



Work styles: Enabling work when and where it is most effective

The TELUS Story

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TELUS' experience with telework

Telework pilot results (178 employees, 10 months):

- 13,865 hrs of commute time saved
- Saved \$125,000 in fuel & car maintenance
- 114 tonnes reduced CO2
- Air pollutants reduced by 4 tonnes
- 82% said telework had impact on desire to stay at TELUS
- reduced attrition rates 20%
- enhanced agent productivity 25%
- lower absenteeism by 60%



As the nature of work and talent has changed, we have seen a shift from the traditional workstyle 2

Traditional Workstyle

- Monday through Friday work week
- 8 am to 5 pm work day
- Attendance in a assigned physical location expected
- Physical locations often determined to co-locate functional teams
- Tool provision based on the above with exceptions managed “ad hoc”



Resident

Reside in single location.
use activity settings to complete their work



Mobile

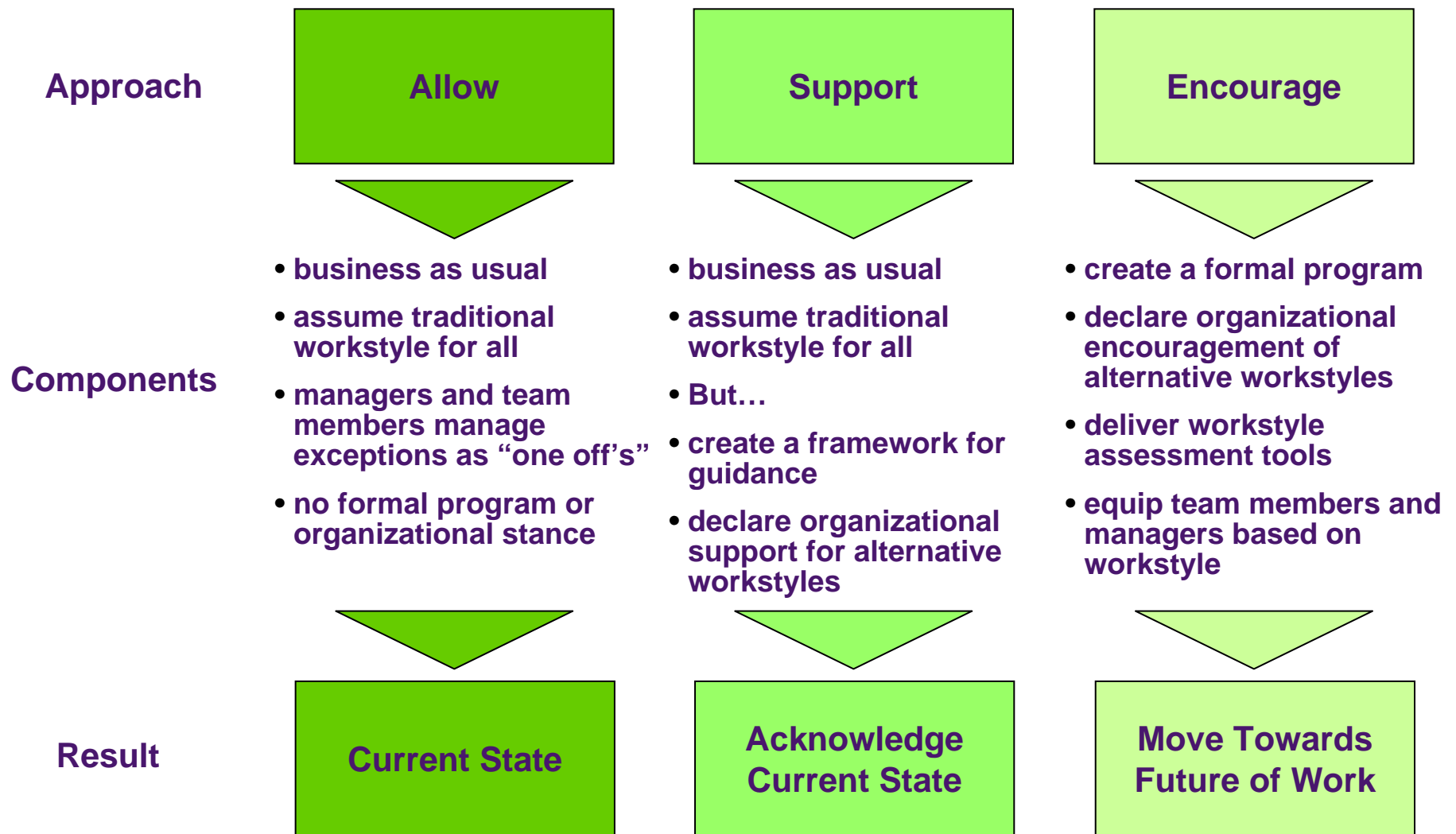
Highly mobile within TELUS space.
some time spent working in external sites (home, external vendor site, etc.)



Teleworker

Work 60% or more of their work schedule per week at home OR
Have an established schedule for home working.


What might these options for our approach to workstyles “look” like?...



The result of these efforts has been our Workstyles Program

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myHR home my life my career my workplace HR processes about HR	<h2>Work Styles</h2>  <h3>work styles</h3> <p>transforming the way we work</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <h4>About Work Styles at TELUS</h4> <ul style="list-style-type: none"> what are work styles? our approach benefits of change fast facts TELUS work styles in the media </div> <div style="width: 30%;"> <h4>Resources for Team Members</h4> <ul style="list-style-type: none"> telework guidelines telework agreement telework checklist teletrips: track your impact on the environment learning guide - working virtually telecommuting security standards virtual workspace risks and precautions (corporate security) safety considerations for teleworkers (coming soon) </div> <div style="width: 30%;"> <h4>Resources for Managers</h4> <ul style="list-style-type: none"> tips for managing teleworkers learning guide - managing virtual teams </div> </div>

How we enable TELUS team members

- Work from anywhere
 - Within TELUS, Real Estate and HR are partnering to support the growing demand for employees to be able to work outside the office and be mobile within buildings. While this is primarily driven from a Real Estate perspective, there is a need to ensure proper tools are available.
- Odyssey Wireless LAN
 - Enables team members to access the internal TELUS LAN from anywhere in the building. We have wirelessly enabled all our major buildings for this and will soon be actively encouraging the use of this service.
- Mobile Communicator
 - Piloting the expansion of Mobile Office Communicator on Blackberry and PDA devices to give people the ability to check presence, do IM, etc from their handheld device.
- Unified Communications
 - Actively working on the strategy for an internal implementation that will provide end-user productivity enhancements through improved efficiencies and workflow enhancements.

TELUS supports telework for 18,000 team members who are remote work enabled, to work where and when it is most effective for them.



TELUS' green vision

- Encouraging the movement of ideas and information, instead of people, vehicles and paper

supporting the “triple bottom line”

**corporate
benefits**

**employee
benefits**

**environmental
benefits**



We are not asking corporations to do something different from their normal business; we are asking them to do their normal business differently.

Kofi Annan

