

# Our Focus. Your Province.



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# 2012 SaskTel CSR Report – President’s Message

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It is my pleasure to present SaskTel’s 2012 Corporate Social Responsibility Report. In 2011 we created and implemented a comprehensive CSR Strategy, capitalizing on our strengths: the business priorities, our employee involvement, and our connection to community. Following the principles of our CSR Strategy, this year we are releasing our very first report that follows the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines, a reporting framework that is used around the world by corporations. For 2012, we met the standards for thirteen performance indicators, qualifying SaskTel for a GRI self-declared level C.

Corporate Social Responsibility is built into SaskTel’s business and governance. By providing affordable access to communication services we contribute to Saskatchewan’s social, economic, and cultural welfare in countless ways. And yet, like any corporation, we have an ecological footprint, and responsibilities to our employees and to the communities we serve. We consider the triple bottom line of people, planet, and profit in our planning and decisions and that consideration bears fruit in everything from our hiring practices, to our business partnerships and our recycling programs.

We focus our strategic CSR activities in five key areas: Ethical Leadership, Improving the Standard of Living for People in Saskatchewan, Increased Access to Products and Services, Employee Standards, and Environmental Stewardship.

We believe that our achievement in meeting the 13 key GRI indicators is a good start, but we hope in coming years to keep improving our CSR performance, bringing in new initiatives and more advanced reporting standards.

In closing, I would like to thank our board, leadership team, and staff for their day to day contributions to social responsibility, always keeping people and the environment in mind as we pursue our business goals.

Sincerely,



Ron Styles  
SaskTel President & CEO

# Introduction

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Corporate Social Responsibility (CSR) reporting has emerged as a standard business practice within the annual cycle of corporate self-evaluation and results measurement. In 2012, our fifth year providing a CSR report as part of our public disclosure in the Annual Report, we are continuing to improve our reporting. For this report, SaskTel has based some of its methods on those developed under the Global Reporting Initiative (GRI), which is in the GRI's own words, "[a] multi-stakeholder governed institution collaborating to provide the global standards in sustainability reporting."

In accordance with GRI standards, this report divides SaskTel's activities and impacts into three categories: Economic, Social and Environmental.

SaskTel's core business—providing communication services to the people of Saskatchewan—has direct economic, social and environmental benefits that impact the entire province. In 2012, SaskTel continued to improve infrastructure throughout Saskatchewan enhancing the quality, speed and range of our cellular and Internet communications networks in both rural and urban areas. These improvements help provide world-class communications across the province. SaskTel's most important CSR contribution is fulfilling our commitment to universal and affordable access throughout our serving area.

# About SaskTel

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Saskatchewan Telecommunications Holding Corporation (SaskTel) is the leading full service communications provider in Saskatchewan, with \$1.2 billion in annual revenue and over 1.44 million customer connections including 607,659 wireless accesses, 492,070 wireline network accesses, 250,068 Internet and data accesses and 97,262 *maxTV*™ subscribers. SaskTel offers a wide range of communications products and services including competitive voice, data, Internet, entertainment, security monitoring, messaging, cellular, wireless data and directory services. In addition, SaskTel International offers software solutions and project consulting in countries around the world. SaskTel and its wholly-owned subsidiaries have a workforce of 4,031 full time equivalent employees (FTEs).



# SaskTel's 5 Key Areas of Social Responsibility

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Over the past few years, SaskTel has worked to better understand what is important to our customer, employee and community. We've shared our passion for social responsibility with Saskatchewan stakeholders, as well as looked within our own business model to better understand how we as an organization can provide maximum social benefit to Saskatchewan while also maintaining sustainable business practices.

In 2011, SaskTel measured our business practices alongside the interests of our customers and employees through a materiality analysis conducted by a third party analytics corporation, and determined 5 key areas of focus for SaskTel's Corporate Social Responsibility actions and activities. These 5 core areas include Ethical Leadership, Improving the Standard of Living for People in Saskatchewan, Increased Access to Products and Services, Employee Standards and Environmental Stewardship.

Through this Annual Report, we hope to share with our customer base, our employees and the province of Saskatchewan as a whole the commitment made by SaskTel to not only meet the high standards that our stakeholders have for us, but to raise the bar through innovative social programming and practices that will set the standard for future years.

## Ethical Leadership

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### Corporate Governance

The SaskTel Board has implemented a comprehensive set of governance practices and is committed to clear disclosure of its governance practices in accordance with current best practice disclosure standards. On June 30, 2005, the Canadian Securities Administrators (CSA) National Policy 58-201 on Corporate Governance Guidelines and National Instrument 58-101 on Governance Disclosure Rules came into effect. The SaskTel Governance Committee has reviewed the Guidelines with a view to adapting the Board's governance practices to the Guidelines, where effective and beneficial. Although SaskTel is not required to comply with the CSA governance guidelines, the Corporation has used them to benchmark its corporate governance practices. To learn more about SaskTel's commitment to corporate governance, please refer to the corporate governance section in the 2012 SaskTel Annual Report—[www.sasktel.com/about-us/company-information/financial-reports/index.html](http://www.sasktel.com/about-us/company-information/financial-reports/index.html)



## Economic Activities

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The people of Saskatchewan have over 100 years of investment in SaskTel, and SaskTel in turn has provided an economic return to the province that has helped its communities develop and prosper during that century.

Without a strong financial basis and consistent profit, no corporation can continue to sustain a program of social and environmental responsibility. SaskTel's profits are not an end in themselves, but a means to achieve larger social, cultural and environmental goals for the province.

Here are the three main ways that SaskTel's financial success serves Saskatchewan people:

1. By providing a dividend that goes into the provincial treasury and contributes to the social and economic life of the province, providing services and building infrastructure.
2. By paying for SaskTel's own capital programs expanding and improving our communications infrastructure to the benefit of Saskatchewan families, communities and businesses.
3. By giving SaskTel the means to invest directly in the province's social, cultural and environmental well-being through sponsorships and community investment programs.

## Economic Highlights

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Revenues for 2012 were **\$1,182.4 million, up \$56.6 million** from 2011.

Expenses for 2012 were **\$864.7 million, up \$29.9 million** from 2011.

Net Income for 2012 was **\$129.6 million, down \$24.4 million** from 2011.

Declared dividend for 2012 was **\$84.3 million**.



# Improving the Standard of Living for People in Saskatchewan

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Strong community involvement is something that is ingrained in our DNA. SaskTel strives to be the best community partner for the people of Saskatchewan, because the sustainability of our organization is connected to the vibrancy of our communities. Whether it's through strong community investment programs, employee volunteer programs that work with non-profit organizations or investments in services that strengthen our province's social infrastructure – we're a part of the home team, and we're proud of it.

## Community Engagement and Investment

In 2012, SaskTel donated more than \$4.68 million to 947 non-profit and charitable organizations, community associations, venues, events and partnerships in 201 communities throughout the province. Our community investment covered sponsorship of events such as the SaskTel Jibfest and Summer Invasion events, The SaskTel Aboriginal Youth Awards, The SaskTel Saskatchewan Jazz Festival, The Remail Art Gallery, Saskatchewan Amateur Football and Canada's Farm Progress Show to list just a few.

SaskTel Employees and SaskTel also contributed an additional \$279,729 through the SaskTel Telcare employee benevolent fund, for which SaskTel matches 50% of the proceeds raised. 2012 saw the Telcare fund support 85 different organizations.



**SaskTel continues to partner with Imagine Canada Caring Company Program, Canada's leading corporate citizenship initiative. As a Caring Company, SaskTel agrees to several commitments such as allocating a minimum of 1% of our profit to support charitable and non-profit organizations, and to encourage and facilitate the personal giving and volunteer activities of our employees.**

Imagine  Canada

## SaskTel Pioneers

With over 4,000 members across the province, the SaskTel Pioneers are SaskTel's award-winning volunteer force. Together, current and former SaskTel employees form not only a Chapter of the largest industry-based volunteer organization in North America, but an invaluable group of community ambassadors as well.

Formed over 50 years ago, the SaskTel Pioneers offer their time, talents, and skills to over 100 ongoing community projects every year. In 2012, the SaskTel Pioneers volunteered approximately 54,368 hours and raised \$172,477 for Saskatchewan communities.

In 2012, the SaskTel Pioneers operated several programs and volunteer initiatives that supported numerous community organizations such as the Children's Make a Wish Foundation through their Wishmaker Walk fundraising event, made lunches with partner Sodexo to help the Partners in Feeding our Future program, and inspired youth across the province to better understand the value of giving by distributing over 2,000 copies of Ellen Sabin's *The Giving Book* to students and schools across the province. The book explains to children the personal rewards and community value of giving of themselves in whatever ways are possible.

*In 2012, The SaskTel Pioneers Chapter received 17 awards for volunteering excellence at the international Pioneers Annual Meeting and Centennial Celebration in Boston, Massachusetts. Included were several prestigious awards, such as: International President's Award, International Vice President's Award, Canadian Chapter Excellence Award for Overall Pioneering Excellence; Canadian Community Impact Award, and more. "As SaskTel Pioneers we volunteer our time because we believe it's important to serve the community," said Darrel Rathgeber, President of the SaskTel Pioneers. "While awards aren't the primary motivation, they do demonstrate that our activities are making a difference. All members can be very proud of these latest awards from our international peers."*

## SaskTel Scholarships

SaskTel encourages individual capacity development of provincial youth, and creates opportunity for students to continue their studies by supplementing the cost of their enrollment in post-secondary institutions.

In 2012, SaskTel awarded eight scholarships of \$3,000 to students attending post-secondary institutions within Saskatchewan, who are studying in fields directly related to SaskTel's core business. The scholarships are aimed at supporting a diverse group of individuals, in particular those who are currently under-represented within the organization, such as people of Aboriginal descent, individuals with disabilities and women in non-traditional roles.

Group	Number of Scholarships Awarded	Percentage of Overall Scholarships
Aboriginal	3	37.5%
Disability	2	25.0%
Visible Minority	1	12.5%
Women in Non-Traditional Roles	1	12.5%
Non-Equity	1	12.5%

Other scholarship initiatives that are specific to post-secondary institutions such as the Saskatchewan Indian Institute of Technology, the Gabriel Dumont Technical Institute and scholarships awarded to Métis students studying in fields of interest to SaskTel are also awarded.

### SaskTel Aboriginal Youth Awards of Excellence

The SaskTel Aboriginal Youth Awards of Excellence is a long-standing program that SaskTel proudly sponsors as part of a partnership agreement with the Wichitowan Foundation. Aboriginal youth from across the province are invited to submit applications in 11 different categories ranging from achievement in sports, community involvement and technology.

The 2012 male recipient for the Outstanding Category is Perry Opoonechaw from the James Smith First Nation. Perry graduated last year at the age of 16 and is currently enrolled in the Aboriginal Police Preparation Program at SIAST Woodland Campus in Prince Albert, Saskatchewan.

Perry was both nominated and selected for this award due to his many outstanding characteristics. Foremost, Perry is a well balanced young man who lives a healthy drug- and alcohol-free lifestyle; one who is practicing his First Nations traditions and learning his language. Perry sings at Round Dances and loves to be able to sing songs about his culture. Perry led his Prince Albert Grand Council team to a gold medal last summer at the Saskatchewan Indian Summer games as a pitcher; he has been playing ball since he was a young boy. Perry is a genuine role model to family, peers, and community members.

The 2012 female recipient for the Outstanding Category is Tara Willet from the Little Pine First Nation. Tara is 17 years of age and attends Campbell Collegiate in Regina.

Tara ran a successful anti-bullying program campaign in Regina and became the first Business President in the Junior Achievement established in 2011 in Regina area. Tara was selected to represent the province of Saskatchewan on a National Advisory Board partnered with Native Health Network, speaking on issues relating to youth in Saskatchewan. Tara has been instrumental in coordinating workshops with the Anti-Racist Cross Cultural Team development, teaching children about bullying, harassment and issues around racism, reaching hundreds of children. Tara also has been selected as one of the Top 40 Youth in the Under 20 Top Awards of Canada.

Tara dedicates her time to being an activist, youth leader and student, and has clearly demonstrated outstanding abilities and achievements.

## Public Policy Development

Operating in the telecommunications and broadcast industries, SaskTel is federally regulated by the Canadian Radio-television and Telecommunications Commission (CRTC). SaskTel also operates in the wireless industry, where the right to use spectrum is granted by Industry Canada. As a result, SaskTel is affected by changes in policies and regulations coming from both the CRTC and Industry Canada.

SaskTel participates in relevant policy proceedings with the two regulatory bodies to mitigate the risk of negative regulatory rulings. On occasion, SaskTel meets with designated public office holders in an effort to bring forward our unique position, and to influence stakeholders on government policy-making that is important to SaskTel's operations. Consistent with the federal Lobbying Act, SaskTel reports details on all arranged contacts with federal government officials. In 2012, key policy files discussed include the upcoming wireless spectrum auction, wireless roaming, infrastructure funding, interconnectivity to First Nations communities and health centres and the creation of a national wireless code of conduct.

As a Crown Corporation, SaskTel has extensive interaction with the Government of Saskatchewan through Crown Investments Corporation and various review agencies.

## Partnership Development

SaskTel continues to value the philosophy of partnership when connecting with community organizations as well as working with business entities, creating mutually beneficial results and promoting inclusion and understanding. This makes SaskTel a better corporate citizen and stronger supplier of products and services to a much larger community.

### Nutana Collegiate

SaskTel participated in mentorship opportunities with nine students in 2009, expanding the program to include eleven students in the 2012 school year.

The program connects the students with SaskTel volunteer, employee mentors. Mentors met with teachers and staff of the school as a basic introduction to the unique nature of Nutana's educational programs. SaskTel mentors then had the opportunity to meet with students and exchanged email addresses (email being the primary form of communication for the program).

Nutana students also participated in many activities that increased their exposure to other opportunities as outlined previously.

### Scott Collegiate

SaskTel demonstrates its commitment to education and the aboriginal community through its partnership with Scott Collegiate in Regina, now in its 18th year. SaskTel provides an annual contribution of \$5000.

In 2012, two students from Scott Collegiate participated in eight weeks of mentorship and paid work experience at SaskTel. The students participated in full-time roles that also included an on-line learning curriculum (which included courses on diversity, customer service and time management). Training combined with the experience gained through the summer position, provided them with a well-rounded experience.

## **Post-Secondary Partnerships**

SaskTel continues to create and enhance relationships with students and educators alike at the post-secondary education level, increasing our visibility at school events and creating an opportunity for SaskTel to attract top diverse candidates to lead our organization into the next generation of business.

As a Crown Corporation, SaskTel has extensive interaction with the Government of Saskatchewan through Crown Investments Corporation and various review agencies.

### **Saskatchewan Indian Institute of Technology**

SaskTel continues to work with the Saskatchewan Indian Institute of Technology, creating opportunity for students to not only earn supplemental income through scholarship and summer employment opportunities.

### **University of Saskatchewan**

The U of S has become an extremely proactive institution in terms of equitable education initiatives, and has worked with SaskTel to identify opportunities to connect Aboriginal students to employment through the Indigenous Student Society, where SaskTel Staffing Consultants have conducted pre-employment workshops and posted employment opportunities.

### **First Nations University of Canada**

SaskTel continues to grow and develop relationships with the First Nations University of Canada by attending career fairs, employment mixers and participating in pre-employment workshops and career counseling initiatives.

## **Community Partnerships**

SaskTel is proud of the relationships we have forged in the community.

### **Federation of Saskatchewan Indian Nations (FSIN)**

In 2012, SaskTel continued a strong relationship with the FSIN through the Education Secretariat department. By attending quarterly education counselor sessions (to share information with education counselors for band offices across the province), SaskTel was able to communicate future areas of need, education requirements for SaskTel positions, as well as summer employment opportunities and scholarship programs. This ensured that valuable information would be conveyed to Aboriginal students, potentially reaching them before they enter post secondary institutions.

### **Keewatin Career Development Network (KCDN)**

KCDN is a key partner for SaskTel to collaborate with and connect to youth across northern Saskatchewan. The Breaking Barriers education series, developed utilizing the KCDN video conference platform, allows SaskTel to connect with northern youth in 72 different northern communities to share information on employment opportunities and offer pre-employment education that will help students compete for employment and have a better understanding of educational qualifications for their future.

## First Nations Employment Center (FNEC)

SaskTel's relationship with the FNEC in Regina has given our Selection and Staffing team the opportunity to connect with potential Aboriginal candidates who may be seeking employment in service oriented positions. The Selection and Staffing team has developed a relationship with the FNEC that allows SaskTel the ability to post positions at their office, access the FNEC candidate database, and host information sessions about upcoming employment opportunities for potential candidates.

## YOUTHnetwork

SaskTel believes that the future of our province lies in the hands of the youth who currently walk the halls of our communities' high schools. As a Crown corporation dedicated to being a community leader, employer, and neighbour of choice within the province, we believe that we have a role to play in the development of these future leaders. For over a decade, SaskTel has participated in program development that engages secondary students from across the province, encouraging them to stay in school, consider technology-based post-secondary education paths, and consider SaskTel as an employer of choice. Numerous initiatives within this program have been launched to engage this key demographic of our province, but it is socially focused initiatives that we believe demonstrate our organization's innovation in engaging youth—the SaskTel YOUTHnetwork Program.

2012 was another busy year for YOUTHnetwork. With a full slate of career fairs, presentations and engagements that involve schools across the province, members of the YOUTHnetwork team have logged numerous kilometres and spent countless hours connecting with SaskTel's next generation of consumers and employees as they work towards completing their high school diplomas and making decisions that will ultimately set their path to future careers within the province.

Mentorship programs at Nutana Collegiate in Saskatoon and Scott Collegiate in Regina have been successfully launched with over 20 employees mentoring students from the two schools and offering additional support where needed. As well, work continues with our partners at Mount Royal Collegiate and the Saskatoon Trades and Skills Centre—a joint venture between the Saskatoon Public School Board, the Saskatchewan Institute of Applied Science and Technology (SIAST), the Saskatchewan Indian Institute of Technology (SIIT) and Gabriel Dumont Institute that will operate out of Mount Royal's campus. SaskTel also operates a number of programs and assists the electronics and electricity classes there, providing instruction in CAT-5 wiring and basic telephony installation.



## The SaskTel We See You Program

The SaskTel We See You program connects the youth of Saskatchewan to community and business partners who are passionate about global issues such as poverty, HIV/ AIDS and global health, giving them an opportunity to realize their ability to influence social change and transform their communities on both a local and global scale by sending 40-foot containers of medical and donated supplies.

In 2012, SaskTel continued to operate the program delivering two containers of donated supplies to communities in Dominica and Tanzania. The thirteenth container in the program's history was specially retrofitted to act as a dormitory for street youth once unpacked. In partnership with Mount Royal Collegiate in Saskatoon, 3Twenty solutions and other community partners, students from the Practical and Applied Arts classes at the school transformed the inside of the container into a living space that included windows and doors, sleeping quarters and desks, ceramic tiled flooring, drywall and lighting that could house at least 8 youth securely and comfortably.

For more information about the SaskTel We See You program, visit our website at [www.weseeyou.ca](http://www.weseeyou.ca)

## Customer Service Excellence

Our relationship with our customer is something that we value highly within our organization, and is something that we see as a social responsibility with significant importance. It is our goal from a social responsibility perspective to ensure that all customer interactions are fair, respectful and honest with our customers, and that the level of our customer's satisfaction is at the highest level possible.

SaskTel's Mission is to provide the best customer experience through our superior networks, exceptional service, advanced solutions and applications.

To gauge our success in fulfilling our mission from the customer's perspective, SaskTel utilizes two surveys, the Global Relationship Survey and the Customer Experience Survey, to elicit customer satisfaction measures.

*"We talk to our customers a great deal in surveys and focus groups and we continually get information from them on what they like and don't like."*

*Ken Keesey, Vice President, Customer Service and Sales*



**For the second time in as many years, SaskTel was named one of Canada's Best Diversity Employers by Mediacorp Canada Inc.**

## Global Relationship Survey

The intent of the Global Relationship Survey is to identify and understand key customer and product metrics. Specific objectives include:

- Identify and understand the key drivers to customer and product satisfaction
- Identify customer opinions of SaskTel and its various products and services
- Identify customer intentions and behaviours
- Measure corporate indicators of customer satisfaction, including Customer Perception, which is reported on our Holdco Balanced Scorecard

The Global Relationship Survey is conducted with Consumer and Business customers. The surveys measure the satisfaction of customers with respect to products, services, billing, transactions and overall perceptions of communication companies in the Saskatchewan market. Additional questions in the Business Global Relationship Survey solicit customer perceptions about their sales team.

The major products include: landline telephone service, Internet service, television service (Consumer), equipment (corporate, government, SMB) and wireless service. Each customer will be surveyed on two of the four products.

Customers throughout Saskatchewan will be contacted and invited to complete a survey in either an online or telephone format. The results contain information that provides customer insights for consideration and action at multiple levels within SaskTel.

## Customer Experience Surveys

SaskTel's Customer Experience Program includes both Consumer and Business customers that have recently had an interaction with a sales or service channel. The program aims to identify what is important from the perspective of the customer so that actions can be taken to positively impact customer loyalty.

The results contain information that provides customer insights for consideration and action at multiple levels within SaskTel.

Specifically, the surveys for this project will examine:

- Customer satisfaction with the respondents' overall experience
- Reasons for dissatisfaction and expectations
- Likelihood of recommending SaskTel to friends and family
- Identification of what impressed respondents
- Suggestions for future improvement

## Priorities

In both of these survey programs, through statistical modeling, we understand what has the largest impact on customer satisfaction and therefore what is most important to our customers. SaskTel has several major programs in place that will improve service levels to customers and increase customer satisfaction:

- Long Term Evolution is the next evolution in wireless technology. The 4G LTE Network is all about speed! With 4G LTE, you can reach speeds of 100 Mbps (almost five times faster than 4G)!

- SaskTel has committed to enhancing communications for rural Saskatchewan with several initiatives.
- SaskTel's Field Services Efficiency Program will increase productivity, customer satisfaction and employee engagement.
- The goal of another major initiative, Customer Relationship Management (CRM), is to improve the customer and employee experience. CRM will accomplish this by improving transaction efficiency and enabling customer self-management.
- Several of these initiatives will offer more value to our customers, such as Fibre to the Premise and SaskTel's Long Term Evolution (LTE) wireless network. Customer Self Serve allows SaskTel customers to access articles, information and real-time support on their terms. This encompasses sasktel.com support features, web chat functions and social media response. These support channels are critical in today's customer service environment.

These are just a few of the initiatives SaskTel has in place relating to our commitment to customer satisfaction.

### Customer Feedback Mechanisms

There are several ways customers may provide compliments or concerns to SaskTel:

- SaskTel may be called directly at **1-800-SASKTEL (1-800-727-5835)**. Feedback is captured in a database and actioned by the appropriate workgroups within SaskTel.
- Customers may also call the Commissioner for Complaints for Telecommunications Services (CCTS). CCTS is an agency independent of the telecommunications industry, whose mandate is to resolve complaints of individual and small business retail customers about their telecommunications services. Customers must first try to resolve complaints about their services (including local or long distance telephone service, wireless telephone service or Internet service) with SaskTel.
- Complaints regarding regulated services are dealt with by the Canadian Radio-television and Telecommunications Commission (CRTC). The CRTC is an independent agency of the Government of Canada, responsible for regulating the activities of SaskTel and other telecommunications companies. Before contacting the CRTC, customers must first try to resolve their complaints with SaskTel.



# Access to Products and Services

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Saskatchewan is a wide and varying landscape that possesses a wide range of opportunity for the people who live within its borders. Our cities provide all the amenities any major metropolis would boast, with sprawling skylines, bustling streets and vibrant social scenes that bring people together. But we also have some of the most beautiful rural prairie settings with fields of wheat as far as the eye can see, stunning northern lakes and amazing forests and valleys. For many, Saskatchewan is a unique place where anything is possible and the future is wide open.

SaskTel recognizes not only the divergence in the Saskatchewan landscape, but also the variety of opportunity it presents to our population. That's why we have committed to ensuring that everyone in Saskatchewan has access to basic telecommunications products and services, as well as high speed Internet access. We've also committed to creating one of the best wireless networks in North America over the next three years through the SaskTel 4G and LTE infrastructure builds, which will keep Saskatchewan companies and citizens on the cutting edge and on top of all that technology has to offer through faster, stronger and wider connections to their world.

This commitment to developing world-class infrastructure means more than cellular towers and increased coverage capabilities to us. To SaskTel, it means that our customers, our communities, have greater access to higher levels of education, greater access to healthcare and a greater connection to the world for their businesses. It's about your ability to connect yourself to your world—no matter where in the province you live.

## **SaskTel's Infrastructure Impact**

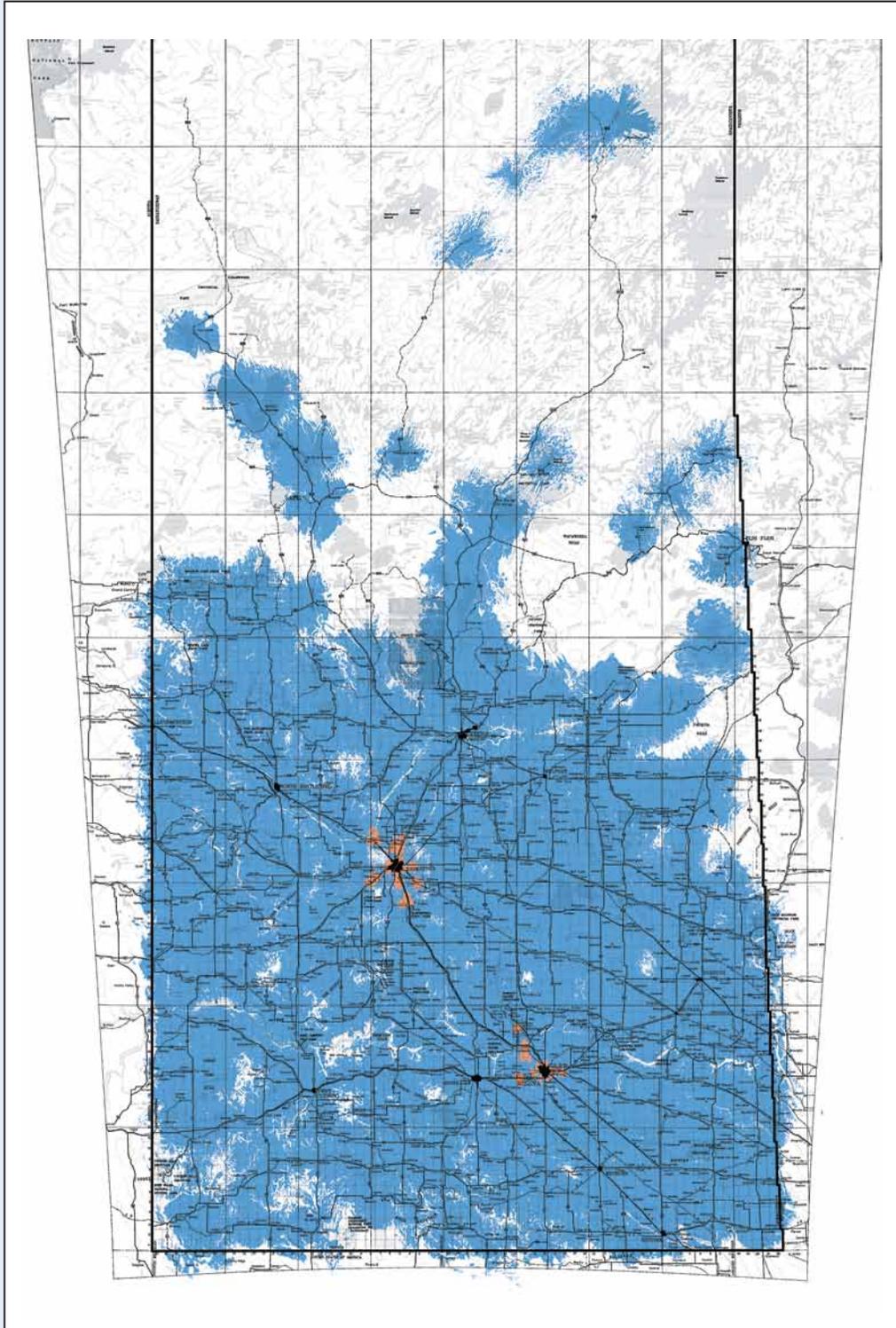
In 2012, SaskTel made significant investments in its network infrastructure to extend access to many First Nations communities. Access to broadband and mobile infrastructure is fundamental for consumers and businesses to recognize the benefits of the digital economy. The impacted First Nation communities are better placed to bridge the digital divide and to access e-services in key areas such as healthcare, learning, business development and banking.

SaskTel continued work on the First Nations Service Improvement project to expand broadband service and 4G (UMTS/HSPA+) cellular service to 28 First Nation communities without service. Aboriginal Affairs and Northern Development Canada (AANDC, formerly Indian and Northern Affairs Canada) provided \$8.8 million in funding, whereas SaskTel provided another \$8.8 million in funding, in addition to technical and planning resources. The project began in 2010 and is scheduled to be complete by the end of 2013.

We partnered with AANDC and the Federation of Saskatchewan Indian Nations (FSIN) to enhance connectivity to 89 on-reserve schools in First Nations communities across the province. The two-year project will provide First Nation schools with fibre-based broadband access. AANDC will invest \$11.6 million with SaskTel contributing technical, planning and in-kind services. SaskTel anticipates construction to be complete in 2014.

## SaskTel's Infrastructure Impact continued...

SaskTel and Health Canada agreed to provide 79 First Nation health facilities and treatment centres with broadband connectivity through fibre-optic and microwave technology. Health Canada agreed to fund 100% of the project, which is approximately \$5.5 million, with SaskTel providing technical, planning and in-kind services. Construction began in 2012 and is expected to be complete at the end of 2014.



## Programs

SaskTel's commitment to access to products and services goes beyond our network infrastructure. Here are a few other ways that SaskTel connects us all to our world.

### Northern Broadband Network Agreement

Through a unique partnership between SaskTel, Aboriginal Affairs and Northern Development Canada, The Federation of Saskatchewan Indian Nations and the Saskatoon Tribal Council, SaskTel has been committed to developing access to the SaskTel 4G network and high speed Internet to 28 First Nations communities since 2010. In 2012, SaskTel turned up access to the 4G network in 8 First Nations communities including Makaoo First Nation, Seekaskootch First Nation, Piapot First Nation, Little Pine First Nation, Mosquito First Nation, Witchehan Lake First Nation, Keeseekoose First Nation, and the Key First Nation as part of the overall agreement.

### Project Mobile

Through an innovative partnership between Nutana Collegiate and SaskTel, Project Mobile@Nutana has been launched as a way to explore how mobile technology can be used to help enhance learning, engagement and the overall well-being of a vulnerable demographic youth—the grade 10 students of Nutana Collegiate in Saskatoon, Saskatchewan.

In 2010, SaskTel partnered with Nutana Collegiate to develop a unique and innovative way for the school's Integrated School Linked Services to work with students to remain connected throughout the school year, providing additional support to the individual and assisting them at times when they need it most. The project was launched in the first quarter of the 2011 school year, and 25 students from the grade 10 population were given access to a SaskTel serviced cell phone, complete with voice, text and data functionality. The goal of the mobile@nutana project is to leverage the cellular phones as a way to maintain a connection with these vulnerable youth while strengthening the student's habits for assuming responsibility of communicating with staff. Nutana's support staff was more easily able to communicate with students, staying in touch with them in a quick and easy fashion.

The impacts of the program were measurable and significant. Students participating in the program showed a significant increase in educational engagement, increasing regular attendance at the school on average by 10% over individuals who were not enrolled in the Project Mobile initiative. Retention rates for the Project Mobile students were as high as 97%, while students in the same class who did not participate in the program were retained at a significantly lower level, with 87% of the students in the same class without mobile connection to their teacher dropping out of school in the first quarter alone. From an educational achievement perspective, 14 credits were earned in the project mobile group, while only three credits were earned by the group of students in the same class who did not participate in the project.

*The SaskTel Project Mobile program was recognized in 2012 by the Institute of Public Administration of Canada as a best practice in innovative policy and received an honourable mention through the International Partnership Network Global Best Awards in the category of partnerships that support health, well being and education within the region of the Americas.*



### Disability Accessible Products and Services

Nowhere has technology helped level the field of access for people more than in the disability community, and SaskTel is proud to provide a number of product and service solutions for individuals with disabilities. SaskTel provides a full suite of products that range in functionality from amplification devices, noise-cancelling handsets, TTY Telewriters, voice to text applications for both LAN lines and cellular services, relay services and even medical alert products available through our subsidiary company, SecurTek Monitoring Solutions.

SaskTel services for individuals with disabilities include Message Relay Services and TTY Telewriter response services through SaskTel's Operator Services Department, *Max* Caller ID applications that alert individuals with an incoming call on their television sets, alternate billing formats for individuals with visual impairments and other accommodations that support SaskTel customers with disabilities.

### SaskTel's Dealer Channel

With over 100 different SaskTel authorized dealers across Saskatchewan, SaskTel works with local independent business owners who are located across the province in their home communities, providing SaskTel products and services as part of their overall business to customers right in their own neighbourhoods.

This unique business model not only allows SaskTel to provide local access to products and connectivity on a world-class network in a customer's region, but also strengthens small businesses across Saskatchewan through local cellular, high speed and subsidiary dealer agreements.

### Computers for Schools

The Computers for Schools program is a national initiative co-founded by Industry Canada and the Telecom Pioneers. Those involved in the program refurbish computers and related equipment donated by the federal government, Crown corporations, businesses and individuals. The computers are then distributed across Canada to schools, libraries, and registered not-for-profit learning organizations. In 2012 the program, including its partner organization, the Keewatin Career Development Corporation (KCDC) in La Ronge, refurbished more than 4,200 computers (desktops and laptops) and 114 printers throughout Saskatchewan.

# Employee Standards

SaskTel’s focus is our customer, but our strength has always been our people. SaskTel employees are the lifeblood of our organization, they drive the organization forward and rise to meet the challenges of a fast-paced, highly technical company to keep the confidence of our customer, and strengthen our reputation in the community.

SaskTel is proud of our long-standing relationship with our employees, and has set lofty standards to ensure that the people who take care of you are also cared for with the highest level of honesty, integrity and mutual respect. We believe that we have the responsibility to ensure our employees’ health and safety are protected, that they are provided the best possible training to perform their jobs and are afforded every opportunity to contribute to the highest possible level of each individual’s ability.

We also believe in employment equity, and the need to create an open and inclusive workplace—one that is accepting of all individuals, and supports those who may be in need of additional assistance. We believe that everyone has the potential to contribute, and we’ve worked to create opportunities for everyone to contribute through meaningful employment opportunities.

Without the strength of our employees, SaskTel would be just another company.

## SaskTel’s Provincial Workforce

Active Employees						
	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Management	435	270	3	7	1	20
Non-management	1358	1076	51	108	256	317
<b>Total</b>	<b>1793</b>	<b>1346</b>	<b>54</b>	<b>115</b>	<b>257</b>	<b>337</b>

Inactive Employees						
	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Management	6	16	0	0	0	1
Non-management	39	94	0	1	6	49
<b>Total</b>	<b>45</b>	<b>110</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>50</b>

## Employee Training and Development

SaskTel recognizes that investing in the development of employees continues to be a critical factor in achieving business goals and meeting employees' individual career goals.

With the demand for a highly knowledgeable and skilled workforce to meet the business challenges of today, SaskTel's continuous learning philosophy and commitment to lifelong learning ensures employees are prepared to work productively in today's competitive and ever-changing workplace. We continue to maintain a positive learning environment within SaskTel by providing learning and development opportunities that support SaskTel's business requirements and individual growth. SaskTel embraces both formal and informal learning and believes all forms of learning support continuous improvement.

Utilizing the corporate intranet and a Learning Management System, which includes automated course registration, and individual training histories (internal and external), SaskTel employees can access an extensive collection of learning opportunities. SaskTel offers more than 2,400 learning solutions utilizing instructor-led, online and blended delivery methods.

Some of the new learning opportunities we offered in 2012 were:

- **Leadership Excellence** – A leadership program to help employees build their leadership skills. The Leadership Excellence program is designed to allow individuals to select the most appropriate training based on their position, development needs and preferred learning style. It also helps employees tailor their development plan to align with their time and budget constraints. There are six tracks, or "Series", within the Leadership Excellence Program.
- **Change Management** – Introduced a variety of online and instructor-led courses, tools and resources to support People Change Management initiatives and projects. The purpose of the change management series is to help employees understand, lead, adapt and transition through change.
- **Health and Wellness** – This online learning opportunity was developed in partnership with our Health Services department to educate employees on mental health. The goal of the new course is to break down the stigma associated with mental illness, help remove barriers to accessing help for themselves or someone they know who is experiencing mental illness and lastly, identify tools and resources for early intervention and prevention.
- **Technical** – SaskTel had a strong focus on Technical learning and development in 2012. We had a number of courses for the 4G wireless network, Long Term Evolution (LTE), and Fibre.

SaskTel's Employee Development Centre (EDC) has also been an authorized Pearson Vue Testing Centre since January 2011, allowing SaskTel employees to meet their testing and certification requirements in the technical, IT and sales fields. The centre can deliver testing for a wide range of programs and products including Cisco, Avaya, Red Hat, Oracle and many others.

In 2012, SaskTel continued to support the learning requirements of the business through formal and informal learning opportunities.

## Average hours of training per year per employee by employee category

Employee Category	Total Number of Employees	Total Hours of Training Recorded	Average Hours of Training per Employee
Management	736	16258.3	22.09
Non-management	3163	83970.3	26.55

### Performance Management

SaskTel's focus on performance management supports year round dialogue between managers and employees aimed at strengthening performance and business results. Development plans are also established for every employee in the organization at the beginning of the year. Managers are required to support the development of their employees and to ensure they are performing at a solid level. Annual performance reviews (Partnership for Excellence) are required for each employee and capture objectives that relate the contribution of each employee to SaskTel's overall strategic direction. Development planning is also linked to Performance Management. Employees have access to training, job shadowing, mentorship, and external learning to help them reach their development goals.

Performance Management is a participative process, which is meant to encourage all employees to take responsibility for continuous improvement in their jobs and their personal development. It is not simply an annual review of an individual's achievements and successes; it is a continuous two-way process involving communication, goal-setting, coaching, measurement and development.

Performance Management provides a framework for employee to achieve the corporation vision, with a team focus on excellence. Through this process, all employees follow a common performance and development planning procedure which:

- translates our corporate vision, values and business plans into individual work and development plans; and
- fosters communication between managers and direct reports to help clarify job expectations and focus on continuous improvement with respect to both jobs and personal development.

Employees are also rated according to a set of corporate values. SaskTel actively promotes the corporate values of honesty, integrity and respect and as such asks employees to demonstrate these values in their day-to-day operations.

### Recognition

SaskTel is dedicated to recognizing employees who go above and beyond for not only the customer but for the business as a whole. The Alex Awards are an official way to recognize a significant contribution made by an employee. It is available across all levels of the organization and allows teams and individuals to be recognized for their efforts in a timely way.

## Employee Health and Safety

The overall health and safety of our employees is paramount to our organization, and is something that SaskTel takes very seriously. As an organization that manages numerous employees in a wide variety of fields ranging from operations and installation-based occupations to office-based professions, everyone's safety is of importance. Whether it be a safety harness or an ergonomic workstation, SaskTel works with our employees to ensure that we mitigate potential dangers for our staff, and protect those who make us the company we are today.

This commitment to employee health and safety is reflected in all of our formal agreements with SaskTel's CEP (Communications, Energy and Paperworkers Union of Canada) union, which includes all SaskTel's health and safety policies and procedures formally documented by the organization.

Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities.

Category	Injury Rate (IR)	Occupational Disease Rate (ODR)	Lost Day Rate (LDR)	Absentee Rate (AR)	Fatalities in 2012
Per 200,000 Total Hours Worked	1.97	0	14.58	3937	0

## SaskTel Employees' Personal Problem Program (STEPPP)

The SaskTel Employees' Personal Problem Program (STEPPP) is a referral service that provides access to free, voluntary and confidential counseling services for all SaskTel employees and their families, as well as retirees and their spouses. STEPPP has been a joint program of SaskTel and the Communications, Energy and Paperworkers Union of Canada (CEP) since it was launched in 1983.

Through STEPPP, highly qualified and experienced counselors and other experts are available to help employees and their families deal with many of life's difficulties, including marital problems, parenting challenges, depression, grief, addiction, financial troubles, legal issues and problems experienced by children and teens.

Some people are reluctant to ask for help when they need it. They may be embarrassed, or they may believe they're supposed to solve problems on their own. But some problems take more than willpower to solve. Left untreated, many problems in life only get worse with time. STEPPP exists to help employees deal with difficult situations that adversely affect their job, their health, and their life.

## SaskTel's Representative Workforce Strategy

As part of an overall strategy to create an open and inclusive workforce that values diversity as a business advantage, SaskTel continues to implement aggressive strategies to influence the overall representation of our business so that it is representative of our provincial population. Programs and initiatives that attract, recruit, promote and retain candidates from all four employment equity groups are in place to ensure SaskTel continues to develop a culturally diverse workforce that understands the unique needs of an ever-changing customer base. A Respectful Workplace program is also in place to ensure that all employees are welcome and appropriately supported through supports such as workplace accommodation policies and practices and cultural awareness training programs.

## The SaskTel Supported Employment Program

In 2012, SaskTel finalized a unique and groundbreaking program in partnership with the CEP union and the Saskatchewan Abilities Council, that supports the employment of individuals with cognitive disabilities through job carving initiatives throughout the organization.

Through a letter of understanding between the Saskatchewan Abilities Council and SaskTel, common language was established between the two organizations outlining the definition of supported employment, and the responsibilities of each organization to work together to identify opportunities and ensure appropriate supports for individuals who may participate in the initiative.

The program creates opportunities for individuals with cognitive disabilities through a job carving process that allows job duties and hours of work to be tailored to the abilities of the individual, allowing them to gain meaningful employment while contributing to the overall success of SaskTel in an impactful way.

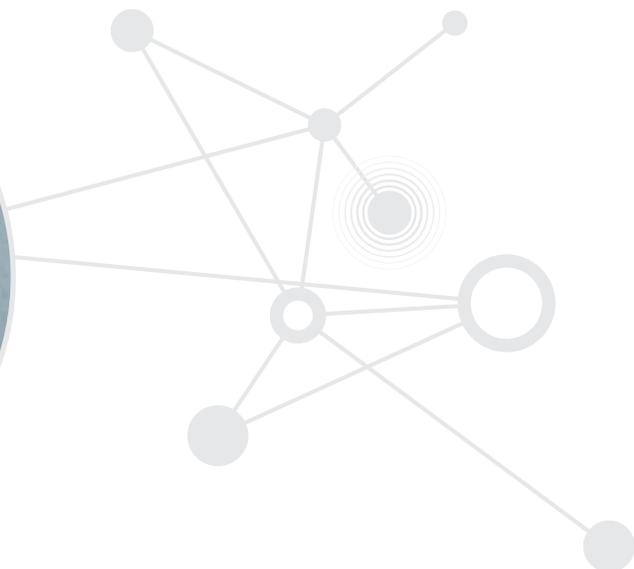
## Helping Our Own People (HOOP)

Helping others has always been a value of SaskTel employees, and when one of our own is in need we rise to the occasion. The employee driven HOOP initiative assists employees and their families deal with medical emergencies and the costs associated with unplanned traumatic events.

A corporately funded program that also receives contributions from employee-based activities and events, HOOP has donated over \$500,000 to assist employees in distress from all corners of the province.

## Employee Networks

The work being done by SaskTel employees to advance the level of openness and inclusion within SaskTel has played a significant role in shifting the culture of individual departments, as well as the corporation as a whole. Raising awareness of cultural differences, organizational barriers, and emerging workforce behaviours all contribute to giving SaskTel a competitive advantage as we move our organization forward.



## SaskTel Aboriginal Employee Network (SAEN)

The SaskTel Aboriginal Employee Network will celebrate its eighteenth year of existence in 2012, making the network the longest standing employee network within all Crown corporations.

SAEN continues to impact SaskTel and our collective understanding of Aboriginal issues through a series of events and activities, including lunch and learn events, medicine walks and meetings that include elder teachings and cultural information sharing. SAEN continues to support many of SaskTel's YOUTHnetwork initiatives and activities, such as mentorship programs in Regina and Saskatoon, engaging Aboriginal youth as role models.

The SaskTel Aboriginal Employee Network has partnered with YOUTHnetwork to hold an art project at our partner schools: Scott Collegiate, Nutana Collegiate and Mount Royal. The premise is to engage students wishing to produce a piece of art that SAEN can reproduce into a greeting card. SAEN will use the art to develop greeting cards and possibly a future calendar, which in turn will raise funds for partner schools and showcase Aboriginal artists. The project will run for the month of October.



## SaskTel Employee Network on Disability (SEND)

The SaskTel Employee Network on Disability highlighted the International Day of Persons with Disabilities on December 3rd, by raising awareness of SEND and their accomplishments over the past five years. SEND continues to be involved in removing systemic barriers for SaskTel employees across the province, as well as acting as subject matter experts on diversity related initiatives. SEND accomplishments in 2012 include initiatives such as a mentorship program for youth with visual impairments, hosting various lunch and learn activities on disability issues, consulting on issues of health and safety for employees with disabilities, consulting on technical issues that affect SaskTel's disability customers and acting as subject matter experts for the organization as it relates to adaptive technologies.

## NextGEN

The SaskTel Next Great Employee Network (NextGEN) has made a significant impact in affecting our corporation's ability to attract, recruit and retain the next generation of employees. From the work that is being done to promote SaskTel as a youthful, fun and friendly place to work at major career fairs, to developing initiatives within the company that are fun, and enhance SaskTel's image within the community, NextGEN continues to create social and professional networking outlets for our newest employees.

Some of NextGEN's 2012 highlights include participating in a number of fund raising initiatives, such as the KidSport Corporate Challenge, the 24 Hour Relay for Cancer and the annual Terry Fox Run for the Cure. In total, NextGEN raised nearly \$30,000 for local and national charities, while creating fun ways for new SaskTel employees to network and get to know each other and the company.



**In 2012, SaskTel was named one of Canada's Top 100 Employers by Media Corp., one of Canada's Top 50 employers by *Globe and Mail's Report on Business*, and one of Saskatchewan's Top Employers by Media Corp.**



# Environmental Stewardship

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In 2005, SaskTel took the lead in developing one of the first sustainability strategies for Saskatchewan Crown Corporations. The SaskTel Eco(logical) strategy was innovative in its approach, laying out specific and aggressive goals for the organization to strive towards, and looked into the future to explore, what was at the time, some of the most advanced concepts in environmental management practices potentially available to the corporation.

Today, SaskTel is well positioned to take the next step in environmental sustainability and stewardship, with a solid foundation that has organizational practices aligned with environmental policies, and an Environmental Management System (EMS) that allows SaskTel to manage environmental aspects of our business effectively, based on International Standard Operating Standards (ISO 14001).

With this foundation in place, SaskTel will be able to better position itself to move sustainability initiatives forward, accurately measure and identify their impact and continue to advance our efforts to reduce the significance of our corporate footprint on the environment. Through these actions, SaskTel will become both a more efficient and socially responsible corporate citizen.

## **SaskTel's Eco(Logical) Strategy**

Since 2004, SaskTel has had environmental strategies and measurement tools in place to both evaluate and reduce the environmental footprint of the organization. The SaskTel Eco(Logical) strategy put into action evaluation measures that ensured SaskTel's environmental stewardship was built on a solid foundation of environmental policy and procedure, as well as measured through an Environmental Management System (EMS) that complied with International standards through the International Standards Organization's Environmental Standards (ISO 14001). This activity ensured that SaskTel implemented and continued to maintain a measurement tool that is on par with the highest benchmarks in the field of environmental stewardship.

The second phase of the Strategy, developed in 2012, aims to take the foundation that has been established over the past seven years, and expand it, creating a wider focus of our environmental impacts to include audience of internal and external stakeholders. Through the secondary phase of the SaskTel Eco(Logical) Strategy, SaskTel is now positioned to take on a greater level of corporate responsibility in environmental initiatives that match the current trends and focus areas within the field, while continuing to maintain the initial philosophies and scientific methodologies that ensure SaskTel is striving towards valid and significant objectives.

## SaskTel Environmental Impact Indicators

Category	Calculation	Total Impact
Direct Energy Consumption by Primary Energy Source		
Natural Gas	2,001,284 m <sup>3</sup> x 0.03901 GJ/m <sup>3</sup>	78,070.1 GJ
Fleet Fuel	3,084,418 L x (1 US Gal / 3.785 L) x 0.125 GJ/US Gal	101,863.2 GJ
<b>2012 Total Direct Energy Consumption</b>		<b>179,933 GJ</b>
Total Number and Volume of Significant Spills	No Known Spills	0
Monetary Value of Significant Fines and Total Number of Non-monetary Sanctions for Non-compliance with Environmental Regulations	No Fines or Sanctions Placed on SaskTel's Operations for Environmental Regulations in 2012	0

### Phones for a Fresh Start

Cellular phone technology is moving at an incredible speed. It seems as though every time you turn around, there is a newer (and shinier) version of the must-have gadget, making your phone seem nearly obsolete and pale in comparison. Today's technology is becoming increasingly disposable, and consumer desire to have the latest and greatest technology means there are a lot of old phones stuffed away in drawers and the backs of closets.

Since 2009, SaskTel has provided a way for unwanted cell phones to become valuable again through the Phones for a Fresh Start initiative. The program encourages SaskTel customers to recycle their phones at SaskTel Stores and participating SaskTel dealers, where they are collected and recycled for parts for other products. The proceeds from these parts are used to purchase pre-paid phone cards, which are distributed along with refurbished phones to women's shelters and safe homes. As part of the program, SaskTel, with the help of the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS), provides women's shelters across the province with usable cell phones that have been bought back from customers, along with phone stock that has become obsolete.

These phones provide an essential communications tool for women in abusive situations, allowing women in the shelters to stay connected to their families and to be able to call for help if it is required.

## Phone Book Recycling

DirectWest, a SaskTel subsidiary that is the primary distributor of phone book directories within the province of Saskatchewan, is an environmentally focused organization. Through their commitment to environmental sustainability, they have taken numerous steps to not only reduce their own carbon footprint, but also create opportunities for SaskTel customers to follow suit. Through the SaskTel phone book recycling program, DirectWest promotes the elimination of paper waste by working with local recycling organizations to ensure that customers can recycle their phone books once they are finished with them.

DirectWest also offers the same complete and local phonebook information in the traditional phonebook in online, text, and mobile platforms.

*In 2012, SaskTel was named one of Canada's Greenest Employers for the fourth consecutive year by Mediacorp Canada Inc.*



# About This Report

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## Our Process

SaskTel has adopted the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines, a reporting framework that is used around the world by corporations. For 2012, SaskTel met the standards for the following performance indicators, thereby qualifying for a GRI self-declared level C.

This report was compiled utilizing input from a variety of different departments, including: Corporate Social Responsibility, Human Resources, Corporate Communications, Environment, Marketing, Safety, Regulatory Affairs, Legal, Finance, and others.

## Report Scope and Boundary

This report outlines our 2012 CSR performance from January 1, 2012 to December 31, 2012. In each of the five core areas including Ethical Leadership, Improving the Standard of Living for People in Saskatchewan, Increased Access to Products and Services, Employee Standards and Environmental Stewardship, the 2011 performance indicators have been restated where measures have remained static.

For more information regarding our improvements, please reference <http://sasktel.com/about-us/company-information/financial-reports/attachments/11-sasktel-corporate-responsibility-report.pdf>.

## STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

### 1. Strategy and Analysis

Profile Disclosure	Description	Page Number
1.1	Statement from the most senior decision-maker of the organization.	ii

### 2. Organizational Profile

Profile Disclosure	Description	Page Number
2.1	Name of the organization.	2
2.2	Primary brands, products and/or services.	2
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	This information is posted publicly on our Corporate website at <a href="http://www.sasktel.com/about-us/company-information/index.html">http://www.sasktel.com/about-us/company-information/index.html</a>
2.4	Location of organization's headquarters.	This information is posted publicly on our Corporate website at <a href="http://www.sasktel.com/about-us/company-information/index.html">http://www.sasktel.com/about-us/company-information/index.html</a>
2.5	Number of countries where the organization operates.	This information is posted publicly on our Corporate website at <a href="http://sasktelinternational.com/contact/">http://sasktelinternational.com/contact/</a>
2.6	Nature of ownership and legal form.	This information is posted publicly on our Corporate website at <a href="http://www.sasktel.com/about-us/company-information/index.html">http://www.sasktel.com/about-us/company-information/index.html</a>
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	14, 15
2.8	Scale of the reporting organization.	18
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	3, 14
2.1	Awards received in the reporting period.	This information is posted publicly on our Corporate website at <a href="http://sasktel.com/about-us/company-information/awards.html">http://sasktel.com/about-us/company-information/awards.html</a>

### 3. Report Parameters

Profile Disclosure	Description	Page Number
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	28
3.2	Date of most recent previous report (if any).	The 2011 CSR Report was issued on in April, 2012
3.3	Reporting cycle (annual, biennial, etc.)	Annual
3.4	Contact point for questions.	This information is posted publicly on our Corporate website at <a href="http://support.sasktel.com/app/contact_us">http://support.sasktel.com/app/contact_us</a>

3.5	Process for defining report content.	3
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	28
3.7	State any specific limitations on the scope or boundary of the report.	This report does not include the performance of SaskTel's subsidiaries such as SaskTel International, SecurTek, and Direct West.
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Not applicable to our scope of reporting
3.1	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	28
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	2, 28
3.12	Table identifying the location of the Standard Disclosures in the report.	29

#### 4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Page Number
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Responsibility of SaskTel's CSR performance resides with SaskTel's Executive team, as well as SaskTel's Environment and Human Resources subcommittee of the Board.
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	The chair of the board of directors for SaskTel is not an executive officer for the organization.
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	This information is posted publicly on our Corporate website at <a href="http://www.sasktel.com/about-us/company-information/executive-team/index.html">http://www.sasktel.com/about-us/company-information/executive-team/index.html</a>
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	This information is posted publicly on our Corporate website at <a href="http://support.sasktel.com/app/contact_us">http://support.sasktel.com/app/contact_us</a>
4.14	List of stakeholder groups engaged by the organization.	3
4.15	Basis for identification and selection of stakeholders with whom to engage.	3

## STANDARD DISCLOSURES PART II: PERFORMANCE INDICATORS

Economic		
	Description	Page Number
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	4
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	14, 15
Environment		
EN3	Direct energy consumption by primary energy source.	26
EN23	Total number and volume of significant spills.	26
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	26
Labour Practices and Decent Work		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	18
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	21
LA9	Health and safety topics covered in formal agreements with trade unions.	21
LA10	Average hours of training per year per employee by gender, and by employee category.	20
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	19-23
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	20
Society		
SO5	Public policy positions and participation in public policy development and lobbying.	8
Product Responsibility		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	11-13

