



HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

*Hon. John McKay P.C., M.P.*

August 28<sup>th</sup>, 2024

Darren Entwistle  
President & Chief Executive Officer  
Telus Communications Inc.  
260 Richmond St E Suite 101  
Toronto, ON M5A 1P4

Dear Darren Entwistle:

I'm writing to you on behalf of the Liberal Party of Canada's 416 Liberal Caucus regarding the planned closure of Telus' call centre in Scarborough.

We have heard from numerous residents and members of United Steelworkers Local 1944, who are deeply concerned about how this closure will affect nearly 150 Telus employees, their families, and the broader Scarborough community. As you know, many employees now face the impossible choice of losing their jobs or relocating themselves—and often their families—to Montreal, which adds significant personal and financial pressure.

This concern is compounded by Telus' troubling trend of downsizing its Canadian workforce in favour of offshoring. From our understanding, since 2005, Telus has offshored more than 11,000 unionized Canadian jobs to countries with lower wages under Telus International. As we understand it, in 2016, Telus employed 875 call centre workers in Scarborough; today, only 240 of these positions remain, with many now at risk if the planned closure proceeds.

While we understand that businesses must make difficult decisions in response to market conditions and competition, we strongly urge Telus to reconsider this closure. It will not only hurt the livelihoods of dedicated employees who have driven the company's success but also contribute to a troubling race to the bottom, undermining the community's economic foundation. The continued offshoring of Telus' customer service, IT support, and other back-office jobs raises deep concerns about job security and the overall health of the Canadian labour market.

...1/2

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We would welcome the opportunity to discuss potential solutions and work together to find a path forward that supports both the company's needs and the well-being of its employees.

Thank you for your attention to this urgent matter.

Sincerely,

A handwritten signature in blue ink that reads "John McKay".

Hon. John McKay P.C., M.P.  
Scarborough-Guildwood

...2/2

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