



TELUS Emergency Response & Business Continuity

Phil Moore
VP Business Continuity & Emergency Response
May 14, 2024



Agenda

1

Winning with collaboration

2

Investing in reliability

3

Bringing this to all together at TELUS

4

Reflecting on what's working well and the opportunities

Goal: Unify and optimize emergency management and response to drive winning outcomes

Collaborating to mitigate climate change impacts



- Telecom is vulnerable to many perils
- Dependency on people, power, fuel and physical access to infrastructure

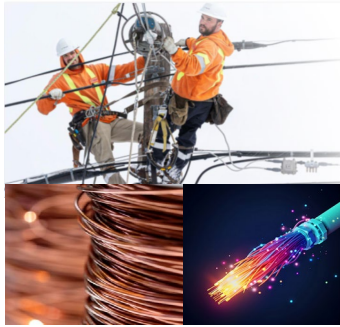


- Collaboration and a holistic community approach is necessary to handle the scale and complexity of events



- Working together unlocks the power for us to all be stronger, faster and better in supporting Canadians

Investments add resiliency to our network



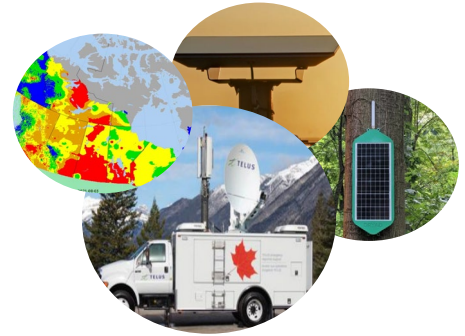
Futurizing with fibre

- In 2013, we accelerated a generational investment in TELUS PureFibre internet
- Invested \$7B and connected more than 3.2 million homes and businesses
- 85% more energy-efficient than copper
- More resistant to environmental factors, less prone to outages



Investing in reliability

- Preparing for events is like buying insurance
- Continued investments in backup power, fortify network designs, increase redundancy, expand spares placement, explore new technologies, etc.

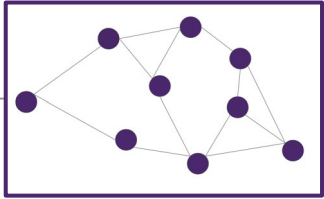


Leveraging technology

- Pioneering with Rapid Deployable Temporary Network (RDTN) assets
- Leveraging Low Earth Orbit (LEO) satellite connectivity
- Investing in IoT sensors for ultra-early wildfire detection, flood water levels, and forest recovery

TELUS has invested over \$110 million in network resiliency directed specifically to mitigating climate impacts

Proactive activities that keep us ahead



Network redundancy

- Design and maintain critical infrastructure with levels of redundancy
- Account for fault tolerance against failure and threats (power, equipment, fire, flood, severe weather, security incidents, and seismic activity)



Infrastructure protection

- Manage vegetation growth around infrastructure to reduce risks from wind and fire
- FireSmart property
- Deploy sensors to detect water & early smoke
- Elevate infrastructure in flood risk zones



Internal emergency preparedness

- Monitor and report incidents and risks 24x7
- Drive standardized business continuity plans among business units
- Stage inventory, equipment and supplies strategically
- Prepare for climate risks with governance committee

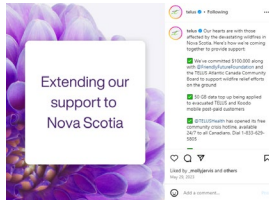


External emergency preparedness

- Contribute knowledge in industry & regulatory working groups & training exercises
- Plan & interlock with: Indigenous partners, all levels government/EMO, CI providers, first responder agencies, telco partners & communities

Goal: Preparing in advance to mitigate any risks to our network infrastructure

Activating response when needed



Customer awareness
Keep customers informed and provide support



Community recovery
Local team support



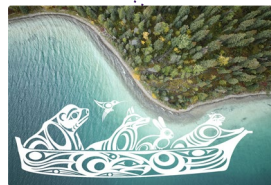
Humanitarian aid
Utilize all TELUS assets



Government collaboration
Leverage relationships with all levels of government and emergency response organizations



Communications connectivity
Prioritized at all times



Indigenous support
Collaborate through pre established relationships with indigenous governments

What's going well and where we need help



TELUS mitigation and response capabilities improve annually resulting in global leader in response performance



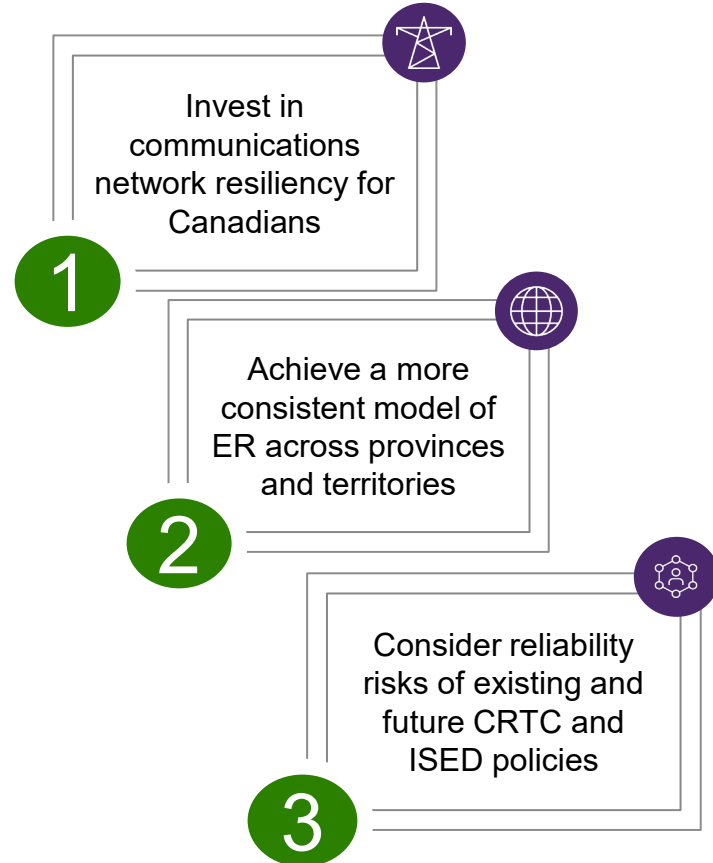
Relationships at all levels of government for preparedness and response



Information sharing and situational awareness across provincial emergency management



Provincial seats at highest levels of emergency management functions (EOCs) to coordinate response



Q&A