with that of another carved being. This connection is meant to represent our oral history and sharing of knowledge. This passing of knowledge from one being to the other, from one generation to the next is integral to the Haida way of life.



Nootka Island, B.C.

Building meaningful relationships by listening, learning, and truth-telling

As a corporate and social purpose leader, we recognize the responsibility we have to leverage our voice, business and relationships to advance Truth and Reconciliation. We are proud to amplify Indigenous innovation, leadership and talent, whether by amplifying Indigenous artists and storytellers on our TELUS fleet or funding Indigenous filmmakers. From Dr. Lisa Richardson, clinician and healthcare educator, to Jaylene Tyme, iconic performer and proud Two-Spirit trans woman, we have been privileged to feature

a diverse range of Indigenous guests sharing their truths on the TELUS Talks with Tamara Taggart podcast and will continue to focus on elevating Indigenous voices across our platforms.

Whether it is ensuring our team members and partners have the opportunity to learn about Canadian history through an Indigenous lens from our partner Chastity Davis-Alphonse, to the digitization of the Witness Blanket, we will continue to support the truth in Truth and Reconciliation.

“TELUS’ Reconciliation commitments are coming to life in our stores. The intimate opportunity to listen, learn and engage in discussions with residential school Survivor Deborah Baker at one of our store locations is an experience that our team members are so grateful to have participated in. There is so much more to be done but I am encouraged that enhancing our learning and deepening our compassion for Indigenous Peoples’ lived experiences is one of many ways we are taking steps toward Reconciliation and renewed relations with Indigenous Peoples.”

Hilen Wong

VP TELUS Stores, Koodo Shops and
TELUS Retail Limited
Proud member of the TELUS team



“Indigenous Peoples are still here. We are moving from surviving to thriving by reclaiming our lands, cultures, traditions, languages, ways of being and knowing, and worldviews. The strength and resiliency of Indigenous Peoples is alive and well and as we reclaim our inherent Aboriginal Title and Rights, we will continue to overcome the 150+ years of enforced colonial policies that have affected our people. There are many examples of Indigenous Peoples, families, and communities that are reclaiming their culture and ways of being that we can all draw inspiration from.”

In recent years, non-Indigenous Peoples have become allies in supporting Indigenous Peoples in reclaiming their identity. This allyship is important, as it is one of many ways that Reconciliation can be achieved and relationships can be renewed amongst Indigenous and non-Indigenous Peoples. Current team members in TELUS have a unique opportunity to become intentional in their Reconciliation efforts. There is much more to learn about Canadian History through an Indigenous lens and how this history continues to impact Indigenous Peoples today.”

Chastity Davis-Alphonse

Tla’amin Nation • T̓silhqot’in Nation



Digital Witness Blanket

Advancing Truth and Reconciliation through art



The **\$1M** commitment by **TELUS** and the **TELUS Friendly Future Foundation** leverages world-leading technology to make the Witness Blanket digitally accessible.

In September the Canadian Museum for Human Rights (CMHR) and Carey Newman (Hayalthkin'geme) launched the digital Witness Blanket project with support from TELUS. Leveraging a new digital platform, the digital Witness Blanket, allows users to bear witness to the atrocities of the residential school system, through artwork, videos, images, and interviews with Survivors. Animikii Indigenous Technology and Media One Inc. supported the project through the creation of a virtual user experience. Newman drew inspiration from his father's experiences in residential school, to create the original Witness Blanket, a monumental work of art made from more than 877 pieces from 77 communities collected from former residential schools, churches, government buildings, and important cultural sites across Canada. The pieces were donated by Survivors and their families to Newman and his team.



Doug Little, Canadian
Museum for Human Rights

“The commitment from TELUS builds upon amplifying the truth, courage, and dignity of Survivors,” said Newman, master carver. “The digital Witness Blanket exemplifies the kind of work that we all need to engage in to achieve the aspiration of Reconciliation.”

Digitizing the Witness Blanket is the first completed phase of the partnership. Over the coming years, TELUS will support the creation of augmented reality, virtual reality, and projection mapping experiences to further expand the reach of the Witness Blanket. The digital resource recognizes the atrocities of Canada’s residential school era, remembers the children who have lost their lives, and honours the Survivors who lost their youth, language, and culture to the residential school system.

The documentary film [Picking Up the Pieces: The Making of the Witness Blanket](#) shares the journey artist Carey Newman (Hayalthkin’geme) and his team took in gathering objects to create the large-scale art installation.



Digitally experience the
Witness Blanket

Jill Schnarr

Chief Social Innovation and
Communications Officer

Proud member of the TELUS team

“Our partnership with Carey Newman and the Canadian Museum for Human Rights to digitize, promote and distribute the digital Witness Blanket is a powerful example of how businesses play a meaningful role in amplifying the voices and experiences of Indigenous Peoples. We are incredibly proud to leverage our technology, provide virtual access to this national monument and elevate the understanding of our shared history, including the atrocities of residential schools. Equally important, we hope this monument serves to further catalyze corporate Canada, demonstrating the positive impact we can create when for-profit organizations work within Indigenous-led frameworks of Reconciliation.”



Tegan McMartin Photography

Moose Hide Campaign

Standing up to end gender-based violence

To the steady heartbeat of drums, a resolute and hopeful crowd gathered May 12 to march from Thunderbird Park to the green grounds of the British Columbia Legislature in support of the Moose Hide Campaign.

The [walk](#) was short, but each step made by those gathered is one toward ending violence against women and children in Canada.

That's the focus of the [Moose Hide Campaign](#), a powerful Indigenous-led grassroots movement dedicated to empowering boys and men to stand up with women and children and speak out against gender-based violence. Women, girls and all genders are also welcome to support the campaign and its goals.

Half of all women in Canada will experience an incident of gender-based violence starting at age 16, a crisis that impacts a disproportionate number of Indigenous women and girls, according to David Stevenson, Moose Hide Campaign CEO.

Addressing the violence begins with acknowledgement, awareness and conversation.

"Domestic and gender-based violence is not necessary. It is not inevitable," said Stevenson. "It is in our hands to decide collectively whether we're going to allow this and whether we'll raise generations who will allow this."

"Wearing a piece of moose hide is a promise to love and respect women in your lives and hold yourself and men accountable," said Stevenson. The campaign was founded on the side of the ['Highway of Tears'](#) by Paul, Raven and Sage Lacerte, in response to the injustice and violence faced by too many women and children in Canada, particularly those who are Indigenous.

"Women and children have an inherent right to safety and love and respect...this is our time now to hold the baton and each generation must ensure that the next has tools in their basket to succeed in our effort to end violence and for us all to be prosperous."

Sage Lacerte
Moose Hide Campaign
National Ambassador



Over the next three years, TELUS will provide **\$150K** to the **Moose Hide Campaign** and continue to explore how we can amplify this vital initiative across our customers and team members.

In 2022



+300

team members participated in Moose Hide Campaign events



+4000

pins distributed in retail stores through British Columbia



+7000

pins distributed to TELUS team members

"It is an honour to partner with the Moose Hide Campaign, leveraging our technology, resources and compassion, to not only help expand the reach of this powerful message, but work to achieve our shared mission to end violence against women and children. Together, the Indigenous-led campaign helped reach more Canadians than ever before, encouraging a culture of healthy masculinity, gender equity and accountability that paves the way to creating a healthier, safer future for us all."

Patrick Barron

Vice-president Corporate Citizenship and Community Investment, Proud member of the TELUS team





Local artists give TELUS fleet an inspiring new look

TELUS is striving to deepen relationships forged through connectivity as we continue to explore creative methods of collaboration to amplify Indigenous artists' voices and talent. In 2021, TELUS embarked on a program to refresh vehicle branding and partnered with Xwei'ya (Deanna Marie Point), xʷməθkʷəy̓əm (Musqueam) and Fred Jackson, Ch'iyaqtel (Tzeachten) to tell their stories and showcase their art on some of our fleet in British Columbia's Lower Mainland and Fraser Valley regions.



Spring has Sprung

By Xwei'ya • Deanna Marie Point •
xʷməθkʷəy̓əm (Musqueam)

I am from xʷməθkʷəy̓əm (Musqueam Indian Band), in Vancouver, B.C. and I am a First Nations artist. Growing up with a mother who was a Master Coast Salish weaver and a father who was a carver gave me an early education in traditional art – a foundation for my studies in silver carving, First Nations art and its history. My work includes a mural, logos and custom pieces.

Seelthkey is inspired by a story my great-grandfather told, of a monster who lived in a bog called Mumquaam, near my ancestral home. It is said that this creature was so powerful, plants would wither when it passed, and the ones that grew from its droppings were called Muthkwey, or as they're known in English, bullrushes. They're a powerful part of our identity because Musqueam, the name of my people, means 'people of the river grass.' Nature is spiritual to us. Frogs are seen as the harbingers of spring and new beginnings, while hummingbirds are the messengers that connect us all. It's a tale that connects me to my family and connects my people to our land.

Watch Deanna's story





Moonlight Shadows

By Fred Jackson • Ch'iyáqtel
(Tzeachten First Nation)

I am a First Nations artist from Ch'iyáqtel (Tzeachten), located to the east of the Metro Vancouver area, near Chilliwack, B.C. Exploring my artistic abilities from a young age, I was heavily influenced by the world in which I was raised – and as such, my work is often born from a reflection of myself in these natural surroundings.

Moonlight Shadows draws inspiration from wolves and their natural connectivity. Strong, caring, and intelligent, they're pack animals who are comforted by connection, using sound, smell and instinct to move through the night as one. They're loyal, too – Alpha and Omega partners for life, with strong bonds that connect them generationally, so their young can learn to care for one another and survive this walk of life.

Watch Fred's story



Since 2018, **TELUS Local Content** has distributed over **\$5M** of community programming funds to Indigenous content creators and storytellers across British Columbia and Alberta.

TELUS Local Content funds locally reflective content. This is done through two funding portfolios — STORYHIVE® and TELUS originals.

Since 2013, STORYHIVE has funded **over 100 Indigenous content creators**. In 2022, STORYHIVE launched the second Indigenous Storyteller Edition in partnership with the Indigenous Screen Office and led by an all Indigenous Advisory and Selection committee. In September, **30** new emerging Indigenous content creators were selected and **provided \$20K in production funding, training, Indigenous mentorship and distribution support** to embark on their film project. The goals of these editions is to support capacity building for Indigenous storytellers in British Columbia and Alberta. Stay tuned for their films launching on TELUS Optik TV® in 2024.



TELUS STORYHIVE

In 2018, British Columbian Indigenous screenwriter, director and producer, Joy Haskell, was selected for TELUS STORYHIVE's first Indigenous Storyteller Edition and created her first short film, Hey Cuzzin.

In the opening of Hey Cuzzin, a montage of photos – snapshots of a family of Indigenous cousins depicted in life experiences – flash across the screen, the upbeat score of the same name, written and sung by Canadian, singer-songwriter Cheryl Bear, from the Bear Clan in Nadleh Whut'en First Nation, sets the tone for the comedy short.

“Hey Cuzzin is a look at the lives of First Nations’ cousins on the reservation and in the city, and the cultural connection and closeness they share with one another,” Haskell explains. *“It’s a window into the comedic interactions and antics among them.”*



Haskell's story exemplifies the types of projects STORYHIVE aims to support – an Indigenous storyteller sharing unique narratives about their community for their community.

“It was really important to be given a platform for my voice,” says Haskell. *“TELUS STORYHIVE gave me more than I could have expected in supporting and championing my project. As an Indigenous person and a woman, it’s really hard to break into film and TV. So, I wouldn’t have been able to do that if TELUS STORYHIVE didn’t give me the opportunity.”*

View Joy's project on
TELUS Optik TV Ch 126
(Indigenous Voices),
Stream+ or on STORYHIVE's
YouTube channel
youtube.com/c/storyhive



Watch Joy's project



Photo Credit: **Guy Ferguson**

Watch **Voices on the Rise**



TELUS originals

TELUS originals

TELUS originals supports the production of compelling, locally reflective, social purpose documentaries and documentary series that connect established, independent filmmakers in British Columbia and Alberta to viewers from diverse identities and communities. We prioritize representation, including Indigenous creators in front of and behind the camera.

Eli Hirtle is a nêhiyaw (Cree), British and German filmmaker, artist, and curator based in Lekwungen Territory in Victoria, B.C. His series, now two seasons, *Voices on the Rise*, captures his personal journey of revitalizing and learning his Cree language.

[Learn more about the series and his journey here.](#)



*“In the wake of the Truth and Reconciliation Commission and the recent findings of mass graves at residential school crime scenes across the country, I hope that *Voices on the Rise* can be a part of the education and awareness raising about the historical and ongoing effects of settler colonialism in Canada. When we take a step back and assess where we are and what has led us here, what was violently taken away and disrupted, I believe that increased funding and support for Indigenous language revitalization is a tangible and real form of repair. I think that this series illustrates these ideas in ways that anyone, Indigenous or non-Indigenous, can understand and appreciate”.*

Eli Hirtle

Access Indigenous storytelling - whenever, wherever



TELUS Optik TV, TELUS originals - Channel 8 and STORYHIVE - Channel 707 and 345



STORYHIVE and **TELUS original's** YouTube channels.



TELUS Optik TV, Channel 126, Indigenous Voices - Explore livestreams, documentaries and special features from Indigenous storytellers in communities in British Columbia and Alberta.



TELUS Stream+

“I believe it is critical to listen, learn and partner with Indigenous leaders, community members and businesses to bridge digital divides and create a vibrant, more diverse, and ultimately more representative, economic landscape. I’m proud that as part of TELUS’ ongoing commitment to the journey of Reconciliation, we’re taking meaningful steps, including implementing an Indigenous Reconciliation Action Plan (IRAP). Programs like STORYHIVE and TELUS originals fund Indigenous filmmakers and creators to support Indigenous Peoples through economic Reconciliation and by maintaining cultural integrity and expanding access to Indigenous Peoples’ stories. I take pride in the Indigenous content we have supported to date and recognize that there is much more to be shared through Indigenous perspectives.”

Zainul Mawji

Executive Vice-president and President, Home Solutions and Customer Excellence, Proud member of the TELUS team

Frog • Hlk'yan k'uustaan
Cori Savard • Yahl 'Aadas

Economic Reconciliation

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

Mouse Woman • Kuugan Jaad

Cori Savard • Yahl 'Aadas

Mouse woman can be found incorporated into most Northwest Coast Formline design. She is subtle and unassuming. She appears in times of need. Providing information or guidance, in exchange for a small amount of Mountain Goat wool.



Fairy Creek, B.C.

Aligning business practices with the needs of Indigenous Peoples

Demonstrating respect and reciprocity authentically to Indigenous communities will ensure that our key operational areas including employment and business development continue to flourish in partnership with Indigenous Peoples. Understanding the needs, expectations, concerns and beliefs of the Indigenous communities we work with is paramount to TELUS' Reconciliation efforts.

Heeding the Truth and Reconciliation Commission's (TRC) Call to Action #92 and in alignment with our commitments, we have reviewed our existing business development processes and continually seek input from Indigenous communities in order to enhance our practices in the following ways:

- Identify opportunities to work directly with Indigenous suppliers whose services align with our business needs
- Align our key business partners with TELUS' Economic Reconciliation commitments, to enhance their engagement with Indigenous suppliers and subsequent business growth
- Ensure that all suppliers we work with prioritize supporting the growth of an Indigenous workforce

Carol Anne Hilton, CEO and Founder of the Indigenomics Institute, and Indigenous Reconciliation Advisory Committee Member at TELUS, estimates that a fully invigorated, properly funded Indigenous business sector could add up to **\$100B** to the Canadian economy. *"The Indigenomics Institute is converging ideas, resources, tools and people to grow the Indigenous Economy. Indigenomics is economics from an Indigenous worldview and serves as a platform for modern Indigenous economic design,"* said Hilton. The Indigenomics Institute works with Nations, organizations, governments and private industry to strengthen Indigenous economic capacity and is currently unleashing a national Indigenous economic agenda to facilitate the growth of the Indigenous economy from its current value of **\$32B** to **\$100B** in five years.



Sustainable economic participation

Matt Holt had just one truck and a single traffic-control flagger in the field when he launched Eagle Green, a traffic control equipment services company, a little over a year ago.

Within a month, the company, which provides everything from road closures to sign installations to flagging pedestrians and vehicles at construction sites, had grown to five employees. Today, Eagle Green has 20 trucks on the road and between 50 and 60 employees.

“I definitely didn’t think it was going to go this fast,” said Holt, the company’s executive officer. *“It almost didn’t happen at all.”* Holt was hesitant when his business partner suggested they use an Indigenous logo to brand their new company.

As a member of the Cowessess First Nations in Saskatchewan who grew up on the Cowichan reserve, Holt is proud of his Indigenous heritage. But the personal experience left him uncertain about how the public might react to a First Nations business and seeing a First Nations logo. *“I never really mentioned my status or my history. I didn’t know if people would feel negative about it,”* he said. This time, he decided to do things differently, starting with the company logo, designed by a First Nations artist.

The name – Eagle Green – was also chosen carefully: “eagle” because the bird is renowned for seeing its surroundings at all times, crucial for flaggers; and “green” to underscore the company’s sustainability mission, including operating an energy-renewable fleet of electric vehicles. Response to the company was immediate and overwhelmingly positive.

Among the first to partner with Eagle Green was TELUS, which was looking for a company to provide traffic control and flagging services on sites where it was deploying TELUS PureFibre in communities across British Columbia, including Sechelt, Gabriola Island, Hope and Princeton. Beyond the professional services offered, Eagle Green’s Indigenous-first focus is a natural extension of the technology company’s own commitment to Reconciliation and supporting the goals of Indigenous Peoples. A key pillar is

economic Reconciliation, which aims to support sustainable economic participation and growth for Indigenous Peoples through involvement in TELUS’ business.

Today, Eagle Green provides services to about 60 percent of TELUS’ jobs in and around Greater Vancouver, Howe Sound and the Fraser Valley. Clients also include the Squamish and Tsawwassen First Nations. Holt credits the tech company’s ongoing support as he plans to expand Eagle Green’s reach to Vancouver Island and possibly the British Columbia Interior.

“TELUS has been the backbone of our company. We wouldn’t be able to be where we are if it wasn’t for them,” he said. *“They’ve given us the opportunities and contacts we need to get to the next level.”*



“TELUS recognizes that focusing on economic Reconciliation and the inclusion of Indigenous Peoples and communities in our projects and initiatives leads to better outcomes. We are proud of the steps we have taken to support robust Indigenous economic participation in our business. Our relationships with companies like Eagle Green are an example of our intentional approach to work in partnership with Indigenous-owned businesses towards prosperity by creating meaningful engagements based on trust, respect, and reciprocity.”

Shazia Zeb Sobani

VP, Customer Network Implementation,
Proud member of the TELUS team

TELUS Pollinator Fund for Good



As one of the world's largest corporate social impact funds, the TELUS Pollinator Fund for Good is working to support mission-aligned founders by investing in for-profit startups that are delivering transformative health, education, agriculture and environmental solutions. At **\$100M**, the Pollinator Fund was born out of TELUS' leadership in social capitalism and the belief that to do well as a company, we must also do "good" in the communities where we live, work and serve.

Since launching 18 months ago, the Pollinator Fund has already invested **\$6M in Indigenous-led businesses**, which is 80 per cent of the 7.5 per cent fund commitment. By creating opportunities that ease access to capital and support, we are generating a measurable impact that is critical to the growth of the Indigenous economy and communities.

Virtual Gurus is one such trailblazing business, disrupting the virtual assistant market across North America as a Talent-as-a-Service platform uniquely focused on providing long-term career opportunities for people from all backgrounds. Carrying forward this mission is founder and CEO, Bobbie Racette, an Indigenous woman from the LGBTQ2S+ community who is paving the way for greater representation across Canada's

startup and technology sector. Virtual Gurus recently closed an **\$8.4M** Series A round led by the Pollinator Fund, making Racette one of the first Indigenous women to do so in the Canadian technology sector.

Towards a \$100B Indigenous economy, one investment at a time.



In 2021, the Pollinator Fund became a major Canadian investor in Raven Indigenous Capital Partners to accelerate access to financing for Indigenous founders. Raven is North America's only Indigenous-led and owned impact investment firm. Raven backs high-potential, early-stage businesses led by Indigenous founders who are committed to revitalizing the Indigenous economy and communities. To date, the Raven portfolio includes 11 high-growth Indigenous businesses, such as Cheekbone Beauty, an Indigenous beauty brand; OneFeather, a technology platform for Indigenous identity, and Virtual Gurus.

Raven has now launched a follow-on fund, Fund II, with three times more capital than its first fund. Fund II allows them to scale impact for Indigenous-led businesses in a broader set of sectors including accessibility to healthcare, preservation of Indigenous food systems, increasing participation in the entrepreneurial ecosystem and expanding accessibility to venture capital.

For more information about the TELUS Pollinator Fund for Good, please visit telus.com/pollinatorfund.



Raven Indigenous Capital Partners

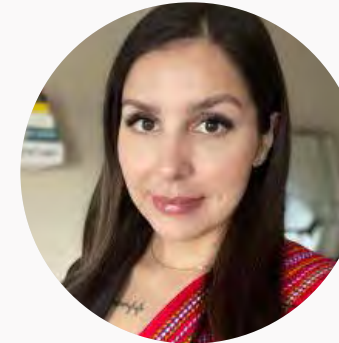


Investing in Indigenous students

TELUS, in partnership with Chartered Professional Accountants, Alberta's Education Foundation, launched the TELUS Award for Indigenous Post-Secondary Success. Our partnership with Chartered Professional Accountants' Education Foundation of BC is underway and TELUS will be launching a scholarship in 2023, with a goal of expanding into Québec and Ontario.

Who is eligible: Awarded annually to a self-identifying Indigenous student in their third or fourth year with a declared major in accounting in any Alberta post-secondary institution which offers prerequisite courses for entrance into the CPA Professional Education Program.

Opportunity: \$2.5K scholarship with potential for mentorship and co-op opportunities.



Tatianna Pelletier is a Métis student, in her fourth-year Bachelor of Business Administration accounting major at the Northern Alberta Institute of Technology (NAIT). In addition to receiving the TELUS Award for Indigenous Post-Secondary Success, Tatianna has been featured on NAIT's website as a Student Success Story and received the 2021 Modern Métis Woman scholarship. Tatianna has recently begun an internship as a staff accountant at Crowe MacKay LLP as another step toward achieving her dreams. Tatianna's long-term goal is to own her own accounting firm and help Indigenous-owned businesses and Indigenous communities.

"With any pursuit of furthering educational journey, comes a huge financial weight. The award from TELUS allowed me to focus on the most prominent aspect of education – learning. Being able to focus on my education and not worry about the financial stress that comes with it allowed me to have peace of mind knowing that I was able to ensure I gain

the accounting knowledge I need to continue to further my education and work towards obtaining a CPA designation. There are no words to express not only the generosity TELUS has granted me but also the unconditional support through mentorship and encouragement you have provided.

This award is much more than financial support, it is a generous investment in Indigenous students' futures, as well as the generations that come after. If we succeed, our children, kin, and the next generation will look up to us, and we can be the role models they may aspire to be, like a trickle-down effect through pursuing higher education. I wouldn't be able to achieve my goals if it wasn't for the generosity of donors like TELUS. Hiy Hiy."

Tatianna Pelletier
Métis, Aspiring Chartered Professional Accountant (CPA)

Connecting global supply chains

At TELUS Agriculture and Consumer Goods, we're on a mission to create the best producer-to-consumer outcomes. We provide actionable technology solutions and data insights to farmers, ranchers, agribusinesses and food, beverage and consumer goods companies that optimize how goods are produced, distributed and consumed globally. Our digital solutions, including cold chain and farm management information systems, drive more efficient production from seed to store, helping improve the safety and quality of food and other goods in a way that is traceable to end consumers, while reducing the impact on the environment.

As part of TELUS, we're upholding the commitment and collaboration built over the past decade. We work with Indigenous leaders to understand how our technology and data can be of service and provide training and resources to our team members to be active participants in Reconciliation. We're developing an inclusive and culturally relevant Indigenous Reconciliation strategy for TELUS Agriculture and Consumer Goods, one that will make the most of what we do best to support Indigenous priorities and make way for positive change. As a global team, we're privileged to live and work in the traditional territories and treaty areas of many Indigenous communities. We recognize the interconnected nature of supply chains and the food system and are honoured to play a role in the responsible stewardship of the land and natural resources on which they're dependent.



As part of our IRAP commitments, by the end of 2024, **TELUS Agriculture and Consumer Goods** will establish meaningful partnerships with five Indigenous communities across Canada, collaborating to learn from and build upon sustainable agricultural practices and solutions which are respectful of Indigenous knowledge, values and principles.

■ TELUS Eagles

The year 2022 marked the 12th anniversary of the TELUS team member resource group, Eagles. For more than a decade, Indigenous team members and allies have been sharing stories, learning together and supporting one another. Eagles aim to inspire Indigenous team members in their professional and personal pursuits as well as educate the broader TELUS team through engaging events and activities.

Providing educational opportunities for all team members on our shared history and cultural practices is critical in facilitating a corporate structure that encompasses Indigenous Ways of Knowing and being.

Leveraging our remarkable technologies, we continue to host virtual events, as we transition back to celebrating in person, including:

- Knowledge Share on Powwows as celebrations of rich Indigenous heritage with Mary Ann Crow Healy, executive director at Blackfoot Canadian Cultural Society
- Understanding Treaties through an Indigenous lens with James Knibb-Lamouche, director of innovation and research, alongside Megan Auger, interviewer/researcher with the Indigenous Knowledge and Wisdom Centre
- Acknowledgement and observation of Red Dress Day to raise awareness and educate about missing and murdered Indigenous women and girls, two-spirited, and men with Selina Medice Shield (Iiyaothkiistsinkiyakii), Miss Aboriginal Friendship Centre of Calgary Moohkinnstsis 2022-23
- Interactive art workshop with Ovilá Maihot, Nlaka'pamux and Stó:lō Nation

The Eagle • sp'akw'us

Marissa Nahanee • Míkw'achi7m

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



“In the last year we have seen encouraging support from the business in response to our calls to action. Our membership consisting of Indigenous team members and allies has more than doubled, attendance of speaker series events has tripled, we have been able to expand our Governance structure of volunteers, and hosted events to unprecedented numbers. We saw exceptional interest in National Day for Truth and Reconciliation events, and Indigenous experiences and perspectives continue to be sought out and encouraged.

The path to including our shared history and traditional Ways of Knowing into the corporate structure isn't seamless, nor without its difficulties, but the learning and trust is growing in the right direction. A lot of work has been done to hold space; a lot more needs to happen. Within this there is hope for our future and the continued journey we are all on together.”

Crystal Stegner

Tsimshian, Kitselas First Nation

Ayanna Forcier

Cree and Xaayda Nation

**TELUS Eagles
Co-Chairs**

**Proud members
of the TELUS team**

Salmon • Chiina
Cori Savard • Yahl 'Aadas

Caring for our planet

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

18% reduction in absolute Scope 1 and 2 GHG emissions from 2019

+1.2k metric tonnes of e-waste and 20 metric tonnes of mobile devices recycled in 2021

65% of electricity requirements procured from renewable or low-emitting sources in 2021

13% reduction in water consumption intensity per terabyte of data traffic from 2019

To read more about how TELUS is working towards becoming a zero-waste company and achieve 100 per cent net carbon neutrality for our operations by 2030, visit us at telus.com/sustainability

Acknowledgments

We would like to thank everyone who supported with the development of this report, including the many Indigenous voices providing guidance on our commitment to Reconciliation. Thank you for sharing your truths.

About the design company **Vincent Design Inc.**

Vincent Design Inc. is an Indigenous-owned creative agency in Winnipeg, M.B., specializing in graphic and website design and development. Since 2007, led by Founder and Creative Director, Shaun Vincent, Vincent Design has been creating strategies and products that connect your brand with your customers and allow you to see your ideas take shape.

With dedication, exploration, and drive to help their clients' organizations grow, they've established themselves as a leading design and marketing agency, where their team approach to workflow and availability to clients sets them apart from the competition.

About the artist **Cori Savard • Yahl 'Aadas**

Cori was born to the Yahgu'laanaas Raven clan on Haida Gwaii. Her family moved to the Gatineau/Ottawa region within a few years of her birth, but her connection to her Haida roots was maintained by weekly visits to the permanent collection of Haida works on display at the Canadian Museum of Civilizations in Gatineau, QC. Cori returned to Haida Gwaii in 2002, and quickly immersed herself in the art of her ancestors. Exploring two dimensional design, cedar weaving, painting and taking part in multiple design workshops taught by Robert Davidson in Old Massett and Skidegate.

Cori is a former recipient of the YVR youth scholarship award as well as the YVR Frank O'Neill visionary award. These awards enabled her to begin and maintain a formal apprenticeship working with renowned Haida artist Reg Davidson in Old Masset. Over the course of eight years, Cori learned carving techniques applicable to masks, sculptures and monumental works, taking part in multiple totem pole projects.

Cori now lives and works from her home studio in Skidegate, Haida Gwaii, and maintains a working relationship with her mentor Reg. She also worked closely with mentor Ben Davidson between 2012-2020, expanding her knowledge and skills in painting and carving as well as learning jewelry techniques in chasing and repousse in his studio and gallery in Skidegate.

About the photographer

Mason Mashon

On the surface, Whistler-based Mason Mashon of Saddle Lake Cree Nation, lives a charmed life. If you follow his adventures from the peripheral world of Instagram, the 37-year-old who refuses to be defined by any one term or label – mountain biker, snowboarder, photographer, artist, surfer, TV host – appears to always be at the centre of something radical. Whether in front or behind the lens, his sense of adventure takes him to some of the wildest landscapes. It's in those experiences that he instills his connection to the natural world, with adventure sports as the facility. Mashon also utilizes his photography to elevate Indigenous Peoples and their stories in the adventure space. He lives in Whistler (Unceded shared territory of the Sk̓wx̓wú7mesh and Liłwat7úl First Nations).

