Connecting Your World

2016/17 CORPORATE SOCIAL RESPONSIBILITY REPORT

SaskTel

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President's Message

SaskTel never lost sight of the fact that our work helps to connect communities across Saskatchewan. It's the reason why we were established, and we understand that our products and networks provide customers – from individuals to businesses – with the tools they need to participate fully in community life and engage in the global economy. In 2016/17, we continued our important work to bring people closer together.

From a corporate citizenship standpoint, we recognize that delivering our customers Saskatchewan's most efficient and effective communications network also means carrying out business in an open and responsible way that preserves our roots in the communities we serve. That is why we have worked closely and collaboratively with our municipal partners, employees, external stakeholders, as well as charitable and non-profit organizations that improve the quality of life in the communities where we do business.

Continuous improvement is engrained in our culture, and is therefore a natural part of every project we undertake. In the 2016/17 reporting period, SaskTel invested $323 million in capital expenditures to improve customer experience across our wireless, TV and high speed Internet services. Before embarking on a project, we instinctively and rigorously apply our standards for employee health and safety, local impact and environmental sustainability to ensure we are fostering long-term growth and vital communities.

I am pleased to present our latest Corporate Social Responsibility report, which highlights our achievements as a business and member of the community. I am especially proud of the way our employees at every level focus on keeping customers at the core of our business, each and every day.

This year's report is divided into five areas and follows nationally-accepted standards for corporate social responsibility reporting. From community outreach to investments in our networks, readers will be given real-life examples of how SaskTel is making a difference in the communities where we live and work. We have also instilled a more disciplined approach to target setting and measuring success, all in an effort to expand the limits of what is possible.

PUTTING CUSTOMERS FIRST AND FOREMOST

While there have been challenges for the industry, SaskTel remains committed to our philosophy of putting the customers first. Over the past year, we have made it easier for employees to take ownership of issues and take steps to enhance the customer experience.

In our industry, we immediately hear the opinions of customers on products and upgrades to service reliability, but we also hear first-hand when we fall short of expectations. Through our CX First initiative, employees at every level are encouraged to make their fullest contribution to providing consistent, quality experiences for our customers.

Going forward, our focus remains squarely on our customer and a major initiative will be to strengthen customers' online service channels to give them the freedom and convenience they need in today's fast-paced world.

A COMPANY FOR ALL

In 2016, we were recognized as one of Canada's Top Diversity Employers. For seven years, SaskTel has been selected for this national award in acknowledgement of our efforts to promote inclusive work environments, and these efforts extend to our most senior ranks. More than one-third of our executive team are women, and nearly 40% of our managers are women. As of March 2017, Indigenous representation has also risen to 9.4% of our organization.

ENVIRONMENT OF OUR BUSINESS

We continue to make strides connecting our employees with the environment they work in and integrate

sustainability into all facets of how we plan, build and operate. In the past year, we have proactively developed sustainability strategies while managing the environmental aspects of our business. As an active supporter of environmental sustainability and greening initiatives, in 2016 SaskTel was named one of Canada's Greenest Employers for the eighth year in a row.

CREATING COMMUNITY

SaskTel has a proud tradition of supporting community organizations. Through volunteerism, workplace giving and charitable fundraising initiatives, SaskTel employees always find inspiring ways to give back.

Every year, SaskTel employees give generously to charities caring for individuals and families, supporting such worthwhile organizations as the Canadian Cancer Society, the United Way, Arthritis Society and others. In 2016, our TelCare employee benevolent fund committed nearly $300,000 in direct support to 69 Saskatchewan non-profit organizations. These efforts help to nurture strong and meaningful connections with our communities.

THE WAY WE DO BUSINESS

In the spirit of continuous improvement, we draw on the knowledge and expertise of our staff to develop made-in-Saskatchewan solutions that empower local businesses through superior products and by bringing world-class networks to the farthest reaches of the province.

In early 2017, we partnered with the Government of Canada to deliver faster internet service to customers in 23 northern communities, including high speed service to three northern communities for the very first time. It was a complex project, and would not have been possible without the commitment and expertise of more than 240 employees from various areas of the company.

In 2016/17, we also took a big step forward in the evolution of wireless services in our province, with the aggressive deployment of LTE throughout Saskatchewan. SaskTel will continue to work until we've covered 99% of the population of the province with fast and reliable LTE service.

SaskTel has a proud history of being the first to bring innovative and game-changing communications products to the people of Saskatchewan. By its very nature, providing the people of Saskatchewan with reliable and accessible communications services contributes to a high quality of life and a strong, prosperous economy for our province. Across our company, and across our commitments, we look forward to where our journey will bring us next.

In closing, I would like to personally thank our customers and employees, along with our suppliers and other stakeholders, for their dedicated contributions.

Doug Burnett
Acting President & CEO

About this Report

This report provides an overview of SaskTel's corporate social responsibility initiatives and shows how we balance our business priorities with being a good corporate citizen. In 2011, an independent analysis was completed to provide an approach that guides SaskTel's corporate social responsibility goals while aligning with our corporate responsibilities to our customers and shareholders.

SaskTel's corporate social responsibility initiatives are guided by the following five key focus areas:

- **Ethical Leadership** – SaskTel's activities are guided by a set of values and principles designed to help all employees make ethical decisions in the conduct of the corporation's business.
- **Improving the Standard of Living for People in Saskatchewan** – SaskTel has and will continue to support the people of Saskatchewan through a variety of ways.
- **Increased Access to Products and Services** – We will be a customer's first choice by designing and delivering a positive customer experience every time.
- **Employee Standards** – The key to SaskTel's success has always been our people. They are not just our strength, but also the kind of people who volunteer to lead, coach, counsel and care across our province.
- **Environmental Stewardship** – The SaskTel Eco(logical) strategy is innovative in its approach, laying out specific and aggressive goals for the organization to strive towards.

SaskTel has also followed the Global Reporting Initiative (GRI) G4 Sustainability reporting guidelines in developing this document, which has been prepared in accordance with the core level guidelines. The details of these requirements can be found in the appendix of this report.

REPORTING TIMELINES

This report covers the period of April 1, 2016 to March 31, 2017, unless otherwise stated.

FORMAT

Protecting the environment is important to us. Electronic versions of this report are available at **www.sasktel.com**.

STAKEHOLDER ENGAGEMENT

Information for this report was gathered from and verified by key Subject Matter Experts (SMEs) across SaskTel. These SMEs are from the Corporate Social Responsibility, Human Resources, Corporate Services, Corporate Communications, Legal, Environment, Safety, Marketing and Finance functions of SaskTel.

CSR at SaskTel

SaskTel is the leading Information and Communications Technology (ICT) provider in Saskatchewan, with over $1.2 billion in annual revenue and approximately 1.4 million customer connections including 616,000 wireless accesses, 383,000 wireline network accesses, 275,000 Internet accesses and 110,000 maxTV™ subscribers.

SaskTel and its wholly-owned subsidiaries offer a wide range of ICT products and services including competitive voice, data and Internet services, wireless data services, maxTV services, data centre services, cloud-based services, security monitoring services, advertising services and international software and consulting services. SaskTel and its wholly-owned subsidiaries have a workforce of approximately 4,000 full-time equivalent employees.

We aim to be the best at connecting the people of Saskatchewan to their worlds. To achieve this vision, we must continue to be a good corporate citizen by delivering the best experience possible to our customers and suppliers, fostering an environment where our employees can learn and grown, investing in our local community, balancing our operations with environmental protection and investing in our economy and society.

With those drivers in mind, the CSR Report has been divided and presented in the following areas:

- Customers and Suppliers
- Employee Experience
- Community Investment
- Environmental Sustainability
- Economy and Society

For more information about SaskTel, please visit **www.sasktel.com**.

VISION, MISSION AND VALUES

Our Vision
To be the best at connecting people to their world.

Our Mission
To provide the best customer experience through our superior networks, exceptional service, advanced solutions and applications.

Our Values
Honesty – We build honest relationships through open communications with all people who interact with our business: our customers, co-workers, partners and shareholders.

Integrity - We deliver excellence by acting with integrity when conducting business and by taking pride in, and responsibility for, our work and decisions.

Respect - We believe that by working together, we can create an atmosphere of mutual respect.

GOOD GOVERNANCE AND ETHICAL LEADERSHIP

The SaskTel Board of Directors has implemented a comprehensive set of Corporate Governance practices and is committed to clear disclosure of those 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 of adapting the Board's governance practices to meet the Guidelines, where appropriate.

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 SaskTel's 2016/17 Annual Report.

Crown Corporation Status
SaskTel is a Crown Corporation established through Saskatchewan provincial legislation. The Corporation falls under the ambits of the Crown Investments Corporation of Saskatchewan (CIC), a holding company for all Crown Corporations, with the authority to supervise SaskTel in the interest of all Saskatchewan residents. Thus, SaskTel must follow government regulatory procedures which enables it to have a strong governance structure in place.

Customers and Suppliers

At SaskTel, we pride ourselves in bringing people closer together. Our customers place their trust and confidence in us to provide solutions that meet their unique communications needs. As customer and supplier expectations change and evolve, SaskTel is committed to delivering the best possible experience.

CUSTOMER EXPERIENCE

We know that our customers require reliable service to make their lives easier. As such, SaskTel continues to offer a seamless customer experience through our superior network. In the 2016/17 period, we continued to invest in more self-service options to give customers improved shopping, purchasing and bill payment experiences.

Our employees are integral to our customer experience strategy. By focusing on doing things right the first time and fixing things quickly if errors arise, they make it easier for our customers to do business with us. Because of our efforts, SaskTel received the following recognition for our customer experience from J.D. Power & Associates in 2016/17:

- Ranked first for Wireline Customer Satisfaction Studies for TV and Internet in the West Region for the fourth consecutive year.
- Tied for the first place ranking for overall network quality in the west for the second consecutive year.
- Ranked first for Canadian Wireless Purchase Experience Satisfaction.
- Ranked third for Canadian Wireless Customer Care.

A few highlights of our customer experience achievements include:

- **SaskTel.com Enhancements** – Besides a new look and feel, online improvements in 2016/17 included a customized browsing experience that allows users to see the products, promotions and prices available to them, as well as the ability to purchase wireless products and services.
- **In-home Wi-Fi** – Improvements were made to the technology, policies, customer communication and education surrounding the SaskTel In-home Wi-Fi experience.
- **Wireless Courtesy Notifications** – SaskTel began sending out courtesy notifications to customers to warn them when they are nearing their data limit, allowing them to better manage their data use.

- **shareMORE Wireless Plans** – The introduction of SaskTel shareMORE wireless plans now allows customers to share data across all the devices in their household.
- **Consumer Advertising** – SaskTel changed the look and feel of its consumer advertising in order to be more relatable, human and highlight the real-life experiences of our Saskatchewan customers.

Safeguarding Customer Personal Information
SaskTel places a high priority on the loyalty of our customers, which is built on a foundation of good products, competitive prices and – above all – excellent customer service. As a result, we are committed to the privacy of our customers' personal information. We adhere to the procedures outlined in the Freedom of Information and Protection of Privacy Act (FOIP), which governs our approach to handling personal information.

Customer and Market Diversity
SaskTel continues to strive to deliver products and services to our clients that reflect both our global aspirations and our deep provincial roots. The diversity of our employees enables us to understand the unique needs of our customer, while the variety of our product offering will allow us to serve them better.

Indigenous Customer Services Team
The Indigenous Customer Services team is staffed by long-serving Indigenous employees who provide excellent customer service and develop strategic business partnerships. For example, SaskTel is the title sponsor for the fourth annual Saskatchewan First Nations ICT conference. This team provides the opportunity for enhancing and learning about technology, as well as learning how to use it in Indigenous community schools, health clinics, band offices and more.

Customer Feedback Mechanisms
We regularly survey our customers about their experiences with SaskTel's products, services and representatives in an effort to constantly improve the customer experience. We also want to make it easy for customers to get and stay in touch with us. There are several ways customers can provide compliments or concerns to SaskTel:

- At 1-800-SASKTEL (1-800-727-5835), feedback is captured in a database and handled by the appropriate workgroups within SaskTel.
- Customers can 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.
- Complaints regarding regulated services are dealt with by the Canadian Radio-television and Telecommunications Commission (CRTC), an independent agency of the Government of Canada responsible for regulating the activities of SaskTel and other national telecommunications companies.
- Customers can also follow SaskTel on Twitter and Facebook to get regular updates as well as contact us with questions and comments.

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 products and service solutions for individuals with disabilities. SaskTel provides a full suite of products that range in functionality from amplification devices, TTY Telewriters, voice-to-text applications for both LAN lines and cellular services, relay services and a medical alert product available through our subsidiary company, SecurTek Monitoring Solutions.

SaskTel services for individuals with disabilities include Message Relay Services and IP Relay Services, maxTV Call ID applications that alert individuals with an incoming call on their television sets, alternate billing formats for individuals with visual impairments among other accommodations that support SaskTel customers with disabilities.

In November 2016, SaskTel was pleased to begin offering the Text With 911 service to SaskTel customers who are hearing and speech impaired. Text With 911 is a service that allows residents who are deaf, hard of hearing or speech impaired to register their cellphone to communicate with Sask911 operators via text message. Family members and close friends of these residents may also register their cell phones in case their loved one needs to use their phone in an emergency.

Accessibility on Our Website
The SaskTel website is one of the main places for customers to access information about our products and services. As demand for more over the web self-service options increase, SaskTel is working to ensure that all groups of customers can access the site. As a result, we follow the guidelines and standards for accessibility as outlined in the Web Content Accessibility Guidelines 2.0 created by the World Wide Web Consortium.

APPROACH TO SUPPLIERS AND PROCUREMENT

Every year, SaskTel spends millions of dollars to support local and Canadian suppliers. Even as we focus on getting the best value for money, we ensure that suppliers have business practices that align with our values – especially as it relates to corporate social responsibility.

SaskTel also provides under-represented communities and local organizations with equitable opportunities to compete for procurement opportunities. This enables small and medium enterprises to create economic development in their own communities. In the 2016/17 period, **72% of our suppliers** were located in Saskatchewan.

Table 1: 2016/17 Procurement Statistics

Total count of suppliers invoiced	3,958
Total supplier spend	$881 M
% of suppliers outside of Canada	7%
% of Canadian suppliers outside of Saskatchewan	21%
% of Saskatchewan suppliers	72%

When evaluating proposals, SaskTel considers many different factors including financial and non-financial capabilities such as people, products, quality, services, transition plans and corporate social responsibility. When registering with SaskTel, suppliers are prompted to answer a series of questions related to CSR, which cover a variety of topics such as diversity and inclusion, environment, health and safety. SaskTel may also include questions related to diversity in our Requests for Proposals (RFP) - depending on the nature of the purchase.

Table 2: Types of Purchases Made in 2016/17

Category	Amount
Taxes and Miscellaneous Financial	$54 million
Marketing and Sales	$220 million
Professional Services and Contingent Labour	$126 million
Network and Hardware	$95 million
Information Technology	$93 million
Business Consumer Products	$79 million
Customer and Construction Services	$62 million
Intra-Carrier Services	$50 million
Facilities and Land	$22 million
Logistics, Warehouse and Transportation	$18 million
Human Resources and Corporate Services	$14 million
Utilities	$14 million
Inter Company	$12 million
Tools and Consumable Materials	$6 million
Other	$19 million
Total	$884 million

VENDOR AND SUPPLIER DIVERSITY

Providing under-represented communities with an equitable opportunity to compete for employment helps SaskTel create an organization that is representative of the community in which it serves. Similarly, providing an equitable opportunity for organizations within the province to compete for SaskTel procurement opportunities enables small and medium sized businesses to provide economic sustainability for many in their community.

SaskTel has instituted an equitable procurement policy through the inclusion of diversity language in the RFP process when applicable, rewarding those who participate in employment equity practices and promote diversity within their business.

Vendors and suppliers have the opportunity to identify their value add in any or all of the following areas with regards to Indigenous peoples, persons with disabilities, visible minorities and women in under-represented roles in the following categories:

* Equity group ownership and/or partnership;
* Equity group employment and/or training initiatives; and/or
* Other notable initiatives that promote diversity and inclusion.

A diversity group owned business is a for-profit, regardless of size, which is owned, operated and controlled by diversity group members. Ownership means that the business is at least 51 percent owned by such individuals. Furthermore, those minority group members must control the management and daily operations.

Removing Barriers

At SaskTel, not only do we respect different cultural values, but we recognize the unique contributions of our multilingual and bilingual employees to the overall customer experience. We understand that for the many newcomers that now call our province home, being able to communicate in their language of choice can make all the difference.

Henry Lin is fluent in the language of good customer experience.

Henry, a SaskTel Engineering Assistant, currently spends his work days helping to upgrade SaskTel's Microwave Radio Network for communities in the north. He is also a member of SaskTel's volunteer Language Assistance Program.

"I first heard about the program when someone suggested I should join," said Henry, who speaks Mandarin fluently. "I was very excited to do so."

In recent years, Saskatchewan's Mandarin-speaking Chinese population has grown considerably, reflecting the growing multiculturalism and diversity of our communities.

Every now and then, Henry is called upon to go above his normal responsibilities to help meet the needs of customers speaking different languages.

"I have received several calls, mainly from Sales, when they have a customer who is struggling with their English," he said. "I am very happy to help!"

Henry's enthusiasm and eagerness to put the customer first is part of what sets SaskTel apart from our competitors. As part of our CX First initiative, employees are encouraged to stand up when there is an opportunity to fulfill an unmet customer need.

Recently, he received a request for help involving a customer who was having trouble understanding English. After several attempts to reach the customer, Henry persisted and eventually met up with them in person.

As someone who was also new to Canada at one time, Henry feels he has a good understanding of what people face when they first arrive in Canada. When a language

barrier is involved, navigating new situations can sometimes be daunting.

"It was great to meet the customer," said Henry. "They were having trouble signing up for a SaskTel service, so I took them through the process and signed them up."

Henry went on to let the person know about other SaskTel products and services they might find useful, and explained some other aspects of how SaskTel does business. Henry also provided the customer with his contact information should they have any questions in the future.

"I am obviously very proud of the place I work, and feel SaskTel's product, services and people are second to none!" said Henry.

Customers are at the centre of what we do at SaskTel, and Henry's efforts are just one of many shining examples of how our people are putting them first.

CX First
=
客户体验第一

Henry Lin
SaskTel Engineering Assistant

Employee Experience

SaskTel's diverse employee teams invigorate our organization with their new ideas and insights. We encourage employee development and will continue to allocate resources to help our workforce reach their highest potential. Our employees bring a breadth of knowledge and skills to work every day. Our people are our strength.

OUR TEAM

Table 3: SaskTel Culture Principles

Our People are Our Strength	We Deliver Outstanding Customer Service	We are Accountable and Responsible
We are SaskTel. We are talented, skilled and caring people with a passion for our province and our company. We grow and develop as people in a work environment that treats us great.	We build cusotmer loyalty. We make every customer interaction a positive one, making lasting impressions with our customers	We are proud. We honour our past, celebrate our present and build our future.
We are a team. We run our business together, knowing that each of us has a role to play in the overall success of SaskTel.	We go above and beyond. We listen to our customers and make their overall experience one that sets us apart from others.	We are accountable. We hold ourselves and our teammates accountable for our actions. We make decisions that benefit SaskTel financially, socially and environmentally.
We are representative of the province we serve. We embrace our diversity as a business strength, and value the individuality that each of us brings to the table.	We take ownership. We are honest and realistic in our commitments to our customers. When we make a mistake, we learn from it; and we make it right.	We are part of our community. We take great pride in the role we play as community partners. Our efforts both inside and outside of work makes Saskatchewan a better place for all. Our commmunity depends on us to keep them connected to their world.

Table 4: Number of Employees
As at March 31, 2017

	Permanent		Temporary		Part-Time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Management	480	294	1	1	2	17	483	312
Union	1342	924	53	65	281	286	1676	1275
Total	1822	1218	54	66	283	303	2159	1587

Table 5: Age of Employees as a % of Total Workforce
As at March 31, 2017

	Permanent		Temporary		Part-Time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30	3.1%	1.2%	0.6%	0.5%	3.1%	2.6%	6.8%	4.3%
30 - 50	28.0%	15.4%	0.8%	1.0%	4.0%	4.8%	32.8%	21.2%
Over 50	17.6%	15.9%	0.0%	0.2%	0.5%	0.7%	18.1%	16.8%
Total	48.6%	32.5%	1.4%	1.8%	7.6%	8.1%	57.6%	42.4%

Table 6: Total Hires as a % of All Hires
April 1, 2016 to March 31, 2017 (Includes summer and co-op students)

	Permanent	Temporary	Part-Time	Total
Under 30	5.0%	44.9%	21.4%	71.2%
30 - 50	10.2%	3.7%	12.7%	26.6%
Over 50	1.5%	0.0%	0.6%	2.2%
Total	16.7%	48.6%	34.7%	100.0%

Table 7: Total Turnover by Age Group and Gender as a % of All Turnover
April 1, 2016 to March 31, 2017

	Permanent		Temporary		Part-Time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30	1.8%	2.2%	1.3%	1.3%	7.6%	8.9%	10.7%	12.5%
30 - 50	7.1%	7.1%	0.9%	0.0%	4.0%	7.1%	12.1%	14.3%
Over 50	22.8%	22.3%	0.0%	0.0%	2.2%	3.1%	25.0%	25.4%
Total	31.7%	31.6%	2.2%	1.3%	13.8%	19.1%	47.8%	52.2%

Table 8: Total Turnover as a % of All Employees
April 1, 2016 to March 31, 2017

	Voluntary Resignations	Retirements	Total
Permanent	1.2%	2.6%	3.8%
Temporary	0.2%	0.0%	0.2%
Part-Time	1.7%	0.3%	2.0%
Total	3.1%	2.9%	6.0%

ENGAGING WITH UNIONS

Our longstanding partnership with Unifor is important in our industry where customer needs and regulations are evolving. SaskTel values the input of Unifor, the union who represents approximately 79 percent of our workforce. Through joint SaskTel-union committees, we continue to promote a dialogue of partnership.

DIVERSITY AND INCLUSION

Diversity and inclusiveness are a big focus of SaskTel, striving to be an open and inclusive workplace that is reflective of our customer base and the changing demographic landscape of the province. In doing so, SaskTel values a supportive work environment that promotes the full participation of all designated employment equity groups. SaskTel is a registered participant of the Saskatchewan Human Rights Commission 's (SHRC) Employment Equity program, and was one of the first organizations to commit to the program. SaskTel has been a member of the SHRC's Employment Equity Program since 1982 and is recognized as an equity partner.

Diversity Representation
SaskTel has long recognized the significant impact diverse employees have on our workplace and our customer base. The SHRC identifies four equity groups, which we have placed a specific emphasis on since 2004. SaskTel'sapproach includes bringing awareness and understanding of the business need to be diverse, with an goal to shift the overall demographics of the organization to one that is more aligned with the representation of our provincial customer base.

Table 9: SaskTel's Representation by Equity Group
As at March 31, 2017

Indigenous Peoples	Persons with Disabilities	Women in Under-Represented Roles	Visible Minorities
9.4%	10.4%	31.7%	9.9%

Indigenous Peoples
In a competitive market, SaskTel continues to focus on the advancement of Indigenous employee representation in technical and professional fields. This is accomplished through the work done in building significant relationships within the Indigenous community and promoting technical career paths in both secondary and post-secondary institutions. SaskTel also continues to support the Indigenous community through various sponsorships, partnerships and employee networks such as SaskTel's Aboriginal Employees Network (SAEN), helping to make SaskTel an employer of choice.

Persons with Disabilities
As with our Indigenous representation within SaskTel, persons with disabilities are an area of focus. Through programs such as Supported Employment and employee

networks such as SaskTel's Employee Networkon Disability (SEND), SaskTel's culture continues to become more inclusive.

Women in Under-Represented Roles
SaskTel utilizes the federally developed National Occupation Codes (NOC) as a way of identifying positions within SaskTel in which women are under-represented within the province of Saskatchewan. Through this process, SaskTel can measure equity representation against national and provincial standards, identify national employment and educational trends and more accurately identify opportunities within the organization for the advancement of representative workforce strategy initiatives.

Visible Minorities
This employment equity group continues to grow within the province and SaskTel's overall representation continues to grow as well. The representation of visible minorities is growing in nearly each job classification in our organization.

ATTRACTION AND RECRUITMENT WITHIN DIVERSITY GROUPS

SaskTel continues to grow the level of representation of diverse groups within our organization to reflect that of the province we serve. Due to the technical nature of many of the positions that SaskTel posted externally, the required skillset can sometimes be challenging to find. Work continues, however, to identify, develop and, in some instances, even build a future pipeline of diverse equity talent for SaskTel to access when opportunities arise. This is done through a variety of partnerships and programs such as employee networks, Supported Employment Program, scholarships, Community Investment Program, socially driven activities such as YOUTHnetwork initiatives and community, secondary and post-secondary partnerships. The efforts SaskTel undertakes has not gone unnoticed as we were once again recognized in 2016/17 as one of Canada's Best Diversity Employers for the seventh time by Mediacorp Canada Inc.

Supported Employment Program
At SaskTel, we see the ability for all individuals to contribute to an organization in a meaningful way. Since 2010, SaskTel has utilized an initiative called the SaskTel Supported Employment Program, which aims at engaging and including individuals with cognitive disabilities within the workplace. The program connects SaskTel to community based organizations that support people with cognitive disabilities who work collaboratively with us to carve out opportunities to provide meaningful work for individuals that provide tangible benefits for the organization.

This initiative has developed several opportunities for this under-represented community within Saskatchewan, and has also made significant impacts on the employees and organization in terms of corporate culture and corporate pride.

In 2012, SaskTel and the Saskatchewan Abilities Council took this initiative a step further and developed a formal commitment to work together to support individuals with cognitive disabilities. Through a Letter of Understanding between both organizations, common language of supported employment was established, as well as an outline of commitment from each organization on efforts each will take to work towards promoting employment for people with cognitive disabilities. SaskTel continues to work closely with the Saskatchewan Abilities Council and the supported employment community organizations they work with.

Since the program's inception, SaskTel and various community based organizations have worked together to support several individuals within the organization. Currently, individuals in supported employment positions are in various roles across the organization and province which has led SaskTel to become a source of information and advocacy for other employers considering similar initiatives in their workplace. As a member of the steering committee, SaskTel continues to contribute to a program called 4 to 40, which helps educate and create an understanding of supported employment programming for businesses.

Regina Open Door Society and Saskatoon Open Door Society
SaskTel continues to be a strong supporter of the Regina Open Door Society (RODS) and Saskatoon Open Door Society (SODS). The SaskTel Selection and Staffing team works closely with RODS and SODS to not only provide employment readiness workshops, but also provide work placement opportunities for individuals new to our province. The Work Placement Program provides opportunities for external, sponsored individuals to develop job skills through job shadowing or participating in hands-on work or project work within SaskTel up to a 12-week period. This program supports our diversity strategy, as many work placement participants are sponsored through organizations that support immigrants seeking Canadian work experience. The type of work varies from customer service, network technical assistance and administrative work.

YOUTHnetwork
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 in our province, but we believe it is socially focused initiatives that demonstrate our organization's innovation in engaging

Strength in Diversity

It's an age-old adage that adaptability is essential for survivability. SaskTel's been around for one hundred and nine years. Twenty-five of those years have been in a competitive business environment. So, we are a survivor. Arguably, a big part of the reason is because of our diversity.

One of the very important aspects that helps us serve our communities better is that the diversity of the communities we serve is reflected in our workforce. We relate to those communities. We understand them... because we are them!

On 28 Mar 2017, and for the seventh time, Mediacorp Canada Inc. recognized SaskTel as one of Canada's Best Diversity Employers.

The award recognizes employers from across Canada that offer exceptional workplace diversity and inclusiveness programs. This competition examines a range of diversity initiatives, including programs for five major employee groups:

1. Women;
2. Members of visible minorities;
3. Persons with disabilities;
4. Aboriginal peoples, and;
5. Lesbian, Gay, Bisexual and Transgendered/Transexual (LGBT) peoples.

SaskTel was recognized for a variety of initiatives developed to attract and retain employees from a rich variety of backgrounds. These include:

*   Our hiring strategy for diversity.
*   Our Supported Employment Program, allowing departments to work with Human Resources, Unifor, and external partners to provide employment opportunities for individuals with developmental disabilities that meet their skill sets through a "job-carving" process.
*   Being an equity partner with Saskatchewan Human Rights Commission.
*   Our employee networks – SAEN, SEND and SaskTel NextGEN – through which the company gains a better understanding of how best to connect with the key demographics of its employee and customer bases.
*   Our Representative Workforce Strategy supporting diversity across the organization.
*   Our numerous partnerships with high schools, post-secondary and community organizations supporting diverse groups and giving SaskTel access to the best and brightest talent, while growing and maintaining an inclusive workforce.

Lindsay Ast, an Employee Development Centre Assistant in Regina, can attest to why SaskTel keeps winning. Although Lindsay lives with a developmental disorder, she has, during her four years at SaskTel, been able to learn on the job and expand the scope of her work functions. "Working at SaskTel has given me the confidence to live independently," says Lindsay.

Amy Richardson, a Human Resources Manager, understands what it means for SaskTel to be winning this award. "It really helps us gain recognition as an employer of choice and contribute to our employment brand," says Amy. "It's something we can celebrate internally and be proud of. We are representative of the province we serve, and we value the individuality that each of us brings to the table. This award reinforces that strength."

Lindsay Ast
SaskTel Employee Development Centre Assistant

youth through the SaskTel YOUTHnetwork program. SaskTel's YOUTHnetwork is a comprehensive youth strategy designed to incorporate both long and short term strategies to improve current human resource issues as well as to meet SaskTel's commitment to the community of Saskatchewan. The YOUTHnetwork is specifically focused on youth, while targeting employment equity groups as a pool of potential future employees and customers. Some of the programs and presentations that the SaskTel YOUTHnetwork coordinator provides to students and educators across the province include:

- **Summer Hire Program** - An eight-week paid summer employment program for student's attending partner high schools;
- **Career and Educational Opportunities** - Informational presentations on SaskTel careers and departments as well as information on scholarships, volunteer opportunities, qualifications, etc.;
- **Business Etiquette** - Workshops on pre-employment skills and basic business etiquette such as appearance, co-worker relations, e-mail, phone and face-to-face communications; and
- **On-site Tours** – Teachers and students are welcomed into SaskTel for on-site educational tours.

2016/17 was a busy year for YOUTHnetwork. With a full slate of career fairs, presentations and engagements that involved schools across the province, members of the YOUTHnetwork team have logged numerous kilometers 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.

Ignite Learning Centre
SaskTel has been a strong supporter and partner of the Ignite Learning Centre for several years now, primarily through the Business Advisory Council and the Apprentice Mentorship Program. Ignite prepares young adult students with the basic educational requirements that are needed for a variety of jobs as well as instilling initiative, passion and a strong team oriented work ethic. Many of the students enrolled at Ignite are from diverse backgrounds and have experienced a compromised and often difficult journey in their young life which has resulted in them facing many challenges and barriers to furthering their education. SaskTel's Selection and Staffing team has provided mock interview opportunities for these students, as well as pre-employment presentations and mentorship. Finally, SaskTel has also hired several graduates from the Ignite program in a variety of entry level roles.

The Equity Hiring Program
The Equity Hiring Program allows SaskTel to be competitive with other employers through the ability to create opportunities proactively for potential candidates, rather than having to wait for actual vacancies. SaskTel continues to have aggressive hiring goals to meet the

targets established to move towards a more representative workforce, primarily focusing on the recruitment of Indigenous peoples and persons with disabilities.

SASKTEL EMPLOYEE NETWORKS

The work being done by SaskTel employees to advance the level of openness and inclusion within SaskTel has played an important role in shifting the culture of individual departments and 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 Next Generation Employee Network
The SaskTel Next Generation Employee Network (NextGen) provides new SaskTel employees with opportunities to build their professional networks, and learn about SaskTel products, services and career opportunities within the organization. This employee network also incorporates a bit of fun through opportunities to network socially while giving back to the community through events such as the Corporate KidSport Challenge. In 2016/17, NextGen continued to be a part of a collaborative leadership event with other similar groups within SaskTel's sister crowns that provides opportunities to network and hear from engaging speakers on leadership.

SaskTel Aboriginal Employees Network
The SaskTel Aboriginal Employees Network (SAEN) has been supporting SaskTel employees of Indigenous descent for over 20 years. SAEN is seen as a best practice in Aboriginal Employee Network programming within the Indigenous community and assists in promoting SaskTel as an employer of choice. SAEN provides opportunities for all SaskTel employees to learn and experience Indigenous culture through events such as National Aboriginal Day activities, Medicine Walks and other cultural teachings.

SaskTel Employee Network on Disability
The SaskTel Employee Network on Disability (SEND) is a group of proactive individuals that provide support to all people at SaskTel affected by a disability, to act as a resource for SaskTel, to understand disability issues and to contribute to a culture of inclusion. SEND has been in existence for over 10 years and continues to successfully offer many educational opportunities for all SaskTel employees, including a hands-on experience in recognition of International Day of Persons with Disabilities.

EMPLOYEE HEALTH AND SAFETY

The safety and well-being of our employees remains a top-priority as we work to deliver the best experience for our customers. SaskTel believes that a commitment to safety needs to be shared among all employees,

contractors and other third parties working on behalf of SaskTel, and must be considered when making all business decisions. To this end, SaskTel is committed to:

- Ensuring a safe and healthy work environment based on employee engagement and communication of SaskTel's safety program;
- Providing the necessary supervision, training and equipment to uphold SaskTel's safety program;
- Meeting or exceeding the regulatory requirements of the Canada Labour Code and applicable provincial legislation and regulations;
- Ensuring employees, contractors, agents and other third parties working on behalf of SaskTel understand and apply all safety standards and practices;
- Working with Workplace Health and Safety Committees to resolve safety issues; and
- Eliminating or minimizing hazards/risks that may result in injuries/illnesses, service interruption, property damage or loss.

Table 10: Rate Per One Employee
April 1, 2016 to March 31, 2017

Injury Rate	Occupational Disease Rate	Lost Day Rate	Fatalities
1.5	0.0	9.8	0.0

SaskTel Employees' Personal Problem Program
The SaskTel Employees' Personal Problem Program (STEPPP) is a referral service that provides access to free, voluntary and confidential counselling services for all SaskTel employees and their families, as well as retirees and their spouses. STEPPP has been a joint program between SaskTel and Unifor since it was launched in 1983.

Through STEPPP, highly qualified and experienced counsellors 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.

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.

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

Table 11: Employee Training Hours by Position
April 1, 2016 to March 31, 2017

Category	Total Number of Employees	Total Hours of Recorded Training	Ave Hours of Training / Employee
1st Level Management	713	8,992.9	12.61
2nd Level Management	59	226.64	3.84
Senior Director	8	16.77	2.1
Non-Management	2,963	61,179	20.65
Vice President	13	25.74	1.98

SaskTel also offers a Voluntary Out-of-Hour Educational Assistance Program, which provides reimbursement for the tuition and course related fees of approved out-of-hour education classes. All SaskTel employees are eligible for educational assistance, and the program applies to both job-related and career-related courses. Some of the new learning opportunities we offered in the 2016/17 period included the following:

- **Technical** – SaskTel continued to concentrate on technical learning and development in 2016/17, augmenting a strong focus on transforming the business into an ICT company.
- **Leaders at all Levels** – SaskTel launched a new leadership model and program called Leaders at all Levels (LaaL) which encourages leadership skills and abilities at all levels of the organization. LaaL is a behavioural competency model built around the SaskTel culture principles that focuses on six key competencies that will be required by all employees to achieve the superior performance required for our continued success. The six competencies include: business acumen, change management, coaching, development and recognition, communication, collaboration and results orientation. Each competency has training courses to help employees build the necessary skills that are essential to effective leadership.
- **CX First Training** – In 2016/17, SaskTel launched a new online course called the 'Introduction to CX (Customer Experience).' The course explains what CX First is, why it's important and what it means to employees. In total, 3,605 employees completed this training in the reporting period.
- **Complimentary Online Courses** - For several years, the Employee Development Centre (EDC) has assembled a large collection of online courses in the business and IT fields available to employees. To offset the cost of the licenses, courses were traditionally priced between $50 and $100 per course. In support of SaskTel's vision of building a culture of continuous learning, the EDC offers the entire collection of online resources free of charge. These courses are a cost-effective way for employees to build and refresh their skill sets.

SaskTel's 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, Oracle and many others.

PERFORMANCE MANAGEMENT

SaskTel's focus on performance management supports a year-round dialogue between managers and employees, and is aimed at strengthening performance and ultimately enhancing business results.

SaskTel's Partnership for Excellence process (PFE) is a participative process designed to ensure objectives and development plans are established for every employee in the organization at the beginning of the year, with feedback being provided throughout the year. Managers are required to support the development of their employees and to ensure they are performing at a solid level to meet the established objectives. Ongoing feedback, coaching and recognition are provided year-round with annual performance reviews required for each employee at year end.

Development planning is an integral part of the PFE process. Employees have access to training, job shadowing, mentorship and external learning to help them reach their short- and long-term development goals.

The PFE process provides a framework for employees to achieve the corporation's vision, with a team focus on excellence. Through this process, all employees follow a common performance and development planning procedure that:

- Translates our corporate vision, values and business plans into individual work and development plans; and
- Fosters communication between managers and their reporting employees to help clarify job expectations and focus on continuous improvement with respect to both jobs and personal development.

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

EMPLOYEE ENGAGEMENT

At SaskTel, our employees' voices matter! Since 1994, SaskTel has placed a focus on measuring employee engagement levels and developing actions plan based upon what we hear from employees. This process has continually evolved to ensure that employees' thoughts are heard. SaskTel uses a combination of surveys, focus groups, individual interviews and group discussions to gather this information and put it into action throughout the company.

Recognition
Alex Awards
SaskTel recognizes employees who go above and beyond, not only for the customer but for the business as a whole. The Alex Awards is an official way to recognize the significant contribution made by an employee, peer or team. It is easily accessible, allowing teams and individuals to be recognized for their efforts in a timely way.

Special Service Awards
SaskTel also honours employees who have a longstanding commitment to the corporation through Special Service Awards. These awards provide the opportunity to celebrate the on-going dedication and daily contribution our people make to SaskTel's continued success.

As of March 31, 2017, SaskTel had 52 employees with more than 40 years of service at SaskTel, and 828 employees with more than 30 years of service at SaskTel.

EMPLOYER AWARDS

SaskTel was recognized with the following employer awards in the 2016/17 reporting period:

Saskatchewan's Top Employers
In 2016/17, SaskTel was named one of Saskatchewan's Top Employers by Mediacorp Canada Inc. for the tenth consecutive year.

This award recognizes Saskatchewan employers that lead their industries in offering exceptional places to work. Employers are evaluated by the editors of Canada's Top 100 Employers using the following criteria: (1) Physical Workplace; (2) Work Atmosphere and Social; (3) Health, Financial and Family Benefits; (4) Vacation and Time Off; (5) Employee Communications; (6) Performance Management; (7) Training and Skills Development; and (8) Community Involvement. Employers are compared to other organizations in their field to determine which offers the most progressive and forward-thinking programs.

Some of the reasons cited for SaskTel's selection include:

- Being one of the country's leading corporate citizens, providing paid volunteer time for employees and matching financial donations;
- The SaskTel Pioneers club and all the volunteer hours and funds raised for projects across the province;
- Wellness initiatives such as onsite fitness facilities, instructor-led classes and annual hockey tournaments and curling bonspiel; and
- Summer employment opportunities, paid internships and co-op work experience programs.

Canada's Greenest Employers

In 2016/17, SaskTel was named one of Canada's Greenest Employers for the eighth year in a row by Mediacorp Canada Inc.

This special designation recognizes employers that lead the nation in creating a culture of environmental awareness in their organizations. These employers have developed exceptional earth-friendly initiatives and are attracting people to their organizations because of their environmental leadership.

Some of the reasons highlighted for SaskTel's selection include:

- SaskTel's Environmental Strategy that guides the company;
- Having an extensive and longstanding in-house recycling program in place;
- Working with the SaskTel Pioneers to sponsor local recycling projects in communities across the province; and
- Completing renovations to approximately 1,500 square meters of office space, including an onsite fitness center, achieving LEED Silver certification for commercial interiors – the renovation was the first project in the province to meet this certification.

Canada's 10 Most Admired Corporate Cultures

In 2016/17, Waterstone Human Capital released its 2016 Canada's 10 Most Admired Corporate Cultures™ and SaskTel, the only Saskatchewan company on the list, was recognized in the broader public sector category.

This national program recognizes best-in-class Canadian organizations for having cultures that enhance performance and sustain a competitive advantage.

Some of the reasons cited for SaskTel selection include:

- The Culture Principles being well thought out and articulated;
- A strong and clear Vision and Mission;
- Face-to-Face meetings with the CEO;
- Great recognition programs;
- Leaders at all Levels program and the ability to offer extensive learning solutions;
- A remarkably low turnover rate; and
- Our commitment to Corporate Social Responsibility.

Canada's Top Employers for Young People

In 2016/17, SaskTel was recognized as a Top Employer for Young People for the fifth time by Mediacorp Canada Inc.

This competition recognizes employers that offer the nation's best workplaces and programs for young people just starting their careers. The employers on the list are Canada's leaders in attracting and retaining younger employees to their organizations.

Some reasons cited for SaskTel's selection include:

- The SaskTel YOUTHnetwork program that improves current employment opportunities and encourage young people to pursue technology-based post-secondary education;
- Mentoring programs for students in partnership with local high schools; and
- The SaskTel Indigenous Youth Awards of Excellence program that honours Indigenous youth for their achievements.

Canada's Best Diversity Employers

In 2016/17, SaskTel announced that they have been named as one of Canada's Best Diversity Employers by Mediacorp Canada Inc. for the seventh consecutive year. SaskTel is recognized for a variety of initiatives developed to attract and retain employees from a rich variety of backgrounds.

The award recognizes employers from across Canada that offer exceptional workplace diversity and inclusiveness programs. This competition examines a range of diversity initiatives, including programs for five major employee groups: (1) Women; (2) Members of visible minorities; (3) Persons with disabilities; (4) Aboriginal peoples; and (5) Lesbian, Gay, Bisexual and Transgendered/Transsexual (LGBT) individuals.

Some of the reasons cited for SaskTel's selection include:

- Aboriginal recruitment strategy through partnerships, targeted career fairs and participation in networking events
- Hiring strategy for persons with disabilities, including work with Saskatchewan Abilities Council and the creation of the Supported Employment program for candidates with cognitive disabilities; and
- Indigenous employee network and resource group for persons with disabilities.

Community Investment

Our corporate social responsibility goes beyond serving our customers with integrity and honesty. We use our talent, time and resources to help grow vibrant, prosperous communities that improve the lives of our neighbours. We strongly believe that you should do good in the communities where your employees work and live.

COMMUNITY SPONSORSHIPS

Our sponsorship programs have a far-reaching impact due to the yearly size of our contribution and the number of community groups impacted. In 2016/17, SaskTel invested $2,756,962 in 888 non-profit and charitable organizations, community associations, venues, events and partnerships in 217 communities throughout the province.

The organizations we support spearhead activities related to at least one of our four pillars of community investment:

1. Technology – As Saskatchewan's leading full-service communications provider, we're passionate about information and communications technology. Events or new projects with a focus on technology may qualify for support.
2. Diversity – We reach out as a global citizen and form relationships with non-profit organizations, local groups, educational institutions and organizations that represent the diversity of our communities. Groups may qualify if they represent a visible minority such as women in under-represented roles, people with disabilities or Indigenous people.
3. Youth – We place a special emphasis on supporting young people and providing educational programs that can help them succeed in the world of information and technology. An event or group may qualify for support if it focuses on program initiatives for youth.
4. Rural – We're committed to supporting non-profit groups situated throughout the province. Groups located in rural communities throughout Saskatchewan may qualify for support.

COMMUNITY PARTNERSHIP TO SUPPORT DIVERSITY

Serving the needs of the diverse customer base of the province of Saskatchewan reaches far beyond recruitment and retention initiatives. It is about creating an environment where we can work together with communities to better understand their needs and

together make a difference that impacts everyone. 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.

COMMUNITY OUTREACH

Outside of our sponsorship of community groups, we are involved in outreach programs related to different social causes. This is especially important since our employees live, work and raise their families in our province. During the 2016/17 period, SaskTel spearheaded the SaskTel I Am Stronger and Phones for a Fresh Start social causes.

SaskTel I Am Stronger
The SaskTel I Am Stronger initiative is SaskTel's primary social cause. Administered in partnership with the Saskatchewan Ministry of Education, it is a program that is designed to assist in the prevention of bullying through encouraging the promotion of kindness in our local schools and communities. SaskTel understands that the products and services we sell, when utilized inappropriately, can perpetuate the act of bullying and cyber-bullying in our community. As a socially responsible organization, our involvement in this initiative is our way to counteract that impact.

We believe that the answer to bullying prevention lies in the minds of those who are on the front lines of bullying behaviour – our Saskatchewan youth. In collaboration with the Ministry of Education, the I Am Stronger Community Grant program was developed. The grant program provides grants of up to $1,000 for youth-led grassroots initiatives to promote kindness within the province of Saskatchewan. We connect with groups and schools who may have amazing ideas for creating bullying prevention programming in their own schools, but may lack the seed money to get the initiative off the ground. The grant program engages and empowers youth to develop their own solutions to problems, and it provides them with the opportunity to turn their ideas into viable solutions that promote kindness and prevent bullying.

Haig School Stands Against Bullying

Strength and leadership is often measured in how you empower others to do the right thing. To stop bullying in all forms or it spreading in our schools, we need to increase positive student voices and give others the tools and confidence to speak up.

In partnership with Saskatchewan's Ministry of Education, SaskTel has been engaging schools to build awareness of cyber safety and the effects of bullying. We have also provided funding to youth-led projects that focus on building healthy relationships between students.

At Weyburn's Haig School, students have been hard at work promoting kindness and standing up against bullying. The school's RAK Pack, which stands for "Random Acts of Kindness," is a club for grade five and six students who want to help promote kindness at their school and in the local community. The club runs throughout the year, with the members meeting during lunch hours and after school.

"We help children learn the importance of giving without expecting anything in return," said Tanice Abramson, Learning Support Teacher at Haig School. "We want to enable them to build empathy in order to help kids be active bystanders and speak up when they see bullying in our school."

After receiving a grant from SaskTel's I Am Stronger program, the RAK Pack was able to invest in materials and cover transportation costs in order to carry out projects they had planned over the 2015-16 school year. Funds were also used to print t-shirts with the club logo for the students to wear when participating in the club's activities.

"We are so proud of the great work that Haig School is doing," said Lyndsey Pankratz, SaskTel's Project Manager in charge of the I Am Stronger program. "The student members of the RAK Pack are so enthusiastic, and dedicate so much energy to the great work that they're doing. They are really inspiring!"

The RAK Pack participates in various activities that show kindness in their school and community, as they work to build confidence in their members, promote volunteerism, build friendships, be helpful to others, and speak up when they need to. Some of the activities that the RAK Pack has done in the past includes shoveling snow for neighbours, giving out free sundaes to students at school, carrying bags for shoppers at local grocery stores, as well as creating a buddy bench for their school playground.

While it's sometimes hard to understand why some children want to hurt or dominate others for no apparent reason, groups such as the RAK Pack are making strides to change how our young people interact with each other. By building self-esteem and how to be accountable for one's actions, the RAK Pack is showing how we are all stronger when we work together.

Members of the RAK Pack pose wtih their new Buddy Bench

The I Am Stronger Website (www.iamstronger.ca) is also home to a variety of resources for teachers, students and parents, and houses Saskatchewan's only online bullying reporting tool. The website is a one-stop-shop for individuals to receive the information they need to address and prevent bullying.

In 2016/17, the I Am Stronger program awarded **22 grants** totalling **$17,150** to a variety of kindness initiatives around the province. Since the launch of the program in 2014, I Am Stronger has issued a total of 49 grants equalling $42,885.

SaskTel Phones for a Fresh Start

Since 2009, the SaskTel Phones for a Fresh Start program has **recycled 94,289 wireless devices**. The program has enabled SaskTel to provide **2,445 cellular phones** and **$69,000** worth of prepaid phone cards to women in transition in Saskatchewan.

SaskTel's Phones for a Fresh Start Program collects used wireless devices from customers across the province and ensures that they are recycled. All proceeds from the recycling process are then used to support a SaskTel community partnership, aiding victims of domestic abuse.

With the funds raised from recycling cell phones, SaskTel purchases prepaid phone cards to donate to the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS).

Between April 2016 and March 2017, the SaskTel Phones for a Fresh Start program donated 463 cell phones and 100 $20 pre-paid cards to PATHS.

PATHS Partnership

Often, women who flee to shelters leave their abusive situation with nothing. Having a cell phone can provide them with a way to keep in touch with family and friends, and is often a valuable asset in an emergency situation. They can also use it once they leave the shelter to assist in getting established again, allowing them to make calls to arrange for housing, make appointments, etc. Most of these women do not have an established credit rating, therefore being unable to purchase a phone plan on their own. This is why SaskTel's partnership with PATHS through the Phones for a Fresh Start Program is so important.

The group's membership is comprised of both current and retired SaskTel employees, and the people involved in the activities include both family members and friends. The SaskTel Pioneers have clubs located throughout Saskatchewan, and there are a variety of projects that the Pioneers are involved in that help people everywhere from local communities to national and international projects. Examples of local programs include making Heart Pillows given to heart surgery patients, helping the homeless and assisting STARS Air Ambulance with their home Lottery.

On a national and international level, the SaskTel Pioneers are part of a larger organization called the Pioneers. The Pioneers is the largest communications industry-related volunteer organization in the world, and is currently 106 years old. The Canadian Pioneers have programs such as Computers for Schools, and make monetary donations to areas that are involved in some sort of a natural disaster.

In 2016, with more than 4,200 members across the province, the SaskTel Pioneers contributed more than **$159,000** in charitable donations and completed more than **45,000 hours** of volunteer time to support worthwhile community initiatives. The SaskTel Pioneer also contributed **$1.1 million** of in-kind donations, such as computers and Christmas presents.

SaskTel TelCare

Through SaskTel TelCare, the employee benevolent fund, SaskTel employees continue to contribute to their communities by making charitable donations to a variety of non-profit organizations. The program is set up so that our employees donate funds through payroll deduction, and then SaskTel adds 50 percent to that amount.

SaskTel employees are involved in choosing the charities that are supported in our local communities. The SaskTel Pioneers have clubs established in every district that the organization operates, and within each club, there are executives who fascilitate the decisions as to where and how the money fundraised is spent.

Across the province, the SaskTel TelCare program contributed more than **$194,285** to **69 organizations** in 2016/17. Matched by a 50 per cent allocation from SaskTel, the total funds made available equaled **$291,425**.

EMPLOYEES IN THE COMMUNITY

SaskTel Pioneers

The SaskTel Pioneers were formed in 1947, and provide volunteers an opportunity to offer their time, talents and skills to helping their community. Each year, they volunteer about **60,000 hours** in 100 ongoing projects and raise approximately **$200,000** annually for Saskatchewan communities and organizations.

SaskTel Employees and Volunteers Spread Warmth in the Holiday Season

For those struggling to stay warm in a Saskatchewan winter, there is nothing cool about it. While the winter months usually signal a time of festive celebrations and new beginnings, for individuals and families experiencing homelessness, the season can be nothing short of overwhelming. Many struggle to afford the most basic of comfort items, making things like socks or hygiene products seem out of reach.

SaskTel has a firm understanding of the value of giving back to our communities. Through the support of our community, employees, and a dedicated network of current and former employees and their families known as the SaskTel Pioneers, we can organize quickly around causes that create healthy communities.

In September 2016, SaskTel launched the "Comfort Pack Challenge". Through a month-long company-wide drive, employees and SaskTel Pioneers banded together to donate funds and a variety of items, ranging from toothpaste, shampoo, blankets and soap, to fill as many backpacks as possible.

In the end, over 1,000 comfort packs were delivered around the province to help keep people warm in the holiday season.

A further 80 boxes were filled with donated blankets and sleeping bags and over $13,000 was raised in monetary donations towards the cause.

We also received a helping hand from Grade 10 students from Punnichy Community High School. Early in November 2016, a group of seven students happily volunteered their time at our head office in Regina to help sort and pack the thousands of items that had been collected throughout the Challenge.

"We are extremely proud of the generosity shown by our staff during this Challenge", said SaskTel CEO and President Ron Styles. "It's great to see our employees and volunteers pitching in around our province to help others."

The first drop-off was at Carmichael Outreach in Regina. On November 29, 2016, Ron Styles and other SaskTel employees visited Carmichael and dropped off over 60 comfort packs and six boxes of blankets and sleeping bags.

Thanks to the generosity of employees, volunteers, and community members, numerous backpacks and boxes were distributed to over 20 organizations in 10 different communities across the province. The Comfort Pack Challenge was a great success, and enabled us to help bring a sense of normalcy to the lives of the homeless and individuals living in unstable situations.

SaskTel employees have a unique connection to the province: our employees live, work and raise families here. We recognize that supporting our most vulnerable residents can help transform lives and make the community into a better place for us all.

CARMICHAEL OUTREACH

SaskTel Employees are all smiles as they drop off the comfort packs at Carmichael Outreach on November 29, 2016

EDUCATIONAL SCHOLARSHIP PROGRAMS AND PARTNERSHIPS

SaskTel continues to value the philosophy of partnering with community organizations, educational institutions and working with business entities in creating mutually beneficial results. SaskTel places a special emphasis on supporting young people and providing educational programs that will help them succeed in the world of information, communication and technology. Through our commitment, we have developed many formal and informal partnerships with high schools, post-secondary institutions and community organizations. Each partnership is unique and must be beneficial to both partners in order to be meaningful and successful.

As part of the overall attraction and recruitment strategy to ensure we develop strong future pipelines of diverse and equitable talent, SaskTel has grown and maintained partnerships at secondary and post-secondary levels of education, as well as within the community. Below is an overview of some of the relationships being built and maintained to ensure SaskTel remains an employer of choice within diverse communities.

Scholarship Programs
Scholarship programs allow SaskTel to source and build relationships with high potential equity students studying in programs related to SaskTel's lines of business. Several scholarships are awarded to equity candidates each year, and recipients are given priority for summer internship positions. SaskTel partners with the Saskatchewan Indian Institute of Technology and Gabriel Dumont Institute - Learning & Development to provide scholarship programs, and approximately 90% of SaskTel's total number of scholarships are awarded to equity students annually.

High School Partnerships
Estevan Comprehensive High School | Estevan, Saskatchewan
SaskTel has provided summer internship opportunities to students in the Electronics and Electricity Program at Estevan Comprehensive High School. The two summer students that were hired in 2016 gained additional employment with SaskTel after their summer term was complete, and currently work for SaskTel as Customer Service Technicians.

Mount Royal Collegiate | Saskatoon, Saskatchewan
Mount Royal is a large and diverse school with a strong focus on practical and applied arts, uniquely positioned to serve the community through a partnership that also includes post-secondary partners and the Saskatoon Trades and Skills initiative. For over 10 years, SaskTel has been a supporting partner and continues to work with the Electronics and Electricity class to build awareness and understanding of basic telephony, CAT 5 install and ICT principles. SaskTel trainers participate in a portion of the class, leading the education of these principles. In

2016, two students from the grade 11-12 class received summerpositions with SaskTel as part of the program.

In 2017, SaskTel signed a two-year partnership agreement with Mount Royal Collegiate. The agreement outlines continued support for the Electronics Program as well as support for their new Pathways Program.

Mount Royal's Pathways academic programming is designed for motivated students to gain an enhanced learning experience tailored to their interests and strengths. Students will be challenged to make their learning meaningful and to develop the skills necessary to be successful beyond the classroom. SaskTel will support students from the Pathways program who are interested in career opportunities that SaskTel offers with real life learning experiences. The collaboration is designed to leverage the knowledge of SaskTel employees and convey that experience to high school students interested in their specific field of work.

The SaskTel and Mount Royal Collegiate partnership has the ability to enhance SaskTel's long-term recruitment strategy and provide us with the opportunity to build a pipeline of talent. We will be able to build and maintain long term relationships as students move through the different phases of their education, as well as engage students with SaskTel's YOUTHnetwork, and directly through employees from individual departments and recruiters from SaskTel's Selection and Staffing team.

Prairie South School Division and Information Communications Technology Council | Moose Jaw, Saskatchewan
Working collaboratively with SaskTel's Information Systems Division (IS), the Selection and Staffing team formed an informal partnership with Prairie South School Division and Information Communications Technology Council (ICTC) to deliver the Focus on Information Technology (FIT) Program to secondary students in select schools in the Prairie South School Division. There are four secondary schools in the Division that introduced the FIT program in the fall of 2013.

The FIT program is an innovative two-year program that teaches Canadian high school students essential ICT and business skixlls. Developed by the ICTC, FIT offers a solution to meeting future ICT labour needs by championing youth employment and empowerment. There are four concentration areas in the FIT program: (1) Business & Information Analysis, (2) Software Design and Development, (3) Network and Operations Support, and (4) Interactive Media.

For the last three years, SaskTel has been involved in organizing an IS boot camp for students in the FIT program. Each year, approximately 50 students participate in the camp held at the Saskatchewan PolyTechnic campus at Moose Jaw. A SaskTel employee co-facilitated the camp, and parents were invited on the last day to

see the students' accomplishments firsthand while also learning about career opportunities in the ICT industry.

Regina Public School Board and Campus Regina Public | Regina, Saskatchewan

SaskTel's partnership with Campus Regina Public is entering its fourth year. Campus Regina Public is based on the premise that Grade 11 and 12 students in Regina Public Schools can access programs beyond their home school. Campus Regina Public aims to engage students in their education in an interest based and like-minded environment. Current practice sees students from across the system attending day programming and night school at the Adult Campus to complete graduation requirements or to upgrade their academic standing. In partnership with SaskTel, one of the courses offered is the Electrical & Electronics course, which was modeled after the Mount Royal Collegiate electronics course and is based on the following concepts:

- Enriching high school programming through the identification of two credit industry/career and interest based courses accessible by all students;
- Integrating each two-credit course with a core credit class (i.e. math) and an elective credit class (i.e. electronics);
- Linking industry/career and interest based courses with post-secondary, business and community stakeholders through partnerships supporting dual credit recognition, mentorships and practical experiences;
- Reinvesting in industry-standard trades and lab equipment aligned with the course offering; and
- Ensuring interested students will remain enrolled in their home collegiate and attend Campus Regina Public for a full day or afternoons to immerse themselves with like-minded students in an area in which they are interested and may pursue following graduation.

Students engage in learning opportunities with others who share their passion for a specialty field of study, which better supports their learning as they prepare for the transition to post-secondary studies and the workplace. As an industry partner, SaskTel provides the following:

- 20% classroom instruction by current SaskTel employees (Customer Service Technicians);
- Lab equipment;
- Mentorship and job shadowing opportunities;
- Summer job opportunities; and
- Pre-employment / career workshops.

In 2016, one student was hired into a summer position and received valuable work experience as a result of this partnership

Scott Collegiate | Regina, Saskatchewan

SaskTel's partnership with Scott Collegiate in Regina is now in its 21st year. SaskTel provides an annual monetary contribution as well as ongoing communication with educators and students by SaskTel employees. SaskTel will connect with the students through various initiatives, including the Summer Hire Program, volunteer activities and pre-employment workshops covering topics such as interview skills and how to write an effective resume/cover letter.

Yorkton Regional High School | Yorkton, Saskatchewan

In 2014, SaskTel and Yorkton Regional High School (YRHS) signed a three-year Memorandum of Understanding to work together to identify and foster career development opportunities for YRHS students. In addition to delivering pre-employment workshops, SaskTel provides summer internship opportunities to students in the Electronics and Electricity Program to provide direct work experience in a career in the telecommunications industry. Three students were hired into summer positions in 2016 as a result of this partnership.

Post-Secondary Partnerships

First Nations University of Canada | Regina, Saskatchewan

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. Specific initiatives include:

- Continued relationship building and maintaining a close connection with the Aboriginal student coordinator;
- Attending mini career fairs; and,
- Employment workshops and face to face presentations about SaskTel being an employer of choice and aiding with writing cover letters and resumes.

Saskatchewan Indian Institute of Technology | Multiple Locations, Saskatchewan

SaskTel continues to work with the Saskatchewan Indian Institute of Technology (SIIT), creating opportunities for students to earn supplemental income through the joint scholarship program and providing summer employment opportunities. Some of the activities SaskTel currently participates in at SIIT include:

- Pre-employment workshops;
- Mock interview sessions, which include active face-to-face interviews where SaskTel provides candidate feedback and coaching;
- Career and job promotion presentations; and
- Developing and enhancing relationships with students and faculty through informal visits and job promotion presentations.

Saskatchewan Polytechnic | Multiple Locations, Saskatchewan

SaskTel's Selection and Staffing team representatives attend annual career fairs at all Saskatchewan Polytechnic Campuses (Saskatoon, Regina, Prince Albert and Moose Jaw). Specific activities include:

- Delivering pre-employment career workshops;
- Mock interview sessions, which include active face-to-face interviews where SaskTel provides candidate feedback and coaching;
- Career and job promotion presentations; and
- Developing and enhancing relationships with students and faculty through informal visits and job promotion presentations.

SaskTel also supports Saskatchewan Polytechnic's Cooperative Education Program by providing practical work experience for students in programs related to telecommunications.

University of Regina | Regina, Saskatchewan

SaskTel maintains an excellent relationship with the University of Regina (U of R), ensuring that our organization is well represented on campus throughout the school year and that SaskTel has the ability to connect with students frequently. Our programs at the U of R include:

- Sponsoring and attending the annual Hill School of Business Dinner;
- Face-to-face presentations and lunch-and-learn's to 3rd and 4th year students in the Faculties of Business, Computer Science and Engineering;
- Building strong relationships with Professors at the

Hill School of Business, which promote frequent communication for referrals of candidates;
- Fostering relationships with the Hill School of Business Office, who help distribute postings for our organization and promote posted jobs to recent and new students;
- Relationship building and informal visits frequently at the U of R;
- Participating in a variety of employer / student networking events;
- Proudly sponsoring of the U of R Career Day held annually in September; and
- Providing internship opportunities through the U of R Co-op Program and Summer Hire Program.

University of Saskatchewan | Saskatoon, Saskatchewan

SaskTel has been an active partner with Saskatchewan's largest post-secondary institution, the University of Saskatchewan (U of S), connecting with students in learning disciplines that match the current and future needs of the organization. SaskTel's engagement of the U of S's Colleges and support services include:

- Employment postings specifically for U of S students;
- Attending career fairs and events;
- Offering pre-employment workshops and recruitment presentations in the Aboriginal Student Centre;
- Sponsoring and attending the annual Edwards School of Business Networking Event;
- Maintaining a close relationship with Edwards School of Business Co-op Office and provide internship opportunities;
- Furthering our relationship with the Edwards School of Business Aboriginal Centre;
- Attending U of S sponsored student pow-wows in the education complex; and
- Our ongoing relationship building through informal visits.

Empowering Technology Talent

SaskTel's success and growth as a telecommunications company is built upon the conviction that education is one of the keys to a better, more prosperous future.

To this end, SaskTel awards entrance and undergraduate scholarships valued at $3,000 each year to students attending post-secondary institutions in Saskatchewan who are studying in a field directly related to information and communications technology. Since its inception, SaskTel's scholarship program has helped dozens of students move towards a brighter future.

Hussein Yaqub, who is attending his fourth year of engineering at the University of Saskatchewan, was a 2016 recipient. For Hussein, just like many other recipients, the scholarship allowed him to focus on his studies without constantly worrying about the cost of his degree.

"I'm super thankful that I qualified for one because it paid for my first term of school," Hussein said.

Hussein's earnings from his summer work helped to cover his remaining tuition costs for the 2016/17 school year. "That's awesome because I didn't have to go into debt."

With aspirations of becoming a professional engineer, he hopes to finish his degree and continue to build his career here at home in Saskatchewan.

For Savannah Serbu, another 2016 recipient, the scholarship gave her a timely boost.

"The SaskTel scholarship helped me tremendously, not only financially but emotionally," Savannnah explained. "It was able to put my mind at ease for the semester on where my tuition would come from, and allow me to focus more on my studies."

The scholarship also gave Savannah reassurance that she was investing in a worthwhile endeavour and that someone – indeed the entire province – was rooting for her to succeed.

"Thanks to SaskTel, I feel supported by my province and have confidence in myself and my future. It was an honour to be rewarded this scholarship and I am so grateful," she said. The Paul J. Hill School of Business student is focused on building her education to eventually make the leap to a career in law.

SaskTel is also guided to improve opportunities for Saskatchewan's fast growing and largest under-leveraged asset, our Aboriginal youth. SaskTel's targeted scholarships for Aboriginal students open doors for our First Nations and Métis youth, who may not otherwise have the financial resources to pursue post-secondary education.

Through a strong partnership with the Saskatchewan Indian Institute of Technologies (SIIT), SaskTel offers three scholarships valued at $1500 each to promising students proceeding to or participating in a full-time two-year diploma program related to telecommunications. The SaskTel's Métis Scholarships are another way we are encouraging leadership. Students applying for these awards must demonstrate academic excellence and community involvement.

By sowing beautiful seeds inspiration and encouragement, SaskTel is nurturing the growth of the next generation of tech talent and leaders in Saskatchewan.

2016 SaskTel Scholarship Recipient Hussein Yaqub

Environmental Sustainability

SaskTel is rethinking how we interact with our environment and the impact of everyday decisions. As we achieve our business goals, we are committed to understanding the impacts of our products, operations and supply chain so that we can, in turn, leave a minimal environmental footprint in our communities.

ENVIRONMENT

In 2005, SaskTel began developing one of the first sustainability strategies among 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. It looked to the future to explore what were some of the most advanced environmental management practices available to the corporation at the time.

In the years since this initial environmental strategic direction was laid out, there has been significant change in the sustainability field: Greenhouse Gas (GHG) emissions; carbon footprints; carbon credits; and carbon off-set programs are now broadly understood. Green and bio-energy technology has advanced and, today, initial design phases of commercial products routinely consider environmental impact. To recognize this evolution of the sustainability field, the SaskTel Environmental Strategy 2014-2017 was developed.

This new strategy points the company in the right direction, implementing measurement and monitoring systems as a foundation for the future, while educating departments, employees and consumers about their ability to positively impact the environment and reduce their collective footprint. SaskTel developed initiatives and recommendations to manage its consumption of non-renewable resources through the evaluation of internal processes, placement of more efficient equipment alternatives and education to alter employee usage habits.

SaskTel has a solid foundation, with organizational practices aligned to environmental policies and an Environmental Management System (EMS) based on International Standard ISO 14001. This allows SaskTel to manage environmental aspects of its business effectively and move sustainability initiatives forward through accurate measurement and identification of their impact. In total, these actions make SaskTel a more efficient and socially responsible corporate citizen.

As part SaskTel's EMS, the organization has committed to:

- Continuously improve our environmental performance;
- Prevent pollution and conserve resources; and
- Comply with applicable legal and environmental requirements.

In the 2016/17 period, an environmental compliance audit was completed at SaskTel's North Battleford Switch and Work Centers. The audit was completed to verify policies, procedures and practices are consistent with existing environmental legislation and SaskTel's Environmental Management System.

An EMS audit at SaskTel's Prince Albert Switch and Work Centers was also completed during the period to verify policies, procedures and practices are consistent with SaskTel's Environmental Management System.

In 2016, SaskTel was again named one of Canada's Greenest Employers by Mediacorp Canada Inc. for the eighth consecutive year, and is the only Saskatchewan-based company to win that award every year since its inception.

Table 12: SaskTel Environmental Impact Indicators
January 1, 2016 to December 31, 2016

G4-EN3: Energy Consumption within the Organization	
Natural Gas	1,848,769 m³ x 0.03901 GJ/m³ = 72,120 GJ
Fleet Fuel	3,152,340 L x (1 US Gal / 3.785 L) x 0.125 GJ/US Gal = 104,106 GJ
Electricity	89,680,305 kWh x 0.0036 GJ/kWh = 322,849 GJ
Total	499,096 GJ
G4-EN24: Total Number and Volume of Significant Spills	
Total	0 significant spills
G4-EN29: Monetary Value of Significant Fines and Total Number of Non-Monetary Sanctions for Non-Compliance with Environmental Regulations	
Significant Fines	0
Non-Monetary Sanctions	2

SASKTEL ENVIROCARE

EnviroCare — A SaskTel Employee Network

In 2014, a group of SaskTel employees formed an employee group called SaskTel EnviroCare, with a mission to "create a greener community and promote environmental awareness and initiatives through the collaboration and engagement of SaskTel employees." EnviroCare is committed to providing rewarding opportunities for SaskTel employees (and their families) to participate in greening initiatives throughout the communities we serve. Truly a collective organization, EnviroCare invigorates connections between SaskTel employees and the people of Saskatchewan as we unite forces to preserve and protect the amazing spaces that we share.

Throughout 2016/17, EnviroCare had several accomplishments including their 2nd annual external greening event held on Saturday, June 25, 2016. This event saw 38 SaskTel employees and family members volunteer their own time to partner with The Great Trail organization in four Saskatchewan locations to help meet the goal of 100% trail connection by July 2017. Locations connected and beautified by EnviroCare included Regina - Wascana Trails, Saskatoon – Meewasin, Lumsden and Yorkton.

EnviroCare's recycling initiatives also helps to raise funds to put back into our community. And in 2016, SaskTel EnviroCare dollars were used to purchase vegetable garden beds for the YWCA Daycare and a donation was also made to Salthaven West to help rehabilitate a bird belonging to a rare species back to health after it lost its way migrating South for the winter and was found on the outskirts of Regina.

EnviroCare Greens the Great Trail

In Saskatchewan, we are fortunate to live in a vast, biologically diverse province. Our natural green spaces not only provide habitat for native species to thrive, but are also essential locations for individuals and families to relax and reconnect with nature.

SaskTel recognizes the responsibility we share to help safeguard Saskatchewan's natural environment for current and future generations. Founded in 2014, SaskTel's EnviroCare program enables employees and their family members to get involved in greening initiatives within the communities in which we live and work.

In June 2016, SaskTel EnviroCare members volunteered in four Saskatchewan locations to assist The Great Trail (TGT) in reaching their goal of having 100% connection of the Trail across Canada by July 2017 – a particularly special time given the 25th anniversary of the trail and Canada's 150th birthday celebration.

The Trail is comprised of land and water routes in urban, rural and wilderness landscapes. It is over 95% completed, and is considered one of the longest networks of multi-use recreational trails in the world. Once fully-connected, it will span almost 24,000 kilometers across the country, from the Atlantic to the Pacific and Arctic oceans, while passing through every province and territory.

With 38 volunteers attending the various events across the province, EnviroCare was able to log 76 hours of volunteer time towards completing and beautifying the trails in a single day.

"EnviroCare is extremely proud and honoured to have contributed to such an integral part of Canada's history," said Tony Showchuck, SaskTel's Chairperson for EnviroCare. "The trails are a national treasure that will be cherished for generations to come, and are a tremendous example of the benefit and value that commitment to environmental stewardship can achieve."

Leading up to the June 2016 event, a dynamic and inspiring Lunch-and-Learn hosted by TGT's Trail Development Manager Kristen Gabora helped to rally a number of employees to get out and explore the vast trail system available in our own backyards.

"The Trail in Saskatchewan is approximately 98% complete," Gabora mentioned. "Thanks to the efforts of SaskTel EnviroCare's dedicated volunteers, we're confident that the trails in our province will be fully connected by the end of this year – well in advance of the 2017 target!"

SaskTel gratefully acknowledges TGT's leadership to integrate efforts from Saskatchewan citizens to build this national network of rural, urban and wilderness pathways. Thanks to this incredible partnership between TGT and SaskTel, residents and visitors from from around the world will be able to enjoy even more of Saskatchewan's unique landscape.

It is another example of the ways SaskTel is creating connections between SaskTel employees and the people of Saskatchewan as we unite forces to preserve and protect the amazing spaces that we share.

SaskTel EnviroCare volunteers pose for a picture on **The Great Trail** in Lumsden, Saskatchewan

Economy and Society

With a net income of $134.8 million (unaudited) and total operating revenue up this year at $1.27 billion, SaskTel has the ability to reinvest in our customers and networks, as well as fund innovative programs that benefit whole communities that would otherwise go underserved by traditional competitors.

NETWORK OF THE FUTURE

SaskTel continues to deploy advanced networks and technologies across the province to better serve the residents of Saskatchewan and support the growth of the economy. Our commitment to the people of Saskatchewan is illustrated through our ongoing capital investments to improve the customer experience across the entire province. Between April 2016 and March 2017, SaskTel invested $45.1 million towards 4G/LTE Wireless growth and demand, $103.7 million on our wireline network and $55.6 million on our Fibre to the Premises Program.

CONNECTING THE NORTH AND NORTHERN COMMUNITIES

Across the province, Internet access has become necessary for employment, education and civic engagement. People need to go online to find work, do homework, obtain many government services and stay connected – particularly as more programs move towards cloud-based subscription models. But, not everyone has equal access; especially those in rural Saskatchewan.

SaskTel continues to strive to deliver products and services to our clients that reflect both our global aspirations and our deep provincial roots. The diversity of our employees will better enable us to understand the unique needs of our customer, while the variety of our products will allow us to better serve them.

One of the ways we are helping to grow the province is by expanding Internet access in rural Saskatchewan. This is despite the unique challenge in providing communications services to one of the most geographically dispersed populations in the country, which has among the fewest customers per kilometer of any Canadian province.

Investment in Northern Communities
Access to broadband and mobile infrastructure is fundamental for northern customers and businesses to recognize the benefits of the digital economy.

Communities are now better placed than ever to bridge the digital divide and to access e-services in key areas such as health care, learning, business development and banking.

Access to broadband and mobile infrastructure is fundamental for consumers and businesses to recognize the benefits of the digital economy. Therefore, in 2016/17, SaskTel continued to make investments in our provincial network infrastructure to extend access to many northern and First Nations communities.

SaskTel completed a project to bring symmetric 10 Mbps CommunityNET or equivalent service to First Nations Health and School sites pursuant to a funding agreement with Indigenous and Northern Affairs Canada. SaskTel also successfully completed a project under the Federal Government's Connecting Canadians Program to provide 5 Mbps Broadband Internet to 26 Northern communities, which also includes the augmentation of our backhaul transport network. The total cost of this project was $9.89 million, with a contribution of $7.43 million being reimbursed to SaskTel through the Program.

Finally, SaskTel entered into an agreement with Indigenous and Northern Affairs Canada to provide fibre to First Nations Band Offices and Tribal Council Offices across Saskatchewan. This project will provide these locations with the capability to access a 10 Mbps Symmetric dedicated internet service.

COMMUNITY PARTICIPATION PROGRAM

Even as we work to enhance the economic and social life of Saskatchewan people, we are engaging with communities to ensure we provide the best experience to meet their expectations. Through the Community Participation Program, communities may request an additional cell tower or High Speed Internet service. Through this program, SaskTel encourages communities to raise funds to cover the shortfall when it is not economically feasible for SaskTel to finance a new cellular site alone. This Program makes it possible for smaller communities to have access to our world-class wireless network.

COMMUNITYNET

CommunityNET is a joint initiative between SaskTel and the Government of Saskatchewan to provide province wide data connectivity for the public sector. CommunityNET connects schools, school board offices, health care facilities and executive government offices through a centralized connection to the Internet that is shared by the Saskatchewan Executive Government, Ministry of Health and Ministry of Education.

In April 2016, SaskTel assumed administrative responsibility for the education portion of CommunityNET, and as of April 2017, SaskTel completed bandwidth upgrades to over 300 schools with the goal of upgrading all primary schools in Saskatchewan to a minimum speed of 25 Mbps.

Construction Begins to bring infiNET™ to Rosthern

The residents of Rosthern are racing to a new frontier of blazing fast internet. Selected as the site for SaskTel's infiNET pilot project, construction has now begun that will bring Western Canada's fastest fibre optics network to the south-central Saskatchewan community.

The pilot project is part of SaskTel's commitment to invest over $300 million in capital in Saskatchewan in 2016/17 and $1.4 billion through 2016-2021. With $1.8 million allocated to upgrade the community's network, the Rosthern pilot project is designed to demonstrate the viability and potential of infiNET in Saskatchewan's rural communities.

Announced in 2012, infiNET is part of SaskTel's Fibre to the Premises (FTTP) Program, a $670 million initiative thats goal is to have broadband network and fibre deployed directly to homes in Saskatchewan's nine major centres.

"This upgrade to our infiNET network will bring a whole new world of possibilities to the residents of Rosthern," said Ron Styles, SaskTel President and CEO. "The lessons learned from this pilot project will help us determine the feasibility of bringing infiNET to more rural Saskatchewan communities in the future."

For the pilot, SaskTel identified a number of locations that met their comprehensive list of criteria. Ultimately, with its proximity to both Prince Albert and Saskatoon, Rosthern was selected as the optimal location as it allows SaskTel to leverage existing expertise and resources from both cities to aid with the project.

In addition to keeping people better connected to their friends and loved ones, there are additional economic and community benefits to faster connectivity. "infiNET will have a major impact on our community and will enhance the lives of our residents, open new opportunities for our businesses, and help attract newcomers to our town," Mayor Dennis Helmuth said.

Dropped connections, freezing video chats and slow movie and music downloads will become a thing of the past with internet speeds up to 260 Mbps. Customer television experiences will also improve as residents will be able to access HD programming and digital TV recording on every TV in their home.

Enabling a new era of communication with Saskatchewan's most advanced network, the project represents SaskTel's commitment to provide Saskatchewan people with high-quality communications services.

"SaskTel has a proven track record of being a leader when it comes to emerging technologies and ensuring Saskatchewan people have access to world-class services," said Dustin Duncan, Minister Responsible for SaskTel. "This most recent announcement illustrates SaskTel's commitment to building world-class networks that enhance the quality of life for all Saskatchewan people, including those in rural areas."

Equipping Saskatchewan people with the super-fast communication tools they need to succeed and have an improved quality of life – that's how SaskTel is helping to build stronger Saskatchewan communities.

infiNET

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Appendix

GRI	Requirement	Source
STRATEGY AND ANALYSIS G4-1	Provide a statement from the most senior decision-maker of the organization	2016/17 CSR report: page 4-5
ORGANIZATIONAL PROFILE G4-3	Report the name of the organization	Saskatchewan Telecommunications Holding Corporation (SaskTel)
G4-4	Report the primary brands, products and services	2016/17 CSR report: page 7 2016/17 annual report: page 17
G4-5	Report the location of the organization's headquarters	2016/17 CSR report: page 34 2016/17 annual report: inside back cover
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	2016/17 annual report: page 17
G4-7	Report the nature of ownership and legal form	2016/17 CSR report: page 7 2016/17 annual report: page 17
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	2016/17 CSR report: page 7 2016/17 annual report: page 17
G4-9	Report the scale of the organization: Total number of employees Total number of operations Net revenues Quantity of products or services provided	 2016/17 CSR report: page 12 2016/17 annual report: page 17 2016/17 CSR report: page 7 2016/17 annual report: page 17 2016/17 CSR report: page 31 2016/17 annual report: page 31 2016/17 CSR report: page 7 2016/17 annual report: page 17
G4-10a	Report the total number of employees by employment contract and gender	2016/17 CSR report: page 12
G4-10b	Report the total number of permanent employees by employment type and gender	2016/17 CSR report: page 12
G4-10c	Report the total workforce by employees and supervised workers by gender	2016/17 CSR report: page 12
G4-10d	Report the total workforce by region and gender	2016/17 CSR report: page 12
G4-10e	Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.	The information was not readily available at the time of the report.
G4-10f	Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	There were no significant changes in our employment numbers over the reporting period.
G4-11	Report the percentage of employees covered by collective bargaining agreements.	2016/17 CSR report: page 13
G4-12	Describe the organization's supply chain.	2016/17 CSR report: page 9
G4-13	Report on any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	There were no significant changes during the reporting period.
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	2016/17 annual report: page 16-41
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	As a crown corporation, SaskTel endorses charters, principles, or other initiatives which falls under relevant provincial legislation.
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic	2016/17 CSR report: page 20-26 http://www.sasktel.com/about-us/corporate-social-responsibility

GRI	Requirement	Source
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES G4-17	1. List all entities included in the organization's consolidated financial statements or equivalent documents. 2. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	2016/17 annual report: page 17
G4-18	1. Explain the process for defining the report content and the Aspect Boundaries. 2. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	2016/17 CSR report: page 6
G4-19	List all the material Aspects identified in the process for defining report content.	2016/17 CSR report: page 6
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material within the organization • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following approaches and report either: • The list of entities or groups of entities included in G4-17 for which the Aspect is not material or • The list of entities or groups of entities included in G4-17 for which the Aspects is material • Report any specific limitation regarding the Aspect Boundary within the organization	2016/17 CSR report: page 6
G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: • Report whether the Aspect is material outside of the organization • If the Aspect is material outside the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified • Report any specific limitation regarding the Aspect Boundary outside the organization	2016/17 CSR report: page 6
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	All restatements from previous reports are referenced, where applicable.
G4-23	Report any significant changes from previous reporting periods in the Scope and Aspect Boundaries.	There have been no changes to the reporting period.
STAKEHOLDER ENGAGEMENT G4-24	Provide a list of stakeholder groups engaged by the organization.	2016/17 CSR report: page 6
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Due to size of our operations, there are several stakeholders who helped to develop, monitor and implement our CSR strategies, along with this report. These include the people of Saskatchewan, government, regulators, community partners, employees and suppliers.
G5-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Employees play an important role through internal communications initiatives. They are able to share not only their stories on how to be a corporate citizen but provide adequate feedback on our programs. They also live and raise their own families in the province and through their volunteerism, help raise the standard of living across the province.
G5-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Most of the suggestions were included in the report. There were no material concerns raised.

GRI	Requirement	Source
REPORT PROFILE G4-28	Reporting period (such as fiscal or calendar year) for information provided.	April 1, 2016 to March 31, 2017
G4-29	1. Date of most recent previous report (if any)	April 2016
G4-30	Reporting cycle (such as annual, biennial)	Annual
G4-31	• Provide the contact point for questions regarding the report or its contents.	https://support.sasktel.com/ app/ contact_us
G4-32a	Report the 'in accordance' option the organization has chosen.	GRI-G4 core
G4-32b	Report the GRI Content Index for the chosen option.	GRI index document
G4-32c	Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	This report has not been externally assured.
G4-33	1. Report the organization's policy and current practice with regard to seeking external assurance for the report. 2. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. 3. Report the relationship between the organization and the assurance providers. 4. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	This report has not been externally assured.
GOVERNANCE G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	2016/17 CSR report: page 7 2016/17 annual report: page 85-99 http://www.sasktel.com/about-us/ company-info/board-of-directors/
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	2016/17 annual report: page 87
G4-40	Report the nomination and selection processes for their highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: 1. Whether and how diversity is considered 2. Whether and how independence is considered 3. Whether and how expertise and experience relating to economic, environmental and social topics are considered 4. Whether and how stakeholders (including shareholders) are involved	2016/17 annual report: page 86
ETHICS AND INTEGRITY G4-56	1. Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics. 2. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	2016/17 CSR report: page 7 2016/17 annual report: page 19 http://www.sasktel.com/about-us/ company-info/vision-mission-and-values/vision-mission-and-values http://www.sasktel.com/about-us/ legal-and-regulatory/legal-and-reg-ulatory
G4 SPECIFICS STANDARD DISCLOSURES G4-EC1	Economic Value	2016/17 CSR report: page 31-32 2016/17 annual report: page 43-48
G4-EN3	Energy Consumption	2016/17 CSR report: page 29
G4-LA1	Total number and rates of new employee hires and employee turnover	2016/17 CSR report: page 13
G4-LA9	Average hours of training	2016/17 CSR report: page 18
G4-HR5	Incidents of Child Labour	SaskTel does not hire child labour.
G4-SO7	Legal action for anti-competitive behaviour	There were no legal actions for anti-competitive behaviour in the reporting period.
G4-PR5	Customer satisfaction survey	2016/17 CSR report: page 8 2016/17 annual report: page 25