

TELUS 2022 ESG Data Sheet



Contents

1	Governance	11	Economic impact
2	Putting customers first	15	Our people
3	Environment	23	Supply chain sustainability
9	Community	24	Privacy, transparency and regulatory compliance

Our 2022 ESG Data Sheet aims to provide a consolidated overview of our environmental, social and governance performance data to accompany our annual sustainability and ESG report. For further ESG information and context on each of the data sets included, please reference our [2022 Sustainability and ESG Report](#).

Unless otherwise stated, the reporting period for information contained in this report is January 1 - December 31, 2022. In this report, “TELUS (except TI)” refers to TELUS Corporation and its subsidiaries other than TELUS International (Cda) Inc. (“TELUS International” or “TI”) and its subsidiaries. All references in this report to TELUS International or TI include its subsidiaries. All non-monetary information, unless otherwise noted, in this report is for TELUS (except TI), other than for information and data related to energy, water and greenhouse gas emissions, community giving and volunteer hours which does include TI data, unless otherwise noted. For information on sustainability for TI, please refer to this [link](#). This report also describes TELUS Friendly Future Foundation (TFFF) grants. TFFF

is the funding arm for charitable granting decisions made by our 13 Canadian TELUS Community Boards, however it is an entity distinct from TELUS Corporation. Data and information related to acquisitions TELUS has made between January 1 - December, 31, 2022, is not included unless otherwise stated.

All financial information is presented in Canadian dollars and other data exclusions or additions are noted throughout the document.

We provide three years of comparative data in this ESG data sheet. Where three years of data are not available, we disclose the data available and comparative data for those years only.

Additional information about our environmental, social and governance performance can be found at [telus.com/sustainability](#). Our [2022 Annual Report](#) provides information on our financial performance.

Governance

We have a long-standing commitment to high standards in corporate governance, and to full and fair disclosure. Our organizational structure, corporate policies and practices enable social, economic and environmental elements to be considered at every stage of our planning and decision-making process. Through the 24-hour TELUS EthicsLine, employees and external stakeholders can raise anonymous and confidential questions or file complaints related to accounting, internal controls or ethical issues.

Ethics office engagements¹

Type	2022	2021	2020
Requests for advice	120	244	368
Ethical complaints	479	330	325
Total contacts	599	574	693

¹ Data includes acquisitions TELUS has made between January 1 to December 31, 2022.

Types of breaches of ethics and resulting actions in 2022¹

Category	Cases resulting in employment terminated	Cases resulting in employment suspended	Cases resulting in letter in employment file	Cases resulting in employee resignation	Total cases resulting in disciplinary action
Violation of policy	57	3	11	3	74
Falsification of contracts, records or reports	37	1	4	4	46
Theft	23	0	0	2	25
Confidentiality or misappropriation	8	0	4	0	12
Conflict of interest	7	0	2	0	9
Misuse of assets or services	5	0	2	1	8
Unsafe working conditions	0	1	1	0	2
Bribery and corruption	0	0	0	0	0
Improper giving and receiving of gifts	0	0	0	0	0
Money Laundering	0	0	0	0	0
Total	137	5	24	10	176

¹ Data includes acquisitions TELUS has made between January 1 to December 31, 2022.

Putting customers first

Every year, the Commission for Complaints for Telecom-television Services (CCTS) issues [a report](#) providing statistics on complaints against the telecom industry.

Commission for Complaints for Telecom-television Services (CCTS) Reported Complaints

	2022 ¹		2021 ²		2020 ³	
Brand	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints	CCTS complaints accepted	% of industry complaints
TELUS	1,256	9.8	1,221	7.2	1,166	7.4
Koodo Mobile	828	6.5	749	4.4	687	4.4
Public Mobile	100	0.8	105	0.6	112	0.7

1 Data applicable from August 1, 2021 to July 31, 2022.

2 Data applicable from August 1, 2020 to July 31, 2021.

3 Data applicable from August 1, 2019 to July 31, 2020.

Likelihood to Recommend (L2R) is a strategic key performance indicator (KPI) that gauges the loyalty of our customer relationships and measures the strength of the bond between our customers and our brand. Customers are surveyed with the question: “If a colleague, friend or family member were looking for [...] services, what is the likelihood that you would recommend each of your service providers to them?” The response options are: Definitely, Probably, Maybe, Probably Not or Definitely Not. L2R Result = % Definitely or Probably responses (top two options). Our target for 2022 was 76% and we achieved 75%.

Likelihood to recommend consumer division survey results¹

L2R KPI	2022	2021	2020
% of 'definitely' or 'probably' responses	75%	73%	75%

1 Data does not include customers of TELUS Agriculture & Consumer Goods and TELUS International. The products included are home phone, internet, home security, TV, TELUS Mobility, Koodo and Public Mobile.

Environment

We consider our impact on the environment in every decision we make and building an environmentally focused business is an important aspect of our corporate strategy. By reducing our own environmental footprint and providing solutions for others to do so as well, we are sustaining our business and the environment for generations to come.

Power usage effectiveness for data centres¹

	2022	2021	2020
Power usage effectiveness	1.32	1.32	1.31
Total power consumption (MWh)	76,911	76,727	76,126

¹ Our data centres effectively use renewable solar generated electricity in Alberta (100% of total data center power) and low-emitting electricity in British Columbia, Ontario and Quebec.

Energy consumption

Company-wide consumption (eMWh)	2022	2021	2020
Domestic			
Scope 1	210,966	220,776	234,435
Scope 2	819,760	791,696	787,983
Total	1,030,726	1,012,472	1,022,418
International			
Scope 1	12,802	1,728	1,707
Scope 2	63,163	48,128	37,674
Total	75,965	49,856	39,381
International and domestic			
Scope 1	223,768	220,504	236,142
Scope 2	882,923	839,824	825,657
Company-wide energy consumption	1,106,691	1,062,328	1,061,799
Renewable energy production			
Renewable energy ¹	77,061	20,915	22,021

¹ 2022-2020 renewable energy from Brooks, Alberta Solar Project Renewable Energy Certificates (REC) and REC's retired through the WREGIS system.

Company-wide GHG emissions intensity

tCO ₂ e ¹	2022	2021	2020
GHG per terabyte of data	0.010	0.012	0.015

Scope 1 emissions breakdown in 2022

Sources	eMWh	GHG emissions (tCO ₂ e) ¹
North American total	210,966	47,739
International total	12,802	2,950
Company-wide total	223,768	50,689

¹ 113 tCO₂e in biogenic emissions from biodiesel fuels not included in this total.

Scope 2 energy in 2022

Scope 2 company-wide emissions (eMWh)	Contracted renewable sources	Low-emitting sources ¹	High-emitting sources ²	Total
Alberta	77,061	–	229,820	306,881
British Columbia	–	261,923	–	261,923
Illinois	–	–	1,033	1,033
Manitoba	–	7,538	–	7,538
New Brunswick	–	–	178	178
Nova Scotia	–	–	1,266	1,266
Ontario	–	108,699	–	108,699
Quebec	–	129,698	–	129,698
Saskatchewan	–	–	1,235	1,235
Washington	–	1,309	–	1,309
North American total	77,061	509,167	233,532	819,760
Americas	–	–	16,169	16,169
Asia	–	–	37,520	37,520
Europe	–	–	9,474	9,474
International total	–	–	63,163	63,163
Company-wide total	77,061	509,167	296,695	882,923

¹ Low-emitting sources of electricity include electricity generated from solar, wind, geothermal, hydro-electric and other renewable sources.

² High-emitting sources of electricity include electricity generated from the combustion of fuels, such as coal and natural gas.

Scope 2 emissions breakdown

2022 Scope 2 emissions	Non-renewable MWh	GHG emissions tCO ₂ e
Alberta	229,820 ¹	134,290
British Columbia	261,923	2,236
Illinois	1,033	261
Manitoba	7,538	8
New Brunswick	178	52
Nova Scotia	1,266	852
Ontario	108,699	3,267
Quebec	129,698	239
Sask	1,235	706
Washington	1,309	120
North American total	742,699	142,031
Americas	16,169	3,671
Asia	37,520	26,534
Europe	9,474	3,032
International total	63,163	33,237
Company-wide total	805,862	175,268

¹ Alberta non-renewable MWh is 307,370 MWh, less 77,061 MWh from renewable energy from AB PPA's. TELUS has retired 77,061 MWh in Renewable Energy Certificates generated in 2022 from facilities in Alberta.

Absolute Scope 1 and 2 GHG emissions

Sources (tCO ₂ e)	2022	2021	2020
Scope 1 company-wide emissions	50,689 ¹	51,075 ²	53,002
Scope 2 company-wide emissions	175,268	204,698	200,848
Totals	225,957	255,773	253,850

¹ 113 tCO₂e in biogenic emissions from biodiesel fuels not included in this total

² 117 tCO₂e in biogenic emissions from biodiesel fuels not included in this total.

Scope 3 GHG emissions¹

Sources (tCO ₂ e)	2022	2021	2020
Scope 3 category 6 business travel	4,775	1,110	2,026
Scope 3 category 7 employee commuting	600 ²	572 ²	2,381
Totals	5,375	1,682	4,407

¹ Scope 3 categorization is aligned with the Global Reporting Initiative Scope 3 reporting categories.

² Employee commuting estimated based on approximately 95% of our employees working from home during the COVID-19 pandemic.

In this report we share our 2020 and 2021 Scope 3 data and will disclose our 2022 Scope 3 data in our next report. This approach allows us the time to present more meaningful data given the current complexities in this emerging field of disclosure. As we improve the quality of data in collaboration with our suppliers, we may restate our past results and recalculate targets based on SBTi guidelines.

Value chain Scope 3 GHG emissions¹

Sources (tCO ₂ e)	2021	2020
Scope 3 category 1 purchased goods & services	1,792,148	1,883,671
Scope 3 category 2 capital goods	2,016,519	1,450,714
Scope 3 category 11 use of sold products	925,398	927,806
Scope 3 intensity per \$1 million revenue	273	275
Totals	4,734,067	4,262,191

¹ Scope 3 categorization is aligned with the Global Reporting Initiative Scope 3 reporting categories.

Waste and recycling by source (metric tonnes)^{1, 2, 3, 4}

Source	Additional waste streams	Real Estate	Totals
2022			
Recycled ⁵	2,429	3,866	6,286
Landfill	92	2,602	2,694
Total	2,522	6,468	8,980
Diversion %	96	60	70
2021			
Recycled ⁵	2,438	2,666	5,104
Landfill	107	2,534	2,641
Total	2,544	5,007	7,745
Diversion %	96	51	66
2020			
Recycled ⁵	4,273	2,444	6,717
Landfill	449	2,563	3,012
Total	4,722	5,007	9,729
Diversion %	86	49	69

¹ To provide timely reporting, our data is based on October 1 - September 30 of each year.

² Data only includes waste from owned and leased buildings, ADT sites, our reverse logistics materials and other specialty materials (like furniture and paper shredding). It does not include TELUS retail stores and Mobile Klinik stores, TELUS Health, TELUS Agriculture & Consumer Goods, TELUS International, poles and construction and demolition waste.

³ To more accurately report our waste diversion, the categories of "Leased Properties" and "Owned Properties" reported in our previous sustainability reports have been combined into a "Real Estate" category for 2022

⁴ As of 2020, construction and demolition material has been removed from the data.

⁵ The definition of recycled includes items that are either reused, recycled, or composted.

Electronic waste recycled¹

Waste Type	2022	2021	2020
E-waste (metric tonnes) excluding mobile devices	1,579	1,254	1,521
Mobile devices (units) ²	258,799	139,685	114,340

1 Increase in mobile device recycling in 2022 is a result of including the data from the Bring-it-Back program.

2 Data only includes waste from our reverse logistics materials (like circuit cards, data equipment, IT equipment and telsets).

Hazardous waste¹

Waste Type	2022	2021	2020
Solid hazardous waste from our facilities (kg)	508	52,942	474
Liquid hazardous waste from our facilities (litres)	18,528	5,130	319
Batteries from network equipment and fleet operations (metric tonnes)	75	349	136

1 Data only includes waste from owned and leased buildings, ADT sites, and our reverse logistics materials. It does not include TELUS retail stores and Mobile Klinik stores, TELUS Health, TELUS Agriculture & Consumer Goods, TELUS International, poles and construction and demolition waste.

Paper and packaging performance¹

	2022	2021 ²	2020 ²
Resources			
Copy paper used with FSC certification	75%	89%	91%
Copy paper from recycled and renewable materials from well-managed sources ³	26%	85%	86%
Volume			
Total copy paper used (metric tonnes) ⁴	18.1	11.4	15.2
Total paper and packaging used (metric tonnes)	602	496	564

1 This data does not include TELUS International and TELUS Agriculture & Consumer Goods.

2 2020 and 2021 paper and packaging data has been updated to correct for a reporting error.

3 Containing minimum 30 per cent post-consumer recycled content or from tree-free sources.

4 We only report on copy paper purchased by employees tracked in our primary human resources management system.

TELUS tree planting

Trees	2022	2021	2020
Trees planted to compensate for paper and packaging consumed ¹	14,882	20,094	34,631
Total number of trees planted ²	264,707	31,991	38,553

1 We plant trees based on our previous year's total paper and packaging consumed in that year.

2 Includes all trees planted by TELUS in a given year including for team member engagement, community efforts, marketing campaigns, etc.

Company-wide water consumption

	2022	2021	2020
Domestic Consumption (million litres)	400	412	397 ¹
International Consumption (million litres)	256	146	176

¹ Data for 2020 has been restated due to revisions to an estimate figure.

Spills breakdown

Spills ¹	2022	2021 ²	2020
Reportable	33	36	27
Not reportable ³	199	185	174
Total spills and releases	232	228	201
Approximate volume (L) ⁴	103,726	101,592	52,807
Approximate weight (kg) ⁵	1,599	2,063	1,317
Category A – reportable, serious ⁶	1	3	–
Category B – reportable, significant ⁶	51	58	43
Category C – not reportable, insignificant ⁶	180	167	158

¹ Spill amounts reflect best estimates based on investigation results. Data does not include TELUS Health, TELUS Agriculture & Consumer Goods or any operations located outside of Canada.

² Data for 2021 was restated due to updates in estimated figures.

³ Spills and releases below regulatory thresholds do not require reporting and are termed "not reportable." The definition of "reportable" varies by jurisdiction.

⁴ Volume in litres includes liquid petroleum hydrocarbons, battery acid, glycol and other.

⁵ Weight in kilograms includes refrigerants (Chlorofluorocarbons) and fire suppression agents (Halon and FM-200).

⁶ Halocarbon – Category A > 100 kg, Category B = 10 - 100 kg, and Category C < 10 kg
 Hydrocarbon – Category A > 1000 L or enters water, Category B = 100 - 1000 L, and Category C < 100 L
 Glycol – Category A > 500 L, Category B = 5 - 500 L, and Category C < 5 L
 Battery acid – Category A > 50 L, Category B = 5 - 50 L, and Category C < 5 L.

Community

The culture of caring we have created over two decades is underpinned by our collective belief in the power of giving where we live. We continued to put our customers and communities first, delivering programs and leveraging our highly engaged team to support those who need us most.

TELUS Giving (including our team members and retirees)

Understanding the broad impact of our community investments is a critical component of understanding the success and reach of the program. We work with the [London Benchmarking Group](#) and use their methodology to measure our impact.

Community investment¹

(\$ millions)	2022	2021	2020
Philanthropic investment	5.7	10.4	5.2
Social investment	64.7	63.8	65.1
Commercial initiatives	47.2	14.4	12.9
Value of employee giving ²	7.3	1.7	1.9
Total	125.0	90.3	85.1

¹ Represents community investments by TELUS, our team members and retirees.

² Within our total community contributions, we include value-in-kind (VIK). A VIK contribution is a non-cash contribution of a good or a service. We calculate VIK contributions based on the costs of provision of services and products, and estimates of labour costs and other inputs. Methodologies may rely on certain estimations that have inherent limitations and uncertainties due to the various nature of the VIK contribution being delivered and might not be comparable to similar measures disclosed by others.

Community investment by type¹

Category (\$ millions)	2022	2021	2020
Education	87.2	59.6	61.2
Environment	0.8	1.8	2.6
Health	37.0	28.9	21.3
Total	125.0	90.3	85.1

¹ Represents community investments by TELUS, our team members and retirees.

Global volunteer hours

Team (hours)	2022	2021	2020
TELUS team members, family and retirees	1,440,470	1,302,530 ¹	1,230,198

¹ Data has been updated to correct a reporting error.

TELUS Friendly Future Foundation (TFFF) grants

Grants (\$ millions)	2022	2021	2020
Canadian Community Board grants	6.2	5.6	6.5
TFFF grants	4.4	3.2	2.4
Total	10.6	8.7	8.9

TELUS Wise participants

TELUS Wise	2022	2021	2020
Workshop participants	112,129	105,122	90,446

Connecting for Good

Program	2022	2021	2020
Additions to Internet for Good program	15,433	11,529	8,647
Additions to Mobility for Good program	10,830	6,989	2,496
Visits to Health for Good program	47,020	34,992	28,151
Total	73,283	53,510	39,294

Economic impact

We are focused on the long-term growth of our business to connect individuals for good, both in Canada and globally. Our products and services enhance the lives of our customers and contribute to the development of sustainable communities and the world's digital economy. Consolidated financial statements for the year ended December 31, 2022 present results for two reportable segments – TELUS technology solutions (includes: network revenues and equipment sales arising from mobile technologies; data revenues; healthcare software and technology solutions; agriculture and consumer goods services; voice and other telecommunications services revenues,) and digitally-led customer experiences – TELUS International (which is comprised of digital customer experience and digital-enablement transformation solutions, provided by TELUS International).

Tax payments to governments

(\$ millions)	2022	2021	2020
Corporate income tax paid			
Federal	226	265	201
British Columbia	60	81	74
Alberta	32	29	29
Saskatchewan	1	1	1
Manitoba	1	2	1
Ontario	43	42	30
Quebec	30	36	20
Atlantic provinces	4	5	3
Total	397	460	359
Other tax payments			
Employer portion of payroll taxes	197	175	144
Property and business taxes	119	113	109

Continued on following page

(\$ millions)	2022	2021	2020
Non-creditable/non-refundable sales taxes			
Federal	0	0	0
British Columbia	30	38	40
Saskatchewan	0	0.1	0
Manitoba	1	1	1
Ontario	0	0	0
Quebec	0	0	0
Provincial premium and capital taxes	-7	0	0
Quebec tax credits	-3	-3	-2
Total other tax payments	338	483	362
Payroll taxes remitted	793	722	650
9-1-1 taxes and other payments remitted	52	39	37
Total other taxes remitted¹	845	761	687
Sales taxes remitted			
Canadian GST and HST	1,040	988	955
British Columbia	233	217	212
Saskatchewan	9	9	9
Manitoba	14	13	13
Quebec	218	211	211
Net sales taxes collected/remitted	1,514	1,437	1,428
Total taxes remitted	3,095	3,141	2,737

Tax reporting – income tax accrued

	Canada (\$ millions)	Other (\$ millions)
2022	\$547	\$57

R&D spend^{1,2}

(\$ millions)	Estimated investment in R&D
2022	819
2021	799
2020	553

¹ These investments enhance innovation and help drive digital development across industries in a new age of hyper-connectedness, including through unleashing the full potential of fibre and 5G for Canadians.

² The Organization for Economic Co-operation and Development (OECD) definition of R&D is utilized, which comprises creative work undertaken on a systematic basis in order to increase the stock of knowledge (including knowledge of man, culture and society) and the use of this knowledge to devise new applications. R&D covers three activities: basic research, applied research, and experimental development.

Economic value distributed

(\$ millions)	2022	2021	2020
Goods and services purchased	7,107	6,699	6,268
Employee benefits expense	4,899	4,269	3,701
Capital expenditures, excluding spectrum licenses	3,472	3,498	2,775
Interest paid	816	744	740
Income taxes paid, net	519	601	430
Dividends declared to the holders of common shares	1,899	1,711	1,520
Cash payments for spectrum licenses	0	2,219	–
Total	18,712	19,741	15,434

Capital expenditures by region^{1,2}

(\$ millions)	2022	2021	2020
British Columbia	1,221	1,110	883
Alberta	959	1,201	910
Saskatchewan	8	4	7
Manitoba	31	37	19
Ontario	668	601	548
Quebec	403	400	303
Atlantic Canada	9	6	7
Territories	0	4	n/a
United States and other	173	15	7
Total capital expenditures^{1,2}	3,472	3,377	2,683

1 Totals may differ due to rounding.

2 Excludes capital expenditures at TELUS International in 2020 and 2021 of \$91 million and \$121 million, respectively. Owing to this exclusion, these totals do not align with the total capital expenditures reported in our 2021 MD&A, our 2021 consolidated financial statements and notes to the consolidated financial statements, and other financial disclosures.

Clean revenue

Revenue sources (\$ millions)	2022	2021
Reused, recycled or refurbished handsets ¹	1,146	1,013
Cloud-based services and connected technologies ²	673	639
Health services ³	913	521
Total clean revenue	2,732	2,173

1 This includes revenue from handset repairs, sales of certified pre-owned handsets, and handset sales from our Bring-It-Back program.

2 This includes revenue from cloud-based services, Internet of Things, and our TELUS Agriculture & Consumer Goods business.

3 Includes LifeWorks for 2022 only.

Our people

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

Pulsecheck engagement results

%	2022	2021	2020
Overall engagement	83	84	87

New employee hires by province¹

	2022		2021		2020	
Province	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
British Columbia	15.0	1,172	16.5	1,277	9.8	747
Alberta	16.1	874	13.1	706	16.6	884
Saskatchewan	53.3	40	32.0	24	10.9	10
Manitoba	34.1	47	34.6	44	42.0	50
Ontario	24.9	2,038	23.1	1,806	21.6	1,583
Quebec	21.9	1,198	21.9	1,191	23.4	1,240
Newfoundland & Labrador	29.6	41	22.5	27	54.2	52
New Brunswick	54.8	37	22.0	13	18.8	12
Nova Scotia	41.3	64	27.0	38	30.2	40
Total	20.0	5,511	19.1	5,126	17.7	4,618

¹ Data covers all employees in Canada that are tracked in the primary human resources management system, which includes domestic TELUS International employees. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

New employee hires by age group and gender¹

2022			2021		2020	
Category	Hire rate (%)	# of hires	Hire rate (%)	# of hires	Hire rate (%)	# of hires
Over 50 years old	6.9	421	5.7	333	12.4	662
30-50 years old	14.7	2,532	13.5	2,301	14.7	2,422
Under 30 years old	60.6	2,558	61.4	2,492	36.0	1,534
Total	20.0	5,511	19.1	5,126	17.7	4,618
Female	21.8	2,231	22.1	2,197	18.3	1,765
Male	19.0	3,280	17.3	2,929	17.4	2,853

¹ Data covers all employees in Canada that are tracked in the primary human resources management system, which includes domestic TELUS International employees. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Turnover rates by province¹

2022			2021		2020	
Province	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
British Columbia	15.5	1,208	13.2	1,022	9.8	746
Alberta	15.1	820	12.7	682	11.2	599
Saskatchewan	44.0	33	42.7	32	31.7	29
Manitoba	31.2	43	29.9	38	28.6	34
Ontario	18.7	1,531	19.4	1,513	11.0	809
Quebec	23.2	1,273	22.0	1,196	16.2	860
Newfoundland and Labrador	28.9	40	32.5	39	15.6	15
New Brunswick	31.1	21	30.5	18	26.6	17
Nova Scotia	27.7	43	34.9	49	15.8	21
Total	18.2	5,012	17.1%	4,589	12.0%	3,130

¹ Data covers all employees in Canada that are tracked in the primary human resources management system, which includes domestic TELUS International employees. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Voluntary turnover¹

Type (%)	2022	2021	2020
Voluntary ²	13.2	12.2	7.1
Total	18.2	17.1	12.0

1 Data covers all employees in Canada that are tracked in the primary human resources management system which includes domestic TELUS International employees. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

2 Voluntary rates exclude employees that left TELUS due to retirement.

Open positions filled by internal candidates

	2022	2021	2020
% of open positions filled internally ¹	36	42	49

1 Per cent of positions posted that are filled by internal candidates in Canada that are tracked in our primary recruiting system.

Turnover rates by age group and gender¹

	2022		2021		2020	
Age group	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits	Turnover rate (%)	# of exits
Over 50 years old	15.5	946	11.6	675	10.1	538
30-50 years old	13.9	2,389	12.7	2,164	8.4	1,383
Under 30 years old	39.7	1,677	43.2	1,754	28.3	1,209
Female	19.8	2,029	18.3	1,822	13.1	1,261
Male	17.3	2,983	16.4	2,767	11.4	1,869
Total	18.2	5,012	17.1	4,589	12.0	3,130

1 Data covers all employees in Canada that are tracked in the primary human resources management system which includes domestic TELUS International employees. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included.

Average training hours^{1,2,3}

Overall	Gender		Role			Level		
	Male	Female	Bargaining unit	Management professional	Retail	Single contributor	Middle manager	Senior manager
2022								
7.7	8.9	5.7	12.6	5.2	12.7	7.7	7.8	2.0
2021								
9.2	10.9	6.5	14.6	6.1	15.2	9.3	10.3	4.7
2020								
8.1	9.3	5.7	11.2	4.1	22.3	8.0	10.0	3.0

1 Only includes training completed by December 31, 2022, that was captured and recorded internally, as of January 31, 2023. This number does not include business unit specific training, external training or educational pursuits paid for by the company and other ad hoc training sessions that employees may engage in.

2 Data covers all employees in Canada that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Training that was provided for team members in 2022, who were no longer with the company on December 31, 2022 has not been included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

3 As tracked through our learning portal – TeamHub and LinkedIn Learning only. TELUS has shifted from instructor-led or classroom learning to informal learning. The latter hours are not formally tracked and are difficult to estimate and so they are not included in this data.

Training and development spend¹

	2022	2021	2020
Average amount spent per full time employee on training and development	\$746	\$682	\$686

1 Includes training investment across TELUS up to December 31, 2022. Only includes team members who have system accessibility that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Return on learning^{1,2,3}

Performance Impact (%)	2022	2021	2020
Employees that felt satisfied with the learning opportunity	92	91	93
Employees that feel the learning opportunities helped their performance on the job	91	88	85
Employees that would recommend this learning opportunity to other employees	90	86	91

1 Results are based on responses to common survey questions included in all corporate broad scale leadership development offerings.

2 The survey scale changed in August 2022 to align with the way P&C measures results. The scale prior to August 2022 was “Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree”, where Strongly Agree and Agree results were utilized to calculate the performance score %. The change introduced utilizes the following 6-point scale “Strongly Agree, Agree, Slightly Agree, Slightly Disagree, Disagree, Strongly Disagree”, where Strongly Agree and Agree responses are used to calculate the performance score %.

3 In August 2022, the questions meant to measure that “employees that feel the learning opportunities helped their performance on the job” changed. From January-August 2022 the question was: “As a result of this learning, I believe I will be more effective at work”. From August-December 2022 the question became: “I feel that I can apply what I learned in this course (to my work activities and/or to my personal development).”

Wages compared to minimum wage¹

Country/Location	Currency	Wage rate frequency	Average entry level wage	Minimum wage ²	Wage ratio
2022					
Canada	CAD	annual	30,500	27,300	1.12
2021					
Canada	CAD	annual	29,000	26,300	1.10
2020					
Canada	CAD	annual	28,700	25,200	1.14

1 Data covers all employees in Canada that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

2 Where there are different minimum wages by province where TELUS operates, the minimum wage is the median of the wages for the different locations.

Gender pay equity¹

	2022		2021		2020	
Level	Female representation	Key factor average differential ²	Female representation	Key factor average differential ²	Female representation	Key factor average differential
Executive	28%	6.3%	25%	3.4%	26%	1.7%
Management	37%	1.3%	35%	1.9%	34%	1.5%
Non- Management	39%	1.5%	38%	1.0%	36%	1.2%
Overall	38%	1.5%	37%	1.1%	36%	1.3%

1 Data covers all employees in Canada that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

2 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.

Total salaries and benefits in Canada

(\$ millions)	2022	2021	2020
Total pay and benefits ¹	3,607	3,162	2,905

1 Data excludes TELUS International.

Safety performance in 2022¹

	2022 Results
Total hours worked (millions)	46
Number of recordable work-related injuries (i.e. lost-time accidents)	84
Rate of recordable work-related injuries (per 200,000 hours worked)	0.36
Fatalities	1

¹ Data covers all employees in Canada that are tracked in the primary human resources management system. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Canadian union representation

Year	# covered by a collective agreement	Total employees	% covered by a collective agreement
2022 ¹	7,512	34,720	22
2021 ^{1,2}	8,069	28,125	29
2020 ^{2,3}	8,630	27,839	31

¹ Active employees as of December 31, 2022, including 5,715 employees in LifeWorks acquisition.

² Data covers all active employees in Canada that are tracked in the primary human resources management system as well as out-of-footprint acquisitions. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

³ Active employees as of December 31, 2020, including 1,185 employees in TELUS Agriculture & Consumer Goods acquisitions.

Bargaining unit employees by union affiliation

Union	2022 total employees	2021 total employees	2020 total employees
TWU	5,881	6,515	6,983
SQET	699	705	734
SAMT	540	555	578
BCGEU	53	53	53
IBEW/Other ¹	336	236	282
MNU	3	5	–
Total²	7,512	8,069	8,630

¹ ADT Canada employees covered by different collective agreements / various unions.

² Active employees as of December 31, 2022, 2021, and 2020.

Human rights feedback

Human rights complaints	2022	2021	2020
Carry over from previous year	20	27	25 ¹
New	8	5	16
Closed	8	12 ²	14
In progress at end of year	20	20 ²	27

¹ ADT human rights complaint file added subsequent to integration with TELUS.

² Additional complaint closures confirmed subsequent to 2021 publication

Human rights resolution

Closed human rights complaints	2022	2021	2020
Referred to TELUS internal or other resolution process	0	0	1
Resolution reached	3	4 ¹	9
Dismissed	5	3	2
Withdrawn	0	5 ¹	2

¹ Additional complaint closures confirmed subsequent to 2021 publication

Respectful Workplace resolution

Closed discrimination or harassment complaints	Cases in 2022	Cases in 2021
Respectful Workplace Policy complaint reported, breach found and addressed with employee disciplinary action ¹	18	16
Respectful Workplace Policy complaint reported and no breach found	26	13

¹ Corrective or disciplinary action may include: termination of employment, disciplinary suspension, letter of expectation and/or disciplinary letter, coaching or training, or employee resignation.

Employee demographics¹

	2022			2021			2020		
Work Type	Female	Male	Total	Female	Male	Total	Female	Male	Total
Permanent	10,547	17,995	28,542	10,086	17,172	27,258	9,844	17,143	26,987
Temporary	241	223	464	324	356	680	361	401	762
Full-time	9,533	16,881	26,414	9,154	16,216	25,370	8,812	16,134	24,946
Part-time	1,255	1,337	2,592	1,256	1,312	2,568	1,393	1,410	2,803

¹ Data covers all employees in Canada that are tracked in the primary human resources management system which includes domestic TELUS International employees, as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods, LifeWorks are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Employees by province, territories and employment contract¹

	2022			2021			2020		
Province	Permanent	Temporary	Total	Permanent	Temporary	Total	Permanent	Temporary	Total
British Columbia	7,870	127	7,997	7,862	142	8,004	7,787	175	7,962
Alberta	5,585	97	5,682	5,351	91	5,442	5,340	118	5,458
Saskatchewan	94	1	95	75	1	76	90	1	91
Manitoba	153	4	157	131	15	146	116	20	136
Northwest Territories	–	–	–	–	–	–	–	1	1
Ontario	8,903	77	8,980	8,130	182	8,312	7,761	181	7,942
Quebec	5,442	118	5,560	5,394	211	5,605	5,569	223	5,792
Newfoundland and Labrador	116	40	156	104	38	142	100	42	142
New Brunswick	93	–	93	67	–	67	75	–	75
Nova Scotia	184	–	184	144	–	144	149	1	150
Prince Edward Island	102	–	102	–	–	–	–	–	–
Canadian total	28,542	464	29,006	27,258	680	27,938	26,987	762	27,749

¹ Data covers all employees in Canada that are tracked in the primary human resources management system which includes domestic TELUS International employees, as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods, LifeWorks are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Employees by age group¹

	2022			2021			2020		
Employee category (%)	under 30 years old	30-50 years old	over 50 years old	under 30 years old	30-50 years old	over 50 years old	under 30 years old	30-50 years old	over 50 years old
Senior management	0.0	55.7	44.3	0.4	62.5	37.1	0.1	62.4	37.5
Middle management	5.8	71.1	23.1	6.7	73.0	20.3	7.5	73.3	19.2
Professional / Staff	14.3	63.1	22.7	13.5	63.5	23.0	12.6	64.6	22.8
Frontline / Agents / Retail	24.7	56.5	18.8	22.9	58.1	19.0	22.5	59.2	18.4

¹ Data covers all employees in Canada that are tracked in the primary human resources management system which includes domestic TELUS International employees, as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods, LifeWorks are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Employees by gender¹

	2022		2021		2020	
Employee category (%)	Female	Male	Female	Male	Female	Male
Senior management	25.1	74.9	32.2	67.8	31.5	68.5
Middle management	34.3	65.7	37.6	62.4	36.1	63.9
Junior management	38.5	61.5	37.6	62.4	38.0	62.0
Management positions in revenue-generating functions	36.3	63.7	34.5	65.5	37.0	63.0
Professional / staff	41.2	58.8	40.9	59.1	39.7	60.3
Frontline / agents	31.3	68.7	32.6	67.4	33.9	66.1

¹ Data covers all employees in Canada that are tracked in the primary human resources management system which includes domestic TELUS International employees, as well as out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods, LifeWorks are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

Employees by designated groups¹

Designated group (%)	2022	2021	2020
Female	37.3	37.3	36.8
Visible minorities ¹	34.4	33.8	33.1
Persons with disabilities ¹	9.0	8.4	8.3
Indigenous Peoples ²	3.8	3.6	3.6

¹ Data covers all employees in Canada that are tracked in the primary human resources management system which includes domestic TELUS International employees. TELUS Agriculture & Consumer Goods, LifeWorks and other out of footprint acquisitions are not included. Out-of-footprint acquisitions are acquisitions that have not been integrated into the human resources management systems.

² Data for these categories depends upon employee self-identification in TELUS' diversity survey.

Supply chain sustainability

Our Supply Chain team plays a vital role in carrying out our strategic initiatives, which involves working with suppliers to procure the right products and to deploy them in a safe and cost-effective manner. Our supply chain strategy aims to be inclusive, sustainable, and one that makes a positive difference for our business, customers and communities.

Vendor payments¹

Metric (in millions)	2022	2021	2020
Vendors with locations in Canada ²	11,484	9,709	9,560
Spend with Vendors with locations in Canada	10,168	\$9,060	\$8,527
As a % of total vendor payments	91%	92%	93%
Non-Canadian vendors	1,202	1,144	1,117
Spend with Vendors with locations in the USA	\$752	\$614	\$541
Spend with Vendors with locations in Taiwan	\$78	\$83	\$51
Spend with Vendors with locations in Great Britain	\$61	\$44	\$22
Spend with Vendors with locations in the Netherlands	\$5	\$21	\$11
Spend with Vendors with locations in Hong Kong	\$5	\$10	\$10
Spend with other non-Canadian vendors	\$56	\$40	\$38
Total spend with non-Canadian vendors	\$957	\$813	\$673
As a % of total vendor payments	9%	8%	7%
Total vendor payments	\$11,125	\$9,873	\$9,200
As a % of consolidated revenues	60%	60%	60%

¹ Vendor payments include all trade vendor spend, including both capital expenditure and operating expenditure.

² We define local suppliers as those that reside in Canada.

Spend with diverse tier one suppliers^{1,2}

	2022	2021	2020
Spend (\$ millions)	\$287	\$101	\$114
% change in spend from previous year	284%	-11%	-16%

¹ We define tier one suppliers as those Partners that you directly conduct business with, including contracted manufacturing facilities or production partners. We define diverse suppliers as suppliers that are 51 per cent or more owned, controlled and operated by an individual that's considered diverse based on their ethnicity, sexuality, gender, veteran status and/or if able bodied.

² Data does not include TI, or out-of-footprint acquisitions. Out-of-footprint acquisitions are acquisitions that have not been integrated into the SAP management systems.

Privacy, transparency and regulatory compliance

We earn and maintain customers' trust by diligently protecting their personal information and using data in a way that generates value, promotes respect and delivers security.

Information requests by law enforcement agencies

Type of request	2022	2021	2020
Court orders	7,775	7,557	6,679
Subpoenas	342	272	273
Mutual legal assistance treaty (MLAT) orders ¹	2	–	7
Emergency calls	74,477	69,016	66,304
Legislative demands ²	372	409	646

¹ Typically, these are requests for aid from a law enforcement agency in another country related to a criminal investigation and require an order from a Canadian court. We do not respond to requests that come directly from foreign agencies but will provide information if ordered to do so by a Canadian court.

² Requests for information by a government body where TELUS is required by applicable legislation to provide the information. For example, pursuant to the Income Tax Act, the Canada Revenue Agency may require TELUS to disclose certain customer information.

Political contributions

	2022	2021	2020
Political contributions (millions)	–	–	–