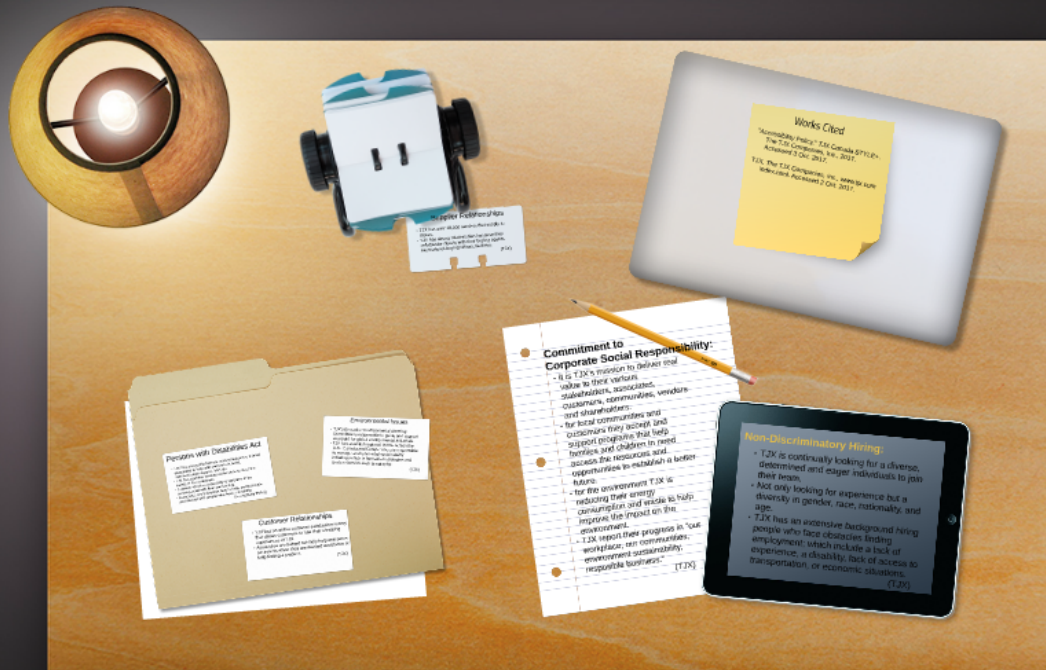
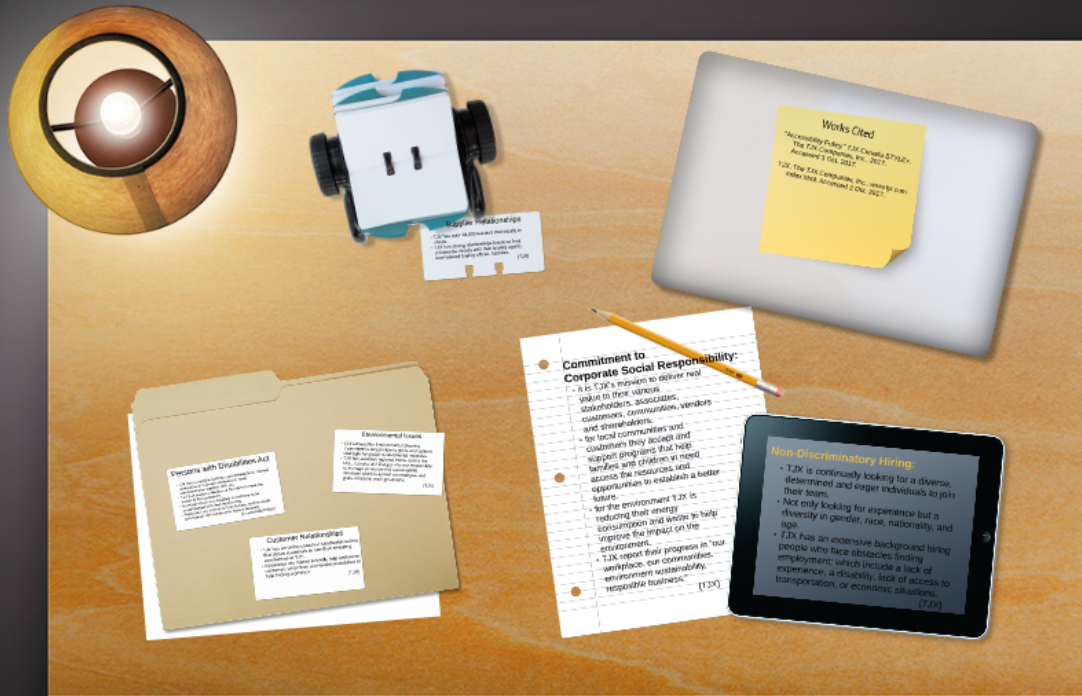


TELUS Corporation Harvard Case Solution & Analysis



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Commitment to Corporate Social Responsibility:

- it is TJX's mission to deliver real value to their various stakeholders, associates, customers, communities, vendors and shareholders.
- for local communities and customers they accept and support programs that help families and children in need access the resources and opportunities to establish a better future.
- for the environment TJX is reducing their energy consumption and waste to help improve the impact on the environment.
- TJX report their progress in "our workplace, our communities, environment sustainability, responsible business."

(TJX)

Non-Discriminatio

- TJX is continually determined and eager to support their team.
- Not only looking for diverse talent, but also diversity in gender, race, age.
- TJX has an extensive benefit program for people who face obstacles to employment; which includes experience, a disability, language barriers, transportation, or economic

Non-Discriminatory Hiring:

- TJX is continually looking for a diverse, determined and eager individuals to join their team.
- Not only looking for experience but a diversity in gender, race, nationality, and age.
- TJX has an extensive background hiring people who face obstacles finding employment; which include a lack of experience, a disability, lack of access to transportation, or economic situations.

(TJX)

Persons with Disabilities Act

- TJX has accessible formats, accommodations, trained associates to help with someone in need, communication support, IAP, etc.
- TJX has assistive devices at the store to meet the needs of the customers.
- A person who has a disability is welcome to be accompanied with their service dog.
- Associates are trained on how to help, communicate and interact with people who have a disability.

(Accessibility Policy)

Environmental Issues

- TJX's Executive Environmental Steering Committee is responsible to guide and support oversight for global environmental initiatives.
- TJX has establish regional teams across the U.S., Canada and Europe who are responsible to manage environmental sustainability initiatives which is formed on strategies and goals related to each geography.

(TJX)

Customer Relationships

- TJX has an online customer satisfaction survey that allows customers to rate their shopping experiences at TJX.
- Associates are trained to kindly help and serve customers when they are needed assistance or help finding a product.

(TJX)

Supplier Relationships

- TJX has over 18,000 vendors that supply to stores.
- TJX has strong relationships because they collaborate closely with their buying agents, international buying offices, facilities.

(TJX)