



Southern Alberta Floods

On June 19, 2013, the rains began, bringing more than 270 millimetres of precipitation and sparking flooding events across southern Alberta. On June 21, downtown Calgary was evacuated, including two TELUS buildings.

All told, the peak flow lasted for three days. Flooding covered a 21,000 square mile footprint, displacing more than 120,000 people and creating \$1.7 billion in damage, making it Canada's costliest disaster ever.

In Calgary alone, the impact was unprecedented:

- 26 communities affected –
110,000 Calgarians affected
- 34,000 locations without power
- 16 Calgary train stations closed
- More than 20 bridges closed
- 30 parks across Calgary flooded,
including Stampede Park
- More than 50 bus routes cancelled
or detoured

Starting June 21, and lasting for five days, TELUS team members could not access TELUS buildings. Re-entry was gradual until July 2. The impacts to TELUS operations and customer service could have been significant, but fortunately, with Work Styles™, the majority of TELUS team members were able to work either at home or from other locations. As a result, they were able to remain productive and continue to provide exceptional customer support despite the city's shutdown.



Snowstorm in Eastern Canada

On February 8, 2013 Eastern Canada was hit with blizzard-like conditions as a winter storm moved through the region. As a result, many of our TELUS **in-office agents were unable to make it into the call centres** because of the severe conditions.

Without our At-home Agent program in place, The organization would have experienced a loss of approximately 198 full-time equivalent (FTE's) available to assist our customers, resulting in a 12 to 15 per cent increase in customer wait-times greater than five minutes.



Hurricane Sandy

October 2012: Team members in Central and Eastern Canada were advised to stay informed about the weather situation as Hurricane Sandy was expected to bring strong winds, heavy rainfall and possibly snow over a two-day period.

Team members were encouraged to monitor information provided by Environment Canada and guidance from Emergency Management Ontario to ensure they took the necessary precautions with their families. Team members were asked to consider working from home, where appropriate.

The storm impacted TELUS team members in the Montreal, Greater Toronto Area and Atlantic provinces over a two-day period. Through the implementation of the Work Styles program, about **200 additional team members each day** (in the GTA) were able to continue to work from alternate locations, reducing any risk to themselves.



2010 Winter Olympics

In February 2010, Vancouver welcomed the world for the 2010 Winter Olympic Games. The city's downtown area was transformed as hundreds of thousands of residents and visitors gathered for sports competitions, free events and outdoor parties — day and night.

The influx of people posed some logistical challenges for companies with operations in Vancouver. Fortunately, TELUS had a comprehensive plan in place to maintain customer service and business continuity.

- TELUS members in downtown Vancouver were asked to work at a designated alternate location or participate in our Work Styles program by working from home between February 5 and March 2.

- Another 7,000 team members in the Greater Vancouver Area were asked to work from home or walk, bike, carpool, or take transit to work. And that's what many of them did. Thanks to their efforts, **we kept more than 1,000 vehicles off the roads.**

The potential for lost productivity due to longer commute times and the inability for team member to access the downtown core was minimized due to the flexibility afforded by the TELUS Work Styles program. **Remote access increased by 20 per cent** as team members made alternate arrangements to work where and when they were most effective.