TELUS Communications Inc.

Annual Report to the Director

2024 Calendar Year

Reporting period January 1 – December 31, 2024

Submitted to:

BC Ministry of Environment and Parks
Director, Extended Producer Responsibility Programs
PO Box 9341, STN PROV GOVT
Victoria, BC V8W 9M1

Prepared by:

Tharaka Abilash Prathap,
Business Consultant – Circular Asset Management
TELUS Communications Inc.
215 Slater Street
Ottawa, ON – K1P 0A6
Canada
Telephone: (613) 315-6812

Date: 23rd September, 2025

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1. Executive Summary

Products within plan	*Telecommunication equipment:* ○ *Cordless phones and corded desktop, VOIP phones and analog terminal adapters;* ○ *Public Access Equipment;* ○ *Obsolete network infrastructure equipment (switches, servers), External customer networks, Servers, Optical network termination equipment, Internet equipment (routers, modems), Network cards;* ○ *Video and teleconferencing equipment;* ○ *TV equipment (PVRs, receivers, remote controls), Satellite TV equipment;* ○ *Global Positioning Systems (GPS);* ○ *Home Security electronic equipment* ○ *Batteries; and* ○ *Cables/accessories.*
Program website	https://www.telus.com/en/about/policies-and-disclosures/bc-stewardship-plans

Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(a)	Public Education Materials and Strategies	a description of educational materials and educational strategies the producer uses for the purposes of this Part - *Public information posted on telus.com website providing instructions on how to return equipment to TELUS at no charge.* - *To provide information to our customers TELUS client care agents are made aware of return process by way of online system, internal communication, bulletins.* - *TELUS Technicians are made aware of return process by way of inter-company communication, bulletins.* - *Customer Mail Back instructions including a prepaid waybill.*
Part 2, section 8(2)(b)	Collection System and Facilities	the location of its collection facilities, and any changes in the number and location of collection facilities from the previous report; *Thirteen collection facility locations:* - *Communication Test Design Inc. (CTDI), Delta BC* - *Archway, Richmond BC* - *Archway, Mississauga ON* - *eCycle Solutions, Chilliwack BC* - *Quantum Lifecycle Partners LP, Edmonton AB* - *Call2Recycle, Vancouver BC* - *WiMacTel Canada Inc., Calgary AB* - *Jim Pattison Lease, Vancouver, BC* - *Ensign Pacific Lease, Vancouver, BC* - *Sumas Environmental Services Inc., Burnaby BC* - *Communication Test Design Inc. (CTDI), Mississauga, ON* - *Metalex Products Ltd, Richmond BC* - *Canadian Energy, Burnaby BC*

Recycling Regulation Reference	Topic	Summary (5-bullet maximum)
Part 2, section 8(2)(c)	Product Environmental Impact Reduction, Reusability and Recyclability	efforts taken by or on behalf of the producer to reduce environmental impacts throughout the product life cycle and to increase reusability or recyclability at the end of the life cycle; ***Although TELUS is not a manufacturer of equipment (TELUS branded or not) that we sell or rent, we endeavor to work with our manufacturers to encourage them when designing for the environment to use minimal packaging materials; FSC certified, high recycled content, and or recyclable or biodegradable materials. Where appropriate and applicable, TELUS will also endeavor to include corporate social responsibility requirements in RFPs when selecting vendors.***
Part 2, section 8(2)(d)	Pollution Prevention Hierarchy and Product / Component Management	a description of how the recovered product was managed in accordance with the pollution prevention hierarchy ***TELUS' triage of recovered equipment enables TELUS to follow the pollution prevention hierarchy, such as the regulation requires, to ensure pollution prevention is not undertaken at one level unless or until all feasible opportunities for pollution prevention at a higher level have been taken.*** *See section 6*
Part 2, section 8(2)(e)	Product Sold and Collected and Recovery Rate	Provide a summary of the total amount of product sold, collection volumes and, if applicable, recovery rates achieved by the program based on the approach included in the approved program plan. Also provide a summary of total product recovered by regional district.. ***Total Program Product Collection Volumes in 2024 is 580.667 metric tonnes*** ***Total Program Product Distributed into BC in 2024 is 2624.564 metric tonnes*** ***Total Program Product Recovery Rate in 2024 is 22.1%*** *See section 7 for details*
Part 2, section 8(2)(e.1)		[See Section 7 for breakdown per regional district] ***See Section 7***
Part 2, section 8(2)(f)	Summary of Deposits, Refunds, Revenues and Expenses	***[Provide report reference to the independently audited financial statements]*** ***Not applicable as TELUS fully funds program.***

Comparison of Key Performance Targets		
Part 2 section 8(2)(g); See full list of targets in Plan Performance		
Priority Stewardship Plan Targets (as agreed with ministry file lead)	**Performance**	**Strategies for Improvement**
1. ***2024 Target of 84% recovery***	***22.1% overall recovery***	***The recovery rate is lower compared to previous year because we have put out higher number of products in the market and the products have a longer lifecycle. Additionally, we also made a revision to our product weight assumptions as they have changed over the years.***

2. Program Outline

Overview

TELUS Communications Inc. (TELUS) developed its own BC Electronic Equipment Stewardship Plan to adhere to the requirements set in the BC Recycling Regulation – Electronic and Electrical Product Category.

The TELUS team's dedication to preserving and protecting our environment contributes to our role as a leading socially responsible corporation. Consistently recognized for our sustainability practices, TELUS has been listed on the Dow Jones Sustainability North America Index for 18 years and was added to its World Index as of 2016, one of only nine telecommunications companies globally to be recognized with this distinction. Notably, we are one of only six Canadian companies to be named to the World Index across 24 sectors.

Environmental compliance

TELUS believes that an effective environmental management system provides the foundation for our environmental sustainability initiatives. In 2024 TELUS completed the required external audits to maintain our ISO 14001 certification. The globally recognized ISO 14001 standard has recently been updated (ISO14001:2015) and we worked to adapt our current system to the new version through 2024. Maintaining this ISO standard also requires continual improvements to our environmental management processes, and TELUS is committed to identifying even more ways to better our performance.

Products Collected

TELUS has been collecting, refurbishing for reuse, reselling, and recycling electronics using our reverse logistics processes that are established, controlled and monitored on a national basis. TELUS' Plan addresses rental and retail TELUS customer premise equipment as well as our internal use equipment. Mobile devices are not included in this Stewardship Plan as TELUS (as a remitter) submits the data to the Electronic Product Recycling Association in BC (EPRA-BC).

The following is a general list of categories of equipment with regards to the requirements outlined by the BC Recycling Regulation – Electronic and Electrical Product Category. This list is an overview and does not list accessories or additional paraphernalia that might be associated with each equipment category. TELUS is committed to be responsible for all new products TELUS introduces into the marketplace.

- ***TELUS TV Equipment (Set-top boxes, PVRs, Receivers, Remote Controls)***
- ***TELUS Internet Equipment (Routers, Modems, Gateways)***
- ***Network Printed Circuit Cards***
- ***Public Access Equipment***
- ***Cordless and Corded Phones (wireline)***
- ***VOIP phones***
- ***VOIP Analog Terminal Adapter***
- ***Satellite TV equipment***
- ***Global Positioning System (GPS) equipment***
- ***Video and telephone conferencing equipment***
- ***Home Security Equipment***
- ***Batteries associated with these electronics***

Website:
https://www.telus.com/en/support/article/equipment-warranty-upgrades-returns

3. Public Education Materials and Strategies

Reference: Recycling Regulation – Part 2, section 8(2)

(a) a description of educational materials and educational strategies the producer uses for the purposes of this Part

Education and Strategies

1. ***Call Centre Awareness – call centre representatives are informed about the program and are equipped with the online information necessary to advise customers of their equipment return options.***
2. ***TELUS Call Centre representatives coordinate pickup and return of business customer equipment to TELUS.***
3. ***Return mailer kits including return instructions, carton, pre-paid waybill, provided to TELUS TV and TELUS Satellite TV customers. This program was expanded to include all TELUS TV and high speed internet access (HSIA) customers.***
4. ***TELUS Website – our website contains information for customers on how to return items.***
   https://www.telus.com/en/support/article/equipment-warranty-upgrades-returns.
5. ***TELUS is a member of the Recycling Council of BC and participates in the BC Recycling Hotline service.***
6. ***TELUS Technician Awareness – our technicians are informed about the program and TELUS' commitments to our customers with respect to equipment being returned.***
7. ***TELUS Team Members Awareness –team members are provided with current information regarding the return of electronic equipment in this plan through a number of mechanisms. Mechanisms include online process information on our internal company website, inter-company bulletins, TELUS Green Teams, internal social media, and as required one on one email and phone conversations.***
8. ***TELUS' Nudge Rewards app to all TELUS team members. 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.***
9. ***TELUS sales contracts offer a recovery service for end of life equipment. A clause to this effect can be included on a sales contract if customers wish to use this service.***
10. ***Online Training for TELUS Team Members: TELUS Integrity Course is one of the Company's key policies and is reviewed by all TELUS team members on an annual basis. This compulsory course is deployed as an online training tool which covers the legal and regulatory requirements that TELUS team members must follow while carrying out their duties. The course includes environmental case studies specific to electronic waste.***

All of our key business units and stakeholders are involved in reducing the amount of material sent to landfills and improving recycling and re-use. Our biggest successes in 2024 include:

- ***TELUS' Waste Reduction Working Group is tasked with the implementing projects in our Waste Reduction Strategy***
- ***Continuing to rely on our Green Teams and National Sustainability Council to build engagement and behavior change toward reducing waste across TELUS***

These information-gathering exercises helped us identify factors that are influencing our diversion rates.

4. Collection System and Facilities

Reference: Recycling Regulation – Part 2, section 8(2)

(b) the location of its collection facilities, and any changes in the number and location of collection facilities from the previous report;

Thirteen collection facilities owned by TELUS Contractors/Vendors receive customer returns and internal network equipment through recovery mechanisms. Both TELUS Technicians and TELUS Contractors recover equipment from customers and return to collection facilities. To ensure that all of our customers have access to a collection facility, TELUS provides a mail back program. TELUS residential customers have access to a Canada Post retail outlet in their area and TELUS business customer are provided with a courier pickup service.

Customer Equipment Collection facility locations:

- ***Communication Test Design Inc. (CTDI), Delta BC***
- ***Archway, Richmond BC***
- ***Archway, Mississauga ON***
- ***eCycle Solutions, Chilliwack BC***
- ***Quantum Lifecycle Partners LP, Edmonton AB***
- ***Communication Test Design Inc. (CTDI), Mississauga ON***
- ***WiMacTel Canada Inc., Calgary AB***
- ***Sumas Environmental Services Inc., Burnaby BC***
- ***Call2Recycle, Vancouver BC***
- ***Metalex Products Ltd, Richmond BC***
- ***Canadian Energy, Burnaby BC***

TELUS Internal Equipment collection facility locations:

- ***Archway, Richmond BC***
- ***Archway, Mississauga ON***
- ***eCycle Solutions, Chilliwack BC***
- ***Quantum Lifecycle Partners LP, Edmonton AB***
- ***Communication Test Design Inc. (CTDI), Mississauga ON***
- ***Jim Pattison Lease, Vancouver, BC***
- ***Ensign Pacific Lease, Vancouver, BC***
- ***Sumas Environmental Services Inc., Burnaby BC***
- ***Call2Recycle, Vancouver BC***
- ***Metalex Products Ltd, Richmond BC***
- ***Canadian Energy, Burnaby BC***

We used 13 facilities in 2023. In year 2024 we used the same 13 facilities.

To provide easy access to TELUS' collection facilities in all Regional Districts, Canada Post, couriers (e.g. FedEx), and TELUS technicians act as recovery mechanisms that increase public access to the Collection Facilities. For example, Canada Post has over 6,600 retail outlets across Canada. The Canada Post retail outlets and the location of each are available on the Canada Post website at *http://www.canadapost.ca/cpotools/apps/fpo/personal/findPostOffice*

5. Product Environmental Impact Reduction, Reusability and Recyclability

Reference: Recycling Regulation – Part 2, section 8(2)

(c) efforts taken by or on behalf of the producer to reduce environmental impacts throughout the product life cycle and to increase reusability or recyclability at the end of the life cycle;

At TELUS, our social purpose guides our strategy and acts as the blueprint for how we engage with our customers, communities and each other. It drives all areas of the business, including where we invest our capital, and focus our research and development, to ultimately create long-term, sustainable value for all stakeholders. Our steadfast commitment to creating meaningful and transformative social outcomes within our communities has led to significant progress in 2024, furthering our mission to make a tangible difference in the lives we touch.

Our goals Our social purpose goals and priorities shape our areas of focus, strategies and action plans. Importantly, our progress on these goals also aligns with having a positive impact on targets that support advancing the relevant Sustainable Development Goals (SDGs).

TELUS' commitment to sustainability is foundational to our social purpose leadership. Our team is dedicated to making our planet healthier, as demonstrated by our long-standing history of meeting, or exceeding, ambitious environmental targets.

As climate change increasingly impacts critical ecosystems and poses a significant risk to the global economy, we are reducing our own environmental footprint, while providing others with solutions to help minimize theirs. TELUS is investing in sustainable futures by funding and empowering businesses globally to help solve some of the largest risks our planet faces in the short and long term.

At TELUS, we have implemented comprehensive circular economy systems across our operations and we are proud to acknowledge the incredible support of our customers in embracing our sustainability and circular economy initiatives.

Together, we have made significant strides: prioritizing the use of certified pre-owned (CPO) devices, extending product lifespans through Mobile Klinik repairs, and adding a device accessory recycling program – representing just some of the ways we are making circular economy accessible to our customers. Based on our commitment to the circular economy, we continue to be a member of the Toronto Region Conservation Authority's Circular Economy Leaders Consortium, a group of industry leaders committed to implementing new practices in their organizations. In addition, we participate on the management board of the National Zero Waste Council.

Responsible product and packaging design

We are taking bolder steps for sustainability in our Optik TV®, home internet and SmartHome security products. Our hardware sustainability guidelines shape our comprehensive approach to responsible product design, addressing socially responsible manufacturing, the circular economy, and climate change. We emphasize modular design for easy disassembly, repair, and component replacement. Many of our new TELUSdesigned products incorporate recycled materials and demonstrate exceptional energy efficiency, operating, on average, 30 per cent below Canadian industry standards with 30 per cent lower power consumption than previous generations. In 2024, TELUS became a signatory to the Canadian Energy Efficiency Voluntary Agreement program (CEEVA) for both set-top boxes (STBs) and small network equipment (SNEs). CEEVA aims to drive voluntary energy efficiency improvements in STBs and SNEs, supporting TELUS' efforts to reduce energy consumption. Our commitment extends beyond the products themselves to responsible packaging and lifecycle management. We have shifted from physical to digital documentation, removing over one million pieces of paper this year from our products, incorporating recycled paper content, and removing single-use plastics from packaging wherever possible. In 2024, this avoided the usage of 110,000 plastic bags. To extend product lifespan, we provide firmware updates to keep devices current without requiring physical replacement. Through supplier partnerships, we reduce carbon emissions throughout the product development process.

Maximizing reuse

Reuse is a cornerstone of circular economy programs at TELUS. We have developed a two-pronged approach that maximizes the potential of our resources. Internally, we have implemented innovative reuse practices that boost operational efficiency and reduce

waste across our business. One example is refurbishing our STBs to promote reuse. Externally, we empower our customers to participate in the circular economy through various reuse initiatives, for example by purchasing a certified pre-owned device. By extending the lifecycle of our products, we are not just reducing waste, but actively minimizing the need for new resource extraction, curbing manufacturing demands, and simplifying end-of-life management. Our Supply Operations team focuses on the management of end-of-life products and devices returned or recovered from our customers, including new product innovations such as CPO, take-home-trade-later, and Bring-It-Back and Trade-in.

Equipment refurbishment

For two decades, TELUS has been at the forefront of circular economy practices through transforming end-of-life customer premises equipment into renewed, highperformance devices. Our process is both comprehensive and meticulous: our technicians collect used equipment, which then undergoes a series of rigorous steps including reusability assessment, thorough sanitization, secure data removal, and firmware and housing upgrades. This systematic approach has proven remarkably effective – extending our equipment lifespan to between three to six years, with some devices achieving multiple lifecycles of three to four deployments. In 2024, the three most refurbished products were STB (310,392 units), modems (176,595 units) and access points (92,590 units). Our customers can also reduce their waste by repairing electronic equipment through our Company, Mobile Klinik, a professional smartphone and tablet repair, refurbishment and resale retail outlet. By repairing old devices or buying used ones, we keep them out of landfills, providing options that are better for the planet while improving affordability.

Waste diversion

We successfully diverted 71.1 per cent of our total waste from landfill, exceeding our expectations. We achieved a 63.9 per cent diversion rate for our office and facility owned and leased buildings. Our additional waste stream diversion efforts were particularly impressive, with a 98.2 per cent diversion rate, significantly surpassing our 85 per cent goal. In 2024, we reused and recycled 1,271 metric tonnes of e-waste and 55.6 metric tonnes of mobile devices totalling 396,824 devices. Additionally, select TELUS locations now accept a range of electronic accessories for recycling, including charging cables, headphones, tablets, fitness trackers and more. This recycling program helps recover valuable materials such as metals, plastics and glass, reducing the need for raw material extraction while minimizing environmental impact. Currently, 10 TELUS stores are participating in this program and we plan to expand this initiative in 2025

Strategic repurposing of copper

Through TELUS' copper retirement program as we continue the migration to fibre, we proactively recycle retired copper telecom cable. Copper plays an increasingly integral role in Canada's electrification strategy, supporting the transmission and distribution network, renewable technologies, and more. Notably, we have also developed an innovative urban mining program to recycle our retired copper. This is not only good for our business, it is also good for the planet. Impressively, for every tonne of copper recycled, three tonnes of GHGs – typically generated by conventional mining – are prevented. To date, through our partners, we have recycled and repurposed more than 4,300 tonnes of copper, supporting the circular economy and avoiding more than 12,900 tonnes of greenhouse gas emissions

Supplier due diligence and engagement

We aim to work with suppliers and partners that demonstrate the same strong commitment to sustainability as TELUS. This begins with establishing clear expectations for suppliers through our TELUS Supplier Code of Conduct (the Supplier Code) and only contracting with suppliers that accept the Supplier Code or have equivalent high standards, as well as complying with applicable

laws and regulations wherever they operate. We have also integrated our company-wide Sustainable Paper and Packaging Policy into the Supplier Code.

We maintain a 10 per cent minimum scoring weight requirement for environmental and social responsibility considerations consistent with the Supplier Code in all sourcing events. TELUS' procurement practices are continuously reviewed to ensure alignment with the Supplier Code, our sustainability strategy, and evolving industry standards and expectations. We created a Supplier Risk Council, a governance initiative designed to enhance TELUS' enterprise-wide risk management framework. This forum addresses three key objectives: (1) it strengthens our supplier risk controls through continuous refinement and alignment with TELUS' risk tolerance parameters; (2) it establishes a unified, company-wide approach to supplier risk management; and (3) it creates a response mechanism to emerging global challenges while maintaining operational excellence. Additionally, we believe that awareness and active management of human rights issues in our value chain is essential to our success, and continuously look to identify and manage risk, and to create opportunities for our team members, customers and communities.

ESG audits

TELUS is a member of the Joint Alliance for CSR (JAC), a non-profit association of international telecommunications operators aiming to verify, assess and apply responsible practices across manufacturing sites of its key suppliers. The benefits of this collaboration include sharing of resources and best practices, reducing audit fatigue, increasing the scale of visibility and transparency, and standardizing the audit process for suppliers. JAC members share resources and best practices, ensuring that audit findings are shared and corrective action plans implemented where necessary to raise standards. For a full report on JAC's 2024 progress, see the JAC Annual Report.

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

Supplier climate action

In order to deliver on our ambition of achieving net-zero emissions across our value chain, we are engaging strategically with our most impactful suppliers to share our expectations for climate action, including disclosing and setting science-based targets to reduce GHG emissions along our supply chain. 2024 was our second year requesting priority suppliers to disclose their GHG emissions via the CDP questionnaire. We obtained an 84 per cent disclosure rate, which provides us with important primary GHG emissions data from suppliers, including information about emissions allocated specifically to TELUS. Similarly, as a member of the JAC climate change working groups, we are engaging key suppliers in a carbon reduction program to identify and act on opportunities to decarbonize equipment across the industry. By the end of 2028, we aim to ensure that 65 per cent of TELUS' suppliers by spend (covering purchased goods and services and capital goods) have set their own sciencebased targets. By the end of 2024, 43 per cent of our suppliers had set targets.

Supply chain resilience and continuity

As the demand for electronics, computer servers and other technical products continues to rise in an already depleted global supply chain, we devised a number of strategies to mitigate the impacts on our business and customers while caring for the planet and its valuable resources. In 2024, we further accelerated projects to map our supply chain and risk event monitoring, increasing the visibility and interconnections of potential impacts down to lower tiers of our value chain. We also continued to focus on device

refurbishment, packaging and paper optimization in our products and warehouse operations, helping relieve supply chain challenges, while also reducing costs and our environmental impact.

Supplier diversity and Indigenous procurement

Our supplier diversity and Indigenous procurement programs take proactive steps to provide equal access to suppliers that reflect the diversity of where we live, work and serve. Our goal is to encourage positive social change through TELUS' buying behaviour. We take active measures to effectively promote diversity and economic reconciliation in our supplier base to allow for equal access for suppliers in our communities. To achieve these goals we incorporate questions on diverse and Indigenous businesses in our tender and weighting criteria in our sourcing scorecards. To enhance the competitiveness of diverse and Indigenous suppliers, we offer support in areas such as pitch presentations, request for proposal requirements, and sharing procurement opportunities. Our procurement and supply chain teams have built their annual business plans to include partnerships with diverse and Indigenous suppliers.

In 2024, our team supported Black entrepreneurs at the Black Business Summit, organized by the Black Entrepreneurs and Businesses of Canada Society, and engaged with Indigenous businesses at the Canadian Council for Indigenous Business 40th Anniversary and the Métis Nation Canada Economic Reconciliation Forum. TELUS also promoted women-owned businesses at the Women Business Enterprises (WBE) Canada's Supplier Diversity Day in Vancouver and played a leading role in the Supplier Diversity Alliance Canada DEFY Conference 2024, Canada's largest supplier diversity event. As part of our commitment to supplier diversity, TELUS holds board positions with certification bodies, including WBE Canada, the Canadian Aboriginal and Minority Supplier Council, and the Canadian Gay & Lesbian Chamber of Commerce.

Spend with diverse suppliers

TELUS enhanced its tier two spend process, incorporating valuable feedback from top suppliers. Over 100 partners provided their spend with diverse and Indigenous businesses. This improved data collection enables TELUS to collaborate more effectively with our partners, furthering our commitment to economic development and reconciliation. Ultimately, this initiative amplifies our positive impact in the communities where we live, work and serve. Since 2019, we have had a target to increase our diverse supplier spend by three to five per cent over the previous year. In 2025, our target is to increase the tier one diverse spend by five per cent, the Indigenous supplier spend by five per cent, and increase the number of diverse and Indigenous suppliers working with TELUS.

Conflict minerals

The Securities and Exchange Commission (SEC) maintains reporting requirements to disclose the use of designated minerals and metals mined in the Democratic Republic of Congo and adjacent countries. Cassiterite (a source of tin), wolframite (a source of tungsten), columbite-tantalite (or coltan, a source of tantalum) and gold are often referred to collectively as conflict minerals. Such minerals may be used in electronic and communications equipment that we use or sell. As a signatory of the UNGC, we are committed to preventing human rights abuses that could result from our operations. These SEC reporting requirements for conflict minerals, mandated by Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act, came into effect for our 2013 annual reporting cycle. We have performed our due diligence and have complied with these requirements each year.

6. Pollution Prevention Hierarchy and Product / Component Management

Reference: Recycling Regulation – Part 2, section 8(2)

(d) a description of how the recovered product was managed in accordance with the pollution prevention hierarchy;

By virtue of the triage system TELUS utilizes for its electronics, pollution hierarchy is considered throughout the process. All recovered items are reused where possible and recycling is used as the last resort. TELUS defines what items are to be refurbished for reuse; what equipment can be sold for reuse; what is to be returned to our vendor under warranty; and what products must be recycled. Upon TELUS receiving the rental equipment it is tested. Working units are refurbished and restocked for reuse; defective units under warranty are returned to the manufacturer; defective units not under warranty that are beyond economical repair are recycled by TELUS' authorized electronics recycling contractor.

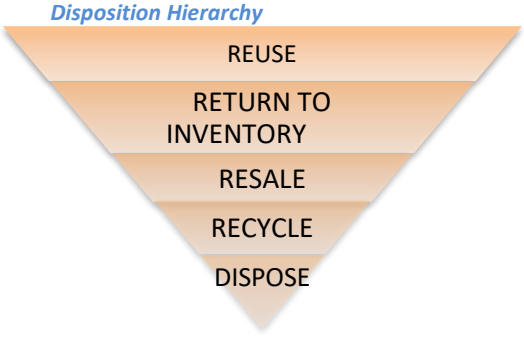
Program Products collected are reported by End of Fate by level on the Pollution Prevention Hierarchy:

- *Reuse: These are TELUS TV Future Friendly Home (FFH) devices that are either reused by TELUS or sold for the purpose of reuse or refurbishment for reuse. Our 2024 FFH reuse rate was 52.5 percent and 52.9 percent reuse rate of our accessories.*

- *Recycle: These are products that are processed into an End of fate commodity (e.g. Ferrous Steel, Plastics, Aluminum, Copper, Glass, Lead, etc.). In 2024 over 580.667 mt of electronics and the associated batteries was recycled from our products collected in BC. TELUS purchased a portion of Alarm Force in the Spring of 2021. As a result, TELUS technicians have been recovering legacy equipment from Alarm Force customers to ensure the products are kept out of the landfill. In 2024, we are happy to report that 30,530 kilograms of Alarm Force legacy electronics were recycled through TELUS' authorized electronics recycler, eCycle Solutions. We also refurbished about 3,681 kilograms of SHS equipment in the year 2024.*
- *Recover into energy: There currently are no processes for recovery into Energy although TELUS closely monitors developments in this industry.*

Residual Waste: waste going to landfill or hazardous waste from all sources that is not reusable. For products and materials that cannot be reused or resold, TELUS pursues opportunities to recycle and divert these assets from landfills. We continue to enhance our recycling and diversion programs in our operations and are collaborating with our property managers and waste haulers with the goal of establishing waste diversion targets. In 2024, non-hazardous waste was sent to the landfill by our electronics recyclers due to not being a recyclable or reusable commodity within the product (examples are non-recyclable packaging materials, rubber feet).

Disposition Hierarchy



Acceptable Product End of Fate

Product Type	Reuse	Recycle	Energy Recovery	Residual Waste
TELUS TV Equipment and accessories	Preferred	Optional	N/A	Optional
Telsets	Preferred	Optional	N/A	Optional
Network Equipment	Preferred	Optional	N/A	Optional
GPS Equipment	Preferred	Optional	N/A	Optional
Batteries <2 kg	N/A	Preferred	N/A	Optional
Batteries >2 kg	N/A	Preferred	N/A	Optional

Estimated Product End of Fate Data for the year ended December 31, 2024					
Product Type	Reuse (%)	Recycle (%)	Recovery (%)	Residual Waste Landfilled (%)	Unknown (%)
TELUS TV Equipment	45.8%	54.2%	0.0%	0.00%	0.0%
TELUS TV Accessories	55.4%	44.6%	0.0%	0.01%	0.0%
Network Equipment	61.0%	39.0%	0.0%	0.0%	0.0%
Telsets	0.0%	0.0%	0.0%	0.0%	100.0%
GPS	0.0%	0.0%	0.0%	0.0%	100.0%
Batteries <2 kg	0.0%	100.0%	0.0%	0.0%	0.0%
Batteries >2 kg	0.0%	100.0%	0.0%	0.0%	0.0%
TELUS Smart Home Security	10.8%	89.2%	0.0%	0.0%	0.0%

TELUS' processors provided TELUS with an end of fate flow chart that describes where our products are recycled (City and Province or Country) and the material recovered from them such as steel, copper, aluminum, precious metals, and plastics. This processing flow takes the material recovered to a point where the processor sells the material recovered to their buyers for further processing. Our electronics recycler even sends the dust from the bag-houses for processing.

Processing Pathways

Product Type	Transfer to direct processor in BC (%)	Transfer to direct processor or multi-step processor in North America (%)	End of Fate Description
TELUS TV Equipment and accessories		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
Telsets		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
GPS		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
Network Equipment		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
Batteries <2 kg	100%	0%	Processed for material recovery (nickel, cobalt, cadmium, lead, iron, copper, stainless steel) and landfill
Batteries >2 kg	100%	0%	Processed down to commodities for reuse or further processing (lead, acid, plastic, sulfur)
TELUS Smart Home Security	0%	100%	Processed for material recovery (metals, precious metals, plastics) and landfill

7. Product Distributed and Collected and Recovery Rate

Reference: Recycling Regulation – Part 2, section 8(2)

(e) the total amount of the producer's product distributed and collected and, if applicable, the producer's recovery rate;

(e.1) effective for a report required on or before July 1 and for every report required under subsection (1) after that date, the total amount of the producer's product recovered in each regional district;

7.1 Program Product Distributed into BC (by weight)

- ***Total program product distributed into BC during 2024 was 2624.564 metric tonnes (mt)***

7.2 Program Product Collection Volumes (by weight):

- ***Program product equipment 547.235 mt***
- ***>2 kg Batteries 26.163 mt***
- ***Consumer Batteries 7.269 mt***

Total program product collection volumes during 2024 was 580.667 mt

Equipment Recovered by Regional District

Regional District Name	Equipment Recovered (kilograms)*
Alberni-Clayoquot	116
Bulkley-Nechako	2,729

Capital	12,600
Cariboo	4,587
Central Kootenay	4,761
Central Okanagan	18,756
Columbia-Shuswap	4,529
Comox Valley	1,394
Cowichan Valley	1,800
East Kootenay	3,890
Fraser Valley	9,291
Fraser-Fort George	8,071
Greater/Metro Vancouver	459,946
Kitimat-Stikine	1,916
Kootenay Boundary	2,148
Mount Waddington	755
Nanaimo	14,110
North Okanagan	5,342
Okanagan-Similkameen	3,426
Peace River	3,252
Powell River	929
Skeena-Queen Charlotte	0
Squamish-Lillooet	2,148
Strathcona	639
Sunshine Coast	1,452
Thompson-Nicola	12,078
Provincial Total	**580,667 kgs**

7.3 Program Product Recovery Rate:

- *Overall program product recovery rate for 2024 was 22.1%; this is based on the weight of units collected and the weight of units distributed.*
- *TELUS' Customer Premise Equipment (Rental) Return Improvement Implementation Plan Development & Project commenced where TELUS provided return kits to our customers in an effort to increase the recovery of rental set top boxes, modems, receivers, and remotes.*

7.4 Reuse Rate:

- *TELUS' FFH reuse rate on the products collected in 2024 was 52.5% as a result of TELUS' disposition process.*
- *TELUS will reuse most consumer products up to four times during its lifecycle. This demonstrates the results of our focus on the Pollution Prevention hierarchy.*

8. Summary of Deposits, Refunds, Revenues and Expenditures

Reference: Recycling Regulation – Part 2, Section 8(2)

(f) independently audited financial statements detailing

(i) all deposits received and refunds paid by the producers covered by the approved plan, and

(ii) revenues and expenditures for any fees associated with the approved plan that are charged separately and identified on the consumer receipt of sale;

TELUS funds the TELUS BC Electronics Stewardship Plan. No customers are charged an environment handling fee.

9. Plan Performance

Reference: Recycling Regulation – Part 2, section 8(2)

(g) a comparison of the approved plan's performance for the year with the performance requirements and targets in this regulation and the approved plan

Plan Target	2024 Results	Strategies for Improvement
1. Target of 84% recovery was committed for 2024	*Overall recovery rate was 22.1%*	*The recovery rate is lower compared to previous year because we have put out higher number of products in the market and the products have a longer lifecycle. Additionally, we also made a revision to our product weight assumptions as they have changed over the years.*

Appendices / Additional Information and Third Party Assurance

Appendix A *- Third Party Assurance Statement for Non-Financial Information*

Reference: Recycling Regulation – Part 2, section 8(2)
Including section 8(2)(h), any other information specified by the director

Independent practitioner's reasonable assurance report on the subject matter information as presented in TELUS's Annual Report to the Director of the British Columbia Ministry of Environment

The Management of Telus Communications Inc. ("TELUS"):

TELUS engaged us to perform reasonable assurance procedures on the accompanying subject matter information detailed in Appendix 1 of TELUS's Annual Report to the Director (the "Report") of the British Columbia Ministry of Environment (the "Ministry") for the year ended December 31, 2024.

TELUS's responsibility for the subject matter
TELUS is responsible for the preparation of the subject matter in accordance with sections 8(2)(b), 8(2)(d), 8(2)(e), and 8(2)(g) of the British Columbia Recycling Regulation 449/2004 established in Appendix 1 (the applicable criteria). TELUS is also responsible for the design, implementation and maintenance of internal control relevant to the preparation of the subject matter information that is free from material misstatement, whether due to fraud or error.

Our Responsibility
Our responsibility is to express a reasonable assurance opinion on the subject matter information based on the evidence we have obtained. We conducted our reasonable assurance engagement in accordance with Canadian Standard on Assurance Engagements (CSAE) 3000, Attestation Engagements Other than Audits or Reviews of Historical Financial Information. This standard requires that we plan and perform this engagement to obtain reasonable assurance about whether the subject matter information is free from material misstatement.

Reasonable assurance is a high level of assurance, but is not a guarantee that an engagement conducted in accordance with this standard will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users of our report. The nature, timing and extent of procedures selected depends on our professional judgment, including an assessment of the risks of material misstatement, whether due to fraud or error, and involves obtaining evidence about the preparation of subject matter information in accordance with the applicable criteria.

We selected preliminary weight of materials used by TELUS in preparing the subject matter information as the basis for materiality, as this is the balance of interest to users of the CSAE 3000 report.

Our engagement did not include undertaking the testing of controls tended by TELUS or potentially relevant third-party controls as relevant to the subject matter information. To form our conclusion, our engagement included, among others, the following procedures performed:

- procedures relating to gaining an understanding of management's processes;
- making enquiries to obtain an understanding of the overall governance and internal control environment and risk management processes relevant to data collection and preparation of the subject matter information;
- analytical reviews and trend analysis of reported data;
- testing the processes, documents and underlying data on a sample basis;
- obtaining third party confirmations on a sample basis as it pertains to the subject matter information;
- recalculating quantitative data on a sample basis as it pertains to the subject matter information;
- evaluating the presentation and disclosure of the subject matter information in the Report; and
- performing such other procedures as we considered necessary in the circumstances.

We believe the evidence we obtained is sufficient and appropriate to provide a basis for our opinion.

Our Independence and Quality Control
We have complied with the relevant rules of professional conduct / code of ethics applicable to the practice of public accounting and related to assurance engagements, issued by various professional accounting bodies, which are founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The firm applies Canadian Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance Engagements, and, accordingly, maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Significant inherent limitations

Non-financial data is subject to more limitations than financial data, given both the nature and the methods used for determining, calculating, sampling or estimating such data. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgements.

Opinion
In our opinion, the subject matter information of TELUS for the year ended December 31, 2024 is prepared, in all material respects, in accordance with the applicable criteria, as summarized in Appendix 1.

Specific Purpose of Applicable Criteria and Restriction on Use of Our Report
The subject matter information has been prepared in accordance with the applicable criteria to assist TELUS in reporting to the Ministry. As a result, the subject matter information may not be suitable for another purpose. Our report is intended solely for use by TELUS and the Ministry. We neither assume nor accept any responsibility or liability to any third party in respect of this report.

Harpreet Dhawan

Harpreet Dhawan CPA, CA, LPA
HDCPA Professional Corporation
Chartered Professional Accountants,
Authorized to practice public accounting by CPA Ontario

Place: Mississauga, ON
Date: September 23, 2025

APPENDIX 1

1. **Section 8(2)(b) of the Recycling Regulation - the location of collection facilities, and any changes in the number and location of collection facilities from the previous report**

   TELUS's reported result:
   The number of collection facility locations is thirteen.
   Reference: Pages 3 and 7 of TELUS's 2024 Annual Report to the Director

   Basis of preparation:
   - "Collection Facilities" are centres that had a signed contract with TELUS, or non-contracted with selected TELUS vendors, for the collection of Program Products as of December 31st of the reporting year. Collection facilities owned by TELUS Contractors/Vendors receive customer returns and internal network equipment through recovery mechanisms. Both TELUS technicians and TELUS contractors recover equipment from customers and return to collection facilities. Additionally, TELUS has a mail-back program whereby residential customers can return items via Canada Post outlets and business customers are provided with a courier pickup service.
   - "Collection Facilities" are one of the following types of centres:
     - Reverse Logistics/Triage Centres - e.g., CTDI and Archway;
     - Processors - e.g., Call2Recycle, Metalex, eCycle;
     - Spare Central Stock - e.g., CTDI warehouse location for spare network equipment; or
     - Redeployment Centres/Forward logistics - e.g., TELUS, CTDI and Archway warehouse locations for used equipment brought back into inventory.
   - "Collection Facilities" are not Canada Post, courier service providers (e.g., FedEx), technicians or Tier 2 locations ("Tier 2 locations" are TELUS locations where the technicians drop off material for return. These then are forwarded to any of the collection facilities).

2. **Section 8(2)(d) of the Recycling Regulation - the description of how the recovered product was managed in accordance with the pollution prevention hierarchy**

   TELUS's reported result:

   Acceptable Product End of Fate

Product Type	Reuse	Recycle	Recovery	Residual
TELUS TV Equipment and accessories	Preferred	Optional	N/A	Optional
Telsets	Preferred	Optional	N/A	Optional
Network Equipment	Preferred	Optional	N/A	Optional
GPS Equipment	Preferred	Optional	N/A	Optional
Batteries <2 kg	N/A	Preferred	N/A	Optional
Batteries >2 kg	N/A	Preferred	N/A	Optional

Estimated Product End of Fate Data for the year ended December 31, 2024

Product Type	Reuse(%)	Recycle(%)	Recovery (%)	Residual (%)	Unknown(%)
TELUS TV Equipment	45.8%	54.2%	0.0%	0.00%	0.0%
TELUS TV Accessories	55.4%	44.6%	0.0%	0.01%	0.0%
Network Equipment	61.0%	39.0%	0.0%	0.0%	0.0%
Telsets	0.0%	0.0%	0.0%	0.0%	100.0%
GPS	0.0%	0.0%	0.0%	0.0%	100.0%
Batteries <2 kg	0.0%	100.0%	0.0%	0.0%	0.0%
Batteries >2 kg	0.0%	100.0%	0.0%	0.0%	0.0%
TELUS Smart Home Security	10.8%	89.2%	0.0%	0.0%	0.0%

Processing Pathways

Product Type	Estimated transfer to direct processor in British Columbia (%)	Estimated transfer to direct processor or multi-step processor in North America(%)	End of Fate Description
TELUS TV Equipment and Accessories		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
Telsets		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
GPS		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
Network Equipment		100%	Processed for material recovery (metals, precious metals, plastics) and landfill
Batteries <2 kg	100%		Processed for material recovery (nickel, cobalt, cadmium, lead, iron, copper, stainless steel) and landfill
Batteries >2 kg	100%		Processed for material recovery (nickel, cobalt, cadmium, lead, iron, copper, stainless steel) and landfill
TELUS Smart Home Security		100%	Processed for material recovery (metals, precious metals, plastics) and landfill

Reference: pages 13 and 14 of TELUS's 2024 Annual Report to the Director

Basis of preparation:

- "Product type" is groups of products included in the program as listed in the currently approved product stewardship plan.
- "Reuse" is any Program Product which has been either reused by TELUS or sold for the purpose of reuse.
- "Recycle" refers to the process of treating or processing a Program Product into an End of Fate commodity (e.g. Ferrous Steel, Plastics, Aluminum, Copper, Glass, Lead).

- "Recovery" is the process of generating energy in the form of electricity and/or heat from the incineration of waste.
- "Residual" refers to Program Products which have been sent to landfill or hazardous waste that is not reusable.
- "End of fate" is defined as the point where the product, component, and/or material is handled as a recognized commodity, is destroyed (e.g., through energy recovery), or is disposed of as waste.
- "Estimated Product End of Fate Data" is an estimate of the end fate of the type of product based on information provided by processors.
- Direct processors are those where the Program Product is processed on a single site.
- Multi-step processors are those where the Program Product is processed over more than one site.

Method of reporting:

- Program Products collected are reported by end of fate both by product type and by process on the Pollution Prevention Hierarchy:
    - Reuse: Reused products are reported by weight reused or sold for reuse.
    - Recycle: Recycled products are reported by weight.
    - Recovery: N/A - No Program Products are recovered.
    - Residual: N/A - all Program Products collected are expected to be 100% recyclable. Non- program products that may be included in shipments are not recorded or reported by the program but efforts are made to dispose of them in accordance with the pollution prevention hierarchy.

3. Section 8(2)(e) of the Recycling Regulation - the description of the total amounts of the producer's product sold and collected and, if applicable, the producers' recovery rate

TELUS's reported result:
Total amount of producer's product sold is 2,624.564 metric tonnes
Total amount of producer's product collected is estimated as 580.667 metric tonnes
Reference: pages 4, 13, and 14 of TELUS's 2024 Annual Report to the Director

Method of reporting:

- "Product Sold" is the amount of all Program Products distributed into BC by TELUS.
- "Product Collected" is the amount of all Program Products collected from sources known to be located within the province of BC that occurred through the Collection Facilities.
- "Program Products" are all products included in the program as listed in the currently approved product stewardship plan. These include:
    - Program equipment utilized externally by customers
        - TELUS TV equipment (Set-top boxes, PVRs, Receivers, Remote Controls).
        - TELUS Internet Equipment (Routers, Modems, Gateways).
        - Satellite TV equipment.
        - Cordless Phones (wireline).
        - Corded Phones.
        - VOiP phones.
        - VOiP Analog Terminal Adapter.
        - GPS equipment.
        - Optical Network Terminal Battery (GPON battery).
        - Video and telephone conferencing equipment.
        - Servers.
        - TELUS Smart Home Security.

- Program equipment utilized externally by customers
    - Cordless and corded desktop phones.
    - VOiP Over IP (VOiP) phones.
    - Global Positioning Systems (GPS) equipment.
    - Obsolete network equipment (switches, servers, mainframes, circuit cards, etc.).
    - Public Access Equipment (payphones, smartcard readers).
    - External Customer
    - Network Infrastructure Equipment - but located on TELUS premises (servers, mainframes, tapes etc.).
    - Video and telephone conferencing equipment.
    - Optical Network Termination
    - Equipment located on customers' premises.
    - Batteries associated with these electronics.
- Products not included in the program are mobile devices and their associated accessories.

4. **Section 8(2)(g) of the Recycling Regulation - the performance for the year in relation to the targets in the approved stewardship plan under Section 8(2)(b), (d), and (e)**

TELUS's reported result:
22.1% recovery rate for the year ended December 31, 2024 compared to a target of 84%
Reference: pages 4 and 14 of TELUS's 2024 Annual Report to the Director

Basis of preparation:

- Recovery rate is calculated as
    - Total weight of units collected / Total weight of units distributed (sold).

TELUS Corporation ISO 14001:2015 Certificate

Certificate CA15/640105.00

The management system of

TELUS Communications Inc.

510 West Georgia Street, Vancouver, British Columbia, V6B 0M3, Canada

has been assessed and certified as meeting the requirements of

ISO 14001:2015

For the following activities
Provision of Telecommunication Services.

This certificate is valid from 28 October 2024 until 20 July 2027 and remains valid subject to satisfactory surveillance audits.
Issue 5. Certified since 20 July 2015

Certified activities performed by additional sites are listed on subsequent pages.
Last certificate expiry date 20 July 2024
Recertification audit date 21 June 2024

L. Moran

Authorised by
Liz Moran
Business Manager

SGS United Kingdom Ltd
Rossmore Business Park, Ellesmere Port, Cheshire, CH65 3EN, UK
t +44 (0)151 350-6666 - www.sgs.com

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