

September 2009

Hope springs at the TELUS Gawad Kalinga (GK) Village – a look into the families of the TELUS GK Village and their new homes

Manila, Philippines – Fernando Capones and his family used to live in a very small house in Pook Masagana, Quezon City. Every day they worried about becoming homeless as they did not own the land where their tiny house stood. Now, they have realized their dream of a secure place to live.

Fernando's family is now one of 32 living at the TELUS GK Village. It is a place they can call their own home.

“Early this year, we were living on a day-to-day basis. We lived in a dangerous neighborhood and our safety was constantly in jeopardy. Today, we live in a peaceful community and have a home we can call our own,” says Fernando.

TELUS International Philippines Inc., a contact center and business process outsourcing provider with over 7,500 team members at four sites in Manila, has partnered with non-profit organization Gawad Kalinga to build communities of better homes for informal settlers.

Another homeowner, Simon Dula says, “Our lives have changed dramatically since we moved to the TELUS GK Village. We no longer face the threat of being evicted from our own house. I am extremely grateful to TELUS and Gawad Kalinga for giving us the opportunity to have a decent life.”

On April 25, another 11 houses were turned over to new home owners, members of the Pook Masagana community called Kapitbahayan. In addition to the opening ceremony the day was filled with various immersion activities ranging from free haircuts and grooming tips for kids, medical consultation and medicine distribution, basic gardening skills, waste segregation, recycling, plus entertainment and games for the neighborhood children.

Every weekend, team members from TELUS International go back to the TELUS GK Village to build more houses and conduct immersion activities. The TELUS team members volunteer their time tutoring kids, teaching mothers in the community livelihood options, providing basic medical checkups, and even the simple act of cleaning the surroundings and decorating them with plants.

“Volunteering for GK has always been a very fulfilling and enriching activity. Being in the village is something we always look forward to,” says Bryan Sasson, a TELUS team member.

Recently, TELUS International and GK broke ground for the community center, future site of the village's day care center, clinic and recreational hall. TELUS is also working with other non-government organizations to create livelihood opportunities for members of the community.

“It's not just about building homes and improving the lives of the poor but more importantly it is about empowering them to sustain themselves and providing them with the dignity they

deserve,” says Cris Rosenthal, vice-president Human Resources, TELUS International Philippines. “The homeowners at TELUS GK Village are testament to that.”

TELUS International president, Javier Infante adds, “We are so proud partnering with GK and seeing these families start their new lives in their new homes. I am honored to be a part of an organization which not only employs the best and the brightest people in the country but also employs team members who are eager to help the disadvantaged members of our community. I am extremely delighted to see our team members live by our philosophy of giving where we live.”

GK’s vision of a slum-free Philippines is a tough battle, but with organizations like TELUS willing to take on the challenge, a slum-free country will one day become a reality.

About TELUS International Philippines, Inc.:

TELUS International Philippines, Inc. is a leading provider of contact center and business process outsourcing solutions. It is a subsidiary of TELUS Communications, the largest telecommunications provider in Western Canada with \$9.7 billion (CDN) of annual revenue and 11.6 million customer connections. Backed by TELUS, TELUS International Philippines is regarded as a premier employer in the Philippine outsourcing industry. For additional information, please visit telusinternational.com.ph.

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