

Reconciliation action planning tips from TELUS

In 2021, TELUS launched its first Indigenous Reconciliation Action Plan (IRAP) that weaves together its strategic intent, values and priorities with four guiding pillars where TELUS believes it can enable the greatest outcomes, as informed by Indigenous Peoples. TELUS is sharing the learnings from its experience with the hope to encourage other corporations to join them on the path of reconciliation.

Secure commitment to Indigenous reconciliation from executive leadership

As a foundational step, obtain commitment from senior leadership to champion your reconciliation strategy. At TELUS, support from the Chief Executive Officer was secured and an Executive Vice-President committed to sponsoring the development of an action plan and championing the implementation.

Build your team and establish a governance structure

This important work requires a team to support it. A decentralized approach with reconciliation champions in each area of the business will help embed reconciliation throughout the organization. Once you have your team, clearly define the roles, processes and reporting for your reconciliation action plan. For example, TELUS has a monthly forum that brings the cross-functional team together and uses a quarterly scorecard to monitor progress towards IRAP targets that is sent to all supporting Vice-Presidents.

Identify the intersections between Indigenous-led frameworks and your organization

Reconciliation frameworks

1. [Truth and Reconciliation Commission of Canada: Calls to Action](#)
2. [United Nations Declaration on the Rights of Indigenous Peoples](#)
3. [National Inquiry into Missing and Murdered Indigenous Women and Girls: Calls for Justice](#)
4. [National Indigenous Economic Strategy](#)
5. [Partnership Accreditation in Indigenous Relations](#)

Once the intersections have been identified, collaboratively develop your action plan with the teams that own the relevant projects and programs. This direct collaboration with program owners during strategy development will support implementation. Additionally, don't be afraid to bring in external support where you need it. For example, TELUS has collaborated with Chastity Davis Consulting, Rise Consulting and BOOM InterTribal.

Obtain feedback on your action plan from First Nations, Inuit and Métis communities

Uphold the principle of “nothing about us without us” and include Indigenous Peoples in your planning. The development of TELUS' IRAP included a robust, iterative engagement process with multiple rounds and sharebacks. A total of 18 sessions with Indigenous leaders, Elders, subject matter experts and team members were held.

Engage with community on an ongoing basis

One recommendation that was heard in many engagement sessions was the implementation of an advisory council to ensure Indigenous community representation and perspectives.

In 2022, the [TELUS Indigenous Advisory Council](#) was established to monitor the progress of TELUS' Indigenous strategies.

Maintain accountability to Indigenous Peoples through transparency

As you implement your action plan, transparent communications about your progress will help ensure ongoing accountability to Indigenous Peoples.

Every year, TELUS publishes an Indigenous Reconciliation & Connectivity Report that includes a progress update on its action plan. Read the latest edition at telus.com/reconciliation