

Case Study

Offices: TELUS Corporation



TELUS Corporation is the largest telecommunications company in Western Canada and the second largest in Canada. The company provides a full range of telecommunications products and services including data, internet protocol (IP), voice and wireless services, for Canadians at home, in their workplace and on the move.



TELUS Environment Policy

TELUS is committed to being an environmental leader. We embrace our responsibility, integrating environmental considerations into our business and offering innovative communications solutions that protect the environment.

Background

- In 2003, for the third year in a row TELUS was one of 14 Canadian companies, and the only North American telecommunications company to be named to the Dow Jones Sustainability Index, which tracks the performance of the leading sustainability-driven companies worldwide.
- TELUS helped launch the Communications Environmental Excellence Initiative (CEEI) in 1998. This initiative is focused on promoting sustainable environmental practices within the telecommunications industry. Through the CEEI, an environmental report for North American telecommunications companies has been prepared. This report may be found at <http://www.ceei.org>.
- TELUS has implemented an environmental management system (EMS) to manage environmental risk. The EMS identifies environmental aspects and impacts, the organizational structure, responsibilities, practices, procedures and monitors performance to ensure business practices are environmentally-friendly.
- TELUS has developed a partnership with BC Hydro and BC Wood Recycling Limited to keep old utility poles out of landfills. The program reduces disposal costs and prevents 60 per cent of the wood from ending up as waste in landfills.

Purchasing

- Environmentally Responsible Procurement Policy
 - TELUS supports the purchase of recycled and environmentally preferred products whenever they perform satisfactorily and are available at a reasonably competitive price.
 - TELUS recognizes that employees can minimize environmental impacts relating to our work and they can make a difference in favour of environmental quality.
 - Consistent with TELUS' objectives to reduce material going to landfills, reduce chemicals, and use post-consumer content for paper products, all TELUS team members strive to ensure the use of recycled/recyclable supplies and materials. Achieving these objectives help manage or avoid costs for solid waste disposal.

Waste Prevention & Recycling

- In 2003, 7,183 metric tons of material were recycled, producing a cost savings of \$385,000 from avoided disposal charges. Total tonnage of recycled material was 16 % lower than 2002, primarily due to the sale of the directory business and reduced construction activities.



Check out TELUS' 2003
Corporate Social
Responsibility Report at
about.telus.com
for more information.

- The sale of used and surplus equipment and recycling initiatives generated \$5.3 million in 2003, a 10 % increase over 2002.
- In 2003, an employee initiative called Make Pulp Fiction helped reduce the consumption of copier and printer paper by approximately 9 million sheets, resulting in a savings of \$86,000, and 200 trees or 36 tonnes of paper.
- TELUS managed obsolete IT equipment in the following manner:
 - Telephone sets – 184,000 cellular phones were repaired, refurbished or recycled and 88,946 telephones were repaired or refurbished.
 - Electronic and data equipment – 100.4 metric tonnes were recycled and 23.18 metric tonnes of circuit cards were recycled.
 - Photocopiers – all photocopiers are leased from vendors.
 - Computers – all new computers are leased; older computers are then donated to the federal government's Computers for Schools program.
 - Toner and printer cartridges – 10.88 metric tonnes were returned to vendors or contractors for refurbishing or recycling.
 - Batteries – 2.7 metric tonnes of rechargeable batteries were recycled through repair operations. More than 350 TELUS Mobility dealers and TELUS Phone Stores in 100 communities participate in the Rechargeable Battery Recycling Corporation's Charge Up to Recycle program. The program accepts nickel-cadmium, nickel-metal hydride, lithium ion and small-sealed lead acid batteries for recycling.

Pollution Prevention

- TELUS is reducing the risk associated with fuel storage tanks and systems through many factors including reducing the quantity of fuel stored, installing secondary containment, corrosion protection, alarms and emergency shut-off devices. In 2003, \$2.8 million for capital expenditures was allocated. Fuel storage tanks have increased from 438 in 2000 to 650 in 2003, but this figure remains far below the 1,135 tanks in 1996. The increase in the number of tanks in 2003 resulted from corporate acquisitions and the installation of new sites.
- Our B.C. Halon (ozone-depleting substance used as a fire suppressant) inventory has been reduced by 84% since 1993, with a goal of 90 % reduction by 2005.

Energy Efficiency

- 35 remotes sites use solar and/or wind power in place of fuel.
- In 2003, energy consumption increased as a result of growth in the broadband network. However, fleet size was reduced by 12 % to 4,680 vehicles, and total kilometres driven were reduced by 18 %.
- Building footprint was reduced by 835,000 ft² in 2003.

Air Quality

- In 2003, over 299,000 video and teleconferences were held, saving an estimated 128,000 tons of CO₂, 730 tons of hydrocarbons, 14 tons of NO_x, and 5,200 tons of CO by avoiding car travel.
- In 2003, networks, buildings, and the vehicle fleet produced 380,000 tons of CO₂e.