



Our purpose:  
meaningful impact,  
around the world

2023  
Sustainability  
& ESG Report

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## 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 strategic industry verticals, including tech and games, communications and media, ecommerce and fintech, banking, financial services and insurance, healthcare, and travel and hospitality.

We are incorporated under the laws of the Province of British Columbia with our principal place of business in Vancouver, Canada.

# Our digital differentiation

At TELUS International, we empower the human experience through digital enablement, agile and lean thinking, spirited teamwork, and a caring culture that puts customers and the value of human connection first. Fueling any stage of company growth, we design, build and deliver high-tech, high-touch customer experiences powered by next-gen digital and AI solutions.

## Customer Experience (CX)

With support in over 50 languages, our CX solutions include customer care, tech support, customer acquisition, CX managed services and more.

## Trust and Safety

We actively manage risk and reputation with social media and content moderation expertise, including fraud prevention and detection services such as: Know Your Customer, anti-money laundering, identity verification and fraud investigation.

## Digital Services

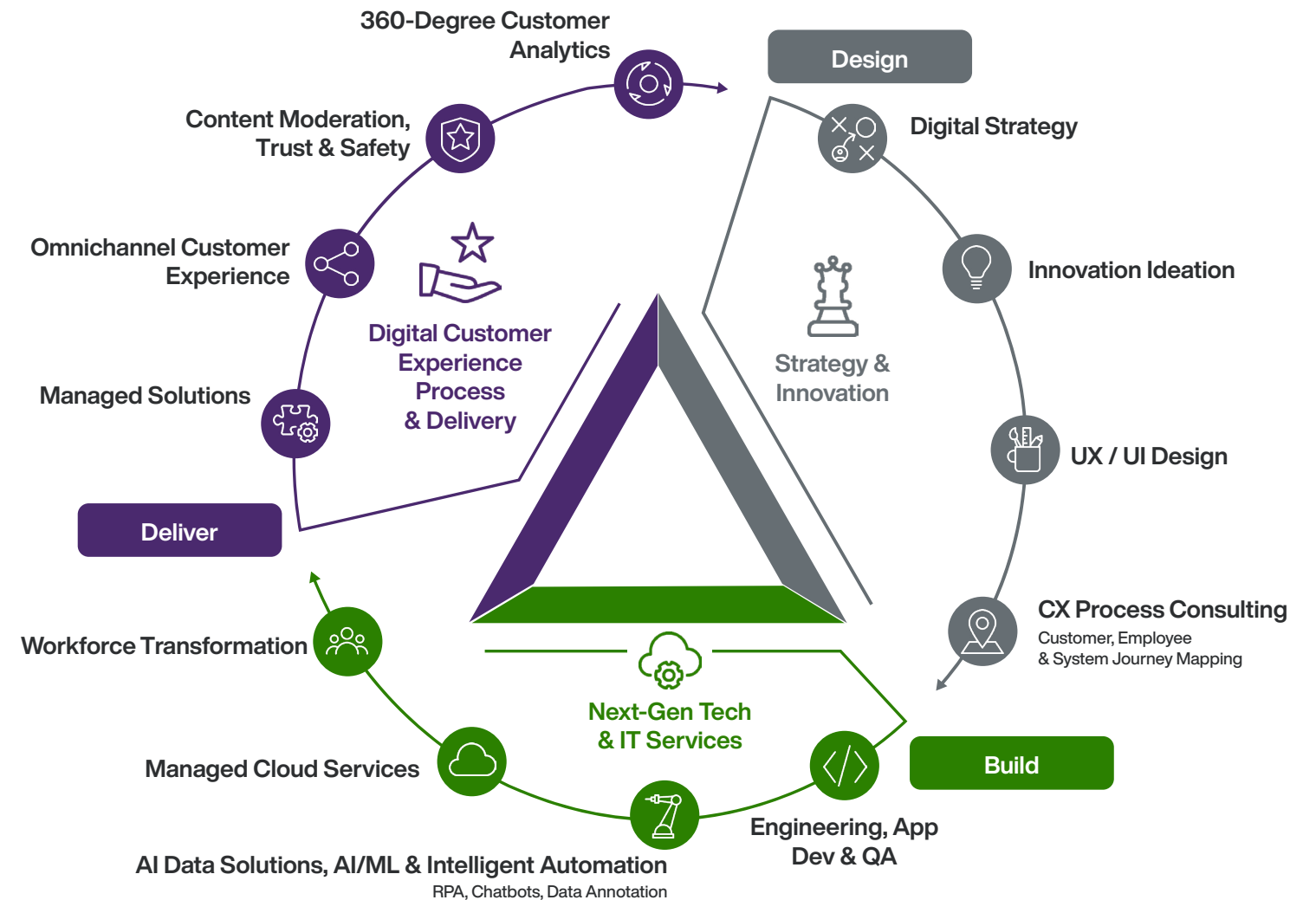
Taking ownership of the digital customer journey, our experts design, build and deliver solutions that include AI and RPA, intelligent bots, Contact Center as a Service (CCaaS), cloud and platform services, app development and management, digital workplace solutions and more.

## AI Data Solutions

AI-fueled by human-powered data and backed by the latest AI training data technology. Our data annotation solutions cover 500 languages and dialects across all major data types, including sensor fusion for advanced computer vision models and generative AI services.

## End-to-end service innovation

Recognized as an employer of choice across our operational locations, our global reach enables us to customize delivery strategies for our clients according to their evolving needs. Our established presence across key international markets, including the Americas, Asia-Pacific, Africa and Europe, supply us with extensive language capabilities and diverse, qualified talent with nuanced cultural knowledge and empathy to deliver all of our services.



## Accessibility - Supporting customers with diverse needs

Since 2018, we have supported customers with disabilities, including people who are deaf, hard of hearing, blind or have low vision. We hire team members with diverse needs and specialized skills, including American Sign Language, screen reader subject matter experts, quality analysts and accessibility consultants, because of their ability to assist our customers by approaching their issues with high quality and genuinely empathetic support.

Through our AI Data Solutions division, we seek out to partner with organizations who help mitigate bias in AI by creating work opportunities for displaced persons. As the world begins to rely more on AI to deliver robust technological solutions, data bias has become a real concern. Ensuring that the training data fed into AI models is diverse and inclusive of the collective, rather than one dominant group's opinions and judgments, is of utmost importance.

# About this report

Treating people, the planet and profits with care is how we do business at TELUS International. Our 2023 Sustainability and ESG Report, our second stand-alone report since our IPO, outlines the progress made over the past year. We are deepening our reporting, using an environmental, social, and governance (ESG) approach to chart our progress against our commitments and identify areas of opportunity. TELUS International publishes its Sustainability and ESG report annually.

Our relationship with TELUS, our largest client and controlling shareholder, has been instrumental to our success to date. TELUS provides us with access to revenue visibility, stability and growth, as well as a strategic partnership with respect to co-innovation within the communications and media vertical, a focus on customer service excellence and an internationally recognized social purpose. As a subsidiary of TELUS Corporation, select data from TELUS International's ESG performance is consolidated in TELUS' 2023 Sustainability and ESG Report. Unless otherwise indicated or where the context requires otherwise, all references in this report to the "Company," "TELUS International," "we," "us," "our," or similar terms, refer to TELUS International (Cda) Inc. and its subsidiaries.

## Reporting period and operational boundaries

Unless otherwise stated, the reporting period for the information contained in this report is January 1 to December 31, 2023. Data and information related to acquisitions TELUS International has made between January 1 to December 31, 2023 is not included unless otherwise stated. "WillowTree" (WLTR Holdings LLC and its subsidiaries) energy performance data is included in this report. If prior years' data is restated, it will be indicated within this report.

## Financial Information

All financial information is reported in U.S. dollars unless otherwise specified.

## Forward-looking statements

This Sustainability & ESG Report contains forward-looking statements concerning our business, operations and financial performance and condition, as well as our plans and expectations. Any forward-looking information should be read in conjunction with the cautionary statement regarding forward-looking statements provided at the end of this document.

## Trademarks

We use various trademarks, trade names and service marks in our business, including TELUS, which is used under license from TELUS Corporation. For convenience, we may not include the ® or ™ symbols, but such omission is not meant to indicate that we would not protect our intellectual property rights to the fullest extent allowed by law. Any other trademarks, trade names or service marks referred to in this Sustainability & ESG Report are the property of their respective owners.

We continuously seek ways to improve our reporting and welcome feedback and suggestions. Questions or comments can be directed to: [esg@telusinternational.com](mailto:esg@telusinternational.com).

# Letter from our President & CEO

I am pleased to share our second Sustainability and ESG Report. As we continue our evolution into a mature publicly traded company, our commitment to communities, our team members and sustainability remain a priority.

Reflecting on 2023, it was a year marked by unprecedented challenges and remarkable achievement. Our organization demonstrated unparalleled innovation and resilience as we continued to deliver against our values: we passionately put our customers and our communities first, we embraced change and innovated courageously; and we grew together through spirited teamwork.

## Putting our customers and communities first

Our talented team adapted swiftly to emerging trends, leveraging new technology to enhance our products and services. We acquired WillowTree, *showcasing our commitment to staying at the forefront of industry innovation.*

Our team members around the world continue to give generously of their time to their communities both through TELUS Days of Giving and other local volunteer initiatives. In 2023, we surpassed our goal, as our team contributed over 90,000 volunteer hours around the world. Our five local Community Boards invested \$500,000 in projects that directly impact the well-being of the communities we serve. From education and employment to healthcare to environmental conservation, we strive to make a lasting difference and contribute to the sustainable development of the regions in which we operate.

## Embracing change and innovating courageously

In an era of rapid technological advancement, we recognize the transformative potential of generative AI (GenAI). Our AI-driven solutions not only optimize business processes but also contribute to social good, and we are committed to using technology responsibly and ethically. By way of example, Fuel iX, our suite of GenAI offerings, is a great

enablement platform that provides enterprises with secure access to large language models — which would otherwise be too costly and time consuming of an investment for many companies, especially those that are just getting started on their GenAI journeys. We have established governance processes for new technologies, including AI, to continuously assess the compliance of our evolving solutions with regulatory requirements and industry standards. Our Global Security and Risk Policy features an expanded segment on the acceptable use of AI tools, specifically including a dedicated section for GenAI with a focus on “guardrails” used in our approach to new technologies.

## We grow together through spirited teamwork

We sparked recognition around the world with 15 industry awards this year, which highlight everything from our trailblazing solutions, to our customer service excellence, our culture and skills training, as well as how we champion diversity, equity and inclusion across TELUS International.

As we move forward, we remain steadfast in our commitment to a caring culture, sustainable growth, community well-being and responsible innovation. I want to thank our team members worldwide for bringing our vision and values to life.

  
**Jeffrey Puritt**  
President and CEO  
TELUS International



# ESG at TELUS International

Our ESG journey began the moment our company was conceived — how we treat our customers, team members, communities and the planet is core to our corporate DNA. We take an ESG approach to corporate strategy development and decision-making. Our ESG strategy is continuously evolving to incorporate our growth and ever-expanding reach around the world.

We considered the following global standards and goals in the development of our ESG strategy:

- Global Reporting Initiative (GRI) Standards
- Sustainability Accounting Standards Board (SASB)
- The United Nations Global Compact

## Materiality

Conducting a bi-annual materiality assessment helps TELUS International understand the needs of our stakeholders both internal and external and understand our impact. Our stakeholders include:

- Customers
- Team members
- Shareholders
- Local communities
- Partners
- Suppliers
- Non-governmental organizations (NGOs) and community organizations

In 2022, following an internal and external ESG Materiality assessment, we established 23 ESG commitments, under four pillars: Environment; Diversity, Equity and Inclusion; Community Impact; and Cybersecurity.

TELUS International's ESG work is governed and guided by the following [policies](#):

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

## TELUS International's ESG priorities

- 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
- Hiring, motivating and promoting our diverse, talented team who exceed customer expectations, including through impact sourcing programs
- Adhering to principles of strong corporate governance



# ESG Governance

## Our Board of Directors

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. The Board reviews and approves the ESG priorities, commitments and policies, including climate-related risks and opportunities and the broader climate change strategy.

The Governance and Nominating Board Committee has responsibility for the oversight of TELUS International's ESG and cybersecurity strategies, facilitated through bi-annual ESG updates from our Executive Leadership Team, primarily from the Chief Corporate Officer and the Chief Legal Officer and Corporate Secretary. 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, it will be addressed through the Audit Committee.

As part of our onboarding practices for our Board members, we provide materials outlining our caring culture and highlight the community-oriented focus of our business. Additionally, our Board receives regular reporting on respectful workplace and integrity initiatives and, should they arise within our business, any significant incidents.

## Our leadership team

TELUS International's executive leadership team guides the ESG strategy for TELUS International, working collaboratively with their respective teams to drive our ESG priorities and commitments. In 2023, our executive leadership team was comprised of:

- **Jeffrey Puritt**  
President & CEO, Director of the Board
- **Vanessa Kanu**  
Chief Financial Officer
- **Michel Belec**  
Chief Legal Officer & Corporate Secretary
- **Tobias Dengel**  
President of WillowTree, a TELUS International Company
- **Jose-Luis Garcia**  
Chief Operating Officer  
(as of June 1, 2023)
- **Beth Howen**  
Chief Transformation Officer  
(up to December 15, 2023)
- **Maria Pardee**  
Chief Commercial Officer
- **Michael Ringman**  
Chief Information Officer
- **Marilyn Tyfting**  
Chief Corporate Officer

At the corporate level, the ESG and Community Investment and Volunteerism function falls under the purview of the Chief Corporate Officer, who reports directly to the President & CEO. The Chief Corporate Officer has the overall responsibility for the ESG strategy and initiatives, as well as the assessment and management of sustainability risks and opportunities.

Corporate Governance is overseen by the Chief Legal Officer & Corporate Secretary who is responsible for ensuring strong governance and that the corporation has the proper policies, processes and safeguards in place to manage the business ethically and responsibly.





# 2023 Results - year at a glance

## Investors

**\$2,708M**

Total revenue

**\$583M**

Adjusted EBITDA<sup>1</sup>

**\$498M**

Cash provided by operational activities

**\$54M**

Net income

**\$405M**

Free cash flow<sup>1</sup>

## Community

**\$500,000**

Community Board donations

**93,815**

Team member volunteer hours

Or

**12,509**

Volunteer days

Over

**\$1,658,000**

In local grants, community board, payroll and in-kind donations



## Team members

**76%**

Employee engagement score

**75,347**

Team members

**1M+**

AI Community members

**32**

Countries of Operations

**350**

ilabs - Center for Innovation projects

**500+**

Data annotation languages

**36%**

Women on Board of Directors

## Environment

**300**

Eco-stoves

**25,100**

Trees planted

**300**

Water filtration systems

**3,780,000**

Bees protected

<sup>1</sup>Adjusted EBITDA and Free Cash Flow are non-GAAP financial measures which do not have standardized meanings under International Financial Reporting Standards as prescribed by the International Accounting Standards Board (IFRS-IASB). For a description of the composition of Adjusted EBITDA and Free Cash Flow, and reconciliations to the nearest GAAP measures, see the "Non-GAAP" section of the TELUS International's 2023 Management's Discussion and Analysis dated February 9, 2024 and filed on SEDAR+ and "Item 5: Operating and Financial Review and Prospects" in our Annual Report on Form 20-F, dated February 9, 2024 and filed on EDGAR. Such materials and additional information are also provided at [telusinternational.com/investors](https://telusinternational.com/investors).

# | Environment



# Our commitments: Environment

**Priority:** Supporting a sustainable planet for all by embracing the principles of refuse, reduce, reuse, repurpose and recycle.

Off-track

On-track

	2023 results	Commitment						Funding environmental projects through the TELUS International Community Boards	4 environmental projects were supported by TELUS International Community Boards.	Continuing to focus globally on projects such as tree planting and protecting bees while fostering regional projects based on local needs, including ensuring clean water and installing eco stoves	25,100 trees planted and 3,780,000 bees protected through the construction and adoption of hives in 2023.	Working with our key suppliers to track and disclose Scope 3 greenhouse gas emissions by 2024	Phase I of Scope 3 emissions to be disclosed in 2023 report.	Prioritizing educating our team members on the importance of strong environmental stewardship, with campaigns focused on energy, waste, water and paper reduction	Regional campaigns on water, waste and plastics are underway.	Reducing our own carbon footprint and encouraging our team members to do the same	We continue to share best practices with our team members.	Committing to net carbon-neutral operations by 2030 (from a 2019 baseline)	We continue to work with our parent company TELUS to help achieve our net zero operations target.
		Working with our parent company, TELUS, to meet science-based targets by 2030, including to reduce absolute Scope 1 and 2 greenhouse gas emissions (GHG) by 46% from a 2019 base year	Despite efforts to reduce energy consumption and lower GHG emissions, our energy consumption grew by 22% and GHG emissions grew by 26% due to the significant expansion of our business to Morocco and South Africa.	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	We continue to proactively identify new opportunities for investment in international renewable energy projects. No net new projects were funded in 2023.			Funding environmental projects through the TELUS International Community Boards	4 environmental projects were supported by TELUS International Community Boards.	Continuing to focus globally on projects such as tree planting and protecting bees while fostering regional projects based on local needs, including ensuring clean water and installing eco stoves	25,100 trees planted and 3,780,000 bees protected through the construction and adoption of hives in 2023.	Working with our key suppliers to track and disclose Scope 3 greenhouse gas emissions by 2024	Phase I of Scope 3 emissions to be disclosed in 2023 report.	Prioritizing educating our team members on the importance of strong environmental stewardship, with campaigns focused on energy, waste, water and paper reduction	Regional campaigns on water, waste and plastics are underway.	Reducing our own carbon footprint and encouraging our team members to do the same	We continue to share best practices with our team members.	Committing to net carbon-neutral operations by 2030 (from a 2019 baseline)	We continue to work with our parent company TELUS to help achieve our net zero operations target.

# Net zero by 2030

We share our parent company TELUS Corporation's Science-based Target Initiative (SBTI) approved target to lower absolute GHG emissions by 46 per cent by 2030, as part of our ambition to have net carbon-neutral operations by 2030 (from a 2019 baseline\*).

TELUS International's main contributors to GHG emissions are:

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

Throughout 2023, our efforts were focused on:

- Selecting, designing and 'greening' TELUS International sites
- Incorporating strategic designs for workspaces to deliver equipment efficiency and increased occupant connectivity with the natural environment
- Using less damaging products such as non-toxic paints, carbon neutral or negative fixtures and finishes
- Leveraging technology to reduce the need for team member travel

## Buildings and data centers

TELUS International operated 72 delivery sites in 32 countries around the world in 2023. Over 95% of our locations are leased, encouraging us to partner with our landlords around the world on innovative environmental management solutions.

## Fleet

TELUS International has a small corporate fleet of 81 vehicles stationed around the world. The vehicles are used primarily for:

- Team member transport to and from work and between sites
- Asset delivery for remote team members
- Customer VIP transportation
- Transport for country team leaders for security reasons

The largest concentration of vehicles is in the Philippines as this region runs a 24/7 shuttle service to facilitate team member commuting.



## Morocco

More than a technological hub and innovative workplace, the new TELUS International building is constructed to triple green certification standards: Bâtiment Bas Carbone/Low Carbon Building (BBCA), Leadership in Energy and Environmental Design (LEED), High Environmental Quality (HQE) and OsmoZ — a work environment certification. Designed with numerous sustainable features, the building integrates the use of renewable energy through 2,000 square meters of solar panels on the roof, includes more than 11,000 square meters of green space and produces more energy than it consumes.

## Green building certifications

Twelve sites across our network have received green building certifications: Our site in Chengdu, China is certified to Leadership in Energy and Environmental Design (LEED) Platinum; our sites in Brazil and Manila have been certified to LEED Gold; and, another site in the Philippines received a LEED Bronze certification. LEED certification indicates healthy, highly efficient and cost-saving green buildings, which offer environmental, social and governance benefits. Two sites in Bucharest have dual Building Research Establishment Environmental Assessment Method (BREEAM) and LEED Certifications and our site in Sofia is BREEAM certified. The BREEAM sets standards for the environmental performance of buildings through the design, specification, construction and operation phases.

Our three sites in Noida India have received the India Green Building Council Platinum Certification, positioning them as global leaders in green buildings having received top scores in categories such as: Sustainable Architecture and Design, Energy Efficiency, Water Conservation, Building Materials and Resources and Indoor Environmental Quality.

# Climate risk

TELUS International recognizes the importance of addressing climate-related risks and opportunities in the context of its business operations.

We are committed to change and progress, and we are playing an active role in accelerating the transition to net zero by working with our clients to support and enable their plans, and in our own operations.

We are developing a clear climate strategy and roadmap — working with our parent company TELUS to combine short- and long-term actions and commitments that support achieving net zero in our operations by 2030.

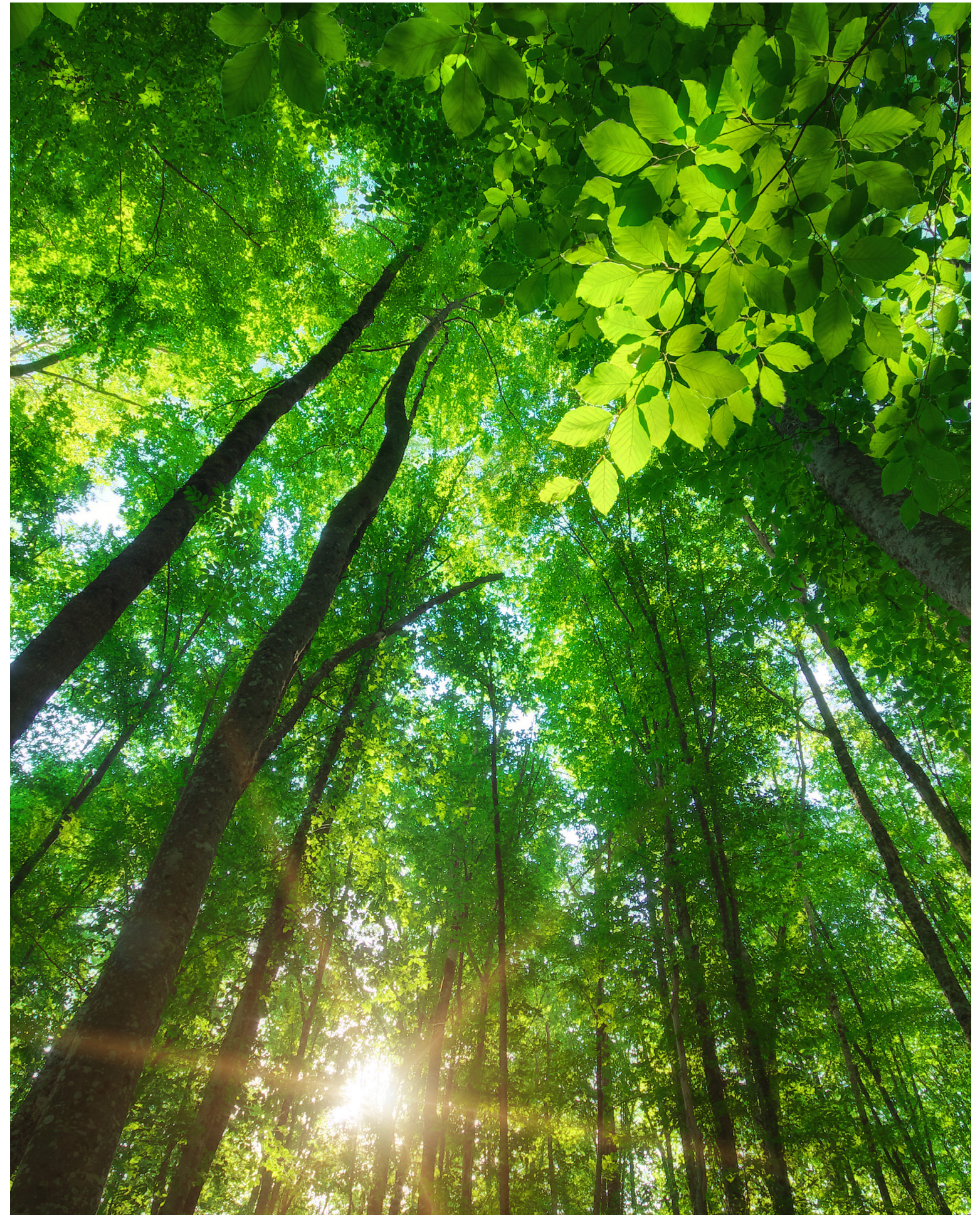
We are engaging through our people and capabilities across sectors and in every community where we work to make a difference in five key ways:

1. Helping clients as they transition to net zero emissions by working with them to understand and shape their journeys, and supporting them with products and services.
2. Holding ourselves accountable by setting emission reduction targets that are aligned with science and our parent company's objectives.
3. Transparently measuring and monitoring our progress.
4. Inspiring a sustainable future by working with our team members around the world to drive action in our operations, in their homes and in continuing to support community action on climate change and biodiversity loss.
5. Advancing net zero leadership in our own operations by moving towards 100% renewable energy sources.

Being a global company, we are vulnerable to climate change, natural disasters and other extreme weather events, including those resulting from or exacerbated by climate change, such as earthquakes, floods, volcano eruptions, heavy rains, winter storms, tsunamis and cyclones. These may impact our facilities that could severely disrupt the normal operation of our business and adversely affect our business.

However, the geographic range of our delivery locations and our data and voice communications, including in Africa, North America, Central America, Europe, India and the Philippines, presents an incredible opportunity. We have the flexibility and agility to respond, step in and support our customers impacted by natural disasters or extreme weather events in any region by providing the same custom-made solutions around the globe.

Resiliency and disaster recovery plans are in place to ensure maximum continuity and reliability of service during disruptions and the safety of our team members.



# Operational Performance

## Energy consumption & GHG emissions

In 2023, we experienced considerable growth through new acquisitions and expansion of capacity. We also saw the final phase of “return to work” of our over 70,000 employees around the world following the pandemic. This all contributed to an increase in our energy consumption and GHG emissions. We remain committed to our net zero operations goal and will be releasing in 2024 design guidelines for our facilities that include a chapter on sustainability.

## 2023 Scope 1 and Scope 2 GHG emissions

Sources (tCO2e)	2023	2022	2021
Scope 1 emissions	3,111	3,001	921
Scope 2 emissions	40,855	33,504	23,851
<b>Total</b>	<b>43,966</b>	<b>36,505</b>	<b>24,772</b>

## 2023 Energy consumption

Company-wide consumption (eMWh)	2023	2022	2021
<b>Buildings</b>	<b>86,087</b>	<b>67,517</b>	<b>50,527</b>
Purchased and used electricity			
Electricity	77,557	64,114	48,241
Purchased heat and steam			
Natural gas	4,980	-	-
Onsite heat and steam	339	23	-
Stationary combustion			
B5 Biodiesel/Diesel	26	-	-
Biogasoline	5	-	-
Charcoal	218	71	-
Diesel	28	20	11
Gas/Diesel oil	71	113	218
Natural gas	2,863	3,176	2,057
<b>Fleet</b>	<b>10,283</b>	<b>9,699</b>	<b>1,924</b>
Mobile combustion - owned fleet			
E5 Ethanol/Gasoline	1,603	-	-
Ethanol	-	4	-
Gasoline/Petrol	6,021	5,061	68
On-Road diesel fuel	2,659	4,634	1,856
<b>Total</b>	<b>96,370</b>	<b>77,216</b>	<b>52,451</b>

\*71 MWh of Gasworks Gas declared in 2022 were recategorized to Charcoal fuel type.

## Supply chain emissions

TELUS International is a service-based company that purchases goods and services globally for operational purposes. We are currently working with our suppliers to improve and refine the data that we receive related to our supply chain.

## 2023 Scope 3 GHG emissions

Sources (tCO2e)	2023	2022	2021
Business travel	4,228	2,846	683
Capital goods	62	142	90
Fuel and Energy Related Activities Not Included in Scope 1 or 2	17,441	12,992	7,404
Purchased goods and services	3,499	4,560	1,583
Upstream leased assets	10,129	8,969	4,270
Upstream transportation and distribution	10	241	2
Waste generated in operations	90	1	0
<b>Total</b>	<b>35,459</b>	<b>29,750</b>	<b>14,032</b>

## Water

We recognize the need to preserve freshwater around the world. TELUS International is a service-based industry and is committed to minimizing water consumption where possible in our offices around the world.

## Water consumption

Consumption (million liters)	2023	2022	2021
Americas	95	57	34
Asia Pacific	223	181	104
Central Europe	16	9	6
Northern Europe	10	9	1
Western Europe	10	2	2
<b>Total</b>	<b>355*</b>	<b>257*</b>	<b>146*</b>

\*The numbers provided combine real time data as well as estimates for certain countries where primary data is not available. We continue to refine and formalize our data collection around water.

## Waste

TELUS International has a priority to “embrace the principles of refuse, reduce, reuse, repurpose and recycle.” In 2023, we undertook the development of our waste baseline at selected facilities across our network. In 2024, we will continue to take steps to measure and understand sources of waste within our facilities and work to implement solutions to ensure accurate measurement and tracking of waste, and piloting strategies to divert waste from landfill.

Select regions around the world have launched waste, water, paper and plastic reduction campaigns. The new “Eco-Friendly Here” initiative in El Salvador recycled over 9,000KG of waste.

# | Social



# Our commitments: Our people

**Priority:** Hiring, motivating and promoting our diverse, talented team who exceed customer expectations, including through impact sourcing programs

Off-track

On-track

Commitment								
2023 results	In 2023, we had a 76% engagement score worldwide.	98.93% of team members completed integrity training in 2023.	Suppliers align to our Code of Conduct by either signing our standard terms or by agreeing to terms that align.	We are on track to double participation by the end of 2024.	In 2023, 44% of the Executive Leadership Team were women (four out of nine) and 43% of Manager-level and above leaders were women.	In 2023, our Talent Acquisition team proactively increased efforts to recruit from a broader pool of potential candidates, using SPACE, our new online recruitment platform.	<b>Achieved</b> Approximately 20.38% of our global applicants are from a diverse background or group.	<b>Achieved</b> In 2023, 36 per cent (four out of 11) TELUS International Board members were women.



# Diversity, equity and inclusion

At TELUS International, we believe our unique caring culture, focused on our people, purpose and principles, is our most valuable asset and competitive differentiator. How we treat our team members around the world — hiring, motivating and promoting based on team engagement, giving back and a commitment to excellence — inspires how they treat our clients' and their customers. This is what drives our exceptional results, year after year. Treating people, the planet and profits with care — this is our commitment.

We are committed to a safe, engaged, inclusive and equitable workplace where all team members, whatever their diversity characteristics that make our team members unique, are valued for their authentic selves. TELUS International strives to ensure that the diversity of our workforce is visible at every level of the organization and in every business unit.

TELUS International takes a holistic approach to diversity, inclusion and equity. The TELUS International team's commitment to diversity guides (but is not limited to) our practices and policies on:

- Recruitment and selection
- Compensation and benefits
- Professional development and training
- Promotions, transfers, layoffs and terminations and;
- The ongoing reinforcement of our TELUS International values and development of a respectful workplace culture.

The Diversity, Equity and Inclusion Policy applies to all TELUS International team members, contractors, agents and representatives when they act on behalf of TELUS International.

In 2023, our Human Resources and management teams supported and promoted diverse team members through Employee Resource Groups, special accommodations like prayer rooms, gender neutral bathrooms and sleeping areas, flexible work hours and spaces, on-site pharmacies and medical services, etc.

## Crowdsourcing

To deliver services for TELUS International AI Data Solutions, we use a crowdsourcing model, which allows us to access talent that is global, flexible and scales to meet the geographic, demographic or cultural data needs of our clients. Annotators are provided with purpose-built educational materials and tools and, through our proprietary platform, we have the ability to track each annotators' efficiency, virtually oversee quality management protocols and process payments to our one million annotators across more than 88 countries. This AI Community is organized through a framework that provides for annotator sourcing, education and management that is supported by team members around the world.

## International Women's Day

The 2023 International Women's Day was celebrated on a large scale. We asked our team members across all TELUS International offices worldwide to share their pledges on how they can #EmbraceEquity, and we commemorated International Women's Day with a video featuring the pledges and with many events featuring executive leadership, Connections networks and team members around the globe — celebrating the women who have inspired us, supported us and moved us to change the world.



## 2023 Employees by gender

Employee group	Men	Women
Executive team	56%	44%
VP, Director, Manager**	57%	43%
Total population**	54%*	46%

\*0.16% undeclared or no data given.

\*\*Does not include WillowTree.

## 2023 New hires by age group, gender and ethnicity\*

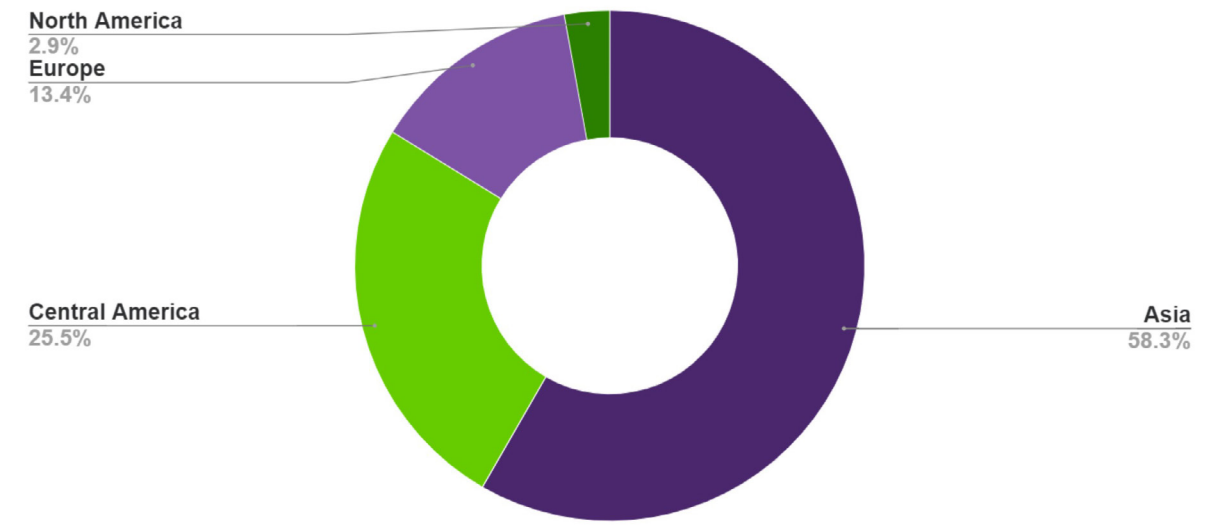
Gender	Percentage
Female	48.02%
Male	50.20%
Undisclosed	1.78%

Race / Ethnicity (US)	Percentage
American Indian or Alaska Native (United States of America)	1.1%
Asian (United States of America)	4.95%
Black or African American (United States of America)	44.51%
Decline to Self Identify (United States of America)	0.27%
Hispanic or Latino (United States of America)	9.62%
Native Hawaiian or Other Pacific Islander (United States of America)	3.57%
Other (United States of America)	0.82%
Two or More Races (United States of America)	15.38%
White (United States of America)	19.78%

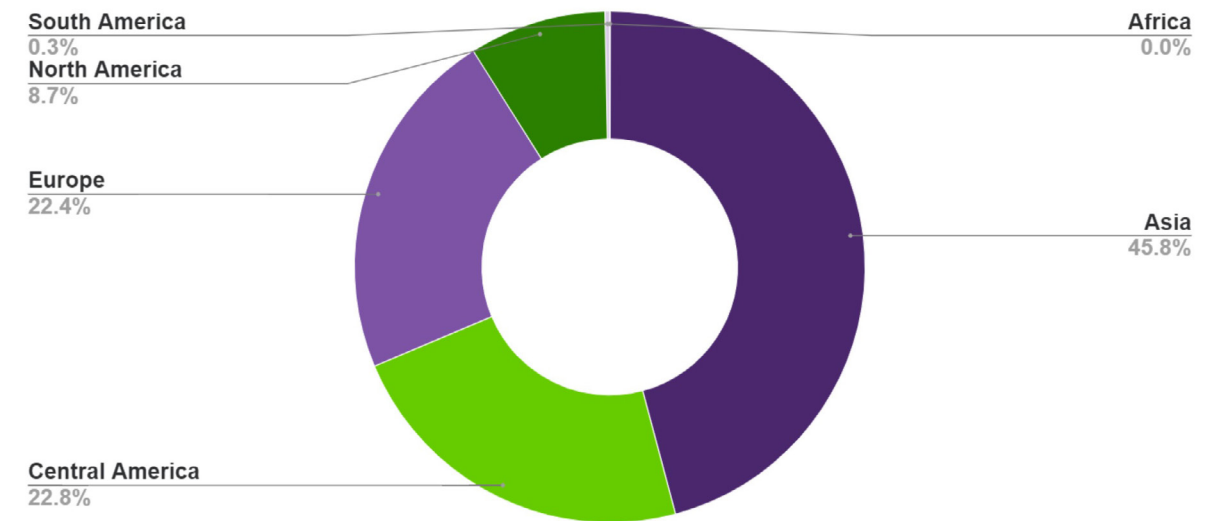
\*self declared. Ethnicity information only captured in USA.

## 2023 New hires by region

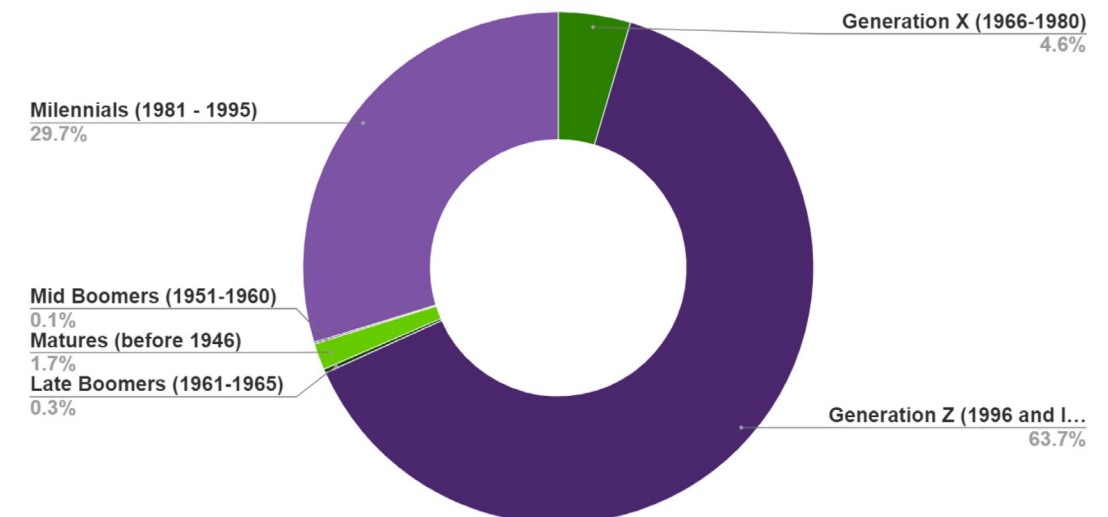
### Referrals



### Grand Total



## 2023 New hires by age group



# Employee resource groups

Our employee-led and employee-driven resource groups help drive our culture of diversity and inclusion. Around the world, we have chapters supporting women and Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual, Two Spirited (LGBTQIA2S+).

ERG	Participants
Perspective	83
Connections	3,549
Spectrum	1,354

## Connections

Connections is TELUS International's global women's network, designed to promote an inclusive community that focuses on the needs and interests of women in the company, while supporting their professional and personal development.

In 2023, through our Connections chapters, thousands of women attended webinars on how to help advance their careers, celebrated International Women's Day and attended an online learning program to support personal and professional development. Connections members also launched the Mama Bear program. Designed by mothers for mothers at TELUS International, it is a community to help one another thrive at work while managing family responsibilities.



## Perspective

Launched in mid-2022 in Guatemala, Perspective focuses on mental health awareness and chronic illness, providing care and tools, allowing team members to relate to others on a similar journey.

The group focuses on destigmatizing and providing support for team members living with chronic illness such as VHI, lupus, and cancer, as well as disorders such as bi-polar disorder, depression and diagnosed anxiety to give a new perspective of life during challenging times. It provides a space to share with others as well as keeps team members up to date on the latest information related to emotional, psychological and social well-being.

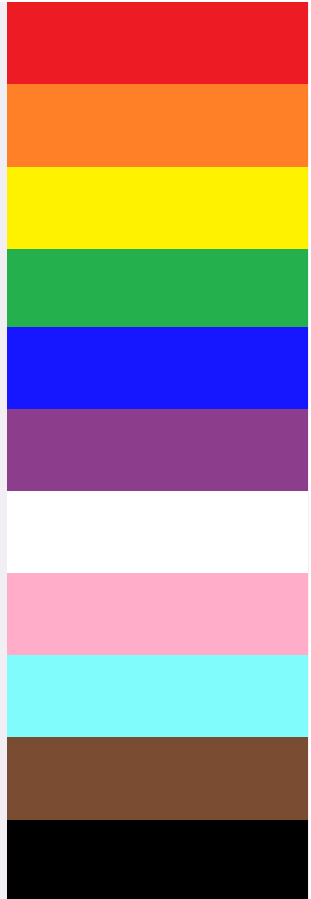
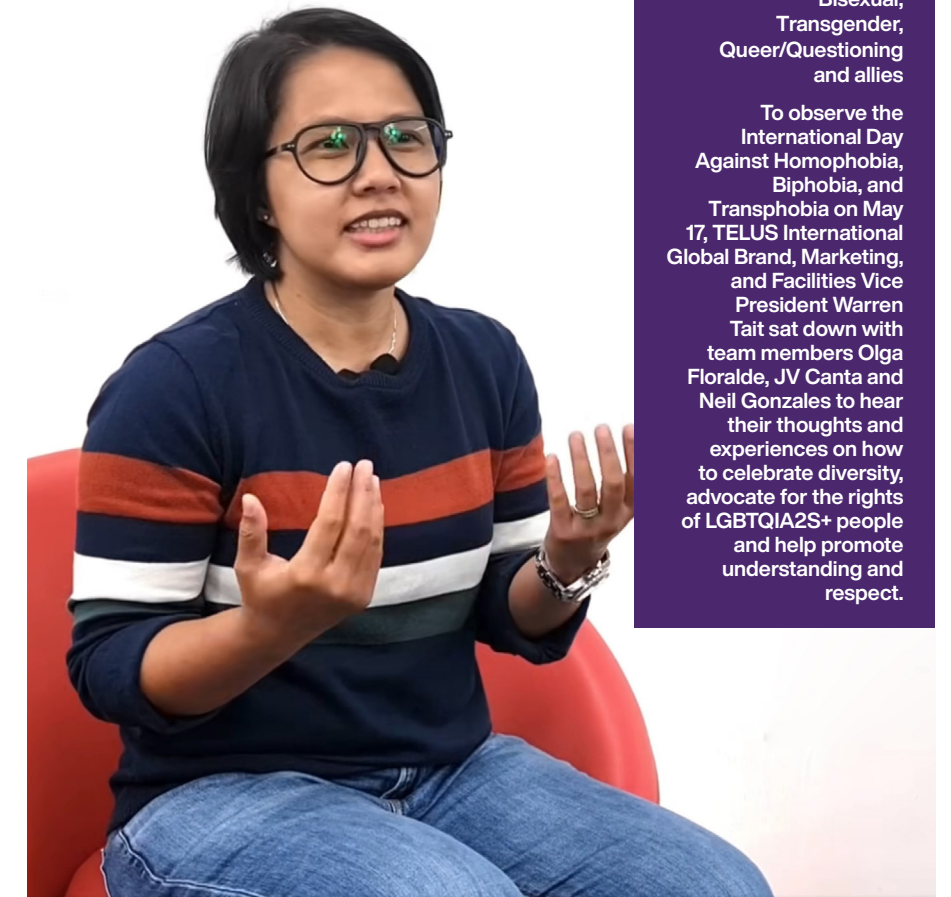
## TELUS International PRIDE

Throughout June, TELUS International team members participated in various Pride activities to celebrate, champion and recognize the strength and resilience of the LGBTQIA2S+ community. Team members hosted and participated in a number of initiatives and activities, including:

- **Philippines** - The Metro Manila Pride March & Festival: TELUS International was a major sponsor of this event, with approximately 350 team members in the Philippines in attendance.
- **United States** - A virtual workshop in partnership with Mogul: "Navigating LGBTQIA2S+ Intersectionality in the Workplace," featured TELUS International leaders K.C. Jenkins, A.R. (Armando) Gonzales Jr. and Michelle Cooney — who shared their authentic experience of intersectionality in the workplace and how TELUS International has supported them throughout their unique journeys.
- **El Salvador** - A panel discussion: "How to Lead and Engage in a Diverse Work Environment," hosted by the El Salvador chapter of Spectrum. Team leaders Jose Larin, Farid Fernandez and Iván Garcia shared their perspectives on leading without unconscious bias and creating safe workspaces.
- **North America** - A fundraising raffle: Hosted by the North American chapter of Spectrum, team members entered to win one of several gift baskets — the proceeds of which went to Point of Pride, an organization dedicated to helping the Trans and Non-binary community with access to health and wellness care.

## Spectrum

TELUS International's resource group for LGBTQIA2S+ and other team members and their allies that was created with the belief of the power and happiness that comes from bringing your true self to work every day. With chapters in the Philippines, Central America and the U.S., Spectrum members participated in activities including: A virtual drag competition featuring TELUS International Philippines team member drag queens, which raised funds for the LoveYourself Foundation; hosted sexual orientation, gender identity and expression sessions; held gender-sensitivity workshops; and celebrated World AIDS Day by hosting virtual HIV 101 sessions and offering on-site free HIV testing and counseling. In 2023, two new chapters were launched in Guatemala and El Salvador. The TELUS International United States (TIUS) Spectrum chapter expanded to include Canada and relaunched as TELUS International North America (TINA) Spectrum with a new Steering Committee.



# Luminary Awards

In 2022, TELUS International launched the Luminary Awards, to celebrate diversity, equity and inclusion across TELUS International. Luminary awards are awarded annually to employees across the globe in five categories, which honor and praise our differences and everything that makes us unique:

## 2023 Luminary awards winners



**Solis Award**  
Community Champion

Recognizes team members who bring our caring culture to brighten their community through diversity and inclusion initiatives outside of TELUS International.



**Luna Award**  
Diversity Champion

Recognizes a team member who is an advocate for diversity and inclusion within TELUS International. They constantly find ways to be inclusive and celebrate our diverse team.



**Stella Award**  
Ally

Recognizes an ally. They don't necessarily belong to a minority group, but they make it their mission to amplify diverse voices to enable growth and change.



**Aurora Award**  
Successful mentoring

Recognizes leaders who are outstanding mentors. They know our differences make us stronger and seek opportunities to let their team members shine. They guide and mentor their team to feel confident to speak up and share their unique perspectives.



**Meteor Award**  
Emerging leader

Recognizes an emerging champion. Someone who is stepping out of their comfort zone and leading fiercely by example for diversity and inclusion.

Region	Solis Award	Luna Award	Stella Award	Aurora Award	Meteor Award
<b>Americas</b>	Amanda Mendez Guatemala	Armando Gonzales USA	Ricardo Hernandez El Salvador	Pearl Premi Canada	Kasala Grabiec USA
<b>Asia Pacific</b>	Joseph Vincent Peñafort Philippines	Sigfried Adoracion & Monika Yadav Philippines & India	Ari Chen Chengdu	Rehana Khan India	Dez Buenaventura Philippines
<b>Europe</b>	Silke Taube Germany	Emily Stack Ireland	Maroš Beluško Slovakia	Cristina Dinu Romania	Clodagh Tobin Ireland



## Impact sourcing

Our hiring practices focus on hiring the best and the brightest team members from around the world. Since 2012, we have been developing programs to hire and provide career development opportunities to people in economically disadvantaged and/or marginalized communities around the world. These powerful, life-changing impact sourcing programs have a dual benefit: they provide training, decent work, coaching and development, while providing TELUS International with a deeply engaged, highly skilled workforce.

### HOPE (Helping Our People through Education)

In Guatemala, 40 per cent of the population is Indigenous, living below the poverty line, with limited access to educational programs or training to improve their living conditions. HOPE is a life-changing opportunity for participants to learn English and job skills while receiving an allowance, meals and transportation. By having these necessities provided, participants are able to fully concentrate on the program and furthering their careers. At the end of the eight-to-ten-month program, students are given fulfilling roles at TELUS International, enabling them to support themselves and their families by earning three-to-five-times what they were making prior to their enrollment. The program was expanded to El Salvador in 2022, where 35 per cent of citizens live below the poverty line.

### Work for Her

The Work For Her program in El Salvador specializes in preparing young women in poor regions to find meaningful, well-paying jobs. Selected candidates have English language, life skills and employment training every week from January to December, for eight hours a day, as well as one-on-one mentoring with a TELUS International female leader. We provide school supplies, lunch, transportation support and the training required to help these talented young women support their families.

### Yayasan International Cahaya Fajar (YICF)

We partnered with an Indonesian not-for-profit organization, YICF, to expand our global workforce in order to accurately represent the voices of displaced persons and refugees in Southeast Asia. TELUS International participated in the organization's recently launched Bersama program, with a mission to provide a life-changing, vocational learning experience for unemployed Indonesian youth and refugees. Our collaboration focuses on three main objectives for the refugee population in Indonesia, who are without legal rights to employment while they await resettlement to a third country:

- **Working:** Gaining work experience through data annotation
- **Learning:** Improving their language and professional skills through continuous education activities
- **Belonging:** Enjoying membership within a diverse, supportive coworking community

### Project Samika

Project Samika is a training and employment initiative developed to provide opportunities for women from economically challenged communities in India. Project Samika was launched in partnership with SETU, a local NGO, and the program has since helped young women build their skill sets and their confidence, opening new doors to a brighter future. From its pilot run, 22 women beneficiaries were trained in basic IT and data annotation skills and were hired and seamlessly integrated into a new customer experience team at TELUS International India.

# Wellbeing

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

This year, we continued to offer resiliency training, breathing and relaxation techniques (guided meditation sessions, podcasts), well-being 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 well-being services.

The main goal of our TELUS International's Global Wellness project is to develop an aligned global approach to enhance the wellness support available to all of our team members and build the key components necessary to support the unique wellness needs across our different regions, service lines and team member groups. This is the first step in building a Wellness knowledge base, which will be accessible to a broader community in the future.



## World of Wellness Knowledge Base

Launched in October 2023, World of Wellness is a knowledge base that outlines TELUS International's wellness strategy and provides visibility and awareness across the globe to wellness activities available within each region.

Specifically, its purpose is to:

- Provide virtual hub of existing wellness activities, policies and procedures in all TELUS International regions for Wellness teams, Human Resources and Benefits partners
- Promote visibility, best practice sharing and collaboration between functional areas and regions
- Support alignment of wellness strategy and approach across all TELUS International regions and foster compliance to global best practices
- Facilitate access to wellness resources and documentation

## #TELUSINBeyondLimits

On August 26, TELUS International India completed their first-ever #TELUSINBeyondLimits marathon to inspire our team members to prioritize their health. A total of 200 team members ran with us, fueled by a shared passion for fitness and wellbeing. All runners felt energized during the event and won the rewards.



# Our commitments: Community impact

**Priority:** Giving back to the communities where we live, work and serve by creating meaningful, lasting impact through the efforts of our team members

Off-track

On-track

Commitment

Launching two new TELUS International Community Boards (India and Ireland) in 2023, for a total of seven TELUS International Community Boards

2023 results

While community investment and volunteerism is underway in both countries, formal Community Boards are planned for late 2024/ early 2025.

Increasing the number of TELUS International volunteer hours at TELUS International hosted charity events from 70,000 in 2021 to 85,000 in 2024

**Achieved**

Surpassed goal 1 year early, reaching 93,815 volunteer hours by TELUS International team members in 2023.



# Community investment

We're part of a global legacy that began with our parent company, TELUS, more than 20 years ago in Canada. Since then, we have expanded around the world, with the extended TELUS family and TELUS International team members, retirees and family members providing \$1.7 billion in cash, in-kind contributions, time and programs, including 2.2 million days of service. This unparalleled generosity and volunteerism have made TELUS the most giving company in the world.

Our community investment and volunteer programs focus on:



## Education and employment

Providing opportunity for underserved youth to have access to education, providing skills and language training that match labor market demands and providing mentorship and extra-curricular activities.



## Environmental initiatives

Supporting environmental conservation and combating wildlife and biodiversity loss.



## Health and well-being

Ensuring that people around the world have access to care and supporting healthcare research.

## 2023 highlights

Over

**\$1,658,000**

in local grants, community board, payroll and in-kind donations

**25,100**

trees planted

**93,815**

Volunteer hours or 12,509 days volunteering

**3,780,000**

bees protected and 80 hives built



## #WeGiveWhereWeLive awards in El Salvador & Guatemala City and Xela

To acknowledge that volunteers are at the heart of our community efforts and to recognize their genuine interest in impacting lives for the better, the #WeGiveWhereWeLive Awards were created. In El Salvador, five team members were selected and recognized for their time, passion and community impact.

In Guatemala, six awards were issued per city, also recognizing the most giving team by monthly donations and the team that participated the most in volunteer activities throughout the year.



# Community Boards

At TELUS International, we understand that each community has unique needs. That's why we put community funding in the hands of local leaders who know our communities best. We believe this approach best exemplifies our leadership in social impact and showcases our team's compassion and enthusiasm to support the profound needs of our communities.

Created by TELUS in 2005, the Community Boards provide a unique and innovative way to fund grants for charitable programs in a key region of interest. This unique model enables local thought leaders to provide valuable insight on pressing community needs and make recommendations ensuring that funding is allocated to programs that best support vulnerable populations. Preference is given to programs that support community-based health, educational and environmental initiatives and can best demonstrate the use of technology to increase the effectiveness of their programs.

The TELUS Community Boards are composed of both community leaders and TELUS team members who serve as volunteer board members.

In 2023, our five Community Boards donated \$500,000 to 67 projects by NGOs and charitable organizations.

## Bulgaria

TELUS International Bulgaria Community Board Foundation allocated \$100,000 to 14 socially significant projects to help local communities with over 120,000 direct and indirect beneficiaries.

## El Salvador

Each year, TELUS International supports registered charities through our Community Board in El Salvador with a \$100,000 annual donation budget. In 2023, 13 charities and non profits were supported, three in the area of education and ten in health. This supported 19,447 people in the community.

## Guatemala

In 2023, we traveled from Antigua Guatemala to Momostenango, and to Santiago Atitlan to allocate grants to communities in need of development. We sponsored 12 projects ranging from a nursing school, providing a glass of goat milk for kids in need and equipping traditional midwives with new equipment. Every year, we allocate \$100,000 for these projects, benefiting more than 28,000 people all over Guatemala.

## Philippines

The TELUS International Philippines Community Board awarded a total grant of \$100,000 to 11 local grassroots and non-profit organizations located across the three regions of the Philippines. These projects addressed the immediate needs of our communities, which empowered over 2,200 public school students, at-risk youth, children with disabilities, mothers and their babies, child development workers, fisherfolks and members of the LGBTQIA2S+ community.

## Romania

Founded in 2016, the TELUS International Community Board in Romania distributed \$100,000 to 17 projects impacting over 1,500 people. Ten education projects, six health projects and one eco project spanned initiatives including after school programs, mental health workshops, educational sessions on nature and medicinal plants and environmental education.

Since 2007, TELUS International and its team members have impacted the lives of over 1.6 million people across the world through volunteering and charitable giving



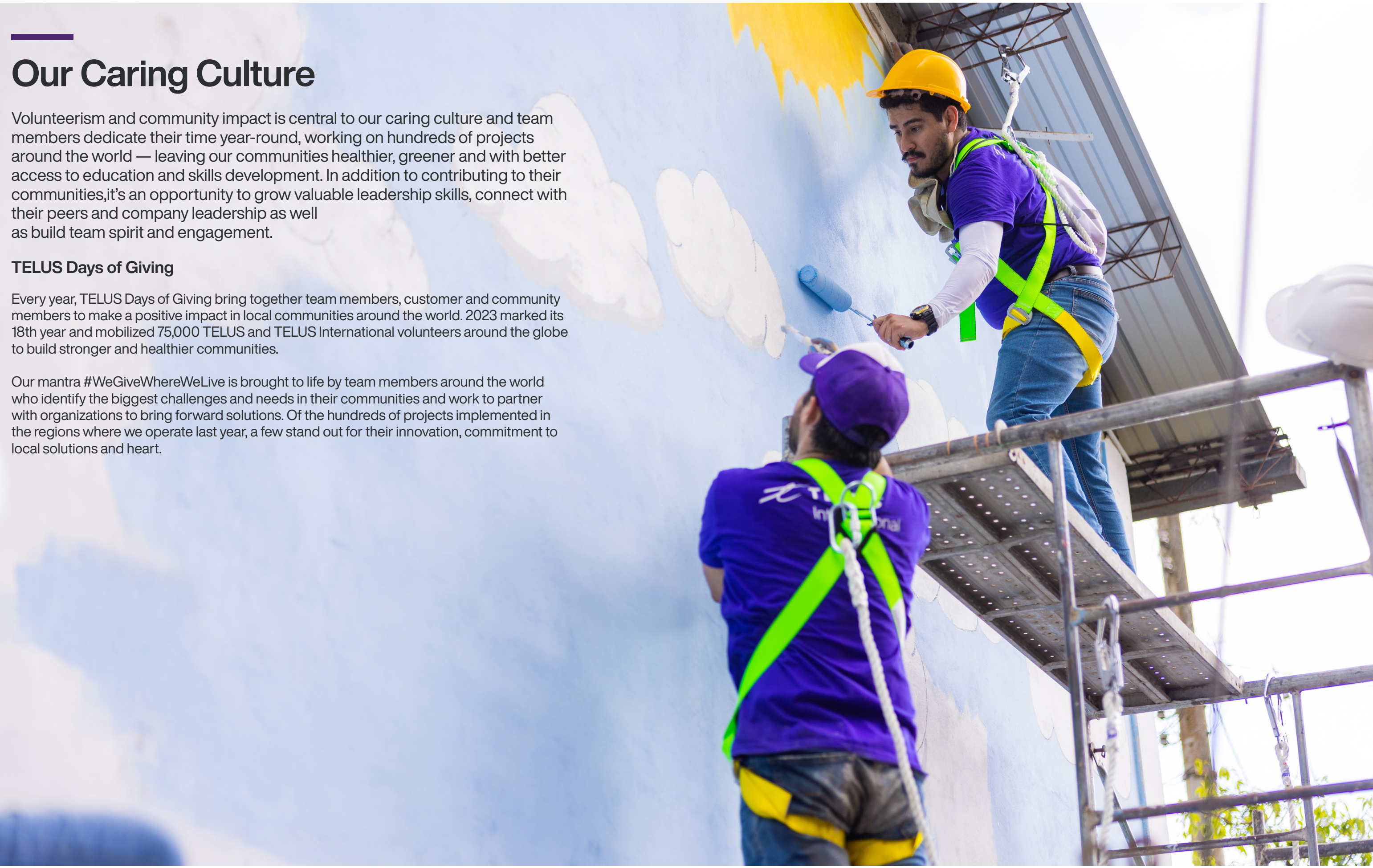
# Our Caring Culture

Volunteerism and community impact is central to our caring culture and team members dedicate their time year-round, working on hundreds of projects around the world — leaving our communities healthier, greener and with better access to education and skills development. In addition to contributing to their communities, it's an opportunity to grow valuable leadership skills, connect with their peers and company leadership as well as build team spirit and engagement.

## TELUS Days of Giving

Every year, TELUS Days of Giving bring together team members, customer and community members to make a positive impact in local communities around the world. 2023 marked its 18th year and mobilized 75,000 TELUS and TELUS International volunteers around the globe to build stronger and healthier communities.

Our mantra #WeGiveWhereWeLive is brought to life by team members around the world who identify the biggest challenges and needs in their communities and work to partner with organizations to bring forward solutions. Of the hundreds of projects implemented in the regions where we operate last year, a few stand out for their innovation, commitment to local solutions and heart.



# Americas

## Guatemala

### Construction of School #75 – Alameda III

Over 800 TELUS International employees participated in the construction of the educational center located in Zone 18 of Guatemala City. Thanks to the generous financial contributions of 5,565 team members, which TELUS International Guatemala matched, we were able to donate approximately \$245,000 (Q\$1,912,000) towards the construction of a 1,500m2 wing of the school. The new facilities include nine classrooms, two administrative offices, a computer laboratory, an equipped kitchen, bathrooms and a sports field. Over 950 students will benefit from these upgraded facilities, which will have a positive impact on their education and well-being.



### Happy Trees program

In partnership with the municipality of Sanarate and the Instituto Nacional de Bosques (INAB), team members in Guatemala planted approximately 9,000 trees as part of the Happy Trees program. To ensure the viability of the trees, these organizations have closely studied the land to determine the best planting locations, making note of the climate, soil, and local flora and fauna.



### Eco stoves and water filters

The team in Guatemala visited Patzún, Chimaltenango, for their seventh Eco TELUS Days of Giving, where more than 250 volunteers installed 140 eco stoves and water filters for the families in the communities — demonstrating TELUS International’s “we give where we live” culture of making positive change in the communities where we live and work.

### TELUS International Hive

TELUS International Guatemala partnered with Guatebee, an organization dedicated to increasing pollination in ecosystems through bees, to help preserve the lives of 360,000 bees by adopting new beehives into the TELUS International Hive.



# Americas

## El Salvador

### Early Childhood Care Center

TELUS International El Salvador announced the inauguration of an Early Childhood Care Center named “Happy Critters” located in our corporate premises in Las Cascadas. Representative of our ongoing commitment to the well-being of team members and their families, Happy Critters isn’t just a childcare facility; it’s a nurturing environment that looks after infants and children while facilitating their development through early stimulation and activities to enhance motor skills from a dedicated team of experts in education, pedagogy, early stimulation, psychology and nursing. Serving up to 50 children aged four months to three years and 11 months, “Happy Critters” supports the growth and development of future generations.



### Youth Employability programs – English conversation clubs

A weekly English conversation club was created to support the young people engaged in the HOPE, Work For Her, Fundación Raíces, Supérate Poma and Oportunidades youth programs. It has allowed students to practice the language with volunteers from TELUS International, increasing the students’ confidence and enhancing their vocabulary.



### SOS Children’s Village

Over 1,100 volunteers in El Salvador refurbished the facilities of the SOS Children’s Village child development center in Santa Tecla during the TELUS Days of Giving. The team painted six houses, installed a playground, rejuvenated the center’s landscaping and gardening and refurbished the multipurpose plaza, bringing joy to the community’s youth and their families.



### After School programs

Through payroll donations made by TELUS International El Salvador team members, an Extracurricular Clubs program was implemented in partnership with Glasswing International in three public schools in Santa Tecla. These clubs are guided by TELUS International volunteer educators who help students develop essential life skills. These clubs complement the four-and-a-half-hour school day in public schools, providing students with additional learning and the opportunity to enrich their abilities. New clubs this year include debate, storytelling, art, guitar, chess, English, scientific experiments, robotics and leadership.



# Americas

## United States

### Gray Elementary School

Nearly 100 volunteers from our team in Las Vegas joined forces with Gray Elementary School in October to refurbish its facilities during their TELUS Days of Giving. Throughout the day, the team refreshed the interior and exterior paint and trim work, created a sensory path, redecorated the library and painted murals inside the school. The team also donated robotics kits to kickstart the school's first robotics club.



### The Family Tree Denver

TELUS International team members in Denver, Colorado, dedicated time to volunteer with The Family Tree — a non-profit organization providing a safe haven for unhoused families and those experiencing domestic violence. Team members donated essential items, cleaned, organized, performed minor repairs, painted and prepared rooms for families in need.



## Canada

### Going the Distance

Throughout the month of May 2023, 80,000 team members from TELUS and TELUS International, both coast-to-coast and across the globe in 32 countries, came together to Give where we live. More than 500 team members walked, ran or rolled in support of the TELUS Friendly Future Foundation's inaugural "Going the Distance" fundraiser.



# Asia Pacific

## Philippines

### National Volunteer Month

In December 2023, TELUS International Philippines joined the Philippine Coalition on Volunteerism (PhilCV) in its Corporate Volunteering Committee (CVC) annual volunteering activity. For National Volunteers' Month, 58 volunteers went to Kamuning Elementary School to conduct interactive reading sessions, refurbish parts of the school and donate handwashing stations, rice packs, meals and toys for the students of the school in Quezon City.



### Building Homes in Iloilo

Over 150 team member volunteers worked hand-in-hand with Gawad Kalinga for the first-ever TELUS PHGK Village in Iloilo. On May 27, 2023 volunteers traveled to New Lucena, Iloilo, to repaint 32 homes and build two new houses for more than 160 residents in this community. Volunteers also worked on a sustainable community food garden, packing and distributing grocery bags and learning kits and facilitating fun and educational activities with the community.



### Lakan Dula High School

TELUS International Philippines continued its support of the Department of Education's Brigada Eskwela school refurbishment project for the ninth consecutive year. More than 1,000 team members, clients, architects, teachers and community partners volunteered almost 8,000 hours to refurbish the five buildings of Lakan Dula High School in Manila, benefitting over 5,200 students and teachers.



### Brigada Pagbasa

More than 300 team member volunteers dedicated almost 3,000 hours to provide tutoring to 30 elementary school students from Malabon on Saturdays. Brigada Pagbasa (Reading Brigade) is an initiative by World Vision and the Philippines Department of Education that aims to cultivate a culture of reading among learners and help those who need further assistance in developing their literacy and numeracy skills. Volunteers honed the students' reading comprehension by providing teaching modules, kits, printed modules and school supplies to each student.

# Asia Pacific

## India



### School renovation of Gandhi Smarak Vidyalaya

TELUS International India organized its biggest in-person volunteering initiative at Gandhi Smarak Vidyalaya in partnership with iVolunteer, a non-government organization. More than 500 team members, teachers, community partners and youth volunteers dedicated more than 2,300 hours to refurbish the school for the benefit of its 1,230 students and teachers. We also donated 35 laptops, computer chairs and desks, 210 benches and a basketball court to create a safe, secure and conducive learning environment for the students.



### Charitable Blood Bank

In December 2023, TELUS International India team members participated in the blood donation drive in partnership with Rashtriya Charitable Blood Bank. Sixty team member volunteers donated blood to the blood bank that will save the lives of around 180 marginalized individuals across India.



### Tree planting in Noida

More than 50 volunteers planted 1,500 saplings in Noida Sector-150t for the first Eco TELUS Days of Giving in India. The planted saplings are native to the region and will flourish in the current environment. Projects like these continuously support the community by increasing India's tree coverage for the health and happiness of generations to come.

## Chengdu

### World Autism Day

Team members from TELUS International Chengdu dedicated more than 170 volunteer hours to accompany 90 children with autism and their families in celebrating World Autism Awareness Day (WAAD) on April 8, 2023 at Sichuan Southwest Aviation Vocational and Technical College for our first in-person TELUS Days of Giving. The 2023 WAAD theme was "Light it up blue" and our volunteers assisted the children from Chengdu Rehabilitation Training Center in the design, production and flying of their model airplanes enabling them to explore and appreciate the science of flying.



TELUS International planted 5,100 trees, improving air quality and biodiversity in the area

# Europe

## Spain

### Earth Day beach clean-up

Team members in Barcelona celebrated Earth Day 2023 by cleaning up Bogatell beach — collecting 3,214 items and 1,793 cigarette butts, doing their part to keep our oceans and beaches clean.



## Bulgaria

### Ready For Success

For the eighth consecutive year, TELUS International Bulgaria proudly continued its commitment to education by participating in the Ready for Success scholarship program. This initiative provides financial aid to outstanding students who have lost one or both parents. Five scholarships were distributed: three for students at state universities and two for high school pupils. Since the start of the partnership with Ready for Success in 2016, TELUS International Bulgaria has supported 35 university students and 19 high school pupils, providing needed support for those striving for academic excellence.



### Beekeeper for a Day

On September 16, 2023, over 300 team members attended the TELUS Days of Giving in Sofia, Bulgaria, to build shelters for wild pollinators, make beehives, sow honey-producing plants, assemble honey frames and harvest honey. The volunteers were buzzing with activity — contributing to the health of 3 million bees, which will, in turn, result in nearly 50 billion pollinated plants annually and the production of roughly 2,500kg of organic honey.



# Europe

## Ireland

### Mahon Community garden

In October 2023, TELUS International Ireland team members volunteered alongside Green Spaces for Health to establish the first community garden in Mahon, Cork. During the TELUS Days of Giving event, the volunteers installed raised beds, created vegetable drills, planted fruit trees and other plants, painted gates and walls, installed a small pond to help with biodiversity and assembled and painted picnic benches. This is the second community garden created by team member volunteers in Ireland, further strengthening our long-standing commitment to supporting biodiversity in Ireland.



### Türkiye and Syria Earthquake Relief

Following the tragic February 2023 earthquake in Türkiye, 27 TELUS International team members who were impacted received financial support within the first 24 hours — with further support on the way. Within the first quarter of 2023, an internal donation campaign was set up to collect necessary items on-site in both Türkiye offices. Additionally, 300,000 TRY (approx. \$10,000 USD) was donated to a local NGO to support people in the affected areas.

In Ireland, TELUS International held a donation drive where team members dropped off much-needed supplies in both the Cork and Dublin offices. A donation drive to the Irish Red Cross was also held, raising funds to help send life-saving supplies and resources to children and their families in Türkiye and Syria.

### Art Brings Us Together

TELUS International Ireland partnered with Macroom School of Art on a unique art initiative that brings creative workshops to children and young people with physical and intellectual disabilities. The workshops were delivered in 14 schools in Cork and Dublin by school tutors, supported by TELUS International Ireland team volunteers. These sessions provided an engaging environment for young art enthusiasts to produce their own bespoke pieces of art in a range of artistic disciplines like painting, drawing, collage, projection art and diorama.



“

The students have thoroughly enjoyed the process. For people with learning disabilities, art therapy offers an opportunity for self-expression. Art can be a way to communicate for people who find it hard to express their thoughts and feelings verbally. It offers a creative and enjoyable way to communicate without restrictions, without worries of being judged as there is no such thing as failing when you create art. This process gives them a sense of accomplishment and builds their self-confidence.

### Fiona Thomas

Principal of School of the Divine Child, Lavanagh Centre

# Europe

## Germany

### Refugee Home in Essen

Our teams in Germany celebrated their first TELUS Days of Giving in October 2023, refurbishing a transitional refugee home in Essen-Schonnebeck. Nearly 60 TELUS International volunteers rejuvenated the forest and inner gardens, painted the hallways and refreshed the common room. This project benefits women and their children who temporarily live at the refugee home after fleeing from their home countries. Team members from various cities in Germany traveled to Essen to participate in the event, a true testament to our caring culture.



## Bosnia and Herzegovina

### Youth Speak Forum

TELUS International's impactful presence at the Youth Speak Forum empowered minds and inspired change. From engaging presentations to thought-provoking workshops, the team left a lasting impression on ambitious young minds — driving positive change and creating a better future.



## Romania

### Habitat for Humanity

In partnership with Habitat for Humanity Romania, team members volunteered their hearts and hands to construct a new quadruplex home for young low-income families through the New Homes Berceni initiative. TELUS International's partnership with Habitat for Humanity Romania started in 2018 with the intent to alleviate Romania's housing crisis by providing safe, affordable homes for deserving families.



### TELUS International Forest

TELUS International Romania officially started planting the TELUS International Forest in March 2023. This two-hectare forest in Ialomita County will provide the community with greater biodiversity and better soil. As part of this initiative, 11,000 young trees were planted in the Copuzu, Balaciu municipality, with the help of our NGO partner Padurea Copiilor — creating a new natural space that will allow future generations to explore and cherish our natural world.



**2023 Communitas Awards:  
Excellence in Community Service  
- Company Sponsored Volunteer  
Project: TELUS International  
Europe (Bulgaria, Ireland, and  
Romania)**

TELUS International Europe teams in Bulgaria, Ireland, and Romania were recognized for the remarkable combined efforts of their TELUS Days of Giving initiatives. Regardless of location, TELUS Days of Giving unifies all team members. Projects recognized included: Beekeeper for a day: over 1,300 volunteers dedicated 8,500 hours to become beekeepers for a day in Bulgaria building new homes for 3.6M bees; the #GoAllOut virtual sports challenge to improve the My Lovely Horse Rescue's (MLHR) facilities in Ireland; and the "plogging" challenge in Romania — where volunteers cleaned up nearly 6 tons of waste in one week.



2023  
COMMUNITAS  
AWARDS  
EXCELLENCE  
WINNER



# | Governance



# Governance

At TELUS International, we take pride in being a global leader in ethical business practices. How we work is just as important as what we do. Our goal is to demonstrate the highest level of ethics and integrity in all our dealings with our team members, customers, suppliers, governments and other stakeholders. This is a company-wide priority and a shared responsibility for all team members, as each one of our actions and decisions affects our company and its reputation. To that end, we are committed to complying with all laws and regulations that apply to our business operations anywhere in the world, including all applicable anti-bribery and anti-corruption laws, rules and regulations of every jurisdiction in which we operate. We believe that bribery and corruption are among the primary obstacles to economic development and can undermine the rule of law, weaken trust in public institutions and challenge democratic principles. TELUS Corporation (“TELUS”), our majority shareholder, is a signatory to the United Nations Global Compact, through which it has committed to work against bribery and corruption around the world. As part of the TELUS family, we share this commitment.

## Board of Directors

We are committed to fostering an environment that is diverse and inclusive and that facilitates a broad range of perspectives. We recognize the importance and benefit of having a Board of Directors and senior management composed of highly qualified individuals who reflect the clients we serve and the communities where we live and work. As part of our onboarding practices for our Board members, we provide materials outlining our caring culture and highlight the community-oriented focus of our business. Additionally, our Board receives regular reporting on respectful workplace and integrity initiatives and, should they arise within our business, any significant incidents.

We adopted a formal board diversity policy providing that the Governance and Nominating Committee shall consider diversity criteria, such as gender, age, ethnicity/aboriginal status and geographic background in recommending director nominees to the Board, which we applied in connection with the director search efforts that we undertook as part of planned increases to the size of our Board. In addition and over time, we aspire our Board to achieve greater geographic, age and ethnic diversity. We have also authorized the Governance and Nominating Committee to engage qualified independent external advisors to search for candidates to help us achieve these diversity objectives.

We believe the promotion of diversity is best served through careful consideration of all of the knowledge, experience, skills and backgrounds of each candidate for director, in light of the needs of the Board, without focusing on a single diversity characteristic. When assessing the composition of the Board, a principal focus is expected to be on ensuring the Board has the diverse experiences, skills and backgrounds needed to oversee our Company and the Company will take a balanced approach when considering the extent to which personal characteristics are taken into account.

In 2023, four of 11 board members were women (36%) and two self-identified as diverse (18%). Our Board Diversity Policy is included in our Board Policy Manual, which can be accessed at: <https://www.telusinternational.com/investors/governance>.



# Ethics and integrity

At TELUS International, we are committed to creating a culture of ethical behavior with our team members, customers, suppliers, community partners and Board of Directors. We value integrity, fairness and transparency, which ultimately shape the decisions we make as an organization, guided by our clearly defined Code of Ethics and Conduct. Our code addresses a wide range of critical topics, including: avoiding conflict of interest; accepting gifts and benefits; protecting our brand, reputation, assets, information, and intellectual property; and safeguarding our customers' data, security and privacy.

## The Ethics Office

is established to provide team members with a resource regarding ethics and conduct matters to ensure TELUS International maintains the highest levels of ethical behavior and compliance with laws, regulations and internal policies. This office oversees the Code of Ethics and Conduct, conducts investigations, provides advice on ethics and conduct matters and develops and administers training for TELUS International's expected standards of business conduct. The office reports on its activities, including breaches of the code and any related investigations to our Human Resources Committee and our Audit Committee on a quarterly basis, who in turn report to the Board. Our Human Resources Committee also regularly reviews our practices and, together with our Audit Committee, our code to align them with the needs of our company and best practices.

## The EthicsLine

a third-party operated resource, is available to all of our stakeholders as a confidential and anonymous way to reach out to request guidance or make good-faith reports about harassment, misconduct or a perceived violation of our Code of Ethics and Conduct or our other policies or practices law, questionable business practices, potential fraud, concerns or complaints with respect to any accounting, accounting controls or auditing matter.

## Integrity Work Group

supports the Ethics Office in overseeing the Code of Ethics and Conduct and quarterly reporting to the Human Resources Committee and the Audit Committee of the TELUS International Board. Members of the Integrity Work Group include representatives from Human Resources, Law & Governance and the TELUS International Security Office.

Further to the TELUS International Code of Ethics and Conduct, all team members are required to attend and complete respectful workplace and integrity training annually.

## Anti-bribery and corruption

The TELUS International Anti-Bribery and Anti-Corruption Policy applies to all directors, officers and employees of the company and its subsidiaries.

TELUS International provides integrity training on the Code of Ethics and Conduct to all team members. This training highlights TELUS International's zero tolerance approach to bribery and corruption. All team members are expected to complete this training annually.

## 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.

## Employee Stock Purchase Plan

All TELUS International team members are invited to participate in the Employee Stock Purchase Plan, with the opportunity to buy TELUS International stock at a discounted price.

# Our commitments: Cybersecurity

Off-track

On-track

Commitment

2023 results

Leveraging **TELUS Wise** to help keep our children safe online, sharing the program with more team members, customers and corporate social responsibility partners

The Corporate Social Responsibility teams in many regions, including Guatemala and the Philippines, leverage TELUS Wise to teach children about online safety.

Maintaining and updating the TELUS International Global Security & Risk Policy

The TELUS International Global Security & Risk Policy is reviewed and updated annually.

Providing team members with security training, including Work From Home-specific training

Training was provided through our online portal to all team members.

Ensuring all team members know when, how and where to report any suspicious email or potential issues

In 2023, our Information Security team included a 'phishing' icon on our TELUS International email systems to facilitate easier identification and reporting of suspicious emails.

Investing in team members, IT equipment and AI to protect data

Global Security and Risk has over 60 team members that cover Security Operations, Business Continuity and Resiliency, Security and Enterprise Architecture, Operational Risk and IT Audit and Compliance.

# Privacy and security

The TELUS International Security team logged 287 security investigations ranging from agent fraud, insider threats, cybersecurity incidents and others. Additionally, 57 phishing reports were logged by TELUS International employees independent from our phishing campaigns. Daily, we have tens of thousands of alerts that are logged and contained by our cybersecurity technical controls to limit malware, phishing attempts and other nefarious attacks. Investigations and Incidents follow processes outlined in our Global Security and Risk Policy, and are classified according to industry standards; depending on the type of investigation, escalation and resolution involves a cross functional team with representatives from legal, Technology, Human Resources and Operations, as well as Cybersecurity.

## Risk Management Framework

Safeguarding our information systems, assets, data, intellectual property and network infrastructure and ensuring that risks related to cybersecurity threats are appropriately managed is essential to maintaining a consistently high level of service experience for our clients, and the confidentiality, integrity and availability of our information systems. We have implemented a multi-faceted cybersecurity risk management framework, which is integrated in our overall enterprise risk management system and processes.

## ISO certifications

TELUS International is ISO 27001 - Information Security and 27701 - Privacy certified. TELUS International has tested and verified SOX Technical Controls that support our in-scope financial systems; these are tested and certified annually by our SOX Auditor. TELUS International did not have any material cybersecurity incidents in 2023.

## Mandatory Security and privacy awareness training

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 and our business. 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 members to promptly report any potential risks.

The annual Security and Privacy Awareness course is intended to ensure that our team members, whether they are currently working from home or on-site, fully understand the procedures and policies for handling data confidentially and securely within our TELUS International virtual and physical environments. In 2023, 100 per cent of team members completed the course.

## TELUS International Data Guardian

In 2023, we launched TELUS International Data Guardian powered by Cohesity (Data Guardian), a comprehensive managed backup delivered as a service designed to provide advanced data protection against accidental deletions, service outages and cyber threats.

Data Guardian uses state-of-the-art backup technology and processes to ensure that data is secure and easily recoverable in the event of a disaster, system failure or large-scale ransomware attacks. It is based on Cohesity's flagship data protection product, featuring powerful backup and restore capabilities. The solution is designed to meet the needs of medium and larger-sized organizations with features like automated backups, offsite storage, centralized management and encryption to protect sensitive information.





# Awards and recognition



## Best in Biz: Corporate Social Responsibility Program of the Year - TELUS Days of Giving

TELUS International was recognized in the CSR Program of the Year category as part of the 2023 Best in Biz Awards. This accolade recognizes our efforts to give where we live as part of our TELUS Days of Giving program.



## Stevie® Awards for Great Employers - Solution, Implementation & Training Program or Media

TELUS International's industry-leading learning and training programs were the recipient of three Gold Stevie® Awards For Great Employers. We were recognized in the following categories: Leadership Training, for our program that supports development and growth; Technical Training, for our program that builds digital co-workers for the digitized world; and Skills Training, for our efficient solution that improves targeted skills.



## Stevie® Awards for Great Employers - Achievement in Workplace Health & Wellbeing

TELUS International was recognized in the Achievement in Workplace Health & Wellbeing category at the eighth annual Stevie® Awards for Great Employers. Our inspiring workspaces, comprehensive wellness initiatives, onsite health clinics and global giving efforts were some of the key factors leading to this recognition.



## Everest Group Customer Experience Management (CXM) Americas PEAK Matrix®

The Everest Group PEAK Matrix® is a proprietary framework for assessing the vision, market impact and overall capability of service providers. TELUS International was rated a 'Leader' in the Americas for the fifth consecutive year in the annual industry assessment.



## Fast Company Best Workplaces for Innovators

TELUS International was named a finalist in the International category of 2023's Best Workplaces for Innovators by Fast Company. The program, which includes a number of the world's most innovative and successful brands, recognizes company cultures that empower employees at all levels to improve processes, create new products or invent new ways of doing business.



## Achievers 50 Most Engaged Workplaces® - Elite 8

TELUS International was named the Elite 8 winner of the 2023 Achievers 50 Most Engaged Workplaces® Award in the category of Purpose & Leadership. The coveted Elite 8 recognition is given to the companies that most exemplify one of Achievers' Eight Elements of Employee Engagement™ used to evaluate the most engaged workplaces.



## The Webby Awards

A mobile app that WillowTree, a TELUS International Company, developed in partnership with Meals on Wheels of Charlottesville/Albemarle won a Webby Award for Best Public Service and Activism in the General Apps category



## Mogul Top People Leaders and CHROs - Marilyn Tyfing

Marilyn Tyfing, chief corporate officer for TELUS International, was named one of Mogul's Top People Leaders and CHROs for 2023. The award recognizes leaders who are making a difference and championing diversity, equity, inclusion, and belonging in their workplace.



## IAOP Global Outsourcing 100

For the seventh consecutive year, TELUS International has been named on the Global Outsourcing 100 list. This list reflects the best outsourcing providers across size and growth, customer references, awards and certifications, programs for innovation and CSR.



## AI Breakthrough Award

For the third consecutive year, TELUS International has been named the winner in the Best Informational Bot Solution category for our intelligent Bot Platform. The AI Breakthrough Awards recognize trailblazing companies, technologies, products and services in the field of artificial intelligence around the world.

# Caution regarding forward-looking statements

This Sustainability and ESG Report contains forward-looking statements. Any statements contained herein that are not statements of historical facts may be deemed to be forward-looking statements, including, but not limited to, any statements related to our ESG priorities, commitments, targets, goals, focus areas, programs, plans, projects, strategy, impact, or savings or progress towards any of the above, as well as statements related to our plans, objectives and expectations for our business operations and financial performance and condition. In some cases, you can identify forward-looking statements by terminology such as “aim,” “anticipate,” “assume,” “believe,” “contemplate,” “continue,” “could,” “due,” “estimate,” “expect,” “goal,” “intend,” “may,” “objective,” “plan,” “predict,” “potential,” “positioned,” “seek,” “should,” “target,” “will,” “would” and other similar expressions that are predictions of or indicate future events and future trends, or the negative of these terms or other comparable terminology.

These forward-looking statements are based on our current expectations, estimates, forecasts and projections about our business and the industry in which we operate and management’s beliefs and assumptions, are not guarantees of future performance or development, and involve known and unknown risks, uncertainties and other factors that are in some cases beyond our control. As a result, any or all of our forward-looking statements in this Sustainability and ESG Report may turn out to be inaccurate. Under no circumstances should the inclusion of such forward-looking statements be regarded as a representation or warranty by us or any other person with respect to the achievement of results set out in such statements.

Factors that may cause actual results to differ materially from current expectations include, but are not limited to, those listed under “Risk Factors,” “Forward-Looking Statements,” “Management’s Discussion and Analysis,” “Operating and Financial Review and Prospects” or similar headings included in our 2023 annual report and other public disclosure documents and filings with securities regulatory authorities in Canada (on SEDAR+ at [sedarplus.com](https://www.sedarplus.com)) and with the U.S. Securities and Exchange Commission (on EDGAR at [sec.gov](https://www.sec.gov)). You are urged to consider these factors carefully in evaluating the forward-looking statements and not to place undue reliance on the forward-looking statements. Comparisons of results for current and any prior periods are not intended to express any future trends or indications of future performance, unless specifically expressed as such, and should only be viewed as historical data.

These forward-looking statements speak only as at the date of this Sustainability and ESG Report. Except as required by law, we assume no obligation to update or revise these forward-looking statements for any reason, even if new information becomes available in the future.

This Sustainability and ESG Report contains estimates, projections and other information concerning our industry and our business, including, but not limited to our emissions, resource consumptions and outcomes of our programs. Information that is based on estimates, projections or similar methodologies is inherently subject to assumption and uncertainties, and may differ materially from actual events or circumstances. We obtained such information from our own internal estimates and research, as well as from reports, research surveys, studies and similar data prepared by third parties, including industry and general publications, government data and similar sources. Although we believe such information to be accurate, to the extent permitted by law, we make no representation or warranty and take no responsibility as to the fairness, accuracy, reasonableness or completeness of third-party data and information.