

✂ Front cover

**Summer Sister Hummingbird**  
• Tsunalhduz Sulhtus Shen

The Hummingbird/Tsunalhduz signifies beauty and love. You see them in the height of summer/shen.

Johnny Ketlo III, Nadleh Whut'en



To learn more, visit  
[telus.com/reconciliation](https://telus.com/reconciliation)  
or scan the QR code with  
your mobile device.

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

[facebook.com/telus](https://facebook.com/telus)  
[instagram.com/telus](https://instagram.com/telus)  
[twitter.com/telus](https://twitter.com/telus)  
[linkedin.com/company/telus](https://linkedin.com/company/telus)

📍 Fort Nelson, British Columbia

Summer Sister Hummingbird  
• Tsunalhduz Sulhtus Shen  
Johnny Ketlo III,  
Nadleh Whut'en

# Indigenous Reconciliation and Connectivity Report

2023 Edition









## Land acknowledgement



The TELUS team acknowledges that our work spans many territories and treaty areas and we are grateful for the traditional Knowledge Keepers and Elders who are with us today, those who have gone before us and the youth that inspire us. We recognize the land and the benefits it provides all of us, as an act of reconciliation, as recommended by the Truth and Reconciliation Commission's (TRC) 94 Calls to Action and gratitude to those whose territory we reside on, work on, or are visiting.

 Photography, unless otherwise credited, was provided by Ryan Dickie, Fort Nelson First Nation.

 Artwork unless otherwise credited, was provided by Johnny Ketlo III, Nadleh Whut'en.

**Great Grandfather Grizzly • Shas Atsiyan Cho**  
Johnny Ketlo III, Nadleh Whut'en



# A message from the artist

Dear reader,

I hope this letter finds you in good spirits and health. My name is Johnny Ketlo, I am a member of the Frog Clan. A Dakelh man from the Nadleh Whut'en First Nation. A Dreamer, Dayun Sbalyan, Eagle Dreamer. My grandfather gave me the artist's name of "Shunultus" which means strong music. First and foremost, I wish to express my heartfelt gratitude for the honour of working with TELUS on such a meaningful endeavor that aims to shine a bright light on reconciliation.

Throughout my journey, I have realized that achieving true reconciliation lies in the power of genuine dialogue encouraging us to bridge the gaps and foster understanding between communities, to see each other's world. The art shared in this report, carefully curated, emphasizes the essence of seeing each other more clearly. The vision of these beloved creatures, representing the Dakelh Nation, are not merely artistic expressions but revered knowledge bearers, bearing the wisdom and knowledge that has the potential to bridge gaps and bring us together, even as family.

There is only one race in the Creator's eyes, the human race, it just so happens we all look different. Preserving and promoting my cultural traditions is of utmost importance to me, and I consider it a privilege to be able to carry forward the artistic legacy of the Dakelh people. By collaborating with TELUS and other like-minded individuals, I earnestly hope that our collective efforts towards reconciliation will ignite others, encouraging them to embrace and perpetuate not only their own cultural heritage, but to heal and bond as family, no matter station or race.

I firmly believe that unity makes us stronger, and together, we can make a profound impact in shaping a more harmonious and compassionate world. As we walk this path of reconciliation together, I remain committed to fostering a sense of togetherness and understanding that goes beyond old ways into new heights.



Sincerely,  
**Johnny Ketlo III**

# TELUS' commitment to artistic integrity

We are committed to supporting the artistic practices of Indigenous Peoples, while acknowledging the historic role organizations have played in the misappropriation of Indigenous art and culture. We have an obligation and responsibility to ensure that TELUS' use of Indigenous art in our digital and physical spaces is respectful of Indigenous artists. Accordingly, we collaborated with Johnny Ketlo III, Nadleh Whut'en, on the intent, context and manner of the art showcased in this document to ensure Kelto retains full intellectual property and control over his work. We are excited to share his work with you, alongside photography from Ryan Dickie, Fort Nelson First Nation. We encourage you to learn more about how you can appropriately support Indigenous artists.





# Message from our executive leadership

It has been another year of meaningful progress on the path of reconciliation at TELUS. Guided by our Indigenous Reconciliation Action Plan and expanded Advisory Council, we continue to support Indigenous-led solutions and success through our world-leading connectivity and innovative community programs, helping pave the way for lasting change.

Working alongside Indigenous leaders, organizations and governments, TELUS is supporting communities in ways that meet their unique needs and enabling positive health, education, economic and cultural outcomes across the country. The inspiring stories shared throughout this report demonstrate reconciliation in action, illuminating what is possible through purposeful relationships built on trust and reciprocity.

This summer, a first-of-its-kind partnership was established between TELUS and Nisga'a Nation in Northwest B.C., which is the result of 18 months of listening, learning and relationship building. This innovative collaboration will enable the Nation with access to TELUS' high-speed wireless coverage on their own network, empowering the Nation to determine its own success. In addition to increasing access to our award-winning TELUS PureFibre® and 5G networks in rural and remote areas, we remain deeply committed to assisting communities in their hour of need, restoring services as quickly as possible and supporting recovery efforts on the ground during increasingly common climate events, such as wildfires and flooding.

Our team's passion for creating stronger, more inclusive communities is further exemplified through our enhanced \$2 million Indigenous Communities Fund, our contributions to Indigenous-led initiatives, such as the Moose Hide Campaign, and our partnership with Indspire to support Indigenous students on their educational journeys – including through our \$50 million TELUS Student Bursary Fund,

whereby we will assist Indigenous youth to access post-secondary education. Moreover, we continue to support the amplification of Indigenous voices, ensuring their stories and perspectives are heard, and providing opportunities for everyone to learn about our shared history. By way of just one example, the digital Witness Blanket has reached over 300,000 students and educators and is on track to achieve one-million website views since its launch in 2022.

At TELUS, we understand there can be no reconciliation without truth, which is why we are committed to upholding our corporate responsibility of ensuring all team members – from our Board of Directors to those on the frontline – have the opportunity to learn our shared history. We are proud that over 50 per cent of the TELUS team has completed the Truth and Reconciliation e-learning program, developed with Indigenous advocate and educator, Chastity Davis-Alphonse, within the first two months of its introduction.

Thank you for your interest in TELUS' reconciliation journey. We are proud of the meaningful progress we have made to-date, and we will continue to push ourselves, our teams and our peers to do better in alignment with Indigenous-led frameworks of reconciliation. It is our sincere hope that openly sharing our progress inspires others to join us on the path together.



**Darren Entwistle**

President and Chief Executive Officer  
Proud member of the TELUS team



**Tony Geheran**

Executive Vice-president and Chief Operations  
Officer, Proud member of the TELUS team

 TELUS Sky lit up orange for National Day for Truth and Reconciliation







# TELUS' Reconciliation commitment

## Our vision


Through our world-leading network technology, underpinned by our team's long standing passion for creating stronger, healthier communities, TELUS is committed to supporting the goals of Indigenous Peoples. We believe that connectivity, in concert with human compassion and ingenuity, is intricately linked to positive economic, social, health and community outcomes; and the benefits of the digital economy increase for all Canadians when Indigenous communities are connected to the innovative capabilities and opportunities inherent in broadband infrastructure.

## Our commitment

TELUS is committed to progressing the path of reconciliation in a deeply meaningful way, in partnership with Indigenous Peoples and is dedicated to fulfilling our role and responsibilities in this regard.

TELUS believes fervently in understanding shared history, developing, and deepening meaningful, productive relationships with Indigenous Peoples, including First Nations, Métis and Inuit communities, and taking accountability for constructive actions moving forward.

We recognize that reciprocity is the foundation of respectful relations which only occurs within the framework of inclusive dialogue. We understand it is our corporate responsibility to ensure TELUS is a nurturing space for Indigenous team members.

 Lower Post, British Columbia

## Implementation

TELUS is committed to continuing to learn, evolve and grow to ensure we are aligned with Indigenous-led reconciliation frameworks. We are devoted to ongoing engagement with Indigenous leaders, Elders, and communities in the areas we serve. Our engagement will continue to inform the implementation of TELUS' Indigenous Reconciliation Action Plan (IRAP).

All TELUS team members are responsible for promoting the beliefs and principles outlined in this commitment statement. As corporate and social purpose leaders, it is our responsibility to use our voice, business and relationships to encourage reconciliation across Canada.

## Our actions are informed by:

- Truth and Reconciliation Commission's 10 Principles of Reconciliation and the 94 Calls to Action
- Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls 231 Calls for Justice
- United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)
- Progressive Aboriginal Relations certification process through the Canadian Council of Aboriginal Business



# TELUS' principles for Indigenous engagement

TELUS recognizes Aboriginal Title and Rights and Treaty Rights\*, as well as the unique culture and governance of individual Indigenous nations and communities. We are committed to engaging Indigenous Peoples in a manner that respects the rights set out in the United Nations Declaration on the Rights of Indigenous Peoples. TELUS acknowledges Indigenous Peoples' inherent right to self-governance, supports processes and agreements that reflect this authority and the role of Indigenous Peoples as stewards of their lands.

TELUS understands that meaningful engagement and reconciliation can only happen within the framework of inclusive dialogue, collaboration and partnership with Indigenous Peoples. This framework informs our actions and our goal is to build long-term, meaningful and collaborative relationships with Indigenous governments and customers.

## Guiding principles for TELUS' engagement with Indigenous Peoples and Governments

- TELUS understands that Indigenous Peoples of Canada are comprised of nations and governments who have constitutionally protected Aboriginal Title and Rights\*
- TELUS actively seeks to collaborate with Indigenous governments; listening, learning, and integrating their perspectives throughout the development, design, and implementation of projects impacting Indigenous Peoples and lands
- TELUS works closely with communities to ensure we carry out our activities and relations in a culturally appropriate and environmentally sensitive manner

\* The term Aboriginal Title and Rights derives from legally defined rights protected under section 35 of the Constitution Act 1982. While Indigenous is now in more common use than Aboriginal to speak of First Nation, Inuit and Métis peoples of Canada, when referring to legal rights the term Aboriginal title and rights is used. Aboriginal is defined in the Constitution Act 1982 Section 35 (2) as Indian, Inuit and Métis peoples of Canada. First Nation is generally used now instead of Indian.




Top row (L-R): Eric Nordgren, Elsie Kipp, Marissa Nobauer. Lower row (L-R): Yale Councillor Janita Peters-Kriegel, Minister of Citizen Services, Lisa Beare, Chawathil Drummer David Gutierrez, Shazia Zeb Sobani, Anne Zhong, Chawathil Chief Norman Florence.





# TELUS' four guiding pillars

Our strategy weaves together our strategic intent, values and priorities with four guiding pillars where TELUS believes we can enable the greatest outcomes as informed by Indigenous Peoples. Underpinning these pillars is the integration of Indigenous Ways of Knowing and ethical space into TELUS. Ensuring that Indigenous Ways of Knowing and ethical spaces are embedded into the fabric of our commitment to reconciliation is a priority.

 Fort Nelson, British Columbia



## Connectivity

**Summer Sister Hummingbird**  
• Tsunalhduz Sulhtus Shen

Collaborate with Indigenous governments and organizations to deliver advanced broadband connectivity to Indigenous communities within our serving area.

## Enabling Social Outcomes

**Ancestor Eagle** • Sbalyan Dusneke

Underpinned by our team's passion for creating stronger, healthier communities, develop and expand programs that look beyond connectivity to enable communities for longer-term prosperity and success.



 Johnny Kelto III, Nadleh Whut'en

## Cultural Responsiveness and Relationships

**Season of the Salmon** • Talook Ooza

Listen, learn, and understand how TELUS can meet unique needs and build meaningful relationships. Ensure culturally responsive customer experience for Indigenous customers.



## Economic Reconciliation

**Walking Caribou** • Whudzih Nuya

Support sustainable economic participation and growth for Indigenous Peoples through involvement in TELUS' business.







# TELUS' Indigenous Reconciliation Action Plan

## Progress update

Two years into our first five-year IRAP, TELUS continues to work diligently towards our commitments acknowledging both our responsibility and our capacity to advance reconciliation. TELUS teams demonstrate their dedication as many goals have been achieved through respectful and intentional teamwork with the rest remaining on track for completion according to

the plan. As new goals are set and others are enhanced, team members actively prioritize the insights from Indigenous voices including the Indigenous Advisory Council, community partners, and customers. We are pleased to share our results from our second year of implementing TELUS' first IRAP.

Commitment	Target	Timeline	2023 Update
Connectivity			
Year-over-year expansion of our advanced broadband and mobility networks to Indigenous communities within our serving areas by leveraging public-private partnership	Additional 20 Indigenous lands enabled with broadband connectivity	2022-2023	Between 2022-2023, +120 Indigenous lands (40 Indigenous communities) were enabled with advanced broadband connectivity.
	<b>UPDATED TARGET:</b> Expand TELUS broadband networks to at least 20 Indigenous lands	2025	An updated target has been set for 2025 that reflects the commitment to year-over-year expansion of connectivity. <a href="#">Read more: Connectivity</a>

Commitment	Target	Timeline	2023 Update
Enabling Social Outcomes			
Respond to Indigenous-led pathways for meaningful change by using our world-leading technology to enable access and expand partnerships with Indigenous organizations	Continue to seek Indigenous-led partners for Mobility for Good for Indigenous Women at Risk to expand to other areas of Canada	2023-2024	In collaboration with 40 Indigenous organizations across B.C., Alberta and Ontario, +1,000 individuals at risk were supported with free smartphones and rate plans in 2023.
	<b>UPDATED TARGET:</b> In partnership with Indigenous-led organizations across Canada, support 1,400 individuals in-year through Mobility for Good for Indigenous Women at Risk	2024	The target has been updated with a specific metric that quantifies the tangible impact of the program. <a href="#">Read more: TELUS Mobility for Good</a>
Engage with Indigenous communities and organizations to explore partnerships that reflect Indigenous practices and ways of being	Provide funding to Indigenous-led social, health and community programs through the Indigenous Communities Fund	Annual	To provide further support to Indigenous communities and organizations, the TELUS Indigenous Communities Fund doubled its commitment to \$2M through 2028. <a href="#">Read more: Indigenous Communities Fund</a>
Increase partnerships with Indigenous communities and organizations as part of TELUS Days of Giving	Minimum 5 per cent of corporate volunteer opportunities support Indigenous Peoples, communities and organizations	Annual	In 2023, 7 per cent of corporate volunteer opportunities supported Indigenous Peoples, communities and organizations. Key activities included Moose Hide Campaign, National Indigenous History Month and National Day for Truth & Reconciliation.
Ensure inclusion of Indigenous Peoples in TELUS social purpose programs by proactively engaging Indigenous communities and organizations	Minimum of 5 per cent of TELUS Social Purpose programs annually support Indigenous Peoples and communities (Mobility for Good, Health for Good, Kits for Kids)	Annual	As a result of an increased focus on Indigenous-specific programs, such as Mobility for Good for Indigenous Women at Risk, TELUS social purpose programs collectively exceeded the target of 5 per cent supporting Indigenous Peoples. An updated target has been set to reflect the intentional approach to improving access at a program level.
	<b>UPDATED TARGET:</b> TELUS Health Mobile Clinics provide care at locations specialized in serving Indigenous Peoples, using a culturally sensitive and trauma-informed approach	2024	In 2023, over 60 per cent of TELUS Health Mobile Clinics provided services at locations that specialize in serving Indigenous Peoples.



Commitment	Target	Timeline	2023 Update
Cultural Responsiveness and Relationships			
Work with Indigenous educators to expand cultural understanding and ensure learning opportunities and resources are available and accessible	Increase understanding of our shared history from an Indigenous lens by driving completion of the Truth & Reconciliation learning across TELUS	Annual	In 2023, over 17K TELUS team members completed the Truth & Reconciliation learning program. <a href="#">Read more: Learning about our shared history</a>
Elevate Indigenous voices through ongoing support of TELUS Eagles, a Resource Group for Indigenous team members	TELUS Eagles will launch an Indigenous peer-to-peer program to provide increased support for Indigenous team member success at TELUS	2023	TELUS Eagles launched Pathways, a mentorship and career development program designed by TELUS Indigenous team members for Indigenous team members.  Looking ahead, the aim is to continuously improve the program year over year.
	<b>UPDATED TARGET:</b> Grow Pathways program offerings so all Indigenous team members have the opportunity to thrive at TELUS	Annual	<a href="#">Read more: TELUS Eagles</a>
Partner with Carey Newman and the Canadian Museum for Human Rights (CMHR) to expand access to the Witness Blanket and amplify the educational components of the digital Witness Blanket	300K students and educators reached	2023	Following the digitization of the Witness Blanket in 2022, 700K students and educators were reached and WitnessBlanket.ca has had over 945K views, tracking to achieve 1M views. In 2023, virtual reality development has been initiated with a “Call for sounds” to support the experience.
	1M views of website		
	Explore virtual reality and augmented reality options		
	<b>UPDATED TARGETS:</b> 300K students and educators reached in-year	2024	Following the achievement of the 2023 goals, updated targets have been set for next year.  <a href="#">Read more: Digital Witness Blanket</a>
	500K views of website and virtual reality in-year		
	Launch of digital Witness Blanket virtual reality		
Provide culturally responsive experiences for Indigenous team members and customers in TELUS spaces	Seek to learn and incorporate physical acknowledgements of Indigenous territories at key TELUS spaces	2023	Indigenous placemaking is being incorporated into the office renovations at TELUS House Burnaby and TELUS Harbour (Toronto).
	<b>UPDATED TARGET:</b> Incorporate Indigenous placemaking within TELUS spaces in alignment with renovation projects	Annual	The updated target reflects the evolution to ongoing program implementation.

Commitment	Target	Timeline	2023 Update
Cultural Responsiveness and Relationships (Continued)			
Ensure Indigenous content creators have equitable access to TELUS Local Content programs that support and amplify local authentic storytelling	7 per cent or more of all TELUS funded local content productions are Indigenous-led	Annual	18 per cent of TELUS Local Content productions were Indigenous-led.
	\$1M in funding to Indigenous content creators across Alberta and B.C.	2024	In 2023, \$1.2M of funding was provided to Indigenous content creators.
	UPDATED TARGET: 10 per cent or more of production budget allocated to Indigenous content creators across Alberta and B.C.	2024	The target has been updated following current program success. <a href="#">Read more: TELUS Local Content</a>
Economic Reconciliation			
Achieve Progressive Aboriginal Relations (PAR) certification by demonstrating sustained leadership in our commitment to working with Indigenous businesses and to prosperity in Indigenous communities	Become Bronze certified by developing policies and fulfilling targets associated with PAR reporting	2025	In 2023, TELUS achieved Phase Two of the PAR Committed level and will be submitting Phase Three Committed level by year end.  In alignment with adjustments to the certification process and timelines, TELUS will be completing the PAR Certified submission in 2025.
Explore partnerships with Indigenous-led organizations to support increased Indigenous students in Technology	Establish partnership, enhance training and start ideation of collaborative solution	2024	In partnership with the Indigenous Mentorship Network of Ontario, TELUS Digital developed and delivered a digital skills workshop at the 2023 Summer Institute. Following this initial collaboration, opportunities to evolve to other topics and expand to more audiences are being explored.
Work to enhance participation of Indigenous businesses within our projects and operations to support year over year increase in Indigenous supplier spend	Increase spend with Indigenous-owned businesses by 10 per cent	2023	From 2021 to 2023, 300 per cent increase in spend with Indigenous businesses on TELUS network projects and operations. Additionally, we are working with our vendors to collectively contribute to supporting economic development initiatives in Indigenous communities.
	UPDATED TARGET: Deliver a minimum of quarterly sessions to foster new Indigenous business partnerships and gather feedback from current Indigenous suppliers	Annual	The target has been updated to reflect the collaborative approach to supporting Indigenous business growth.  <a href="#">Read more: Where sustainability, ingenuity and reciprocity meet</a>



Commitment	Target	Timeline	2023 Update
<b>Economic Reconciliation (Continued)</b>			
Explore partnerships with Indigenous communities to develop solutions that reflect and support Indigenous practices and values	Seek to establish meaningful partnerships with five Indigenous communities or organizations to collaborate on sustainable agricultural solutions	2024	Began exploring partnership opportunities that utilise internet of things solutions, such as TELUS Animal Record Management and Decisive Farming by TELUS Agriculture, to support Indigenous priorities. <a href="#">Read more: Cultivating solutions through the land and technology</a>
	Develop new functionality for agriculture solutions that reflect Indigenous practices, values and culture	2026	Dependency on outcomes from previous target.
Invest in early stage (Seed and Series A) Indigenous-owned for-profit companies that are driving financial and social/environmental outcomes to make the world a better place	Invest 7.5 per cent of TELUS Pollinator Fund for Good in Indigenous-owned companies	2026	To date, 6 per cent of Pollinator Fund (\$6M) has been invested in Indigenous-owned companies. <a href="#">Read more: TELUS Pollinator Fund for Good</a>
Enhance the accountability of all team members and leaders at TELUS to support retention and recruitment of Indigenous team members	Implement strategic initiatives of Indigenous Employment Strategy to support recruitment, retention, career development, cultural safety and continuous feedback	Annual	Completed first year of implementing Indigenous Employment Strategy. Initiatives included new Indigenous wellness benefits coverage for traditional healing practices, expanded on-campus outreach to Indigenous students, Indspire partnership to deliver student scholarships, as well as tailored employer branding to resonate with Indigenous candidates. <a href="#">Read more: Investing in Indigenous students</a>
<b>NEW COMMITMENT:</b> Incorporate Indigenous perspectives into TELUS' data ethics strategy	<b>NEW TARGET:</b> Host workshops to incorporate Indigenous perspectives into responsible artificial intelligence at TELUS	2024	Against a backdrop of rapid advancements in artificial intelligence (AI) technology and data legislation, the TELUS Data & Trust Office began engaging with Indigenous partners to define responsible and ethical use of AI from an Indigenous lens.
	<b>NEW TARGET:</b> Partner with at least two Indigenous organizations on building data governance	Annual	

“Indigenous businesses are too frequently confronted with barriers to connectivity that non-Indigenous organizations do not have to face. According to the 2022 National Indigenous Economic Strategy, reconciliation can only be realized when Indigenous Peoples are meaningfully engaged in Canada’s economy. Bridging the digital divide plays a significant role in enabling Indigenous businesses to participate equally in new sectors of economic growth. Connectivity in Indigenous communities is a crucial step toward reconciliation, since it increases opportunities for Indigenous economic engagement. We appreciate that TELUS recognizes this and is taking steps to help address these challenges.”

**Tabatha Bull**  
President and CEO,  
Canadian Council for  
Aboriginal Business





# Message from the TELUS Indigenous Advisory Co-chairs

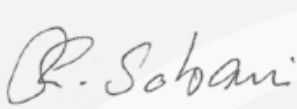
We are thrilled to stand tall as Canada's first technology company to make a public commitment to reconciliation. As the co-chairs of the TELUS Indigenous Advisory Council, we have the responsibility to ensure that TELUS is listening and accountable to the wisdom, guidance and insights that we receive from our incredible advisors.

By bringing diverse Indigenous voices into every discussion, we aim to ensure that Indigenous Peoples and Indigenous Ways of Knowing inform our reconciliation journey. This ongoing dialogue enables TELUS to continuously learn and course-correct our action plan as necessary. We extend our gratitude to the advisors for their invaluable insights and ongoing contributions.

We recognize the immense and transformative role technology plays in advancing economic reconciliation. Connectivity stands

as an equalizer - opening the doors for Indigenous communities to engage in the digital economy, access education and training from home, and maintain a connection to their culture. We are passionate about creating employment opportunities that foster multi-generational benefits, helping to move the needle towards economic reconciliation.

At TELUS, our focus is on tangible outcomes, which requires setting clear targets and reviewing results. It is our immense pleasure to share the progress of TELUS' reconciliation commitments, underscoring our unwavering dedication to reconciliation. Our greatest hope is that our journey will create a ripple effect across Canada and will encourage businesses, leaders and individuals to find meaningful ways to commit to and progress their own journeys towards reconciliation.



**Shazia Zeb Sobani**

VP Customer Network  
Planning, Proud member  
of the TELUS team



**Sean Willy**

TELUS Board of Directors,  
President and Chief Executive Officer  
of Des Nedhe Development, Member  
of North Slave Métis Alliance



Top row (L-R): Victoria LaBillois, Sean Willy (Co-chair), Shazia Zeb Sobani (Co-chair). Lower row (L-R): Shaun Soonias, Taylor Behn-Tsakoza, James Delorme, Shani Gwin, Luc Lainé, and Carol Anne Hilton. Not pictured: Dr. Kim van der Woerd, Clint Davis, and Magnolia Perron





# Meet the council members

In 2021, TELUS committed to establishing an Indigenous Advisory Council made up of Indigenous leaders and subject matter experts, to guide and advise on the implementation of TELUS' reconciliation actions. At the start of 2023, we celebrated six advisors joining the original four council members to support the evolution and execution of TELUS' IRAP.



**Carol Anne Hilton**  
Hesquiaht Nation, B.C.



**James Delorme**  
Klahoose First Nation,  
B.C. and Cowessess  
First Nation, SK



**Clint Davis, ICD.D**  
Inuk from Nunatsiavut, NL



**Dr. Kim van der Woerd**  
'Namgis First Nation, B.C.



**Luc Lainé**  
Huron-Wendat Nation, QC

“I am happy to sit on the TELUS Indigenous Advisory Council because I strongly believe that thriving Indigenous economies need leading edge infrastructure, notably connectivity. The importance of connectivity is captured in the National Indigenous Economic Strategy for Canada released in 2022.”

**Victoria LaBillois**  
Listuguj Mi'gmaq  
Nation, QC

“As a young person and a northerner, I see myself bringing my experiences to the council and moving forward the commitments in the Action Plan. An organization like TELUS, which has such a big reach and impact on the lives of Canadians, I believe the efforts being made to commit and actively work towards reconciling with Indigenous People and communities are going to ripple out. TELUS continues to lead in the areas of economic reconciliation and connecting Indigenous communities to broadband. I see TELUS setting the gold standard for working with Indigenous People and modeling true reconciliation in action.”

**Taylor Behn-Tsakoza**  
Fort Nelson First  
Nation, B.C.



**Magnolia Perron**  
Mohawks of the Bay  
of Quinte, ON



**Shani Gwin**  
Métis Nation of Alberta  
and Michel Callihoo Nation, AB



**Shaun Soonias**  
Red Pheasant Cree  
Nation, SK



**Taylor Behn-Tsakoza**  
Fort Nelson First  
Nation, B.C.



**Victoria LaBillois**  
Listuguj Mi'gmaq  
Nation, QC



[Hear more from the advisory council](#)



**Summer Sister Hummingbird**  
• Tsunalhduz Sulhtus Shen

The Hummingbird/Tsunalhduz signifies beauty and love. You see them in the height of summer/shen.

Johnny Ketlo III,  
Nadleh Whut'en

# Connectivity

Collaborate with Indigenous governments and organizations to deliver advanced broadband connectivity to Indigenous communities within our serving area.



# Enabling access to world leading technology

TELUS PureFibre offers a globally unmatched wireline infrastructure that ensures access to the digital tools to drive improved health, social, and economic outcomes. One of the most advanced and capable broadband network technologies available today, our gigabit-enabled TELUS PureFibre investment is equipped to keep pace with ever-evolving technology, offering

increasingly faster connections. In very remote areas our wireless LTE coverage (wHSIA) is revolutionizing the use of our network, providing high-speed internet access where internet access has not historically been possible.

While access to the latest technology is important, meaningful partnerships are essential to building

and enhancing the networks of the future. We are fortunate to collaborate with Indigenous governments and partners, as well as federal, provincial, and municipal governments as we work towards a future where all Indigenous communities have the connectivity needed to support their individualized goals.

## One aspiring archaeologist will go far while staying near

Based in T'exelc (Williams Lake First Nation), connectivity has helped Whitney Alphonse-Manuel to reach her goals and attain her university degree online to become an archeologist. With co-funding from the government of B.C. and in partnership with T'exelc, TELUS enabled PureFibre to the community in 2020. Access to high-speed internet has equipped Alphonse-Manuel to stay at home keeping her rooted to the land and connected to her community all while achieving her career goals.

“I’ve been able to become successful in school and I was able to be educated right at home with support from my community, from my family. A lot of Indigenous People have to leave their communities to be educated and it takes so much out of them. So to be able to be educated within our communities is so important.”

**Whitney Alphonse-Manuel**  
Williams Lake First Nation



[Watch Whitney's story](#)





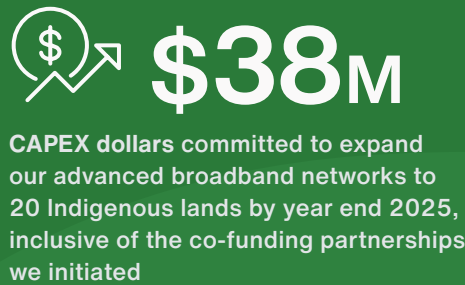
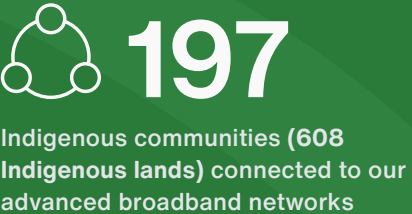
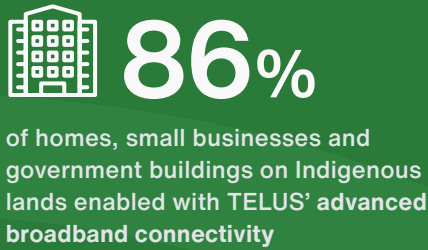
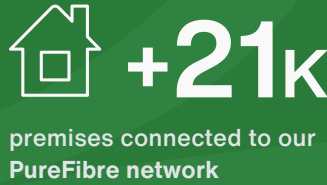
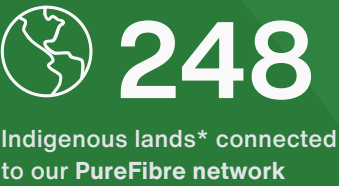
# Connectivity in Ekuanitshit: Stepping into the future

Winds of change are blowing in the Ekuanitshit community, in northern Quebec. After years of waiting, the small community of around 650 people finally has access to TELUS PureFibre, the backbone of the TELUS network. TELUS has also deployed its 5G network. Completed

with co-funding from the Government of Quebec and in partnership with Ekuanitshit Innu Council, this is a major step forward in the area’s development, as it opens a world of possibilities and progress for its residents.

“Ultra high speed internet is a powerful tool for sharing our collective memory and millennial knowledge of Nitassinan. It encourages the entrepreneurial spirit and promotes the development of our local economy and local tourism. It also offers access to better virtual health care and adapted educational services, which allow our youth to continue their education while remaining anchored in our Innu community.”

**Jean-Charles Piétacho**  
Chief of the Ekuanitshit Innu Council



\*Reserves, treaty lands and self-governing lands  
\*\* “advanced broadband networks/connectivity” is defined as 50/10+ internet speed (including PureFibre) and wHSIA





## How Jolena is building community, one business at a time

Given Jolena Hope's close-knit upbringing, it comes as no surprise that for her, family-run business has a depth of meaning.

*"I'm personal with my staff as I see them as family. Families take care of families. I believe that if they are treated like family, they're going to want the best for the business,"* she said.

From the age of nine, Hope's parents involved her in supporting their various entrepreneurial endeavours. At that time it was about raising lambs. They later converted their barn into a landing station for commercial fishing.

By 15, she was testing sockeye and pink salmon runs on the Fraser River – part of the ongoing monitoring work undertaken by her home community, Yale First Nation. These test fisheries provide essential in-season information for the management of salmon.

A few years later she began supporting her dad to fulfill a contract for vegetation management and, at 21, she opened the Hope River General Store and RV Park. It's located two hours outside of Vancouver towards the Fraser Canyon, along Highway 1.

*"I call it the one-stop shop because we've got fuel, a liquor store, deli, restaurant, gift shop, lotto and RV park,"* she said. *"We do our in-house baking and smoked salmon. The salmon is from my work as a fish sampler, so I know all about the fish I prepare."*

Family and a sense of community is the through-line in her varied career to date. Adding strength and reliability to that connection is the world-leading TELUS PureFibre network, which was completed in partnership

with the Province of B.C. through the Connecting British Columbia program, making access to economic development easier in rural and Indigenous communities.

For Hope, access to a fast and reliable network is critical to growing her business interests. Visitors to her RV park, which includes a mix of year-round and seasonal sites, value high-speed connectivity to stay in touch with friends and family, do business and contact doctors, schools and perform other daily activities.

Hope herself relies on the power of TELUS PureFibre to order in goods and services, as well as process credit cards and enable debit transactions.

*"With PureFibre, I can download very large files and participate in virtual meetings without a hitch,"* she said.

*"Connectivity is also important for the salmon sampling,"* Hope added. *"If there is a fish that I sample with a disease or a parasite, I can send the information and images right away to the Pacific Salmon Commission."*

Yale First Nation's geographic layout is as varied as Hope's business endeavors. Their territory begins in the Fraser Valley and extends into the Fraser Canyon, much of which is rocky riverfront and mountainside. One third of Yale First Nation's 176 members live on reserve, spread out in four distinct and separate residential communities. To bring PureFibre to Yale First Nation is to level a rocky playing field of access and connectivity, providing essential tools for success.








## Tallcree First Nation welcomes digital age

At northern Alberta's Tallcree First Nation, Elders and other members of the community are getting one-on-one instruction on how to use the internet.

It's the first step in preparing the 650-nation-member homes and local businesses for high-speed digital access, following a partnership between Tallcree Tribal Government, TELUS and the Governments of Canada and Alberta. It will see world-leading wireless and TELUS PureFibre connectivity enabled in North and South Tallcree. These two reserves are located roughly 600 kilometres north of Edmonton, or 45 and 80 kilometres southeast of the hamlet Fort Vermillion.

After years of advocating for access to reliable connectivity in Northern Alberta, Tallcree First Nation will be connected to PureFibre in 2024 through co-funding with TELUS and the federal Universal Broadband Fund and the Alberta Broadband Fund. Additionally, wireless connectivity will be enabled through co-funding from the Canadian Radio-television and Telecommunications Commission's Broadband Fund.

 Jarvis Meneen

“TELUS PureFibre and wireless connectivity will help with our future school of innovation and how we can connect to the outside world virtually so our kids can be educated without having to leave our communities, their families and support networks which we hope will improve student success.”

**Chief Rupert Meneen**  
Tallcree First Nation

This kind of partnership is crucial to the viability of rural connectivity projects.

*“We’re feeling very privileged in getting this project up and off the ground,”* said Band Manager Michael Cardinal. *“Wireless connectivity helps us to connect to the outside world. It helps on many different fronts – giving us access to everything from education to mental health to safety.”*

The transformation can't come fast enough for community members.

*“The communities at times are cut off from the outside world. When the infrastructure fails, it fails en masse,”* Cardinal said. *“This is concerning for emergency situations.”*

For decades, many Elders living in isolated areas have had no way to communicate with the outside world. Those who own mobile devices don't have nearby or reliable networks to connect them to. Prior to the TELUS upgrade, communication services in South Tallcree could be knocked out for days during heavy downpours or electrical storms.

Once the TELUS network build is complete, community members will have a lifeline to call for help, one that also offers fast and reliable access to education, telehealth and mental health resources outside the community.

Cardinal says health and public works staff will act as *“boots on the ground”* during the build, bridging language and cultural barriers and offering an extra level of technological support, particularly to Elders or those living alone.

*“The most important thing is we’re trying to get people to reach out to us if they need us,”* he said. *“We’re not just dumping technology at their front doorstep and running away.”*

Cardinal shared that Tallcree is eager for positive change. Tallcree has been advocating for improved connectivity for more than a decade and *“these kinds of projects go a great distance to recognizing First Nations are valid and important.”*



# Bridging education, tradition and tech in Fort McKay

They say that timing is everything, and for students and staff at the new [Elsie Fabian School](#), the timing worked out perfectly.

Located on the Fort McKay First Nation reserve, about 420 kilometres north of Edmonton, the school offers a specialized curriculum that incorporates Dene and Cree language and culture, as well as land-based activities for students from pre-K to Grade 9.

Elsie Fabian celebrated its grand opening in September 2022, welcoming students to a bright, modern facility fully equipped with reliable, high-speed internet services – available for the first time on Nation lands thanks to a recent TELUS PureFibre build.

*“TELUS really worked to have it ready for when the school opened,”* said Education Director Christine Gullion.

Today, consistent network speeds allow students to use tablets for schoolwork, acquiring the digital

literacy that will help them navigate the future. Teachers employ smart boards in planning and delivering their lessons, and they have increased access to development opportunities now that they can attend virtual conferences.

*“I was really amazed. We haven’t had a teacher come to us and say that they are having a slow connection,”* said Gullion, noting that network issues had typically been the norm in this remote region of northern Alberta.

Before the school’s construction, nearly half of the school-aged children on the reserve had to travel 45 minutes to attend school in Fort McMurray. Now, these young learners can stay closer to home and benefit from a curriculum rooted in their culture and traditions.

Students measure beaver pelts to learn about circumference, and they learn to scale fish and repurpose those scales to make art. They create

ribbon skirts and shirts, and then observe the beauty of this regalia in motion as they watch online videos of traditional dancers.

After just the first week of land-based learning, Gullion said inquiries began pouring in from the broader community. Parents and adults wanted to participate, too.

In response, two language teachers now offer virtual adult classes in the evenings, while facilitating community-wide contests to promote engagement and learning at home. The contest focuses on a phrase of the week in both Dene and Cree that is shared in classrooms, on social media and on the local radio, encouraging parents to learn alongside their children.

In many ways, the new school has helped knit the community together. *“We are able to post announcements to keep the community engaged in the school and their children’s education. The communication piece is so important for the school,”* said Gullion.

The TELUS PureFibre build was co-funded by the Regional Municipality of Wood Buffalo. This **\$21M** investment will connect three First Nations, four Métis communities and six rural municipalities by the end of 2023.







## A journey of equity and empowerment

Ruth Williams is getting ready to celebrate an incredible milestone – the connection of every First Nation government office in British Columbia to affordable and reliable high-speed internet is anticipated to be reality within the next year. Started in 2009 by the All Nations Trust Company (ANTCO), the Pathways to Technology (PTT) project has been steadily working to expand connectivity for Indigenous communities throughout the province, and has partnered with TELUS on many of these initiatives since 2011.

As former CEO of ANTCO and manager of PTT, Williams is proud to see the organization closing in on its goal, but she acknowledges this achievement will only mark the beginning of the next chapter of connecting all Indigenous communities in B.C.

While all First Nation governments are expected to be brought online within the next year, gaps will still persist for Indigenous Peoples who do not live near or adjacent to government office lands. These kinds of disparities can be devastating for communities. Williams cited one example where children missed two years' worth of education during the pandemic because the Nation had no internet access and was unfortunately not able to keep a teacher on the reserve. *“With the type of technology we have today, this should not occur,”* she said.

For Williams, ensuring that all Indigenous Peoples have affordable access to broadband connectivity is a question of equity. Connectivity opens new pathways to education, healthcare, career opportunities and improved wellbeing for Indigenous communities, not just today but for generations to come. *“As bandwidth usage is expected to evolve, it’s also critical that we future-proof this network infrastructure so that it can scale up as needed,”* Williams added.

Williams recalled the initial consultation processes of the first PTT builds, where all parties involved, including ANTCO, TELUS and the province, learned valuable lessons about what reconciliation really means. Williams summarized the underlying lesson as, *“‘Nothing about us without us.’ If we are going to connect a community, even though we are paying for it, the community has to make the decision.”* Williams acknowledged that it was vital to have TELUS senior management involved in developing the strategy at the onset and appreciates that each person at the table had an equal voice.


For Williams, this is what upholds the PTT project success. Indigenous representatives must be welcomed to the table as advisors and strategic decision-makers, because it’s only through meaningful relationship-building between communities, governments and industry, that we will be able to ensure equitable access to this critical connectivity.

TELUS is proud to partner with ANTCO and the PTT project, and continues to learn from Williams and her team as they lead by example through their dedicated efforts to preserve the sovereignty of the First Nations they serve.

**Since 2011, TELUS has proudly partnered with ANTCO to connect over 60 communities to our network through \$26M in co-funded investments.**

 Ruth Williams



A large, stylized illustration of an eagle in flight, spanning across the top and middle of the page. The eagle's wings are spread wide, with intricate patterns on the feathers. The colors transition from dark blue and black on the upper wings to a bright orange and yellow on the lower wings and tail. The eagle is facing right.

### Ancestor Eagle

• Sbalyan Dusneke

In Carrier Dene culture, the Eagle/Sbalyan is a good omen meaning the ancestors are watching over you and the Creator is directing your paths. Say "Thank you"/"Snachailya" and step onward in your journey with confidence and guidance in the Great Spirit.

Johnny Ketlo III,  
Nadleh Whut'en

# Enabling Social Outcomes

Underpinned by our team's passion for creating stronger, healthier communities, develop and expand programs that look beyond connectivity to enable communities for longer-term prosperity and success.



## Leading with purpose

Social capitalism is at the core of who we are and what we do. To us, doing well in business and doing good in our communities are mutually inclusive. Driven by our passionate social purpose to connect all citizens for good, our deeply meaningful and enduring philosophy to Give Where We Live has inspired TELUS, our team members and retirees to donate more than **\$1.6B** to charitable and community organizations and volunteer **2.2M** days of volunteering since 2000.

As a global leader in social capitalism, we are committed to leveraging our innovative technology and human ingenuity to drive social change and enable meaningful outcomes. It's more than just our commitment to give where we live to strengthen our communities; it's how we leverage our world-leading technology capabilities into meaningful services that drives innovation and supports the transformation of essential social models, such as patient-centred health care, universal education, and environmental stewardship.







# TELUS Friendly Future Foundation

By funding 500+ charities each year that provide education and health programs, TELUS Friendly Future Foundation® is helping more than **2M** youth in communities across Canada reach their full potential.

## Our key granting programs include:

- TELUS Canadian Community Boards grants of up to **\$20K** to local youth charities in communities across the country.
- Innovation Grants funding of up to **\$200K** for breakthrough ideas in youth mental health or environmental education and climate action programs.

**In 2022, TELUS Future Friendly Foundation supported 70 Indigenous youth programs with \$1M of funding.**

Toad River, British Columbia



## Opening doors for Indigenous youth to pursue careers in healthcare

When Sheri was young, she recalls not seeing many people who looked like her working in healthcare professions. As an Indigenous youth, she found this to be quite discouraging.

The Pan Am Clinic Foundation's Medical Careers Exploration Program (MCEP) is a one-of-a-kind initiative that gives Indigenous high school students in Winnipeg the opportunity to explore and experience a diverse range of healthcare careers while working alongside medical professionals.

*“MCEP has led me to a path where I want to work in the field of mental health,” said Sheri. “Without this opportunity, I don’t think I’d be where I am today.”*

With a grant from the TELUS Manitoba and Saskatchewan Community Board, alongside TELUS Friendly Future Foundation, the Pan Am Clinic Foundation is expanding MCEP to even more Grade 10-12 Indigenous students. MCEP is providing Indigenous youth across the Winnipeg school district with hands-on experience and mentorship from healthcare professionals through the program’s unique curriculum, while working towards attaining their high school diploma.

The Pan Am Clinic Foundation



# Providing language resources to the Mi'kmaq community



“Ta’n tujiw L’nu’isin, maliamt na kkijjaqmij / When you are speaking Mi’kmaq, it is a part of your spirit.”



United Nations Educational, Scientific and Cultural Organization (UNESCO) encourages people throughout the world to participate in making space for the preservation, revitalization and support of Indigenous languages worldwide. While language statistics remain difficult to measure, the number of people in Nova Scotia who identify as Mi’kmaq speaking has been on the decline. Statistics Canada estimated that in 2016, only 55 per cent of the Mi’kmaq population spoke the language.

Mawita'mk Society’s “Talking Planet Mi’kmaw” program is a new language resource created for young children and their families to bring Indigenous languages into the home through digital animation and storytelling. This pilot project, which was funded through the TELUS Atlantic Canada Community Board and TELUS Friendly Future Foundation, brings engaging content in the dialect directly into the homes of families. It plays a key role in helping younger community members learn what it means to be Mi’kmaw by re-discovering through the language the history of where they come from and what their ancestors did before colonization.



[Learn Mi’kmaw with us](#)

**Magit Poulette**  
Residential School Survivor

# Eka shakuelem performing arts workshops

Fifteen youth from Mashteuiatsh, Wemotaci, Lac-Simon, Wendake and Senneterre communities in Quebec are exploring the performing arts and related professions through the [Eka shakuelem](#) program supported by the TELUS Montreal Community Board and TELUS Friendly Future Foundation.

Developed in collaboration with [Menuentakuan Productions](#), this program is dedicated to Indigenous youth who are pursuing their studies, seeking employment, or thinking about their career path and already have a strong interest in art. It offers talented youth, aged 18 to 25 years, a week of contemporary performing arts workshops.



Due to the geographical and systemic barriers experienced by many Indigenous youth living in communities, few have the opportunity to discover urban cultural events. Participants attended five international shows, performed workshops designed by Indigenous artists and met with community leaders, such as Melissa Mollen Dupuis, a well-known figure in Indigenous struggles and issues, as well as creators, performers, technical directors and managers. Additionally, organizers brought participants together in virtual talking circles in advance to help establish relationships, share interests and create a sense of belonging in a safe and caring environment.

Vivien Gaumand





# Indigenous Communities Fund

Launched in 2021, the TELUS Indigenous Communities Fund provides flexible grant funding of up to **\$50K** for Indigenous-led social, health and community programs. Since launching, the fund has donated more than **\$300K** to Indigenous-led initiatives.

## Funding is available for projects focused on, but not limited to:

- Health, mental health and well-being
- Access to education and resources
- Community building and enhancement
- Language and cultural revitalization
- Inter-community sharing of cultural stories

To learn more and to see the complete list of ICF recipients, please visit [telus.com/indigenousfund](https://telus.com/indigenousfund).

“I would like to thank TELUS for the grant towards our equine program. This grant helped expand our program with more equipment, more horses, and a wagon with all the tack needed. Our program is one of the best in the area and the TELUS grant allowed us to expand our offerings and be able to support more clients and help us move down this healing journey.”

**Craig R. Smith,**  
Chief Executive Officer,  
T'lesqox

**In 2023, TELUS doubled its commitment to the Indigenous Communities Fund with an increased investment from \$1M to \$2M through 2028.**




## Growing community support for land-based learning

Together, the Chief Jacob Bearspaw Memorial School and Cicolmanias, with the support of the TELUS Indigenous Communities Fund, have successfully launched a two-phased program aimed at addressing environmental sustainability gaps in their community.

The first phase helped support the expansion and maintenance of the Eden Valley Stoney Nakoda Community Garden. These updates have made the community garden a hub for the community to gather and learn alongside one another.

By increasing the capacity of the community garden, and as part of the second phase, these partners were able to successfully initiate the Zero Waste Ambassador program. Through this program, children, youth, Elders and other community members engaged in a variety of activities and workshops. This program provided participants with land-based learning opportunities and concrete actions to reduce and manage waste and to learn Traditional Ecological Knowledge.

Thanks to the expansion of the Eden Valley Stoney Nakoda Community Garden and environmental education and tools provided, the community of Eden Valley has come together to tackle environmental issues, empowering younger generations, building resilience and food security to foster the wellbeing of the community.

 Chief Jacob Bearspaw School







## Exploring the healing power of horses

*"Horses are healers that absorb pain. Because of them we see happiness again,"* shared Clinton Palmantier, program coordinator of the Tl'esqox Equine Assisted Learning and Equine Therapy program.

This program uses the traditional medicine of horses, in combination with counselling, to help with a multitude of mental and wellness issues, including post-traumatic stress disorder and intergenerational trauma. The program promotes mental and physical well-being and fosters an inclusive, safe space where youth can become more confident in taking on leadership roles and building strong relational ties.

Thanks to the TELUS Indigenous Communities Fund, the Equine Assisted Learning and Equine therapy program has successfully expanded into a full-time program that supports over 30 youth and their families. The funding played a crucial role in helping the program access the necessary equipment to enhance its capacity to support more participants. The growth of the program has increased accessibility of mental health support for children, parents and grandparents in Tl'esqox as well as extending support to neighbouring communities.



The Tl'esqox (Toosey Band)





# Supporting communities during disaster and recovery

At TELUS we are committed to the safety and wellbeing of the communities we serve from coast to coast to coast. From the ice storms in eastern Canada in early spring to the relentless summer wildfire season that has devastated many parts of the country, TELUS is on the ground, supporting relief efforts in numerous ways. From delivering critical supplies, such as food and batteries to the Kanien'kehá:ka (Mohawk), to loaning Gift Lake Métis Nation generators during wildfire-induced outages, to enabling wifi

connectivity for Boston Bar First Nation and Boothroyd First Nation evacuees to stay in touch with their loved ones, TELUS team members jumped into action.

Our efforts are not possible without the readiness, communication and leadership of the communities we partner with as they worked to mobilize the support they needed from the onset of the crisis and throughout recovery. We are committed to being there for the communities where we live, work and serve.

“Our community experienced a devastating wildfire in May this year [2023] that required all 993 residents of the Peavine Métis Settlement to evacuate. What TELUS did was absolutely wonderful, especially for the evacuees and those on the frontlines of the fires. Fleet trucks delivered supplies to our two evacuation centres which helped us immensely. Some of the product also went to the Settlement office and was used as supply for the frontline workers, including members of the army and firefighters. It was a relief that we didn’t have to worry about sending someone to collect these essential products for these purposes during an intense time.

The follow up from TELUS afterward was fabulous, as well. The process for getting connected and up and running after was easy. We didn’t have to worry too much about it at all as we knew TELUS was taking care of it. All I had to do was make one quick call and someone showed up to help us.”

**Lynn Smith**  
Regional Planning  
Coordinator of Peavine  
Métis Settlement






# Connecting for Good

Bridging digital and socio-economic divides by connecting everyone in ways that will benefit their lives is a core pillar of our social purpose. At TELUS, we know technology can be a powerful equalizer, but only if everyone has access to it. Through our Connecting for Good® programs — including

Health for Good™, Mobility for Good®, Internet for Good® and Tech for Good™ — we are leveraging our technology to ensure underserved citizens are connected to the people, information, and opportunities that matter most in our increasingly digital society.

“There’s real power in giving people access to life-changing resources. Having dedicated my life to supporting Indigenous Peoples and promoting justice and decolonization, I have seen how culturally appropriate programs can move marginalised people into safer environments.”

**Kim Rumley**  
Acting Director of  
Court Services at the  
Native Courtworker and  
Counselling Association  
of British Columbia

 Native Courtworker and  
Counselling Association  
of British Columbia



9.3k

youth aging out of care were able to stay connected with family, support networks and access resources through Mobility for Good



13.3k

Elders and seniors are staying connected to family and friends through Mobility for Good for Seniors



2.3k

Indigenous women at risk of or surviving violence have access to a lifeline through our Mobility for Good for Indigenous Women at Risk program



97%

of Mobility for Good participants say the program makes it easier to stay connected to friends, family and support works



40

Indigenous organizations are distributing phones to Indigenous women at risk across British Columbia, Alberta, Ontario and Quebec through our Mobility for Good for Indigenous Women at Risk program



62%

of TELUS Health for Good partners provide services at locations specifically serving Indigenous Peoples, with several offering cultural services from their mobile health clinics including Elder blessings, ceremonies and smudgings (all TELUS Health for Good clinics support Indigenous Peoples, providing care when and where they need it).



96%

of Internet for Good participants said the program allows them to stay connected to the people and resources that matter most



52.9k

in-need families, elders and seniors, people living with disabilities and youth aging out of foster care enrolled in our Internet for Good program, benefiting from low-cost high-speed internet and access to a low-cost refurbished computer



218k

people living in Canada have been positively impacted by our Internet and Mobility for Good programs to date



[Watch Health  
for Good  
in action](#)





## Mobility for Good for Indigenous Women at Risk

Developed in partnership with Indigenous-led organizations, Mobility for Good for Indigenous Women at Risk provides free smartphones and talk, text and data plans to Indigenous women at risk of or surviving violence. By working to improve safety through connectivity for Indigenous women, TELUS is responding to the [231 Calls for Justice](#) as established by Reclaiming Power and Place: [The Final Report on Missing Murdered and Indigenous Women](#).

Hear from our partners at Prince George Friendship Centre, B.C. Association of Aboriginal Friendship Centres and Native Courtworker and Counselling Association of B.C. share their perspective on how this program provides a critical lifeline and gift of hope to those it supports.



[Find out more](#)

“The TELUS Mobility for Good program saves lives. As an Indigenous person, when I see TELUS reaching out to help the most vulnerable in our community, there isn’t any other act of reconciliation in my mind that’s greater than that. It makes my heart soar.”

**Barb Ward Burkitt**  
Executive Director,  
Prince George  
Native Friendship  
Centre

“Tzeachten First Nation and TELUS have developed a strong relationship grounded in reconciliation over the last several years which has had many positive impacts for our people and community. Tzeachten was one of the six communities who are fortunate to benefit from the Connecting for Good program that TELUS has administered. Internet connectivity is a barrier to many Indigenous families both on and off reserve; this program has alleviated this barrier for many of our Tzeachten families. TELUS’ commitment to reconciliation is something that Tzeachten First Nation has been honoured to be a part of and we look forward to continuing our path towards reconciliation together.”

**Chief Derek Epp**  
Ch’iyaqtel  
(Tzeachten First  
Nation)

## Internet for Good for Indigenous communities

In 2023, TELUS launched a pilot project with six Indigenous governments to help ensure in-need community members are both aware of and able to easily access Internet for Good. TELUS is keen to learn from these communities and pilots, with the goal of expanding to support even more Indigenous communities moving forward.


Parker Lake, British Columbia





# Leveraging technology to enhance health experiences



 Daniel Leung, RN with Indigenous Services Canada, providing Alberta Wildfire Response support from the TELUS Health Mobile Clinic

At TELUS, we are committed to transforming health experiences, with care. We believe in the power of technology to create better health experiences for Canadians and revolutionize access to healthcare, specifically for the most vulnerable.

In response to the unprecedented 2023 spring wildfires in Northern Alberta, TELUS Health for Good supported the temporary redeployment of the Radius Mobile Health Clinic powered by TELUS Health to provide health services to impacted communities. In partnership with Alberta Health Services, Indigenous Services Canada, the Kee Tas Kee Now Tribal Council and nearby Primary Care Networks (PCNs), care was provided to hundreds of individuals during the height of the wildfire evacuation period and while residents were settling back into their communities. Services provided included primary care, vaccinations, pre/post-natal and pediatric care. We are grateful for the commitment of the partners we worked with to support the communities we serve when they needed it most.

For more information, please visit [Telus.com/HealthForGood](https://Telus.com/HealthForGood).

"I just don't think that it can be stated enough, that the best answer is not to bring the people to the medicine. It's to bring the medicine to the people."

## Dr. Jennifer Parker

BSc, MD, CCFP, Physician & Community  
Medical Director in High Level, AB & IWC  
Medical Advisor for North Zone West








## Season of the Salmon • Talook Ooza

Nadleh Whut'en is "where the salmon return". The Salmon/Talook feed the people and are the blood in the river veins of Mother Earth. Every year at the same time in late July and early August, the Salmon return to Nadleh. We stand by the river with a lamp and sing a song of welcome home.

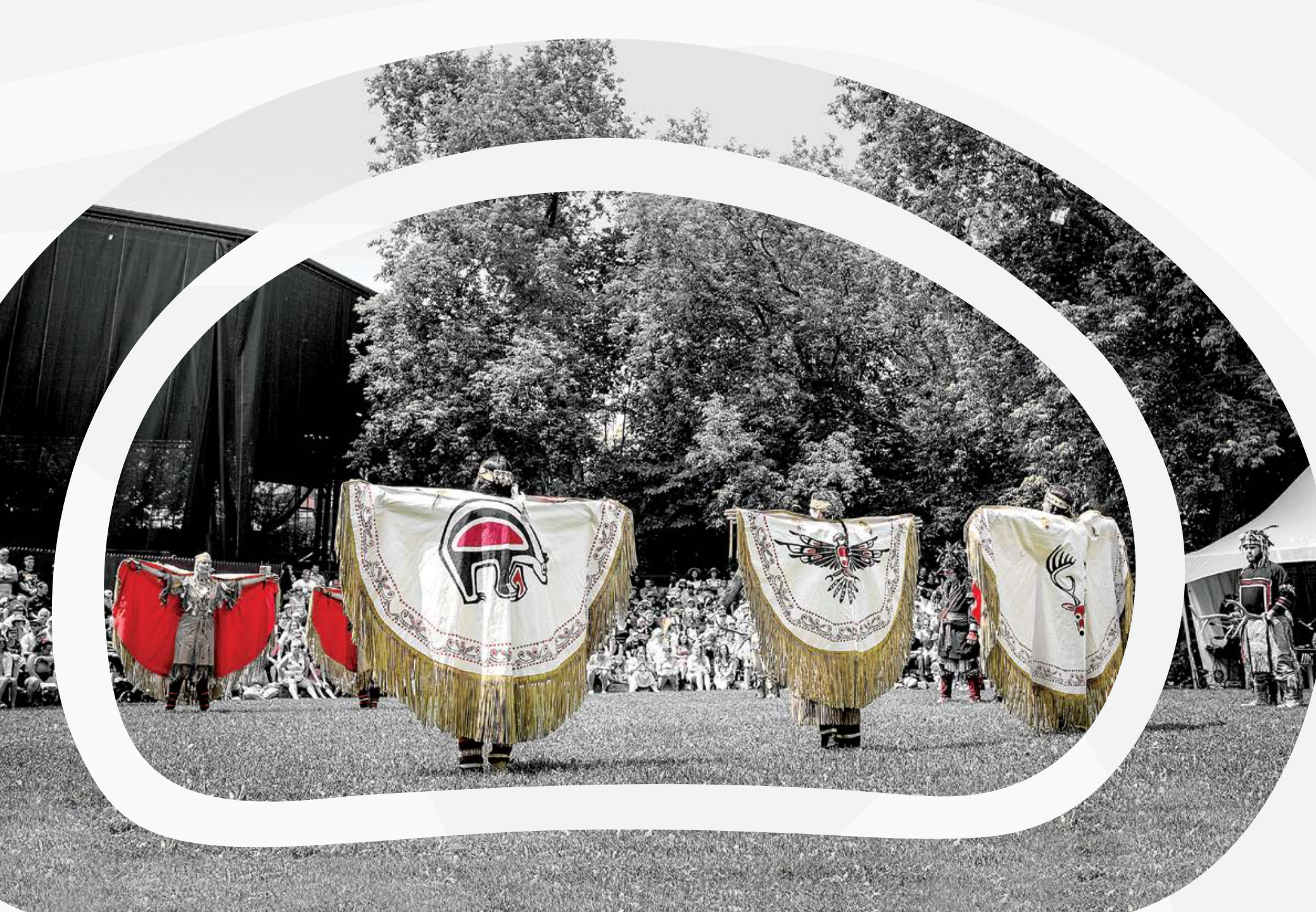
Johnny Ketlo III,  
Nadleh Whut'en

 Muncho Lake, British Columbia

# Cultural Responsiveness and Relationships

Listen, learn and understand how TELUS can meet unique needs and build meaningful relationships. Ensure culturally responsive customer experience for Indigenous customers.





## Building meaningful relationships by listening, learning, and truth-telling

As a corporate and social purpose leader, we recognize the responsibility we have to leverage our voice, business and relationships to advance truth and reconciliation. It is our privilege to amplify Indigenous talent and creativity through programs like the Future Indigenous Filmmakers program and our TELUS Talks with Tamara Taggart podcast. We are proud to join the Moose Hide Campaign

movement as they lead us towards a safer society for Indigenous women, girls and two-spirit people. From hosting learning sessions in our stores with community Elders, to volunteering to support Indigenous-led events like the Wendake International Pow Wow (Quebec), all our team members have a role to play in listening, learning and supporting Indigenous-led activities.

“I sincerely thank TELUS and all the volunteers who attended Pow Wow 2023 for their generosity and dedication. Your actions contribute positively to the rapprochement and reconciliation with First Nations, and I hope the experience was as positive for you as it was for us. Tiawenhk!”

**Rémy Vincent**  
Grand Chief of  
Wendake



# Learning about our shared history

In partnership with Chastity Davis-Alphonse (Tla'amin and Tšilhqot'in Nations), TELUS launched the Truth and Reconciliation learning program for TELUS team members to deepen their understanding of our shared history. The three-part video series and corresponding resources provide an overview of Indigenous Peoples pre-contact, the impacts of the Confederation of Canada and Indigenous-led efforts for change.

TELUS recognizes that cultural shifts are most effective and meaningful when demonstrated by

the actions of our leaders. Our Executive leadership team are allies and advocates of the Truth and Reconciliation learning program, with each of them committing to completing the program and doing their part to lead TELUS on our reconciliation journey. These same leaders have invited all TELUS team members to participate in the program as part of our commitment to building cultural and historical awareness through the lens of Indigenous Peoples. This learning initiative mobilizes the path forward and seeks to embed reconciliation into our company culture.



“As humans, and as Canadians, we must acknowledge this painful history, and work towards healing and reconciliation. The legacy of residential schools, the Indian Act, and other discriminatory policies and practices has left deep scars on Indigenous communities and on Canadian society as a whole. TELUS’ learning series on truth and reconciliation was very impactful and provided me with a deeper understanding of our shared history that sparked a flame within me.”

**Dave Richardson**  
Senior Vice-president,  
Business Solutions,  
Proud member of the  
TELUS team

# Elevating Indigenous voices through literature

The Salon du livre des Premières Nations (SLPN), presented by TELUS, highlights the rich culture of Indigenous literature. This event invites visitors to discover the cultural wealth of Indigenous communities, drawing renewed attention in the wake of various local events organized by Indigenous Peoples. The SLPN was created in 2011 in response to the urgent need to increase Indigenous authors’ visibility and reflect their identities and interests at literary events.

Today, the SLPN is still Canada’s most important showcase for Indigenous literature. The 2022

edition welcomed over 3K readers, who had the opportunity to meet Indigenous authors from Quebec and Ontario at round tables and book signings. The event program also included performances highlighting Indigenous legends through stories, poetry, singing and instrumental music.


*“I’m seeing a growing interest in Indigenous culture. Non-Indigenous people in Quebec and the rest of Canada are interested in what we have to say,”* noted Louis-Karl Picard-Sioui, a member of the Huron-Wendat Nation and author, historian, anthropologist and director

of Kwahiatonhk! (We write! in Wendat), a non-profit organization that promotes Indigenous authors and literary works.

Indigenous artists are actively working to make the voices of Indigenous Peoples heard in all their diversity. Jocelyn Sioui, an author, performer and stage actor from the Huron-Wendat Nation, uses his art to explore his Indigenous roots and identity. His play Mononk Jules, which reconstructs the story of his great-uncle’s life, helps to bridge the divide between First Nations and the rest of Canada by reconnecting their stories.

Dave Jenniss, of Wolastoqey origin and artistic director of Les Productions Ondinnok, believes that theatre plays an essential role in rekindling memories and leaving a trace for future generations of Indigenous artists. He writes touchingly honest texts inspired by his Indigenous roots. For him, non-Indigenous people’s growing interest in the SLPN is a form of reconciliation, because it encourages dialogue and empathy.

To experience the highlights of the Salon du Livre des Premières Nations, including four dedicated podcasts, visit the event website at [kwahiatonhk.com](http://kwahiatonhk.com).

 Vanessa Bell and Virginia Pésémapéo Bordeleau





# Starting the school year off right with Kits for Kids

For many families, the rising costs of food and goods means many essential school supplies are simply not within their means. Our TELUS Kits for Kids program helps to fill that gap, providing essential school supplies to children from families in need.

In 2023 TELUS delivered over 3K Kits for Kids to the students of 34 Indigenous communities throughout British Columbia, Alberta and Quebec.



**Victoria Riverin**  
principal of the  
Nussim School  
in Pessamit

“As principal, I’ve seen the power this initiative has to transform our students’ lives. These bags provide much more than just school supplies – they’re a real source of independence and peace of mind. TELUS’ commitment to education is truly remarkable, and we’re grateful for their ongoing support in building a bright future for our younger generations.”



Fanny Jean, Operations Director at TELUS, accompanied by Stéphanie Bacon, Laurence Rock-Hervieux, Anna-Paule Fontaine, Anika Crépeau, Kathy Hervieux and Gérald Bacon of the Nussim School in Pessamit





# Digital Witness Blanket

## Advancing truth and reconciliation through art

In 2022 the Canadian Museum for Human Rights (CMHR) and Carey Newman (Hayalthkin'geme) launched the digital Witness Blanket project in partnership with TELUS. Through an innovative digital platform, the digital Witness Blanket enables users to bear witness to the atrocities of the residential school system through artwork, videos, images, and interviews with Survivors. Inspired by his father's experiences in

residential school, Newman created the original Witness Blanket, a monumental work of art made from more than 877 pieces from 77 communities collected from former residential schools, churches, government buildings, and important cultural sites across Canada. The pieces were donated by Survivors and their families to Newman and his team.



**TELUS and TELUS Friendly Future Foundation enabled digital accessibility to the Witness Blanket through a \$1M commitment launched in 2022.**

Since the launch of the platform 700K students and educators have been reached with over 750K experiencing the digital Witness Blanket online with a goal of reaching 1M by the end of 2023. TELUS was proud to partner with TEDxWhistler and the National Centre for Truth and Reconciliation to raise awareness of the digital Witness Blanket to promote understanding and

foster reconciliation. The next phases include advancing technology of the digital platform to be more immersive with the development of virtual reality and augmented reality. The virtual reality prototype is complete and the 'Calls for Sounds' project is underway inviting Indigenous Peoples to contribute sounds that represent their culture. These experiences will launch in 2024.



[Explore the items and stories featured in the digital Witness Blanket](#)

“Since the launch of the Digital Witness Blanket in 2022 the partnership with TELUS and the CMHR has continued to deepen. As we expand both the technology platforms and overall reach of the project, something that resonates with me is how TELUS embraces our collective responsibility to act in the best interest of the Witness Blanket, a core principle of our partnership. This commitment to purpose, where the work is guided by and upholds the cultural perspectives of my ancestors, embodies the heart of what it means to reconcile.”

**Carey Newman**  
Hayalthkin'geme





# Four million moose hide pins, 20 million conversations

This year, the [Moose Hide Campaign](#) reached a new milestone: [4M](#) pins distributed nationwide. Each orange square is a symbol of the wearer's commitment to speak out against gender-based violence and better support Indigenous women, girls and two-spirited people. Each pin sparks at least five conversations about standing up against violence towards women and children. That means, so far, over 20M conversations have been started.

The grassroots, Indigenous-led movement was founded by father and daughter Paul and Raven Lacerte more than 10 years ago, with a goal of giving out 10M pins to end violence against women and children. The moose hide pin serves as a call to action to change perspectives on masculinity by engaging men and boys in conversations that encourage healthy masculinity.

May 11 marked Moose Hide Campaign Day, a day of ceremony that invites all Canadians to come together and take a stand on this important issue. Grounded in traditional ways of learning and healing, this year's primary event was held in Victoria. It included a day of fasting, a [walk](#) for reconciliation in Victoria, a plenary session, speeches, as well as online and in-person live workshops with Elders and Knowledge Keepers.

Hundreds of other events took place across the country, beginning at day break in the Mi'kmaq territory on the Atlantic Coast, reaching to the House of Commons and echoing through other levels of government. The day came to a close with a fast-breaking ceremony and feast.

Co-founder of the Moose Hide Campaign, Raven Lacerte, shared, "*Our vision is to have 1-million Canadians fasting together on the same day*

*with the collective intention and desire to end violence towards women, children and all those along the gender continuum."*

The Moose Hide Campaign exists to unite people in responding to the [231 Calls to Justice](#) and offers [educational resources](#) for schools, organizations and workplaces who want to get involved. [Nearly half](#) of all women in Canada will experience an incident of gender-based violence, with a [disproportionate](#) number of Indigenous women and girls impacted.

Joining in the Moose Hide Campaign movement, TELUS leaders made space for team members to discuss healthy masculinity in the workplace by wearing their moose hide pins regularly and sharing their personal thoughts on the importance of the Moose Hide Campaign message.

"We invite all Canadians to open their hearts and learn more about the issue of murdered missing Indigenous women and girls – not only on Moose Hide Campaign Day, but throughout the year."

**Dominic Paul**  
Moose Hide  
Campaign National  
Ambassador



In 2023



+8,300

pins distributed  
to customers



218

retail stores offered pins  
across 9 provinces



+1,900

pins distributed to TELUS  
team members

“To me, healthy masculinity means living with empathy and kindness and striving to be the best version of ourselves. It’s about asking ‘Who do we want to be in this world?’ I’m lucky to have my father, who was a wonderful role model in my life. The respect and compassion he showed others has influenced my own behaviours a great deal, even after his passing. He inspires me everyday to be intentional in all my relationships, modeling love and empathy to my daughters and being an equal partner to my wife in all aspects of life.”

**Nazim Benhadid**  
Senior Vice-president,  
TELUS Networks,  
Proud member of  
the TELUS team





# TELUS Fleet connects communities through art and storytelling

As part of TELUS' commitment to amplifying Indigenous voices and talent, we look for creative and meaningful ways to connect our customers to their communities. Building on our fleet refresh program started in 2021, this year we partnered with Michaela Gilbert, T'exelc (Williams Lake First Nation) and Barbara Derrick, T̓silhqot'in from Xeni Gwet'in to share their [stories](#) and showcase their unique artwork on some of our fleet in the Cariboo Chilcotin region of British Columbia and outside the TELUS Williams Lake corporate office.

## Walking in Power

Barbara Derrick, T̓silhqot'in from Xeni Gwet'in



I am a T̓silhqot'in Indigenous [artist](#) from Xeni Gwet'in, located 187 kms outside Williams Lake, B.C. I was born and raised in Quesnel, B.C. My earliest memories of being exposed to colour were influenced by my mother – getting into her purse and applying her red lipstick. I also fondly recall asking her, when I was four years old, “*What is*

*your favorite colour?*” When she responded, “*Blue,*” little did I know it would become the colour I would embed into the stories of my life. Later, these stories started to take on less blue and more bright colours – like coming out of the phthalo blue darkness into the light!

The pristine land, waters and people provided the inspiration for Walking in Power. It's about being courageous and brave, teaching a future generation “*how to fish*” and “*when to give back.*” I chose the bear because it's the one that's given me a voice through my dreams and life; an icon reminding me to stand tall, stay strong, share my voice – to walk in my power and help others walk in power. The bear represents the reclamation of this voice, and the waters are a conduit between communities and TELUS. If we act together, our voices can reach many places at the speed of light.



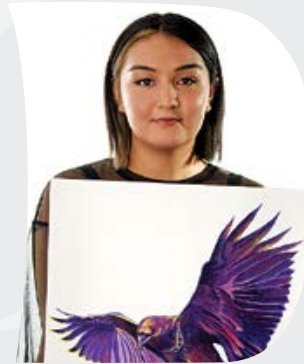
[Watch Barbara's story](#)





## Qwléwem (to pick berries)

Michaela Gilbert, T'exelc (Williams Lake First Nation)



I'm an Indigenous [artist](#) from T'exelc (Williams Lake First Nation).

Growing up with a mother who is an artist, creativity has always been a part of my life. My current work is inspired by contemporary Indigenous identities and the preservation of traditional stories.

My piece Qwléwem (to pick berries) is about reconnecting with culture and traditions through storytelling. In this work, you can see the ravens working together to gather Saskatoon berries, collecting them in a birch bark basket. Each element has personal and shared significance within my community: the raven, the Saskatoon berry and the birch bark basket. The personification of animal characters is a key component of Secwépemc storytelling. The Saskatoon berry is a staple food in the area, and the birch basket is a common traditional craft.



[Watch Michaela's story](#)





# Elevating Indigenous voices through TELUS Local Content


TELUS Local Content funds locally reflective content across British Columbia and Alberta. This is done through two funding portfolios - **TELUS STORYHIVE** and **TELUS originals**.

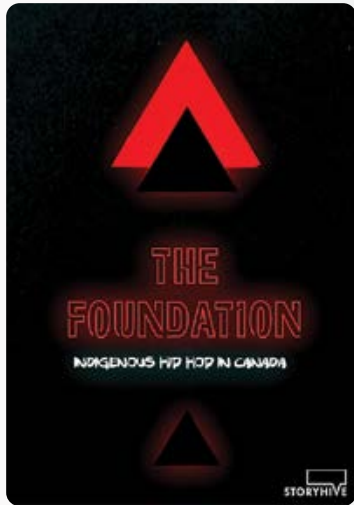
Since 2018, these portfolios have distributed over **\$6.2M** of community programming funds to Indigenous content creators, filmmakers and storytellers.

## TELUS STORYHIVE

Since 2013, STORYHIVE has funded over **550 new and emerging Indigenous content creators** with grants ranging from \$10K to \$100K along with training, mentorship and distribution. In the 2022-2023 broadcast year, Indigenous content creators made up 21 per cent of TELUS STORYHIVE projects and 10 per cent of our funding was committed to Indigenous-led projects.

STORYHIVE offers a variety of opportunities for first time and emerging filmmakers, digital content creators, livestreamers and podcasters to create their dream project. From short documentaries, to episodic series and livestreams, there is a program for all aspiring content creators. The best part about the programs is that no experience is required to participate.

 Fort Nelson, British Columbia



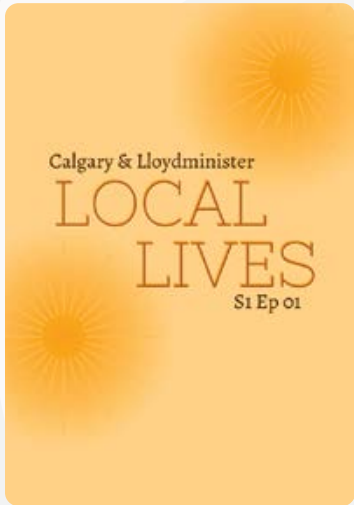
### STORYHIVE Indigenous Storyteller Edition

The Foundation: Indigenous Hip Hop in Canada, produced by Diana Hellson, explores the meaning of the term “Indigenous Hip Hop” and the connections between hip hop and Indigenous cultures across Turtle Island.



### STORYHIVE Voices

Produced by Ryan Oliverius, Decolonizing Wellness takes a two-eyed seeing approach to health and wellness by weaving together Indigenous and Western beliefs from Vernon.



### STORYHIVE Summer Crew

Local Lives, produced by Rebecca Rooney and Braden Kadlun Johnston, hopes to bring a unique locally reflective perspective on the community life of Calgary and Lloydminster. They will accomplish this by sharing the stories of various Indigenous businesses, artists and storytellers.



[Watch these stories now on TELUS Optik TV® Channel 9 or STORYHIVE's YouTube Channel](#)



# Future Indigenous Filmmakers

TELUS STORYHIVE's Community Stories program in collaboration with the **Empowered Filmmaker Masterclass**, offers training and mentorship programs to Indigenous communities across British Columbia and Alberta with little or no experience in film. Through a five-day workshop, Farhan Umedaly, lead instructor of the program, supports individuals with no prior knowledge in filmmaking to become nimble and powerful media creators. This year's program took place in Williams Lake, Kamloops and Terrace, B.C., as well as Lloydminster and Lethbridge, Alberta.



## Overall program stats:

6  
Years completed

125+  
Films made

425+  
Indigenous filmmakers trained



“This year’s program has lifted up 100 aspiring Indigenous filmmakers across British Columbia and Alberta to produce over 40 films. We want to lift up the original storytellers of our lands here on Turtle Island. There is nothing more beautiful than watching a new content creator join the STORYHIVE community and share their story, stepping into that position of power to create awareness and meaningful change. All this can happen in just five days; you can go from just an idea to having a real film ready to launch your career and get all the support you need to keep going... This is what we live for.”



[Explore projects from the Empowered Filmmaker Masterclass](#)



**Farhan Umedaly**  
Program Manager, STORYHIVE Community Stories: Empowered Filmmaker Masterclass



# TELUS originals

TELUS originals supports the production of compelling, social-purpose documentaries and documentary series from established, independent filmmakers in B.C. and Alberta.

We prioritize representation in front of and behind the camera with locally-reflective stories that have global resonance and reflect diverse identities, communities and ideas. TELUS originals recognizes a special responsibility to the Indigenous storytellers on whose lands we live and work.

In the 2022-2023 broadcast year, Indigenous directors and producers made up 14 per cent of TELUS original filmmakers and 22 per cent of our funding was committed to Indigenous-led projects.

## Piita Aapasskaan: The Kyle Young Pine Story

Kyle Young Pine grew up in Calgary, distant from his Blackfoot customs and traditions. Skateboarding saved him from the generational traumas he faced as a child, but it was in Fancy Feather Dancing that he connected with his community and discovered his truest self.

Young Pine, whose Blackfoot name is Piita Aapasskaan (meaning Eagle Fancy Dancer), uses dance to overcome his struggles with addiction and mental health. The film showcases his journey of self-discovery and recovery and how he found the strength to overcome challenges through the support of his community and the power of dance.

Directed by Young Pine's longtime friend Brock Davis Mitchell, the two used their bond to find the language of the film and showcase Young Pine's story.

Now a recovery coach with Recovery Coaches Alberta, Young Pine helps others find their own route to sobriety. Piita Aapasskaan shows that we can find our way back to ourselves through community and unexpected paths.

Watch the multi-award winning short documentary *Piita Aapasskaan: The Kyle Young Pine Story* on TELUS Optik TV Channel 8 and for free, anytime, anywhere on the TELUS originals online viewing platform.



Watch *Piita Aapasskaan: The Kyle Young Pine Story*



## Access Indigenous storytelling- whenever, wherever



TELUS Optik TV, TELUS originals - Channel 8 and STORYHIVE - Channel 9



TELUS Optik TV, Channel 126, Indigenous Voices - Explore livestreams, documentaries and special features from Indigenous storytellers in communities in British Columbia and Alberta.



TELUS Stream+  
Select content available



STORYHIVE YouTube Channel and TELUS originals online viewing platform.



**Walking Caribou • Whudzih Nuya**

The Caribou/Whudzih is one of the respected Clans of the Yinka Dene/People of the Earth or Dakelh People. The Caribou is a migratory animal that feeds the people well and keeps them healthy and happy.

Johnny Ketlo III, Nadleh Whut'en



# Economic Reconciliation

Support sustainable economic participation and growth for Indigenous Peoples through involvement in TELUS' business.



# Aligning business practices with the needs of Indigenous Peoples

TELUS aims to demonstrate respect and reciprocity to Indigenous communities in authentic ways as part of our response to the TRC's Calls to Action #92. Across all areas of our business, including employment, supplier procurement and business development, we are deepening our relationships and understanding of the Indigenous communities we work with, to better inform our reconciliation efforts.

Our key priorities of our Indigenous employment strategy are to ensure that TELUS is a safe and inclusive workspace for Indigenous team members and to

support career growth. Through ongoing conversations with the Eagles Employee Resource Group and the Indigenous Advisory Council, we are implementing programs and practices across our business to support, strengthen and celebrate the vast diversity of our team. This year, TELUS launched the Indigenous Employee Wellness Benefit, a key recommendation of our strategy which provides Indigenous team members with up to **\$1K** to access traditional healing practices and care.

Through initiatives like our recently launched Indigenous Supplier Procurement Program,

we are creating new opportunities for Indigenous businesses and entrepreneurs to participate in our projects and operations. Similarly, we support and encourage our partners to advance economic reconciliation by increasing Indigenous representation within their own supplier networks.

TELUS is committed to being an inclusive employer and business partner, guided by our reconciliation commitments and the insights shared with us from the Indigenous partners, employees, and thought leaders with whom we work.

In 2023, TELUS partnered with B.C. Tech contributing \$50K towards the launch of a groundbreaking Indigenous accelerator program aimed to uplift and support Indigenous entrepreneurs in the technology industry. This program provides Indigenous-led tech businesses with the opportunity to grow visibility and strengthen their networks.







# Nisga'a Nation breaks ground with Indigenous-led connectivity project

Gitlaxt'aamiks resident Andrew Borne is relieved to know the days of poor cell reception while traveling in his community are coming to an end.

Safety has long been a concern for Nisga'a citizens, visitors and even first responders, because there's no reliable phone service along the roads connecting the four remote villages on Nisga'a Lands, located in the Nass Valley of Northwest B.C.

*"Without cellular coverage, and with hours sometimes between commutes, you don't know where your loved ones are,"* said Borne, Director of IT with Nisga'a Lisims Government and Chief Executive Officer with Lisims Internet Technology Services (LITS).

Fortunately, all of that is about to change, thanks to an innovative and Indigenous-led partnership. Announced in July, Nisga'a Nation is embarking on a **\$9M** project to bring wireless service to the entire Nass Valley, in collaboration with TELUS and with funding from the Government of Canada's Innovation, Science and Economic Development (ISED) department.

This connectivity will not only bring peace of mind, it will open new avenues to long-term prosperity by increasing access to virtual healthcare, remote education and economic growth.

*"It's going to give us unprecedented opportunity, especially for our young people,"* said Borne. *"This builds our capacity for our youth to learn here, build here, educate here, and go anywhere in the world and use these skills."*

Nisga'a made history in 2000, signing the first ever modern Treaty in British Columbia, granting the Nation inherent self-government.

Today, LITS is one of the first Indigenous-owned and operated telecommunications networks in Canada. When exploring solutions to increase wireless connectivity, it was critical to the Nation that any new projects on Nisga'a land be Indigenous-led.

*"It's always been a motto for the Nation to work together and be leaders, using our own infrastructure, our own networks, our own people,"* said Borne.


After more than 18 months of listening, learning and relationship-building, TELUS and Nisga'a reached a one-of-a-kind, tailor-made agreement.

*"It just kind of blossomed,"* said Borne. *"TELUS was looking for a way to work with Indigenous communities, and we were looking for a relationship that could grow."*

As part of this partnership, TELUS will construct the cellular towers, funded by Nisga'a and ISED, and will provide network technology training to Nisga'a citizens so that they can maintain the infrastructure and grow the capacity of LITS.

*"Here, you have a unique situation where you have a modern treaty government who owns a lot of its own infrastructure, and TELUS is building up on that system with technical knowledge, and helping to support the Nisga'a Nation with tools to make the lives of Nisga'a citizens and guests on our lands better,"* said Andrew Robinson, Industry Relations Manager, Nisga'a Lisims Government.

*"Economic reconciliation is at the forefront of this partnership."*

 Gary Fiegehen Photography courtesy of Nisga'a Lisims Government. Saxw Lisims, the mouth of the Nass River looking west from Nisga'a Highway 113



# Where sustainability, ingenuity and reciprocity meet

Many remote and rural Indigenous communities face significant barriers to procuring reliable connectivity. Remote builds are more complex, logistically challenging and often require collaborative and creative solutions. This was the case when TELUS began planning an upcoming TELUS PureFibre expansion in three Indigenous communities and three rural municipalities in Northern Alberta, with funding from the Universal Broadband Fund and Alberta Broadband Fund.

Geography, geology and weather all play key roles in how TELUS PureFibre is designed and deployed. The unique landscape of this part of Northern Alberta necessitates that we deliver our fibre underground – which means lots of digging! A byproduct of all this digging is dirt and water, also known as ‘hydrovac slurry’, which must be disposed of in an environmentally sustainable and controlled manner with strict adherence to environmental regulations. Due to the remote location of the Northern Alberta build site, the nearest disposal facility was hundreds of kilometres away, presenting significant cost, environmental and timeline challenges.

In search of alternative solutions, TELUS engaged one of its trusted business partners, Kris VanderBurg, Chief Operating Officer of Alexander

Business Corporation (ABC). ABC is an Alexander First Nation (AFN) member-owned business.

From the start, VanderBurg noted that TELUS’ approach differed from the typical “three bids and a buy” way of doing business. Instead, the focus was on relationship-building and the goal was to foster reciprocity with Indigenous-owned businesses.

Together, AFN and TELUS began evaluating suppliers, and Clearwater Environmental emerged as the frontrunner. The Alberta-based company recycles every drop of hydrovac slurry, and environmental sustainability is a priority for both AFN and TELUS.

As the three parties brainstormed, inspiration struck. “The oil industry has been using mobile and on-site services for years, but it had never been applied to utility or fibre optic work due to the size of the projects and irregularity of the work,” said Katrina Meidinger, co-founder and Managing Partner of Clearwater Environmental. Seeing an opportunity to adapt that solution, co-founders Meidinger and Tyler Hollman, Director Operations, along with their team worked closely with AFN and regulators to design a remote disposal program, which launched in May of 2023.

With this solution in place, the PureFibre build in Northwest Alberta is expected to be completed in 2024. The benefits of this project are not just measured in download speeds per second, but in the quality of the relationships built, and the new and future economic opportunities they will facilitate. “When Clearwater Environmental sought out a partnership with AFN, we weren’t looking for one project,” said Meidinger. “We wanted to ensure that all customers and projects would be open-ended for future engagement.”

Brought together by their shared values and business goals, ABC and Clearwater Environmental have launched a joint venture partnership that encourages skills development, sustainability initiatives and growth opportunities.

“A healthy partnership with Clearwater Environmental means that community investment and activities can occur,” VanderBurg said. In June, ABC hosted their 2023 Charity Golf Tournament, with support from partners like Clearwater Environmental. All proceeds from the event fund community programs that benefit AFN members.

“Economic Reconciliation is one of the key drivers for increasing the quality of life for our people and our community. Having long lasting partnerships with Industry along with our Nation-owned businesses will allow us to create long term careers, increase training and employment initiatives and increase revenue generation which can be used to help fund many of our underfunded Nation programs including education, social, public works, housing and recreation. By working collaboratively with groups like TELUS, and Nations having a seat at the table we can jointly support each other to meet our collective goals.”

Chief Arcand  
Alexander First  
Nation





# Indigenomics: Ushering in the \$100B Indigenous economy

Canada just took one step closer to the \$100B Indigenous economy, said Carol Anne Hilton, one of the leading national authorities on economic reconciliation.

The inaugural Indigenomics on Bay Street conference, hosted in Toronto in November, brought together key players in Canada's corporate and financial sectors to learn how they can support Indigenous economic success.

*"This event is a pivotal moment in Canada's advancement,"* said Hilton, founder of the Indigenomics Institute. Her organization is a leading research, education and engagement platform that works to increase the role and visibility of Indigenous Peoples in the new economy.

For Hilton, the \$100-billion Indigenous economy is not only attainable but also essential for Canada's economic future.

In a report released last year, Statistics Canada valued the Gross Domestic Product attributable to Indigenous Peoples to be **\$48.9 billion in 2020**, up from \$41.7 billion in 2012.

*"What we're looking at is a significant shift in Indigenous economic power,"* said Hilton.

She pointed to the jarring inequities and economic barriers that Indigenous Peoples have historically faced, including the fact that they were prohibited from accessing legal counsel under the Indian Act until 1951.

*"That we're still here,"* she said, *"it really shows what Indigenous power is, our influence, and how we've shaped our reality. We're resilient and must be included."*

Businesses looking to do their part in facilitating economic reconciliation can re-evaluate their procurement strategies, invite Indigenous directors to sit on their boards, and explore investment and mentorship opportunities with Indigenous entrepreneurs, she said.

And when it comes to evaluating the success of these actions, Hilton said it's critical companies look at the resulting value creation in the Indigenous

economy, instead of their own Indigenous spend.

*"There's this huge opportunity for companies to start building a narrative that's measurable, accountable and targetable,"* she said.

She pointed to TELUS as a clear leader in this space. In 2021, TELUS became the first technology company in Canada to publicly commit to an Indigenous Reconciliation Action Plan. The company remains focused on enabling positive outcomes in Indigenous communities by building strong relationships, supporting local Indigenous entrepreneurs through grants and procurement, and by providing connectivity that unleashes new possibilities.

*"TELUS is clearly demonstrating Indigenomics in action,"* Hilton said.

TELUS is a proud partner of the Indigenomics Institute and a multi-year Platinum Sponsor for their events.





## Preserving Innu culture through adventure tourism

For Edmond Mestenapeo of Unamen Shipu, developing employment opportunities that connect the community and visitors to Innu culture was a priority when building Winipeukut Nature. Connectivity is key to the success of Winipeukut Nature helping to drive business growth through global advertising and on-the-ground communication.

While many visitors may be searching for the backcountry experience when booking an excursion, now that the region has cellular connectivity, the Winipeukut Nature team does not need to worry about the safety of their customers or staff while exploring the scenic and remote destinations of La Romaine, Quebec. Mestenapeo shared that he is *“really proud that these activities contribute to the continuity of our culture.”*



[Hear Edmond share more about Winipeukut Nature](#)





# TELUS Pollinator Fund for Good

The TELUS Pollinator Fund for Good, one of the world's largest corporate social impact funds, is an extension of TELUS' long-standing commitment to social capitalism. With an initial investment of **\$100M**, the Pollinator Fund has been moving swiftly to find and back companies that are driving compelling solutions in health, education, agriculture, and the environment.



**Virtual Gurus** is one of these organizations, helping workers from underrepresented communities find high-quality employment and matching employers with skilled virtual assistants. In 2022, Virtual Gurus closed an **\$8.4M** Series A round led by the Pollinator Fund, making Racette the first Indigenous woman to successfully raise a Series A in Canadian tech history. Racette's success is a strong step towards her vision of a future where everyone, regardless of their backgrounds has an equal opportunity to thrive.



**Raven Indigenous Capital Partners** is another one of these exemplary organizations that further backs early and growth-stage Indigenous companies that are committed to building a renewed and sustainable Indigenous economy. As North America's first and only Indigenous-led and owned impact investment firm, Raven has been at the forefront of the sector, closing their Fund II at **\$100M**, which will enable Raven to invest more at later stages and continue to revitalize the Indigenous economy. To date, Raven has invested in **11** Indigenous-led companies that support and benefit Indigenous People.

Since launching in 2020, the Pollinator Fund has committed to deploying 7.5 per cent of the fund's investments into Indigenous-led companies, already investing **\$6M**. By supporting Indigenous businesses and innovators, we are generating meaningful impact that is critical for advancing reconciliation and fostering the growth of Indigenous communities.



Among them is **OneFeather**, a technology company founded by Lawrence Lewis, which is transforming the way Indigenous communities in Canada access essential digital services such as voting, online status card renewals, and digital wallet banking. After three decades of working in Indigenous administration, witnessing inefficient processes and at the time, poor treatment by institutions, Lawrence recognized there was a real need for technology tailored specifically for Indigenous Peoples. For example, OneFeather enables card renewals on cell phones, eliminating the need for status Indians to travel to government offices, especially for those living in remote areas. Since 2014, OneFeather has served over 240 Indigenous Nations, and recently facilitated the 2023 Métis Alberta election where over 20K Métis people participated in the vote – effectively saving time and removing travel barriers.



Another Raven investee, **Cheekbone Beauty**, is Canada's first Indigenous-owned cosmetics company born out of Jenn Harper's vision to "create a space in the beauty industry where Indigenous youth feel seen and feel their enormous value in the world." Cheekbone Beauty creates high-quality, cruelty-free beauty products that are packaged in an environmentally sustainable manner. Recently, Cheekbone has been garnering attention for its successful expansion of their **609 JCPenney stores in the United States**, in addition to the **52 Sephora Canada stores**.

As Paul Lacerte, Managing Partner and Founder of Raven shared, "Indigenous Peoples are cutting-edge innovators. The richness of Indigenous culture is on full display with entrepreneurs such as Lawrence and Jenn, proving that we can build transformative impact and have healthy commercial returns at the same time. This is reconciliation in action."

Together, with Virtual Gurus, Raven and their investees, we continue to support Indigenous

entrepreneurs and their innovative solutions that generate economic and social change – creating a prosperous future for Indigenous Peoples and all Canadians.

**Towards a \$100B Indigenous economy, one investment at a time.**

For more information about the TELUS Pollinator Fund for Good, please visit [telus.com/pollinatorfund](https://telus.com/pollinatorfund).







# Investing in Indigenous students

In alignment with TELUS’ economic reconciliation strategy, we recognize the importance of investing in Indigenous students to support skills development and increase representation of Indigenous Peoples in the workforce. From partnering with Toronto Metropolitan University’s Lincoln Alexander School of Law to offer a 15-week professional placement to

an Indigenous law student through the integrated practice curriculum to increasing the breadth of financial support available, TELUS is proud to partner with aligned organizations to build unique opportunities to support Indigenous students in their studies and career development.

## TELUS Award for Indigenous Post-Secondary Success

This year we have tripled our support of Indigenous students on their educational journeys in accounting. In 2022, in partnership with the Chartered Professional Accountants (CPA), Alberta’s Education Foundation, we launched the TELUS Award for Indigenous Post-Secondary Success. In 2023 we have extended our reach through partnerships with the CPA Education Foundation of B.C. and CPA Foundation Quebec.

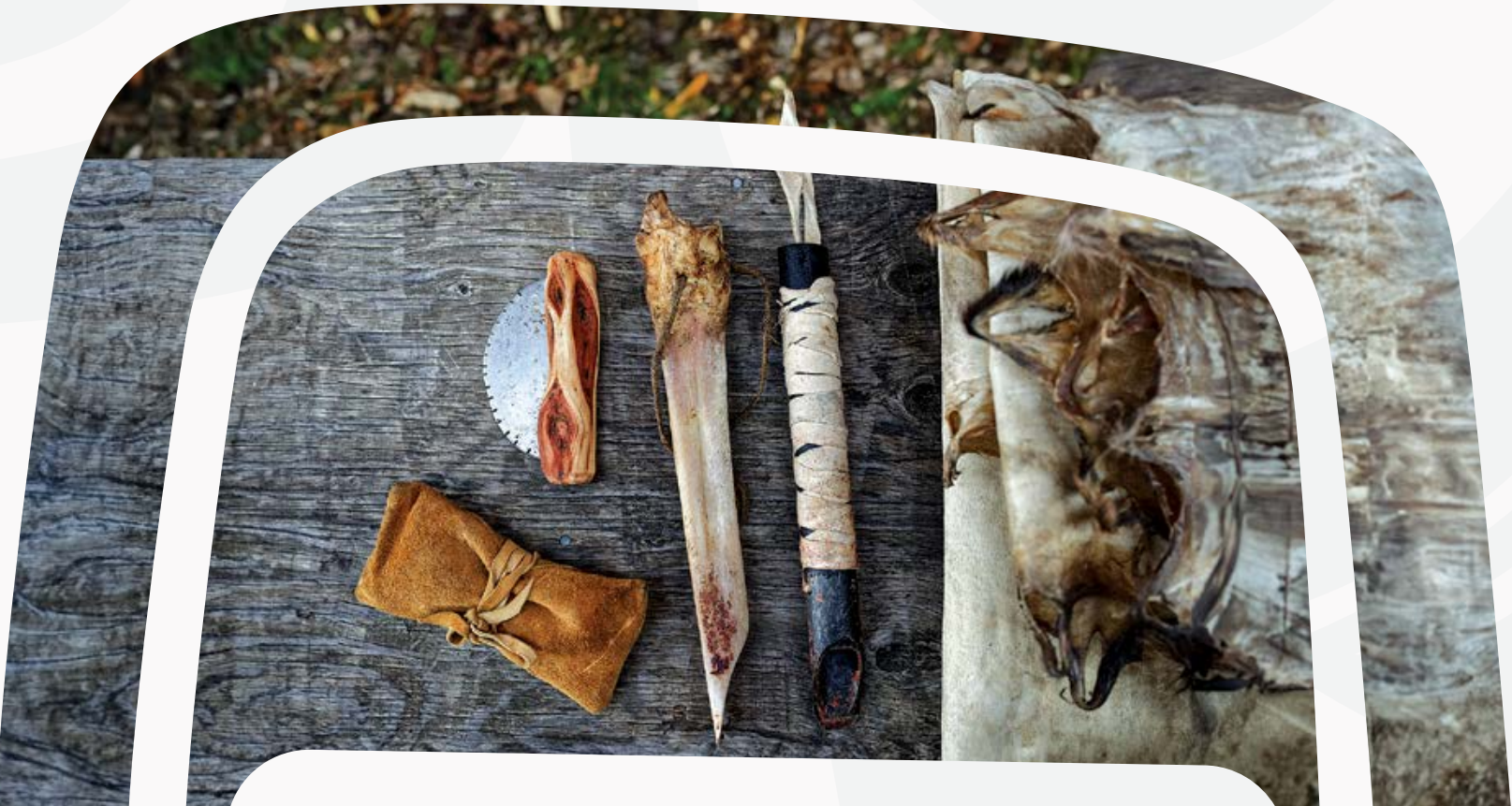
The award is granted annually to Indigenous students, in their third or fourth year with a declared major in accounting in any Alberta, British Columbia and Quebec post-secondary institution which offers prerequisite courses for entrance into the CPA Professional Education Program.

One scholarship in the amount of \$2.5K which comes with potential mentorship, networking and co-op opportunities is available in each province.

[AB](#) | [BC](#)

“Combining financial support with additional supports such as free mobile services, networking, and learning opportunities makes the TELUS Student Bursary uniquely successful at fulfilling the needs of Indigenous post-secondary students. Indspire is pleased to be working with TELUS and TELUS Friendly Future Foundation on this life-changing initiative to remove barriers, encourage Indigenous collaboration, and promote Indigenous educational success.”

**Mike DeGagné**  
President & CEO  
of Indspire




## Partnering with Indspire

TELUS Friendly Future Foundation aims to empower youth to build the skills, confidence and sense of belonging they need to succeed today and in the future. This year we launched the **\$50M** TELUS Student Bursary, the largest student bursary fund in Canada, for students experiencing critical financial need who are committed to making a difference in their communities. Through this initiative, we are pleased to announce a **\$150K** partnership with Indspire, a national Indigenous charity that is enriching Canada through investing in education for First Nations, Inuit and Métis people. Together, our partnership will support a minimum of **50** Indigenous youth this year, aged 17 to 29 years, to access post-secondary education.

Our partnership with Indspire aims to recognize and invest in the incredible potential within Indigenous communities. Meaningful collaborations like this will increase Indigenous representation in the workforce, which is a key driver of economic reconciliation in Canada.

TELUS Student Bursary is designed for students experiencing financial need pursuing any field of study and any year of undergraduate education in a bachelor’s degree or diploma program, at \$5K and \$3K respectively. Bursary recipients will be offered additional optional support services, such as free mobility and low-cost internet plans, networking and learning opportunities, and the chance to collaborate with a community of like-minded peers who share a passion for creating positive social change.

 Fort Nelson First Nation, British Columbia



# Cultivating solutions through the land and technology

We are striving to create the best producer-to-consumer outcomes through our work at TELUS Agriculture and Consumer Goods. We provide actionable technology solutions and data insights to farmers, ranchers, agribusinesses and food, beverage and consumer goods companies that optimize how goods are produced, distributed and consumed globally. Our digital solutions, including cold chain and farm management information systems, drive more efficient production from seed to store, helping improve the safety and quality of food and other goods in a way that is traceable to end consumers, while mindfully minimizing the impact on the environment.

As part of TELUS, we're upholding the commitment to reconciliation through our work. We collaborate with Indigenous leaders to understand how our technology and data can be of service and provide training and resources to our team members to be active participants in reconciliation. We're developing an inclusive and culturally relevant Indigenous reconciliation strategy, one that will make the most of what we do best to support Indigenous priorities and make way for positive change.

This year we partnered with the Interior Region Indigenous Food Forum to better learn how we may be able to collaborate with Indigenous farmers in the future.

As a global team, we're privileged to live and work in the traditional territories and treaty areas of many Indigenous communities. We recognize the interconnected nature of supply chains and the food system and are honoured to play a role in the responsible stewardship of the land and natural resources on which these systems rely.





# TELUS Eagles

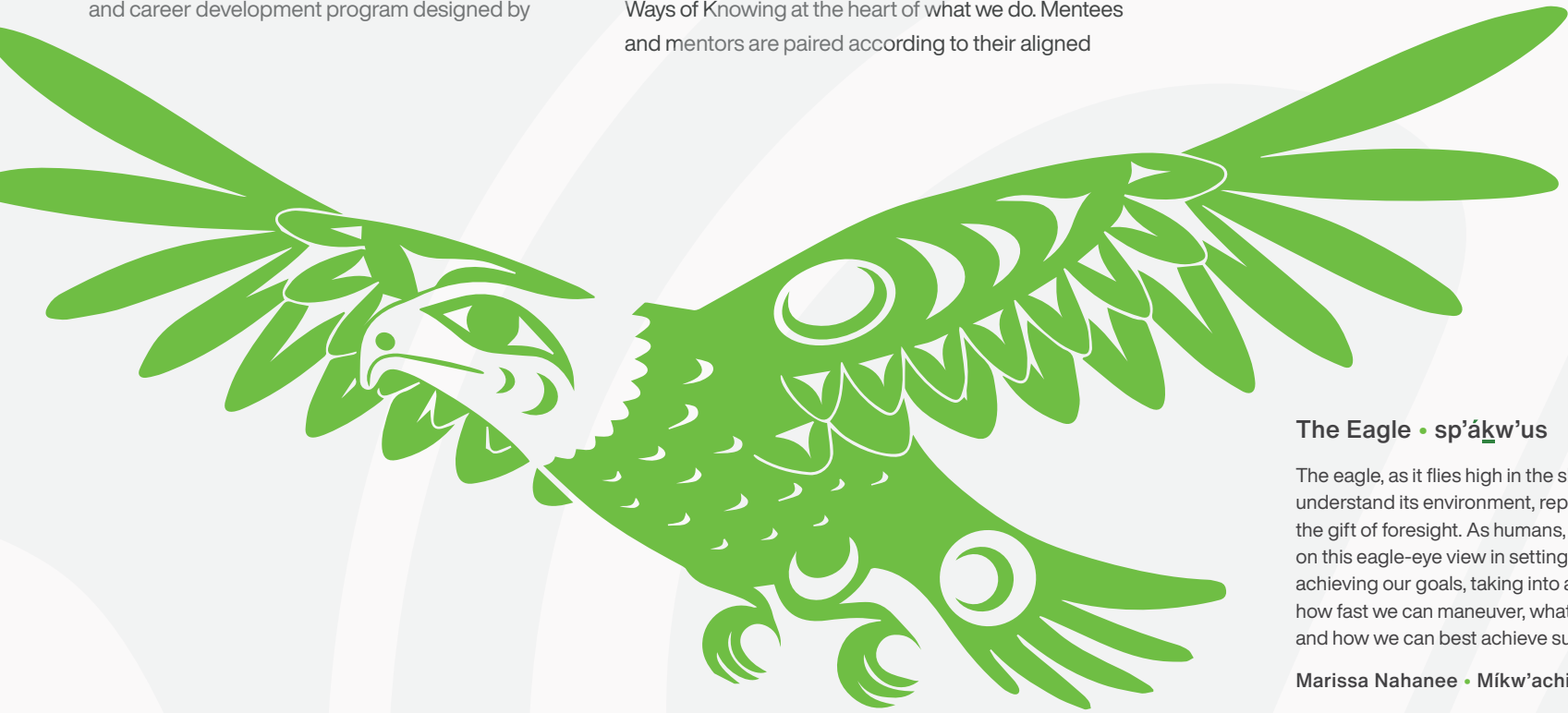
The TELUS Eagles are a resource group for Indigenous team members and allies. The Eagles foster an inclusive space for Indigenous team members and allies to share stories, learn together and support one another. The Eagles aim to inspire Indigenous team members in their professional and personal pursuits as well as educate the wider TELUS team through interactive events and activities.

In 2023, Eagles launched **Pathways**, a mentorship and career development program designed by

TELUS Indigenous team members for Indigenous team members. A key IRAP commitment, this program aligns with our commitment to supporting Indigenous team members how they want to be supported and being intentional about our efforts to contribute to the professional development of Indigenous Peoples.

The Pathways program is two-pronged: focusing on mentorship and career development with Indigenous Ways of Knowing at the heart of what we do. Mentees and mentors are paired according to their aligned

interests and areas of expertise. Our quarterly career development events are focused on providing support and guidance while factoring in the unique lived experiences of Indigenous team members. We are grateful for the contributions of our Pathways participants and their support in building our community. We look forward to evolving our vision to ensure all Indigenous team members have the opportunity to thrive at TELUS.



## The Eagle • sp’ákw’us

The eagle, as it flies high in the sky to understand its environment, represents the gift of foresight. As humans, we draw on this eagle-eye view in setting and achieving our goals, taking into account how fast we can maneuver, what is doable and how we can best achieve success.

Marissa Nahanee • Míkwa’achi7m

“As co-chairs, we are profoundly humbled and proud of all the successes, growth, and spiritual connections we’ve been honored to be a part of at TELUS through Eagles. Continuing the dialogue with our resource group members as well as so many areas within TELUS has helped our vision come to fruition in 2023. In the last year, with the help of our dedicated executive sponsor, governance board, and committed volunteers we are proud to have seen our membership of Indigenous team members and allies grow by 26%. We were pleased to be able to host our first in-person events since 2019 for National Indigenous Peoples Day in both Edmonton and Vancouver with exceptional attendance and participation. Launching Pathways has further enabled us to incorporate Traditional Ways of Knowing into the work our Indigenous TELUS team members do.

Creating space for Indigenous Identifying team members is at the heart of what drives this volunteer group which would not be possible without the allies who have joined us to listen, learn, and help create that space.”

## Crystal Stegner

Tsimshian,  
Kitselas First Nation

## Chantelle Lambert

Cree, Mistawasis  
First Nation

TELUS Eagles  
Co-Chairs  
Proud members  
of the TELUS  
team

(L-R) Andrew Hofmann, Chelsea Vaughan, Marissa Nobauer, Michael Louie, Lisa Kabatoff, Sean Sweet, Jennifer Goncalves, Tracey Loucks, Poornima Padmanabhan, Roxana Negrut, Jennifer Bonnycastle







# Caring for our planet

TELUS is committed to caring for our planet through our choices and actions. It starts with the creative and simple steps taken at work or home by our team members but also includes our organization-wide initiatives. Through investments in innovative technologies and sustainable business practices, we're working to build a better future for the next generation. We mindfully consider our impact on the environment in every decision we make, and building a sustainability focused business is an important aspect of our overall corporate strategy.



25%

reduction in absolute Scope 1 and 2 GHG emissions from 2019



71%

of electricity requirements procured from renewable or low-emitting sources



194k

devices were traded in and 70 per cent of our total waste was diverted from landfill in 2022



39%

reduction in water consumption intensity per terabyte of data traffic from 2019

To read more about how TELUS is working towards becoming a zero-waste company and achieve 100 per cent net carbon neutrality for our operations by 2030, visit us at [telus.com/sustainability](https://telus.com/sustainability).



Toad River, British Columbia







# Acknowledgments

We would like to thank everyone who supported the development of this report, including the many Indigenous voices providing guidance on our commitment to reconciliation. Thank you for sharing your truths.

## About the design company Vincent Design Inc.

Vincent Design Inc. is an Indigenous-led creative agency in Winnipeg, M.B., specializing in graphic and website design and development. Since 2007, a team helmed by founder and creative director, Shaun Vincent, the agency has created the strategies and products that connect brands with customers.

With dedication, exploration, and drive to help their clients' organizations grow, they've established themselves as a leading design and marketing agency, where their team approach to workflow and availability to clients sets them apart from the competition.



Gataga River, British Columbia



## About the artist Johnny Ketlo III

Johnny Ketlo III is a man of multi-talents and proven traits. He walks a new path defined by ancient rhythms and sustained earmarks that prevails a new modern edge, upholding his diplomacy from his regional home of the Nadleh Whut'en Yinka Dene people.

Ketlo means "wet moccasins," his artist name given him by his Grandfather, (Atsian) 'Shunultus' means "strong music." Johnny is Frogclan, in Dakelh it is called Lhtseh Yoo. Ketlo is a premier musician, a producer, artist, hypnotist, and traveler. All of these different streams flow together under the production name Scookoh Productions.

*"I must have had a natural aptitude for art because I remember other kids in class asking me to draw pictures for them in Grade 1," says Ketlo.*

Ketlo's foundation was influenced by his Uncle Robert Sebastian and his father Johnny Junior Ketlo. He grew up with Uncle Robert's paintings all around his family and he was always fascinated by the animals and shapes. The first aspect he saw was the mysterious ovoid style shape. This shape was brought to British Columbia's natives directly from the Creator, a silent mystery. Johnny's Dad helped him carve his first totem pole, which was a handheld size. He also drew logos and designs for community signs which is where he began to notice the different types of Native art from all over British Columbia, always under the tutelage of his uncle and father.

When heaven comes to earth, Ketlo will lead and assimilate all youth as he branches a solid creative path, knowing his ancestors are here in spirit, playing his music and expressing art with his entire family while still teaching Dakelh words and phrases.

## About the photographer Ryan Dickie

Ryan Dickie is an Indigenous photographer, filmmaker, director and land steward based in Fort Nelson, British Columbia.

A descendant of the culturally strong Dene people from northern Canada, he has developed a strong desire to convey the story of his people.

In its essence, the Dene have a deep and profound connection to the land they call home. It is this connection and inherited worldview that has formed the sub-structure of Ryan's visual and documentary style.

With a growing portfolio that includes both film and still imagery clients, Ryan aims to inspire others to find a deeper connection to the land, Indigenous ideologies, and cultural values through each photo, film, conversation, and story.

An emerging presence across a wide spectrum of media, Ryan has produced content for international and domestic brands including CNN, The North Face, CBC Network, APTN, The Narwhal, Canadian Geographic, Photolife Magazine, Destination B.C., Explore Canada, Travel Northern B.C., First Peoples Cultural Council, B.C. Oil and Gas Commission, Treaty 8 Tribal Association, and many more.





“There is an enormous digital divide, exacerbated by the pandemic. TELUS can reduce that divide from a technological perspective. Enhancing health, economic and holistic wellbeing is really key. When I think about Reconciliation, one of the definitions I have always fallen back on is that Reconciliation means changing the narrative of who we are as Indigenous Peoples in Canada. TELUS has a far-reaching network, if TELUS can contribute to changing the narrative about who Indigenous Peoples are through advocacy, connectivity, health, and leading other corporations to join the Reconciliation movement, I think there are countless ways that TELUS can have an impact.”

**Dr. Kim van der Woerd**

‘Namgis First  
Nation, B.C.

