

2025 SUSTAINABILITY AND ESG REPORT

Leading  
with purpose,  
innovating  
with grit.



# Let's make the future friendly, together

## What's inside

- 1 Letter from our Chief Social Innovation, Communications and Brand Officer
- 3 About this report
- 6 About TELUS
- 7 Our business model: Creating value with purpose
- 8 Our reconciliation commitment
- 9 Engagement, material ESG topics and priority setting
- 12 Our environmental, social and governance framework

### Environment

- 17 Climate action
- 24 Circular economy and responsible resource use
- 28 Environmental management system
- 29 Innovation in agriculture

### Social

- 31 Enabling human connection through digitization
- 33 Giving back to build stronger communities
- 38 Building healthy communities and workplaces
- 40 Supporting our TELUS team members
- 46 Creating an inclusive and caring culture

### Governance

- 49 ESG governance
- 51 Ethics
- 52 Human rights
- 54 Public policy and advocacy
- 55 Economic impacts
- 59 Responsible supply chain
- 63 Responsible AI, privacy and transparency
- 66 Risk management and business continuity

- 70 Limited Assurance Report
- 71 Appendix A
- 72 Global Reporting Initiative index
- 77 Sustainability Accounting Standards Board Index
- 79 Purpose Disclosures Index
- 81 Caution regarding forward-looking statements

---

### Land acknowledgment

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

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Letter from our Chief Social Innovation, Communications and Brand Officer

# Leveraging technology and social innovation to build a sustainable future for all

We are operating in a world that is more complex than at any point in recent memory.

In 2025, TELUS felt the same macroeconomic pressures that faced companies around the world: inflationary impacts, disciplined capital allocation, increased regulatory scrutiny and heightened expectations for data security and responsible AI. At the same time, people are asking for greater inclusion, stronger climate action and more accessible healthcare and digital services.

Rather than viewing these forces as constraints, we see them as a call to lead, and to showcase the unique power of our full suite of TELUS solutions and capabilities.

**Our approach has always been unwavering and long-standing. For more than 25 years, we have demonstrated that connectivity is about more than technology; it’s about improving lives, strengthening communities, protecting our planet and creating opportunity.**

We focus on delivering sustainable impact, integrating purpose into our core business strategy and ensuring that every dollar invested delivers shared value, for our team members, customers, communities and shareholders alike.

### Two decades of purpose-driven leadership

In 2025, we celebrated our 20th annual TELUS Days of Giving, rallying our global family, including 90,000 team members, retirees, customers and friends, to volunteer another record-breaking 1.5 million hours across 33 countries, including our first-ever events in Morocco and South Africa.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

2025 also marked a significant expansion of our global reach with the launch of our 20th and 21st TELUS Community Boards, in India and the United Kingdom. Our Community Boards engage local business and community leaders to make decisions about where TELUS community grants are best allocated. In 2025 alone, our international impact exceeded \$12 million in grants and TELUS Student Bursaries, directly supporting critical youth-focused health and education programs around the world and empowering the next generation of changemakers to pursue their post-secondary dreams.

### Empowering communities through the power of technology

We continue to leverage our core business capabilities to develop solutions that drive meaningful change.

In January 2026, we released our third annual TELUS Responsible AI Report in order to promote AI literacy and encourage informed conversations about the responsible use of data. The report is based on a comprehensive study of more than 11,000 people across the United States and Canada. It also includes meaningful input from Indigenous Peoples and historically underrepresented communities to ensure a broad and inclusive range of perspectives.

Our TELUS Connecting for Good® and TELUS Wise® programs have provided support for more than 1.59 million individuals to date including 257,700 individuals last year alone. In 2025, our Internet for Good® and Mobility for Good® programs expanded digital access to 8,500 low-income households and 10,700 marginalized individuals, respectively. Importantly, TELUS Wise® enhanced digital literacy and online safety knowledge for over 120,600 people globally, bringing the cumulative number of participants to 920,800 since the program was launched in 2013.

TELUS Health for Good® is removing healthcare barriers for low-income and marginalized Canadians. In 2025, our Mobile Health Clinics provided 95,000 primary care patient visits, for a total of 354,000 across 27 Canadian communities since 2014. The program has also provided access to low-cost TELUS Health Medical Alert devices for nearly 1,700 low-income seniors, allowing them to live independently with 24/7 access to help.

### Building a sustainable future

In 2025, we set a new science based target to achieve net-zero across our operations and supply chain by 2040 and launched our Climate Transition Framework, a strategic roadmap that details our path toward deep decarbonization and climate resilience.

Notably, TELUS and our partners planted 6.8 million trees in 2025, and reached a milestone of planting 26 million trees in the last 25 years.

As a result of these efforts, TELUS has been recognized globally by Corporate Knights' Global 100 Most Sustainable Corporations and TIME Magazine's inaugural list of the World's Most Sustainable Companies, among others.

### A collective effort

None of this happens without people. To our team members, retirees, partners, Community Board members, non-profit collaborators, government leaders, customers and investors, thank you. Your compassion, expertise and trust enable us to continue to show up for our communities.

I also want to thank our President and CEO, Darren Entwistle, for his unwavering belief that we must embed sustainability and ESG into our core business strategy, leveraging our technology and compassion to solve some of the world's most pressing challenges. For more than two decades, this alignment has fueled our innovation and strengthened our competitive advantage, ensuring that our growth continues to create lasting value for our shareholders and the communities in which we live and work.

### Looking ahead

The global landscape will continue to evolve, but our direction is clear.

The TELUS team will continue to lead with transparency, accountability and measurable impact. We will continue to integrate sustainability into how we operate, innovate and grow. And we will continue to focus on what has always set TELUS apart: using our technology, our scale and our culture of caring to enable remarkable human outcomes.

Let's make the future friendly, together.



**Jill Schnarr**

Chief Social Innovation, Communications and Brand Officer

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# About this report

At TELUS, our social purpose guides how we harness our leading technology and our culture of compassion to drive meaningful social change and enable remarkable human outcomes.

TELUS reports on its ESG progress annually. For our 2025 report, we have combined our two primary sustainability disclosures, for TELUS and TELUS Digital, into this Sustainability and ESG Report. The report provides an overview of our ESG focus areas, impact levers and sustainability initiatives, and highlights metrics on the sustainability and social factors that are material to TELUS. It complements the information in our 2025 Annual Report, and the governance and executive compensation information in our 2026 Information Circular.

We believe that doing good and doing well are inextricably linked. By embedding sustainability and ESG into our core business strategy, we leverage our technology and compassion to solve some of the world’s most pressing challenges. This alignment fuels our innovation and strengthens our competitive advantage, ensuring that our growth continues to create lasting value for our shareholders and the communities in which we live and work.

## Learn more

An archive of past sustainability reports is available at [telus.com/sustainability](https://telus.com/sustainability) and [telusdigital.com/about/social-impact](https://telusdigital.com/about/social-impact). In addition, we regularly update our website with information about our work in sustainability and social purpose. We are committed to continuously improving our reporting, and welcome your feedback. Questions or comments can be directed to [sustainability@telus.com](mailto:sustainability@telus.com).

## Reporting frameworks and independent assurance

This report was prepared with reference to the Global Reporting Initiative (GRI) Standards. It also integrates disclosure standards and indicators from the Sustainability Accounting Standards Board (SASB), Telecommunications Services industry classification, the Greenhouse Gas Protocol, and the International Financial Reporting Standards (IFRS) Foundation S2 standard for climate-related disclosures. We have engaged Deloitte LLP as our independent assurance providers (for selected metrics contained in this report). The Limited Assurance Report can be found on page 70. Any forward-looking information should be read together with the cautionary note regarding forward-looking statements on page 80.

## Reporting period and organizational boundaries

Unless otherwise stated, the reporting period for the information in this report is January 1, 2025 to December 31, 2025. In this report, “TELUS” refers to TELUS Corporation and its subsidiaries, unless otherwise noted. TELUS Digital, which previously published its own Sustainability Report, was privatized in the fourth quarter of 2025. As a result, it will no longer report separately, and all metrics and references include TELUS Digital results for the full 2025 calendar year, unless otherwise noted. Data and information related to business acquisitions TELUS made between January 1, 2025 and December 31, 2025 are not included unless otherwise stated. This report also describes the TELUS Friendly Future Foundation (the Foundation) grants and bursaries initiatives. The Foundation is a registered Canadian charity and a distinct entity from TELUS Corporation; however, it works in partnership with the 13 Canadian TELUS Community Boards to deliver charitable grants. All financial information is reported in Canadian dollars unless otherwise specified.

## Third-party information

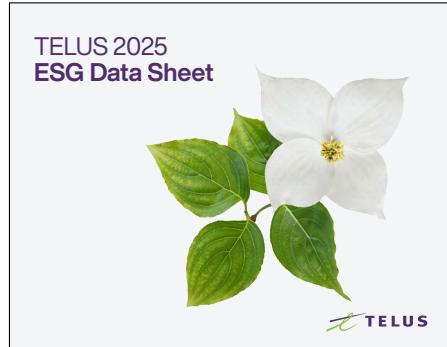
This report contains hyperlinks to websites operated by parties other than TELUS for reference only. TELUS is not responsible for the availability of these external sites, nor is it responsible for the content, advertising, products or other materials shared. Our inclusion of hyperlinks does not imply any endorsement of the material or any association with their operators. Under no circumstances shall TELUS be held responsible or liable, directly or indirectly, for any loss or damage caused or alleged to have been caused in connection with the use of or reliance on any content, goods or services available on the linked websites.

## Copyright and trademarks

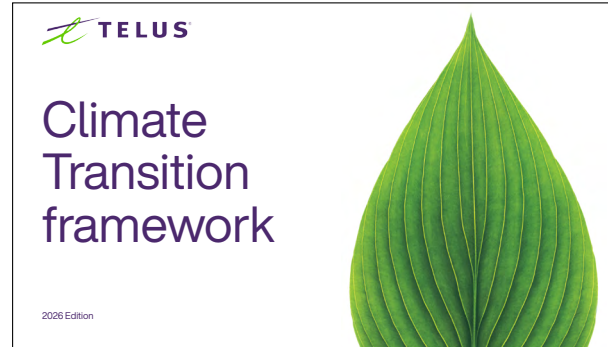
© 2026 TELUS Corporation. All rights reserved. The symbols TM and ® indicate trademarks owned by TELUS Corporation or its subsidiaries used under license. All other trademarks are the property of their respective owners.

# Companion documents

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements



2025 ESG Data Sheet



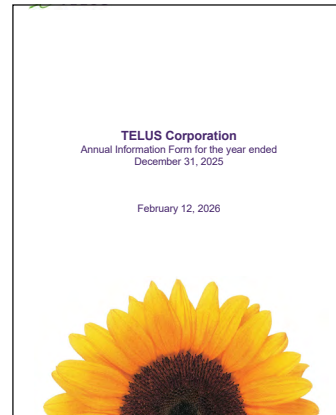
2026 Climate Transition Framework



Avoided GHG Emissions Framework



2025 Annual Report



2025 Annual Information Form



2025 Information Circular



2025 Indigenous Reconciliation and Connectivity Report

- Letter from our Chief Social Innovation, Communications and Brand Officer
- About this report
- About TELUS
- Our business model
- Our reconciliation commitment
- Engagement, material ESG topics and priority setting
- Our environmental, social and governance framework
- Environment
- Social
- Governance
- Limited assurance report
- Appendix A
- Global Reporting Initiative index
- Sustainability Accounting Standards Board index
- Purpose Disclosures Index
- Caution regarding forward-looking statements

# Commitments and awards

## Commitments

As part of our commitment to sustainability, we are supporters of, or signatories to, the following frameworks:



- ISO 14001: 2015 Environmental Management System
- ISO 31700-1 Privacy by Design Certification
- Government of Canada Voluntary AI Code of Conduct
- Safety Institute Consortium
- Hiroshima AI Process Reporting Framework
- United Nations International Telecommunications Union AI Skills Coalition
- National Institute of Standards and Technology AI Safety Consortium
- Silver Progressive Aboriginal Relations certification through the Canadian Council for Indigenous Business



## Third-party recognition in 2025

We are proud to have been recognized with the following awards, or included in these indices, for our sustainability leadership.

 TIME Magazine and Statista list of the World's Most Sustainable Companies	 Corporate Knights Best 50 Corporate Citizens in Canada	 Corporate Knights Global 100 Most Sustainable Corporations in the World	 Industry Top-Rated ESG Performer by Sustainalytics
 Carbon Disclosure Project climate leadership score of A-	 EcoVadis Gold Sustainability Rating 2025	 Dow Jones Best-in-Class Indices North American Index	 Carbon Disclosure Project supplier engagement leader score of A
 Three TELUS products were recognized for excellence in responsible design by Red Dot Sustainable Design Awards: Boost Wi-Fi 7, TV Digital Box and Boost 6E Mini	 Canada's Clean50 Top Project Award for Tree Tote program	 OneTrust Innovation Award, recognizing TELUS as a trailblazer in best-in-class data and artificial intelligence deployment	 2025 Canadian Queer Chamber of Commerce Corporation of the Year

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# About TELUS

TELUS is a world-leading communications technology company operating in more than 45 countries and generating over \$20 billion in annual revenue, with more than 20 million customer connections through our advanced suite of broadband services for consumers, businesses and the public sector. We are committed to leveraging our technology to enable remarkable human outcomes.

TELUS is passionate about putting our customers and communities first, leading the way globally in client service excellence and social capitalism. Our TELUS Health business is enhancing more than 150 million lives across 200 countries and territories through innovative preventive medicine and well-being technologies. Our TELUS Agriculture & Consumer Goods business utilizes digital technologies and data insights to optimize the connection between producers and consumers. Guided by our enduring “give where we live” philosophy, TELUS, our team members and retirees have contributed \$1.85 billion in cash, in-kind contributions, time and programs including 2.5 million days of service since 2000, earning us the distinction of the world’s most giving company.

Our social purpose guides our corporate strategy and is the blueprint for how we engage with our customers, communities and each other. It drives all areas of our business, including where we invest our capital and focus our research and development, in order to create long-term, sustainable value for our stakeholders. In 2025, we achieved significant progress in our mission to make a meaningful difference, driven by our unwavering dedication to delivering impactful and transformative outcomes for our global communities.

Please see our Social Purpose disclosure on page 79 for more information on how our purpose guides our strategy and decision-making.

## Our lines of business



### TELUS technology solutions

Offers best-in-class technology solutions across our mobile and fixed services, including our home and business offerings. This is complemented by our global-growth area in agriculture and consumer goods, as well as our Sovereign AI Factory, which leverages our networks and technology expertise to provide support solutions to real-world problems.



### TELUS Health

Leverages the power of technology and the passion of our team members to support the mental, physical and financial health of individuals and organizations around the globe.



### TELUS Digital

Accelerates revenue growth and operational efficiency with AI-fuelled technology and expert teams.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
<b>Our business model</b>
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Our business model: Creating value with purpose

Leveraging our global-leading technology and compassion to drive social change and enable remarkable human outcomes



## 2025 inputs

### Human capital

**111,500** team members worldwide  
**\$3.7 billion** employee benefits

### Natural capital

**1.1 million** MWh of energy consumed  
**1.06 million** tCO<sub>2</sub>e GHG emissions emitted  
**9,014** metric tonnes of waste generated  
**748 million** litres of water consumed

### Social capital

**\$10.1 million** granted by TELUS Friendly Future Foundation  
**\$1.2 million** contributed to charitable and community organizations  
**1.5 million** volunteer hours  
**\$200,000** to Indigenous-led community programs

### Financial capital

**\$480 million** taxes paid  
**\$609 million** invested in R&D  
**\$7.1 billion** purchased goods and services  
**\$2.5 billion** capital expenditures



## Our business

### Virtualization of services

Data analytics to drive efficiency and effectiveness

### Technology

Telecommunications and digital connectivity  
**Mobility:** wireless voice/data (5G, LTE), connected devices  
**Home solutions:** Internet, TV, residential voice, SmartHome security

**Business solutions:** Data, IP, voice, IT, and cloud-based services for business

### Health

Digital healthcare technology  
**Electronic Medical Records (EMR) software**  
**Virtual care services**  
**Employer/employee wellness and benefits management**

### Agriculture & Consumer Goods

Data insights and technology for the food supply chain  
**Digital solutions for farmers, producers, and the consumer packaged goods industry**

### Digital

Advanced technology to drive innovation

### Sovereign AI

### Generative AI consulting

### Global contact centre and business

### Process outsourcing services

### Customer experience management



## Impact and value created in 2025

**Our communities:** **16,000** low-income families, seniors and youth connected to internet and mobile services; **95,000** patient visits for marginalized populations provided by our Mobile Health clinics; over **120,000** individuals reached through our TELUS Wise® digital literacy program; **23** Indigenous lands and **7** communities connected to our TELUS network; the Foundation provided **\$10.1** million in cash donations to support **600** Canadian registered charities, community partners and projects, and bursaries.

**Our planet:** **6.8 million** trees planted; reduced Scope 1 and 2 GHG emissions by **79%** from 2019; **73.9%** of waste diverted from landfill; increased water consumption intensity per terabyte of data traffic by **1%** from 2019; reduced company-wide energy consumption by **1.2%** compared to 2024; **300 MW** of generation capacity from **4** VPPAs in Alberta.

**Our customers:** **1.08 million** new customer connections; **181 million** lives enhanced through innovative preventive medicine and well-being technologies; 4G LTE covering **99%** of the Canadian population and 5G covering more than **90%**.

**Our investors:** Over **\$20 billion** in revenues including **\$4.2 billion** in clean revenue; **\$2.5 billion** in dividends declared.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Our reconciliation commitment

We acknowledge that our work spans many territories and treaty areas, and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us, and the youth who inspire us.

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

TELUS remains committed to progressing the path of reconciliation in partnership with Indigenous Peoples, and is dedicated to fulfilling our roles and responsibilities in this regard. Our actions will be informed by:

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

We are committed to continuing to learn, evolve and grow in order to align with Indigenous-led reconciliation frameworks. We are devoted to ongoing engagement with Indigenous Elders, leaders and communities in the areas where we operate. This engagement informed the development of TELUS’ Indigenous Reconciliation Action Plan (IRAP) and will remain a cornerstone of implementing our commitments and actions moving forward.

The Board, through the Corporate Governance Committee, provides oversight on the progress of our IRAP and the implementation of TELUS’ commitments and targets, ensuring transparency and accountability in our reconciliation journey.

In alignment with the feedback we received from Indigenous Peoples during the formation of our action plan, the [TELUS Indigenous Advisory Council](#), a non-partisan group, monitors the progress of our IRAP and provides guidance for effective implementation of our commitments and targets.

Read more about TELUS’ reconciliation commitments and our engagement process in our [2025 Indigenous Reconciliation and Connectivity Report](#).



Hummingbird | Milita’j | Tracey Metallic, Listuguj Mi’gmaq First Nation

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Engagement, material ESG topics and priority setting

Relationship-driven engagement is central to TELUS’ commitment to prioritizing our customers and the communities where we live, work and serve. Through consistent, meaningful dialogue with our global stakeholders – including Indigenous Peoples – we identify emerging issues and integrate valuable feedback into our strategic decision-making and sustainability initiatives.

As detailed in the **Overview of our key stakeholders and 2025 topics of engagement table** on the next page, our engagement topics are specific to each key stakeholder group. However, the following core themes consistently drive our conversations, connectivity and innovation, sustainability and environmental stewardship, and responsible AI and data trust.

When engaging with our stakeholders, we employ approaches such as formal surveys and one-on-one meetings to capture their inputs for our TELUS Executive Team and Board of Directors. We calibrate our approach based on the desired level of interaction – from passive monitoring to active collaboration – while ensuring we respect preferred languages, formats, and communication cadences. These interactions provide diverse perspectives that foster a culture of collaboration.

Ultimately, prioritizing engagement ensures our corporate priorities remain aligned with stakeholder expectations, and contributes to the creation of long-term stakeholder value. Our engagement activities are described throughout this report.

## Engaging with Indigenous Peoples

TELUS recognizes Aboriginal Title and Rights<sup>1</sup> and Treaty Rights, as well as the unique culture and governance of individual Indigenous nations, governments and communities. We are committed to engaging with Indigenous Peoples in a manner that respects the rights set out in the United Nations Declaration on the Rights of Indigenous Peoples. TELUS acknowledges Indigenous Peoples’ inherent right to self-governance, and supports processes and agreements that reflect this authority, including the role of Indigenous Peoples as stewards of their lands.

The guiding principles for TELUS’ engagement with Indigenous Peoples and governments are:

- TELUS understands that Indigenous Peoples in Canada comprise nations and governments that have constitutionally protected Aboriginal Title and Rights
- TELUS actively seeks to collaborate with Indigenous governments, and then incorporates their perspectives into the development, design and implementation of projects impacting Indigenous Peoples and lands.

TELUS works closely with communities and their leaders to ensure that we carry out our engagement activities in a culturally appropriate and environmentally sensitive manner.

<sup>1</sup> The term Aboriginal Title and Rights means legally defined rights protected under section 35 of the *Constitution Act 1982*. While Indigenous is now in more common usage than Aboriginal to speak of First Nation, Inuit and Métis peoples of Canada, when referring to legal rights the term Aboriginal Title and Rights is used. Aboriginal is defined in the *Constitution Act 1982* Section 35 (2) as Indian, Inuit and Métis peoples of Canada. First Nation is generally used now instead of Indian.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Overview of our key stakeholders and 2025 topics of engagement

Key stakeholder	Engagement topics	Discussion formats
<b>Customers</b>	Information on our product and service offerings, privacy, accessibility and inclusion, digital safety, sustainability and environmental stewardship, responsible AI and data trust	Social media, consultations, events, website, thought leadership, press releases, advertisements
<b>Shareholders and debt-holders</b>	Business performance, corporate strategy, oversight of risk, board oversight, corporate performance	Annual general meeting, quarterly investor conference calls, reports, emails, virtual meetings, industry and investor conferences, website
<b>Team members</b>	Corporate culture, talent development, well-being and safety, compensation and benefits, ESG, ethics, privacy, diversity and inclusion, data and AI literacy	Surveys, virtual meetings, interviews, TELUS EthicsLine, online training, resource groups and committees, intranet, forms
<b>Suppliers</b>	Supplier Code of Conduct, regulatory compliance, product life cycle, human rights, greenhouse gas emission disclosure, decarbonization roadmap, sustainability throughout the supply chain, supplier contracts	Group and one-on-one meetings, industry forums, screenings, assessments, periodic factory visits, webinar trainings
<b>Local communities</b>	Digital safety, community engagement, connectivity programs, disaster relief and emergency response, environmental stewardship, youth data literacy	Workshops, in-person meetings, site visits, volunteering events, community investment boards
<b>Indigenous communities and governments</b>	Economic reconciliation, connectivity, social programs, funding opportunities, relationship building, environmental stewardship, data ethics and AI, customer experience, grants	Virtual meetings, in-person meetings, site visits, events, training and capacity building, website
<b>Regulators</b>	Connectivity, AI, agriculture, science and technology, national security, infrastructure, healthcare, environmental stewardship, privacy and access to information	Virtual meetings, in-person meetings, events, emails, press releases
<b>Academic institutions and non-government organizations (NGOs)</b>	Community grants, digital safety, community engagement, innovation and R&D, digital literacy, health and well-being, environmental stewardship, volunteering, Indigenous reconciliation, social purpose, bursaries and grants, AI	Websites, social media, emails, community events, virtual meetings, in-person meetings, events, guest lectures, workshops, joint communication measures (e.g. white papers and academic conferences)
<b>Patients</b>	Customer satisfaction, privacy and confidentiality, quality of care, information on health through conducted research, healthcare delivery	Surveys, emails, website, virtual appointments, in-person appointments, advertisements

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Double materiality assessment

TELUS engages with stakeholders through a comprehensive double materiality assessment process. We conduct this assessment at a minimum bi-annually, in order to ensure that we understand our stakeholders’ evolving expectations. The insights gathered from this assessment play a crucial role in shaping our ESG strategies, informing our reporting practices and guiding our sustainability disclosures. This approach allows us to be responsive to our stakeholders and drive meaningful progress in our sustainability reporting initiatives.

In 2024, we conducted a double materiality assessment (DMA) that was informed by the European Sustainability Reporting Standards (ESRS). This approach reviews and assesses sustainability-related matters from both an impact perspective and a financial perspective. An impact perspective considers TELUS’ positive or negative impact on people or the environment in the short-, medium- or long-term. A financial perspective considers sustainability matters that trigger or may trigger risks and opportunities that could have material financial effects on TELUS.

To determine TELUS’ material topics, we followed a rigorous and structured four-step process:

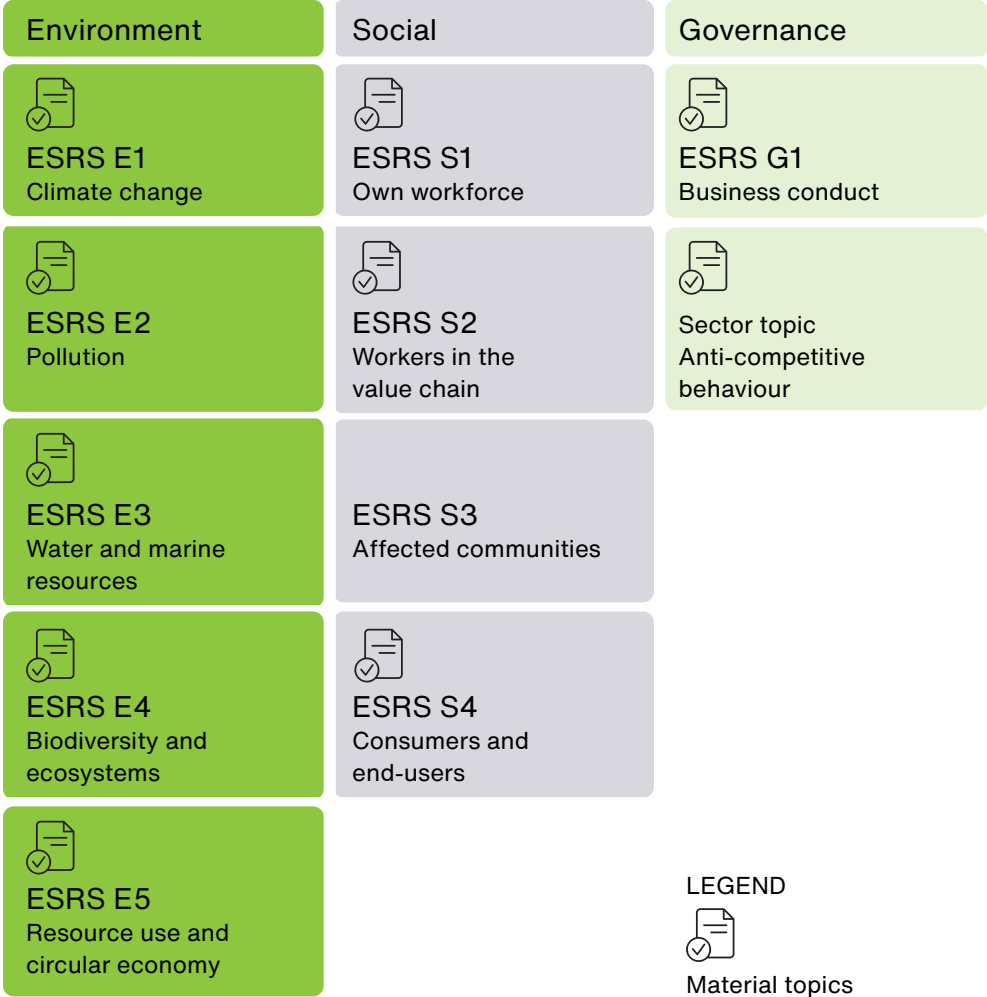
- 1. Understand context and map value chain:** We identified the ESG topics relevant to TELUS and outlined our value chain across all business units to identify the hotspots for actual and potential sustainability impacts, risks and opportunities (IROs).
- 2. Design the engagement approach:** We developed a scoring methodology, informed by our Enterprise Risk Management and Environmental Management System frameworks, with defined criteria and grading scales for both impact and financial materiality.
- 3. Stakeholder engagement:** Once the IROs were finalized, we interviewed stakeholders across the entire business to gather information and documentation on a variety of topics to inform the scoring of our IRO statements.
- 4. Validation and finalization:** Our material topics were identified through a rigorous process of scoring and evaluating IRO statements against predetermined thresholds. The results were validated and confirmed by senior leadership in a focused review session.

Our comprehensive DMA identified 32 material impact statements, six material opportunity statements and seven material risk statements, mapped to 10 ESRS topics that capture both TELUS’ impact on people and the environment, and the influence of ESG factors on our business performance.

Through a rigorous ranking process, we identified three topics of greatest material importance: climate change, consumers and end-users and resource use, and circular economy.

The **material topics diagram** below illustrates the material topics that exceeded our established impact and financial materiality thresholds.

While certain topics did not meet the materiality threshold, TELUS remains committed to transparent reporting across all areas of our business. We continue to set and pursue ambitious goals across our ESG pillars, demonstrating our commitment to comprehensive sustainability practices and social capitalism.



**LEGEND**  
  
 Material topics

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
<b>Our environmental, social and governance framework</b>
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Our environmental, social and governance framework

Our activities are guided by our unwavering commitment to ESG and driving positive social impact. Through our five social impact pillars (connectivity and digitization; sustainability; health and well-being; security, privacy and safety; and giving to our communities), we leverage our global-leading technology and compassion to further social capitalism, drive social change and enable remarkable human outcomes.

This report is organized around the three pillars of ESG, demonstrating how our social impact initiatives are fundamental to our overall strategy and enable us to meet our commitments to all stakeholders.

Our track record of consistently delivering on our ambitious goals demonstrates our steadfast commitment to operating responsibly, and transparently reporting on our progress to date. We are passionate about being a global leader in social capitalism, and our digital solutions and networks play a

crucial role in addressing and mitigating the adverse impacts of climate change. Our approach begins with relationships and collaboration with stakeholder groups that include our customers, team members, suppliers and communities.

By integrating our ESG approach into our business operating decisions, we consistently enhance the value of our business, demonstrate our industry leadership and drive positive impacts on our global community.



Connectivity and digitization



Leading in sustainability



Health and well-being



Security, privacy and safety



Giving to our communities

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Our targets

Our ESG targets and priorities shape our areas of focus, strategies and action plans. Importantly, our progress on these targets supports advancing the relevant Sustainable Development Goals (SDGs).



Goal	Target year <sup>2</sup>	Progress in 2025
<b>Energy and electricity</b>		
100 per cent of the electricity required for our operations effectively procured from renewable or low-emitting sources	2025	<b>Achieved:</b> TELUS (excluding TELUS Digital) achieved a result of 100%, but due to methodology updates to ensure alignment with the GHG Protocol, our final combined global operations percentage of electricity from renewable or low-emitting sources was 96%. <sup>3</sup>
Reduce energy intensity per terabyte of data traffic 50 per cent from a 2019 base year <sup>4</sup>	2030	<b>Achieved:</b> Reduced energy intensity by 53 per cent per terabyte of data traffic since 2019
<b>Climate targets approved by Science Based targets initiative (SBTi)</b>		
Net-zero emissions across TELUS' value chain (90 per cent reduction in absolute Scope 1, 2 and 3 GHG emissions)	2040	<b>On-track:</b> Reduced absolute Scope 1, 2 and 3 GHG emissions by 23 per cent since 2019
Reduce absolute Scope 1 and 2 GHG emissions by 46 per cent from a 2019 base year	2030	<b>Achieved:</b> Reduced absolute Scope 1 and Scope 2 GHG emissions by 79 per cent since 2019
Reduce absolute Scope 3 GHG emissions from business travel and employee commuting by 46 per cent from a 2019 base year	2030	<b>Off-track:</b> Absolute Scope 3 GHG emissions from business travel and employee commuting increased by 30 per cent since 2019 <sup>5</sup>
Reduce absolute Scope 3 GHG emissions from purchased goods and services, capital goods, and use of sold products by 46 per cent by 2030 from a 2019 base year	2030	<b>Off-track:</b> Reduced absolute Scope 3 GHG emissions from purchased goods and services, capital goods, and use of sold products by 14 per cent since 2019
<b>Supply chain targets approved by SBTi</b>		
65 per cent of TELUS' suppliers by spend covering purchased goods and services and capital goods will set science-based targets	2028	<b>On-track:</b> 45 per cent of suppliers by spend have set SBTi-validated science-based targets
Reduce Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products by 75 per cent per million dollars of revenue from a 2019 base year	2030	<b>Off-track:</b> Reduced Scope 3 GHG emissions from purchased goods and services, capital goods and the use of sold products by 38 per cent per million dollars of revenue from 2019 to 2025
<b>Waste and circular economy<sup>4</sup></b>		
5 per cent annual reduction in materials discarded to landfill from a 2019 base year	annual	<b>Achieved:</b> 9 per cent decrease in materials discarded to landfill in 2025
65 per cent diversion of waste from offices and facilities	2025	<b>Not met:</b> Diverted 62 per cent of waste from offices and facilities
85 per cent diversion of waste from additional waste streams	2025	<b>Achieved:</b> Diverted 98 per cent of waste from additional waste streams

<sup>2</sup> Target to be completed by year end of target year indicated.

<sup>3</sup> All high-emitting consumption has been addressed and we will continue to focus on driving the expansion of renewable energy in our operations.

<sup>4</sup> Target covers Canadian TELUS Communications operations.

<sup>5</sup> 2025 reporting of emissions from employee commuting followed a new methodology that included TELUS Digital (representing over 84,000 employees) for the first time.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Goal	Target year <sup>2</sup>	Progress in 2025
<b>Water</b>		
Reduce water consumption intensity per terabyte of data traffic by 50 per cent from a 2019 base year	2030	<b>On-track:</b> Increased water consumption intensity per terabyte of data traffic by 48 per cent since 2019
<b>Community</b>		
Issue grants and bursaries exceeding a total of \$60 million by TELUS Friendly Future Foundation® to more than 3,500 projects delivered by Canadian charities and community partners since 2018	2025	<b>Achieved:</b> In 2025, TELUS Friendly Future Foundation granted \$10.1 million, including \$2.4 million in bursaries to 600 Canadian registered charities and over 600 students, bringing our total to \$67.7 million in grants and bursaries supporting more than 3,850 projects and 2,000 bursaries since 2018
TELUS, our team members and retirees to provide \$1.75 billion in cash, in-kind contributions, time and programs to charities and community organizations through TELUS giving initiatives since 2000	2025	<b>Achieved:</b> In 2025, TELUS, our team members and retirees contributed \$47 million in cash, in-kind contributions, time and programs, bringing our total support since 2000 to \$1.85 billion
Contribute a cumulative 2.5 million Days of Giving since 2000	2025	<b>Achieved:</b> In 2025, our TELUS family contributed 1.5 million global volunteer hours, bringing our total contribution to 2.5 million Days of Giving since 2000
<b>TELUS Health</b>		
Support 300,000 patient visits to our TELUS Health for Good® mobile health clinics since 2014	2025	<b>Achieved:</b> The Health for Good program supported 95,000 patient visits in 2025 and 354,000 since inception
<b>Connectivity</b>		
Internet for Good®: Reach 85,000 households with low-income families, seniors, youth from care, government-assisted refugees or people with disabilities with low-cost, high-speed connectivity since 2016	2025	<b>Not met:</b> Added 8,500 households in 2025 and 72,100 to date
Mobility for Good®: Reach 65,000 youth aging out of foster care, low-income seniors and families, Indigenous women at risk, government-assisted refugees and other marginalized individuals with access to a free or low-cost smartphone and data plan since 2017	2025	<b>Achieved:</b> Helped connect more than 10,700 individuals with a free or low-cost phone and plan in 2025 and over 72,600 individuals to date
TELUS Wise: Engage and educate 900,000 youth, adults, parents and seniors through TELUS Wise digital literacy workshops since 2013	2025	<b>Achieved:</b> TELUS Wise has reached more than 920,800 Canadians and other citizens around the world since inception, including 120,600 in 2025, through its educational workshops and programming
<b>Board diversity</b>		
The Board Diversity Policy contains the following targets: 40 per cent of independent Directors of each gender; and 20 per cent of independent directors representing a visible minority or Indigenous People, persons with disabilities or members of the 2SLGBTQIA+ community	Annual	<b>Achieved:</b> 46 per cent of our independent directors are women and 23 per cent of our independent directors represent a visible minority, are Indigenous, or are a persons with disabilities or persons who are members of the 2SLGBTQIA+ community
<b>Ethics</b>		
Achieve 95% or greater completion of integrity training among team members by 2025	Annual	<b>Achieved:</b> 95 per cent of team members completed integrity training by 2025

For goals related to TELUS' commitment to Indigenous communities in Canada, please refer to our [Indigenous Reconciliation and Connectivity Report](#).

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Environment

## Overview of 2025 results

**79%**  
reduction in operational (Scope 1 & 2 market-based) GHG emissions since 2024

**6.8 million**  
trees planted to help mitigate climate change and contribute to ecosystem restoration

**15,300**  
tonnes of GHG emissions cumulatively reduced since the transition of copper to fibre program's inception in 2021

**53%**  
improvement in energy intensity per terabyte of data throughput on our network since 2019

**73.9%**  
total waste diverted from landfills

over  
**500%**  
increase in renewable energy consumption since 2024



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

As a global leader in environmental performance, we demonstrate what a committed organization can do to accelerate the transition to a net-zero future. In 2025, we set an ambitious net-zero 2040 greenhouse gas (GHG) emissions reduction target, validated by the Science Based Targets initiative (SBTi) and aligned with limiting global warming to 1.5 degrees Celsius. Our target entails reducing emissions across our value chain by at least 90 per cent and neutralizing the remaining emissions through nature-based solutions and other carbon removals.

TELUS supports the Paris Agreement, and is committed to aligning our climate action, targets and engagement activities with the goals of the treaty and a pathway compatible with limiting global warming to 1.5 degrees Celsius.

## Transitioning to a net-zero future



### Our climate targets<sup>6</sup>

Procure 100 per cent of our electricity requirements from renewable or low-emitting sources by 2025

Reduce our energy intensity (per terabyte of data traffic) by 50 per cent from 2019 levels by 2030



### Progress in 2025

**96%**  
from renewable or low-emitting sources<sup>7</sup>

**53%**  
reduction in energy intensity (per terabyte of data traffic) from 2019 levels

Targets approved by the SBTi			
Reduce absolute Scope 1, 2 and 3 emissions by 90 per cent by 2040	Reduce absolute Scope 1 and 2 GHG emissions by 46 per cent by 2030 and by 85 per cent by 2033 from a 2019 base year	Reduce absolute Scope 3 GHG emissions from business travel and employee commuting by 46 per cent by 2030 from a 2019 base year	Reduce Scope 3 emissions from purchased goods and services, capital goods and use of sold products by 75 per cent per million dollars of revenue by 2030 from a 2019 base year

**23%**  
reduction from 2019 levels

**79%**  
reduction from 2019 levels

**30%**  
increase from 2019 levels<sup>8</sup>

**38%**  
reduction per million dollars of revenue from 2019 levels

<sup>6</sup> Following approval of TELUS' net-zero target by the SBTi, TELUS is replacing its carbon-neutral target with targets that support achieving absolute emissions reductions across our value chain.

<sup>7</sup> TELUS (excluding TELUS Digital) achieved a result of 100% for this target but, due to methodology updates to ensure alignment with the GHG Protocol, our final combined global operations percentage of electricity from renewable or low-emitting sources is 96%. All high-emitting consumption has been addressed and we will continue to focus on driving the expansion of renewable energy in our operations.

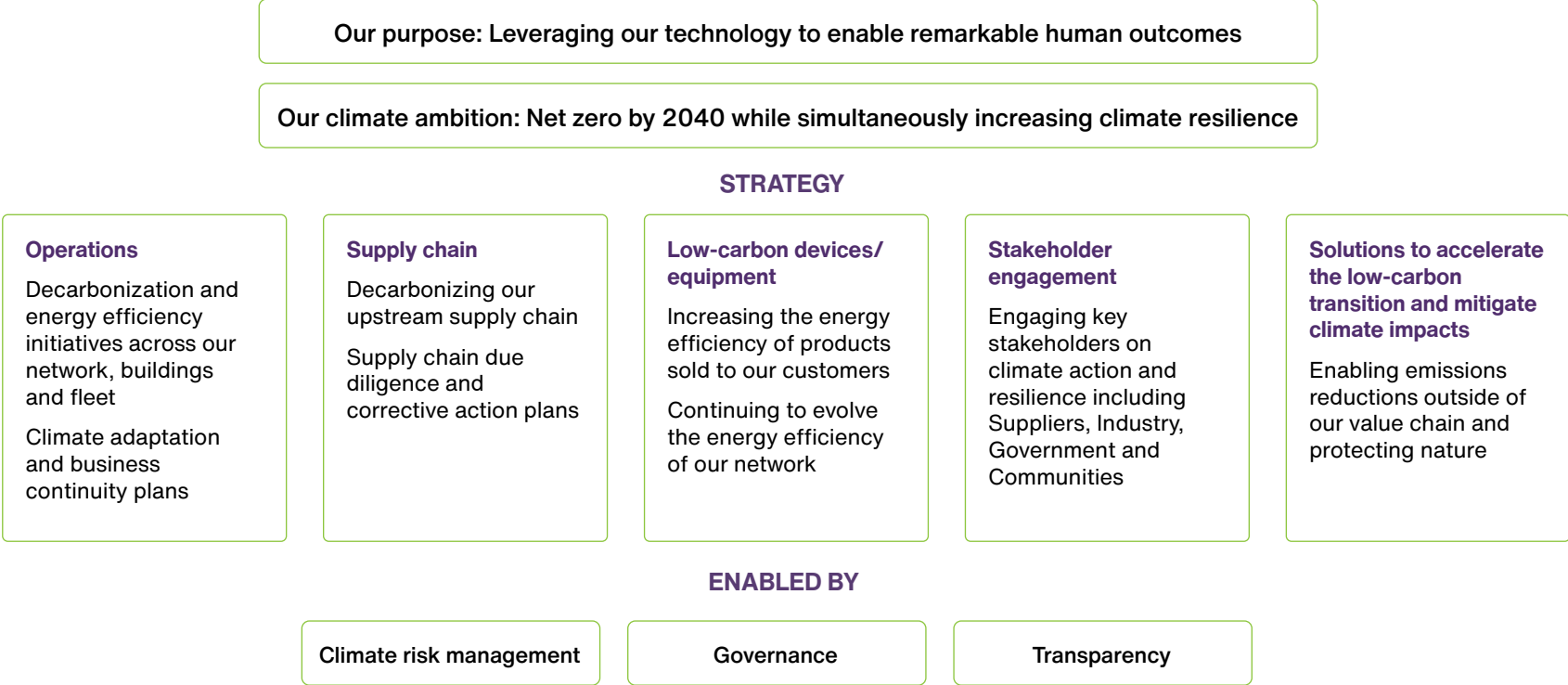
<sup>8</sup> 2025 reporting of emissions from employee commuting followed a new methodology that included TELUS Digital (over 84,000 team members) for the first time. 2019 emissions in this category were also restated to allow for tracking of progress versus our target. The increase is mainly the result of growth in TELUS Digital.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Climate action

Recognizing the critical risks that climate change poses to ecosystems and the global economy, we are developing a climate transition plan that will enable long-term sustainability and resilience for our customers, our communities and our planet. Our climate transition framework encompasses a multifaceted strategy considering our own value chain, as well as the broader global context, in defining actions to accelerate decarbonization and mitigate climate impacts.

## Our Climate Transition Framework



Further details on our Climate Transition Framework are available [here](#).  
A detailed climate transition plan will be published in 2026.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Managing climate-related risks and opportunities

TELUS recognizes the growing material risks and opportunities associated with climate change and seeks to proactively manage climate impacts, enhance resilience, and integrate climate considerations into business processes and strategies. Each year, we identify key climate-related risks (physical risks and risks associated with transitioning to a net-zero future) and opportunities, considering our evolving business context and the latest climate data.

We also conduct scenario analyses to better understand the resilience of our corporate operations and strategy under different climate scenarios over the short, medium and long terms. These scenario analyses help us determine how we can prepare for and mitigate climate changes as new climate regulations, technologies and other impacts emerge and evolve. They also help us identify new opportunities and risks for our business, determine how our organization should be positioned as a result, and communicate this information to our stakeholders. In 2026, we will conduct a refreshed scenario analysis exercise to inform the development of our Climate Transition Plan.

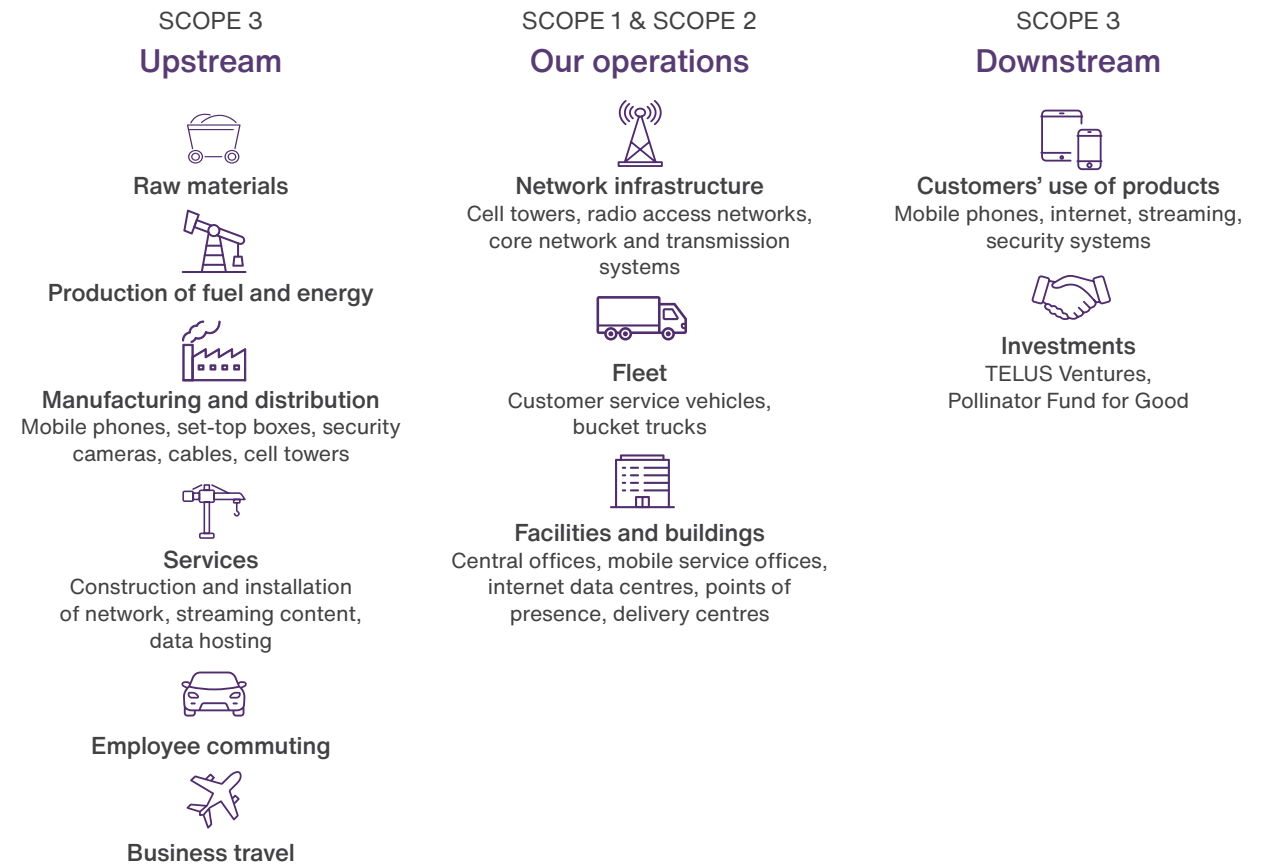
For more information on how we manage our climate-related risks and opportunities, see our Climate Transition Framework [here](#).

## Greenhouse gas emissions

TELUS' main sources of energy consumption and operational emissions (Scope 1 and 2) are electricity used to power our network and facilities, and fuel consumed to heat our buildings and operate our fleet. The main sources of emissions in our indirect value chain (Scope 3) include upstream emissions from purchased goods and services and downstream emissions from the use of sold products and investments.



### Greenhouse gas emissions



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Operations (Scope 1 and 2)

In 2025, we reduced our absolute combined Scope 1 and Scope 2 (market-based) GHG emissions by 66 per cent over 2024. This included a 5 per cent reduction in Scope 1 emissions and a 84 per cent reduction in Scope 2 emissions, year over year. Scope 1 emissions reductions can primarily be attributed to energy management programs, heating optimization, fleet electrification and right-sizing, and management of environmental spills. Scope 2 emissions reductions are the result of continued investment in renewable electricity (Virtual Power Purchase Agreements, other renewable energy credit initiatives) and energy efficiency projects. In 2025 we achieved a 79% reduction in Scope 1 and 2 emissions, exceeding our SBTi Scope 1 and 2 emissions reduction target of 46% reduction by 2030 from a 2019 baseline, 5 years ahead of schedule. As TELUS continues to expand its business offerings, we will monitor operational emissions to ensure we stay on track for our 2033 target of 85% reduction in Scope 1 and 2 emissions. We will also explore new targets that integrate consideration of business growth with continued progress in emissions reductions across our global operations.

## Energy consumption

Our energy demand consists of direct and indirect energy used to power our business, in Canada and internationally, from owned and leased real estate properties, cell tower sites, fleet vehicles, data centres and remote generator fuel. As we grow as a company, expand our network, and integrate 5G technology in Canada and AI solutions globally, our demand for energy will increase. To address this increase, we have deployed technologies in our network, including:

- Advancing our real estate optimization strategy, including decarbonizing our building heating and cooling technologies and installing innovative building management technology to reduce energy costs
- Continuously improving and right-sizing our fleet operations
- Continued efforts to enhance our energy management program across our business.

In 2025, company-wide energy consumption decreased slightly (by 1.2 per cent) compared to 2024. As our network, digital operations and data traffic continue to scale, we are managing energy demand through efficiency and optimization measures, and smarter network design. As a result, our energy intensity improved by approximately 8 per cent per terabyte of data throughput in 2025, demonstrating our ability to grow while becoming more efficient.

## Renewable energy

A vital component of our energy supply strategy is partnering in renewable energy where relevant and available. In total, we have 300 MW of generation capacity from four Virtual Power Purchase Agreements (VPPAs) in Alberta – three solar facilities and one wind facility. We own the environmental attributes generated by these facilities, which are helping us achieve our net-zero and renewable electricity goals.

Internationally, we have installed solar panels at offices in Casablanca, Morocco and Cape Town, South Africa, helping to offset a portion of the electricity consumed on-site. In addition, we purchased 48,469 MWh of Renewable Energy Certificates (RECs), International RECs (I-RECs) and Guarantees of Origin (GO) across 19 countries where we have TELUS Digital service delivery sites with material electricity use. Where feasible, these RECs, I-RECs and GO represent electricity generation in the same market where we consume electricity.

In 2025, TELUS increased consumption of electricity from renewable sources by over 500% compared to 2024. We will continue to focus on driving the expansion of renewable energy across our operations.

## Indirect value chain (Scope 3)

In 2025, we continued to make strides in measuring and increasing the accuracy of our Scope 3 GHG emissions while driving emission reductions across our value chain. Key initiatives included continuing to engage strategically with suppliers to encourage them to share primary emissions data and to set their own science-based emissions reduction targets, improvements in the energy efficiency of products sold to customers, and enhancements to increase the accuracy of emissions calculation methodologies. By the end of 2025, we achieved a 9 per cent reduction in total Scope 3 emissions since 2024. For further details on supplier engagement on climate action, please see the Responsible supply chain section of this report.

## Methodology updates

We continue to refine our GHG emissions calculation methodologies, where possible, to improve accuracy while ensuring alignment with the GHG Protocol. In 2025, the following methodology updates were implemented:

- Increased incorporation of supplier-specific emission factors in calculating Scope 2 market-based emissions
- Enhanced logic to identify Scope 3 emissions related to Category 2 (Capital goods)
- Expanded reporting of Scope 3 Category 6 (Business travel) emissions to include car rentals
- Integrated actual employee data based on surveys conducted across our global operations (including, for the first time, TELUS Digital representing over 84,000 employees in 2025) into the calculation of Scope 3 Category 7 (Employee commuting) emissions. Restatements incorporating TELUS Digital were done for 2019 and 2024 to allow for tracking of progress against our targets' baseline and year-over-year
- Incorporated a new, more comprehensive data source into calculations of emissions under Scope 3 Category 11 (Use of sold products) reflecting products distributed. Restatements using the improved data source were completed for 2019 and 2024 to allow for tracking of progress against our targets' baseline and year-over-year.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements



## Avoided emissions

As we continue to implement innovative strategies to reduce our own environmental impacts, we are also considering how our world-leading broadband networks and technology enable decarbonization across multiple sectors. Through digital innovation and connectivity, TELUS facilitates avoided emissions in areas such as smart manufacturing, precision agriculture, smart buildings, smart energy, connected logistics and transportation, remote work, e-commerce, virtual health and e-learning.

To better understand the contribution our products and services make to accelerating global decarbonization efforts, TELUS has developed an [Avoided Emissions Framework](#) to quantify carbon emissions avoided through their use. This methodology builds on existing internationally recognized frameworks and peer publications and was refined through peer validation with major industry players and collaboration with internal and external experts. The results indicate that TELUS helps our customers avoid emissions at more than twice the rate of our own operational emissions reductions. By sharing our proven methodology, we aim to empower organizations to join us in measuring and maximizing the positive climate impact of leveraging technology as a force for good to build a more sustainable future.

## Sustainable finance

Our Sustainability-Linked Bond (SLB) Framework leverages our science-based targets. Sustainalytics, a leading independent ESG research, ratings and analytics firm, issued a Second Party Opinion confirming that the Framework aligns with the International Capital Market Association’s Sustainability-Linked Bond Principles, 2020.

We completed our inaugural SLB offering in 2021, the first of its kind in Canada. Since then, we have issued five more SLBs (two in 2022, two in 2023 and one in 2024) totalling \$3.7 billion CDN and \$900 million USD. These successful offerings demonstrate our long-term commitment to environmental sustainability by linking financing costs to the achievement of ambitious environmental targets – specifically, reducing absolute Scope 1 and 2 GHG emissions by 46 per cent by 2030 from a 2019 base year.

### Progress report on sustainability-linked bonds Series CAF and CAG and 3.4 per cent U.S. Dollar notes<sup>1</sup>

Company-wide GHG emissions by source	2025 tonnes CO <sub>2</sub> e	2024 tonnes CO <sub>2</sub> e	2023 tonnes CO <sub>2</sub> e	Baseline: 2019 <sup>2</sup> tonnes CO <sub>2</sub> e	Cumulative performance and commentary
Scope 1	41,098	43,243	50,508	62,532	On-track
Scope 2 (market-based)	22,771	143,269	159,134	240,919	Achieved
<b>Total</b>	<b>63,869</b>	<b>186,512</b>	<b>209,642</b>	<b>303,451</b>	<b>Achieved</b>

<sup>1</sup> Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods and LifeWorks are not included.

<sup>2</sup> 2019 is our base year for our targets.

In 2025, we achieved a 79% reduction across Scopes 1 and 2 from 2019, exceeding our SBTi target of 46%. This was mainly the result of an acceleration of initiatives to integrate renewable energy into our electricity consumption. We will continue to monitor emissions reductions across our operations to ensure we stay ahead of this target. As sustainability-linked bond framework initiatives have evolved rapidly over the past few years, TELUS is focusing on enhancements to the existing framework to integrate scope 3 targets into a new comprehensive sustainable financing framework to be released in 2026.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Biodiversity

As part of our corporate commitment to protecting our planet, we are protecting and restoring the natural environment and biodiversity upon which we all depend. This includes meeting or exceeding all applicable legal and regulatory requirements and implementing controls in order to minimize our operational environmental impact, as outlined in the TELUS Environmental Policy. We will also continue to invest in and develop ecosystem restoration projects through TELUS Environmental Solutions, and provide our customers the opportunity to directly contribute to nature restoration.

We have undertaken a nature and biodiversity baseline assessment of our core operations and an assessment of our supply chain to identify potentially material impacts and dependencies. This process was conducted in line with the Taskforce on Nature-related Financial Disclosures (TNFD) LEAP (Locate/Evaluate/Assess/Prepare) approach.

The results revealed that TELUS' most material nature-related impacts related to our operations are ecosystem disruptions and changes to biodiversity, while the most material nature-related dependency is climate regulation. In our supply chain, the highest potential material impacts are water and soil pollutants linked to manufacturing processes and IT services, with exposure higher for suppliers based in Asia due to a number of factors (e.g. fewer protected areas). This assessment enabled us to better understand the key impacts and dependencies we have on nature and biodiversity, and where we can add the most value to ecosystems.

In 2025, we continued this work by defining our strategic pillars and priorities, soliciting feedback and contributions from TELUS' Indigenous Advisory Council and Indigenous reforestation partners, and formalizing our approach and action agenda for nature and biodiversity in a public-facing policy that we are planning to publish in 2026.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Bringing nature-based solutions to our customers

We recognize that nature is the foundation of a thriving economy, society and planet. Through TELUS Environmental Solutions, our dedicated nature restoration company, we provide comprehensive services that include land reclamation, site preparation, seed collection, tree sourcing and planting. We are also proud to work alongside pioneers like Flash Forest, whose drone technology enables rapid post-wildfire restoration, and veritree, which ensures transparency and accountability through digital impact reporting and verification. Every project is guided by a commitment to environmental stewardship: we carefully assess local conditions, select appropriate species, collaborate with local communities and land rights holders, and implement measures to mitigate risk and ensure lasting success.

In 2025, we planted over 6.8 million trees in Canada, supporting restoration across more than 16,000 hectares of terrestrial ecosystems (equivalent to 11 Stanley Parks), and bringing TELUS' total cumulative tree planting contributions to 26 million trees since 2000.

We work across diverse ecosystems, including facilitating kelp and mangrove planting for coastal restoration, and engaging in post-wildfire restoration, watershed rehabilitation and

shelterbelt creation to enhance biodiversity and soil health. In addition to mitigating the effects of climate change, these tree planting and ecosystem restoration initiatives create important co-benefits related to local employment opportunities, wildlife habitat provisioning, land productivity and watershed health.

### Digitizing nature for greater impact

We are committed to leveraging technology for the benefit of nature. We integrate digital technologies into our restoration programs to strengthen ecological outcomes, improve transparency, and better understand how ecosystems respond over time to interventions. Our field-proven technologies include:

- Drones that support site assessments and landscape-scale monitoring
- Digital verification tools that enable project tracking and impact reporting
- Trail cameras and bioacoustic sensors that passively monitor biodiversity through wildlife presence and activity.

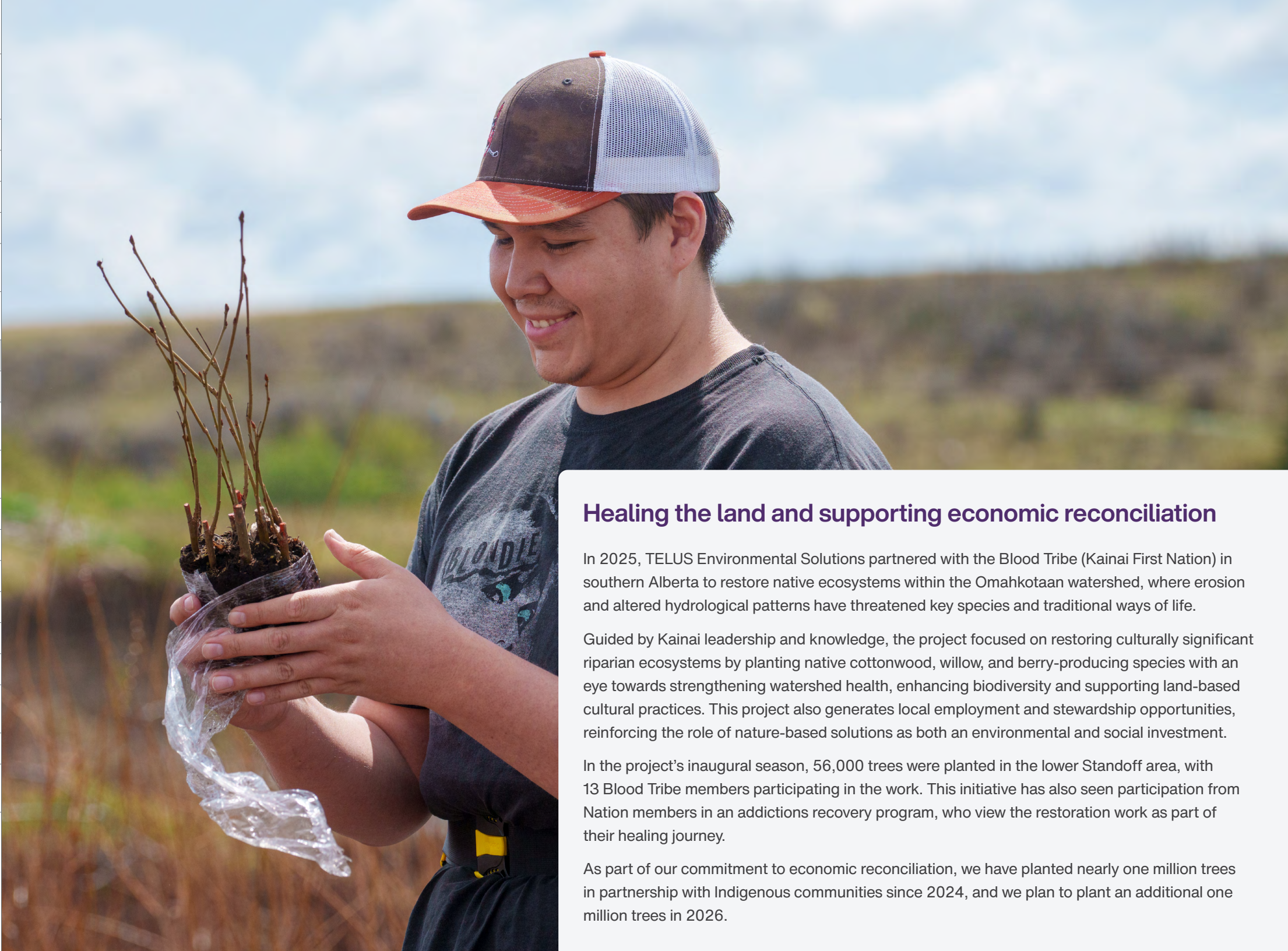
In collaboration with our partners, we are reimagining how technology can be leveraged to protect our planet for generations to come.

## Nature-based impact in 2025 through collective action<sup>1</sup>

TELUS Reforestation	Flash Forest partnership
<b>6,299,837</b> trees planted across Canada	<b>500,000</b> trees planted in Quebec
TELUS directly plants trees in boreal and temperate regions of Alberta, Manitoba and Saskatchewan, and focuses on ensuring that the right species are planted in the right zone at the right time, supported by custom-built tools.	Leveraging drone technology, Flash Forest helps speed up the natural forest regeneration process, reach areas deemed unsafe for human tree planters, and plant a range of native seeds to ensure ecosystem resilience.

<sup>1</sup> Includes both land reclamation and nature restoration projects.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements



## Healing the land and supporting economic reconciliation

In 2025, TELUS Environmental Solutions partnered with the Blood Tribe (Kainai First Nation) in southern Alberta to restore native ecosystems within the Omahkotaan watershed, where erosion and altered hydrological patterns have threatened key species and traditional ways of life.

Guided by Kainai leadership and knowledge, the project focused on restoring culturally significant riparian ecosystems by planting native cottonwood, willow, and berry-producing species with an eye towards strengthening watershed health, enhancing biodiversity and supporting land-based cultural practices. This project also generates local employment and stewardship opportunities, reinforcing the role of nature-based solutions as both an environmental and social investment.

In the project’s inaugural season, 56,000 trees were planted in the lower Standoff area, with 13 Blood Tribe members participating in the work. This initiative has also seen participation from Nation members in an addictions recovery program, who view the restoration work as part of their healing journey.

As part of our commitment to economic reconciliation, we have planted nearly one million trees in partnership with Indigenous communities since 2024, and we plan to plant an additional one million trees in 2026.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
<b>Circular economy and responsible resource use</b>
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Circular economy and responsible resource use

At TELUS, we passionately put our customers and our communities first, a corporate priority that is the foundation of our circular economy programs.

In 2025, we implemented a suite of strategic programs designed to empower our customers to embrace circularity with ease. By investing in intuitive program design and localized infrastructure, we are ensuring that doing the right thing for the planet is a seamless and rewarding experience. We are proud to provide the knowledge and programs that make circular living a natural extension of our customers’ daily lives.

We recognize that the concepts of sustainability and circularity are complex, and our goal is to provide transparent, simple and accessible pathways that allow our customers to understand the tangible benefits of our environmental initiatives. To that end, we prioritized the development of verified environmental metrics through an intensive research project designed to help our customers make informed, sustainable choices. We identified key metrics that allow us to communicate the tangible results achieved through our circular programs. For the first time, we can provide customers with verified data about their contributions to the planet. For example, choosing repair over replacement significantly minimizes waste generation; while the extraction and manufacturing of a new device produces 888 kg of waste, a repair adds just 64.6 kg of waste to the smartphone<sup>9</sup> total value chain footprint.

We continue to lead global and domestic circularity efforts through participation in several influential bodies such as the Global System for Mobile Communications Association’s Circular Project Group, the National Zero Waste Council Management Board, the Toronto Region Conservation Authority’s Circular Economy Leaders Consortium, and Generate Canada’s Circular Economy Leadership Canada. Through these partnerships, we collaborate with industry peers to advocate for systemic change and advance circular practices across Canada and globally.

## Sustainable product design in action

We view design innovation through a dual lens: delivering on our promise to customers and achieving superior environmental outcomes. Launched in 2025, the Boost Wi-Fi 7, a powerful access point, showcases how our design choices improve sustainability outcomes while delivering great products. Not only does it deliver Wi-Fi 7 to homes across Canada, but it does so in a housing made from 65 per cent recycled plastic, exceeding the standards disclosed by most other Canadian providers. Designed for circularity, the device can be easily disassembled so that parts can be replaced and refurbished to extend its useful life. It uses standardized USB-C power, which reduces e-waste from proprietary adapters, and its energy consumption is 25 per cent below Canadian industry standards. The product packaging is made from recycled and FSC-certified fibre that doesn’t contain plastic. To maximize product lifespan, devices that are returned by customers are restored and reused through TELUS’ in-house refurbishment program.



<sup>9</sup> All repair statistics are for one smartphone, with the repair extending the life to 4.5 years.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Designing products and packaging responsibly

Designing our products and packaging to eliminate waste is an important first step towards a circular economy. We are passionate about embedding circularity and sustainability into our Optik TV®, home internet and SmartHome products. Informed by our hardware sustainability guidelines, our comprehensive approach to responsible product design addresses socially responsible manufacturing, the circular economy and climate change. We emphasize modular design for easy disassembly, repair, and component replacement. We prioritize interchangeable components such as screws, rubber feet and power supply units to simplify supply chains, allow for the reuse of more components, and to simplify repairs. Many new TELUS-designed products incorporate recycled plastics and undergo rigorous testing to ensure industry-leading performance.

TELUS is a signatory to the Canadian Energy Efficiency Voluntary Agreement (CEEVA) for our TV set-top boxes (STBs) and small network equipment (SNEs). CEEVA aims to drive voluntary energy efficiency improvements in STBs and SNEs, supporting TELUS' efforts to reduce the energy consumed by our devices. In 2025, we continued to go beyond compliance by ensuring that our applicable new products exceed CEEVA standards by 30 per cent, on average.

Our commitment extends beyond the products to encompass responsible packaging and life cycle management. All TELUS-designed products launched in 2025 use either recycled or FSC-certified paper in packaging. We prevented the use of nearly 150,000 pieces of paper this year by including product information on the packaging and using digital content instead of printed documents, where appropriate. We also avoided the use of over 900,000 plastic bags by reducing single-use plastic packaging, wherever possible. To extend product lifespan, we provide firmware updates to keep devices current without requiring physical replacements. We deliberately craft our products' aesthetics by using long-lasting materials, timeless forms and durable finishes in order to maintain a premium appearance throughout the device life cycle. This design philosophy prevents devices from being functionally sound but visually outdated. Through supplier partnerships, we reduce carbon emissions throughout the product development process (see the Responsible supply chain section).

For the first time, three TELUS products were recognized for excellence in responsible design as recipients of the prestigious Red Dot Sustainable Design Awards: Boost Wi-Fi 7, the TV Digital Box, and Boost 6E Mini. Judges awarded these products for their durability, adaptability, efficiency, use of ecological materials, repairability and recyclability.

<sup>10</sup> Based on 20 kg/CO<sub>2</sub>e absorbed per year by a mature spruce tree.

## Maximizing reuse

Reuse is fundamental to TELUS' circular economy strategy, driving impact both within our operations and through customer-facing programs. By maximizing product life cycles internally and externally, we reduce waste, minimize resource extraction, and lower manufacturing demands across our value chain.

In 2025, TELUS navigated a complex regulatory landscape to achieve a nationwide environmental win. When new municipal and provincial regulations in Canada required fees for reusable bags, we chose to lead with a nationwide transition to a premium sustainable alternative, rather than a patchwork compliance model. We launched our Tree Tote program, transitioning all corporate stores to bags made from 100 per cent post-consumer recycled cotton. Unlike semi-disposable plastic alternatives, these totes are washable, durable, and designed for years of use. For every Tree Tote purchased, one tree is planted in Canadian post-wildfire restoration areas. By implementing a \$3 fee, we shifted customer behaviour from automatic consumption to intentional purchasing; this change drove a significant 98% reduction in bag distribution. This initiative eliminated the distribution of over 19,200 kg of plastic (over 367,000 plastic pieces), resulted in 6,051 trees being planted, and earned TELUS a Clean50 project award.

Internally, we apply circular standards to our physical assets by tracking and repurposing high-quality supplies during building exits. This ensures that functional materials are reused across our corporate locations, extending their life cycle and diverting them from the waste stream. We are proud that the furniture used in our TELUS Park Surrey office building was sourced and refurbished from decommissioned TELUS sites across the country. This strategic redistribution resulted in over 800 pieces of furniture reutilized, avoiding the procurement of new office equipment, and over 46,800 kilograms of material diverted from landfill, significantly reducing the embodied carbon and waste footprint of our real estate operations. By treating our corporate inventory as a continuous loop, we demonstrate that the most sustainable product is often the one we already own.

Our Supply Operations team focuses on managing end-of-life products and devices returned or recovered from our customers, including new product innovations such as certified pre-owned, take-home-trade-later, and Bring-It-Back® and Trade-In. Buying a certified pre-owned smartphone reduces emissions by 75 per cent – saving the carbon emissions absorbed by three trees<sup>10</sup> in one year.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Equipment refurbishment

For two decades, TELUS has been at the forefront of circular economy practices through transforming end-of-life customer premises equipment into renewed, high-performance devices. Our process is both comprehensive and meticulous: our technicians collect used equipment, which then undergoes a series of rigorous steps including reusability assessment, thorough sanitization, secure data removal, and firmware and housing upgrades. This systematic approach has proven remarkably effective – extending our equipment lifespan to between three to six years, with some devices achieving multiple life cycles of three to four deployments. In 2025, the three most refurbished products were set-top boxes (296,572 units), modems (174,537 units) and access points (121,617 units). Our customers can also reduce their waste by repairing electronic equipment through our company, Mobile Klinik, a professional smartphone and tablet repair, refurbishment and resale retail outlet. By repairing old devices or buying used ones, we keep them out of landfills, providing options that are better for the planet while improving affordability.

## Waste diversion

In 2025, we successfully diverted 73.9 per cent of our total waste from landfill, exceeding our expectations. We achieved a 61.7 per cent diversion rate for our office and facility owned and leased buildings, falling short of the 65 per cent target for 2025. This disparity is primarily driven by the geographic distribution of our footprint; many of our sites are located in rural regions where there is limited access to waste diversion programs. We prioritized operational excellence by developing educational training for our field technicians on cardboard flattening and sorting practices while utilizing corporate communications to fulfill training documentation requirements.

Our additional waste stream diversion efforts were particularly impressive, with a 98.3 per cent diversion rate, significantly surpassing our 85 per cent goal. In 2025, we reused and recycled 1,695 metric tonnes of e-waste and 64.2 metric tonnes of mobile devices totalling 458,455 devices.

We continue to scale our physical in-store recycling infrastructure to ensure responsible end-of-life management for all customer materials. As a part of TELUS Return and Recycle, we proudly recycle all the products we sell in our TELUS corporate stores. Building on our 2024 pilot, we expanded our accessory and electronic waste recycling program to 162 locations nationwide. A key milestone this year was expanding the scope of our collection bins beyond accessories and cables to now include mobile devices. This new recycling path is designed for devices that do not qualify for our higher-value

Trade-In or Bring-It-Back programs. By providing this path for lower-tier or non-functional devices, we ensure that all materials are recycled responsibly. Recycling a device at end-of-life doesn't just dispose of it responsibly – it also enables 99.98 per cent waste savings and 32 per cent fewer emissions in the next generation of mobile devices.

Across TELUS Digital's offices and work sites, we are expanding and enhancing waste management services, providing nearly 90 per cent of our global workforce with better tools to track, reduce, and divert waste. In 2025, we have implemented projects to improve our waste diversion rates, including the installation of water bottle refill stations and filters to promote the use of reusable water bottles, installing hand dryers to eliminate paper towel waste, and improved signage and communications.

We also support local communities where we operate by donating used IT equipment and devices – promoting reuse and maximizing their useful life. In 2025, we donated approximately 600 devices and other IT equipment to schools and community groups.



The TELUS Trees for Paper program ensures that we compensate for all the paper and paper-based packaging that we consume by planting trees. In 2025, we planted

**26,713 trees**

through this program.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

**Strategic repurposing of copper**

Through TELUS’ copper retirement program, we’re turning retired copper telecom cable into a valuable resource for Canada’s clean energy future as we continue to expand our fibre network. Copper plays an increasingly integral role in Canada’s electrification strategy, supporting the transmission and distribution network, renewable technologies, and more.

Our innovative urban mining program is good for our business and the planet – for every tonne of copper recycled, three tonnes of greenhouse gas emissions typically generated by traditional mining are prevented. To date, through our partners, we have recycled and repurposed more than 5,100 tonnes of copper, avoiding more than 15,300 tonnes of greenhouse gas emissions compared to traditional mining methods, and strengthening Canada’s circular economy.

The program also connects environmental stewardship with community impact, with a portion of the proceeds from our copper recycling efforts supporting TELUS’ Mobility for Good® program, which provides refurbished mobility devices to marginalized Canadians, including seniors and youth aging out of government care.

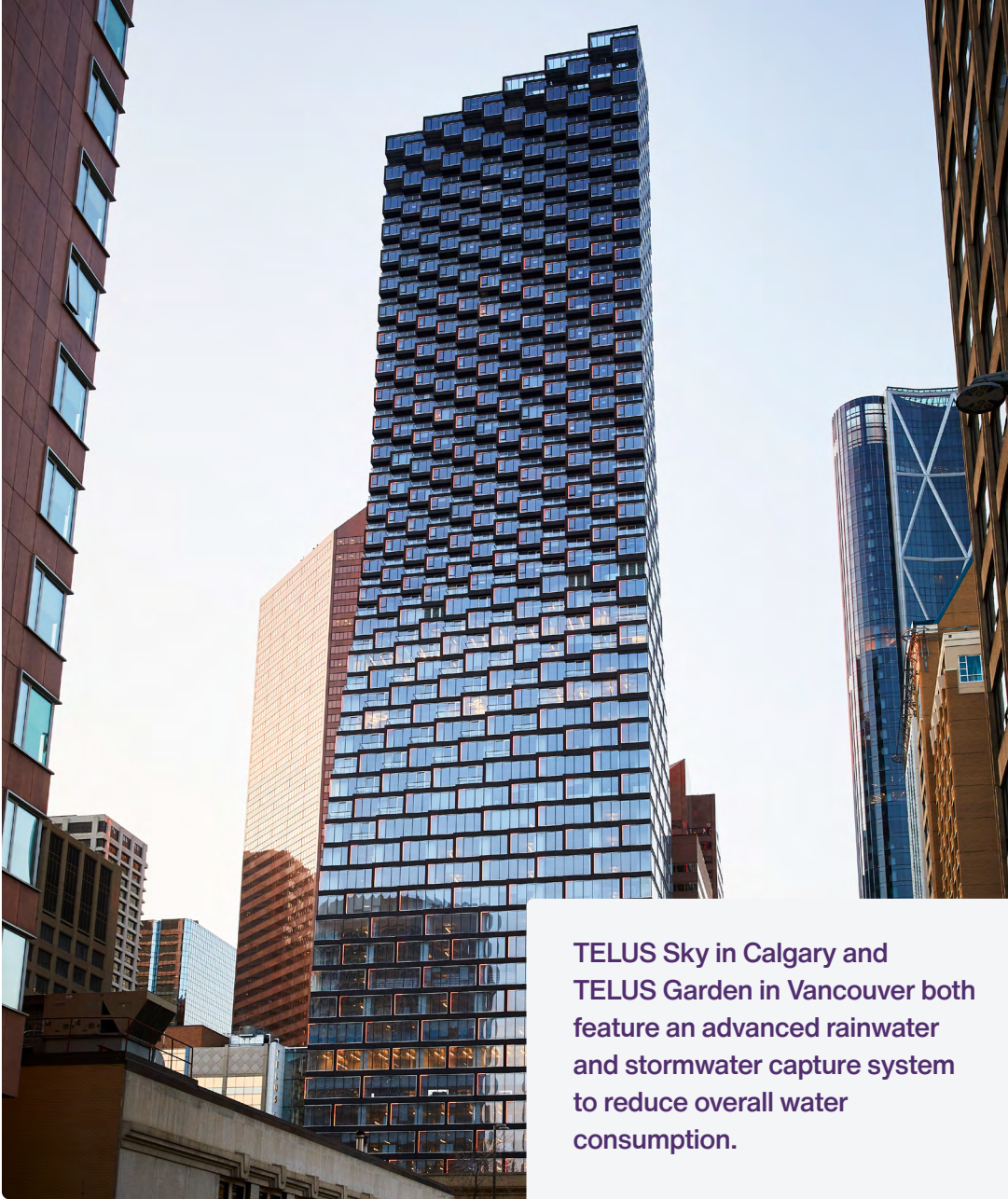
**Water**

Promoting water use efficiency, conservation, and overall corporate water stewardship is a priority at TELUS. Our main water sources are municipal water supplies or other water utilities and our primary uses of water are for heating and cooling systems, irrigation and drinking water in our office spaces.

TELUS President and CEO, Darren Entwistle, has endorsed the United Nations Global Compact (UNGC) CEO Water Mandate. TELUS is among a select group of business leaders who recognize the ever-growing importance of sound water management and water stewardship.

Currently, we do not consume large amounts of water in water-stressed areas. We actively monitor our water-related impacts through regular preventative maintenance such as inspection and leak testing of our buildings and equipment. In addition, our automated monitoring systems and call-in processes enable on-demand repair of newly discovered leaks or other water issues.

Our commitment to water conservation is demonstrated throughout our office spaces, including TELUS Harbour, TELUS Sky® and TELUS Garden®. The TELUS Harbour building in Toronto utilizes a 29,000-gallon underground cistern to collect and store roof-top rainwater, which is recycled for the facility’s sanitation systems. TELUS Sky in Calgary and TELUS Garden in Vancouver both feature an advanced rainwater and stormwater capture system to reduce overall water consumption.



**TELUS Sky in Calgary and TELUS Garden in Vancouver both feature an advanced rainwater and stormwater capture system to reduce overall water consumption.**

In 2025, we increased our water consumption intensity by 1 per cent company-wide compared to 2024. In 2025, TELUS Digital’s growth and increased office utilization had a negative impact on water consumption intensity. In 2025 we met our target to reduce water consumption intensity per terabyte of data traffic on our network by 50 per cent from 2019 levels by 2030.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
<b>Environmental management system</b>
Innovation in agriculture
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Environmental management system

Our environmental sustainability initiatives are rooted in our environmental management system (EMS). The scope of our EMS covers 100 per cent of TELUS’ Canadian facility-based telecommunication operations, including approximately 4,000 unique TELUS owned or leased facilities in Canada.

In 2025, we completed the required external audits to recertify our EMS to the ISO 14001:2015 standard. Achieving and maintaining this standard positions us as a global leader in environmental excellence and creates ongoing opportunities for improvements in our processes.

### Auditing and site assessments

We conduct regular site assessments and audits of our operations to affirm our compliance with regulatory requirements, our high operating standards and to maintain our ISO 14001 certification. In addition to formal audits, more than 8,000 facility assessments are conducted annually by our network technicians. In 2025, no major non-conformities were identified during the EMS audits. There were minor non-conformities related to compressed gas storage, equipment records and spill kits. To address the minor non-conformities, immediate containment actions were initiated, followed by review and improvement of current procedures.

### Training

Environmental training for team members and contractors covers topics such as construction risks, spills and releases, response and reporting, and the transportation and disposal of waste. In 2025, more than 4,245 team members completed regulatory-required environmentally-themed training courses.

### Compliance

We present quarterly reports to the Corporate Governance Committee of our Board of Directors on environmental compliance issues that have resulted in written warnings, fines or investigations by federal, provincial or municipal regulatory authorities. In 2025, TELUS received one formal warning letter with respect to environmental compliance with the BC Recycling Regulation for the late submission of our 2024 Annual Report. The issue was reviewed internally and corrective measures put in place to prevent a recurrence.

### Spills and releases

External reporting of spills (liquids) and releases (gasses) is regulated within Canada. We require that all spills and releases, regardless of the quantity, be reported internally on our online spill reporting system. The majority of these incidents – more than 85 per cent – are halocarbon releases from air conditioning equipment used to cool our facilities and network equipment. These are typically caused by system stress due to hot weather. We continue to seek opportunities to use more efficient cooling technologies.

In 2025, we had one significant spill:

- On July 8, 2025, a 170-litre diesel spill was discovered at a TELUS cellular tower site in Doig River, British Columbia. The incident resulted from a ruptured fuel line in the backup diesel power system. The spill was contained to TELUS’ lease area and was remediated in October 2025. The spill was reported to the British Columbia Ministry of Environment and no subsequent follow-up actions have been requested.

### Addressing contamination

By using a risk matrix based on the [Canadian Council of Ministers of the Environment guidance manual](#), we prioritize the management of our contaminated sites, which are the result of historical fuel spills at remote sites that used diesel generators to power equipment. In 2025, we completed<sup>8</sup> remediation work at seven sites, exceeding our target of five sites.

<sup>8</sup> A completed site is one where known contamination has been remediated according to the regulatory guidelines for soil and/or groundwater.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
<b>Environment</b>
Climate action
Circular economy and responsible resource use
Environmental management system
<b>Innovation in agriculture</b>
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Innovation in agriculture

Our suite of TELUS Agriculture & Consumer Goods solutions is helping improve the safety, security and sustainability of what we grow, buy and eat.

Through TELUS Agronomy, we provide digital tools and data insights that standardize field-level data and connect processors directly to the farm. These trusted compliance solutions allow our customers to navigate complex application recommendations with precision, ensuring they meet rigorous food safety and Good Agricultural Practices while significantly reducing the over-application of fertilizers and the risk of contamination.

The impact of this technology is further amplified by our 5G Internet of Things (IoT) solutions. By leveraging these data-driven insights, farmers can optimize their resource use, reducing the need for seeds, fertilizers and pesticides by up to 20 per cent, while achieving vital water savings of up to 30 per cent. This intersection of connectivity and agronomy ensures that every drop of water and every fertilizer is used with maximum efficiency.

Beyond the field, TELUS Supply Chain & Sustainability offers a flexible, modular platform to track and analyze impact across the entire value chain. This solution empowers suppliers to submit reliable, verifiable sustainability data, providing immediate visibility into progress against key performance indicators (KPIs). Through intuitive dashboards, our customers can make informed decisions regarding sustainable sourcing, Scope 3 disclosures, and net-zero programs, while effectively managing critical metrics such as biodiversity, water use and waste.

## Optimizing the consumer goods value chain

Extending our impact across the entire value chain, we provide digital infrastructure that enables our Consumer Packaged Goods partners to reduce waste and emissions from the warehouse to the retail shelf. By enhancing forecast accuracy, our solutions allow businesses to align production strictly with demand, preventing the overproduction that leads to unnecessary carbon emissions and landfill waste.

Through trade promotion management and retail execution tools, we provide real-time visibility into consumption data. This enables manufacturers to optimize inventory levels and implement strategic discounting to ensure products are purchased rather than discarded. These efficiencies ripple through the supply chain, streamlining shipping and logistics to reduce total energy consumption and transportation-related emissions.



## Advancing sustainability in animal agriculture

We deliver innovative solutions grounded in leading-edge research and data-driven insights to enable our clients (feedlots, cow/calf producers, and calf growers) to maximize animal health, optimize production outcomes, and strengthen bottom-line profitability. Our team of veterinarians and scientists works directly with producers to optimize animal health and feed efficiency – directly impacting the resource intensity of beef production. By precision-matching nutritional protocols to individual animal needs, we help producers reduce the volume of feed required per pound of gain, which significantly lowers the associated land and water footprint.

A key pillar of our strategy is helping North American feedlots monetize GHG reductions. Since 2012, we have assisted producers in measuring, monitoring and registering over 220,000 carbon offsets. This work is critical as the industry shifts toward climate-neutral goals; by validating and scaling innovative, eco-friendly livestock solutions, such as advanced feed additives that reduce enteric methane emissions, we help our partners deliver measurable climate results. Furthermore, our digital health platforms allow for proactive disease management, reducing waste through lower mortality rates and ensuring that every resource invested in the herd contributes to a more sustainable, secure food supply.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Social

## Overview of 2025 results

**\$10.1 million**

granted by TELUS Friendly Future Foundation, including \$2.4 million in bursaries, to 600 Canadian registered charities, community partners, and projects in support of 1.5 million youth

**137,000**

individuals supported by our Connecting for Good® and TELUS Wise programs

**\$130,000**

in global support through cash donations and in-kind contributions for humanitarian and climate-related emergency relief efforts around the world

Over

**160 million**

lives covered by our health programs, across 200 countries and territories

**1.5 million**

hours volunteered by our global TELUS family

**\$47 million**

contributed to charitable and community organizations<sup>12</sup>



<sup>12</sup> Since 2000, TELUS, our team members and retirees have provided \$1.85 billion in cash, in-kind contributions, time and programs, including 2.4 million days of service.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Enabling human connections through digitization

We are building a better future for all by using our core business capabilities and world-leading technology for good. That means providing equal access to technology, promoting its responsible use and putting our world-leading solutions to work for good. Underpinned by our globally leading networks, innovative technology and globally recognized culture, we aim to enable vital connectivity for millions of people, making their lives easier, safer and healthier through increased internet speeds, reliability and capacity.

## Connecting for Good programs

We are bridging digital, health and socioeconomic divides and empowering people to improve their health and safety through our TELUS Connecting for Good programs. These programs help ensure that everyone, regardless of their socioeconomic background, can access vital healthcare, internet connectivity, and know-how to stay safe in the digital world. We are proud to support more than 1.5 million individuals through our Connecting for Good and TELUS Wise programs.

### Health for Good

TELUS Health for Good provides marginalized people with improved access to primary and mental health services, and supports low-income older adults to safely age with confidence.

In 2025, our mobile health clinics provided 95,000 patient visits, increasing our cumulative TELUS Health for Good program total to 354,000 visits across 27 communities nationwide since its inception in 2014. Backed by an increased commitment of \$18 million through 2028, we expanded our program in 2025 with the launch of a second mobile health clinic to deliver care to people experiencing homelessness in Montreal. Health for Good also provided more than 500 low-cost TELUS Health Medical Alert devices to low-income seniors.

### Mobility for Good

Mobility for Good provides youth transitioning out of government care, low-income seniors and families, Indigenous women at risk of or surviving violence, government-assisted refugees and other underserved individuals with free or low-cost mobile devices and mobile plans, enabling them to stay connected to support networks, social services and more.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

In 2025, more than 10,700 youth, seniors, families, Indigenous women at risk and government-assisted refugees enrolled in the program, and since the program’s inception, 72,600 marginalized individuals in Canada have benefited from it.

In 2025, we expanded the reach of Mobility for Good for Indigenous Women at Risk to include the province of Manitoba, in partnership with The Assembly of Manitoba Chiefs-First Nations Family Advocate Office and Ka Ni Kanichihk Inc. In response to the 231 Calls for Justice, and since the launch of the Mobility for Good for Indigenous Women at Risk program in 2021, we have provided support to over 6,000 individuals nationally.

### Internet for Good

Internet for Good offers low-income families and seniors, people living with disabilities who are in need, youth transitioning out of foster care and government-assisted refugees access to low-cost, high-speed internet and a low-cost computer.

In 2025, we added more than 8,500 new households to the program. Since its inception in 2016, 72,100 households, representing over 225,000 individuals, have benefited from the program. As a result, we did not meet our 2025 target of reaching 85,000 households. We remain focused on deepening our impact through the program, and exploring innovative ways to expand access in partnership with community organizations.

### Tech for Good

Tech for Good empowers people with disabilities to independently use their mobile devices and computers. In partnership with March of Dimes Canada, the program offers specialized training, including Digital Fundamentals, which provides personalized support to build confidence in basic digital skills and foundational competencies for everyday life and employment. Training also covers various assistive technologies such as apps, software and hardware. In some cases, financial assistance for the purchase of assistive technology is available, as well as access to our wireless accessibility discount.

In 2025, the program helped 5,300 individuals, bringing the total to more than 18,000 Canadians since its inception in 2021.

### TELUS Wise

TELUS Wise empowers individuals of all ages to stay safe and be informed in the digital world. The program provides free workshops and online resources related to protecting online security, responsible AI, privacy and reputation, rising above cyberbullying, and staying safe in the connected world.



In 2025, Tech for Good helped over

**5,300**

individuals, bringing the total to more than 18,000 Canadians since its inception in 2021.

In 2025, more than 126,000 people in Canada and around the world participated in live, virtual and online TELUS Wise workshops, bringing the total participation to more than 920,800 people since the program was launched in 2013.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
<b>Giving back to build stronger communities</b>
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Giving back to build stronger communities

Our team is passionate about making a world of difference in the communities where we live, work and serve.

For more than two decades, our caring culture has helped to put our customers and communities first, driving transformational social change and making a meaningful difference for citizens around the world. Since 2000, our TELUS family<sup>13</sup> has contributed \$1.85 billion in cash, in-kind contributions, time and programs, including 2.5 million days of volunteerism. Our unparalleled generosity and volunteerism have made TELUS the most giving company in the world.

## TELUS Friendly Future Foundation

The TELUS Friendly Future Foundation (the Foundation) is a Canadian registered charity that believes all youth, regardless of circumstance, deserve an equal opportunity to reach their full potential. Part of a larger global movement, The Foundation helps youth build the skills, confidence, and lasting sense of belonging they need to thrive. The Foundation helps drive these outcomes through two primary streams of work: **TELUS Student Bursaries and TELUS Community Board Grants.**

### TELUS Student Bursary program

The Foundation empowers the next generation of changemakers to pursue their post-secondary dreams through the TELUS Student Bursary program. Launched in 2023, the TELUS Student Bursary is backed by the largest private bursary fund in Canada and supports post-secondary students nationwide who are experiencing financial need and are committed to creating social change. With bursaries valued at up to \$5,000, this \$50 million fund helps deserving students access post-secondary education, enabling a friendly future for them, their families and our communities. Importantly, beyond financial support, the program also provides bursary recipients with vital wrap-around support, including access to connectivity through TELUS Internet and Mobility for Good programs, mental health support, as well as networking, development and work experiences.

In 2025 alone, the Foundation provided \$10.1 million in cash donations to support 600 Canadian registered charities, community partners and projects, and bursaries for



more than 600 post-secondary students across Canada. [For more information](#) or to make a donation in support of youth nationwide, visit the TELUS Friendly Future Foundation's [website](#).

### TELUS Community Board Grants

Working in partnership with the 13 Canadian TELUS Community Boards, the Foundation provides critical grant funding to more than 500 youth-serving, grassroots charities annually, empowering them to deliver life-changing health and education programs to youth nationwide. Preference is given to projects that demonstrate tangible technological or social innovation.

<sup>13</sup> TELUS, our team members and retirees.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## TELUS Community Boards

Since 2005, TELUS Community Boards have embodied our commitment to social purpose by placing funding decisions directly in the hands of those who know our communities best. Our Community Boards, composed of local community leaders and TELUS team members, identify pressing needs in their regions and make strategic funding decisions that create meaningful impact where we live and work.

This innovative model ensures resources reach where they matter most: supporting underserved citizens, especially young people, through health and educational initiatives. Since 2005, our 21 Community Boards operating around the world have contributed over \$123 million in cash donations and supported more than 10,800 initiatives. In 2025, we launched our 20th and 21st boards, in India and Greater London, United Kingdom, demonstrating our commitment to expanding community-driven impact around the world.

This innovative approach ensures our philanthropic investments are relevant, responsive, and truly transformative for the communities we serve, creating lasting change that reflects local priorities and builds sustainable futures for youth worldwide.

## TELUS Community Ambassadors

TELUS Community Ambassadors, our network of current and retired team member volunteers, provide a critical connection between TELUS and our communities. In 2025, we launched a new club in Niagara, Ontario, expanding our network to 26 clubs consisting of 5,000 Ambassadors across Canada and the United States who work collectively to respond to the needs of their communities.

In 2025, our Community Ambassadors:

- Collectively donated more than 145,000 handmade and collected care items to local communities, including 17,000 healthcare items, 16,000 articles of clothing and accessories, as well as nearly 93,000 food items and meals served
- Filled and distributed 20,000 Kits for Kids (backpacks filled with essential school supplies) for elementary students across Canada.

## TELUS Indigenous Communities Fund

The [TELUS Indigenous Communities Fund](#) offers grants of \$5,000 to \$25,000 for Indigenous-led social, health and community programs. In 2025, we granted \$200,000 in cash donations and \$1,125,000 since the program's inception in 2021, to 54 community programs supporting food security, cultural and linguistic revitalization, wildfire relief efforts, and the health and well-being of Indigenous Peoples from coast to coast to coast.

The projects funded in 2025 focused on addressing systemic barriers through culturally informed solutions across four key themes:

- Cultural revitalization and preservation (including traditional sewing and canoe making, and land-based activities)
- Mental health, health and wellness support (including programs for men and youth, and a healing space)
- Truth, reconciliation and historical preservation (including accessing archival records and restoring unmarked graves)
- Community safety and addressing systemic barriers (including housing and driver's licenses).

These initiatives span across six provinces and territories, supporting Indigenous communities through approaches that combine traditional knowledge with innovative solutions.



Turtle | Migjigj | Tracey Metallic, Listuguj Mi'gmaq First Nation

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## TELUS Days of Giving

Our signature global volunteer movement – TELUS Days of Giving – is just one of the many opportunities for our team members to volunteer throughout the year. In May 2025, we held our 20th annual TELUS Days of Giving, inspiring 90,000 TELUS team members, retirees, family and friends to volunteer across 33 countries. In 2025, we saw inaugural TELUS Days of Giving events take place in Morocco and South Africa, as we work to enable our giving culture as part of TELUS’ continued global expansion. Volunteers offered their time to support local grassroots initiatives and organizations helping to build stronger, more sustainable communities. TELUS Days of Giving truly demonstrates our pervasive culture of giving, and was a key contributor to our TELUS family volunteering 1.5 million hours around the world in 2025, making it our most giving year ever.

### Impact sourcing

Internationally, our commitment to excellence is paired with a mission to create meaningful social change. Since 2012, we have prioritized impact sourcing, hiring and providing career development opportunities to individuals from economically disadvantaged or marginalized communities.

By removing barriers to employment, we empower diverse talent through three flagship youth programs:

- **HOPE (Helping Our People through Education):** Provides English language and employment skills training, along with personal mentorship and financial supports to prepare youth for a stable, rewarding career in Guatemala and El Salvador
- **Work for Her:** This 12-month program empowers young women in El Salvador by providing English language training and professional readiness skills. Participants are supported by financial aid and direct mentorship from women in leadership at TELUS Digital
- **Project Samika:** In partnership with the SETU Community Centre in India, this program provides young women with specialized training in IT and data management, creating accessible career paths in the digital economy.



In May 2025, we held our 20th annual TELUS Days of Giving, inspiring TELUS team members, retirees, family and friends to volunteer

**1.5 million**  
hours across 33 countries.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Humanitarian and disaster relief

Our TELUS team supports disaster relief by providing cash donations and in-kind contributions, volunteer support, crisis support hotlines, waiving long distance calls and text messaging fees, and mobilizing team members and customers. TELUS is committed to assisting our global communities undergoing humanitarian crises and disasters. Since 2000, our extended TELUS family has enabled more than \$300 million in cash, in-kind contributions, and investments to our networks in order to aid those impacted by natural disasters and other crises worldwide.

In 2025, TELUS, our team members, retirees, customers and the TELUS Friendly Future Foundation enabled more than \$130,000 in global support through cash donations and in-kind contributions for 18 humanitarian and climate-related emergency relief efforts around the world.

Over the course of 2025, we responded to 11 climate-related disasters worldwide. The TELUS Health Crisis Line was activated for several of these incidents, including wildfires across Canada, the United States and Australia, as well as flooding in the United States. TELUS Agriculture & Consumer Goods contributed \$10,000 USD to United Way of Payne County in response to the Oklahoma wildfires, and an additional \$10,000 USD to the American Red Cross to support immediate needs following the Wisconsin floods. Team members also contributed \$17,000 to support disaster aid and relief efforts due to Typhoons Tino and Uwan, and the earthquakes impacting Cebu and Davao in The Philippines.

Our team members, customers and the Foundation came together to support communities through a Canada-wide wildfire fundraising effort. Together, we provided \$10,000 to the Winnipeg Foundation, \$10,000 to the Saskatoon Community Foundation, and \$15,000 to the Salvation Army Atlantic Canada Division, in addition to distributing hundreds of disaster relief kits during emergency situations to help address urgent community needs.

For more information on our emergency management and business continuity program, please see page 66.

<sup>14</sup> Sponsorship rights fees, inclusive of cash and in-kind contributions.



## Strategic sponsorships

Throughout 2025, we worked with our strategic partners to elevate our social impact and drive meaningful human connections in our local communities. We leveraged our \$23 million sponsorship portfolio<sup>14</sup> to advance positive social impact globally and directly engage with over 1.5 million people.

### Canadian Museum for Human Rights

Building on a successful 2024 that saw [witnessblanket.ca](https://www.witnessblanket.ca) educate over one million students and welcome more than 1.5 million visitors, our 2025 goal was to reimagine the Witness Blanket through immersive technology. In 2025, the virtual reality (VR) experience was completed, allowing museum visitors to pick up objects and hear stories narrated by Indigenous Peoples from across Canada. While VR technology will enable remote communities to experience the blanket, the soon-to-launch augmented reality experience will ensure that schools, museums, communities and individuals have access to this immersive experience that shares important stories of truth and reconciliation across Canada.

### STEM

Our commitment to making science accessible to younger populations is reflected through our partnerships with the Science Centres in Calgary, Edmonton, Montreal and Toronto. Our TELUS Purple Passes initiatives at TELUS Spark Calgary, for example, provided over 1,500 Grade 7 students free access to educational programming, helping inspire their curiosity and foster a lifelong love of science.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Music education partnerships

TELUS’ commitment to the arts is demonstrated through strategic partnerships with the Vancouver Symphony Orchestra (VSO) and The TELUS Centre for Performance and Learning, recognizing the vital role that music plays in personal growth and social cohesion. As the VSO’s Premiere Education Partner, TELUS supports the VSO School of Music’s Youth Empowerment Program, providing 40 at-risk youth across three community groups with weekly music instruction, composition training, and access to VSO concerts and backstage experiences, opening doors to music education and creative expression.

This commitment extends across Canada – TELUS positively impacts hundreds of thousands of people every year through our support of arts and culture. In Quebec, this includes our long-standing partnerships with MTELUS and the Grand Théâtre de Québec, as well as regional festivals such as Festival Musique du Bout du Monde and Les Grandes Fêtes TELUS, enabling us to share the love of music from coast to coast.

## Hockey

TELUS’ commitment to hockey spans communities across Canada, from grassroots organizations to the national stage. This includes partnerships with Canada’s Men’s, Women’s and Para National teams, as well as professional and junior teams such as the Calgary Flames, Calgary Hitmen, Ottawa 67’s, London Knights, Baie-Comeau Drakkar and Rimouski L’Océanic. In Rimouski, TELUS’ partnership extends beyond the arena, supporting the local Minor Hockey Association by providing coaching sessions to over 300 young players each season.

As the title sponsor of Hockey Canada’s Volunteer Program, TELUS supports all International Ice Hockey Federation events hosted in Canada. The 2024–25 Hockey Canada season saw over 1,300 participants in the TELUS Volunteer Program, playing a crucial role in bringing this prestigious tournament to life. Beyond event support, TELUS champions the Dreams Come True program, which has introduced hockey to 2,000 children by subsidizing fees and providing equipment. Through these initiatives, TELUS demonstrates its commitment to making hockey accessible, while fostering community engagement across Canada.

## Soccer

In 2023, TELUS became one of the largest corporate supporters of soccer in Canada, partnering with the Vancouver Whitecaps FC, CF Montréal, the Canadian Premier League and Canada Soccer. Building on this commitment, we proudly sponsored the Vancouver Rise in 2025, a women’s team competing in the newly launched National Super League. These partnerships demonstrate our dedication to fostering the growth and development of soccer across the country at all levels, while empowering the next generation of youth players to reach their full potential.



With the Vancouver Whitecaps FC, TELUS launched the First Goals program to bring quality soccer programming to children and youth who face barriers to participation in organized sport. In 2025, First Goals engaged 12,000 youth across 47 community groups throughout British Columbia. The program placed special emphasis on Indigenous communities, reaching over 1,500 Indigenous youth from 20 Nations, while also seeing strong participation from refugee and newcomer youth organizations.

TELUS is the title sponsor of Canada Soccer’s national female coach recruitment, development and training program, TELUS She CAN Coach. Launched in 2023 in Alberta and Nova Scotia, the program addresses barriers to participation that women and girls face in soccer. Since its launch, the program has expanded to five provinces, with 70 participating clubs recruiting over 600 women coaches to date.

In addition to developing coaches, TELUS also supports athletes directly through our support of CF Montréal’s Women’s Academy, where we help expand access to high-level competition, enabling 160 athletes to play against a broader range of teams, and further strengthen their skills.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
<b>Building healthy communities and workplaces</b>
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Building healthy communities and workplaces

Through the power of technology and the passion of our team members, TELUS Health supports the total health and well-being of organizations and individuals around the globe, covering over 161 million lives across 200 countries and territories. In collaboration with clinicians and healthcare professionals, our dedicated TELUS Health team members are committed to solving some of the most pressing health issues facing individuals and their families around the world, either directly or through their employer-funded health benefits.

## Advancing mental health services and support

As part of our commitment to understanding our shared history, and developing meaningful, productive relationships with Indigenous Peoples, we have developed TELUS Health Cognitive Behavioural Therapy (CBT) for Indigenous Peoples. CBT for Indigenous Peoples is an internet-based mental well-being program that combines Indigenous ways of knowing and the practices of cognitive behavioural therapy to provide support to Indigenous workers and community members. Delivered by licensed clinicians who are Indigenous or have experience working with Indigenous populations, the program utilizes the teachings of the medicine wheel and is rooted in diverse Indigenous cultural and healing practices. The program takes a holistic, traditional healing approach intertwined with core CBT strategies to support people in their journey to better mental well-being.

In New Zealand, we have integrated Rongoā Māori, the traditional healing system of the Māori people, into TELUS Health EFAP. Rongoā Māori support services provide traditional Māori healing methodologies for Māori and non-Māori employees. To ensure our New Zealand customers receive the best support, TELUS Health collaborates with accredited Rongoā Māori practitioners.

TELUS Health Australia has a dedicated Aboriginal and Torres Strait Islander Support Line for its EFAP customers. It connects callers with clinicians who identify as Aboriginal and Torres Strait Islander or have cultural awareness of and experience supporting these people. The support line is a safe space for Aboriginal and Torres Strait Islander people to be valued, respected and understood, reflecting TELUS Health’s commitment to providing meaningful support.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

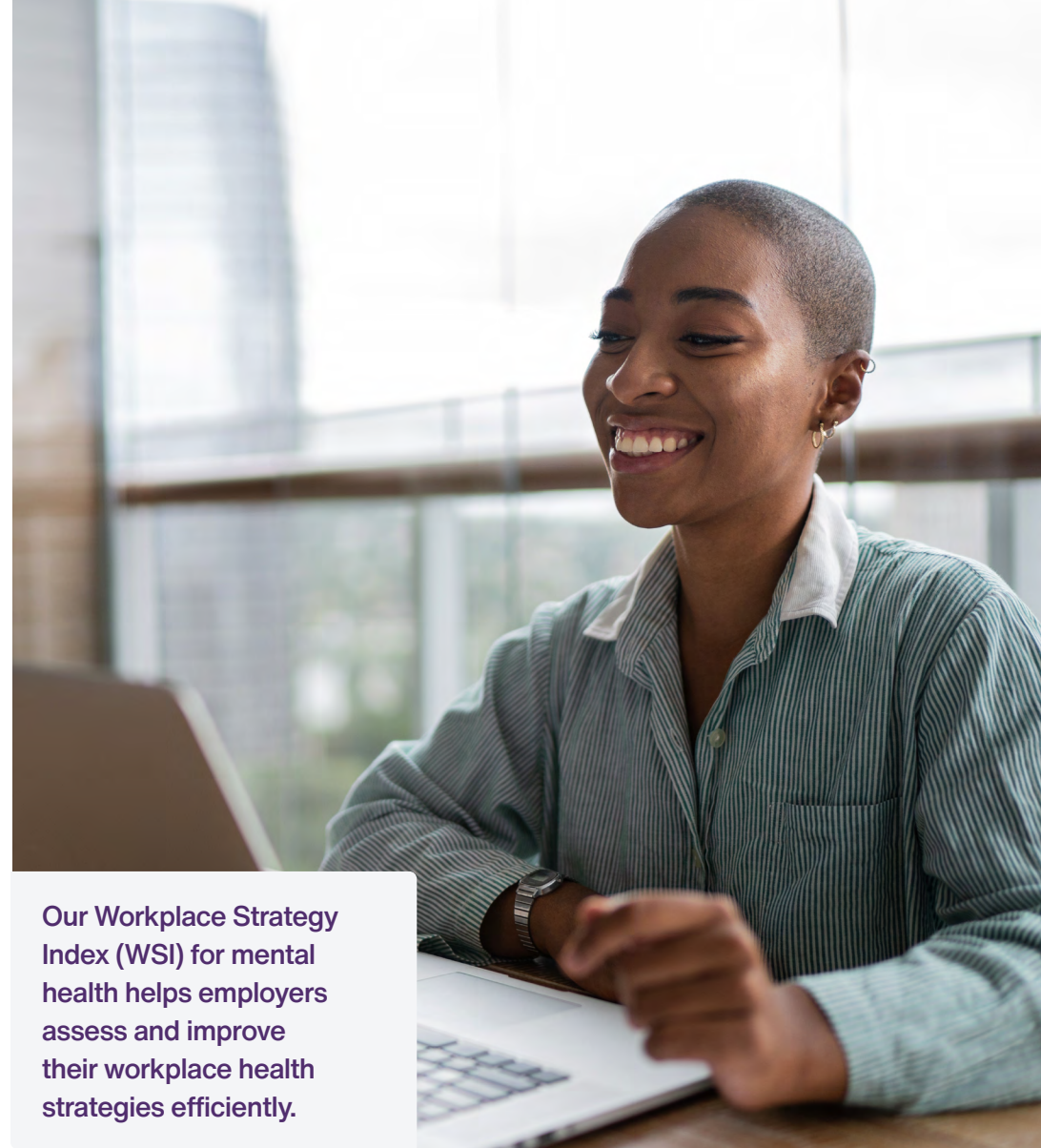
## Workplace Strategy Index

We understand that employers face numerous human resources challenges and often struggle to determine where to focus their efforts and budget. Our Workplace Strategy Index (WSI) for mental health addresses this by helping employers assess and improve their workplace health strategies efficiently. By analyzing data from over 500 organizations across Canada, we have identified key areas that contribute to employee well-being and organizational success. This enables companies to effectively benchmark their performance against industry peers and gain actionable insights. We believe that by providing this complementary resource to organizations, whether or not they are customers, we can contribute to the overall health of workplaces, benefiting both employers and employees globally.

## Partnerships and collaborations in mental health

TELUS Health maintains many partnerships that provide enhanced mental health to those who need it. These collaborations enable more unified and seamless health and well-being experiences while increasing access to healthcare. Highlights in 2025 include:

- In partnership with Unmind, based in the United Kingdom, TELUS is helping employees better access, navigate, and make full use of workplace mental health solutions. Unmind’s platform combines expert care with AI and data analytics to support comprehensive mental health solutions, helping to unleash human potential at work and reach millions of people around the world
- In Southeast Asia, TELUS joined forces with Naluri to serve Employee Assistance Program clients across eight markets in the region. Naluri’s comprehensive approach integrates mental health, preventative behavioural health, and chronic disease management to provide holistic health solutions in the workplace
- TELUS partnered with Vira Health to help more women access critical and innovative menopause care. Through its online menopause clinic and app, Stella, Vira provides personalized support for symptoms using a combination of data, clinical best practice, and behavioural change. This collaboration aims to extend healthy life expectancy for women by delivering high-quality, personalized care.



**Our Workplace Strategy Index (WSI) for mental health helps employers assess and improve their workplace health strategies efficiently.**

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Supporting our TELUS team members

Our team members are the foundation of our business, and drive our success as a globally-leading communications technology company.

As we continue to expand our global footprint, we are dedicated to fostering an environment that is safe, empowering and engaging. Our culture, anchored in our TELUS values, continues to evolve to keep pace with our evolving workforce and commitment to best-in-class talent practices.

Our overarching objective is to attract, develop and retain the best talent worldwide. We achieve this by anchoring our people practices in the principle of human sustainability, and ensuring our investments support the long-term well-being and growth of every team member. This includes proactively building the skills our team needs for the future, delivered through innovative programs and diverse, inclusive development opportunities across all our regions.

Furthermore, we empower our team members to leverage leading-edge technology to drive innovation and efficiency, while upholding our deep commitment to social responsibility, ensuring that our positive contributions to the communities where we live and work align with our purpose.

## Team member well-being

At TELUS, we continue to strive to be the healthiest workplace globally. Our comprehensive well-being strategy provides a thoughtful, integrated and sustainable approach to keeping our team members well. We have a dynamic framework in place to assess needs and design flexible solutions. We focus on five overlapping dimensions of well-being – physical, psychological, social, financial and environmental – and support team members in their professional and personal lives. Our approach includes awareness-building, providing ready access to tools and resources, and motivation to be your best self.

As part of our well-being strategy, we continuously assess against, and align with, the [National Standard of Canada for Psychological Health and Safety in the Workplace](#) in order to maintain a psychologically safe and healthy workplace.

In 2025, we continued to expand our well-being support globally, and to boost engagement in our well-being services, such as our EFAP and the TELUS Health Well-being apps. We connect team members together worldwide to learn about mental



health, improving nutrition, desk ergonomics, neurodiversity in the workplace, financial planning and more. Our team members also joined together around the globe in two well-being challenges, motivating one another to keep active, eat well and practice good self-care.

## Team member safety

At TELUS, the safety and well-being of our team members are fundamental to our success. Our Safety Management System (SMS) is anchored in our corporate vision of “Think Safe, Work Safe, Home Safe” and guided by our CEO-signed Health and Safety Policy. We are committed to meeting or exceeding legislative requirements while

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

continuously improving our safety management system, with the ultimate goal of protecting our people. Our SMS is built upon comprehensive strategic objectives ranging from leadership accountability to hazard prevention, ultimately creating a proactive safety culture.

We operationalize this culture through rigorous hazard identification and control protocols, specifically targeting high-frequency risks such as ergonomic factors. By relying on evidence-based risk management, and measurable performance indicators, we ensure that safety is integrated into the design of our work. This framework ensures that operational targets are always aligned with safe work practices, establishing team member well-being as the definitive measure of our success.

Our preventative programs and data-driven approach help identify health and safety trends, enabling proactive interventions before incidents occur. We provide comprehensive training and resources, empowering our team members to actively participate in maintaining a safe work environment. When incidents do occur, we have robust investigation and response protocols in place that are used by relevant internal departments for effective case management. We actively engage our Policy and Workplace Health and Safety Committees, whose participation is crucial in promoting and strengthening our safety culture.

Within our Canadian operations, ergonomic-related injuries such as overexertion and repetitive strain are the most common types of recordable work-related injuries (i.e. lost-time accidents), and they can significantly impact team member health, well-being and productivity. We prioritize the prevention and management of these injuries through a multifaceted strategy that includes ergonomic awareness, assessments, and early injury intervention protocols. We encourage team member participation in preventative initiatives and are enhancing our proactive approach through AI-powered technology that helps identify work postures that could lead to injuries.

### Hazard Prevention Program

In 2025, TELUS strengthened its commitment to team member safety by enhancing our Hazard Prevention Program through data-driven strategies and the adoption of new technologies. These efforts contributed to sustained safety performance at historically low accident frequencies, significantly outperforming both Canadian and the United States industry benchmarks throughout the year.

A key focus in 2025 was the ongoing digital advancement of our safety management systems. As part of our continuous evolution, we evaluated and selected a new Environmental, Health and Safety (EHS) software platform for our Canadian operations in order to enhance compliance reporting, provide mobile access to safety tools, and generate data-driven analytics. Implementation of this multi-year platform deployment



**Our preventative programs and data-driven approach help identify health and safety trends, enabling proactive interventions before incidents occur.**

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

commenced in the fourth quarter of 2025 and will extend into 2027. In addition, we expanded our protection for lone workers by deploying an enhanced worker safety solution to approximately 800 team members, incorporating satellite devices and gas detection equipment to improve coverage in rural and remote areas.

We continued to rigorously assess job tasks to identify hazards and validate controls. In response to a drilling safety audit, we are working toward implementing updated safety protocols for work involving potential asbestos exposure. We are currently finalizing revised safe work procedures and updating training materials to ensure worker competency. Furthermore, to address specific injury trends, we launched targeted initiatives such as the utilization of visual analysis technology to demonstrate safe versus unsafe postures to reduce overexertion injuries, and the implementation of automated customer notifications to ensure pets are secured prior to technician visits.

Ongoing safety training remains mandatory and is closely monitored, supporting our qualified team member objective. In 2025, field team members each completed, on average, 11.9 hours of formal safety training, building their safety knowledge and skills and ensuring their competency to work safely and effectively.

Through these integrated efforts, guided by our safety strategic objectives, TELUS continues to advance our vision of “Think Safe, Work Safe, Home Safe”, ensuring that safety remains a fundamental value protecting our most important asset: our people.

## Team member engagement

### Pulsecheck engagement survey

Through our annual Pulsecheck engagement survey, TELUS invites team members to share their ideas and feedback on how we can enhance our team member experience. In 2025, TELUS (excluding the TELUS Digital Experience segment) achieved an engagement score of 85 per cent, placing TELUS within the top 10 per cent of employers globally according to our survey provider, Mercer. Our TELUS Digital Experience segment achieved an engagement score of 78 per cent, ranking in the top 35 per cent of employers globally. We listen and use fair process to address feedback and implement solutions.



## Flexible work

Our innovative Work Styles® program has been a fundamental part of our culture since 2006, firmly establishing TELUS as an employer of choice and a leader in flexible work practices. Work Styles empowers our team members to design their workday by choosing when and where they work best, allowing them to prioritize their well-being while seamlessly integrating professional and personal demands. This long-standing commitment to flexibility fosters an environment where team members feel empowered and valued, contributing to higher levels of job satisfaction and morale across the organization.

The program allows each team member, in partnership with their leader, to identify where they do their best work. In addition, in specific roles or in agreement with their leader, team members can choose to work part-time or take advantage of flexible working hours, such as working different hours or having different starting times.

We encourage team members to utilize TELUS workspaces for moments of meaningful connection, collaboration, celebration and ideation. Work Styles equips team members to work from home or from a TELUS workspace, reinforcing the principle that work is not just a place to go, it’s what we do.

Our goal is to find a balance that empowers our team members to meet their responsibilities in the most effective and meaningful way.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## New hires and attrition

Our globally recognized culture helps us to attract and retain top talent in highly competitive labour markets. We rely on our strong referral culture, which continues to make a difference in attracting the best candidates. In addition, our sourcing strategy is to proactively attract and engage prospective candidates and retain existing team members. In 2025, we hired over 44,000 new team members against a turnover rate of 38 per cent<sup>15</sup> (of which 22 per cent was voluntary).

## Talent development

Our award-winning Amazing People Performance Development (APPD) program is being embedded globally across the TELUS footprint, offering a standardized approach for team members worldwide to receive the direction, coaching and feedback needed to achieve their personal and professional goals.

In partnership with their leader, all team members set between three and five goals every quarter, which includes between two and four business goals linked to TELUS' long-term business priorities and business unit scorecards, and at least one goal supporting their personal development focused on building the skills and knowledge they need now and to progress their career.

The program emphasizes ongoing support and collaboration to help team members make progress toward their goals through regular check-ins, coaching and feedback as needed. Key elements of this process include:

- Ongoing check-ins (weekly or biweekly):** Leaders and team members have regular progress conversations to discuss challenges and provide real-time feedback and coaching. These discussions help ensure alignment with expectations and allow for adjustments to goals as necessary, providing the support team members need to succeed.
- Quarterly conversations:** At the end of each quarter, leaders and team members are encouraged to take the time to reflect on progress, celebrate achievements and capture learnings. This provides an opportunity to ensure alignment with ongoing business priorities and to focus on development for the upcoming quarter.
- Annual assessment:** At the end of each year, team members have a performance assessment where their progress against goals and demonstration of TELUS' values throughout the year are evaluated. This review draws on quarterly conversation results, and real-time feedback collected from multiple sources, including peers and stakeholders, to assess overall performance and contributions. It also includes reflection on key learnings, celebration of successes and discussing growth opportunities for the upcoming year.

<sup>15</sup> The increase in turnover is attributed to the inclusion of TELUS Digital team members. The 2025 turnover rate excluding TELUS Digital is 16.1 per cent.

## Recognition and incentive programing

Celebrating each other's success, sharing our gratitude, and acknowledging the many ways our team members' unique contributions support our top priorities are a few ways recognition drives engagement, wellness and high performance. We put our culture of appreciation into practice in many ways, including our Bravo recognition platform, life and career milestone acknowledgements, and the following formal award programs:



**AI Excellence Award:** Celebrates visionaries, innovators and problem-solvers who use AI in new and creative ways to impact our business, customers and team



**CHLOE Award:** Recognizes women and champions of diversity



**Customers First Champion:** Recognizes frontline team members for extraordinary customer service



**Leadership Values in Practice:** Celebrates role models who demonstrate our values and in doing so, create exceptional outcomes for our business, customers, team or community



**Legends Award:** A career achievement award that honours team members with over 20 years of service who have significantly contributed to building our TELUS legacy



**Luminary Awards:** Celebrate remarkable team members across our global community who champion diversity and inclusion daily



**Presidents Club:** Distinguishes top-performing team members in sales who demonstrate our values and meet aspirational performance targets



**Social Purpose Champion Awards:** Celebrate leadership excellence in our commitment to give where we live by recognizing our Vice Presidents for inspiring over 90 per cent team participation in TELUS Days of Giving® and Directors for 100 per cent team participation



**TELUS Community Ambassadors Volunteer of the Year Award:** Recognizes outstanding team members and Community Ambassadors who demonstrate a remarkable commitment and make a distinct and lasting impact on their communities



**TELUS Social Media Influencer Award:** Recognizes our top #TeamTELUS advocates and storytellers who champion our brand within their teams, online and in their communities.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements



## Leadership programs

In 2025, our senior leadership team embarked on an enriching journey at the MIT Sloan School of Management. In collaboration with the university, the custom Senior Leadership Forum (SLF) program was created to support our journey of leveraging our global-leading technology and compassion to drive social change and enable remarkable human outcomes. The forum brought together 160 senior executives, blending academic insight with TELUS’ purpose-driven culture to enhance leadership capabilities and organizational agility through experiential learning from industry thought leaders. In 2026, this program will be cascaded to our directors to improve our organizational agility and enhance the strategic and integrative capabilities of TELUS’ leaders.

Further, in 2026, the TELUS Leadership Series will be offered to our leaders in order to build our everyday leadership muscles. This series empowers our leaders to cascade world-leading concepts throughout their teams using curated materials such as videos, workshops and content in order to deliver on the action items that emerged from the Senior and Director Leadership Forums.

## Compensation

Our cash compensation for team members (not covered by a collective agreement) consists of a non-variable base salary and a variable component designed to focus on results. This approach recognizes high performers and key talent who are critical to the success of our organization. We conduct ongoing market reviews and compensation analyses of job roles relative to the market and take appropriate action to pay competitively. Based on the results of the market review, the midpoints of our salary ranges are adjusted to align with the market median, where necessary. Each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. The table below shows the average female base salary differential to males by level.

### Gender pay equity in 2025<sup>1</sup>

Level	Female representation	Key factor average differential <sup>2</sup>
Executive	29.7%	3.0%
Management	38.4%	1.5%
Non-management	37.8%	1.2%
Overall	37.9%	1.2%

<sup>1</sup> Data covers team members in Canada excluding TELUS Digital, TELUS Agriculture & Consumer Goods, LifeWorks and TELUS Health team members based in Ontario and Quebec. Bargaining unit team members, temporary, casual, non-paid and team on a leave of absence are also excluded.  
<sup>2</sup> Average male salary differential versus average female salary per level after normalizing for key factors such as job family, hierarchical level, market rate (midpoint of salary range), tenure and performance history.

While there are differences between our methodology and the technical requirements of the *Pay Equity Act* (which requires the use of a formal, pay-equity compliant job evaluation plan to provide equal pay for work of equal value), our approach provides us with meaningful insight into any existing gender pay gaps, supports our efforts to address these gaps, and helps us quantify the progress we have made.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Benefits

In Canada, we provide competitive, comprehensive and flexible benefit packages for permanent team members. This allows them to customize a plan to suit their diverse personal and family situations. Our defined contribution pension plans allow team members to contribute a portion of their salary towards a pension, with TELUS matching a relative portion. Eligible team members can participate in the employee share purchase plan, where they can contribute up to 20 per cent of their salary, with TELUS providing a maximum contribution of 2.1 per cent to team members below director level and a maximum of 1.8 per cent to team members who are director level and above. In 2025, we paid \$3,731 million<sup>16</sup> in salaries and benefits for Canadian team members.

In 2025, we paid

**\$3.7 billion**

in salaries and benefits for Canadian team members.



## Family friendly policies

We provide a number of family friendly resources that go beyond standard employee benefits to support our team members. These resources include:

- **Maternity leave:** A financial top-up for regular full-time and regular part-time team members for the first 16 weeks of maternity leave.
- **Parental leave:** A financial top-up for regular full-time and regular part-time team members for the first 16 weeks of leave – available to mothers, fathers and adoptive parents.
- **Gradual return to work:** Upon return to work, team members receive full pay, gradually transitioning back to their regular work schedule over a period of up to four weeks after maternity leave, parental leave and other non-medical leaves longer than six months.
- **Indigenous Healing Benefit Account:** Recognizes the diverse needs of team members and their families who identify as Indigenous and provides reimbursement for traditional healing practices to support their well-being.
- **Gender affirmation coverage:** Recognizes and supports team members going through gender transition. Eligible team members and their dependents (18 years old or over) will receive coverage for expenses not paid through provincial health programs.
- **Fertility treatments and drugs:** Support for team members growing their family, providing coverage for fertility treatments and drugs.
- **Psychology and counselling services:** Offered to team members and each of their dependents covered under their benefits plan.
- **Care and Support rooms:** Available in several TELUS buildings, these rooms provide the privacy, comfort and equipment required to support well-being activities such as breastfeeding, lactation/pumping, checking blood sugar and taking insulin.

<sup>16</sup> Data includes all team members in Canada who are tracked in the primary human resources management system. TELUS Digital and other out-of-footprint acquisitions are not included.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Creating an inclusive and caring culture

## Labour relations

We maintain respectful and professional relationships with the labour unions that represent our team members across Canada and respect the right to exercise freedom of association. Our collective agreements contain mutually agreed upon adjustment processes that include:

- Redeployment to another position based on seniority/qualifications
- Wage protection/retraining opportunities
- Paid relocations
- Early retirement or voluntary severance options for team members affected by organizational change
- Advance notice periods for employees and the union in cases of management-initiated workplace changes.

Notice periods are different in each collective agreement and vary based on the nature of the operational issue, and in some cases, a team member’s seniority.

## Union recognition and consultation

In our negotiated collective agreements with various unions, we have established formal structured consultation committees and processes. In addition to regular and ongoing information sharing with union representatives and leaders, annual joint consultation sessions take place at the senior leadership level to discuss matters of mutual interest.

Internationally, we work in accordance with local legislation, which guides how we engage and consult with unions, work councils, and other employee representative bodies.

## Diversity and inclusion

Diversity and inclusion (D&I) have been a cornerstone of TELUS’ culture and core values for over 25 years, and D&I principles are deeply embedded in who we are, what we do and how we work. We cultivate an environment that helps team members thrive and embrace individual differences, leveraging diverse perspectives to drive inclusive innovation. We believe equality is both an organizational imperative and a global responsibility – we cannot fulfill our social purpose of enabling remarkable human outcomes through technology without empowering everyone equally. We are dedicated to creating long-term value for all of our team members, not just during their time at TELUS but for their entire lifetime.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
<b>Social</b>
Enabling human connection through digitization
Giving back to build stronger communities
Building healthy communities and workplaces
Supporting our TELUS team members
Creating an inclusive and caring culture
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Strategic D&I principles

- 1. Enable a universal culture of inclusion** to ensure that *every team member* feels connected, valued and empowered to belong – with opportunities to learn, grow through meaningful work, and challenge the status quo to drive positive change.
- 2. Leverage diversity by design** at every level and for all aspects of how we work and what we do through universal goals for all, while also using targeted strategies based on the specific needs of different groups to reach those goals, removing barriers to full inclusion, creating shared benefits and ensuring everyone feels valued and respected.
- 3. Drive inclusive innovation** through an inclusive coaching culture and fair process to recognize each and every team member’s unique strengths, perspectives and abilities, and use diversity of thought to create greater impact – for individuals, teams, and as a business.

## 2025 Highlights

Our inclusion index is designed to reflect our progress in realizing our guiding principles. In 2025, we scored 81 per cent on the index globally, indicating a strong experience of inclusion and belonging among TELUS team members around the world. In addition, the 2025 Pulsecheck survey responses continued to demonstrate that our global team feels a strong sense of belonging, and being valued and respected for their differences, with core D&I results of 87 per cent, a one per cent increase from 2024.

Notable highlights of 2025 include the launch of the TELUS Global Hive Communities virtual space on our new team member experience platform, designed to connect global team members on all things D&I, including our six team member resource groups. We further expanded our D&I offerings by launching a specialized learning path on our global experience platform, and by launching our Inclusion and Belonging educational platform, which features a vast array of educational content, ranging from podcasts and curated learning lists to respectful scheduling and inclusion tips, and available in over 250 languages.

## TELUS team member resource groups

Open to all team members, our TELUS team member resource groups (TRGs) play a vital role in celebrating diversity, advancing inclusion, and fostering well-being within our organization and communities. With more than 12,000 members and allies globally, we have six TRGs:

- **Abilities** – Joins team members with disabilities, neurodiverse team members and caregivers
- **Connections** – Inspires women, including streams for moms and menopausal women
- **Eagles** – Brings together team members identifying as Indigenous
- **Mosaic** – Celebrates team members from different cultural backgrounds



- **Reach** – Extends the network of team members who identify as Black
- **Spectrum** – Connects team members in the lesbian, gay, bisexual, transgender, queer and Two-Spirit (2SLGBTQIA+) community.

In 2025, our TRGs helped to drive team member community building by broadening the social network and raising awareness of a wide range of topics through over 75 online and in-region events and more than 480 engaging posts on the TELUS Hive Global Communities and TRG spaces.

As part of their community engagement efforts, these groups contributed over 30,000 hours towards our annual volunteering goal, and fundraised more than \$24,000 through volunteer efforts for the TELUS Friendly Future Foundation and other charities.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Governance

## Overview of 2025 results

**45%**

of our suppliers have set science-based targets

Paid approximately **\$3.3 billion**

in taxes which support services for Canadians and citizens wherever TELUS operates<sup>17</sup>

Paid **\$3,731 million**

in salaries and benefits for Canadian team members

4G LTE covering **99%**

of the Canadian population and 5G covering more than 90% of the Canadian population

**46%**

of our independent board members are women

**95%**

of our global team members completed the 2025 Integrity Training



<sup>17</sup> Total amount consists of corporate income taxes, sales taxes, property taxes, employer portion of payroll taxes and various regulatory fees.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# ESG governance

Our organizational structure, corporate policies and practices enable social, environmental and governance matters to be considered at every stage of our planning and decision-making process. Sustainability oversight starts with our Board of Directors (the Board), and is integrated into all levels of our business.

## Board of Directors

At TELUS, we recognize that environmental, social and governance principles are fundamental to our long-term commercial success. The Board maintains rigorous oversight of our ESG commitments, viewing them as essential drivers of value creation, proactive risk mitigation, and sustained financial performance. By integrating these priorities into our core strategy, the Board ensures that TELUS remains resilient, compliant, and deeply aligned with the interests of our stakeholders.

Our Board is responsible for the stewardship of the Company, which includes oversight of enterprise risk management. At our quarterly board meetings, our Board reviews reports and engages in discussions on corporate strategies, progress on our corporate ESG targets, emerging risks, and opportunities for innovation. The Corporate Governance Committee of our Board reviews and monitors, on behalf of the Board, TELUS' approach, planning and reporting on sustainability and ESG matters, and reviews and recommends to the Board for approval our annual Sustainability and ESG Report and other related disclosures.

The Board is currently comprised of 14 highly skilled directors, 13 of whom are independent. We believe that a diverse range of perspectives is essential for effective decision-making; currently, women represent 46 per cent of independent Board members. Furthermore, TELUS remains committed to broader inclusivity, with 23 per cent of our independent directors identifying as members of visible minorities, Indigenous Peoples, persons with disabilities, or members of the 2SLGBTQIA+ community.

For additional information on our comprehensive corporate governance practices, please see our [Information Circular](#).

## Aligning pay with sustainable performance

We link sustainability performance to compensation for all team members through our corporate scorecard, which informs the company-wide performance bonus structure. The scorecard's culture and brand index includes measures tied to greenhouse gas emissions reduction and key social impact outcomes. These metrics are reviewed and refined on a regular basis to ensure they continue to drive strong ESG performance and support TELUS' long-term value creation.

## Ownership

We assess the composition of our shareholders regularly. A variety of academic research suggests that:

- Share ownership by the CEO, other executives, and other senior management is positively correlated to financial performance; and
- Companies without government ownership perform better than companies where the government owns more than five per cent of voting rights and has golden shares.

To the best knowledge of our management, no governmental institution holds a total of five per cent or more of the Company's voting rights, and government institutions hold no golden shares. We are not a family-owned company and thus no family members, personally or through other companies or organizations, hold five per cent or more of total voting rights. Furthermore, TELUS team members hold two per cent of TELUS' shares outstanding, and represent TELUS' third largest shareholder amongst our actively-managed institutional shareholder base. Please see our [Information Circular](#) for details on executive share ownership.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## ESG roles and responsibilities



### Board of Directors

**Responsibilities include:**

- Exercises overall responsibility for the stewardship of TELUS, overseeing the management of the Company's business, affairs, and Enterprise Risk Management (ERM) framework
- Oversees and approves the implementation of TELUS' strategic objectives, sustainability policies, and long-term ESG goals
- Reviews quarterly reports and engages in strategic discussions regarding corporate targets and emerging ESG risks and opportunities
- Reviews progress on TELUS' engagement with Indigenous communities, ensuring the Company takes measurable steps along the path to reconciliation
- Approves TELUS' social purpose, which guides Board and management decision-making



### Corporate Governance Committee

**Responsibilities include:**

- Reviews and monitors, on behalf of the Board, TELUS' overall approach to sustainability and ESG, including climate-related issues
- Reviews and recommends to the Board for approval the annual Sustainability and ESG Report and other related disclosures
- Oversees progress towards TELUS' Indigenous Reconciliation Action Plan and targets



### People, Culture and Compensation Committee

**Responsibilities include:**

- Oversight of people and culture strategy and its alignment with TELUS' strategy and social purpose including with respect to diversity and inclusion, employee well-being, health and safety and business ethics
- Reviews and provides insight on quarterly reports pertaining to business ethics, respectful workplace and well-being and health and safety
- Reviews and provides insight on quarterly reports from the Chief Human Resources Officer in relation to TELUS' people strategy and corporate scorecard



### Audit Committee

**Responsibilities include:**

- Evaluates reporting metrics for climate-related risks, sustainability, and environmental disclosures
- Reviews and approves the annual audit plan
- Receives and reviews management updates throughout the year regarding changing governance-related laws, rules and emerging best practices, and implications of the proposals of Canadian and U.S. regulators, including those related to ESG



### Executive Team

**Responsibilities include:**

- Execution of the strategic direction of our ESG programs, including assessing and managing climate-related risk and mitigation, as well as identifying climate-related opportunities
- Provides updates to the Board of Directors on the progress of corporate ESG commitments and targets
- Oversees the operational teams that are responsible for implementing TELUS' ESG and sustainability strategy
- Accountable for the integration and achievement of TELUS' purpose



### Global ESG and Environment Teams

**Responsibilities include:**

- Manage TELUS' sustainability strategy and governance, overseeing the policies and programs that drive ESG performance
- Embed sustainability considerations across all business units through specialized training, awareness, and cross-functional collaboration
- Track and report on energy consumption, GHG emissions and waste data to support corporate sustainability targets and annual reporting
- Oversee and maintain TELUS' ISO 14001-certified Environmental Management System

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Ethics

Ethical conduct is the foundation upon which our award-winning culture is built at TELUS.

Our team members have a shared commitment and play an important role in fostering a work environment where integrity and transparency can thrive. This applies not only to our team members globally, but to anyone representing or acting on behalf of TELUS, including contractors, suppliers, vendors and members of our Board of Directors.

At the heart of this commitment to integrity and transparency is our Code of Ethics and Conduct (the Code), which informs the actions of the entire TELUS team and ensures that we are all guided by the same values, and interact with our stakeholders in a manner that is fair, ethical and authentic. The Code is more than a document – it represents our team’s unwavering commitment to doing what is right, day-in and day-out, in every decision we make. It contains examples of how we act responsibly in specific situations, including: competing lawfully and ethically; maintaining a respectful and safe workplace; safeguarding company assets and information; avoiding and reporting conflicts of interest; and protecting our customers’ data, privacy and security.

We periodically update our Code as part of our commitment to continuous learning, and to reflect our ever-changing environment. Our refreshed Code reinforces the expectations of our team members related to fraud, ethical sales practices and sharing concerns. Importantly, we encourage a “speak up” culture among our team members, who know that they have full support and protection from retaliation, as well as a “listen up” culture among our leaders.

The current Code of Ethics and Conduct will be in effect until 2028.

Team members are required to annually attest that they have read and will comply with the Code. This requirement ensures that team members understand that their employment is conditional upon adherence to our ethical and conduct standards. The Code ensures that every TELUS team member is guided by the same values and understands what is expected, regardless of work location or role in our organization. Each year, we also require our team members and contractors to complete our online integrity training course, TELUS Integrity, which outlines key aspects of our Ethics, Respectful Workplace, and Health and Safety policies. In 2025, 95 per cent of our global team members completed the TELUS Integrity training course.

## TELUS EthicsLine

Through the 24-hour TELUS EthicsLine (1-888-265-4112 or [telus.ethicspoint.com](https://telus.ethicspoint.com)), employees and external stakeholders can raise anonymous and confidential questions or file complaints related to accounting, internal controls or ethical issues. Our leaders are expected to foster a work environment where all team members feel comfortable speaking up and having open discussions without fear of retaliation. Retaliation or retribution against a team member for contacting the Ethics Office, or for assisting or participating in an investigation of a complaint, violates our ethical principles and is not tolerated.

To ensure reporting protections, calls are handled by an independent agency that offers 24-hour multi-language services to both internal and external callers. We provide quarterly reports on EthicsLine activities to the People, Culture and Compensation Committee and Audit Committee of our Board of Directors.

In 2025, the Ethics Office received 807 contacts, including both requests for guidance and reported concerns. Following investigations, 201 violations of the Code of Ethics and Conduct were confirmed, involving 293 team members. None of the contacts reported to the Ethics Office in 2025 involved the Executive Team. Corrective action was taken in each case of a breach, with some of the breaches resulting in the disciplining or dismissal of one or more employees.

## Anti-bribery and corruption

The [TELUS Anti-Bribery and Corruption Policy](#) applies to all team members, the TELUS Board of Directors and entities in which TELUS has a controlling interest. Our anti-bribery and corruption compliance program includes comprehensive team member training and awareness initiatives, along with due diligence activities that align with best practices for comparable Canadian companies. In 2025, our Data and Trust Office maintained active oversight of our compliance program, and did not receive any reported violations of the Anti-Bribery and Corruption Policy.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
<b>Human rights</b>
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Human rights

At TELUS, we uphold universal human rights, ensuring that everyone we engage with is treated with dignity and equality. We understand our responsibility to respect and promote human rights in all of our business activities, in our team member management practices, in the development and delivery of our products and services, and throughout our supply chain.

As a signatory to the United Nations Guiding Principles on Business and Human Rights, we are committed to respecting and supporting internationally recognized human rights in accordance with these principles and other internationally accepted standards.

TELUS has a long-standing commitment to respecting and protecting human rights in our value chain, as outlined in our [Code of Ethics and Conduct](#), [Respectful Workplace Policy](#) and [Supplier Code of Conduct](#). The Code of Ethics and Conduct ties together all

policies regulating business behaviour and outlines the standards of ethical conduct expected of all team members, including our Board. We also have a [Workplace Accommodation Policy](#) that aims to remove barriers preventing affected individuals from fully participating in the workplace and allows our team members to submit requests for assistance in assessing their individual circumstances and identifying potential solutions.

These policies formalize our commitment to safeguarding internationally proclaimed human rights.

## Human rights risk mapping

Relevant human rights risk	Approach to risk mitigation	Responsible business unit
Right to collective bargaining	Engage in good faith bargaining with all of our bargaining unit representatives in the interest of establishing fair wages and working conditions and to provide the basis for sound ongoing labour relations.	Labour Relations
Freedom of association	Administer and interpret collective agreements, labour and human rights laws, and maintain respectful and professional relationships with the labour unions that represent team members.	Labour Relations
Data protection and privacy	Determine that data handling practices are responsible and respectful of customer and team member privacy.	Data and Trust Office
Aboriginal Title and Rights, Treaty Rights and self-determination	Engage with Indigenous Nations in a manner that supports and respects self-determination and the rights set out in UNDRIP. Build authentic relationships with Indigenous governments that respect Aboriginal Title and Rights and Treaty Rights and that create opportunity and support advancing reconciliation.	Regulatory Affairs and Indigenous Relations
Freedom from discrimination and harassment	Support a strong culture of respect in the workplace through education, consultation, mediation, and investigation of workplace issues.	Respectful Workplace Office
Inclusion and accessibility	Implement initiatives and provide education to promote diversity and inclusiveness within the workplace and the community.	Diversity and Inclusion
Safety	Support the creation and maintenance of a healthy and safe workplace through education, hazard identification, and prevention.	Corporate Safety
Standard of living	Design and promote personalized recognition, compensation and benefits programs that support the diverse needs and well-being of our team members and their families.	Total Rewards

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
<b>Human rights</b>
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

### Assessing human rights risks

Our Respectful Workplace Office performs an annual review of the Respectful Workplace Policy to ensure continued compliance with relevant human rights legislation in each of the jurisdictions where TELUS operates. An analysis of complaints filed with our office and applicable human rights commissions is conducted quarterly to determine if there are internal practices causing concern for our team members.

Based on these practices, the responsible business units listed in the table on the previous page work to identify gaps, prepare and implement mitigation plans, and take action to address key human rights issues where TELUS may experience risk, or can exert influence. The table covers all of TELUS’ locations and personnel worldwide.

In addition, when completing the due diligence process during mergers and acquisitions, the risk review covers the following human rights topics: privacy, environmental management and compliance, employee well-being and property rights, among others.

### Safe and confidential feedback mechanisms

We maintain feedback mechanisms for our team members, suppliers, customers and communities, to help address human rights risks and maintain a positive working environment. The TELUS EthicsLine enables anyone to anonymously and confidentially ask questions, request support or make a good-faith report.

We also maintain an internal complaints procedure for human rights and respectful workplace issues, which are investigated and addressed by our Respectful Workplace Office. Human rights complaints may be dismissed, withdrawn, resolved or referred to the appropriate Human Rights Tribunal. Complaints and resolution status are reported quarterly to the People, Culture and Compensation Committee of our Board. In addition to these feedback mechanisms, all collective agreements applicable to unionized team members include grievance and arbitration processes.

None of the outstanding human rights complaints resulted in formal decisions being issued by Human Rights Tribunals in 2025. For each human rights complaint, comprehensive case details were shared with relevant operational primes to ensure future prevention and mitigation.

### Monitoring and identifying risk in our value chain

We believe that awareness and active management of human rights issues in our value chain is essential to our success. We continuously work to identify and manage risk, and to create opportunities for our team members, customers and communities.

Examples include:

- For our workforce: Our Compliance Governance Committee provides oversight of our human rights program, and conducts an annual maturity assessment and an inherent and residual risk assessment.



**TELUS has a long-standing commitment to respecting and protecting human rights in our value chain, as outlined in our Code of Ethics and Conduct, Respectful Workplace Policy and Supplier Code of Conduct.**

- For the assessment and understanding of community needs: We partner with local organizations in the community and with organizations that have subject matter expertise related to the vulnerable groups who would benefit most from our Connecting for Good initiatives.
- For the assessment of suppliers: Our Procurement and Supply Chain team oversees the policies and due diligence processes that formalize our commitment to safeguard internationally proclaimed human rights in our supply chain.
- For the assessment of equal remuneration: Each year, we review our gender pay equity for our team members who are not governed by specific legislation or collective agreements. Our approach has provided meaningful insight into any existing gender pay gaps, supported our efforts to address these gaps, and helped us quantify the progress we have made as an organization.

### Training

We have dedicated human rights training based on our [Respectful Workplace Policy](#) that is required for all team members at least once every three years. Newly hired team members and newly engaged contractors are required to complete the training within three months of their start date.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
<b>Public policy and advocacy</b>
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Public policy and advocacy

As TELUS works to help solve some of the world’s most pressing problems and support a more sustainable future, we recognize that these challenges require all sectors of society to work together.

Driven by our purpose, TELUS’ Public Policy and Regulatory teams take an integrated approach with our business units, partners, team members and stakeholders to advocate for legislation, policies and programs that support TELUS’ commitments to make the future friendly.

**Helping expand connectivity:** Competitive, high-quality internet is vital for Canada’s digital future and economic success. TELUS actively promotes this by expanding its operations, including a recent expansion outside of British Columbia and Alberta. This expansion is driven by the conviction that increased competition in telecommunications fosters innovation, attracts investment, and ultimately lowers costs for Canadian families and businesses.

TELUS is committed to leveraging evidence-based research in our stakeholder engagement, and championing policies that encourage genuine market competition and provide more choices for consumers. With hundreds of thousands of Canadians supporting the call for more options, TELUS is dedicated to delivering innovative internet solutions to communities nationwide.

**Driving the future of AI:** To capitalize on the immense potential of artificial intelligence (AI) for societal benefits, including productivity, health, and environmental stewardship, Canada must prioritize becoming a global leader in responsible AI deployment. In a digital and AI world, broadband is disproportionately important, and as AI adoption accelerates, sustained investment in telecom will be essential to enabling the infrastructure and connectivity needed to power Canada’s AI-driven economy. As a long-standing leader with more than a decade of pioneering experience in AI and machine learning, TELUS advocates for policies that support this infrastructure investment and technology adoption. We consistently lead developments in this rapidly evolving technology to achieve positive business and social results.

We launched Canada’s first sovereign AI factory in 2025, enabling advanced AI capabilities for Canadian businesses, researchers and innovators while storing data within our national borders, in a data centre under Canadian control. Ultimately, TELUS is committed to leveraging AI to augment human capabilities, ensuring better outcomes and contributing to the development of a friendlier future.

**Helping everyone live healthier:** TELUS Health is committed to ensuring sustainable, quality healthcare for future generations. We achieve this by collaborating closely with governments on policy development and by pioneering digital solutions that transform access, help integrate healthcare systems across the ecosystem, and create exceptional patient experiences. Our innovative approach is driven by a passionate and growing global team of team members and clinicians who are dedicated to strengthening and improving healthcare systems, particularly during times of strain.

**Helping feed our growing world:** Canada, as a significant player in the agriculture and agri-food sector, is well-positioned to drive continued innovation and sustainability both domestically and globally. Canadian farmers and businesses are at the forefront of modern digital agriculture and sustainability initiatives. TELUS Agriculture & Consumer Goods collaborates with farmers, businesses, associations and governments to harness data and connectivity. This effort aims to boost food supply, create trade opportunities, minimize waste, and implement strategies for achieving superior environmental results.

## Political contributions

TELUS does not provide contributions to any political party, campaign or candidate at either the federal, provincial or municipal level. If an exception to this rule is authorized, any contribution would be made in accordance with all applicable laws, as well as our Code of Ethics and Conduct, our Anti-Bribery and Corruption Policy and our Political Contributions Policy. We made no political contributions in 2025.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
<b>Economic impacts</b>
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Economic impacts

We leverage our globally-leading technology to enable remarkable human outcomes and deliver value to all of our stakeholders. We are focused on the long-term growth of our business in order to connect individuals for good, both in Canada and globally. Our innovative business solutions contribute to transforming industries and enabling businesses to thrive in the digital world.

Since 2000, we have maintained a proven national growth strategy. We developed our strategic intent and six strategic imperatives in 2000, which remained relevant for our future growth, despite changing regulatory, technological and competitive environments. Our consistent focus on these imperatives guided our actions and contributed to the achievement of our financial goals.

In 2025, we refined our strategic intent and imperatives to align more closely with our global growth strategy. Our newly evolved strategic intent is to unleash the power of data technologies to deliver the best solutions to our customers at home, in their workplace, on the move, and around the world.

Our five strategic imperatives are:

- Building global capabilities across data technologies and software-based services
- Providing increased product intensity through bundled solutions that differentiate TELUS from our competitors and increase customer loyalty
- Partnering, acquiring and divesting to accelerate the implementation of our strategy and focus our resources on core businesses
- Focusing relentlessly on the growth markets of data and generative AI (GenAI) with the national expansion of broadband, complemented by international growth for TELUS Health, TELUS Agriculture & Consumer Goods and TELUS Digital
- Building a global brand and exemplifying a customers first culture by investing in people who are empowered through innovation, teamwork and social purpose.

We confirm or set new corporate priorities each year to advance our long-term strategic imperatives and address near-term opportunities and challenges. Our priorities for 2026 include: strengthening our Customers First culture to increase client satisfaction and loyalty; accelerating product development and intensity to yield differentiated growth;

leveraging our AI capabilities and sovereign AI leadership to drive elevated profitability; and simplifying our business operations and enabling digital transformation to optimize efficiencies and effectiveness.

See our [2025 Annual Report](#) for more information on our financial performance.

## Investor engagement

In 2025, we built upon our strong momentum in investor engagement through one-on-one and group meetings, industry conferences, quarterly conference calls, press releases and media relations initiatives, and our Annual General Meeting of Shareholders. In our discussions with industry analysts and investors, we reinforced TELUS’ disciplined approach to financial management, supported by strong business performance and significant free cash flow generation. As part of our proactive actions, we announced our three-year free cash flow growth target of a minimum 10 per cent compound annual growth rate from 2025 through 2028. We have also paused our dividend growth until our share price better reflects the considerable growth prospects of TELUS. Finally, we reduced our dividend reinvestment plan discount from 2 per cent to 1.75 per cent. Further reductions are planned through 2026 and 2027, with the full removal taking effect by 2028. Importantly, we continue to assess a more accelerated step down, facilitated by the execution of our asset monetization program.

Investors highlighted our differentiated competitive positioning, including our leading leverage ratio among Canadian incumbent peers and clear path to 3.3 times net debt to Adjusted EBITDA by end of 2026 and approximately 3.0 times or better by the end of 2027. The investment community also focused on our capital allocation priorities: substantial asset monetization optionality, continued deleveraging execution supported by free cash flow growth and declining capital intensity, our digitization and cost

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

efficiency initiatives, advanced fibre monetization, copper decommissioning and real estate optimization, and significant scaling opportunities for our growth businesses including TELUS Health.

Our [Shareholder Engagement Policy](#) provides an overview of how management interacts with shareholders and outlines how the Board may communicate with shareholders, how shareholders may communicate with the Board, and which topics are appropriate for the Board to address. Furthermore, our say-on-pay policy sets out the Board’s objectives and practices with respect to say-on-pay and disclosure pertaining to executive compensation. Our shareholders’ views are very important to us, and we regularly consider shareholder feedback in assessing our executive compensation program. At our Annual General Meeting of Shareholders in 2025, we conducted our 14th say-on-pay vote, which received strong support with 86 per cent of votes cast in favour. Demonstrating our robust governance practices and proactive approach to shareholder engagement, in 2025 and into 2026, members of our Board, John Manley, Chair of the Board, Mary Jo Haddad, People, Culture and Compensation Committee Chair, and Lisa de Wilde, Chair of our Corporate Governance Committee, engaged with large institutional shareholders to discuss corporate governance matters, including TELUS’ rigorous CEO succession planning process, capital allocation and TELUS’ approach to executive compensation.

### Tax transparency and responsibility

In 2025, TELUS paid and remitted on behalf of our team members and customers approximately \$3.3 billion to federal, provincial and local governments in corporate income taxes, sales taxes, property taxes, employer and employee portions of payroll taxes and various regulatory fees, which support services for Canadians and citizens wherever TELUS operates. Since 2000, TELUS has paid nearly \$64 billion in total tax and spectrum remittances to federal, provincial and municipal governments. These funds support healthcare, education, national defence, arts and culture, public works projects and critical national infrastructure – all of which are fundamental ingredients for a vibrant and thriving society.

Our [Tax Strategy](#) has been approved by our Board of Directors and is consistent with our [Code of Ethics and Conduct](#) and [Anti-Bribery and Corruption Policy](#).

Our Tax strategy involves:

- Monitoring changes to tax law and jurisprudence to ensure continued compliance.
- Paying our fair share of taxes by paying the tax legally due in accordance with the laws and jurisprudence at the time.

- Adopting best practices that comply with the “arm’s-length standard” in applicable transfer pricing laws/jurisprudence, as supplemented by the Organization for Economic Co-operation and Development guidelines.
- Not knowingly taking a tax position that is:
  - Not at the very least “more likely than not” to prevail in the courts, or
  - Designed to artificially reduce tax, such as through abusive tax shelters or other evasive practices.
- Seeking advice from third-party advisors/counsel to supplement our in-house team of professionals, including to provide expert opinions or assist in dispute resolution and litigation when necessary.

### Clean revenue and investments

As a leader in social capitalism, it is crucial to demonstrate how we leverage our world-leading technology to drive positive change through our innovative products and services. Since 2021, we have been disclosing “clean” revenue sources, which include revenue from select goods and services that have a clear environmental or social benefit. This includes revenue from the clean transition, low-carbon economy and circular economy streams. In 2025, our clean revenue streams listed in the table below represented approximately 21 per cent of our consolidated annual revenues.

#### Clean revenue

Revenue sources (\$ millions)	2025
Reused, recycled or refurbished handsets <sup>1</sup>	1,428
Cloud - based services, connected technologies and other <sup>2</sup>	764
Health services	2,041
<b>Total clean revenue</b>	<b>4,233</b>

<sup>1</sup> Includes revenue from handset repairs, sales of certified pre-owned handsets, and handset sales from our Bring-It-Back program.

<sup>2</sup> Includes revenue from cloud-based services, Internet of Things and our TELUS Agriculture & Consumer Goods business, as well as tree planting and restoration.

We will continue to refine and expand our efforts to track and disclose additional clean revenue streams with the goal of furthering our contribution to sustainable communities and the world’s digital economy.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Research and development

TELUS invested \$609 million in research and development<sup>18</sup> throughout 2025, accelerating 5G network expansion nationwide while extending PureFibre infrastructure to rural, Indigenous and underserved regions, ensuring remote communities have access to essential digital services. TELUS also advanced IoT connectivity, including breakthrough developments in connected vehicle technology, while establishing Canada’s first sovereign artificial intelligence (AI) factory and deploying generative AI solutions across its operations. TELUS expanded health services by improving access to care, enabling early disease detection and supporting mental wellness initiatives, while empowering farmers with data-driven intelligent farm management systems. These strategic investments are ensuring that innovation translates into tangible, sustainable benefits that deliver measurable social and environmental benefits for Canadians.

**\$609 million**  
invested in research and development in 2025.

## Network investments

In 2025, we continued to expand and enhance our global-best TELUS PureFibre network by adding 25 new communities in British Columbia, Alberta and Quebec. Furthermore, we extended our broadband networks to 50 additional Indigenous lands, bringing the total number of Indigenous lands connected to TELUS PureFibre® to 308, and by 5G to 1,172. Our transformational network investments create critical connections across the country.

**99%**  
of the Canadian population is covered by our 5G network.

Our LTE technology covers 99 per cent of the Canadian population and our LTE Advanced technology covers approximately 96 per cent. We will continue to expand and enhance our 5G network as we operationalize our 600 MHz and 3500 MHz spectrum holdings, and prepare to deploy our recently acquired nationwide spectrum in the 3800 MHz band, which will be vacated by its current users between 2025 and 2027. With the combination of our 3500 MHz and 3800 MHz spectrum holdings, TELUS has secured approximately 100 MHz of prime 5G mid-band spectrum nationally, with

contiguity in 96 per cent of the country, including all major markets. Mid-band spectrum is a critical global band for 5G innovation due to its ideal combination of speed, capacity, low latency, and coverage, and this contiguous spectrum provides wider channels and enables a superior network experience for customers.

Furthermore, TELUS launched Canada’s first 5G Virtualized RAN, Open RAN network in 2024 through a strategic partnership with Samsung – improving performance, energy efficiency and flexibility for future enhancements, reshaping the wireless landscape, and accelerating the development of next-generation technologies. Our long-standing commitment to network excellence continues to be reflected in our customer loyalty metrics, with an industry-leading postpaid mobile churn metric below one per cent for the 11th consecutive year.

### Fibre footprint

As of December 31, 2025, more than 3.7 million households and businesses across Canada are connected to our global-best TELUS PureFibre® network. This is an increase from approximately 3.4 million households and businesses at December 31, 2024. Our broadband investments support our 5G network, and provide a distinct advantage to our fibre-enabled communities, improving speed and reliability for Canadians. Our network also enables businesses to become more efficient, productive and resilient, even in tough economic times. We are committed to delivering connectivity benefits to Canadians as we continue to expand the reach of our PureFibre network and fibre optic technology.

**3.65 million**  
households are connected to our TELUS PureFibre® network.

### Network uptime

Ensuring uninterrupted connectivity for our customers, even in the face of natural disasters, is a paramount concern for TELUS. We work to maintain access to our mobile network capabilities in areas affected by such events, and to equip emergency shelters with PureFibre Internet®.

In 2025, we achieved an average interruption frequency of 0.08, which is calculated by dividing the total number of customer interruptions by the total number of customers served. Our average interruption duration was 6.9 minutes per customer, per outage. This duration is determined by summing the total downtime of each interruption and multiplying it by the number of customer accounts affected by each interruption.

These statistics are the foundation of our leading network performance.

<sup>18</sup> The Organization for Economic Co-operation and Development (OECD) definition of R&D is utilized, which comprises creative and systematic work undertaken in order to increase the stock of knowledge (including knowledge of humankind, culture and society) and the use of this knowledge to devise new applications of available knowledge. R&D covers three activities: basic research, applied research and experimental development.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Capital expenditures

In 2025, our capital expenditures, excluding real estate, were approximately \$2.5 billion, representing 12 per cent of operating revenues and other income. In 2025, we also invested \$92 million in real estate development initiatives, reflecting the success of our ongoing copper decommissioning program and the monetization of our central offices.

Our investments within our core telecom business focus on:

- Connecting more homes and businesses with fibre nationally
- Expanding and upgrading our mobile network infrastructure, including our 5G buildout and expansion
- Enhancing our network and systems resiliency and reliability, providing faster broadband speeds, greater capacity and lower latency
- Strengthening our home and business smart technology offerings, including security and SmartEnergy
- Bolstering our innovative healthcare and agriculture and consumer goods technology solutions
- Accelerating digital and AI capabilities across the organization, including:
  - Leveraging our expertise to drive AI-enabling capabilities revenue
  - Implementing GenAI solutions to enhance operational efficiency and effectiveness across the organization
  - Enhancing AI-enabling infrastructure through our Sovereign AI Factory strategy
  - Advancing our customer experience leadership through AI-powered platforms
- Since 2000, we have invested nearly \$59 billion in infrastructure to significantly enhance connectivity.



Since 2000, we have invested nearly

**\$59 billion**

in infrastructure to significantly enhance connectivity.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
<b>Responsible supply chain</b>
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Responsible supply chain

As we work to provide the highest-quality products and services to our customers, we have a responsibility to do so in a way that considers the environmental and social impacts across our value chain. Our aim is to work collaboratively with our suppliers to consider the full life cycle of our products – from raw materials sourcing to end-of-life treatment.

TELUS’ Chief Procurement Officer oversees responsible sourcing at TELUS. Our Procurement and Supply Chain team plays a vital role in carrying out our strategic initiatives, working to procure the right products and deploying them in a safe and cost-effective manner. Our strategy aims to be inclusive, sustainable, and to make a positive difference for our business, customers and communities while mitigating risks along our supply chain. We are committed to applying policies and practices that reflect this vision and collaborating with our stakeholders to reach our goals. The Corporate Governance Committee reviews quarterly reports on our sustainability performance and risk management, including supply chain sustainability.

## Supplier due diligence and engagement

We aim to work with suppliers and partners that demonstrate the same strong commitment to sustainability as TELUS. This begins with establishing clear expectations for suppliers through our [Supplier Code of Conduct](#) (the Supplier Code) and only contracting with suppliers that accept the Supplier Code or have equivalent high standards, as well as complying with applicable laws and regulations wherever they operate. We have integrated our company-wide [Sustainable Paper and Packaging Policy](#) into the Supplier Code.

We maintain a 10 per cent minimum scoring weight requirement for environmental and social responsibility considerations from our suppliers, consistent with the Supplier Code. TELUS’ procurement practices are continuously reviewed to ensure alignment with the Supplier Code, our sustainability strategy, and evolving industry standards and expectations.

We created a Supplier Risk Council in order to enhance TELUS’ enterprise-wide risk management framework. This council addresses three key objectives: (1) it strengthens our supplier risk controls through continuous refinement and alignment with TELUS’ risk



tolerance parameters; (2) it establishes a unified, company-wide approach to supplier risk management; and (3) it creates a response mechanism to emerging global challenges focused on maintaining operational excellence.

In addition, we believe that awareness and active management of human rights issues in our value chain is essential to our success, and work to identify and manage risk, and create opportunities for our team members, customers and communities.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Supplier Due Diligence Program

TELUS maintains a robust Supplier Due Diligence Program to screen and monitor our suppliers for financial stability, safety, and other environmental, social and governance risks, and makes enhancements to it when required. These enhancements include global expansion to support our growing brand, along with additional segmentation and compliance metrics.

The program currently includes:



### Supplier base assessment

Each year, we conduct a screening of all suppliers leveraging a global watch list check, based on publicly available data. This seeks to identify bad actors or criminal activity such as sanctions, law, or legal violations.

We also conduct a desk-based screening of all suppliers across key dimensions, such as **Sector Risk** (potential ESG impact of supplier's industry), **Country Risk** (identifying suppliers within high-risk jurisdictions) and **Business Relevance** (substantial spending and operational criticality).



### Significant suppliers assessment

Through these supplier screening and segmentation processes we identify our "Significant" suppliers. These are required to complete an annual due diligence self-assessment, which includes areas such as the supplier's policies for bribery and anti-corruption, privacy, sustainability, financial and health and safety.

In alignment with our policy and compliance, suppliers flagged under these criteria will be reviewed to determine risk and future business with TELUS.

In 2025, 1,045 suppliers completed our online self-assessment.



### Performance framework

Our team works closely with Significant suppliers through our performance framework, which has two main parts: a scorecard that tracks metrics on performance (including due diligence assessment); and a stakeholder management component, creating and monitoring corrective actions and improvement plans.

Suppliers may be excluded from contracting if they fail to achieve the minimum ESG requirements within a set time frame.



### ESG audits

JAC audits are conducted by an independent third-party auditing firm according to a common framework that includes child and forced labour, health and safety, freedom of association, non-discrimination, disciplinary practices, working hours, wages and compensation, environment, and business ethics.

Based on audit findings, Corrective Action Plans (CAP) are agreed and followed up on until closure. We work closely with our suppliers to provide support and ensure the non-compliances are addressed.

## ESG audits

TELUS is a member of the Joint Alliance for CSR (JAC), a non-profit association of international telecommunications operators aiming to verify, assess and apply responsible practices across the manufacturing sites of its key suppliers. The benefits of this collaboration include sharing of resources and best practices, reducing audit fatigue, increasing the scale of visibility and transparency, and standardizing the audit process for suppliers. JAC members share resources and best practices, ensuring that audit findings are shared and corrective action plans implemented where necessary to raise standards. For a full report on JAC's 2025 progress, see the [JAC Annual Report](#).

In addition to the ESG audits, our senior leadership directly engages with key suppliers through periodic factory visits to verify first-hand audit findings such as manufacturing conditions, worker environments, and sustainability practices. Our team assesses factory-level quality control processes, research and development capabilities, and overall operational excellence, providing us with a comprehensive and nuanced understanding of our supply chain's performance.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
<b>Responsible supply chain</b>
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Supplier climate action

In order to deliver on our ambition of achieving net-zero emissions across our value chain, we are engaging strategically with our most impactful suppliers to share our expectations for climate action, including disclosing and setting science-based targets to reduce GHG emissions along our supply chain.

2025 was our third year of requesting priority suppliers to disclose their GHG emissions via the [CDP questionnaire](#). We maintained an 84 per cent disclosure rate and received an A score in the CDP's 2024 Supplier Engagement Assessment. This recognizes our commitment to working with our suppliers to tackle climate challenges. Suppliers' disclosure provides us with important primary GHG emissions data, enabling us to further enhance the accuracy of our GHG inventory.

By the end of 2028, we aim to ensure that 65 per cent of TELUS' spend (covering purchased goods and services and capital goods) is with suppliers that have set their own science-based targets. By the end of 2025, 45 per cent of our suppliers had set science-based targets.

We leverage key industry partnerships to accelerate climate action progress along our supply chain. Our Chief Procurement Officer is a [Board Member](#) of JAC, leading the Strategy working group. We also participate in the JAC climate change working groups, engaging key suppliers in a carbon reduction program to identify opportunities to act on decarbonization.

## Supply chain resilience and continuity

While most post-pandemic constraints on manufacturing and shipping have eased, a new, more volatile operational landscape has emerged. Suppliers of critical components are dictating their market position, which is expected to result in persistent upward pressure on costs and a fundamental shift in supply chain dynamics. We continue to devise strategies to mitigate the impacts on our business and customers while caring for the planet and its valuable resources.

In 2025, we further accelerated projects to map our supply chain and risk event monitoring, increasing the visibility and interconnections of potential impacts down to lower tiers of our value chain.

We also continued to focus on device refurbishment, packaging and paper optimization in our products, warehouse operations and logistics efficiency to help relieve supply chain challenges, while also reducing costs and our environmental impact. See our [2025 Annual Report](#) for more information on supply chain risk management.

## Commitment to ESG training

We maintain ESG training programs for internal and external stakeholders. Our internal program includes procurement professionals and business managers, and is focused on capacity building to equip them with the knowledge and skills necessary to contribute to the achievement of our ESG goals. Team members gain a deep understanding of the roles they play in promoting sustainability within the supply chain and are empowered to take meaningful action.

We also provide ESG training to our key suppliers. This includes the communication of our ESG program and expectations, as well as providing resources and capacity building through the JAC supplier engagement program to enable suppliers to better understand and act on these expectations. We also provide suppliers that disclose to CDP with peer benchmarks on ESG performance, to further accelerate their journey.

## Supplier diversity and Indigenous procurement

Our supplier diversity and Indigenous procurement programs take proactive steps to provide equal access to suppliers that reflect the diversity of where we live, work and serve. As a founding corporate member of Supplier Diversity in Canada with over 20 years of sustained commitment, our goal is to encourage positive social change through TELUS' buying behaviour. We take measures to effectively promote diversity and economic reconciliation in our supplier base to provide equal access for suppliers in our communities.

To achieve our supplier diversity goals, we incorporate questions on diverse and Indigenous businesses in the tender and weighting criteria in our sourcing scorecards. To enhance the competitiveness of diverse and Indigenous suppliers, we offer support in areas such as pitch presentations, request for proposal requirements, and sharing procurement opportunities. Our procurement and supply chain teams have annual business plans that include fostering partnerships with diverse and Indigenous suppliers.

Throughout 2025, over 60 team members participated in supplier diversity events such as trade shows, networking sessions, matchmakers, roundtables, and industry gatherings. We also launched Innovation Days, featuring meet-and-greet sessions between key business unit leaders and diverse suppliers, with a focus on Indigenous procurement, engaging 58 Indigenous suppliers.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

**Spend with diverse suppliers**

TELUS enhanced its tier two<sup>19</sup> spend process, incorporating valuable feedback from top suppliers. We launched a comprehensive tier two questionnaire with our top 200 suppliers to track and report diversity spend, supported by dedicated webinars and communications. This improved data collection enables TELUS to collaborate more effectively with our partners, furthering our commitment to economic development and reconciliation. Ultimately, this initiative amplifies our positive impact in the communities where we live, work and serve.

Since 2019, we have had a target to increase our diverse supplier spend by three to five per cent over the previous year. In 2026, our target is to increase the tier one diverse supplier spend by five per cent, the Indigenous supplier spend by five per cent, and to increase the number of diverse and Indigenous suppliers working with TELUS.

**Conflict minerals**

The Securities and Exchange Commission (SEC) maintains reporting requirements to disclose the use of designated minerals and metals mined in the Democratic Republic of Congo and adjacent countries. Cassiterite (a source of tin), wolframite (a source of tungsten), columbite-tantalite (or coltan, a source of tantalum) and gold are often referred to as conflict minerals. Such minerals may be used in the electronic and communications equipment that we use or sell.

As a signatory of the UNGC, we are committed to preventing human rights abuses that could result from our operations. SEC reporting requirements for conflict minerals, mandated by Section 1502 of the *Dodd-Frank Wall Street Reform and Consumer Protection Act*, came into effect for our 2013 annual reporting cycle. We have performed our due diligence and complied with these requirements each year.



<sup>19</sup> We define tier two diverse suppliers as those which are engaged via a TELUS tier one non-diverse supplier.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
<b>Responsible AI, privacy and transparency</b>
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Responsible AI, privacy and transparency

Earning and maintaining customer trust is foundational to everything we do. We diligently protect personal information and use data in ways that generate value, promote respect and deliver security. Our technology deployment adheres to ethical principles and data integrity, aligning with our TELUS Privacy Commitment.

Our Data and Trust Office (DTO) designs and implements data handling practices that preserve customer privacy, and it also leads the governance of artificial intelligence (AI). We continuously advance our privacy and data governance models to ensure the robust protections we provide evolve in step with technological advancements such as AI. Central to DTO’s mission is earning and maintaining customer trust through transparency and openly communicating TELUS’ rigorous data handling practices and unwavering commitment to ethical data use. Learn more about the TELUS Trust Model at [telus.com/Trust](https://telus.com/Trust).

Our global, world-leading program enables seamless collaboration between dedicated DTO experts and business units in order to responsibly unlock data and AI’s transformative potential. This approach actively supports TELUS-wide innovation and the adoption of new technology.

## Data and trust

To assess potential risks associated with data usage across privacy, security, AI and more, we have implemented a comprehensive data risk assessment framework, the Data Enablement Plan (DEP). When risks are identified, our robust data governance processes enable us to mitigate and monitor them effectively. To support our DEP, we have provided comprehensive data steward training to more than 600 team members from across all business units so they can provide leadership on data usage programs.

Our Data and AI Literacy program empowers team members throughout TELUS to deepen their understanding of how to work and innovate with data responsibly. With targeted resources and training, we equip every team member to effectively utilize data in their daily work.

## Thought leader in responsible AI

In 2025, we enhanced our global presence as a thought leader in responsible AI. We became the first Canadian company to embrace the Hiroshima AI Process (HAIP) Reporting Framework and the only Canadian case study to be featured in the Business at OECD report, *Boosting Productivity and Business Growth – the Role of Artificial Intelligence (AI) Skills*, highlighting our AI literacy efforts as key drivers of value across diverse lines of business.

In addition, we were invited to join the United Nations’ International Telecommunications Union’s AI Skills Coalition and to take the stage at the UN’s AI for Good Summit in Geneva. TELUS hosted a workshop at the Summit, *Crafting ethical AI with Indigenous intelligence: Partnering with Indigenous Peoples for innovative solutions*. The session, featuring Shani Gwin, CEO of pipikwan pēhtākwan and a member of the TELUS Indigenous Advisory Council, explored how two-way learning that combines Western innovation with Indigenous knowledge can lead to more ethical, inclusive technologies.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Artificial intelligence

TELUS' global-leading responsible AI program is founded on five principles: accountability, human-centricity and beneficial use, respect and fairness, safety and robustness, and transparency.

In January 2026, we released our third annual [TELUS AI report](#). In this research report, TELUS shares the perceptions, insights and opinions on AI of nearly 11,000 Canadians and Americans, including Indigenous Peoples, racialized groups, youth, people with physical disabilities, and the 2SLGBTQIA+ community. We also grew our global presence by creating a team of dedicated professionals within the DTO who are directly responsible for managing our global privacy and AI compliance.

To ensure rigorous accountability, our AI Policy is approved by the Board, with the Corporate Governance Committee providing quarterly oversight for data, AI and privacy.

Furthering our commitment to reconciliation through data ethics efforts, TELUS and Melanie Demers of Two Worlds Consulting published a research paper, *Sustainable Involvement of Indigenous Peoples in AI*, on building respect and sovereignty into AI's design, and engaging diverse voices and perspectives to help shape the technology that will define our future. In October, TELUS announced a partnership with Indigenomics to leverage TELUS' Sovereign AI Factory to accelerate the development of IndigenomicsAI – an Indigenous economic intelligence platform designed to measure, mobilize and amplify Indigenous economic activity while helping keep Indigenous data, knowledge and intellectual property secure.

In 2025, our Data and Trust Office and AI Accelerator teams collaborated on our TELUS AI for Good initiative. AI for Good has four pillars: applied AI in action (establishing a TELUS AI Research Forum that connects research partnerships with real-world applications to support positive social impact through our innovative technology capabilities); value-driven research (setting the standard for human-centric AI development by giving voice to diverse communities through our annual AI Report and contributing to international frameworks that build trust); literacy and skills development (advocating for data and AI literacy and using our global partnerships to deliver AI literacy workshops that build skills for all); and giving back and community impact (partnering with not-for-profit organizations to provide discounted or free access to Fuel iX, our enterprise AI platform, and our Sovereign AI Factory, supporting meaningful community impact across health, agriculture and environmental initiatives).

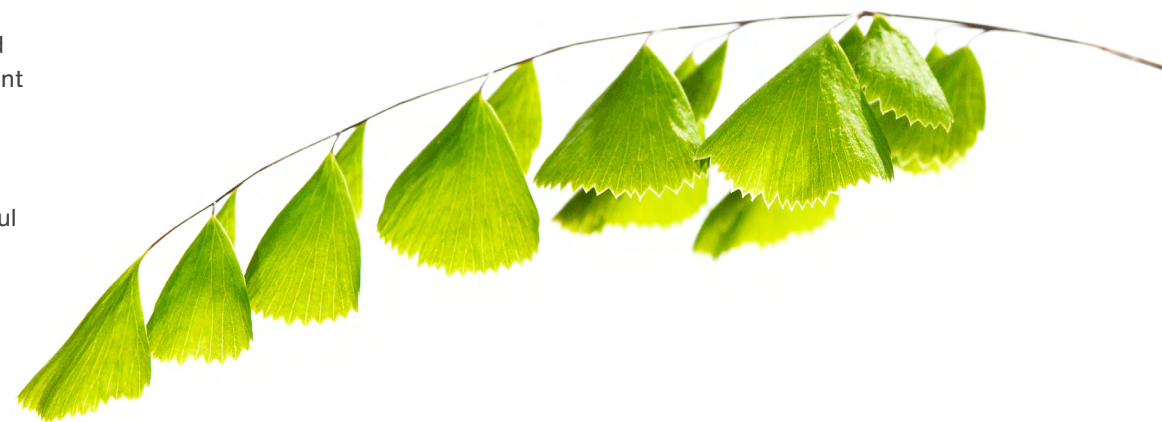
## Our privacy commitment

The [TELUS Privacy Management Program](#) aims to be transparent with customers and to provide direction to our team members. The program provides a comprehensive view of how TELUS implements responsible and accountable data governance through the entire life cycle of data.

The [TELUS Privacy Centre](#) is the primary online resource for Canadian customers who want to know more about how TELUS handles and protects personal information and their rights relating to their information held by TELUS. The Centre publishes frequently asked questions on topical privacy issues. [TELUS' Privacy Commitment](#) describes for Canadian customers, in plain language, the personal information that TELUS collects, the purpose of the collection and how personal information is used by TELUS.

Customers can make a request to our [Privacy Request Centre](#), including requests to access their personal information, have their information sent to them for transfer to another service provider and requests to have their personal information held by TELUS deleted. TELUS responds to such requests in a timely manner that aligns with applicable laws and TELUS' industry-leading policies and practices.

This year, our team updated TELUS Health's externally-facing privacy disclosures by consolidating and globalizing existing privacy commitments, policies and statements. This simplified, user-centric and scalable structure will allow TELUS to rapidly address future changes in laws and business practices, and enable our business to be more agile as it continues to evolve and enter new markets.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

TELUS does not collect customer personal information for secondary purposes without a proper legal basis, such as customer consent (meaning the intentional use of personal information by the Company that is outside the primary purpose for which the data was collected, as set out in TELUS privacy policies, contracts and/or notices to the individual). No customer personal information is intentionally used outside the purpose(s) for which the data was collected pursuant to the applicable TELUS privacy policy, notices and/or agreements. TELUS regularly reviews its internal and external privacy documents to ensure they reflect best practices in a constantly changing privacy environment. In 2024, TELUS released a new Team Member Privacy Commitment applicable to its team members globally.

TELUS Security conducts regular penetration tests at the application level to maintain the security of data held by TELUS, which includes customers' personal information. Furthermore, our Loss Prevention team proactively monitors and manages adherence to our Security, Privacy, Health and Safety and Operational policies through ongoing systems monitoring and reporting.

In addition, we engage independent external auditors to assess our compliance with SOC2, PCI-DSS and ISO-27001. TELUS Digital's [Privacy Policy](#) outlines our approach to the collection, use, retention and protection of data and adheres to the legislation of the jurisdictions in which we operate. TELUS Digital is independently certified to the following information security and privacy standards: PCI DSS, ISO 27001: 2022, ISO 27701, , HITRUST, and SSAE 21 SOC 1 and 2.

### Privacy complaints

In 2025, there were no TELUS privacy complaints resulting in a finding of "well founded" by the Office of the Privacy Commissioner of Canada or any other privacy regulator.

TELUS has a well-developed internal process for tracking and fully addressing telecommunication privacy complaints. The Privacy Request Centre is staffed by team members experienced in privacy issues who receive privacy complaints, carry out investigations and work with customers to resolve complaints. Whether a complaint is well founded or not, Privacy Request Centre team members provide individuals with an explanation of the outcome. Customers are made aware that they have the option of taking their complaint to an external body, such as the Office of the Privacy Commissioner of Canada.

### Breaches

Any organization that collects and uses personal information must be prepared to respond quickly and effectively to a breach of data security safeguards. We have a dedicated breach response group within the DTO that coordinates cross-functional teams to rapidly address suspected breaches. The teams are guided by a Data Incident Readiness and Response Playbook.

### Transparency

TELUS is committed to tracking trends in the volume of lawful requests received from Canadian law enforcement. Each request undergoes a rigorous review to ensure legal validity and appropriate scope. We disclose data only to the extent legally required. Furthermore, in upholding our obligation to protect customer data and privacy, TELUS will challenge any lawful request that exceeds the bounds of legal authorization.

In 2025, the volume of lawful requests decreased from 2024. Notably, law enforcement agencies demonstrated a higher degree of prioritization in their lawful requests during this period.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
<b>Risk management and business continuity</b>
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Risk management and business continuity

2025 was marked by multiple domestic natural hazard events: extreme wind events, severe winter storms, floods, tsunami watches and a highly active wildfire season that broke historical records. Concurrent international challenges, such as trade tensions, supply chain disruptions, armed conflict and major environmental events, have required our teams to swiftly manage multiple incidents to ensure team member safety, protect our facilities and operations, and maintain material supply continuity to ensure customer services levels are met.

## Emergency management and resilience

Our comprehensive emergency management and business continuity program, anchored by the Emergency Management Operations Committee (EMOC) and the Proactive Climate Change Event and Risk Readiness VP Council, encompasses monitoring, preparedness, mitigation, response, and recovery efforts across our global footprint. A culture of continuous improvement and rigorous “after-action review” ensures we systematically strengthen capabilities across all phases of emergency management, embedding learnings from each response into our processes.

## Community partnerships and response

Our best-in-class community-based emergency management program deploys trained liaisons in key communities where TELUS operates across Canada. In 2025, our Emergency Management Primes (EMP) represented TELUS in multiple government-led Emergency Operations Centres (EOC), providing essential service information, telecommunications support where needed, and supporting our communities and partner agencies responding to major events. We work collaboratively with our telecommunications industry partners, regulatory agencies, utility and critical infrastructure providers, First Nations communities, and other stakeholders to advance a whole-of-community approach to emergency management.

## Innovation and emerging capabilities

We actively participate in industry groups focused on climate change and emergency management in Canada, identifying opportunities to leverage TELUS’ technological solutions and digital capabilities to improve communication effectiveness before, during and after disruptions. As TELUS expands its operations globally, our team is evaluating AI tools that could strengthen disaster preparedness and response through analysis of international threat intelligence sources. This emerging capability has the potential to mitigate threats before they occur through predictive assessment of critical infrastructure relative to historical and climate-related patterns.

## Preparedness excellence

TELUS has expanded its internal exercise program to cultivate preparedness excellence. In 2025, we conducted an internal exercise with participants from multiple business units to test our response to a complex incident coinciding with major event preparations. The scenario stressed both technical and communication systems, evaluating out-of-band communication tools, incident response processes, and EMOC activation protocols. Our team demonstrated strong collaborative skills and deep technical expertise, particularly in activity prioritization and stakeholder communications – capabilities that protect service continuity and shareholder value during disruptions.

We remain committed to implementing reliable, sustainable solutions that strengthen our network resilience and team readiness, ensuring uninterrupted communications for Canadians and protecting our operational infrastructure in the face of evolving challenges.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
<b>Risk management and business continuity</b>
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Cybersecurity

Our cybersecurity strategy is overseen by the TELUS Chief Security Officer, who presents to and engages the Audit Committee of the Board of Directors on a quarterly basis. In addition, TELUS Health and TELUS Digital recently appointed Chief Security Officers. Our security team keeps up to date with the latest physical and cyber threats and devises solutions that help keep TELUS, our network, team members and customers secure.

**Our security team keeps up to date with the latest physical and cyber threats and devises solutions that help keep TELUS, our network, team members and customers secure.**

We provide resources to all team members to enable them to report security issues (e.g. loss, phishing, fraud, social engineering attempts), and resources to design secure solutions, and have a library of our corporate security policies and practices. In the event that a team member notices something suspicious, we maintain a clear escalation process so that issues are managed according to our policies. Furthermore, all team members complete cybersecurity awareness training on an annual basis.

## Regulatory compliance

We understand the important role regulation plays for our operating environment and our customers. We continue to advocate for constructive regulatory changes and to demonstrate compliance with legislation, regulatory rules and requirements while delivering vital and reliable products and services. We have established robust compliance programs to address and fulfill our obligations with respect to the regulatory frameworks under the *Telecommunications Act*, Canada’s Anti-Spam Legislation (CASL), and the Unsolicited Telecommunications Rules (UTRs).

We strategically embed regulatory compliance into our operational processes and procedures and understand that robust risk management solutions not only ensure adherence to regulations but also showcase our dedication to enhancing our systems, processes, products and services for the benefit of our customers. We capitalize on regulatory requirements to refine products and services and this proactive stance positions TELUS as an industry leader that our stakeholders can trust.

Canadian Radio-television and Telecommunications Commission (CRTC) decisions and court rulings continue to support the federal government’s exclusive jurisdiction over telecommunications, including the construction, maintenance and operation of network infrastructure, allowing TELUS to deliver services to Canadians and contribute to the digital economy.

## Wireless and Internet Codes

The CRTC has established a number of consumer-facing requirements, including codes of conduct, which are amended from time to time. Currently, there are CRTC processes underway to address recent amendments to the *Telecommunications Act*, which may impact these codes and other regulations.

The CRTC’s Wireless Code is a mandatory code of conduct for all retail mobile wireless voice and data service providers offering services to consumer and small business customers. The Wireless Code has established baseline requirements for customer rights and responsibilities, as well as standards for service providers and industry behaviour. As part of our annual compliance reporting requirement, we submit a Wireless Code compliance report to the CRTC.

The CRTC’s Internet Code is a mandatory code of conduct for large facilities-based internet service providers (ISPs), including TELUS, that provide retail fixed internet access service (Internet Services). The Internet Code established requirements for ISPs to ensure that consumers are empowered to make informed decisions about their Internet Services, and to make it easier for consumers to take advantage of competitive offers. We strive to exceed these standards as part of our Customers First commitment. To meet our compliance obligations with the Internet Code, we report annually to the CRTC to demonstrate compliance with the requirements set out in the Internet Code.

## Accessibility

We promote the values of diversity and inclusion and are committed to meeting the needs of people with disabilities. In this effort, we have engaged in consultations with people with disabilities to better understand their needs and enhance accessibility offerings. TELUS Mobility and Koodo® offer discounted mobile rate plans and Public Mobile® offers a data add-on for people with disabilities, with each brand providing unlimited, zero-rated access to Canada’s video relay service, which enables sign language users to have video conversations over the internet. In addition, we have developed a comprehensive database of accessibility features and devices based on audits of wireless devices conducted by the Inclusive Design Research Centre. We list the audited mobile devices and their accessibility features [on our website](#).

**We have developed a comprehensive database of accessibility features and devices based on audits of wireless devices conducted by the Inclusive Design Research Centre.**

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

We train our representatives to engage with people of all abilities and keep them up to date on the latest assistive devices and accessibility offerings. To enhance the accessibility of built environments, we have worked with the Rick Hansen Foundation to obtain Accessibility Certification for numerous retail locations. Further, we offer other programs to assist people living with disabilities, including Tech for Good in partnership with March of Dimes Canada, and Internet for Good, both of which are helping to enable equal access to technology and create a more accessible world.

Our TELUS Accessibility Plan 2023–2026 and a full description of our various accessible products and services can be found [on our website](#).

### Net neutrality

Net neutrality is the concept that all traffic on the internet be given equal treatment by ISPs with little to no manipulation, discrimination or preference. The CRTC has an established net neutrality framework with respect to internet traffic and we remain in full compliance. The legislative framework for net neutrality is included in the *Telecommunications Act*, as well as mandated in CRTC decisions governing internet traffic management practices and differential pricing practices, and these combine to form the current policy framework for net neutrality in Canada.

### Preventing spam and nuisance calls

CASL is intended to protect Canadians from spam conducted by way of electronic messaging (e.g. marketing emails, text messages) and other electronic threats, while allowing companies to compete in an increasingly digital world. The key requirements under CASL concern disclosure, consent and form requirements for commercial electronic messages sent by, or on behalf of, TELUS.

The UTRs regulate telemarketing conducted by live voice calls and fax messages, and also cover restrictions on the use of automatic dialing-announcing devices to prevent undue inconvenience or nuisance to consumers. The restrictions include, but are not limited to, permitted calling hours for making telemarketing calls, identification and contact information requirements for the telemarketer, and the processing of requests to be placed on the caller’s internal do-not-call list.

We maintain CASL and UTR compliance programs to ensure that TELUS’ business activities, as well as activities undertaken on behalf of TELUS, comply with CASL and the UTRs, while providing value to our customers and competing effectively in the Canadian and global economies. We continue to offer our team members up-to-date training and education with respect to TELUS’ CASL and UTR obligations to ensure compliance.

In addition, we have developed a Call Control service, an advanced call filtering system that is very effective at blocking auto-dialed nuisance calls. Call Control is available to wireline subscribers, and TELUS Mobility and Koodo users. TELUS also supports the STIR/SHAKEN protocols for validation of calling numbers.

### Emergency public alerting

TELUS is a proud supporter of the Canadian public alerting system, which provides wireless and broadcasting customers with immediate notice of an emergency that is occurring, or about to occur, in their local area. Further details of Canada’s emergency public alerting system and a demonstration of how the alert appears and sounds on a wireless device are available at the [Alertready.ca](#) website.

### Radio frequency emissions

[Health Canada](#) is responsible for establishing safe limits for signal levels of radio devices, while Innovation, Science and Economic Development (ISED) Canada sets the regulatory framework for wireless devices and antenna installations. The wireless devices we sell, as well as our cellular antennas and other associated devices, comply with all applicable Canadian standards.

Exclusive jurisdiction over the placement of cellular antennas is set out under ISED requirements in circular [CPC-2-0-03](#) for telecommunication carriers. If a new antenna location is required, we follow the default public consultation process when reviewing locations unless the land use authority has its own recommended protocol.



Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
<b>Governance</b>
ESG governance
Ethics
Human rights
Public policy and advocacy
Economic impacts
Responsible supply chain
Responsible AI, privacy and transparency
Risk management and business continuity
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

## Broadcasting

Our regional licences to operate broadcasting distribution undertakings in British Columbia, Alberta and Quebec, and our national licence to operate a national pay-per-view service, were administratively renewed in 2023, extending the licence terms to August 31, 2026. The CRTC also renewed TELUS’ licence for our national video-on-demand service in 2023, and our licence term will expire in 2028.

The *Broadcasting Act* was amended in April 2023, requiring consultations by the CRTC on a regulatory framework to implement the new provisions. TELUS is participating in these consultations. In January 2025, the CRTC issued a consultation to examine the market dynamics between small, medium and large programming, distribution and online services, and the tools available to ensure the sustainability and growth of Canada’s broadcasting system. TELUS participated in the written consultation, and in the public hearing held in June and July 2025. Other consultations the CRTC has undertaken concern, among other issues, the contribution framework that will apply to traditional and online broadcasting undertakings, the registration of online undertakings, exemption orders and basic conditions of service that will apply to online undertakings, and registration requirements and conditions of service for online undertakings.

## Copyright Act

“Notice and Notice” provisions in the *Copyright Act* require ISPs to forward notices received from copyright-holders about alleged acts of copyright infringement by customers. TELUS has complied with the Notice and Notice requirements since they came into force, and prior to that, voluntarily forwarded notices of alleged infringement received from copyright complainants. TELUS continues to advocate for changes to the *Copyright Act*, including to reduce risk for ISPs under the regime. The intent of these advocacy efforts, which remain ongoing, is to:

- Deter misuse of the regime by rights owners, by allowing ISPs to charge a fee for notice forwarding, and
- Reduce non-compliance risks by requiring that statutory damages awards be proportional to actual harm to rights holders, supported by evidence of bad faith, and subject to a due diligence defence for ISPs.

## TELUS Health

TELUS Health plays an active role in supporting a regulatory framework that will help transform, digitize and expand access to healthcare. Digital health technologies, including virtual care, have great potential to address many of the challenges faced by the Canadian healthcare system and health systems around the world. We also recognize and respect the principles of the *Canada Health Act*, and that Canadian citizens should have equal access to medically necessary services.

Within Canada and globally where applicable, TELUS Health also advocates for positive regulatory changes that would result in national digital interoperability standards to facilitate collaboration between and among health professionals in a patient’s healthcare team. This allows healthcare professionals to collaborate and exchange information across multiple healthcare systems (e.g. hospitals, clinics, pharmacies, care homes and laboratories) and provides patients access to their health records and those of their dependents with consent.

## TELUS Agriculture & Consumer Goods

With TELUS Agriculture & Consumer Goods’ international footprint, our operations must comply with the laws, regulations and decisions in effect in all of the jurisdictions in which we operate (currently over 60 countries). These laws and regulations relate to a number of aspects of TELUS Agriculture & Consumer Goods’ business, including data privacy and protection, privacy practices, data residency, employment and labour relations, trade protections and restrictions, import and export controls, tariffs, taxation, sanctions, data and transaction processing security, records management, cross-border data transfers and corporate governance.

## TELUS Digital

With TELUS Digital’s international footprint spanning 35 countries, our operations must comply with laws, regulations and decisions in effect in the areas where we operate governing digital services, data privacy and protection, privacy practices, data residency, AI ethics, employment and labour relations, trade protections and restrictions, import and export controls, tariffs, taxation, sanctions, data and transaction processing security, records management, corporate governance, content moderation standards, and cross-border data transfers.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Independent Practitioner’s Limited Assurance Report

To the Board of Directors of TELUS Corporation

We have undertaken a limited assurance engagement of the selected sustainability information of TELUS Corporation (“TELUS” or the “Company”) for the year ended December 31, 2025 (collectively referred to as the “Selected Sustainability Information”), as disclosed in Appendix A.

## Management’s Responsibility

Management is responsible for the preparation of the Selected Sustainability Information with reference to the Global Reporting Initiative (“GRI”) Standards, Greenhouse Gas Protocol<sup>20</sup> (“GHG Protocol”) and TELUS management definitions (collectively, the “applicable criteria”). Management is also responsible for selecting the applicable criteria used and for such internal control as management determines necessary to enable the preparation of the Selected Sustainability Information that is free from material misstatement, whether due to fraud or error.

## Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Selected Sustainability Information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other than Audits or Reviews of Historical Financial Information*. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Selected Sustainability Information is free from material misstatement.

A limited assurance engagement involves performing procedures (primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical and other procedures) and evaluating the evidence obtained. The procedures also include assessing the suitability in the circumstances of TELUS’ use of the applicable criteria as the basis for the preparation of the Selected Sustainability Information. The procedures are selected based on our professional judgment which includes identifying areas where the risks of material misstatement of the Selected Sustainability Information are likely to arise, whether due to fraud or error.

Our engagement included the following procedures, among others:

- Making inquiries of relevant TELUS management and staff responsible for the preparation and reporting of the Selected Sustainability Information;
- Obtaining an understanding of the underlying data that is used as an input into the calculation of the Selected Sustainability Information;
- Obtaining an understanding of the process used to prepare and report the Selected Sustainability Information; and
- Agreeing and testing the underlying data related to the Selected Sustainability Information on a sample basis.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement conducted in accordance with the International Standards on Assurance Engagements. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Selected Sustainability Information has been prepared, in all material respects, in accordance with the applicable criteria.

## Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the relevant rules of professional conduct/code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

The firm applies International Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, which requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

## Significant Inherent Limitations

The Selected Sustainability Information is subject to inherent limitations of accuracy given the nature and the methods used for determining such data. The selection of different acceptable measurement techniques can result in materially different measurements. The precision of different measurement techniques may also vary.

## Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Sustainability Information of TELUS for the year ended December 31, 2025, is not prepared, in all material respects, in accordance with the applicable criteria.

## Specific Purpose of Applicable Criteria

The Selected Sustainability Information has been prepared in accordance with the applicable criteria to assist TELUS in reporting to the Board of Directors. As a result, the Selected Sustainability Information may not be suitable for another purpose.

*Deloitte LLP*

Chartered Professional Accountants  
Vancouver, British Columbia, Canada  
April 2, 2026

<sup>20</sup>The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
<b>Appendix A</b>
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Appendix A – Selected sustainability information

For the year ended December 31, 2025.

Other than as described in the below table, which sets out the scope of our limited assurance engagement, our conclusion on the Selected Sustainability Information does not cover the other information included within the TELUS 2025 Sustainability and ESG Report (SR) or ESG Data Sheet (DS) and we do not express any form of assurance conclusion thereon.

Criteria	Selected Sustainability Information	Reference to metric's organizational boundary	2025 value
Management defined criteria	Inquiries and complaints relating to the company's ethics policy	SR p.3 DS p.15	807
	Number of concerns determined to be breaches of the ethics policy	SR p.3	201
	Supplier engagement target	SR p.3/61	45%
GRI 205-2 (e)	Percent of employees completing ethics training	SR p.3/51	95%
GRI 201-1 (a.ii)	Community investment	DS p.7	\$47 million
GRI 303-3 (a)	Total water withdrawal	DS p.6	748 million litres (L)
GRI 302-1 (e)	Total energy use – Direct sources	DS p.2	180,445 Mwh
GRI 302-1 (e)	Total energy use – Indirect sources (gross)	DS p.2	900,621 Mwh
GHG Protocol <sup>21</sup>	Total Scope 1 (direct) greenhouse gas emissions	DS p.3	41,098 tonnes CO <sub>2</sub> e
GHG Protocol <sup>21</sup>	Total Scope 2 (indirect) greenhouse gas emissions (location-based)	DS p.3	191,777 tonnes CO <sub>2</sub> e
GHG Protocol <sup>21</sup>	Total Scope 2 (indirect) greenhouse gas emissions (market-based)	DS p.3	22,771 tonnes CO <sub>2</sub> e
GHG Protocol <sup>21</sup>	Total Scope 3 Category 1 – Purchased Goods & Services	DS p.4	497,371 tonnes CO <sub>2</sub> e
GHG Protocol <sup>21</sup>	Total Scope 3 Category 2 – Capital Goods	DS p.4	63,068 tonnes CO <sub>2</sub> e
GHG Protocol <sup>21</sup>	Total Scope 3 Category 6 – Business Travel	DS p.4	9,007 tonnes CO <sub>2</sub> e

<sup>21</sup> Informed by the GHG Protocol.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Global Reporting Initiative index

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards and we have engaged Deloitte LLP as our independent assurance provider over selected indicators or disclosures. The index below lists where you can find information related to each GRI criterion – either in the 2025 Sustainability and ESG Report (SR), the 2025 ESG Data Sheet (ESG), the Climate Transition Framework (CTF), the TELUS 2025 Annual Report (telus.com/annualreport), the 2025 Annual Information Form (AIF), or the 2026 Information Circular (IC).

Standard indicator or disclosure	Report location and comments
<b>GRI 2: General disclosures</b>	
2-1 Organizational details	AIF page 6
2-2 Entities included in the organization's sustainability reporting	SR page 3
2-3 Reporting period, frequency and contact point	SR page 3
2-4 Restatements of information	SR page 3
2-5 External assurance	SR pages 8, 70
2-6 Activities, value chain and other business relationships	telus.com/annualreport
GRI 2-7 Employees	ESG pages 8-11 No significant portion of activities are performed by non-employees.
2-9 Governance structure and composition	SR pages 49-50, IC pages 21-22
2-22 Statement on sustainable development strategy	SR pages 1-2
2-23 Policy commitments	SR pages 52-55, 64-65, 67-68
2-26 Mechanisms for seeking advice and raising concerns	SR page 51
2-27 Compliance with laws and regulations	SR page 28
2-28 Membership associations	SR page 5
2-29 Approach to stakeholder engagement	SR pages 9-11
2-30 Collective bargaining agreements	SR page 46
<b>GRI 3: Material topics</b>	
3-1 Process to determine material topics	SR page 11
3-2 List of material topics	SR page 11
3-3 Management of material topics	N/A Approaches for GRI Standards specific topics listed below in this table are disclosed in each relevant section in the report, including why they are significant.  N/A Each relevant section in the report discloses applicable strategies, policies, procedures and KPIs. At the end of each section, we discuss plans for 2026 as part of a continuous evaluation process.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Standard indicator or disclosure	Report location and comments
<b>GRI 201: Economic performance</b>	
201-1 Direct economic value generated and distributed	SR pages 7, 33-35, 55-56, ESG page 18
201-2 Financial implications and other risks and opportunities due to climate change	CTF page 11
201-3 Defined benefit plan obligations and other retirement plans	SR page 45
<b>GRI 203: Indirect Economic Impacts</b>	
203-1 Infrastructure investment and services supported	SR page 57
203-2 Significant indirect economic impacts	SR page 55-58
<b>GRI 204: Procurement practices</b>	
204-1 Proportion of spending on local suppliers	ESG page 20
<b>GRI 204: Procurement practices</b>	
204-1 Proportion of spending on local suppliers	ESG page 19
<b>GRI 205: Anti-corruption</b>	
205-1 Operations assessed for risks related to corruption	SR page 51
205-2 Communication and training about anti-corruption policies and procedures	SR page 51
205-3 Confirmed incidents of corruption and action taken	SR page 51
<b>GRI 206: Anti-competitive behaviour</b>	
206-1 Legal actions for anti-competitive behavior, antitrust and monopoly practices	telus.com/annualreport
<b>GRI 302: Energy</b>	
302-1 Energy consumption within the organization	ESG page 2 Aggregate totals are reported.
302-2 Energy consumption outside the organization	ESG page 2 Aggregate totals are reported.
302-3 Energy intensity	ESG page 3
302-4 Reduction in energy consumption	ESG page 2

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Standard indicator or disclosure	Report location and comments
<b>GRI 303: Water and effluents</b>	
303-1 Interactions with water as a shared resource	SR page 27, ESG page 6
303-2 Management of water discharge-related impacts	SR page 27 TELUS is subject to municipal water stewardship and is aligned with environmental regulations. Therefore, we do not monitor the quality of effluent discharge directly as the information is not available and extends beyond our regulatory requirements.
303-3 Water withdrawal	SR page 27 TELUS is subject to municipal water stewardship and is aligned with environmental regulations. Therefore, we do not measure a breakdown by type of water withdrawal directly as the information is not available and extends beyond our regulatory requirements.
303-5 Water consumption	ESG page 6
<b>GRI 305: Emissions</b>	
305-1 Direct (Scope 1) GHG emissions	ESG page 3
305-2 Indirect (Scope 2) GHG emissions	ESG page 3
305-3 Other indirect (Scope 3) GHG emissions	ESG page 4
305-4 GHG emissions intensity	ESG page 4
305-5 Reduction in GHG emissions	ESG page 4
<b>GRI 306: Waste</b>	
306-2 Management of significant waste-related impacts	SR pages 24-27
306-3 Waste generated	ESG pages 5-6
306-4 Waste diverted from disposal	ESG pages 5-6
306-5 Waste directed to disposal	ESG pages 5-6
<b>GRI 308: Supplier environmental assessment</b>	
308-1 New suppliers that were screened using environmental criteria	SR pages 59-60 The number of suppliers assessed is disclosed but the percentage is unavailable due to data access issues for suppliers otherwise engaged.
GRI 410-1 Security personnel trained in human rights policies and procedures	SR page 54-56
<b>GRI 401: Employment</b>	
401-1 New employee hires and employee turnover	ESG pages 10-11
401-2 Benefits provided	SR page 45
<b>GRI 402: Labour and management relations</b>	
402-1 Minimum notice periods regarding operational changes	SR page 46 The minimum notice provided is three weeks to a maximum of 12 months (for 95% of our unionized team members).

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Standard indicator or disclosure	Report location and comments
<b>GRI 403: Employment</b>	
403-1 Occupational health and safety management system	SR pages 40-41
403-2 Hazard identification, risk assessment and incident investigation	SR pages 40-41
403-5 Worker training on occupational health and safety	SR page 41
403-6 Promotion of worker health	SR page 40
403-9 Work-related injuries	ESG page 15
<b>GRI 404: Training and education</b>	
404-1 Average hours of training per year per employee	ESG page 12
404-2 Programs for upgrading employee skills and transition assistance programs	SR pages 42-44
404-3 Percentage of employees receiving regular performance and career development reviews	SR page 43
<b>GRI 405: Diversity and equal opportunity</b>	
405-1 Diversity of governance bodies and employees	SR page 49, ESG page 9
<b>GRI 406: Non-discrimination</b>	
406-1 Incidents of discrimination and corrective actions taken	SR pages 52-53, ESG page 15
<b>GRI 408: Child labour</b>	
408-1 Operations and suppliers at significant risk for incidents of child labour	SR pages 52-53 See our <a href="#">UNGC Communication on Progress</a> . See our <a href="#">Fighting Against Forced Labour and Child Labour in Supply Chains Act Statement</a>
<b>GRI 409: Forced or compulsory labour</b>	
409-1 Operations and suppliers at significant risk for incidents of forced and compulsory labour	SR pages 52-53 See our <a href="#">UNGC Communication on Progress</a> . See our <a href="#">Fighting Against Forced Labour and Child Labour in Supply Chains Act Statement</a>
<b>GRI 410: Security practices</b>	
410-1 Security personnel trained in human rights policies and procedures	SR pages 52-53
<b>GRI 411: Security practices</b>	
411-1 Incidents of violations involving rights of Indigenous Peoples	SR pages 52-53 There have been no alleged incidents of human rights violations against Indigenous Peoples.

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Standard indicator or disclosure	Report location and comments
<b>GRI 414: Supplier social assessment</b>	
414-1 New suppliers that were screened using social criteria	SR page 60 All new suppliers engaged through major procurement contractual templates have TELUS' Supplier Code of Conduct included. Percentage is unavailable due to data access issues for suppliers otherwise engaged.
<b>GRI 415: Public policy</b>	
415-1 Political contributions	SR page 54
<b>GRI 418: Supplier social assessment</b>	
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG page 19

# Sustainability Accounting Standards Board index

This index discloses information based on the recommendations of the Sustainability Accounting Standards Board (SASB) – Telecommunication Services industry classification, where applicable to TELUS and provided such disclosure is not commercially sensitive.

Standard	Activity metric	Measurement/omission	2025	SASB code
Environmental Footprint of Operations	Total energy consumed	Gigajoules (GJ), Percentage (%)	2025 ESG Data Sheet, page 2	TC-TL – 130a.1
Environmental Footprint of Operations	Percentage grid electricity	Gigajoules (GJ), Percentage (%)	2025 ESG Data Sheet, page 2	TTC-TL – 130a.1
Environmental Footprint of Operations	Percentage renewable energy	Gigajoules (GJ), Percentage (%)	2025 ESG Data Sheet, page 2	TC-TL – 130a.1
Data Privacy	Description of policies and practices relating to behavioural advertising and customer privacy	Discussion	Pages 63-65	TC-TL – 220a.1
Data Privacy	Number of customers whose information is used for secondary purposes	TELUS uses customer personal information only for purposes for which we have the customer's express or implied consent or as otherwise authorized or required by law.	N/A	TC-TL – 220a.2
Data Privacy	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	This response reflects monetary losses as a result of legal proceedings associated with TELUS customer privacy but does not include any legal fees or costs incurred to defend claims.	\$0	TC-TL – 220a.3
Data Privacy	(1) Number of law enforcement requests for customer information, (2) number of customers whose information was requested, (3) percentage resulting in disclosure	Number, Percentage (%)	2025 ESG Data Sheet, page 20	TC-TL – 220a.4
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Disclosure of the number of data breaches could be misleading, as some actions may not involve a company's direct fault (outside of a liability context), such as third-party breaches. Please refer to TELUS' Privacy Management Program Framework for more details on how TELUS safeguards customer data.	N/A	TC-TL – 230a.1
Data Security	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion	Pages 63-65	TC-TL – 230a.2
Product end-of-life management	(1) Materials recovered through take back programs, percentage of recovered materials (2) reused, (3) recycled, and (4) landfilled	Metric tons (t)	2024 ESG Data Sheet, page 7	TC-TL - 440a.1
Competitive Behaviour and Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Discussion	2025 Annual Information Form, section 10	TC-TL – 520a.1
Competitive Behaviour and Open Internet	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content	Megabits per second (Mbps)	telus.com/annualreport	TC-TL – 520a.2
Competitive Behaviour and Open Internet	Description of risks and opportunities associated with net neutrality, paid peering, zero rating, and related practices	Discussion	Page 68	TC-TL – 520a.3

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Standard	Activity metric	Measurement/omission	2025	SASB code
Managing Systemic Risks	1) System average interruption frequency	Total number of customer interruptions divided by total number of customers	Page 57	TC-TL – 550a.1
Managing Systemic Risks	(2) Customer average interruption duration	Sum for all interruptions of the total downtime of each interruption multiplied by the number of customer accounts affected by each interruption	Page 57	TC-TL – 550a.1
Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	Discussion	Page 57	TC-TL – 550a.2

**Activity Metrics**

Standard	Measurement	2025	SASB code
Number of mobile subscribers	Number	telus.com/annualreport	TC-TL-000.A
Number of wireline subscribers	Number	telus.com/annualreport	TC-TL-000.B
Number of broadband subscribers	Number	telus.com/annualreport	TC-TL-000.C
Network traffic	This information is considered to be competitively sensitive and is therefore not disclosed		TC-TL-000.D

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Purpose disclosures index

TELUS used the following aspects of the Purpose Disclosures Guidance developed by the Canadian Purpose Economy Project<sup>20</sup> to inform our 2025 Sustainability & ESG Report. While we were able to address most of the disclosure objectives, we aim to improve our future reporting to better align to the index.

Disclosure elements	Disclosure objectives	Reference
Purpose meaning and development	The organization’s stated purpose and what it means in specific terms	Page 6
	How the purpose was developed or updated, including the role of stakeholders	Pages 9-11
	How users can access purpose disclosures	Page 6
Business model and prospects	How the purpose drives the organization’s commercial success	Page 7
	How the organization leverages, or is changing its business model to achieve its purpose	Page 7
	How the organization engages its value chain, relationships and stakeholders to achieve its purpose	Pages 9-11, 33-37
Strategy	How any vision statement of the organization reflects its purpose	TBD
	How the organization’s strategic business goals, objectives and targets provide a pathway to realizing the purpose	Pages 13-14
	The commercial and financial impact of the purpose	Pages 7, 56 telus.com/annualreport
	How the organization resources the purpose financially	Pages 56-58
Culture and human resources	How the organization aligns its culture with its purpose	Pages 40-45
	How the organization integrates its purpose in human resource management	Pages 42, 44, 49-50
Governance and accountability	How responsibilities for purpose oversight are reflected in the board terms of reference, mandates, role descriptions and other related policies	Appendix A – Terms of reference for the Board, page 3
	How board recruitment, education and evaluation contribute to oversight of the purpose	2026 Information Circular, page 46
	Management’s role in the governance process, controls and procedures used to monitor, manage and oversee purpose integration and achievement	Pages 49-50
	How purpose integration and achievement are reflected in CEO and executive objectives and incentives	2026 Information Circular, page 105

<sup>20</sup> <https://purposeeconomy.ca/wp-content/uploads/2024/08/Purpose-Disclosures-Guidance.pdf>

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

Disclosure elements	Disclosure objectives	Reference
Risks and opportunities	The significant risks to the achievement of the purpose or arising from the pursuit of the purpose	Page 11
	How the organization identifies and manages significant risks to the purpose, (i.e., risks that could affect achievement of its purpose)	TBD
	How the organization identifies and manages significant risks from the organization pursuing its purpose	TBD
	How the organization identifies and manages significant opportunities for or from the organization's purpose	Page 42
Measurement	The description of the organization's purpose measurement framework for evaluating both purpose integration (process) and purpose achievement (performance)	TBD
	The actual results in relation to process and performance targets	TBD
	The assumptions, methods and standards that support reliability and promote credibility of metrics	TBD
	The methods to enhance the quality and credibility of disclosures	Page 70

Letter from our Chief Social Innovation, Communications and Brand Officer
About this report
About TELUS
Our business model
Our reconciliation commitment
Engagement, material ESG topics and priority setting
Our environmental, social and governance framework
Environment
Social
Governance
Limited assurance report
Appendix A
Global Reporting Initiative index
Sustainability Accounting Standards Board index
Purpose Disclosures Index
Caution regarding forward-looking statements

# Caution regarding forward-looking statements

This Sustainability and ESG Report contains forward-looking statements. Forward-looking statements include any statements that do not refer to historical facts and are typically identified by the words “goal”, “objective”, “plan”, “intend”, “strategy” and other similar expressions. They include, but are not limited to, statements in the report relating to our sustainability goals and the United Nations Sustainable Development Goals, and statements relating to our business plans and objectives, such as statements about business continuity plans, investment in and expansion of our communications infrastructure and operations and the extension of our network, energy reduction initiatives, environmental remediation targets, and plans to implement best practices as we integrate acquired businesses.

By their nature, forward-looking statements are subject to inherent risks and uncertainties, including risks associated with capital and debt markets, our ability to identify and implement solutions to reduce energy consumption and adopt cleaner sources of energy, our ability to identify and make suitable investments in renewable energy including in the form of power purchase agreements, our ability to continue to realize significant absolute reductions in energy use and the resulting GHG emissions in our operations (including as a result of programs and initiatives focused on our buildings and network), and other risks associated with achieving our goals to reduce our GHG emission targets by 2030 or sooner. Forward-looking statements are made based on assumptions, including assumptions about future economic conditions and courses of action. These assumptions may ultimately prove to have been inaccurate and, as a result, our actual results or events may differ materially from our expectations expressed in or implied by the forward-looking statements. There can be no assurance that TELUS will achieve its goals or objectives.

Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could also cause actual future performance and events to differ materially from those expressed in the forward-looking statements. These factors include, but are not limited to:

- Regulatory developments and government decisions
- The competitive environment
- The impact of technological substitution
- Capital expenditure levels and potential outlays for spectrum licences
- Economic performance in Canada
- Our earnings and free cash flow
- Business continuity events.

Accordingly, this document is subject to the disclaimer and qualified by the assumptions, qualifications and risk factors described in detail in the Management’s discussion and analysis included in our [2025 Annual Report](#) and in other TELUS public disclosure documents and in filings with securities regulatory authorities in Canada (on SEDAR+ at [sedar.com](#)) and in the United States (on EDGAR at [sec.gov](#)).

Except as required by law, TELUS disclaims any intention or obligation to update or revise forward-looking statements. Forward-looking statements in this report are presented for the purpose of assisting our stakeholders in understanding certain of our sustainability goals and objectives in the context of our anticipated operating environment. Such information may not be appropriate for other purposes.