

Unlocking opportunity

Sustainability Report

2022

Table of contents

Unlocking potential by...

01	Leading digital innovation and enhancing exceptional customer experience	03
	About TELUS International	03-04
	Letter from our CEO	05-06
	Our leadership team	07-08
	Key figures	09-10
	Top 2022 accomplishments	11-12
02	Living our values around the world	13
	TELUS values	13-14
	Board oversight	15-16
	ESG priorities	17-18
	ESG commitments	19-22
	Sustainability accomplishments	23-24
	Awards	25-26
03	Caring for one another and our planet	27
	Global giving	28-38
	Environmental stewardship	39-46
	Diversity	47-56
	Governance	57-62
	Wellness	63-64

01

Leading digital innovation and enhancing exceptional customer service

The company's services support the full lifecycle of its clients' digital transformation journeys, enabling them to more quickly embrace next-generation digital technologies to deliver better business outcomes.

About TELUS International

TELUS International (NYSE & TSX: TIXT) designs, builds and delivers next-generation digital solutions to enhance the customer experience (CX) for global and disruptive brands. The company's services support the full lifecycle of its clients' digital transformation journeys, enabling them to more quickly embrace next-generation digital technologies to deliver better business outcomes. TELUS International's integrated solutions span digital strategy, innovation, consulting and design, IT lifecycle including managed solutions, intelligent automation and end-to-end AI data solutions including computer vision capabilities, as well as omnichannel CX and trust and safety solutions including content moderation. Fueling all stages of company growth, TELUS International partners with brands across key industry verticals, including tech and games, communications and media, eCommerce and fintech, banking, financial services and insurance, healthcare, and travel and hospitality.

TELUS International's unique caring culture promotes diversity and inclusivity through its policies, team member resource groups and workshops, and equal employment opportunity hiring practices across the regions where it operates. Since 2007, the company has positively impacted the lives of more than 1.2 million citizens around the world, building stronger communities and helping those in need through large-scale volunteer events and charitable giving. Five TELUS International Community Boards have provided \$5.1 million in funding to grassroots charitable organizations since 2011.

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All information in this report is provided as of December 31, 2022, unless indicated otherwise.

This Sustainability Report contains forward-looking statements concerning our business, operations and financial performance and condition, as well as our plans and expectations. See the section entitled "Forward Looking Statements" in our most recent annual report for more information, as found on SEDAR and EDGAR.

Letter from our President and CEO

To date, TELUS International has meaningfully impacted the lives of more than 1.2 million people around the world through volunteer activities and charitable giving.



Few words describe the last year as well as uncertainty: massive, ongoing change has become the new normal across sectors and societies. Periods of upheaval tend to frame choices as binary for business and political leaders: Protect the environment or the economy? Look after people or the bottom line? Give back or cut back?

For TELUS International, these are false dichotomies. At our core, we believe that doing good isn't just the right thing to do — it's the right thing for business. As a company driven by environmental, social and governance (ESG) priorities and principles, TELUS International stands out as an attractive, high-value partner for globally disruptive brands. Not only is our caring culture a source of resilience during uncertain times, it also unlocks some of the most meaningful opportunities for our team members, clients and shareholders.

Think, for instance, of how mitigating bias from AI technology is mission critical for delivering positive customer experience on our clients' digital platforms. Thanks to our award-winning commitment to hire, motivate and promote a diverse and talented team, including through impact sourcing programs, TELUS International is equipped to develop and deliver cutting-edge AI solutions that have diversity baked in from the start — to the benefit of our clients and the online users who count on them to provide safe, inclusive spaces.

We also unlock countless opportunities by caring for our own people and the communities where we live, work and raise our families. In the last year alone, our dedicated team members volunteered more than 75,000 hours and donated \$500,000 through our five TELUS International Community Boards. Activities in 2022 included 13 TELUS Days of Giving focused on strengthening social infrastructure and environmental stewardship across the globe, from assembling beehives to house 750,000 bees in Bulgaria to building our 12th school from the ground up in Guatemala. Healthier, stronger communities are the most powerful renewable resource to fuel profitable growth.

To date, TELUS International has meaningfully impacted the lives of more than 1.2 million people around the world through volunteer activities and charitable giving. And by prioritizing ESG initiatives focused on empathy, care and dedication to employee experience, we are uniquely positioned to build deep relationships with our clients as they seek to streamline, optimize and modernize their processes to enable scalable digital solutions.

It gives me great pleasure to share with you the many accomplishments of our passionate team members in this 2022 Annual Sustainability Report. It's also my honor and privilege to reaffirm here TELUS International's ongoing commitment to unlocking new opportunities by leading digital innovation and enhancing exceptional customer experience; by living our values around the world; and by caring for one another and our planet.

In these uncertain times, I couldn't be more certain about the power of our caring culture to help our people, communities and business thrive. I hope you will feel as inspired as I do while looking back on what we accomplished together in 2022.

Sincerely,

Jeffrey Puritt
President and CEO
TELUS International

Our leadership team

Throughout 2022, the TELUS International Executive Leadership Team was comprised of seven executive leaders, including four women and one visible minority:



Jeffrey Puritt
President and CEO



Michel Belec
Chief Legal Counsel



Beth Howen
Chief Transformation Officer



Vanessa Kanu
Chief Financial Officer



Maria Pardee
Chief Commercial Officer



Michael Ringman
Chief Information Officer



Marilyn Tyfting
Chief Corporate Officer

In January 2023, Tobias Dengel, President of WillowTree, a TELUS International Company, joined the Executive Leadership Team. The team now consists of eight executive leaders, 50 per cent of whom are women and 13 per cent are a visible minority.

Key figures



\$2.5 billion

in total revenue, growing 12 per cent from the prior year (including an unfavorable foreign exchange impact of ~4 per cent)



\$183 million

million in net income and \$607 million in Adjusted EBITDA¹



\$437 million

in cash provided by operating activities and \$333 million in Free Cash Flow¹



New Connections chapter to support women's professional development (in China). There are now nine chapters around the world (also in Canada, El Salvador, Guatemala, India, Ireland, Philippines, Romania and the United States)



New Perspectives chapter to support team members with mental health awareness (in Guatemala)



New Mosaic chapter to support team members from abroad (in the Philippines)



1.1x

Net Debt to Adjusted EBITDA Leverage Ratio as per credit agreement, as of December 31, 2022

- Significant improvement from 2.1x as of December 31, 2021
- After WillowTree acquisition: 2.9x – within steady-state 2-3x range, with a focus to de-lever



73,000+

team members



1 million+

AI Community members



80%

team member engagement, globally*



75,000 hours

volunteered to make a meaningful difference around the world



\$500,000

donated through the five [TELUS International Community Boards](#)



28 countries

throughout 2022, 30 countries in 2023 beginning January 2023



3

new Spectrum chapters to support our LGBTQA+ team members (in El Salvador, Guatemala and Ireland). There are now six chapters around the world (also in Canada, Philippines and the United States)



\$5.1 million+

donated through TELUS International Community Boards since 2011



100%

of team members completed an annual Integrity training course



\$0

political donations

92% of respondents agree,
**“At TELUS International,
 we put customers first.”***

¹Revenue growth on a constant currency basis is a non-GAAP ratio and Adjusted EBITDA is a non-GAAP financial measure. See the Non-GAAP Financial Measures and Non-GAAP Ratios section in “Item 5: Operating and Financial Review and Prospects” of our Annual Report on Form 20-F, dated February 9, 2023 and filed on EDGAR. Such materials and additional information are also provided at telusinternational.com/investors.

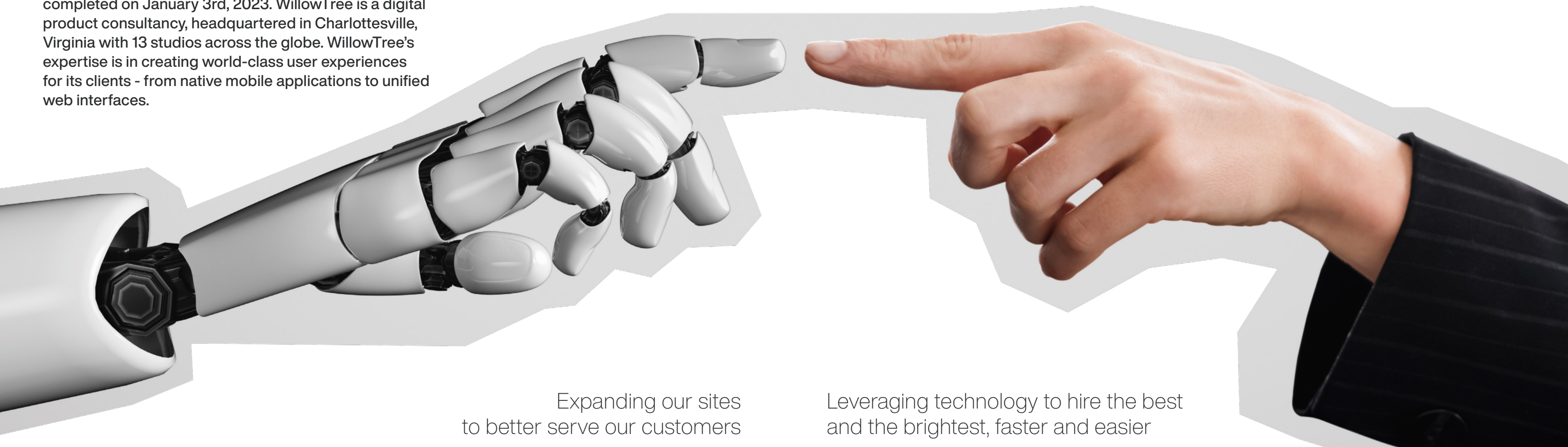
*Through an annual employee survey conducted by Kincentric, a third-party organization with decades of experience in employee engagement, our company's global score in 2022 was 80% — marking the ninth consecutive year that we are ranked in the top quartile of all organizations of comparable size and global footprint.

■ Top 2022 accomplishments

Unlocking opportunity by...

Enhancing our full-service digital product provider expertise

On October 27th, 2022, TELUS International announced [its intent to acquire WillowTree](#), which was subsequently completed on January 3rd, 2023. WillowTree is a digital product consultancy, headquartered in Charlottesville, Virginia with 13 studios across the globe. WillowTree's expertise is in creating world-class user experiences for its clients - from native mobile applications to unified web interfaces.



Helping our customers access digital customer experience expertise

In May, TELUS International launched the [Better Together campaign](#) to help companies select [the right partner](#) to implement, enhance and scale all aspects of their digital customer experience, [AI data solutions](#), content moderation and managed cloud services. Many companies are increasingly looking to outsource their digital customer experience and digital transformation needs and desire assistance to find the best solutions.

Expanding our sites to better serve our customers

We [opened our state-of-the-art site in Ballina](#), Mayo in Ireland on July 19th. This site supports the company's creation and enhancement of data to enable better Artificial Intelligence (AI) via human intelligence.

On August 23rd, we announced the new site in Iloilo, the emerging business district of Pavia, in the Philippines. This site marks our eighth in the country and our second in Iloilo.

Leveraging technology to hire the best and the brightest, faster and easier

[SPACE by TELUS International](#) is a new virtual recruitment platform that increases the speed of the recruitment and hiring process, broadens the global recruiting talent pool, and maximizes candidate engagement. It offers job seekers an immersive game-like experience where they can learn about company culture, team member benefits, complete interviews and sign their employment contract, all from the comfort of their homes, offering greater accessibility.

Check out our [Newsroom](#) for more news.

02 Living our values around the world

■ TELUS values

In 2022, we introduced our newly evolved TELUS values:

- We passionately put our customers and our communities first
- We embrace change and innovate courageously
- We grow together through spirited teamwork

Building on the spirit of our original four values, our evolved values continue to reinforce the key behaviors that have fueled our collective success, while moving us forward on our journey to build a friendlier future for all.





■ Board oversight

The TELUS International Board of Directors is responsible for the stewardship of our company and overseeing the management of our business, including our ESG strategy, facilitated through at least bi-annual ESG updates from the TELUS International Executive Leadership Team, primarily the Chief Corporate Officer and the Chief Legal Officer & Corporate Secretary. The Board establishes and reviews the ESG priorities, commitments and policies, including oversight of climate-related risks and opportunities and broader climate change strategy.

The Governance and Nominating Committee and Audit Committee reviewed the 2022 TELUS International Sustainability Report and recommended its approval to the Board of Directors, who approved its release.

ESG priorities

TELUS International's ESG priorities are:

- Hiring, motivating and promoting our diverse, talented team who exceed customer expectations, including through impact sourcing programs
- Giving back to the communities where we live, work and serve by creating meaningful, lasting impact through the efforts of our team members
- Supporting a sustainable planet for all by embracing the principles of refuse, reduce, reuse, repurpose and recycle
- Adhering to principles of strong corporate governance



ESG commitments

In 2022, following an extensive internal and external ESG Materiality Assessment, we established the following ESG commitments:



Diversity, equity and inclusion

- Increasing efforts to recruit, support and promote a cultural, religious, ethnic, gender, sexuality, regional, abilities, etc diverse team that represents the needs and challenges of our broader global society, including by leveraging technology
- Fostering a caring, engaged and inclusive culture in every region where we operate, with targeted global engagement scores above 80 per cent
- Prior to our 2023 annual general meeting and thereafter, seeking to attain a Board composition in which at least 30 per cent of our Board members are women
- Ensuring a balanced representation of women leaders on an ongoing basis (currently 42 per cent of managers and above at TELUS International are women)
- Broadening the focus and participation of TELUS International AI Impact Sourcing programs by increasing participants 15 per cent by end of 2023
- Increasing participation in community employment programs (such as [HOPE](#), Work for Her, Digital Solutions University) by the end of 2023, with a goal of doubling participants from 2021 to 2024
- Ensuring existing and new suppliers agree to the TELUS International Supplier Code of Conduct by the end of 2023
- Continuing to ensure 100 per cent participation in the annual integrity training



Environment

Helping to tackle the challenges presented by a changing global climate by:

- Committing to net carbon-neutral operations by 2030 (from a 2019 baseline)*
- Working with our parent company TELUS to meet science-based targets by 2030, including to reduce absolute Scope 1 and 2 greenhouse gas emissions by 46 per cent from a 2019 base year*
- Reducing our own carbon footprint and encouraging our team members to do the same
- Prioritizing educating our team members on the importance of strong environmental stewardship, with campaigns focused on energy, waste, water and paper reduction
- Working with our customers to help them reach their carbon neutral commitments, including by funding certified renewable energy projects, with an emphasis on solar and wind
- Working with our key suppliers to track and disclose [scope 3 greenhouse gas emissions](#) by 2024
- Continuing to focus globally on corporate social responsibility (CSR) projects like tree planting and protecting bees while fostering regional projects based on local needs like ensuring clean water and installing ecological stoves
- Funding environmental projects through the TELUS International Community Boards

*Our parent company, TELUS Corporation, has set targets to guide us in lowering our emissions as part of our ambition to be a net carbon-neutral company by 2030. Our science-based GHG emissions reduction targets were approved by the Science Based Targets initiative (SBTi) in 2021, further demonstrating our global sustainability leadership and support for the world's fight against climate change.



Cybersecurity

Ensuring mandatory training and the latest technology protections for team members to continuously enhance cybersecurity at TELUS International by:

- Investing in team members, IT equipment and AI to protect data
- Ensuring all team members know when, how and where to report any suspicious email or potential issues
- Providing team members with security training, including Work From Home-specific training
- Maintaining and updating the TELUS International Global Security & Risk Policy
- Leveraging [TELUS Wise](#) to help keep our children safe online, sharing the program with more team members, customers and corporate social responsibility partners



Corporate social responsibility

Investing our collective people-power and resources to make a meaningful difference in the communities where we live, work and serve by:

- Launching two new TELUS International Community Boards (India and Ireland) in 2023, for a total of seven TELUS International Community Boards
- Increasing the number of TELUS International volunteer hours at TELUS International hosted charity events from 70,000 in 2021 to 85,000 in 2024

■ Sustainability accomplishments

Environmental

- Committing to net carbon-neutral operations by 2030 (from a 2019 baseline)*
- Working with our parent company TELUS to meet science-based targets by 2030, including to reduce absolute Scope 1 and 2 greenhouse gas emissions by 46 per cent from a 2019 base year*
- Disclosing scope 1 and scope 2 CO2 emissions annually
- Annually updating the publicly available [Environmental Policy](#), which is reviewed by the Governance and Nominating Committee and the Board of Directors every year
- Planting more than 34,000 trees globally this year (105,000 trees total), contributing to improved air, water and soil quality
- Installing 250 eco-stoves and water filters this year (almost 1,200 eco-stoves and more than 1,000 water filters total)
- Supporting more than 1.4 million bees and assembling bee hives to house 3.6 million bees

Social

- 80 per cent team member engagement, placing in the top global quartile
- In 2022, 57 per cent of senior executives were female, 42 per cent of managers, directors and vice-presidents were female, and 49 per cent of the team was female
- Designing a supplier diversity program to take proactive steps to provide equal access to suppliers with diverse backgrounds
- [Signing on](#) to the Everest Group's pledge to grow the global impact sourcing market from its current level of 350,000 full time employees to half a million in three years
- Continued corporate and giving programs and plans in support of the [United Nations Sustainable Development Goals](#), with a particular focus on Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all, Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all and Goal 10: Reduce inequality within and among countries

Governance

- Strong Board and Executive Leadership Team risk oversight, including ESG
- Committing to and achieving 30 per cent women board members (by AGM 2023)
- Audit Committee is composed solely of and the majority of our Human Resources and Compensation Committee are composed of independent Directors
- Some members of the Executive Leadership Team have remuneration tied to environmental and social targets through TELUS International's scorecard
- Mandatory annual ethical workplace training for all team members
- TELUS International's Information Security Management System is independently certified to PCI DSS 3.2.1, ISO 27001:2013, HITRUST. SOC1/2 TYPE II reports are prepared annually. These certifications extend to team members working from home. The TELUS International Digital Solutions system in India is additionally certified with CMMI and ISO 9001
- More than 5,500 "Six Sigma" trained and 4,200 certified team members to leverage our technologies, processes, policies and practices to improve operational excellence and drive productivity at scale

**Our parent company, TELUS Corporation, has set targets to guide us in lowering our emissions as part of our ambition to be a net carbon-neutral company by 2030. Our science-based GHG emissions reduction targets were approved by the Science Based Targets initiative (SBTi) in 2021, further demonstrating our global sustainability leadership and support for the world's fight against climate change.*

Awards

■ Leader in NelsonHall 2022 Neat Assessment for CX Operations Transformation

TELUS International was named a Leader in the NelsonHall 2022 NEAT Assessment for CX Operations Transformation, earning the same Leader ranking across the evaluation's subcategories of revenue generation, CX improvement and cost optimization. Our company was also included on the IAOP Global Outsourcing 100 list for the sixth consecutive year, reflecting our sustained status as one of the best outsourcing providers in the world across size and growth, customer references, awards and certifications, innovation and corporate social responsibility.

■ Forbes Best Employers for Diversity

TELUS International has been named on the Forbes list of Best Employers for Diversity in 2022. The evaluation was based on four different criteria: Direct recommendations, indirect recommendations, diversity among top executives/board and diversity engagement indicators. Over 60,000 U.S. employees were surveyed in companies with a minimum of 1,000 employees.

■ Everest Group Leader, Customer Experience Management

The global research and advisory firm Everest Group ranked TELUS International as a 'Leader' in the Customer Experience Management (CXM) in the Americas – Service Provider Landscape category within its PEAK Matrix Assessment for 2022. TELUS International was one of only six providers recognized as a 'Leader' in this year's edition.

■ Mogul's Top 100 Companies for Diverse Representation and Top 100 Diversity, Equity, Inclusion and Belonging (DEIB) Leaders

We were named one of Mogul's Top 100 Companies for Diverse Representation in 2022, an award that recognizes companies leading the way with respect to investing in resources and tools, and implementing practices that support hiring diverse talent and placing diverse leaders throughout their organizations.

Marilyn Tyfting, Chief Corporate Officer for TELUS International, was also named one of Mogul's Top 100 DEIB Leaders for 2022.

■ Best in Biz Executive of the Year (Large Companies) - Jeff Puritt

Jeff Puritt, President and CEO of TELUS International, was named the Executive of the Year in the Large Companies category by Best in Biz Awards International. Best in Biz Awards International is the only independent global business awards program judged by prominent editors and reporters from top-tier publications from around the world.

■ Everest Group, Star Performer

Everest Group named TELUS International a 'Star Performer' in its 2022 Everest Group PEAK Matrix for CXM in the EMEA region assessment.



Check out our [additional awards](#).

03

Caring for one another and our planet



88% of respondents agree,

“TELUS plays an active role in the community.”*

*Through an annual employee survey conducted by Kincentric

Global giving



Total of more than
\$295,000

invested in 2022 by TELUS International Philippines in cash and in-kind donations



Almost
\$150,000

was donated by TELUS International Romania to eight charities, including [Habitat for Humanity](#), [Hospice Casa Speranței](#) and [Little People Association of Romania](#), in addition to Community Board and other company funding this year



More than
29,000

hours volunteered by team members in Guatemala through company-hosted events in 2022

In 2022, our corporate social responsibility initiatives were focused on:

- Children’s education (Bulgaria, El Salvador, Guatemala and the Philippines)
- Helping those impacted by the war in Ukraine (Bulgaria, Canada, Finland, France, Germany, Ireland, Poland and Romania)
- Fundraising races for local charities (China, India, Ireland, the Philippines and Romania)
- Improving the environment by planting more than 34,000 trees (El Salvador, Guatemala, India, Ireland, the Philippines and Romania), installing 250 ecological stoves and an equal number of water filtration systems (El Salvador and Guatemala),
- Health initiatives like blood drives and bone marrow donations (Bulgaria, the Philippines, and Spain) and building health centers (El Salvador)
- as well as supporting 1.4 million bees (Austria, Bulgaria, Germany, Guatemala and Ireland)

Here are a few examples of how our team members lend their hearts, hands and wallets to help those in need:

Children's education

TELUS International Philippines held its 15th annual TELUS Days of Giving on October 1, supporting the Department of Education's Brigada Eskwela program, where volunteers renovate and clean public schools for the upcoming school year. More than 1,250 volunteers helped transform 52 classrooms at Tondo High School in Metro Manila. Volunteers also built four temporary classrooms to address the school's classroom shortage caused by a student population of 7,000.

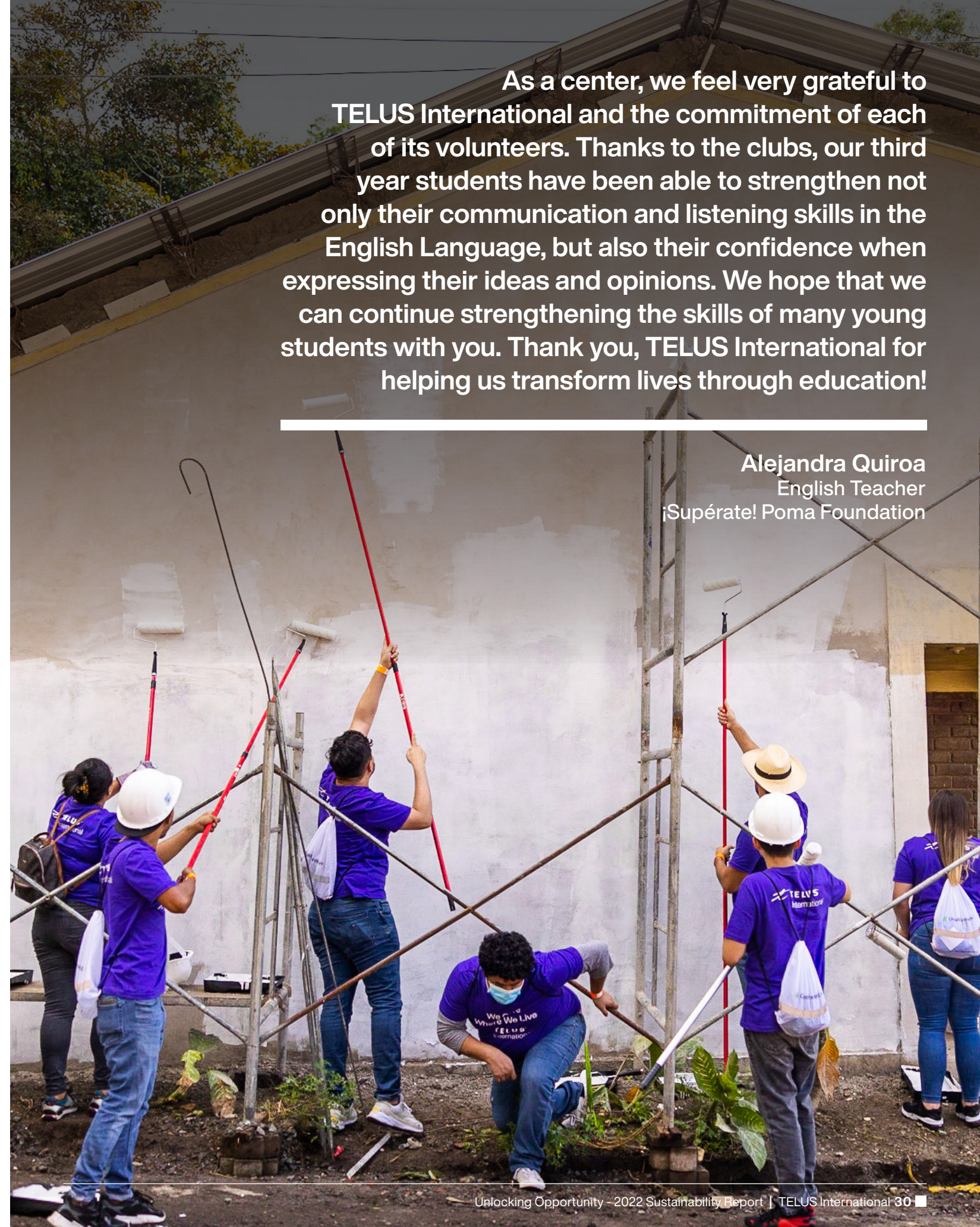
The team of 850 volunteers built their [12th school in Guatemala](#), finishing the high school in zone 18 of Guatemala City.

Since 2020, the volunteers of TELUS International El Salvador have been hosting conversational English sessions to increase the students' confidence and vocabulary. In 2022, we continued to expand our English club, now supporting 452 students. Some young people who participated in the clubs during 2020 and 2021 have joined the family of TELUS International El Salvador, and today they also are part of our volunteer team.

For the seventh year in a row, the team in Bulgaria joined the 'Ready for success' scholarship program, to assist students who have lost one or both parents. For this school year, we granted six scholarships — four to students at Universities and two to high school pupils.

As a center, we feel very grateful to TELUS International and the commitment of each of its volunteers. Thanks to the clubs, our third year students have been able to strengthen not only their communication and listening skills in the English Language, but also their confidence when expressing their ideas and opinions. We hope that we can continue strengthening the skills of many young students with you. Thank you, TELUS International for helping us transform lives through education!

Alejandra Quiroa
English Teacher
¡Supérate! Poma Foundation



SayTrees is an organization of young enthusiasts who are working to protect and maintain the planet for future generations. Through our partnership and collaboration, we intend to increase our impact to 10 million hectares of land by 2030. TELUS International has come forward in supporting us in this journey toward a greener future. Through the TELUS Day of Giving, we will be able to plant 3,500 saplings in Gurgaon using the Miyawaki technique of plantation. Thank you.

Shivam Chauhan
Project Manager
SayTrees Environmental Trust



Fundraising races

We're proud to have hosted a fitness challenge in China, India and the Philippines, where 3,950 team members raised over \$40,000 for the China Association of SOS Children's Villages, SayTrees Environmental Trust in India and World Vision Development Foundation in the Philippines. The donations will benefit 13,000 children and youth in need and will enable 2,000 trees to be planted.

China Association of SOS Children's Villages is committed to providing quality alternative care in a family environment and stability to children who have lost their parents or can no longer live with them. Thank you TELUS International for the generous donation, through your TELUS Days of Giving CSR activity, your contribution is vital to fulfilling our mission: A loving home for every child! Really appreciate you all.

Clair Yang
China Association of SOS Children's Villages

From June 10-26, 265 TELUS International Ireland team members took part in the TELUS Days of Giving virtual fundraising challenge. Team members walked, ran or cycled the Ring of Kerry, a 180 kilometer scenic route throughout Ireland. Almost \$45,000 was raised, including a company contribution, for our two Ireland charity partners: My Lovely Horse Rescue and Aware.

In all our 19 European locations, more than 250 team members supported charity initiatives throughout the year, and our company donated \$12,700 to 22 charities.



Health initiatives

On June 4, we held the [10th edition](#) of TELUS Days of Giving in Quetzaltenango, Guatemala. We built the second phase of 'La Colina' Health Center, constructing two clinics, a warehouse, a set of bathrooms and painting the entire center. During the first phase of the project in 2018, our team built two clinics, an administrative office, one waiting room, a pharmacy room and a parking lot for ambulances. Now benefiting more than 25,000 people, the \$54,000 investment was complemented by the hearts and hands of 250 volunteers.

With a \$50,000 contribution to [PLAN International](#) in El Salvador, our team supported the "Prepared Moms - Healthy Newborns" project. Plan International expects the project to directly benefit more than 6,800 mothers in the Home for Maternal Waiting in Port of La Libertad, including 2,620 teenage mothers.

A second \$50,000 donation in El Salvador went to the [Ayudame a Vivir Foundation](#) to remodel a 'home away from home' and guarantee access to comprehensive cancer treatment for Salvadoran children. The funds helped remodel the play area, entertainment space, medical office, dining room, nurse's office and more, benefiting 317 patients aged newborn to 17 years old.

TELUS International Philippines, in partnership with the [Philippines Red Cross](#), conducted six site-wide blood donation drives this year. More than 330 team members donated 156,600 ml of blood (almost 350 blood bags), benefiting more than 1,000 patients.

Helping those impacted by the war in Ukraine

In Bulgaria, Finland, France, Germany, Ireland, Poland and Romania, our company and team members provided monetary and in-kind donations to assist those impacted by the war in Ukraine. In Bulgaria, this support included a \$8,800 donation from our Bulgaria Community Board to the BCause Foundation to support humanitarian relief efforts, an additional \$8,800 to the the project #HIVisBorderless focused on life-sustaining HIV therapy for Ukrainians arriving in Bulgaria, and a donation of 160 tablets to children fleeing the war in Ukraine. In addition, our Romania Community Board directed \$54,000 of their annual \$100,000 budget to fund nine projects by non-profit organizations that are contributing to this cause. In Ireland, TELUS International has contributed more than US\$15,000 to the Irish Red Cross and three local TELUS International team members worked on secondment for the Irish Red Cross. In many of our offices across Europe, team members collected essential items, such as food, blankets, sleeping bags and hygiene products to help citizens in affected regions.



We launched a team member donation campaign across several countries, where TELUS International committed to match team member donations up to \$50,000.

Improving the environment

Bees play a significant role in maintaining biodiversity, ensuring the survival and reproduction of many plants, supporting reforestation, promoting sustainability and adapting to climate change. Additionally, almost 90 per cent of wild plants and 75 per cent of leading global crops depend on animal pollination. Since bees are such an integral part of keeping our planet healthy, at TELUS International, we are making efforts to contribute to the conservation of bees. Over the last year, we have adopted over 1.4 million bees globally.

On May 20, [World Bee Day](#), our team in Guatemala signed a partnership with the nonprofit organization Guatabee to adopt beehives. By preserving 360,000 bees in Guatemala, we are contributing to the pollination of local flowers and trees. This program complements our beekeeping in Bulgaria — where approximately 750,000 'adopted' bees pollinate over 900 million flowers each year — and in Ireland — where 50,000 native Irish honey bees live in our two hives on the Cork campus.

Over 500 TELUS International team members participated in the 10th anniversary of [TELUS Days of Giving in Bulgaria in September](#). They assembled 60 beehives and 1,200 honey frames, extracted 600 jars of honey, supported 50 small-scale beekeepers and built new homes for 3.6 million bees.





87% of respondents agree,
“TELUS is a socially and environmentally responsible organization.”*

*Through an annual employee survey conducted by Kincentric

Environmental stewardship

In 2022, TELUS International’s environmental impact was reduced on a team member to team member comparison year over year from 2019 (last full year pre-COVID-19) to 2022. When factoring the growth of the global team, new sites and more team members working from our offices due to fewer COVID-19 restrictions, there were overall reductions in greenhouse gas emissions. In fact, greenhouse gas emissions tCO2e per team member were reduced from 0.83 in 2019 to 0.49 in 2022, a 41 per cent reduction.

TELUS International’s main contributors to greenhouse gas emissions are:

- Heating, cooling and operating of workspaces within office buildings
- Company-provided transportation for team members, where applicable
- Data center usage

Selecting, designing and ‘greening’ TELUS International sites

Throughout 2022, as more team members returned to our sites around the world during the continued COVID-19 pandemic, we focused on environmental stewardship by:

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> ■ Optimizing site potential by leveraging on-average densities and using space equally on all floors ■ Considering the proximity to transit stations and other businesses when selecting new sites ■ Clustering multiple sites within close proximity, enabling fewer and shorter shuttle service trips | <ul style="list-style-type: none"> ■ Leveraging technology to reduce the need for travel ■ Using less damaging products such as non-toxic paints, carbon neutral or negative fixtures and finishes ■ Incorporating strategic designs for workspaces to deliver equipment efficiency and increased occupant connectivity with the natural environment | <ul style="list-style-type: none"> ■ Launching and running ongoing waste, water, paper and plastic reduction campaigns, including a new Eco-Friendly Here initiative in El Salvador ■ Building on-site organic gardens and bee apiaries |
|---|---|---|

Hosting Eco TELUS Days of Giving

Around the world, our team members host Eco TELUS Days of Giving, focused on improving their natural environment. Here are a few examples:

Throughout the year, more than 4,500 team members in the Philippines ensured 9,300 saplings were planted to rehabilitate 17 hectares of watershed area in Mt. Balagbag, Rizal.

During Eco TELUS Days of Giving events in Q3, almost 350 volunteers in Guatemala and El Salvador installed 200 ecological stoves and 200 water filters, providing cleaner air and water to more than 1,000 people. The team in El Salvador also planted 500 trees.

We are grateful and honored to have joined forces with a company that supports the community. Together we will continue to change lives.

José Luis Loarca
Executive Director
[Helps International](#)

On October 8, 150 team members in Noida, India planted 3,500 trees using the Miyawaki technique. The trees will help restore flora and fauna in the area, attracting birds, bees and butterflies, as well as improve the ecological balance by raising the water table over time.

To ensure the saplings will grow into mature forests, the funds donated by TELUS International India will also be used towards the ongoing care and maintenance of the trees for three years.

Our teams regularly conduct environmental clean-ups because they can see first-hand the value of their work preserving the natural beauty of their local beaches and forests. As one example of the team in El Salvador's ongoing efforts, on June 24, 40 team members cleaned up 1,000 pounds of garbage and recyclable materials from Playa Cangrejera. Team members in Bosnia and Herzegovina, Germany and Spain also hosted beach and forest clean-ups in 2022, collecting more than 350 pounds of garbage.

We extend to TELUS International Philippines our sincerest gratitude for your unending dedication and contribution to rehabilitate our watersheds which will ensure clean water supply for the residents of Metro Manila and nearby provinces. To all our volunteers, I hope you feel a sense of accomplishment because you were able to contribute to protect our only home we all live in and we will leave for the next generation.

John Emmanuel Martinez
Assistant Vice President & Head, Sustainability Department
[Maynilad Water Services, Inc.](#)



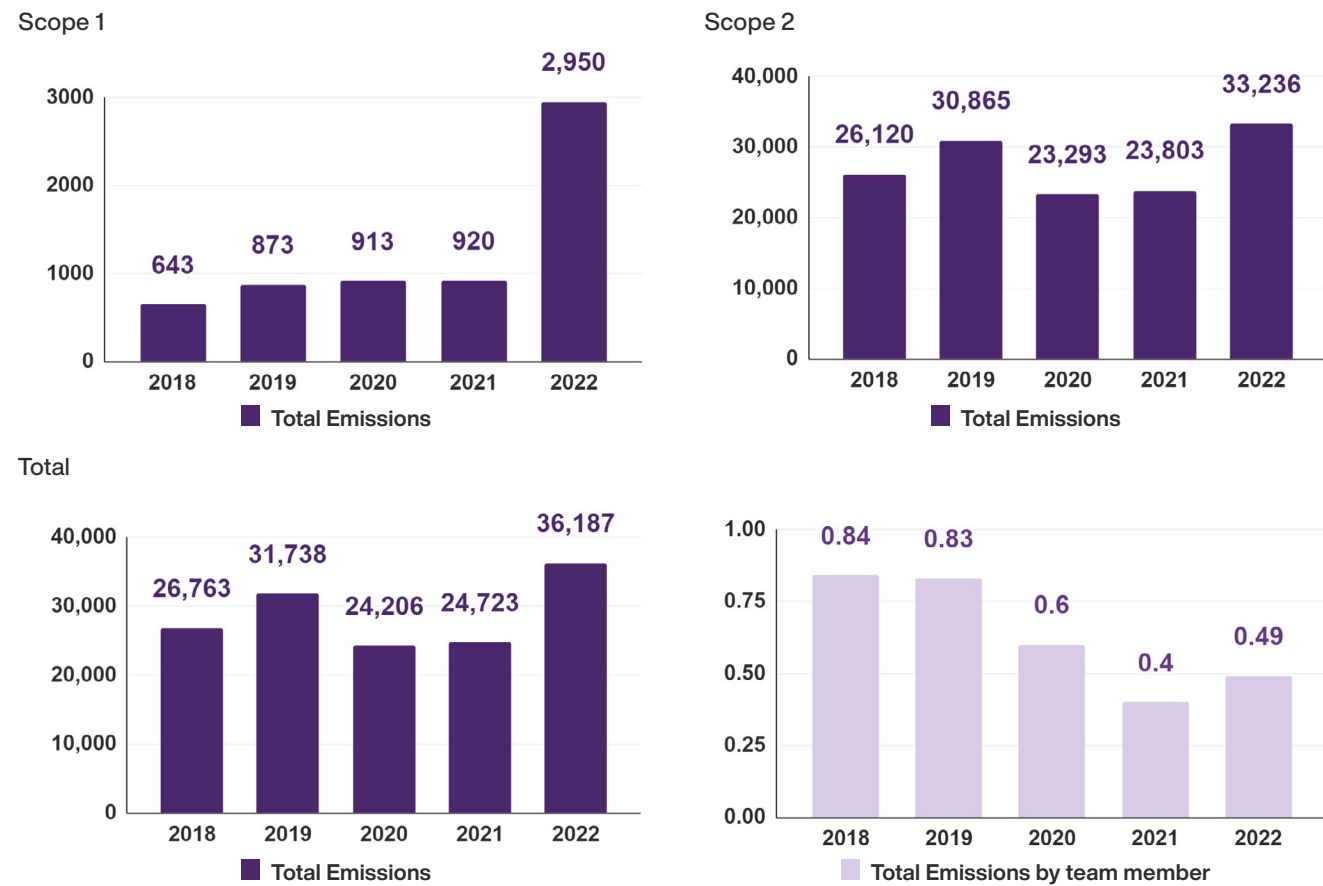
Funding environmental projects through the TELUS International Community Boards

Our funding dollars go towards important environmental and social projects around the world. In 2022, as a few examples, we partnered with:

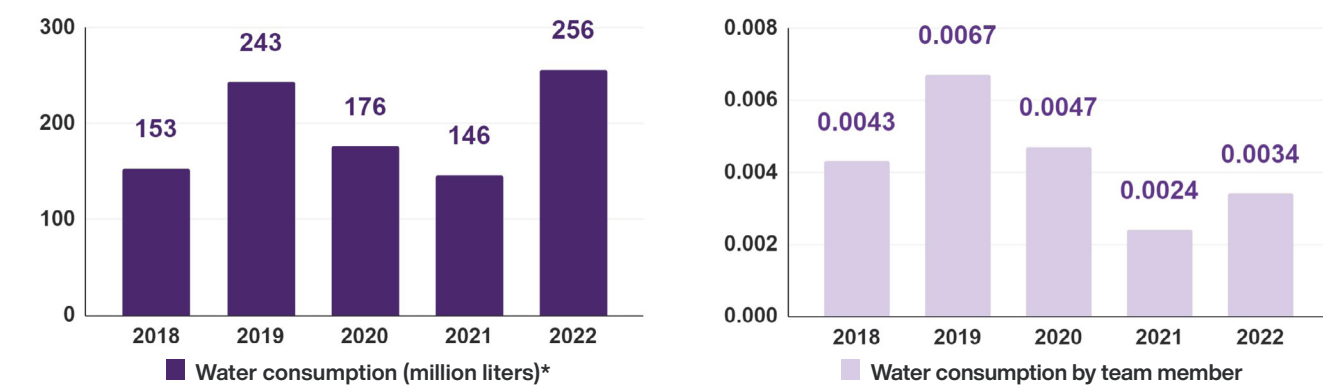
- Association Nasam-Natam in Bulgaria to invest more than \$7,500 to clean up Strandzha Mountain, marking pedestrian routes and clearing the pathways
- Chalatenango Local Economic Development Agency Association in El Salvador to provide more than \$8,000 for rural women to create family vegetable gardens, ensuring access to healthy food, nurturing the environment and securing a source of income
- Tuason Development Foundation, Inc in Tagum City, Davao Del Norte, Philippines to protect the over 100 year-old 90-hectare coastal rainforest from saltwater intrusion. The grant provided resources to clean up the breach and enable the non-governmental organization to recover 11 hectares of damaged forest and replant 50 trees

Deloitte reviewed selected sustainability performance indicators (SPIs) for TELUS Corporation. Deloitte's review procedures for TELUS Corporation included some instances of limited procedures regarding greenhouse gas emissions, water and energy data for TELUS International as part of Management's company-wide analysis. Deloitte's Limited Assurance Report for TELUS Corporation can be found [here](#).

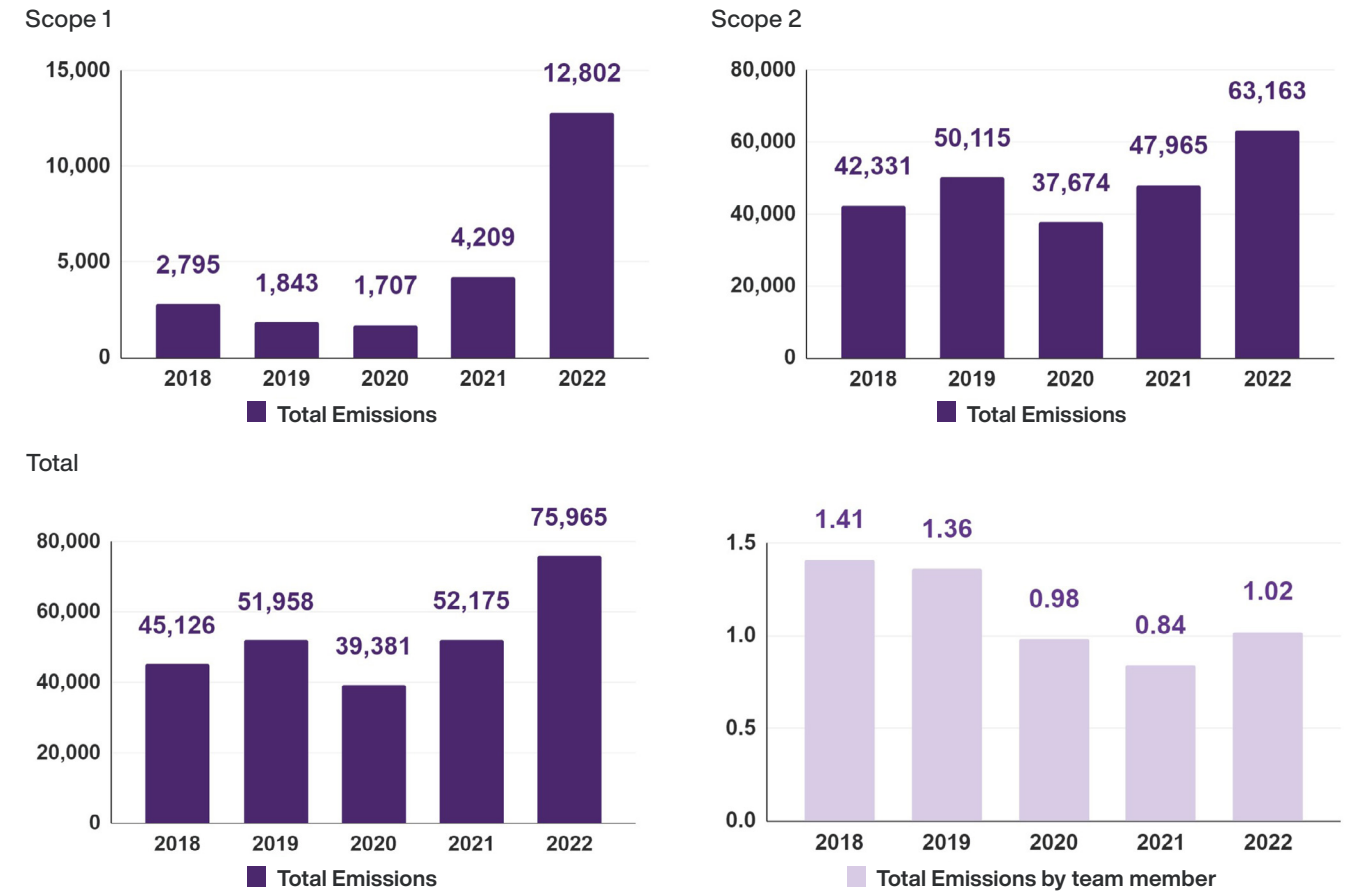
GHG emissions (tCO2e)*



Water consumption (million liters)*



Energy consumption (eMWh)*



*Data scope does not include acquisitions made that year or previous partial-year acquisitions data.

■ Diversity

94% of respondents agree,

“TELUS respects team members of different ages, race, colour, gender, sexual orientation, religions, ethnic origin, language, marital status, family status and varied abilities.”*

88% of respondents agree,

“TELUS values diverse backgrounds, different ways of thinking, different points of view and different ideas (“diversity of thought”).”*

85% of respondents agree,

“Team members from all backgrounds have an equal opportunity to succeed here.”*






**Through an annual employee survey conducted by Kincentric*



Recognizing diversity at TELUS International

On May 12 and 20, 2022, we hosted the first-ever TELUS International Luminary Awards, a celebration to honor and praise our differences and everything that makes us unique. With more than 1,800 applications around the world, our judges selected 15 award-winners.



	The Americas	Asia Pacific	Europe
 Solis Award Community Champion	Julio Hidalgo El Salvador	Seige Parinas Philippines	Viktoriia Kozerenko Poland
 Luna Award Diversity Champion	Christian Alvarado Guatemala	Shey Cruz Philippines	Eda Karaboyun & Gulen Kahraman Turkey
 Stella Award Ally	Samantha Rohlfing United States	Bruce Wei & Rahul Sharma Chengdu & India	Mariana Correa de Araujo Spain
 Aurora Award Successful mentoring	Ximena Paniagua Guatemala	Perla Asistin Philippines	Craig Twohig Ireland
 Meteor Award Emerging leader	Sarah Sikorski Canada	Saumya Saxena India	Carmen Iliescu Romania



Gender representation across TELUS International*

	Men	Women	Non-binary / other
Board of Directors	63.60%	36.40%	0.00%
Executive Leaders	50.00%	50.00%	0.00%
Managers, Directors, Vice-Presidents	57.84%	41.79%	0.38%
Full team	52.02%	47.65%	0.09%

*Information as of March 13, 2023

Supporting female team members

Our employee resource group, Connections, supported women at TELUS International’s personal and professional development in 2022 with regular internal webinars, learning sessions and wellness opportunities like yoga, mindfulness and health awareness campaigns. Connections celebrated International Women’s Day with our [#breakthebias video](#). In El Salvador this year, the team launched Connections’ Career Bootcamp, a four-part intensive program that focuses on: helping women learn more about how to grow in their careers at TELUS International, helping women acquire practical knowledge and skills that they can put to practice from the moment they start planning their career path to when they sit down for a job interview, and encouraging women to apply to internal promotions. The program benefited 147 participants. There are nine Connections chapters around the world, in Canada, China, El Salvador, Guatemala, India, Ireland, Philippines, Romania and the United States.

Supporting Lesbian, Gay, Bisexual, Transgender, Queer/ Questioning and others, as well as allies

Spectrum is the employee resource group for Lesbian, Gay, Bisexual, Transgender, Queer/Questioning and other team members, as well as allies. To further support the diversity of our team and encourage team members to be their true selves at work, TELUS International launched three new Spectrum chapters this year; in El Salvador, Guatemala and Ireland. There are now six chapters worldwide.



Impact sourcing

This year, the TELUS International team was proud to join the Everest Group in [its pledge](#) to dramatically increase the [impact sourcing workforce](#) — connecting hundreds of thousands of marginalized individuals to new jobs — by providing research and enablement tools, sharing best practices and engaging enterprises, service providers, governments and non-governmental organizations in collaborative efforts. Everest Group's Commitment to Action is to grow the impact sourcing market from its current level of 350,000 full time employees to half a million in three years.

As an example, in 2022, TELUS International partnered with YICF, an Indonesian not-for-profit organization, to expand its global workforce in order to accurately represent the voices of displaced persons and refugees in Southeast Asia. As part of the [partnership](#), we participated in the organization's Bersama program, with its mission to provide a life-changing, vocational learning experience for unemployed Indonesian youth and refugees. Our participation in YICF's Bersama program has led to the development of a roster of 60-90 workers, delivering more than 2,700 hours of work per week, across more than 50 projects.

TELUS International India has partnered with [SETU](#) for more than seven years on various education, women empowerment, employment, health and hygiene projects. This year, we are also partnering with them to offer training and employment opportunities for women and girls from impoverished communities to find more meaningful and fulfilling economic opportunities for themselves and their families.

Digital Solutions Internship Program

In 2022, TELUS International Philippines launched its [Digital Solutions Internship Program: Code Your Career](#), a 12-week course to cultivate the next generation of job-ready software engineers, programmers and IT professionals. The program offers three training streams that incorporate mentorship opportunities with tech professionals, job readiness and interview training. These include infrastructure development, application development and service desk.

It was a big opportunity for me as a student to get this chance to learn and onboard in a real world setup for a global company like TELUS International Philippines. Our mentors made sure we learned the basic skills needed but they also challenged us, so our confidence grew as our skills improved.

Julia Bongayan
BS Information Technology student
University of Santo Tomas





82% of respondents agree,

“The CEO and the Executive Leadership Team demonstrate effective leadership (e.g. are open and honest in communication, clearly define future direction, make decisions consistent with TELUS values).”*

82% of respondents agree,

“Senior Leaders demonstrate care and concern for team members.”*

*Through an annual employee survey conducted by Kincentric

Governance

Board of Directors

Throughout 2022, the [TELUS International Board of Directors](#) had 11 members, of which three were women and one was a visible minority. Effective March 13, 2023, there are 11 members; four members of the Board are women and two are visible minorities. We have exceeded our commitment to achieve at least 30 per cent women members by the 2023 TELUS International Annual General Meeting (scheduled for May 12, 2023).

- Darren Entwistle, Chair of the Board of TELUS International
- Josh Blair, Vice-Chair of the Board of TELUS International, Chair of the HR Committee
- Madhuri Andrews, Director of the Board (effective March 9, 2023)
- Olin Anton, Director of the Board, Chair of the Audit Committee
- Navin Arora, Director of the Board, Governance and Nominating Committee (effective January 4, 2023)
- Doug French, Director of the Board
- Tony Geheran, Director of the Board, Chair of the Governance and Nominating Committee
- Sue Paish, Director of the Board, Governance and Nominating Committee, HR Committee
- Jeffrey Puritt, Director of the Board, President & Chief Executive Officer of TELUS International
- Carolyn Slaski, Director of the Board, Audit Committee, HR Committee
- Sandra Stuart, Director of the Board, Audit Committee

Kenneth Cheong and Stephen Lewis resigned from the Board on January 5, 2023 and February 9, 2023 respectively.

In 2022, there were 11 board of directors meetings. One director missed one meeting but all the meetings had full attendance and participation.

The TELUS International Board of Directors has three committees; the Audit Committee, the Governance and Nominating Committee and the Human Resources Committee. Sustainability matters are addressed primarily through the Governance and Nominating committee, however items related to social good and team member engagement may also be addressed through the Human Resources committee and, where disclosure on sustainability matters contains material public financial disclosure, that will be addressed through the Audit Committee. The full Board has responsibility for ESG risk oversight.

ESG Policies

Please check [here](#) for a list of ESG policies, including the:

- Code of Conduct and Ethics (including company-wide Human Rights policy, prohibiting forced, bonded, and indentured labor practices and child labor)
- Anti-Bribery and Corruption Policy
- Board Policy Manual
- TELUS International Environmental Policy
- TELUS International Diversity, Equity and Inclusion Policy
- TELUS International Corporate Social Responsibility Policy
- Insider Trading Policy

Ethical workplace for all team members

Further to the [TELUS International Code of Ethics and Conduct](#), all team members are required to attend and complete respectful workplace and integrity training.

TELUS International has a reporting system available confidentially to all team members, which is operated by a third party provider. All Ethics Office incidents are investigated and corrective action is taken if required.

Supplier diversity

The TELUS International supplier diversity program encourages economic development opportunities for organizations owned by, led by or inclusive of individuals who are culturally diverse, Indigenous, lesbian, gay, transgendered, queer, questioning, intersex and more, and encourages Veteran, Persons with Disabilities and/or women-owned or led organizations to bid for our business through competitive processes.

We strive to create processes and educational support programs that underpin the vital privacy and security needs of our customers, our stakeholders, our business and our team members.



Privacy and security

At TELUS International, we strive to create processes and educational support programs that underpin the vital privacy and security needs of our customers, our stakeholders, our business and our team members. Since the beginning of the pandemic, there has been a significant increase in security incidents across the globe. Criminals are aggressively targeting companies with a variety of scams — many of which we have not seen before. To adhere to legal escalation requirements and, equally important, to keep our teams and our customers safe, we depend upon our team, including our team members, customers, and suppliers, to promptly report any potential risks.

The annual, mandatory Security and Privacy Awareness course is completed by all team members, providing:

- guidelines on how to manage confidential, sensitive, personal or business-related information and prevent its use for unauthorized or fraudulent purposes
- guidelines to help team members: (a) maintain data integrity; (b) maintain legal and policy compliance; and (c) minimize privacy and security risks
- reinforcing the importance of work from home security requirements compliance

Wellness

At TELUS International, we want to support our team members' ongoing emotional, social, physical and financial health:

Emotional

- Attitudes and beliefs about self and life

Physical

- Cardiovascular fitness
- Strength
- Flexibility



Social

- Interaction with others
- Community and nature

Financial

- Educate, empower and improve the financial wellbeing

This year, we continued to offer resiliency training, breathing and relaxation techniques (guided meditation sessions, podcasts), wellbeing content on our Intranet (healthy eating, workouts, positive thinking, building strong relationships and financial tips), as well as an Employee Assistance Program (EAP) which provides 24/7 care for team members and their families and access to other wellbeing services.

Many of our locations have on-site gyms, day cares, health clinics, mental health practitioners and pharmacies to ensure our team members have easy access to the support they need to stay healthy.

Enabling team members to embrace the flexibility that best suits their individual needs, we try to offer Combined (at home and onsite), Onsite and Remote site choice, while ensuring we are meeting the requirements of our customers.

Wellness for content moderators

Content moderators are the protectors of positive user experiences on the internet. Despite many individuals stepping into the role because of their desire to help make online spaces safer for the public, the content they may come across, whether it's violent or graphic images or hate speech, could affect their overall wellbeing. Creating safe workplaces is critical to supporting content moderators' mental health and overall wellbeing. Learn more about what TELUS International is doing [here](#).

