



TELUS Business Solutions.
Business. Backed by TELUS.

green business solutions

good for the environment, good for the bottom line

TELUS leads the way

Internet and communication technologies are making possible some of today's most powerful green solutions – teleworking, conferencing, fleet management, and e-commerce. Our strategic intent is to unleash the power of the Internet to deliver the best solutions to Canadians at home, in the workplace and on the move. Our clients are seeing immediate results not only in minimizing their environmental footprints but also in improving their bottom lines.

TELUS continues to move forward with innovations that create new efficiencies and business models that allow our clients to go green. Our vision is to support clients as they build their own green policies and agendas by providing a comprehensive set of solutions designed to reduce carbon emissions and increase profitability.

transporting thoughts and ideas, not people

The TELUS portfolio of green business solutions is powered by our nationwide communications infrastructure and backed by our commitment to deliver tangible business value and superior customer service. By enabling telecommuting, conferencing, collaboration, and mobile work capabilities over the TELUS network, we provide our clients with compelling alternatives to commuting and business travel. We are also helping clients reduce their overall energy consumption through our server, storage and network consolidation and virtualization capabilities. TELUS green business solutions include:

Telework and mobile work solutions. These solutions have enormous potential to reduce pollutants and greenhouse gas emissions. They also ease the strain on our already overloaded transportation infrastructure. But it's not all about the environment. By embracing telework and mobile work programs, organizations can realize significant savings in real estate costs and substantial increases in employee productivity, job satisfaction, engagement and employee retention.

Conferencing and collaboration solutions. Audio conferencing, video conferencing and Web-based collaboration tools eliminate

costly and energy-intensive business travel – reducing your carbon footprint while maintaining face-to-face interaction. TELUS solutions enable an agile team to pull together on a project at any time, no matter where employees are located.

Distributed call centre solutions. TELUS takes a comprehensive approach to establishing a distributed call centre and empowering agents to work at home. Our clients are achieving reduced costs, improved productivity and employee retention, while at the same time eliminating the environmental impact of a commuting workforce and establishing a business continuity strategy.

Mobile office and AVL solutions. When enterprise applications are extended to the field, employees can enter data directly into back-end systems while in the field. They no longer need to drive paper back and forth. And TELUS Automatic Vehicle Location (AVL) solutions provide for more efficient fleet management – saving time and money while reducing idle times and carbon emissions.

Tools to track the green bottom line. TELUS can help clients set carbon emission benchmarks. Detailed reporting allows organizations to aggregate offset carbon emissions and measure the impact of green telework programs – in terms of tonnes of carbon reduced and money saved.

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enabling green workforce transformation

TELUS knows firsthand what kind of business, social and employee benefits can result when an organization embraces work-style transformation. As the result of a 33% increase in internal conferencing use in 2006, we achieved a carbon avoidance of 314,500 tonnes and a nitrogen oxide avoidance of 35 tonnes – in addition to saving money related to travel.

We're going even further. Our recently launched Workstyles program supports TELUS employees working when and where they can be most effective and productive – at home, at the office, or a combination of both. The program helps managers and employees achieve real business and environmental benefits, by recognizing the need to support flexible, non-traditional styles of work.

We're already seeing positive results. In just 10 months, our teleworking pilot involving 178 employees achieved:

- Commuting time saved: 13,865 hours
- Fuel and car maintenance costs saved: \$125,000
- Greenhouse gas emissions reduced: 114 tonnes
- Air pollutants reduced: 4 tonnes

In addition, 82% of team members involved in the pilot said that teleworking had a very positive impact on their desire to stay at TELUS.

environmental recognition and initiatives

Commitment to environmental management is a top priority across TELUS. Our intent is to exceed regulatory standards and internally achieve best practices whenever possible, and to realize continuous improvement in the processes we have to protect the environment. Our actions have resulted in key achievements and initiatives:

- Only North American telecom included in Dow Jones Sustainability World Index in 2007 – the seventh consecutive year TELUS has made the index
- Recognized as Climate Disclosure Leader and one of the top 16 Canadian firms addressing the issue of climate change by Carbon Disclosure Project 2007 – Canada 200
- Corporate Knights' Top 50 Corporate Citizens list in 2007
- Won an Envest award in 2007 from EPCOR for ongoing commitment to purchase 10% of power in Alberta as green power
- Recipient of the 2007 Worklife BC Award of Merit, recognizing TELUS as one of the most flexible workplaces in BC primarily because of our internal Workstyles campaign
- Planted more than 10,400 trees on behalf of shareholders receiving their annual report online, customers choosing online bills, and phone recycling (part of our Tree Canada partnership)
- TELUS' 'Make Pulp Fiction' program has reduced paper use by 10% year over year since 2001
- TELUS has made a commitment that all new real estate will have a minimum LEED Canada – NC v1.0 Silver certification
- We regularly audit our data centres, with the goal of increasing energy efficiency and reducing power consumption

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