



TELUS Environment

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ABOUT TELUS

- TELUS is a dynamic, world-leading communications technology company with 20+ million customer connections spanning wireless, data, IP, voice, television, entertainment, video and security.
- We leverage our global-leading technology and compassion to enable remarkable human outcomes:
 - TELUS Health is Canada's leader in digital health technology
 - TELUS Agriculture provides innovative digital solutions throughout the agriculture value chain
 - TELUS Digital is a leading digital customer experience innovator that delivers next-generation AI and content management solutions for global brands.



Enabling our social purpose

We are committed to leveraging our world-leading technology to enable remarkable human outcomes in our all connected world.



Empowering
Canadians with
connectivity



Innovating in
healthcare



**Caring for the
environment**



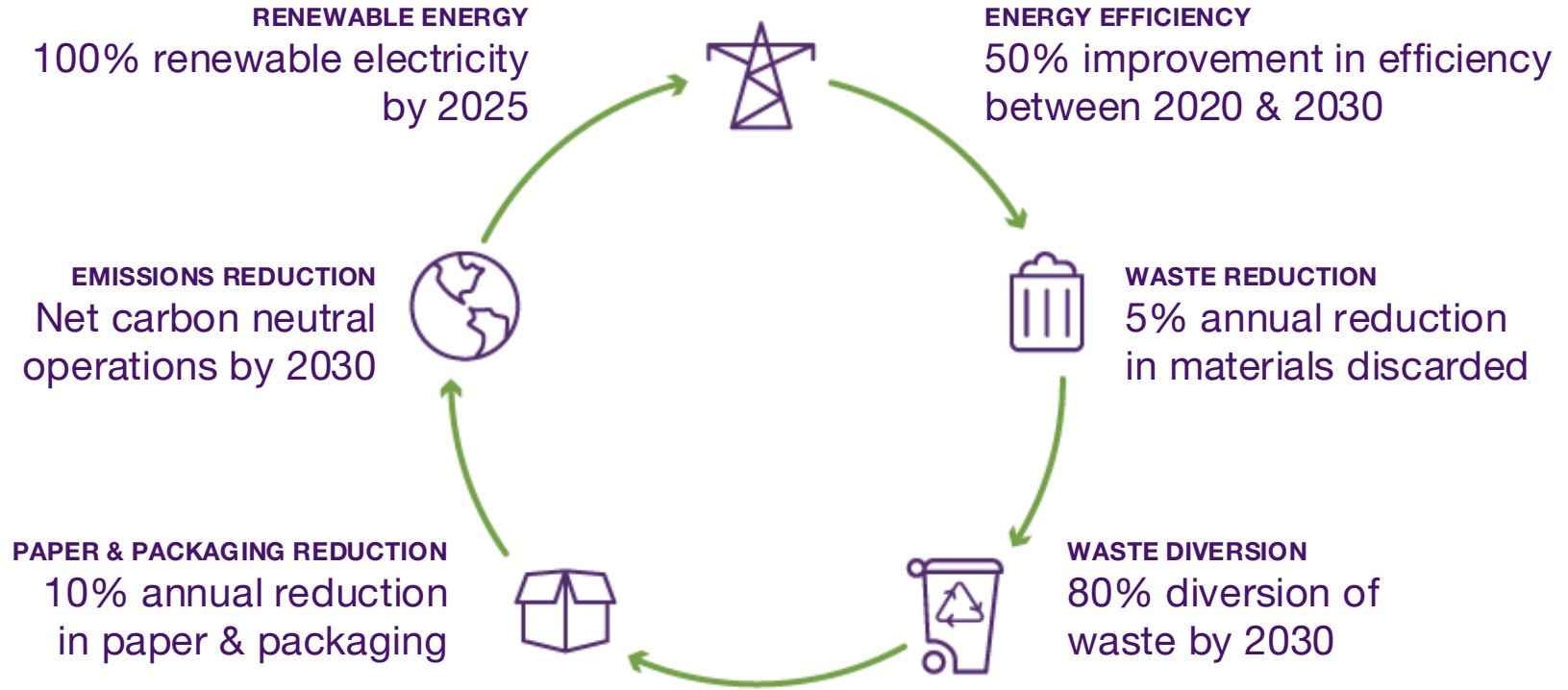
Giving back to
communities



“Championing sustainability is an essential part of our culture and embedded in everything we do for our customers and our communities...”

— Darren Entwistle, TELUS CEO

Environmental goals



Waste

Zero waste vision



5%

Reduction in total
materials discarded

- Eliminate waste at the source



10%

Reduction in paper
and packaging
used

- Go paperless
- Optimize packaging



80%

Diversion of waste
from TELUS sites
by 2030

- Increase diversion streams



95%

Diversion of
additional diversion
streams by 2030

- Shift to circular product lifecycle

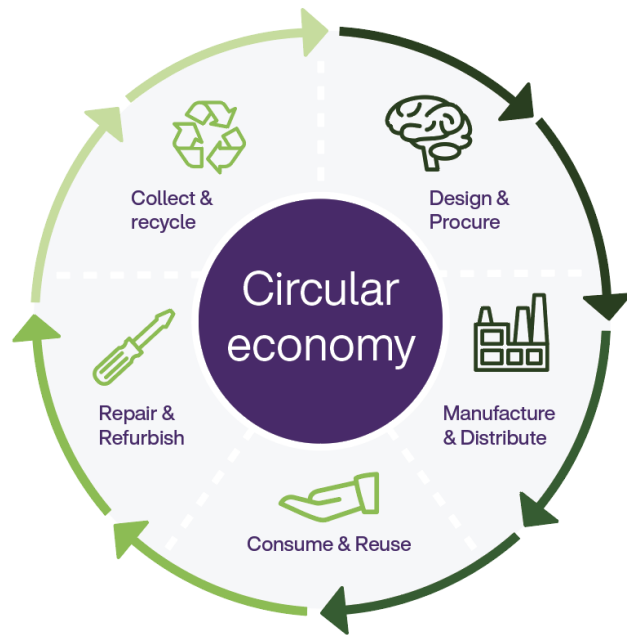


Scope

Our strategy applies zero waste and circular economy principles to two environmental aspects:

- 1) EXTERNAL WASTE – Products and packaging that are designed and/or sold by TELUS and are consumed and used by TELUS customers
- 2) INTERNAL WASTE – Waste generated at TELUS facilities that are generated and managed internally

Circular Economy At TELUS



DESIGN AND PROCURE: Design and procure products considering environment to reduce waste

MANUFACTURE AND DISTRIBUTE: Minimize process and transportation waste

CONSUME AND REUSE: Promote products as services and reuse

REPAIR AND REFURBISH : Enable repair and prioritize refurbishment and remanufacturing

COLLECTION AND RECYCLE: Maximize collection of recycling; Invest in infrastructure and recycling end markets; recycle material

In-Store Recycling

Bring your unwanted electronic device accessories back to select TELUS stores and we'll help find ways to recycle them.

2024:

- Accepting accessories at 10 locations across the country

2025:

- Adding phones and phone cases to the program
- Launching 151 new locations:



Buy a tote, plant a tree

We're offering an award winning reusable bag that contributes to nature restoration, available exclusively in TELUS corporate stores. Let's create a more sustainable future together.



\$3 per reusable bag



One tote purchased =
One tree planted



Planted in wildfire areas



Aligned with legislation



Made from 100%
recycled cotton



17,475 kg of plastic
reduced by the program



Quantification Project

Solas Energy Consulting Inc. developed the Smartphone Device Environmental Impact Assessment, a technical report that evaluates and quantifies emissions and waste reduction across three TELUS circular economy programs, compared to the traditional linear model of smartphone use and disposal.

Baseline: Standard cellphone and disposal

Circular Solution One: Purchase a CPO

Circular Solution Two: Repair your device

Circular Solution Three: Recycling your device



The Challenges

Reportable metrics

Circular economy programs without metrics to demonstrate impact

LCA limitations

Traditional LCAs focus on individual assessments rather than averages

Relatable metrics

Identifying metrics that are meaningful to customers

Methodology

Benchmarking, methodology and literature review: Research industry methodologies and best practices from leading organizations

Stakeholder consultation: Engage program owners to define scope, boundaries and metrics

Project scoping: Map existing circular economy initiatives (CPO, repair, recycling), boundaries and functional unit

Quantification and data collection: Gather life cycle data on emissions, conduct product assessments, and validate results

Results: Create final report, finalize marketing claims messaging, conduct legal review and communicate to all stakeholders

Marketing statements

- One CPO device during raw material extraction and manufacturing (Pre-user), reduce greenhouse gas emissions by 74.9% and waste by 77.5% compared to a new smartphone.
- Repairing a device, reduces 823 kg of waste, equivalent to 91 car tires.
- Recycling a smartphone enables a reduction of 32.4% in emissions and 99.98% in waste for future devices.

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades. In the foreground, a lush green tree with vibrant leaves is partially visible, and the sun is shining through its branches, creating a bright starburst effect. The sky is a clear, pale blue.

We believe that together, TELUS
can create a more sustainable
future for people and our planet.

We are committed to managing
environmental risks and creating
social and environmental value.

let's make the future friendly™