



January 21, 2019

Isabelle Miller
President
TWU-USW 1944
5261 Lane St.
Burnaby, B.C.

Dear Ms. Miller,

As per Article 19.02 we hereby notify you of TELUS' intent to contract out a portion of the TELUS Materials Support Centre work, including SAP transaction support for warehouse and field team support for material inquiries.

This decision represents our continuing efforts to focus team members on high value growth areas, reduce operational costs, and improve business flexibility to better meet rapidly evolving customer needs.

Yours truly,

Kieren Armour

Kieren Armour
Manager, Operations – Supply Chain

cc: Juanita Lomax