

TELUS 2024 ESG Data Sheet

Contents

| | | | |
|----------|-------------------------|-----------|-----------------------------------|
| 1 | Governance | 11 | Economic impact |
| 2 | Putting customers first | 15 | Our people |
| 3 | Environment | 25 | Responsible supply chain |
| 9 | Community | 26 | Privacy and regulatory compliance |

Our 2024 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 information and context on each of the data sets included, please refer to our [2024 Sustainability and ESG Report](#).

Unless otherwise stated, the reporting period for information contained in this report is January 1, 2024 to December 31, 2024. In this report, “TELUS (except TELUS Digital)” refers to TELUS Corporation and its subsidiaries other than TELUS International (Cda) Inc. (“TELUS Digital”) and its subsidiaries. All references in this report to TELUS Digital include its subsidiaries. All non-monetary information in this report, unless otherwise noted, is for TELUS (except TELUS Digital), other than for information and data related to energy, water and greenhouse gas emissions, community giving and volunteer hours, which does

include TELUS Digital data, unless otherwise noted. This report also describes TELUS Friendly Future Foundation (the Foundation) grants. The Foundation 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, 2024 and December 31, 2024, is not included unless otherwise stated.

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

Additional information about our environmental, social and governance performance can be found at telus.com/sustainability. Our [2024 Annual Report](#) provides information on our financial performance.

Governance

We are dedicated to upholding high standards of corporate governance, and ensuring transparent and comprehensive disclosure. Our organizational structure, corporate policies and practices prioritize the inclusion of social, economic and environmental factors in all stages of our planning and decision-making processes. To promote accountability, we provide the 24-hour TELUS EthicsLine, which enables employees and external stakeholders to anonymously and confidentially ask questions or report concerns regarding accounting, internal controls, or ethical matters.

Ethics office engagements¹

| Type | 2024 | 2023 | 2022 |
|-----------------------|------------|------------|------------|
| Ethical inquiries | 184 | 161 | 120 |
| Ethical complaints | 468 | 387 | 303 |
| Ethical breaches | 158 | 161 | 176 |
| Total contacts | 810 | 709 | 599 |

¹ Data includes all employees in Canada who are tracked in the primary human resources management system, including TELUS Digital. For 2024, data also includes employees of TELUS Agriculture & Consumer Goods and excludes employees of LifeWorks and out-of-footprint acquisitions, as well as select contractors.

Types of breach of ethics and resulting actions in 2024¹

| 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 | 50 | 5 | 7 | 2 | 64 |
| Falsification of contracts, records or reports | 42 | 2 | 2 | 0 | 46 |
| Theft | 30 | 0 | 0 | 0 | 30 |
| Confidentiality or misappropriation | 5 | 0 | 1 | 0 | 6 |
| Conflict of interest | 9 | 0 | 1 | 0 | 10 |
| Misuse of assets or services | 2 | 0 | 0 | 0 | 2 |
| Unsafe working conditions | 0 | 0 | 0 | 0 | 0 |
| 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 | 138 | 7 | 11 | 2 | 158 |

¹ Data includes TELUS Digital.

Putting customers first

Every year, the Commission for Complaints for Telecom-television Services (CCTS) issues a report providing statistics on customer complaints about service providers in the telecom and TV industry.

Commission for Complaints for Telecom-television Services (CCTS) reported complaints

| Brand | 2024 ¹ | | 2023 ² | | 2022 ³ | |
|---------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | CCTS complaints accepted | % of industry complaints | CCTS complaints accepted | % of industry complaints | CCTS complaints accepted | % of industry complaints |
| TELUS | 2,757 | 13.7 | 1,798 | 12.3 | 1,256 | 9.8 |
| Koodo Mobile | 965 | 4.8 | 1,016 | 7.0 | 828 | 6.5 |
| Public Mobile | 793 | 3.9 | 115 | 0.8 | 100 | 0.8 |

1 Data applicable from August 1, 2023 to July 31, 2024.

2 Data applicable from August 1, 2022 to July 31, 2023.

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

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 asked 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 = % of Definitely or Probably responses (top two options).

Likelihood to recommend consumer division survey results¹

| L2R KPI | 2024 | 2023 | 2022 |
|---|------|------|------|
| % of ‘Definitely’ or ‘Probably’ responses | 71% | 73% | 75% |

1 Data does not include customers of TELUS Agriculture & Consumer Goods and TELUS Digital. 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.

Our energy demand consists of direct and indirect energy used to power our business, both in Canada and internationally, from owned and leased real estate properties, cell tower sites, and fleet vehicles, to data centres and remote generator fuel.

Power usage effectiveness for data centres¹

| | 2024 | 2023 | 2022 | baseline (2019) |
|-------------------------------|--------|--------|--------|--------------------|
| Power usage effectiveness | 1.25 | 1.24 | 1.32 | 1.42 |
| Total power consumption (MWh) | 72,888 | 73,487 | 76,391 | 85,550 |

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

Energy consumption¹

| Company-wide consumption (eMWh) | 2024 | 2023 | 2022 | baseline (2019) |
|--|------------------|------------------|------------------|--------------------|
| TELUS (excluding TELUS Digital) | | | | |
| Scope 1 | 182,877 | 210,729 | 217,985 | 279,982 |
| Scope 2 | 825,923 | 812,589 | 819,760 | 798,686 |
| Total | 1,008,800 | 1,023,318 | 1,023,318 | 1,078,668 |
| TELUS Digital | | | | |
| Scope 1 | 4,086 | 18,474 | 12,802 | 1,843 |
| Scope 2 | 80,972 | 77,897 | 63,163 | 50,115 |
| Total | 85,058 | 96,371 | 75,965 | 51,958 |
| Total TELUS Corporation | | | | |
| Scope 1 | 186,963 | 229,203 | 230,787 | 281,825 |
| Scope 2 | 906,895 | 890,486 | 882,923 | 848,801 |
| Company-wide energy consumption | 1,093,858 | 1,119,689 | 1,113,710 | 1,130,626 |
| Renewable energy production | | | | |
| Renewable energy ² | 122,575 | 100,004 | 77,061 | 20,308 |

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

² 2020–2022 renewable energy from Brooks, Alberta Solar Project Renewable Energy Certificates (RECs) and RECs retired through the WREGIS system. 2023–2024 renewable energy from RECs retired through the WREGIS system.

Scope 1 GHG emissions breakdown¹

| | 2024 | | 2023 | | 2022 | | baseline (2019) | |
|--|----------------|------------------------------------|----------------|------------------------------------|----------------|---|-----------------|---|
| Brand | eMWh | GHG emissions (tCO ₂ e) | eMWh | GHG emissions (tCO ₂ e) | eMWh | GHG emissions (tCO ₂ e) ² | eMWh | GHG emissions (tCO ₂ e) ² |
| TELUS (excluding TELUS Digital) total ³ | 182,877 | 42,417 | 47,397 | 210,966 | 217,985 | 49,336 | 279,982 | 61,659 |
| TELUS Digital total | 4,086 | 826 | 3,111 | 12,802 | 12,802 | 2,950 | 1,843 | 873 |
| Company-wide total | 186,963 | 43,243 | 229,203 | 50,508 | 230,787 | 52,286 | 281,825 | 62,532 |

1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

2 Biogenic emissions from biodiesel fuels are not included in these totals: 182 tCO₂e in 2019 and 113 tCO₂e in 2022.

3 Scope 1 data for TELUS (excluding TELUS Digital) for comparative years has been restated to reflect the shift of emissions data from TELUS' corporate jet and float planes from scope 3 to scope 1.

Scope 2 energy consumption in 2024 breakdown¹

| Scope 2 company-wide energy consumption (eMWh) | Contracted renewable sources | Low-emitting sources ² | High-emitting sources ³ | Total |
|--|------------------------------|-----------------------------------|------------------------------------|----------------|
| Alberta | 122,575 | – | 191,903 | 314,478 |
| British Columbia | – | 270,822 | – | 270,822 |
| Illinois | – | – | 1,019 | 1,019 |
| Manitoba | – | 6,884 | – | 6,884 |
| New Brunswick | – | – | 181 | 181 |
| Nova Scotia | – | – | 1,283 | 1,283 |
| Ontario | – | 103,857 | – | 103,857 |
| Quebec | – | 125,073 | – | 125,073 |
| Saskatchewan | – | – | 1,113 | 1,113 |
| Washington | – | 1,213 | – | 1,213 |
| TELUS (excluding TELUS Digital) total | 122,575 | 507,849 | 195,499 | 825,923 |
| Americas | – | 15,897 | 9,809 | 25,706 |
| Asia | – | 9,642 | 34,616 | 44,258 |
| Europe | – | 6,107 | 3,783 | 9,890 |
| Africa | – | 202 | 916 | 1,118 |
| TELUS Digital total | – | 31,848 | 49,124 | 80,972 |
| Company-wide total | 122,575 | 539,697 | 244,623 | 906,895 |

1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

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

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

Scope 2 GHG emissions in 2024 breakdown¹

| Location | Non-renewable MWh | GHG emissions tCO ₂ e |
|--|-------------------|----------------------------------|
| Alberta | 191,903 | 90,507 |
| British Columbia | 270,822 | 4,127 |
| Illinois | 1,019 | 257 |
| Manitoba | 6,884 | 8 |
| New Brunswick | 181 | 60 |
| Nova Scotia | 1,283 | 851 |
| Ontario | 103,857 | 3,978 |
| Quebec | 125,073 | 150 |
| Saskatchewan | 1,113 | 639 |
| Washington | 1,213 | 111 |
| TELUS (excluding TELUS Digital) total | 703,348 | 100,688 |
| Americas | 25,706 | 5,877 |
| Asia | 44,258 | 31,438 |
| Europe | 9,890 | 4,328 |
| Africa | 1,118 | 938 |
| TELUS Digital total | 80,972 | 42,581 |
| Company-wide total | 784,320 | 143,269 |

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

Company-wide GHG emissions intensity¹

| tCO ₂ e | 2024 | 2023 | 2022 | baseline (2019) |
|--------------------------|--------|--------|-------|-----------------|
| GHG per terabyte of data | 0.0067 | 0.0082 | 0.010 | 0.021 |

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

Absolute Scope 1 and 2 GHG emissions¹

| Sources (tCO ₂ e) | 2024 | 2023 | 2022 | baseline (2019) |
|---|----------------|----------------|----------------|-----------------|
| Scope 1 company-wide emissions ² | 43,243 | 50,508 | 52,286 | 62,532 |
| Scope 2 company-wide emissions ³ | 143,269 | 159,134 | 175,268 | 240,919 |
| Total | 186,512 | 209,642 | 227,554 | 303,451 |

¹ Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

² Data for comparative years has been restated to reflect the shift of emissions data from TELUS' corporate jet and float planes from scope 3 to scope 1 as these assets were identified as being owned and under TELUS' operational control.

³ Scope 2 emissions are calculated using a market-based approach.

Scope 3 GHG emissions¹

| Sources (tCO ₂ e) | 2024 | 2023 | 2022 | 2019 (baseline) |
|---|----------------|----------------|------------------|-----------------|
| Total Category 1: purchased goods & services and Category 2: capital goods² | 617,267 | 596,278 | 760,186 | 688,622 |
| TELUS (excluding TELUS Digital) | 570,439 | 562,926 | 715,606 | 650,329 |
| TELUS Digital | 46,828 | 33,352 | 44,581 | 38,293 |
| Total Category 3: fuel and energy-related activities³ | 41,902 | 46,365 | 45,837 | 45,887 |
| TELUS (excluding TELUS Digital) | 29,090 | 33,040 | 34,642 | 38,192 |
| TELUS Digital | 12,811 | 13,325 | 11,196 | 7,695 |
| Total Category 6: business travel⁴ | 9,090 | 10,529 | 7,270 | 12,429 |
| TELUS (excluding TELUS Digital) | 4,520 | 4,324 | 3,178 | 7,893 |
| TELUS Digital | 4,570 | 6,205 | 4,092 | 4,536 |
| Total Category 7: employee commuting | 5,858 | 5,359 | 600 | 11,432 |
| TELUS (excluding TELUS Digital) | 5,858 | 5,359 | 600 | 11,432 |
| Total Category 11: use of sold products⁵ | 202,967 | 175,885 | 279,127 | 213,349 |
| TELUS (excluding TELUS Digital) | 202,967 | 175,885 | 279,127 | 213,349 |
| Total Category 15: investments⁶ | 70,498 | 60,771 | 43,062 | 10,566 |
| TELUS (excluding TELUS Digital) | 70,498 | 60,771 | 43,062 | 10,566 |
| Company-wide total | 947,582 | 895,187 | 1,136,082 | 982,285 |
| Total intensity (tCO₂e per \$1M of revenue)⁷ | 47.05 | 44.75 | 62.11 | 67.01 |

- 1 TELUS' Scope 3 emissions categorization and calculation methods follow the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. TELUS Agriculture & Consumer Goods, Lifeworks and other out-of-footprint acquisitions are not included.
- 2 Data for categories 1 and 2 are combined and presented together based on our internal procurement data and processes. Data for prior years (2019 baseline and 2022) for TELUS (excluding TELUS Digital) has been restated to reflect improvements in our data and methodologies. TELUS now uses a hybrid approach to calculate emissions from purchased goods and services and capital goods whereby in-scope procurement spend (which excludes spend related to upstream transportation and distribution, business travel and waste) is multiplied by a corresponding emissions factor. A significant portion of our spend is currently mapped to an average emission factor. This approach is necessary as we are unable to determine precise mappings for all transactions at this time. TELUS is committed to continuously improving the accuracy and granularity of this data on an annual basis. This approach is aligned with the GHG Protocol's Technical Guidance for Calculating Scope 3 emissions and uses suppliers' primary organizational carbon intensity (Scope 1, 2 and upstream scope 3) from CDP disclosures when available. Data includes spend tracked in TELUS' SAP management systems.
- 3 Fuel and energy-related activities include emissions from purchased fuels, electricity, and other utilities, as well as transmission and distribution losses for TELUS Corporation and TELUS Digital. These emissions were calculated based on Scope 1 and 2 energy usage data across the countries that TELUS operates in.
- 4 Business travel emissions for TELUS (excluding TELUS Digital) are calculated based on air travel only. TELUS aims to improve the data coverage of this category to include other forms of transportation. Data for 2024 reflects improvements in data availability associated with flight ticket class that is not available for the comparative period and therefore has not been restated. Data for comparative years has been restated to reflect the shift of emissions data from TELUS' corporate jet and float planes from scope 3 to scope 1 as these assets were identified as being owned and under TELUS' operational control.
- 5 Data for prior years (2019 baseline and 2022) for TELUS (excluding TELUS Digital) has been restated to reflect improvements in our data and methodologies, particularly regarding the life expectancy of the products we sell. Currently, we use active products on our network as a proxy for sold products. This is a conservative approach, which we aim to refine in future years based on primary sales data.
- 6 Investment emissions are related to our TELUS Ventures and TELUS Pollinator for Good investments. Many of these investments are in small businesses that do not currently calculate or report their Scope 1 and 2 emissions. Until this data is available, TELUS calculates these emissions using our total outstanding investment amount against sector-average data.
- 7 Scope 3 intensity includes all material emissions included in our scope 3 GHG inventory (listed in the table above) per \$1 million of group revenue.

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

| Source | Additional waste streams | Real estate | Totals |
|-----------------------|--------------------------|-------------|--------|
| 2024 | | | |
| Recycled ³ | 2,069 | 5,009 | 7,078 |
| Landfill | 37 | 2,835 | 2,872 |
| Total | 2,106 | 7,844 | 9,950 |
| Diversion % | 98 | 64 | 71 |
| 2023 | | | |
| Recycled ³ | 2,020 | 3,580 | 5,600 |
| Landfill | 40 | 2,724 | 2,764 |
| Total | 2,060 | 6,304 | 8,364 |
| Diversion % | 98 | 57 | 67 |
| 2022 | | | |
| Recycled ³ | 2,429 | 3,866 | 6,286 |
| Landfill | 92 | 2,602 | 2,694 |
| Total | 2,522 | 6,468 | 8,980 |
| Diversion % | 96 | 60 | 70 |

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

2 Data only includes waste from our Canadian facilities-based telecommunication operations, including owned and leased buildings, ADT Security Services Canada Inc. sites and other specialty materials (like furniture and paper shredding).

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

Electronic waste recycled

| Waste type | 2024 | 2023 | 2022 |
|---|---------|---------|---------|
| E-waste (metric tonnes) excluding mobile devices ¹ | 1,271 | 1,108 | 1,579 |
| Mobile devices (units) | 396,824 | 393,328 | 258,799 |

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

Hazardous waste¹

| Waste type | 2024 | 2023 | 2022 |
|---|-------|-------|--------|
| Solid hazardous waste from our facilities (kg) | 2,299 | 2,514 | 508 |
| Liquid hazardous waste from our facilities (litres) | 70 | 4,232 | 18,528 |
| Batteries from network equipment and fleet operations (metric tonnes) | 46 | 85 | 75 |

1 Data only includes waste from our Canadian facilities-based telecommunication operations, including owned and leased buildings, ADT Security Services Canada Inc. sites and other specialty materials (like furniture and paper shredding).

Paper and packaging performance¹

| | 2024 | 2023 | 2022 |
|--|-------|------|------|
| Resources | | | |
| Copy paper used with FSC certification | 86% | 55% | 75% |
| Copy paper from recycled and renewable materials from well-managed sources | 96% | 55% | 26% |
| Volume | | | |
| Total copy paper used (metric tonnes) ² | 11.1 | 15.1 | 18.1 |
| Total paper and packaging used (metric tonnes) ^{3,4} | 1,225 | 679 | 602 |

1 Defined as paper containing 30, 50 or 100 per cent post-consumer recycled content or from completely tree-free sources.

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

3 Data reported includes paper distributed and packaging from products provided to residential customers in all Canadian provinces.

4 2023 paper and packaging data has been updated to correct for a reporting error.

TELUS tree planting

| | 2024 | 2023 | 2022 |
|--|------------|------------|-----------|
| Total trees planted ¹ | 8,046,000 | 6,530,000 | 3,780,000 |
| Cumulative total of trees planted to date ² | 19,379,000 | 11,333,000 | – |

1 These include trees planted by TELUS and partners through collective action; also included are land reclamation and nature restoration planting projects.

2 Between 1998 and 2023, TELUS planted 11,333,000 trees through Tree Canada, World Tree and TELUS Environmental Solutions.

Company-wide water consumption¹

| | 2024 | 2023 | 2022 |
|--|------------|------------|------------|
| TELUS (excluding TELUS Digital) consumption (million litres) | 302 | 312 | 412 |
| TELUS Digital consumption (million litres) | 384 | 355 | 256 |
| Total | 686 | 667 | 668 |

1 Data covers TELUS Corporation, including TELUS Digital. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

Spills breakdown

| Spills ¹ | 2024 | 2023 | 2022 |
|---|-------|--------|---------|
| Reportable | 35 | 35 | 33 |
| Not reportable ² | 146 | 181 | 199 |
| Total spills and releases | 181 | 216 | 232 |
| Approximate volume (L) ³ | 6,565 | 41,525 | 103,726 |
| Approximate weight (kg) ⁴ | 1,725 | 1,309 | 1,623 |
| Category A – reportable, serious ⁵ | 3 | 1 | 1 |
| Category B – reportable, significant ⁵ | 44 | 41 | 51 |
| Category C – not reportable, insignificant ⁵ | 134 | 174 | 180 |

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

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

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

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

5 Halocarbon – Category A > 100 kg, Category B 10 – 100 kg, and Category C < 10 kg
Hydrocarbon – Category A > 1,000 L or enters water, Category B 100 – 1,000 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 continue 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 its methodology to measure our impact.

Community investment^{1,2}

| Category (\$ millions) | 2024 | 2023 | 2022 |
|--------------------------|-----------|-----------|------------|
| Philanthropic investment | 3 | 7 | 6 |
| Social investment | 44 | 71 | 65 |
| Commercial initiatives | 14 | 15 | 47 |
| Value of employee giving | 1 | 2 | 7 |
| Total | 62 | 95 | 125 |

¹ Represents community investments by TELUS, our team members and retirees, and includes the following elements: cash donations, value-in-kind contributions and program management costs.

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 estimates that have inherent limitations and uncertainties due to the various natures of the VIK contribution being delivered, and might not be comparable to similar measures disclosed by others.

Community investment by type¹

| Category (\$ millions) | 2024 | 2023 | 2022 |
|------------------------|-----------|-----------|------------|
| Education | 33 | 57 | 87 |
| Environment | 1 | 1 | 1 |
| Health | 28 | 38 | 37 |
| Total | 62 | 96 | 125 |

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

Global volunteer hours

| Team (hours) | 2024 | 2023 | 2022 |
|---|-----------|-----------|-----------|
| TELUS team members, family and retirees | 1,503,169 | 1,502,289 | 1,440,470 |

TELUS Friendly Future Foundation (Foundation) grants

| Grants (\$ millions) | 2024 | 2023 | 2022 |
|---------------------------------|-------------|-------------|-------------|
| Canadian Community Board grants | 6.9 | 6.1 | 6.2 |
| Foundation grants | 1.7 | 3.1 | 4.4 |
| Bursary program | 2.2 | 1.8 | - |
| Total | 10.8 | 11.0 | 10.6 |

Connecting for Good

| Program | 2024 | 2023 | 2022 |
|--|---------------|---------------|---------------|
| Additions to Internet for Good program | 8,415 | 8,482 | 15,433 |
| Additions to Mobility for Good program | 9,567 | 8,621 | 10,830 |
| Visits to Health for Good program | 58,979 | 56,236 | 47,020 |
| Total | 76,961 | 73,339 | 73,283 |

TELUS Wise participants

| TELUS Wise | 2024 | 2023 | 2022 |
|-----------------------|---------|---------|---------|
| Workshop participants | 120,289 | 116,482 | 112,129 |

Economic impact

We are focused on the long-term growth of our business in order 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. Our consolidated financial and operational results for the year ended December 31, 2024 reflect our two reportable segments – TELUS technology solutions (which 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 TELUS digital experience (which includes: customer experience management; trust, safety and security services; and AI data solutions and digital solutions provided by our TELUS International (Cda) Inc. subsidiary).

Tax payments to governments

| (\$ millions) | 2024 | 2023 | 2022 |
|-----------------------------------|------------|------------|------------|
| Corporate income tax paid | | | |
| Federal | 147 | 170 | 226 |
| British Columbia | 33 | 43 | 60 |
| Alberta | 20 | 23 | 32 |
| Saskatchewan | 1 | 1 | 0.8 |
| Manitoba | 1 | 1 | 1 |
| Ontario | 30 | 34 | 43 |
| Quebec | 20 | -1 | 30 |
| Atlantic provinces | 3 | 3 | 4 |
| Total | 255 | 274 | 397 |
| Other tax payments | | | |
| Employer portion of payroll taxes | 190 | 201 | 197 |
| Property and business taxes | 131 | 123 | 119 |

Continued on following page

ECONOMIC IMPACT

| (\$ millions) | 2024 | 2023 | 2022 |
|--|--------------|--------------|--------------|
| Non-creditable/non-refundable sales taxes | | | |
| British Columbia | 32 | 25 | 30 |
| Saskatchewan | 0.1 | 0.2 | 0.1 |
| Manitoba | 0.7 | 0.6 | 1 |
| Provincial premium and capital taxes | 0 | -0.1 | -7 |
| Quebec tax credits | -7 | 0 | -3 |
| Total other tax payments | 347 | 350 | 338 |
| Payroll taxes remitted | 781 | 838 | 793 |
| 9-1-1 taxes and other payments remitted | 54 | 54 | 52 |
| Total other taxes remitted¹ | 835 | 892 | 845 |
| Sales taxes remitted | | | |
| Canadian GST and HST | 1,080 | 1,074 | 1,040 |
| British Columbia | 252 | 245 | 233 |
| Saskatchewan | 10 | 10 | 9 |
| Manitoba | 17 | 16 | 14 |
| Quebec | 227 | 223 | 218 |
| Net sales taxes collected/remitted | 1,586 | 1,568 | 1,514 |
| Total taxes remitted | 3,023 | 3,084 | 3,095 |

¹ Data includes TELUS Digital as well as acquisitions made between January 1, 2024 and December 31, 2024.

Tax reporting – income tax accrued

| Canada (\$ millions) | Other (\$ millions) |
|----------------------|---------------------|
| 285 | 5 |

R&D spend^{1,2,3}

| (\$ millions) | Estimated investment in R&D |
|---------------|-----------------------------|
| 2024 | 668 |
| 2023 | 669 |
| 2022 | 819 |

¹ TELUS is committed to investing in research and development to drive technological advancements, enhance network capabilities, and deliver innovative solutions that empower businesses and customers. With a steadfast mission to connect Canadians and enable them to thrive in an ever-changing digital world, TELUS continues to pave the way for a future of connectivity and growth.

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.

³ Data includes TELUS Digital, as well as acquisitions made between January 1, 2024 and December 31, 2024.

Valeur économique distribuée¹

| (\$ millions) | 2024 | 2023 | 2022 |
|--|---------------|---------------|---------------|
| Goods and services purchased | 7,639 | 7,537 | 7,107 |
| Employee benefits expense | 5,907 | 6,148 | 4,899 |
| Capital expenditures, excluding spectrum licenses | 2,635 | 2,822 | 3,472 |
| Interest paid | 1,330 | 1196 | 816 |
| Income taxes paid, net | 358 | 389 | 519 |
| Dividends declared to the holders of common shares | 2,314 | 2,111 | 1,899 |
| Cash payments for spectrum licenses | 637 | 29 | 0 |
| Total | 20,820 | 20,232 | 18,712 |

¹ Includes acquisitions TELUS made between January 1, 2024 and December 31, 2024.

Capital expenditures by region¹

| (\$ millions) | 2024 | 2023 | 2022 |
|--------------------------------------|--------------|--------------|--------------|
| British Columbia | 1,053 | 1,139 | 1,221 |
| Alberta | 439 | 474 | 959 |
| Saskatchewan | 6 | 4 | 8 |
| Manitoba | 10 | 12 | 31 |
| Ontario | 558 | 601 | 668 |
| Quebec | 376 | 424 | 403 |
| Atlantic Canada | 22 | 9 | 9 |
| Territories | 0 | 1 | 0 |
| United States and other ² | 171 | 158 | 173 |
| Total capital expenditures | 2,635 | 2,822 | 3,472 |

¹ Data has been updated to correct for rounding errors; includes acquisitions TELUS made between January 1, 2024 to December 31, 2024.

² "Other" predominantly includes capital expenditures at TELUS Digital, which are detailed in our MD&A.

Clean revenue¹

| Revenue sources (\$ millions) | 2024 | 2023 | 2022 |
|---|--------------|--------------|--------------|
| Reused, recycled or refurbished handsets ² | 1,500 | 1,369 | 1,146 |
| Cloud-based services, connected technologies and other ³ | 759 | 695 | 673 |
| Health services | 1,779 | 1,705 | 913 |
| Total clean revenue | 4,038 | 3,769 | 2,732 |

¹ Does not include revenues from TELUS Digital; includes acquisitions TELUS made between January 1, 2024 and December 31, 2024.

² Includes revenue from handset repairs, sales of certified pre-owned handsets, and handset sales from our Bring-It-Back program.

³ Includes revenue from cloud-based services, Internet of Things, and our TELUS Agriculture & Consumer Goods business, as well as tree planting and restoration.

Our people

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

Pulsecheck engagement results¹

| % | 2024 | 2023 | 2022 |
|--------------------|------|------|------|
| Overall engagement | 81 | 82 | 83 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

New employee hires by province¹

| | 2024 | | 2023 | | 2022 | |
|---------------------------|---------------|--------------|---------------|------------|---------------|--------------|
| Province | Hire rate (%) | # of hires | Hire rate (%) | # of hires | Hire rate (%) | # of hires |
| British Columbia | 8.1 | 508 | 8 | 582 | 15 | 1,172 |
| Alberta | 8.7 | 403 | 7.4 | 381 | 16.1 | 874 |
| Saskatchewan | 29.2 | 31 | 36 | 36 | 53.3 | 40 |
| Manitoba | 15.2 | 28 | 19.7 | 35 | 34.1 | 47 |
| Ontario | 12.1 | 1,140 | 13.7 | 1,339 | 24.9 | 2,038 |
| Quebec | 10.1 | 617 | 12.6 | 833 | 21.9 | 1,198 |
| Newfoundland and Labrador | 33.2 | 40 | 11.8 | 16 | 29.6 | 41 |
| New Brunswick | 20.4 | 34 | 22 | 34 | 54.8 | 37 |
| Nova Scotia | 25.9 | 71 | 20.1 | 55 | 41.3 | 64 |
| Prince Edward Island | 15.4 | 2 | – | – | – | – |
| Total | 10.5 | 2,874 | 26.7 | 2 | 20 | 5,511 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

New employee hires by age group and gender¹

| Category | 2024 | | 2023 | | 2022 | |
|--------------------|---------------|--------------|---------------|--------------|---------------|--------------|
| | Hire rate (%) | # of hires | Hire rate (%) | # of hires | Hire rate (%) | # of hires |
| Over 50 years old | 3.1 | 212 | 4.2 | 305 | 6.9 | 421 |
| 30-50 years old | 7.3 | 1,346 | 8.4 | 1,617 | 14.7 | 2,532 |
| Under 30 years old | 34.5 | 1,600 | 35.6 | 1,792 | 60.6 | 2,558 |
| Total | 10.5 | 3,158 | 11.8 | 3,714 | 20 | 5,511 |
| Women | 11.2 | 1,402 | 14.1 | 1,864 | 21.8 | 2,231 |
| Men | 10 | 1,756 | 10.1 | 1,850 | 19 | 3,280 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

Turnover rates by province¹

| Province | 2024 | | 2023 | | 2022 | |
|---------------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| | Turnover rate (%) | # of exits | Turnover rate (%) | # of exits | Turnover rate (%) | # of exits |
| British Columbia | 19.8 | 1,244 | 25.7 | 1,874 | 15.5 | 1,208 |
| Alberta | 21.3 | 989 | 25.7 | 1,331 | 15.1 | 820 |
| Saskatchewan | 31.1 | 33 | 44.0 | 44 | 44.0 | 33 |
| Manitoba | 20.1 | 37 | 21.3 | 38 | 31.2 | 43 |
| Ontario | 20.8 | 1,956 | 22.0 | 2,143 | 18.7 | 1,531 |
| Quebec | 26.7 | 1,633 | 21.1 | 1,396 | 23.2 | 1,273 |
| Newfoundland and Labrador | 32.4 | 39 | 40.6 | 55 | 28.9 | 40 |
| New Brunswick | 21.0 | 35 | 26.5 | 41 | 31.1 | 21 |
| Nova Scotia | 31.4 | 86 | 27.0 | 74 | 27.7 | 43 |
| Prince Edward Island | 38.5 | 5 | 13.3 | 1 | – | – |
| Total | 22.2 | 6,057 | 23.5 | 6,997 | 18.2 | 5,012 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

Turnover rates by country¹

| 2024 | | |
|----------------------------|-------------------|------------|
| Country | Turnover rate (%) | # of exits |
| Armenia | 0 | 0 |
| Australia | 39.6 | 126 |
| Bahamas | 0 | 0 |
| Brazil | 0 | 0 |
| China | 0 | 0 |
| Ireland | 0 | 0 |
| Mexico | 0 | 0 |
| Netherlands | 29.7 | 15 |
| New Zealand | 18.2 | 3 |
| Singapore | 18.2 | 1 |
| Slovakia | 0 | 0 |
| United Kingdom | 12.3 | 40 |
| United States | 10.0 | 182 |
| International Total | 13.4 | 367 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

Voluntary turnover¹

| Type (%) | 2024 | 2023 | 2022 |
|------------------------|-------------|-------------|-------------|
| Voluntary ² | 12.7 | 13.0 | 13.2 |
| Total | 22.2 | 23.5 | 18.2 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

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

Open positions filled by internal candidates

| | 2024 | 2023 | 2022 |
|--|------|------|------|
| % of open positions filled internally ¹ | 37 | 38 | 36 |

¹ Includes employees in TELUS Agriculture & Consumer Goods.

Turnover rates by age group and gender¹

| 2024 | | | 2023 | | 2022 | |
|--------------------|-------------------|--------------|-------------------|--------------|-------------------|--------------|
| Age group | Turnover rate (%) | # of exits | Turnover rate (%) | # of exits | Turnover rate (%) | # of exits |
| Over 50 years old | 20.5 | 1,419 | 26.5 | 1,919 | 15.5 | 946 |
| 30-50 years old | 17.1 | 3,160 | 19.2 | 3,706 | 13.9 | 2,389 |
| Under 30 years old | 39.8 | 1,845 | 35.3 | 1,780 | 39.7 | 1,677 |
| Women | 21.4 | 6,424 | 24.8 | 3,281 | 19.8 | 2,029 |
| Men | 23.3 | 2,923 | 22.5 | 4,124 | 17.3 | 2,983 |
| Total | 20.0 | 3,501 | 23.5 | 7,405 | 18.2 | 5,012 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

Average training hours^{1,2,3}

| Overall | Gender | | Role | | Level | | | |
|-------------|--------|-------|-----------------|-------------------------|--------|--------------------|----------------|----------------|
| | Men | Women | Bargaining unit | Management professional | Retail | Single contributor | Middle manager | Senior manager |
| 2024 | | | | | | | | |
| 8.7 | 9.4 | 7.4 | 17.6 | 5.9 | 12.4 | 8.5 | 10.1 | 5.4 |
| 2023 | | | | | | | | |
| 8.3 | 8.8 | 8.1 | 13.4 | 6.6 | 11.6 | 8.6 | 8.4 | 3.1 |
| 2022 | | | | | | | | |
| 7.7 | 8.9 | 5.7 | 12.6 | 5.2 | 12.7 | 7.7 | 7.8 | 2.0 |

1 Only includes training completed by December 31, 2024 that was captured and recorded internally, as of January 31, 2025. 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 who are tracked in the primary human resources management system. TELUS Digital, TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions except TSSI are not included. Training that was provided for team members in 2024 who were no longer with the company on December 31, 2024 has not been included.

3 As tracked through our learning portal TeamHub, LinkedIn Learning, and Axonify 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, so they are not included in this data.

Training and development spend¹

| | 2024 | 2023 | 2022 |
|---|------|------|------|
| Average amount spent per full-time employee on training and development | 815 | 895 | 746 |

1 Includes training investment across TELUS up to December 31, 2024. 271 Team members from TELUS Digital are included because they were part of the TELUS team throughout the year, while all other team members from TELUS Digital are not included. Training that was provided to team members in 2024 who are no longer with the company as of December 31, 2024 has not been included.

Return on learning^{1,2,3}

| Performance impact (%) | 2024 | 2023 | 2022 |
|---|------|------|------|
| Employees who felt satisfied with the learning opportunity | 95 | 93 | 92 |
| Employees who feel the learning opportunities helped their performance on the job | 94 | 93 | 91 |
| Employees who would recommend this learning opportunity to other employees | 94 | 92 | 90 |

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 People & Culture (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 who feel the learning opportunities helped their performance on the job" changed. Prior to August 2022, the question was: "As a result of this learning, I believe I will be more effective at work". For the entire year of 2023 and 2024, 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

| Year | Currency | Wage rate frequency | Average entry level wage (\$) | Minimum wage (\$)² | Wage ratio |
|------|----------|---------------------|-------------------------------|--------------------|------------|
| 2024 | CAD | annual | 35,000 | 30,100 | 1.16 |
| 2023 | CAD | annual | 34,600 | 29,100 | 1.19 |
| 2022 | CAD | annual | 30,500 | 27,300 | 1.12 |

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

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

| | 2024 | | 2023 | | 2022 | |
|----------------|-----------------------|----------------------------------|-----------------------|----------------------------------|-----------------------|----------------------------------|
| Level | Female representation | Key factor average differential² | Female representation | Key factor average differential² | Female representation | Key factor average differential² |
| Executive | 30% | 7.4% | 28% | 5.8% | 28% | 6.3% |
| Management | 38% | 0.1% | 38% | 1.9% | 37% | 1.3% |
| Non-management | 38% | 0.2% | 39% | 4.1% | 39% | 1.5% |
| Overall | 38% | 2.0% | 39% | 2.7% | 38% | 1.5% |

1 Data covers all employees in Canada that are tracked in the primary human resources management system. Excludes TELUS Retail and TELUS Health based in Ontario and Quebec, bargaining unit team members, temporary, casual, non-paid and those on leave of absence team members. TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

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) | 2024 | 2023 | 2022 |
|-------------------------|-------|-------|-------|
| Total pay and benefits¹ | 3,854 | 4,039 | 3,607 |

1 Excludes TELUS Digital.

Safety performance¹

| | 2024 |
|---|------|
| Total hours worked (millions) | 36.8 |
| Number of recordable work-related injuries (i.e. lost-time accidents) | 62 |
| Rate of recordable work-related injuries (per 200,000 hours worked) | 0.34 |
| Fatalities | 0 |

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

Canadian union representation

| Year | # covered by a collective agreement | Total employees | % covered by a collective agreement |
|-------------------|-------------------------------------|-----------------|-------------------------------------|
| 2024 ¹ | 3,985 | 28,182 | 14 |
| 2023 ² | 5,385 | 30,915 | 17 |
| 2022 ³ | 7,512 | 34,720 | 22 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as 4,874 employees in LifeWorks, 241 employees in TELUS Agriculture & Consumer Goods and 167 employees in other out-of-footprint acquisitions.

² Active employees as of December 31, 2023, including 5,343 employees in LifeWorks, as well as other out-of-footprint acquisitions. TELUS Agriculture & Consumer Goods is not included.

³ Active employees as of December 31, 2022, including 5,715 employees in LifeWorks acquisition.

Employees covered by a collective agreement by union affiliation¹

| Union | 2024 total employees | 2023 total employees | 2022 total employees |
|-------------------------|----------------------|----------------------|----------------------|
| TWU | 2,910 | 3,981 | 5,881 |
| SQET | 480 | 626 | 699 |
| SAMT | 426 | 471 | 540 |
| BCGEU | 53 | 56 | 53 |
| IBEW/Other ² | 112 | 248 | 336 |
| MNU | 4 | 3 | 3 |
| Total | 3,985 | 5,385 | 7,512 |

¹ Active bargaining unit employee totals are calculated on December 31 of each year.

² Includes TELUS Security-Automation (formerly ADT Canada) employees covered by different collective agreements and various unions.

Human rights feedback

| Human rights complaints ¹ | 2024 | 2023 | 2022 |
|--------------------------------------|-----------------|------|------|
| Carry-over from previous year | 24 ² | 21 | 20 |
| New | 8 | 8 | 9 |
| Closed | 7 | 9 | 8 |
| In progress at end of year | 25 | 20 | 21 |

¹ Data covers all employees in Canada who are tracked in the primary human resources management system, as well as LifeWorks and TELUS Agriculture & Consumer Goods. Other out-of-footprint acquisitions are not included.

² Carry-over from previous year adjusted to include LifeWorks.

Human rights resolution

| Closed human rights complaints | 2024 | 2023 | 2022 |
|--|------|------|------|
| Referred to TELUS internal or other resolution process | 0 | 0 | 0 |
| Resolution reached | 2 | 1 | 3 |
| Dismissed | 4 | 6 | 5 |
| Withdrawn | 1 | 2 | 0 |

Respectful Workplace resolution

| Closed discrimination or harassment complaints | Cases in 2024 | Cases in 2023 | Cases in 2022 |
|---|---------------|---------------|---------------|
| Respectful Workplace Policy complaint reported, breach found and addressed with employee disciplinary action ¹ | 4 | 20 | 18 |
| Respectful Workplace Policy complaint reported and no breach found | 16 | 35 | 26 |

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

| | 2024 | | | 2023 | | | 2022 | | |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Work Type | Women | Men | Total | Women | Men | Total | Women | Men | Total |
| Permanent | 11,884 | 16,950 | 28,834 | 12,470 | 17,490 | 29,960 | 10,547 | 17,995 | 28,542 |
| Temporary | 350 | 195 | 545 | 288 | 181 | 469 | 241 | 223 | 464 |
| Full-time | 10,855 | 16,037 | 26,892 | 11,256 | 16,477 | 27,733 | 9,533 | 16,881 | 26,414 |
| Part-time | 1,379 | 1,108 | 2,487 | 1,502 | 1,194 | 2,696 | 1,255 | 1,337 | 2,592 |

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

Employees by province, territories and employment contract¹

| | 2024 | | | 2023 | | | 2022 | | |
|---------------------------|---------------|------------|---------------|---------------|------------|---------------|---------------|------------|---------------|
| Province | Permanent | Temporary | Total | Permanent | Temporary | Total | Permanent | Temporary | Total |
| British Columbia | 5,963 | 92 | 6,055 | 6,681 | 105 | 6,786 | 7,870 | 127 | 7,997 |
| Alberta | 4,362 | 56 | 4,418 | 4,756 | 59 | 4,815 | 5,585 | 97 | 5,682 |
| Saskatchewan | 102 | 2 | 104 | 107 | – | 107 | 94 | 1 | 95 |
| Manitoba | 168 | 14 | 182 | 180 | 4 | 184 | 153 | 4 | 157 |
| Northwest Territories | – | – | – | – | – | – | – | – | – |
| Ontario | 9,200 | 110 | 9,310 | 9,758 | 99 | 9,857 | 8,903 | 77 | 8,980 |
| Quebec | 5,764 | 119 | 5,883 | 6,176 | 148 | 6,324 | 5,442 | 118 | 5,560 |
| Newfoundland and Labrador | 100 | 23 | 123 | 103 | 16 | 119 | 116 | 40 | 156 |
| New Brunswick | 169 | 3 | 172 | 158 | 3 | 161 | 93 | – | 93 |
| Nova Scotia | 253 | 19 | 272 | 278 | 1 | 279 | 184 | – | 184 |
| Prince Edward Island | 18 | – | 18 | 79 | – | 79 | 102 | – | 102 |
| Canadian total | 26,099 | 438 | 26,537 | 28,276 | 435 | 28,711 | 28,542 | 464 | 29,006 |

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

International employees by country and employment contract¹

| 2024 | | | |
|----------------------------|--------------|------------|--------------|
| Country | Permanent | Temporary | Total |
| Armenia | 45 | 1 | 46 |
| Australia | 219 | 112 | 331 |
| Bahamas | 1 | – | 1 |
| Brazil | 9 | – | 9 |
| China | 33 | – | 33 |
| Ireland | 11 | 1 | 12 |
| Mexico | 19 | – | 19 |
| Netherlands | 18 | 34 | 52 |
| New Zealand | 12 | 5 | 17 |
| Singapore | 5 | – | 5 |
| Slovakia | 79 | 3 | 82 |
| South Africa | 22 | – | 22 |
| United Kingdom | 374 | 55 | 429 |
| United States | 1,699 | 85 | 1,784 |
| International total | 2,546 | 296 | 2,842 |

¹ Data includes international LifeWorks and TELUS Agriculture & Consumer Goods employees.

Employees by age group¹

| Employee category (%) | 2024 | | | 2023 | | | 2022 | | |
|--------------------------------|--------------------|-----------------|-------------------|--------------------|-----------------|-------------------|--------------------|-----------------|-------------------|
| | 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 | 42.7 | 57.3 | 0.0 | 45.8 | 54.2 | 0.0 | 55.7 | 44.3 |
| Middle management | 0.3 | 63.5 | 36.2 | 5.2 | 72.3 | 22.5 | 5.8 | 71.1 | 23.1 |
| Professional / staff | 14.3 | 62.1 | 23.6 | 16.5 | 60.8 | 22.7 | 14.3 | 63.1 | 22.7 |
| Frontline / agents / retail | 24.6 | 56.1 | 19.3 | 22.5 | 58.2 | 19.3 | 24.7 | 56.5 | 18.8 |
| Percentage of employees | 14.8 | 61.8 | 23.3 | 16.2 | 61.3 | 22.5 | 16.7 | 61.8 | 21.5 |

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

Employees by gender¹

| | 2024 | | 2023 | | 2022 | |
|--|-------|------|-------|------|-------|------|
| Employee category (%) | Women | Men | Women | Men | Women | Men |
| Senior management | 28.7 | 71.3 | 30.7 | 69.3 | 25.1 | 74.9 |
| Middle management | 38.8 | 61.2 | 39.5 | 60.5 | 34.3 | 65.7 |
| Junior management | 39.9 | 60.1 | 40.0 | 60.0 | 38.5 | 61.5 |
| Management positions in revenue-generating functions | 36.5 | 63.5 | 35.4 | 64.6 | 36.3 | 63.7 |
| Professional / staff | 46.5 | 53.5 | 47.0 | 53.0 | 41.2 | 58.8 |
| Frontline / agents | 26.2 | 73.8 | 29.7 | 70.3 | 31.3 | 68.7 |
| STEM roles ² | 21.4 | 78.6 | 22.4 | 77.6 | N/A | N/A |

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

2 STEM roles refer to occupations which generate advancements and create innovations through the application of knowledge and expertise from one or more fields of science, technology, engineering and mathematics (STEM), as a central function of the occupation. This includes 100+ roles at TELUS based on each role's National Occupational Classification (NOC). TELUS Agriculture & Consumer Goods, LifeWorks and other out-of-footprint acquisitions are not included.

Employees by designated groups^{1,2,3}

| Designated group (%) | 2024 | 2023 | 2022 |
|---------------------------|------|------|------|
| Women | 36.8 | 37.2 | 37.3 |
| Visible minorities | 35.3 | 35.1 | 34.4 |
| Persons with disabilities | 8.6 | 8.6 | 9.0 |
| Indigenous Peoples | 3.4 | 3.6 | 3.8 |

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

2 Data for these categories depends upon full-time and part-time employee self-identification in TELUS' self-identification survey. Workforce diversity percentages are determined by the number of responses received through this self-identification survey.

3 The Canadian Legislated Employment Equity Program (LEEP) makes our results available to the public after they've been reviewed, verified, analyzed and consolidated into the Employment Equity Annual Report, which is tabled in Parliament by the Minister of Employment, Workforce Development and Labour (Minister of Labour).

Responsible supply chain

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.

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

| | 2024 | 2023 | 2022 |
|--------------------------------------|------|--------|------|
| Spend (\$ millions) | 256 | 193 | 194 |
| % change in spend from previous year | 33% | -0.50% | 90% |

1 We define tier one suppliers as those that we 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 who is considered diverse based on their ethnicity, sexuality, gender, veteran status and/or if able bodied.

2 Data does not include TELUS Digital, or out-of-footprint acquisitions. Out-of-footprint acquisitions are those that have not been integrated into the human resource management systems.

JAC supplier audits¹

| | 2024 |
|---|------|
| On-site supplier audits ² conducted collectively | 139 |
| Corrective action plans raised | 661 |

1 Joint Alliance for CSR. See the JAC Annual Report for a complete summary of JAC impact statistics, including data assumptions.

2 Includes on-site JAC audits and 24 Validated Assessment Program (VAP) audits carried out under the Responsible Business Alliance initiative conducted by an independent auditing body on behalf of JAC members. JAC recognizes VAP audits as materially equivalent (except minor differences related to specific parameters) to JAC audits.

Vendor payments¹

| Metric (in millions) | 2024 | 2023 | 2022 |
|--|-----------------|-----------------|-----------------|
| Spend with vendors with locations in Canada ² | \$9,955 | \$9,726 | \$10,168 |
| As a % of total vendor payments | 92% | 92% | 91% |
| Spend with non-Canadian vendors | \$817 | \$817 | \$957 |
| As a % of total vendor payments | 8% | 8% | 9% |
| Total vendor payments | \$10,772 | \$10,544 | \$11,125 |

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

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

Privacy 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 | 2024 | 2023 | 2022 |
|---|--------|--------|--------|
| Court orders | 12,361 | 8,929 | 7,775 |
| Subpoenas | 285 | 250 | 342 |
| Mutual legal assistance treaty (MLAT) orders ¹ | 3 | 2 | 2 |
| Emergency calls | 85,087 | 90,069 | 74,477 |
| Legislative demands ² | 626 | 382 | 372 |

¹ Typically, these are requests for aid from a law enforcement agency in another country related to a criminal investigation, which 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

| | 2024 | 2023 | 2022 |
|------------------------------------|------|------|------|
| Political contributions (millions) | - | - | - |