

INTRODUCTION

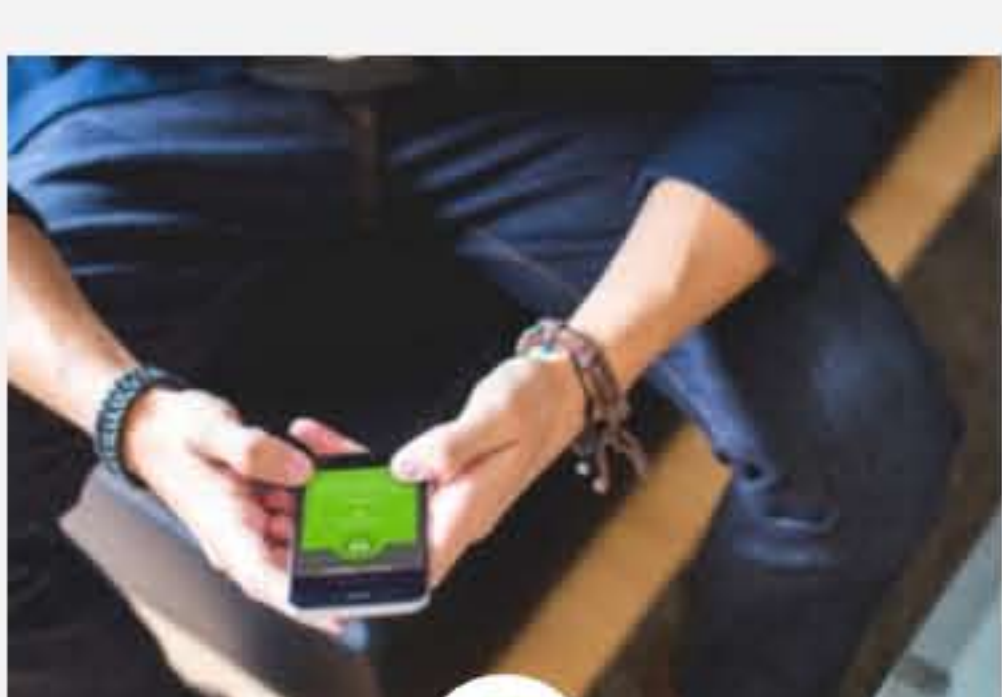
Inspired by nature: creating a healthier, more sustainable future

Inspired by nature, we are passionate about creating a healthier, more sustainable future. We believe there is a harmonious relationship between our company, our team and the health and prosperity of our communities. Our sustainability strategy focuses on meeting our environmental and social goals while delivering economic growth.



ENVIRONMENTAL STEWARDSHIP

Meet TELUS House
Toronto's Garden
Steward



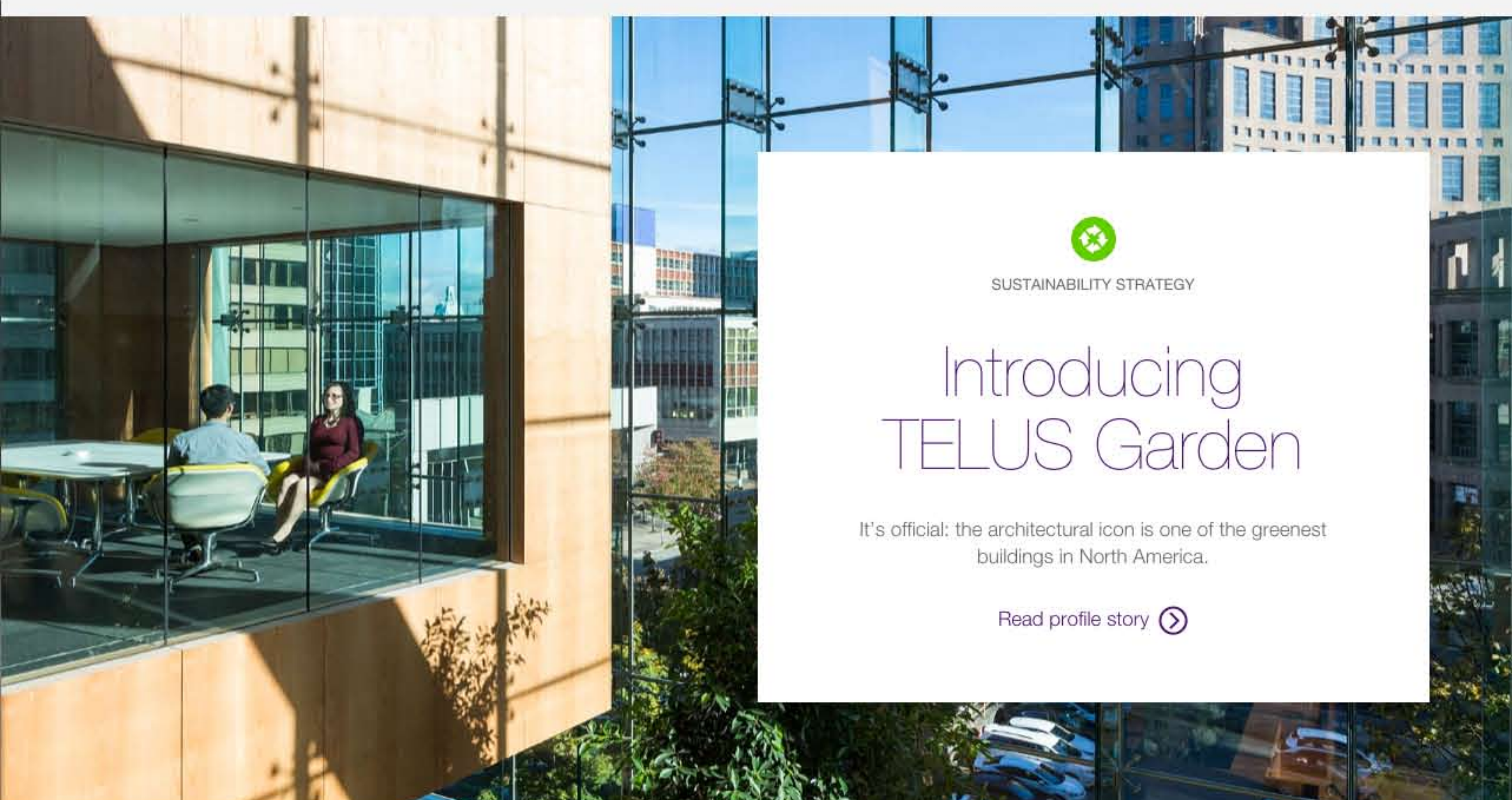
SUPPORTING EMPLOYEES

Where technology meets
inspiration



COMMUNITY INVESTMENT

Celebrating a decade of
giving



SUSTAINABILITY STRATEGY

Introducing TELUS Garden

It's official: the architectural icon is one of the greenest
buildings in North America.

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Sustainability from the ground up

Our dedication to sustainability is personified by the exceptional involvement of every single TELUS employee. Our employee initiatives encompass education, engagement, volunteer hours and contributions to benefit plans.

4,420

Environmentally-themed
training courses for TELUS
employees

830k

Team TELUS Cares total
volunteer hours

\$94
million

Contributions to employee
defined benefit plans

87%

Pulsecheck engagement
score for domestic TELUS
employees



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SUSTAINABILITY STRATEGY

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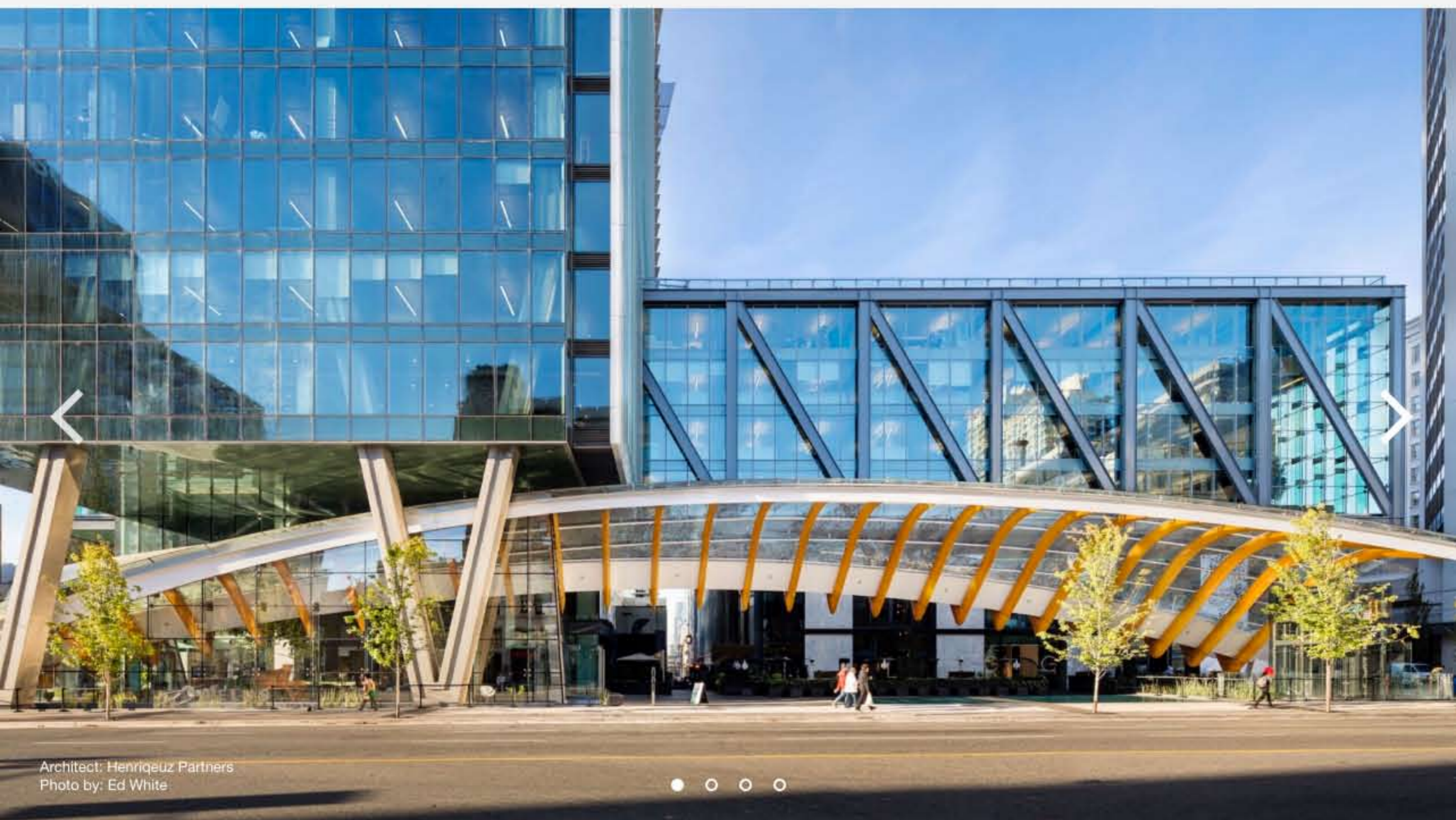
What's one million square feet, inspired by nature, innovative by design and the new standard for sustainability? Welcome to TELUS Garden, an architectural triumph for the way we live, work and play.

Downtown Vancouver's TELUS Garden was awarded LEED Platinum certification by The Canada Green Building Council. It's the highest rating a building development can receive, and has set an exciting and important precedent for the way we view our cities' futures. The vision that included the 22-story signature office tower, retail space and 424 green homes is now a successful showcase of architecture, design, environmental stewardship and advanced technology.



"Sustainability is not only about green technologies and design, it also means supporting our fellow citizens and contributing to more vibrant communities."

– Darren Entwistle TELUS President and CEO



Architect: Henriquez Partners
Photo by: Ed White

Caring for the environment and connecting communities

Just some of the many innovations that significantly reduce energy consumption at TELUS Garden include a district system that will reduce carbon dioxide emissions by more than one million kilograms a year. That's the equivalent of planting 25,000 trees within the same amount of time. High-efficiency motion sensor lighting and Vancouver's largest solar panel rooftop will also contribute to the reduction. TELUS Garden also features a unique fresh air ventilation system, rainwater capture systems to irrigate the gardens, and charging stations for electric vehicles and bike storage, with showers. Garden terraces, a community food garden, works by visual arts students and community organizations – all enhance the community atmosphere along with the new public plaza for lounging, entertainment and free Wi-Fi.

It's only natural the aesthetic of TELUS Garden is all about bringing the outdoors in to capture the West Coast Gothic vision for the development. The Douglas fir beams in the open air is a distinct nod to the rainforest in the heart of the city.

Another source of inspiration was the wood and glass covered canopy, inspired by Emily Carr's "Cathedral" painting that spans one of the office tower's entrance ways. It features an indoor koi pond and custom-made Fazioli piano, also created using Douglas fir. Down to every detail, as a successful urban space that has unlocked potential for the future of creating healthy and sustainable environments – TELUS Garden is the true embodiment of TELUS' commitment to sustainability.



Welcome to TELUS Garden



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ENVIRONMENTAL STEWARDSHIP

Meet TELUS House Toronto's Garden Steward

Renee Nadeau may not be shouting from rooftops, but her passion is definitely felt from one – namely on top of TELUS House in downtown Toronto. She's an urban farmer and community gardener who's creating connections between people, urban space and sustainability.

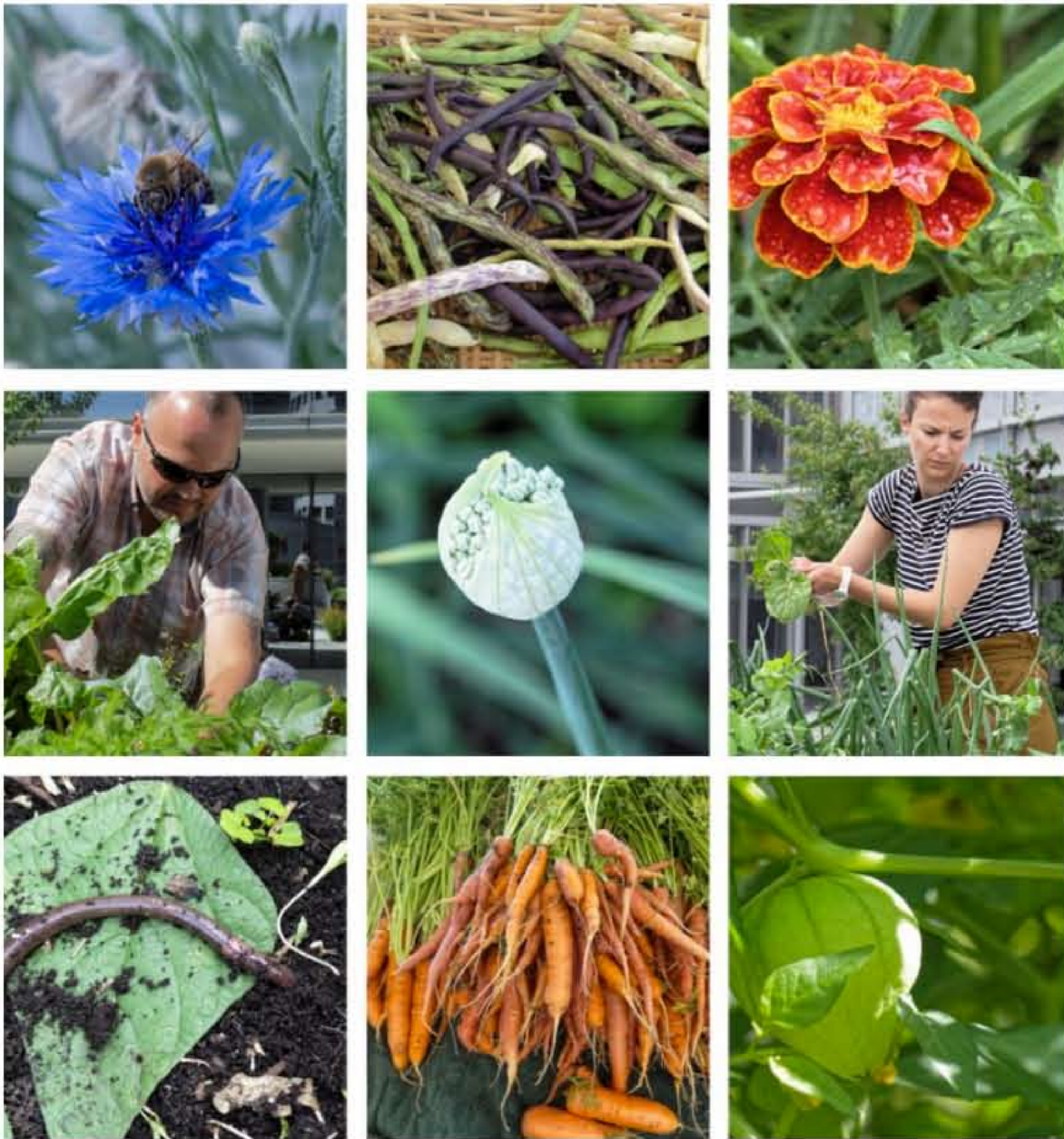
As the TELUS House Garden Steward, Renee is not only the day-to-day nurturer of the fruits, veggies, herbs and medicinal plants that are thriving in one of three gardens that grace the rooftops of the 30 storey building in downtown Toronto, but is also a resource and tipster for the growing number of TELUS employees and volunteers who come to enjoy the space, get their hands dirty or learn more about growing their own food. Some water the garden or wash carrots and radishes, others pull a few weeds between meetings, and some just come to relax and enjoy watching the buzzing neighbourhood honeybees that visit from Royal York Hotel's own rooftop garden next door.

"It has been so exciting to see TELUS employees drop by and get enthusiastic about harvesting, watering and maintaining our rooftop community garden."

– Renee Nadeau TELUS Garden Steward



While rooftop gardening can present unique challenges with intense sun and high winds, Renee has proven that passion, know-how and committed volunteers can create an organic extravaganza of goodness. The harvest has been so plentiful, Renee hosts a weekly farmer's market where employees can purchase a variety of fresh fare by donation. Last year, the garden exceeded expectations and yielded 600 lbs of produce harvested from the 900 square foot space. All those helping hands raised over \$1500 for Green Thumbs Growing Kids.



A green team effort

Now into its second year, Renee has even higher hopes for the little garden that could. While last year was a true testing lab and much was learned about growing conditions and the plants that would suit the environment, this year she's focused on employees' favourites: peas, beans, carrots, radishes, beets, garlic, tomatoes, eggplants, peppers, kale and cooking herbs. She was also pleased to steward a seed-sharing program with employees. Last Fall, plants were allowed to go to seed, harvested, dried and preserved to plant this year and share with employees, who are now trying their hand at organic gardening at home.

Renee's passion has been contagious and the TELUS House Garden is now a hot-spot for inspired living and thinking in a sustainable way. Anyone can read up on what's growing on at Renee's blog, where she talks about the Garden, provides gardening tips and even recommends software programs to help those who want to grow their own food.

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Colleen Dix is TELUS' Senior Sustainability Manager. Part of her role is focused on employee engagement and awareness around sustainability.

TELUS has a goal of reducing absolute energy use by 10 per cent by the end of the decade. While programs like Work Styles have reduced real estate square footage by about one million square feet, and with the successful sustainability initiatives of the new TELUS Garden development – TELUS is well on its way to a sustainable future. But that future is now also a collaborative one, thanks to Colleen and a Canadian-based app called Nudge Rewards.

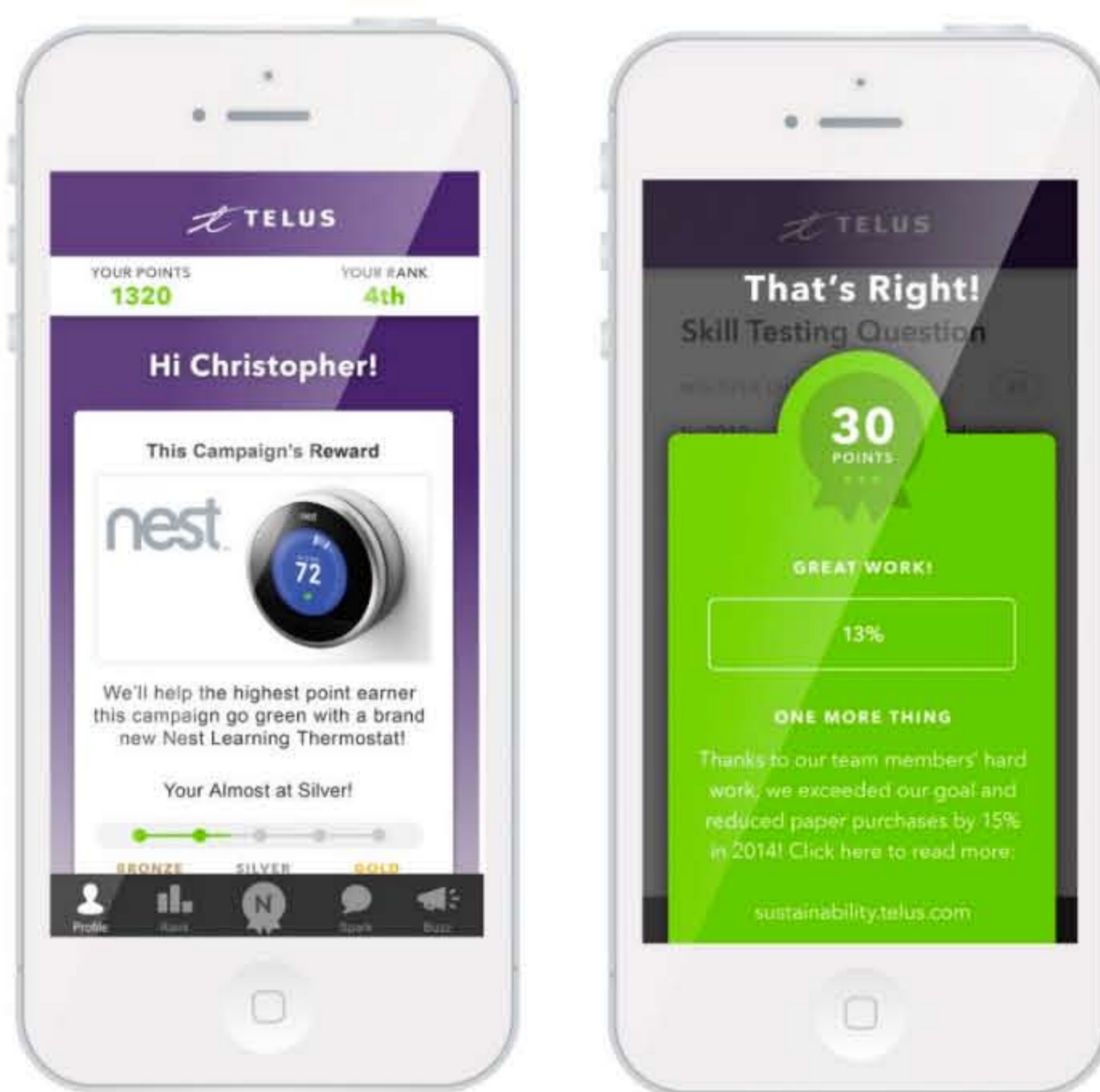


"Through the app, we asked our team members what sustainability meant to them, and from that we created a word cloud. Within 48 hours, we had the answers we needed and were able to use their input to help us define our new sustainability vision statement."

– Colleen Dix TELUS Senior Sustainability Manager

Having a stake in sustainability

Nudge Rewards is a mobile app that engages employees via push notifications with tidbits about the energy use of the buildings and recyclable office materials in the form of trivia, fast-facts and contests. It also calls for brainstorming. Pop-ups appear to get feedback from app users to create company-wide initiatives that everyone has a stake in. Colleen says they've used Nudge Rewards to do just that, and as a result have a new sustainability vision statement: "Inspired by nature: creating a healthier, more sustainable future." In the quest for the new statement, management had input from senior executives, Colleen noted, but was missing how employees felt. The collaboration was not only successful, but brought everyone together on an issue everyone cares about on both a personal and corporate level.



An Appealing future

With over 43,000 employees, it's notable that over half are millennials. These kinds of apps translate into unique opportunities to engage this sector, who are rapidly becoming ambassadors that can promote sustainability.

Colleen has seen Nudge Rewards as a great portal for internal dialogue and ways employees can be part of the conversation. The numbers agree. In an eight-week pilot with Nudge, TELUS saw a 95 per cent adoption rate of employees invited that downloaded the app and of those, 73 per cent were consistently engaged in participating in environmental issue-related programs.

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COMMUNITY INVESTMENT

Celebrating a decade of giving

The numbers are in: since its inception in 2006, TELUS Days of Giving has racked up over 337,000 hours of making our communities both here and abroad a better place. Team members, retirees, family and friends have made up over 112,000 passionate participants who “give where they live”.

In its tenth year, almost 18,000 volunteers came together at over 1,350 activities across Canada to lend a helping hand. It was all about making a difference in a variety of ways, from making our streets safer and caring for the environment – to helping kids and feeding the hungry. Parks, soup kitchens, food banks, schools and hospitals were some of the many places overflowing with the generosity of spirit TELUS Days of Giving is known for throughout the country.

“It’s about TELUS wanting to show we are more than just an office building, that we are more than just a voice at the other end of the call.”

– TELUS Team Member



Let us count the ways

Check out how the TELUS Days of Giving made a big impact:

- 715 bags of waste collected from river valleys, parks, and fields
- 10,179 meals prepared or served to the homeless and those in need
- 40,239 pounds of food sorted at food banks
- 6,822 trees and plants planted in parks and gardens
- 12,670 Kits for Kids school supplies assembled for students in inner city schools
- 5,834 Comfort Kits and charity relief kits assembled for the homeless and others in need
- 131,295 breast cancer ribbons tied for the Canadian Breast Cancer Foundation
- 69 cans of paint used to refresh local communities
- 42,574 books sorted for local book drives



A special addition to the anniversary event was celebrated on May 27th, as TELUS hosted its first-ever Days of Giving on Parliament Hill. TELUS Team Members joined 109 MPs for *Kits for Kids on the Hill* to pack school kits for children across Canada. As a result, TELUS delivered 1,090 school kits to deserving students nationwide in time for the start of classes in September.

“Happy to assemble some Kits for Kids today for the @TELUS Days of Giving initiative!”

– Then MP and current Prime Minister Justin Trudeau

Social media played an exciting role on the Hill – MPs and Senators tweeted in both official languages using the hashtags #actsofgood and #givewherewelive. Then MP and now Prime Minister Justin Trudeau was on hand to give his enthusiastic support to Days of Giving, tweeting about his participation and giving thanks for all the community spirit.

10th Annual TELUS Days of Giving



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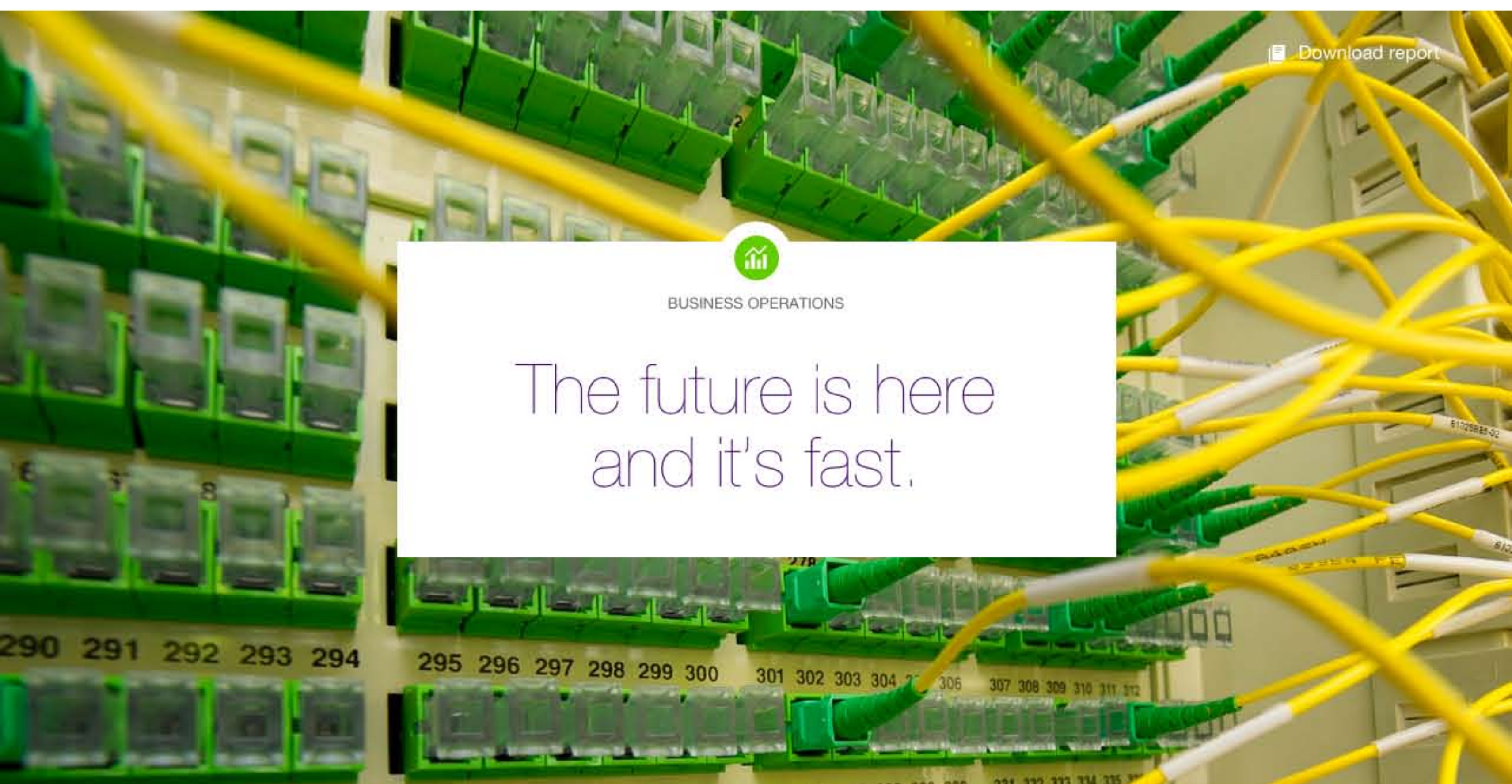


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The future is here
and it's fast.

When it comes to the most advanced technology available in the world, TELUS is already at the forefront delivering next-generation reality to communities. It's all made possible by tiny glass fibres that can send mass amounts of data over enormous distances close to the speed of light.

A recent landmark \$1 billion investment in Edmonton and Vancouver will create two of Canada's first fully fibre optic-enabled urban centres, connecting TELUS Fibre directly to hundreds of thousands of homes, businesses, hospitals and community spaces. By the end of 2015, more than 690,000 premises were fibre-ready across 63 communities in BC, Alberta and Quebec.



"This technology will ensure Canada remains at the forefront of innovation and continues to attract global investment in all sectors."

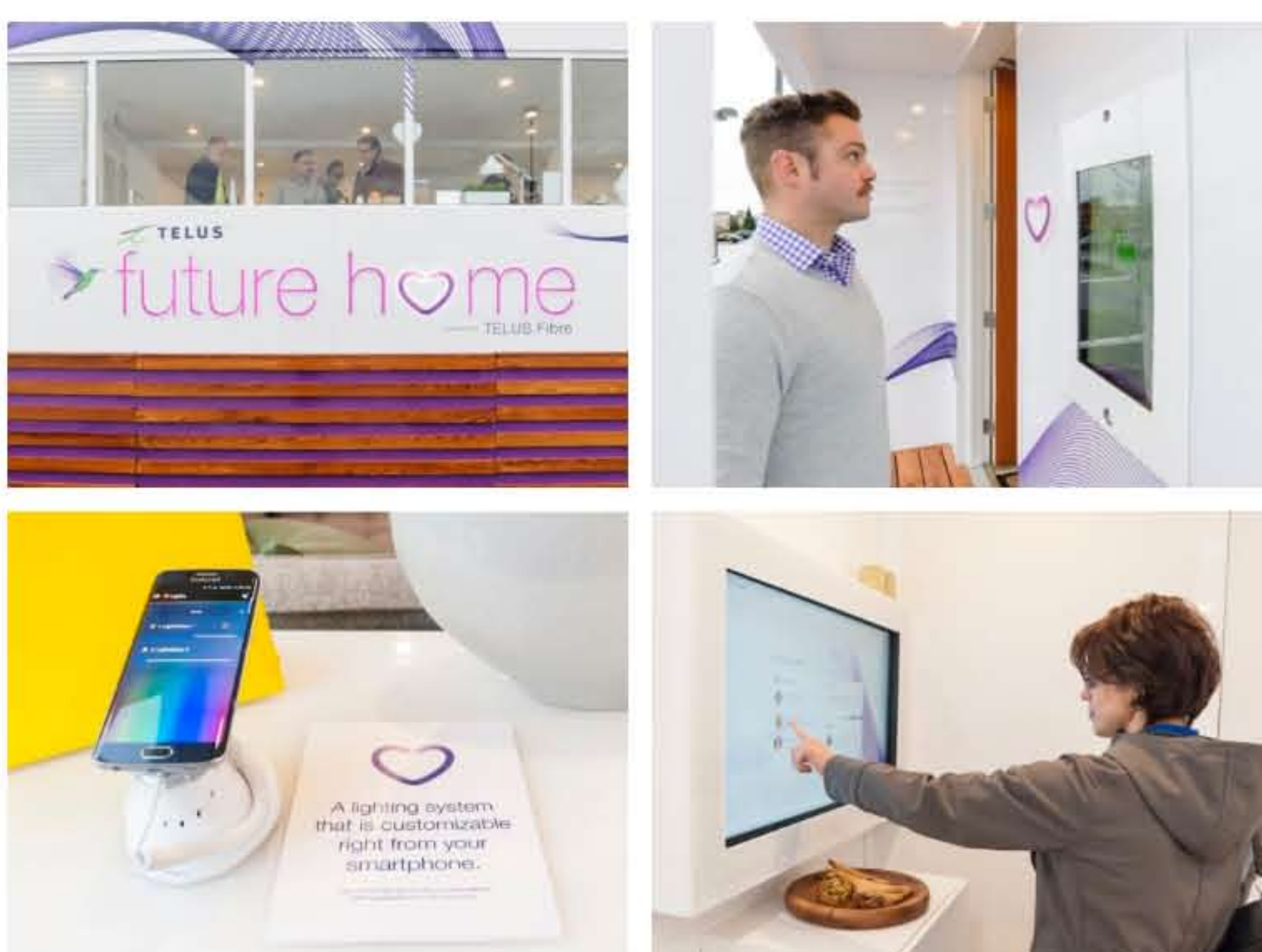
– Tony Geheran EVP and President, Broadband Networks



Changing the way we live, work and play

How will fibre transform our communities? Businesses will be able to stay local and compete globally, and it will be easy for small and medium-sized businesses to adopt advanced cloud-based and IoT solutions. In education, we can look forward to digital textbooks, video conferencing and interactive whiteboards. Healthcare systems will be transformed by telehealth applications, remote patient monitoring and expanded access to electronic medical records. In the home, it means crystal clear video in Ultra HD (4K) streaming across multiple devices and support for high-tech smart homes with learning thermostats, smart security systems and intelligent appliances.

Last year, the TELUS Fibre Future Home tour demonstrated just how much potential its state-of-the-art fibre optic network has in the home. Collaborating with Samsung, Ericsson and Alcatel-Lucent, TELUS showcased a 560-square-foot Future Home demonstrating the cutting-edge innovations we have to look forward to in the not-so-distant future.



How fast is TELUS Fibre?

Imagine downloading a full HD movie in mere seconds. It means dramatically faster internet speeds of up to 150 megabits per second. In coming years, we expect to see one gigabit per second or more.

The capacity of fibre is nearly infinite. That's why TELUS Fibre networks will future proof our communities to ensure we'll have more than enough capacity to meet the growing demands for generations to come.

A Beam of Light



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CUSTOMER EXPERIENCE

Meet a TELUS Health trail blazer

TELUS customer Ben Pobjoy was in a rut. After a move to Toronto, he realized he could no longer feel good about his diet of fast food and soda or the fact that he was 250 lbs.

Like many of us, Ben made a New Year's Resolution in 2015. He'd tried other times and failed. But this time, using a little technology and a lot of resolve, he not only walked his way to success, but showed us all how to pay it forward.

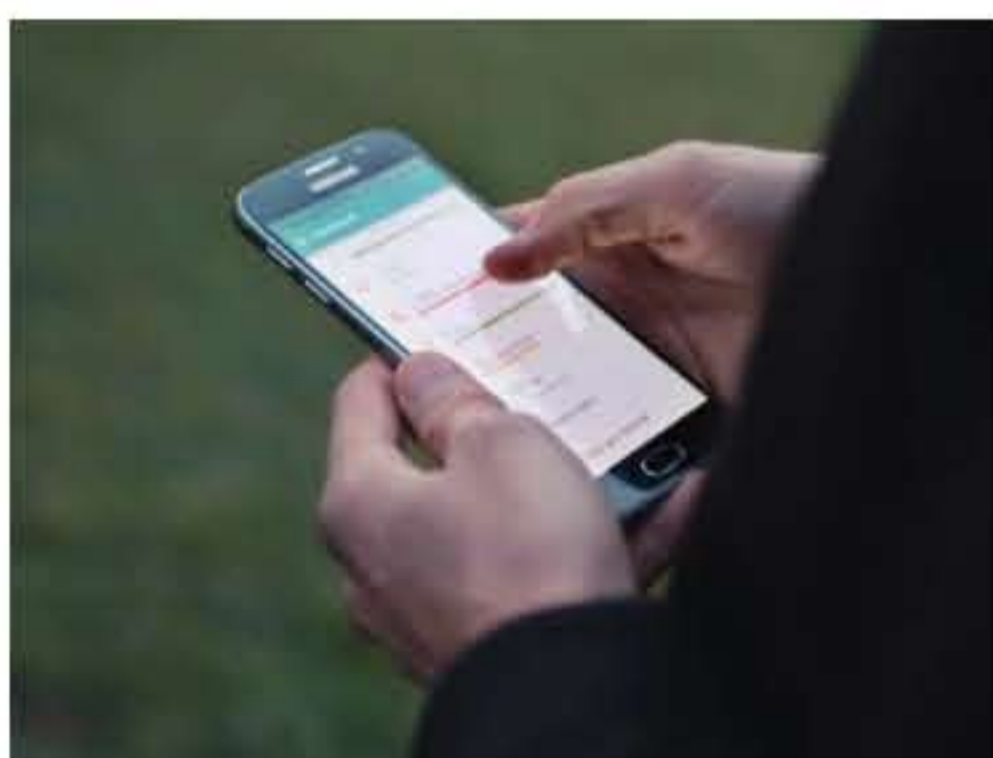
"Most of us don't even know what we're capable of. It just starts with a single step."

— Ben Pobjoy TELUS customer



Healthy living turned to giving

Ben simply put one foot in front of the other, walking around the city. He listened to music and podcasts on his iPhone and tracked his steps, calories and progress. He covered an astounding 5,800 Kms over the year, achieving a 100 lb weight loss. The journey encouraged him to make a difference in others' lives, and so he prepared and gave away over 1000 sandwiches along the way to those in need. TELUS was so inspired by Ben's spirit and his accomplishments – that for every share of a video he posted on Facebook, TELUS donated \$5 to 60 Minute Kids' Club, a free in-school program providing kids tools to be physically active for 60 minutes every day, for life. Ben's video has inspired a nation and has received close to 1.3 million views.



Steps to success

Ben attributes much of his success to technology. His smartphone and Beats by Dre headphones became powerful tools to keep him in the game. Music, podcasts and health apps all inspired him to continue.

His favourite health apps? **MyFitnessPal** tracked calories and pounds lost and helped him not only see progress before it was reflected in the mirror, but also taught him a lot about the nutritional value of foods. **RunKeeper** was Ben's go-to for tracking his walks.

Walking with Sandwiches: Ben's New Year's Resolution



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One of the most challenging issues in healthcare is treating the homeless and vulnerable in our communities. But a unique partnership between TELUS Health and NGO Doctors of the World has made huge strides with Canada's first mobile health clinic.

Located in Montreal, the clinic has cared for more than 3,000 citizens and has now connected 800 homeless to the healthcare system. It's the result of the joint venture's ability to not only just treat patients, but document their care for the first time.



"Health IT has the power to transform not only the way we deliver health solutions, but also the health outcomes Canadians receive today."

— Paul Lepage, president of TELUS Health



Uniting people and technology

The travelling health vehicle can reach populations that are vulnerable and at risk for physical and mental illness that traditionally remain untreated and aren't in the healthcare system. The clinic has a patient reception area with nursing care and also an examination table and doctor's workstation. The workstation is equipped with TELUS LTE Wi-Fi network connectivity and TELUS Health electronic medical record solutions. This technology allows the doctors and nurses to collect and store data, examine results over time, and treat patients that have had undocumented medical histories in the past. It creates a better continuity of care and brings new hope for bringing primary care to the homeless.

The successful venture between TELUS Health and Doctors of the World has resulted in new ways of viewing healthcare in urban environments. An exploration of how to expand this initiative across the country is underway, and will focus on other major Canadian cities where homeless, immigrants with precarious status, sex workers and other marginalized groups can also benefit from better care.

It's estimated that between **150,000 to 300,000 Canadians are homeless**. Studies have revealed that within a year, 75 per cent of our homeless ended up in a hospital emergency room and 31 per cent had been admitted to treat a severe illness. The expansion of the Mobile Health Clinic program would lend hope that more access to primary care could prevent some of these illnesses and serious emergencies.

Driving better health outcomes for marginalized populations



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