

Compensation

TRL is pleased to offer you a competitive compensation package, which includes the following wages to be paid bi-weekly:

- A base wage of \$14.00 per hour. Future wage increases will be subject to your successful performance and the company's performance and will be in accordance with the TRL compensation guidelines.
- Eligibility for commission pay. Your Manager will outline and discuss the TRL Commission Program details with you upon commencement of your employment. The program is reviewed annually and at other times as necessary and the terms and conditions of the program can change.

Should the hourly rate of your combined wage fall below the minimum wage in force in the province where you work, during a given pay period, a wage top-up will be provided for the pay period in question to meet minimum wage requirements.

Benefits

Eligibility to participate in the TRL Benefits Plan, subject to the terms of the Plan and as applicable based on your employment status Regular Part Time. You will receive an email from the Benefits team soon after the commencement of employment with information regarding your benefits.

- You must be covered under a provincial health plan or have private emergency medical coverage in order to participate in TELUS' extended health plan including the Out of Province/Out of Country emergency medical coverage. Should you receive reimbursement for an extended health expense without having such coverage, you will be required to repay TRL this amount.

Vacation

Your entitlement to vacation / vacation pay is in accordance with the TRL Vacation Policy, as amended from time to time. Pursuant to the policy you will receive vacation pay each pay period, in accordance with your entitlement under the applicable provincial employment standards legislation. Your entitlement to unpaid vacation leave will be in accordance with the applicable employment standards legislation. Upon separation, any accrued vacation pay is paid out, subject to lawful deductions. By accepting this position, you authorize TRL to make deductions from your wages: (a) at any time to recover overpayments made in error and (b) at the end of your employment to recover paid vacation taken but not yet earned.

TELUS Ambassadors

As our most trusted and valued brand ambassadors for TELUS, your personal experiences with our products and services are so important. Our world-leading networks and the differentiated services and reliability they deliver are unmatched by any competition, and being a user yourself helps you make authentic recommendations to our customers and your loved ones. Be sure to take full advantage of our ambassador programs that offer additional discounts.

To see all of your exclusive deals visit **go/discounts** after your start date.

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Uniform maintenance for retail team members working in British Columbia

- As a TRL team member working in a retail store, you are required to wear a uniform which will be provided to you as per the TRL Uniform Program. The program is reviewed annually and at other times as necessary and the terms and conditions of the program can change.
- As a TRL team member working in a retail store in the province of British Columbia, TRL will provide you with an allowance of two dollars (\$2.00) per pay period for the cleaning and maintenance of your uniform.

Additional Terms and Conditions

- In view of the significant training investment being made by TRL for this position, you will be expected to remain within TRL stores for a minimum of twelve (12) months before applying to other positions within the TELUS group of companies.

- As a TRL team member you are required to have and maintain a TELUS or Koodo wireless data plan, activated on the TRL Wireless Ambassadors Program. Your Manager will outline and discuss the TRL Wireless Ambassadors Program details with you upon commencement of your employment. The terms and conditions of service are set out in the TRL Wireless Ambassadors Program Policy found on the applicable TRL intranet. The policy is reviewed annually and at other times as necessary and the terms and conditions of the program can change.

Probation

You will be subject to a probation period of 3 months (the “Probation Period”) from the commencement of your employment during which you will be assessed by TRL to determine your suitability for the position. TRL may in its discretion extend the Probation Period for up to 3 months. TRL may, during the original or extended Probation Period, terminate your employment without cause and your entitlements as a result of the termination will be governed in accordance with the “Notice and Termination of Employment” section below.

Purposes

You may be required to work, on a temporary or permanent basis, in other TRL store locations within a 35 km radius of your store location.

Hours of Work

This is a Regular Part Time position based on a minimum of 12.00 hour work week. Your entitlement to overtime pay is in accordance with the TRL Overtime Policy (or the applicable employment standards legislation should it be different).The hours will be scheduled to meet the customer and business needs of your location. They will be irregular and will include evenings, weekends and statutory holidays on a regular basis. Being flexible to accommodate these variations and meet all timelines are requirements of this position. Due to the nature of our business, requests for time off may be denied by your Manager. If you are required to be absent from work for any reason, you are expected to notify your Manager ahead of time.

employment that you sign and adhere to the TRL Availability Agreement. The Availability Agreement is reviewed regularly and the terms and conditions of the agreement can change.

You are also required to devote substantially all of your time, attention and energies to your duties during your work hours.

Background Check

This Offer is conditional upon a satisfactory background check.

Notice and Termination of Employment

TRL may terminate your employment without just cause by providing you with accrued wages (including vacation pay), working notice, payment in lieu of working notice, or a combination of working notice and payment in lieu, benefits continuation, and statutory severance (as applicable) limited to the minimum requirements in the employment standards legislation in force in the province where you work at the time your employment is terminated. This means that you will only be entitled to the minimum requirements set out in the applicable employment standards legislation and you will not be entitled to any additional notice or payment in lieu thereof, including at common law.

For greater clarity, and for your review, the employment standards legislation that is in force in each province is as follows (all as amended from time to time): BC: Employment Standards Act; Alberta: Employment Standards Code; Saskatchewan: The Saskatchewan Employment Act; Manitoba: The Employment Standards Code; New Brunswick: Employment Standards Act; Newfoundland & Labrador: Labour Standards Act; Nova Scotia: Labour Standards Code; Ontario: Employment Standards Act, 2000; Quebec: Act respecting labour standards.

Legal Entitlement to Work

Your employment is conditional upon you being eligible to legally work in Canada on continuous basis for the duration of your employment with TRL. You will be required to present evidence of your right to work in Canada for the duration of employment, prior to the commencement of your employment with TRL.

Performance Objectives

TRL is committed to being a high performing growth-oriented organization with a strong performance culture, and ongoing team member development is the foundation of TRL's success. As a TRL team member, you and your Manager will set out your individual performance objectives and customized career development plan. Your expectations and progress will be reviewed at regular intervals with your Manager.

Accessibility at TELUS

TRL provides accommodations for team members with disabilities. For further information, please see the Workplace Accommodation Policy and related information on Habitat.

Adherence to Policies

The TELUS group of companies is committed to being Canada's premier corporate citizen, and to this end has developed a number of policies with which you will be expected to comply during the course of your employment with TRL. These policies include but are not limited to the following:

a) Code of Ethics and Conduct:

Our goal is to demonstrate the highest level of ethics and integrity in our business dealings with all stakeholders. You will be required to read the TELUS brochure entitled "Our Commitment to Ethics" in the "Complete Paperwork" section in TELUS TeamHub. By accepting this Offer, you are confirming that you understand that your employment is conditional upon you reading the brochure and agreeing that you are bound by these ethical and conduct standards (which are detailed more fully in the Code of Ethics and Conduct) expected of all TRL team members.

b) TELUS' Security Policies: We are dedicated to protecting the privacy and integrity of customer information and to ensuring that TELUS' services will be reliably available. You will be required to read the TELUS brochure entitled "Culture of Security" in the "Complete Paperwork" section in TELUS TeamHub. By accepting this Offer, you are confirming that you understand that your employment is conditional upon you reading the brochure and agreeing to comply with the provisions (which are detailed more fully in the security policies) therein.

c) TELUS' Privacy Policy: We also have a long-standing policy of protecting the privacy of all TELUS employees in all business operations. You will be required to read the TELUS brochure entitled "Our Privacy Commitment to Employees" in the "Complete Paperwork" section in TELUS TeamHub. By accepting this Offer you are confirming that you understand that your employment is conditional upon you reading the brochure and consenting to TRL and TELUS collecting, using, and disclosing your personal information for the purposes identified in the brochure (which are detailed more fully in the Privacy Policy).

d) Additional Policies: You are required to comply with the policies, directions and instructions given to you from time to time by or on behalf of TRL.

The Ethics, Security and Privacy Policy Brochures can be found in the “Complete Paperwork” section within the TELUS TeamHub portal. An email link to TELUS TeamHub will follow your acceptance of this Offer.

In addition, you will be required to complete and sign off on the latest version of the TELUS Integrity learning course within 21 days of commencing employment with TRL. This course combines the key principles of the Ethics, Corporate Security, Respectful Workplace and Privacy Policies into one online learning course. You will also be required to complete and sign off on the Respectful Workplace e.learning course within 90 days of commencing employment with TRL.

General

By accepting this Offer you are also acknowledging and agreeing that:

- your service with TRL begins on October 20, 2025 and any previous engagement you may have had with TELUS or TRL as an employee or a contractor will not be taken into consideration when determining your notice, payment in lieu and / or severance entitlements, or any other entitlements.
- TRL may unilaterally assign your employment / employment agreement to any other entity within the TELUS group of companies. The rights and obligations of TRL under this Offer will take effect to the benefit and will be binding upon its successors and assigns.