EMBRACING HUMAN CONNECTION

SUSTAINABILITY REPORT 2024/2025

SaskTel

Land Acknowledgement

SaskTel recognizes that its work takes place on traditional and ancestral Indigenous lands of the Nêhiyawak, Nakota, Lakota, Dakota, Anishinabek, Denesuline and Métis communities across the province.

We acknowledge that there are six numbered Treaties (2, 4, 5, 6, 8, and 10) in the area that is now Saskatchewan.

We are thankful to be able to work, live, and learn in this land and are committed to honouring the Treaties, as we continue the journey of truth and reconciliation.

SaskTel Sustainability Report 2024/2025

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PRESIDENT'S MESSAGE

At SaskTel, our sustainability reflects the contributions of all our people. Guided by our purpose to serve the people of Saskatchewan, we remain motivated to push the envelope of innovation and to improve efficiency across all our operations to deliver positive impacts for the company and province. To discuss this year's progress, we were pleased to sit down with Charlene Gavel, SaskTel President and Chief Executive Officer, to talk about major projects and initiatives underway at SaskTel that promote a sustainable future.

Charlene Gavel, SaskTel President and Chief Executive Officer.

What are some of SaskTel's key accomplishments this year?

Looking back at the year, SaskTel has made considerable progress down our path to expand fibre to more of the province. Our *infiNET™* network now has a footprint of more than 100 communities, including 60 rural communities that joined the network in 2024/25 alone.

Often, when talking about this multi-year initiative, we tend to highlight a lot about the immediate performance and speed advantages it will provide to residents, which is obviously important, but I feel it is also important to speak to the sustainability benefits inherent in building out a fibre optic network.

Compared to past broadband technologies, fibre gives each community it serves a resilient, new foundation that will be used to support the next generation of digital services and apps linking people and things. As fibre networks are easier to maintain and less susceptible to harsh weather and other environmental factors, our network upgrades are also a crucial step in supporting the communication needs of thousands of Saskatchewan households for decades to come without massive efforts needed every few years to replace the underlying network.

One of the SaskTel 5G cell towers located in Regina, SK.

We also reached the halfway mark of our 5G network deployment last June, which is a huge achievement for both our business and the province. As we bring 5G connectivity to more communities, rural areas, and highways corridors, this is going to make a marked difference for Saskatchewan residents. Better call quality, data speeds, and overall service reliability are all great outcomes that will support improved safety and well-being in the province. Closing this fiscal year, we now have over 700 of our cell sites upgraded with 5G.

A SaskTel technician boring fibre cable along Highway 106 in the Hanson Lake Road area.

How is SaskTel taking steps to continue its role as a trusted partner in communities?

We have an incredible business community in Saskatchewan that is continually looking for new, impactful, and innovative ways to create meaningful change in our communities. For SaskTel, this year presented many new opportunities to extend community investment into new areas and to strengthen our relationships with Indigenous communities across the province.

Our Aurora Program, which encompasses four significant projects for Northern Saskatchewan, was launched last summer following the announcement of much-appreciated federal funding for this bold initiative. Since then, we've been thrilled to break ground to bring fibre cabling through the Hanson Lake Road (Highway 106) area. We also turned on the *infiNET* network in Cumberland House this spring, which is remarkable.

Throughout each step of the program, we've had the privilege of engaging in meaningful one-on-one conversations with First Nations leadership to consult with them on our plans and seek their valuable insights and support. Overall, the program will result in several new cell towers and the delivery of SaskTel *infiNET* service to over 9,300 households in more than 30 northern and Indigenous communities by the end of March 2027. While no single company or organization can take on the responsibility of reconciliation alone, this program is very much focused on the needs of northern and Indigenous communities and represents a step in the right direction.

Looking at our focused community impact and sponsorship work, we've also helped to amplify SaskTel's commitment to the development and engagement of our youth - Saskatchewan's future

leaders - and the very people whose creativity and potential we need to support. This past year, I was thrilled to attend and deliver remarks at the SaskTel Indigenous Youth Awards of Excellence which is a powerful and inspiring event we've supported since 1997.

Thanks to our Connecting with Community Challenge in February, I am also excited by the new relationship we've developed with the Saskatchewan Roughrider Foundation which supports youth education and amateur sports initiatives across the province. In all, we were able to donate $15,000 to the Saskatchewan Roughrider Foundation because of this effort.

For this, and the hundreds of other community events and initiatives we support across the province, our main aim is to help bring out the best of our communities and build connections that can lead to bigger and better things for Saskatchewan.

The 2024 SaskTel Indigenous Youth Award winners.

What sticks out from the past year in terms of SaskTel's contributions to sustainability?

While every year presents a new set of challenges and different themes, I am enormously proud of the work we have accomplished over the past year in support of sustainability. We are laying the groundwork for the future – a SaskTel that continues serving customers with excellence while holding fast to the values of safety, respect, environmental stewardship, and accountability.

In 2024/25, one of my favorite moments was announcing the new recycling collaboration with SaskBuilds in support of our Phones for a Fresh Start program. It was exciting to see the energy going into this program and then, of course, to see all the old smartphones and wireless devices that are going to be recycled to benefit the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS) and some of our province's most vulnerable.

Across our business, the year also saw significant advancements in terms of automation and technology that will help us run our networks and facilities more efficiently. For example, the roll out of remote service tools including remote access for some a portion of our HVAC (Heating, Ventilation, Air Conditioning) control systems provides us with improved means to reduce energy consumption, emissions, and operating costs.

Overall, what sticks out to me the most is one word, "potential." Novel solutions and technology have incredible potential to pave the way for many exciting sustainability improvements for SaskTel and our customers. Looking to the rest of 2025 and beyond, new smart products and IoT (Internet of Things) solutions will continue to generate efficiencies for the home, farm, our towns, and our cities.

(Left to right) Charlene Gavel, SaskTel President and Chief Executive Officer, with SaskBuilds and Procurement Minister Terry Jensen.

To close, looking ahead what do you see as key opportunities for SaskTel?

To harness future growth and pursue our sustainability goals, talent will be crucial to enabling SaskTel's ongoing transformation in an age of rapid technological change. The next big things in our industry are already at our doorstep.
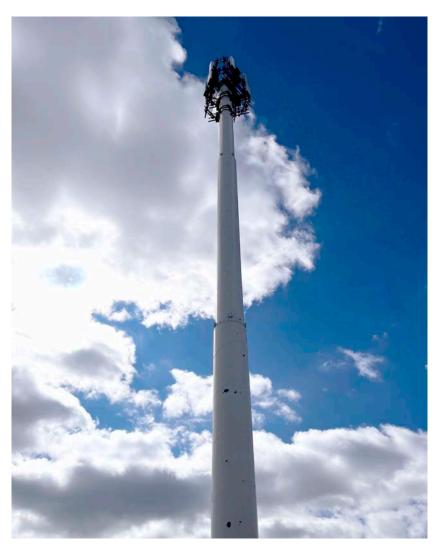
We know that having a workforce with the necessary skills, knowledge, and adaptability will be crucial in what is an ever-changing telecom landscape. Today, technical skills and the ability to leverage and benefit from different digital tools and platforms – including AI (Artificial Intelligence) – is going to steer us in the right direction. For this reason, in addition to bringing new opportunities to our employees for growth, our Talent Acquisition team is making a conscious effort to integrate young and skilled people of all backgrounds to ensure we are ready for whatever the future holds.

By focusing on developing our teams and integrating the right skills, we'll make sure we're matching customer expectations with better and more efficient customer service interactions whether that's through improvements to our mySASKTEL web and mobile apps, more intuitive and user-friendly self-serve

options, or shorter service call response times. No matter what type of customer you are or what type of service you need, we continue to strive to deliver an excellent experience.

SaskTel has a great history, and a bright future. For the year ahead and beyond, SaskTel is committed to delivering for the people of Saskatchewan and, as a team, we will continue to do whatever it takes to provide the network and communications services that Saskatchewan people rely on.

A 5G SaskTel Cell Tower Outside Regina, SK.

OUR COMMITMENT TO SASKATCHEWAN

Since 1908, SaskTel has been here to connect the people of Saskatchewan to the aspects of their lives that they care about most. We are passionate about helping Saskatchewan residents and communities thrive in a sustainable and resilient province.

Our sustainability framework is in line with our culture and guides our daily activities, as we aim to operate in a way that benefits the communities we serve. Each pillar has a specific purpose, actions taken to fulfill it, and measures to show progress. By following our sustainability framework, we ensure that we operate in a way that creates value for our customers, our employees, our shareholders, and our province.

We are proud of our role in making Saskatchewan a better place to live, work, and play.

SUSTAINABILITY FRAMEWORK

Social Impact

Our communities

We aim to enhance the quality of life in the communities where we work and reside. We are committed to making Saskatchewan better by backing non-profit organizations and investing in initiatives that have a beneficial effect on our province.

Our customers

With our customers at the centre of everything we do, we strive to increase access across all corners of the province and deliver services that meet our customers' needs.

Our people

We believe our greatest strength is our people. We value our diverse workforce and are committed to employee standards that enable all to thrive.

Governance

We are accountable for upholding the highest level of ethical standards throughout all levels of the organization, SaskTel's Board of Directors has set this as the standard. We are accountable and responsible to our customers, the people of Saskatchewan, and each other.

Environmental Sustainability

We are committed to a clean green Saskatchewan. With our focus on reducing the environmental impact of our activities, the resources we use, the waste we generate, and the energy we consume, we have embedded a green mindset into our operations. We are focused on the impact that SaskTel and its employees have on the environment because Saskatchewan is our home.

KEY HIGHLIGHTS

OUR COMMUNITIES

We are committed to making Saskatchewan better by:	Outcomes
Sponsoring non-profit organizations that directly benefit Saskatchewan.	• $3,094,714 to 1,048 organizations in 260 communities.
Raising awareness and teaching people about cyberbullying and cyber safety, through SaskTel Be Kind Online grants for youth-led projects that tackle cyberbullying and spread kindness.	• $28,000 in grants to 19 recipients.
Supporting individuals fleeing domestic abuse and youth transitioning out of Ministry of Social Services care by providing phones and phone cards through our Phones for a Fresh Start program.	• 341 cell phones and $8,000 worth of phone cards provided.
Supporting charitable causes through SaskTel TelCare by donating $0.50 for every $1.00 employees contribute.	• $188,853 donated to 47 organizations.
Volunteering time and making donations through the SaskTel Pioneers, a group of current and retired employees.	• $207,899 financial, and $828,721 in-kind donations and 25,282 volunteer hours (2024).
Showcase diverse and original Saskatchewan television programming on maxTV Local on Demand.	• $2,809,195 invested in 638 programs.
Funding youth mental wellness programs through our Connecting With Community Challenge by encouraging acts of kindness.	• $15,000 donated to the Saskatchewan Roughrider Foundation.

OUR CUSTOMERS

We understand we have a critical role to play in supporting Saskatchewan's growth and prosperity by:	Outcomes
Investing in our network infrastructure, SaskTel continuously enhances the level of connectivity available throughout the province, including rural areas where the introduction of enhanced services can have an especially strong impact on the local economy.	• SaskTel's wireless network delivers connectivity to over 99% of the population of the province. • SaskTel extended 5G to 701 cell sites (more than 420 serve medium to smaller sized communities, Indigenous communities, rural and resort areas, and highways). • SaskTel *infiNET*™ Service is now available to 77% of Saskatchewan homes and businesses. • SaskTel network capital investment totaled $398.5M

OUR PEOPLE

We are committed to building our diverse workforce, and enabling all to thrive by:	Outcomes
Valuing the opinions of our employees and ensuring that we continue to create a work culture that empowers them and makes them feel supported.	• Employee engagement score is 75%.
Enabling equal access to training courses, out-of-work-hours education funding, and access to additional resources to master new skills at their own pace.	• 100% participation in learning, with an average expenditure of $1,226 per employee. • 87% of employees felt confident in current and evolving skillsets.
Providing resources required to perform work safely while complying with, or exceeding, all regulatory requirements and industry standards.	• 2.08 total injury frequency rate (per 100 employees), 0 fatalities, 1.0 time-loss incident frequency rate (per 100 employees).
Aiming to have a workforce that reflects the diversity of the province we serve, and growing the skills set that we hire for.	• 326 external hires, including 58 students. • Diversity statistics: 23.97% women in underrepresented roles, 10% Indigenous people, 17.1% visible minorities, 12.3% people who experience disability. • 17 Supported Employment Program participants. • 20 Scholarships offered. • 12 Saskatchewan Immigrant Nominee Program nominees.

GOVERNANCE

We are committed to upholding ethical standards throughout all levels of the organization by:	Outcomes
Applying a best value method in all purchase transactions, and when feasible, obtains goods and services through a competitive procurement process. This includes a focus on Saskatchewan and Indigenous suppliers.	• $1.09M total procurement spend. • Suppliers' location: 71.35% within Saskatchewan, 21.79% within Canada (outside of Saskatchewan), 6.86% outside Canada. • SaskTel spent over $7.17M with 29 local Indigenous suppliers.

ENVIRONMENTAL SUSTAINABILITY

We are committed to lessening our environmental impact by:	Outcomes
Following our Environmental Management System (EMS) and driving forward green initiatives that have a favourable impact on our energy consumption.	Total Energy Consumed = 554,177 GJ • Fleet Fuel = 88,661 GJ • Electricity = 393,475 GJ • Natural Gas = 72,041 GJ

Our impact within our community continues to be recognized in the awards that we receive, such as Mediacorp Canada Inc.'s:

• Canada's Best Diversity Employers
• Canada's Top Employers for Young People
• Saskatchewan's Top Employers
• Canada's Greenest Employers

The editorial basis for SaskTel's selection for these awards can be found at Canada's Top 100 Employers.

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SOCIAL IMPACT

SaskTel enhances the wellbeing of Saskatchewan's people through its SaskTel Cares initiatives, community investments, and diverse workforce. We are proud of our sponsorships, employee activities, local TV programming, and the economic impact of our connectivity investments across the province.

SASKTEL CARES

SaskTel Cares embodies all efforts SaskTel undertakes for the benefit of our community. We are committed to enhancing the quality of life in Saskatchewan by supporting non-profit organizations and investing in various initiatives that have a positive impact on our province. Our dedication to improving the lives of all residents goes beyond donations and sponsorships. Through the tireless efforts of our employee volunteers, and the provision of high-quality local television programming, we maintain a strong and direct connection with the communities we serve.

SASKTEL CARES INITIATIVES

Sponsorships	$3.1M	1,048 Non-Profit Organizations 260 Communities
SaskTel Pioneers	$1.04M	Donations & 25,293 Volunteer Hours
SaskTel TelCare Contributions	$189K	47 Charities
SaskTel Be Kind Online Grants	$28K	19 Youth-led Kindness Initiatives
SaskTel Phones for a Fresh Start	341 Phones $8K Cards	Assisting People Fleeing Domestic Abuse
maxTV Local on Demand	$2.81M	638 Local Television Programs

SOCIAL IMPACT

SaskTel Sponsorships

SaskTel is committed to supporting Saskatchewan communities through sponsorships. In the 2024/25 fiscal year, SaskTel contributed $3,094,714 to 1,048 non-profits, charities, community associations, venues, events, and partnerships in 260 communities. We support organizations making Saskatchewan stronger, more prosperous, and inclusive, while working closely with community groups to expand initiatives for underrepresented or vulnerable groups.

SaskTel supports activities, programs, projects, and events which meet the following criteria:

- Information and communications technology
- Promoting diversity by representing groups such as women in underrepresented roles, people who experience disabilities, visible minorities, and Indigenous people
- Youth
- Rural communities
- Environmental sustainability

SaskTel Urban InSTEM Summer Camps

SaskTel is proud to continue sponsoring the SaskTel Urban InSTEM (Indigenous Science, Technology, Engineering, and Mathematics) Summer Camps in Regina, which feature Indigenous-led activities such as tipi raising. The camps have received positive feedback, demonstrating their effectiveness and success.

SaskTel Urban InSTEM Summer Camp.

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SaskTel Be Kind Online

Be Kind Online is a program that raises awareness and provides education about cyberbullying and cyber safety. It encourages individuals to be responsible for their online conduct and seize the opportunity to promote kindness. Everyone has a digital footprint reflecting their identity, which is a trace of their online activities and behaviors. Be Kind Online advises youth to ensure their digital footprint is positive. SaskTel leads this initiative, supporting efforts to improve online behavior and emphasizing diversity, inclusion, and acceptance.

The Ministry of Education has partnered with SaskTel Be Kind Online to provide program resources, supports, and funding related to Saskatchewan's Action Plan to Address Bullying and Cyberbullying.
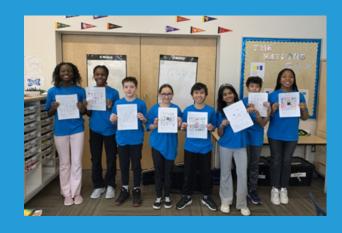
Be Kind Online Resources

From kids to teens, teachers to parents, Be Kind Online has resources available for everyone to learn how to be safer online, find assistance for those in need, or simply; how to be a better advocate for inclusion. For more information visit the Be Kind Online resources page at bekindonline.com.

Be Kind Online Grants

Grants are awarded to people and groups who strive to be a positive force in our community. Be Kind Online believes in spreading kindness and empowering people to have their voice heard and rally others to Be Kind Online (and in person). In 2024/25, 19 grants of up to $1,500 were awarded to youth-led kindness initiatives, totaling $28,000.

"Dreams Become Reality" Blue T-Shirt Project

The "Dreams Become Reality" project at St. Kateri School in Regina, supported by the Be Kind Online program, inspires Grade 6 students to set and achieve personal goals. By taking part in the project, each student received a blue t-shirt symbolizing perseverance. The initiative promotes goal setting and self-belief; fostering a culture of ambition and support within the school.

Grade 6 Students at St. Kateri School participating in the Dreams Become Reality Project.

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SaskTel Phones for a Fresh Start

To assist individuals fleeing domestic abuse, SaskTel distributes wireless phones and phone cards to Provincial Association of Transition Houses and Services Saskatchewan (PATHS) member agencies. Many people leave abusive situations without a phone. The donated phones help them stay in contact with loved ones, look for employment, and secure housing. Additionally, the phone provides them with safety. In 2024/25, SaskTel provided 341 cell phones and $8,000 worth of phone cards to PATHS.

SaskTel Phones for a Fresh Start also supports youth transitioning out of permanent or long-term care from the Ministry of Social Services.

Since 2009, SaskTel has given 6,081 cell phones and phone cards valued at $142,400 to PATHS and the Ministry of Social Services. The SaskTel Phones for a Fresh Start program aims to minimize Saskatchewan's environmental footprint while helping people in need. The program collects and recycles old wireless phones, using all proceeds to buy and donate wireless phones and prepaid phone cards. Wireless devices and accessories can be dropped off in collection bins found at SaskTel Stores and participating dealers across the province. Nearly 100% of the materials in a standard mobile device are recyclable. Since the inception of Phones for a Fresh Start, more than 148,000 wireless devices have been recycled. In the 2024/25 fiscal year alone, 4,714 devices were recycled.

Jeffrey Ortiz, a SaskTel Store employee displays the Phones For a Fresh Start phone donation bin.

SaskTel TelCare

SaskTel TelCare contributed nearly $189,000 to 47 locally operated charities and non-profit organizations in 2024/25. SaskTel TelCare is a volunteer organization of SaskTel employees who contribute donations through an automatic payroll deduction. SaskTel donates 50 cents for each dollar employees contribute through TelCare. Across the province this past year, the program raised $125,900 that, when combined with SaskTel's commitment, has allowed the company to donate a total of $188,853. There were nearly 600 SaskTel employees donating to the fund this past year.

SOCIAL IMPACT

The SaskTel Pioneers

The SaskTel Pioneers have always been committed to making a positive difference in the communities where SaskTel operates. The Pioneers are a group of volunteers who are either current or retired SaskTel employees with the shared goal of creating immediate and concrete change in Saskatchewan. The SaskTel Pioneers have 3,661 members.

In 2024, the SaskTel Pioneers contributed $207,899 in financial donations to organizations including the Kinsmen Telemiracle and Camp Easter Seal. In addition, the Pioneers provided $828,721 in in-kind donations such as Hug-a-Bears, Heart Pillows, and through Computers for Schools+. Together, the SaskTel Pioneers combined to volunteer for 25,283 hours.

The SaskTel Pioneers support activities, programs, projects, and events focused on:

• Education
• Life enrichment
• Environment
• Military
• Health & human services

Computers For Schools+

Computers For Schools+ (CFS+) is a partnership between SaskTel, the SaskTel Pioneers, and Industry Canada. In 2024, CFS+ distributed 8,295 computers to schools, libraries, non-profit organizations, and low-income families across the province.

All federal government departments contribute their surplus equipment to CFS+ as part of the Treasury Board Directorate. In addition, several Saskatchewan Crown corporations, private companies, and personal donations contribute to this program's success.

SaskTel Pioneers volunteers staff CFS+ workshops to repair and refurbish surplus computers alongside interns from the Technical Work Experience Program a federal program offers a broad array of digital and soft skills training to youth drawn from diverse communities and backgrounds.

SaskTel maxTV Local on Demand

SaskTel is committed to highlighting diverse and original Saskatchewan television programming on maxTV Local on Demand. In 2024/25, we invested $2,809,195 directly towards 638 local programs focused on youth and community-based sports, artists, musicians, unique businesses, and events. In addition to promoting Saskatchewan people, events, and initiatives, maxTV Local on Demand provides a platform for provincial producers to display content they create within our communities.

University of Saskatchewan Huskies vs. the University of Regina Rams televised on maxTV Live Local.

Connecting with Community Challenge

Throughout the month of February, employees engaged in and shared their acts of kindness as part of the 2025 SaskTel #BeKind Connecting with Community Challenge. This annual project encourages employees to participate in community causes. In collaboration with the SaskTel Pioneers, the corporation made a donation to the Saskatchewan Roughrider Foundation for every act of kindness performed. Together our employees raised $15,000; demonstrating SaskTel's support for the children and youth of the province.

This initiative not only fortified SaskTel's culture and sense of community but also set a valuable precedent for future projects. The impact of collective goodwill was on display as we embraced the spirit of *being kind* and leveraged every opportunity to connect, support, and uplift those around us. Through continuous efforts like these, we're creating enduring positive change within the communities we serve.

Economic Impact of SaskTel Cares Contributions

With the use of Statistics Canada Input-Output Economic Multipliers for the Saskatchewan economy, the impacts of SaskTel's community contributions result in direct, indirect, and induced economic changes. Direct impacts from SaskTel Cares initiatives

are defined as production changes in the economy as a direct result of these community contributions. Indirect means production changes in the economy due to the receiving organizations re-spending the community investment from SaskTel. Induced impacts are production changes in economic activity resulting from household spending of incomes earned from directly and indirectly affected organizations.

Community Investment

SaskTel's total economic output impact from the community investment (sponsorship, Be Kind Online grants, Phones For a Fresh Start, and TelCare) of $3,319,567 on the provincial economy is valued at $5.89 million. Additionally, SaskTel contributed $3.14 million to GDP, generated $2.1 million in earnings, produced $119,504 in tax revenues, and created 41.19 jobs.

Impact	Output ($M)	GDP ($M)	Earnings ($M)	Taxes ($M)	Jobs(FTE)
Direct	3.32	1.53	1.44	0.02	28.96
Indirect	1.62	1.00	0.43	0.05	7.26
Induced	0.95	0.61	0.23	0.05	4.96
Total	5.89	3.14	2.10	0.12	41.19

The SaskTel Pioneers

SaskTel's total economic output impact from the SaskTel Pioneers' investment of $1,036,620 (2024) on

the provincial economy is valued at $1.84 million. Additionally, SaskTel contributed $981,679 to GDP, generated $656,181 in earnings, produced $37,318 in tax revenues, and created 12.86 jobs.

Impact	Output ($M)	GDP ($M)	Earnings ($M)	Taxes ($M)	Jobs(FTE)
Direct	1.04	0.48	0.45	0.01	9.04
Indirect	0.51	0.31	0.13	0.02	2.27
Induced	0.30	0.19	0.07	0.02	1.55
Total	1.84	0.98	0.66	0.04	12.86

maxTV Local on Demand

SaskTel's total economic output impact from maxTV Local investment of $2,809,195 on the provincial economy is valued at $4.22 million. Additionally, SaskTel contributed $2.34 million to GDP, generated $1.78 million in earnings, produced $87,085 in tax revenues, and created 28.43 jobs.

Impact	Output ($M)	GDP ($M)	Earnings ($M)	Taxes ($M)	Jobs(FTE)
Direct	2.81	1.48	1.38	0.03	19.87
Indircect	0.61	0.34	0.20	0.01	4.33
Induced	0.81	0.52	0.19	0.04	4.23
Total	4.22	2.34	1.78	0.09	28.43

SOCIAL IMPACT

Network Access

SaskTel plays a vital role in supporting Saskatchewan's growth. By investing in network infrastructure, we're improving connectivity across the province; especially in rural areas where enhanced services boost the local economy.

SaskTel's 5G Network

SaskTel's wireless network now includes 701 sites delivering 5G wireless connectivity to over 87% of the population of the province. Having extended 5G to 220 cell sites between April 1, 2024, to March 31, 2025, we now offer 5G service to customers in all major urban centres throughout Saskatchewan. Of the 5G sites put into service to date, more than 420 serve medium to smaller sized communities, Indigenous communities, rural and resort areas, and highways.

Industries such as agri-tech, and oil and gas will utilize 5G to support their operations in the future. Smart cities, advanced gaming, and Internet of Things (IoT) are examples of applications for 5G technology.

Key benefits of 5G include:

- Extremely fast speeds: Upon launch, the 5G core will deliver speeds of up to 1.2 Gigabits per second (Gbps) allowing customers to stream, download, and upload large quantities of data very quickly. As the network evolves, speeds will increase even further with SaskTel's deployment of new wireless core technologies and additional wireless spectrum.

- Huge network capacity: 5G will enable wider adoption of smart and IoT technologies as users can connect to significantly more devices and services.

- Ultra-low latency (delays): 5G delivers near instantaneous connections.

SaskTel *infiNET* Service

SaskTel understands that broadband has become a critical component of modern society, and as Saskatchewan's homegrown communications leader, we are firmly committed to being the best at connecting the people of our province to their worlds. This commitment is what drives SaskTel to continuously look for opportunities to enhance the level of connectivity available throughout the province — especially in rural areas where economic activity, access to healthcare, education, and even social interaction can be reliant on a broadband connection.

Upon completion of the Rural Fibre Initiative, SaskTel estimates that it will have invested more than $1 billion to bring *infiNET* service to residents and businesses in more than 250 communities – approximately 86.3% of all homes and businesses in the province. As of March 31, 2025, 77% of Saskatchewan homes and businesses have access to fibre.

Currently, *infiNET* service can deliver download speeds close to 1 Gbps and upload speeds of 500 megabits per second (Mbps). Plus, as a fibre-based network, SaskTel will be able to quickly and easily upgrade

the network to deliver even faster speeds and more bandwidth as customers' usage patterns evolve. These incredibly fast speeds will enhance the customer experience when streaming, uploading photos and videos, and participating in real-time gaming and video chats.

Network Redundancy

At SaskTel we are confident in the strength of our networks. We're in an excellent position to manage higher Internet and wireless data traffic across Saskatchewan, whether that's in our rural markets or in our urban centres where we expect the largest increases to occur. As Saskatchewan's leading telecommunications provider, we have multiple layers of redundancy built into our networks to effectively manage capacity when and where it's needed most.

Affordability

SaskTel recognizes the importance of providing advanced and reliable communications services that are also affordable. While SaskTel strives to keep rates low, the growing investments required to operate; maintain; and enhance its networks and services; make it necessary for it to periodically adjust rates. We also ensure our offerings are affordable in several other ways:

- We adhere to all pricing guidelines as required by the Canadian Radio-television and Telecommunications Commission (CRTC), including:

  - Providing two low-cost wireless plans: one with voice/messaging for $15/month, and one with voice/messaging/data for $35/ month. These plans have been available since 2022.
  - Offering maxTV Lite which gives customers a basic television package for $25/month. This package has been available since 2018 on maxTV and maxTV Stream.

- We have participated in the Government of Canada's Connecting Families initiative (which offers discounted internet services to low-income families and seniors) since the program's inception in 2019. As of March 31, 2025, nearly 5,500 families have benefited from this program.

- We offer Saskatchewan residents a lower cost option for wireless service, through our Lüm Mobile service that launched in 2021.

- We provide a variety of plans and packages for many of our services that are designed to meet the vast majority of customers' needs and budgets.

- We also offer discounts to customers who bundle multiple SaskTel services as well as offering a variety of promotions and incentives that provide customers with reduced rates for a period. For example, customers who agree to a 2-year Internet services contract receive locked-in pricing and a monthly discount for their service for 24 months.

AURORA PROGRAM BRINGING CONNECTIVITY TO NORTHERN RESIDENTS

As Saskatchewan's homegrown communications leader, SaskTel has always committed itself to delivering leading edge communications services to the people of Saskatchewan.

We understand how important fast and reliable connectivity is to the overall health and well-being of our customers, especially those living in more remote communities.

This past year, SaskTel received funding from the federal government that, building on SaskTel's existing investments, will see SaskTel undertake a massive project we call the Aurora Program, to deliver faster Internet service and improved connectivity to residents living in Northern and Indigenous communities.

We sat down with Greg Meister, Vice President Customer Services - Operations, to learn what this program means for SaskTel and Saskatchewan's Northern Communities.

Greg Meister, Vice President Customer Services - Operations

Tell us more about the Aurora program and how the federal funding will be used?

This is an extremely exciting project for Northern Saskatchewan and the residents in the communities that will see improved broadband services. We are using the funding received from the federal government to upgrade and expand what is known as our transport network in the northern part of the province. With it, we will be bringing our SaskTel *infiNET* service to residents living in more than 30 northern and Indigenous communities.

This includes residents living in Deschambault Lake, Ballantyne Bay, Tyrell Lake, Jan Lake, Cumberland House, Cumberland House Cree Nation, and Pemmican Portage, with more communities on the way. We have already begun delivering *infiNET* service in some parts of Cumberland House. We have also begun ploughing fibre along Hanson Lake Road as part of the delivery of fibre to some of these communities.

The funding will also go towards building several cell towers along Highway 106 (better known as Hanson Lake Road). On top of that, we are constructing several new cell towers to bring wireless coverage to Birch Narrows First Nation, Island Lake (Ministikwan Lake Cree Nation) and Turnor Lake on the northwest portion of the province, with completion anticipated by the end of 2026.

Overall, the program will improve the speed of our broadband services and enable residents in these northern communities to take advantage of all the opportunities the modern world has to offer.

Fibre cable installation underway along Highway 106 in the early months of winter.

Workers prepare along Highway 106, braving winter conditions for equipment and repair in the Hanson Lake Road region.

When do you expect to complete the delivery of infiNET and these cellular towers?

SaskTel expects to complete all announced projects by the end of March 2027.

What will the program mean to these northern and Indigenous communities?

SaskTel knows how important it is to have a reliable and fast internet connection or cellular service; especially in remote areas of the province. Delivering this project means that residents in those communities can take advantage of the social, economic, and educational opportunities the world offers.

This area of Saskatchewan falls within the Boreal Forest. Tell us about the difficulty of delivering on a project in such terrain.

The work in this area is extremely tough. This part of the province is made up of huge trees, muskeg, and rock, not to mention the freezing temperatures in the winter. Our people and the crews working on the project have to plough and lay fibre through some exceedingly difficult terrain.

But SaskTel also has a solid history of delivering our services through some tough areas and across a province that is geographically quite diverse. So, we rely on the commitment of our people and our teams to see this project through.

SOCIAL IMPACT

Not only is the terrain difficult, but a program of this magnitude does take tons of planning, design work, and consultations. Before any ploughing work can begin, we're obligated to hold consultations with the communities' receiving services. There are also ongoing design meetings and discussions with various external parties to receive things like right-of-way access for ploughing and discussions with environment officials to ensure any lands SaskTel ploughs are minimally impacted. A lot of preparation is needed for a project like this.

How important is it to bring wireless services along Hanson Lake Road?

Anyone who has been on Hanson Lake Road knows just how important it is for connecting parts of Northeastern Saskatchewan to the Southern half of the province. It's a fully paved provincial highway which runs from Smeaton to Creighton.

Currently, no wireless service provider delivers coverage along the road as the costs to construct the necessary transport and last mile networks are extremely high. So, we are incredibly pleased to be able to deliver this service along that highway corridor.

Equipment clears the ditches ahead of the installation of fibre cable along Highway 106.
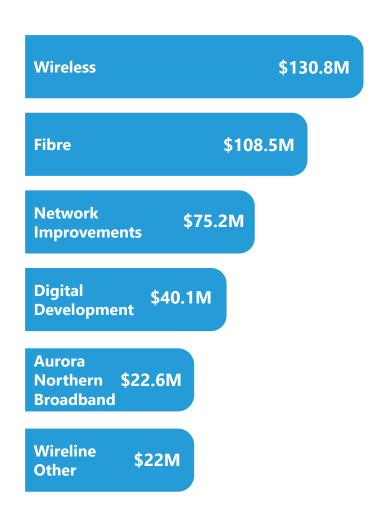
How does a project like this make you and the team delivering the services to northern Saskatchewan feel?

Extremely proud. It is very satisfying knowing that the work we do will help improve the lives of the people in those northern and Indigenous communities who will have faster Internet speeds and better cellular coverage.

INVESTING IN SASKATCHEWAN COMMUNITIES

At SaskTel, our focus is on providing excellent service to our customers and supporting Saskatchewan communities' success. As we keep expanding our networks to offer more people the best connectivity possible, we're striving to be creative and enhance our operational efficiency by using local skills and products from businesses throughout the province.

SaskTel invested $398.5 million in capital during 2024/25, delivering the fastest Internet, Wi-Fi and 5G mobile technologies in Saskatchewan. This investment will continue improving the coverage, capacity, reliability, and speed of our networks while creating opportunities to provide additional enhancements and capabilities in the future.

Wireless	$130.8M
Fibre	$108.5M
Network Improvements	$75.2M
Digital Development	$40.1M
Aurora Northern Broadband	$22.6M
Wireline Other	$22M

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Economic Impacts of SaskTel Capital Investments

The goal of any economic impact analysis is to help quantify the economic contributions of an industry, business, or project to the broader community or, in this case, province. In general, economic impacts are estimated utilizing well-established quantitative measures of economic activity such as output, jobs, or GDP.

With the use of Statistics Canada's Input-Output Economic Multipliers for the Saskatchewan economy, the impacts of SaskTel's community contributions result in direct, indirect, and induced economic changes. Direct impacts are defined as changes in the economy that occur as a direct result of SaskTel expenditures and the businesses that would initially receive income from our operations. Indirect impacts arise from changes in the economy due to the recipient businesses and suppliers re-spending the revenue they receive from SaskTel. Induced impacts are changes in economic activity resulting from household spending on goods and services from the incomes earned from directly and indirectly affected businesses. Total impact refers to the sum of the direct, indirect, and, if applicable, induced impacts.

5G Network Tower in Saskatoon, SK.

With the use of this model for the Saskatchewan economy, we can determine that SaskTel's capital investments have resulted in direct and spinoff economic impacts across the province.

While an economic analysis provides valuable insight into the effects of a business or industry, it is important to be mindful of some of its key features and limitations. For one, the results of an economic analysis must be understood as estimates, not precise figures. Secondly, economic impact analyses do not address all aspects of economic contribution. For example, SaskTel's potential impact on community reinvigoration or development, as well as broader societal contributions, cannot be adequately captured. The focus here is on the economic impact of SaskTel. Additionally, the method used to produce this year's results can be repeated in subsequent years for comparison.

Highlights of SaskTel's Economic Impact in 2024/2025

In 2024/25, SaskTel invested a total of $398,514,000 in capital across the province. Using Statistics Canada's Input-Output economic model, the total estimated economic impacts created by SaskTel project investment and operations spending to March 31, 2025, are:

SaskTel's total economic output impact on the provincial economy from capital investment is valued at $517.67 million. SaskTel contributed $323.59 million to GDP, generated $123.54 million in earnings, produced $8.37 million in tax revenues, and created 1,688.50 jobs. Please see SaskTel's Annual Report for more details on SaskTel's capital investments

Impact	Output ($M)	GDP ($M)	Earnings ($M)	Taxes ($M)	Jobs (FTE)
Wireless	168.97	105.62	40.32	2.73	551.15
Network Improvements	97.74	61.10	23.33	1.58	318.80
Fibre	140.94	88.10	33.63	2.28	459.70
Digital Development and Customer Systems	52.06	32.54	12.42	0.84	169.79
Aurora Northern Broadband	29.37	18.36	7.01	0.47	95.79
Wireline Other	28.59	17.87	6.82	0.46	93.26
Total Impact	**517.67**	**323.59**	**123.54**	**8.37**	**1,688.50**

OUR PEOPLE

Our strength lies in our talented, diverse, and high-performing workforce who are dedicated to serving the people of Saskatchewan. We're committed to upholding employee standards that enable individuals to thrive within a culture grounded in three fundamental principles:

Our People are Our Strength

Our people are the foundation of our success. Our people are inclusive, talented, dedicated, caring, with a passion for our province and our company.

We Deliver Exceptional Customer Experience

We care about our customers. We focus on our customers and strive to make their overall experience one that sets us apart from others.

We are Accountable and Responsible

We hold ourselves and others accountable, as we know we are responsible to the people of Saskatchewan financially, environmentally, and through our social impact.

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Overall Workforce

SaskTel employs individuals in various permanent and temporary positions, including through our summer student and cooperative education programs. As of March 31, 2025, SaskTel employed 3,325 individuals representing a diverse range of age groups and backgrounds.

Employees by Age

Position Type	Under 30	30-50	+51	Total
Permanent	168	1,584	1,035	2,787
Part Time	173	205	42	420
Temporary	38	75	5	118
Grand Total	**379**	**1,864**	**1,082**	**3,325**

- 23.97% Women in Underrepresented Roles
- 17.10% Visible Minority (based on voluntary self-declaration)
- 10.00% Indigenous People (based on voluntary self-declaration)
- 12.30% People Who Experience Disability (based on voluntary self-declaration)

An Employer of Choice

At SaskTel, we are deeply committed to our workforce, and it's something we're proud to be routinely acknowledged for. Over the past 19 years, Mediacorp Canada Inc. has recognized SaskTel as one of Saskatchewan's Top Employers, while also crowning us as one of Canada's Top Employers for Young People since 2012.

We are committed to offering programs that enhance both the fulfillment and motivation of our employees in their work environment.

We actively listen to our employees and value their opinions regarding SaskTel and the work environment. Our goal is to create a work culture that empowers and supports employees. Each year, we conduct an employee survey with the help of TalentMap, a Canadian company specializing in employee engagement measurement and management. Our employees' high participation rates reflect the strong

level of engagement from across our workforce with 77% completing the survey in 2025, giving us an overall engagement score of 75%. The feedback received is instrumental in enhancing our programs, which focus on areas like employee learning and growth; health and wellness; as well as recognition and appreciation of our employees' contributions to our success.

SaskTel's commitment to employee development in our dynamic industry is shown through our programs and policies that ensure equal access to internally developed and externally curated training courses, as well as tuition assistance. This year, we launched SuccessFactors Learning, a new learning management system, which will enable employees to see how their skills match future desired roles and receive targeted training recommendations.

SaskTel's training expenditure in 2024 was $1,226 per person. Many training options are available for employees, covering topics such as leadership, management, Information Technology (IT), network, Artificial Intelligence (AI), safety, diversity, and inclusion. Employees have free access to thousands of specialized courses, articles, videos, and audiobooks — allowing them to develop new skills at their own pace, at any time, and from any place.

SaskTel also provides tuition assistance for university classes, programs and certifications. This year,

support was provided to 103 employees, valued at over $145,782. Employees also participate in the "Partnership for Excellence" program, which involves goal setting, coaching/feedback, recognition, measurement, and development planning. According to our annual survey results, 87% of employees felt confident in their current and evolving skillsets to meet business demands.

SaskTel's well-being programs are an integral part of the organization. These programs include various proactive training and resources to support mental health and wellness, physical safety programs and policies, and the operation of Lifestyle Centres. These centres help promote health, build our community, and enhance our employee's overall well-being.

More than 40 years ago, SaskTel was among the first corporations to implement an Employee Assistance Program. We call ours the SaskTel Employees' Personal Problem Program (STEPPP). STEPPP supports employees with challenges that may affect their well-being in both work and personal life. The program also offers a referral service providing anonymous access to free, voluntary, and confidential counselling services for all SaskTel employees, their families, retirees, and their spouses. Additionally, STEPPP provides learning resources, workshops, and provides a dedicated mental health education site called Take a Moment — which contains a treasure trove of resources for employees.

SaskTel ensures that employees have the resources needed to work safely and comply with regulatory requirements and industry standards. We foster a shared commitment of safety among our employees, contractors, and third parties. Safety is integral to all aspects of our business.

SaskTel Safety Stats:

Catagory	2024/25	2023/24
Total Injury Frequency Rate (per 100 employees)	2.08	1.76
Fatalities	0	0
Time Loss Incident Frequency Rate (per 100 employees)	1.0	0.98

Engaging our Future Workforce

The next generation of innovators and leaders are essential for our future success. To help ensure we have access to the right skills to serve Saskatchewan now and in the future, we've established programs aimed at equipping youth with the technical skills needed to thrive in a digital age.

The SaskTel YOUTHnetwork underscores the significance of education for our province's youth, supporting them from elementary through post-secondary levels, while also making them aware of SaskTel's potential as an employer. We bridge the gap between education and employment by offering internships through the co-operative education work program, summer hire program, as well as specialized initiatives such as work-integrated learning and our Junior Engineering Program.

Connecting with Youth

SaskTel actively promotes the exploration of Science, Technology, Engineering, and Mathematics (STEM) to young people. Below are just a few of our initiatives from the past year:

- SaskTel sponsored programs such as the inaugural SaskTel Urban InSTEM Summer Camps, and the Mentor Systems Inc. (MSI) Computer Camp. The MSI computer camp is for young people interested in computer science and technology. The camp featured activities including game development, 3D printing, computer disassembly, and presentations from industry professionals.

- SaskTel participated in the Girls in STEAM (Science, Technology, Engineering, Arts, and Mathematics) Conference, featuring an Engineering Director from SaskTel providing information about careers in STEAM.

The 2024 SaskTel summer students on orientation day at SaskTel head office in Regina, SK.

Engaging with High School Students

SaskTel collaborates with select high schools to foster future talent in STEM fields. We provide resources, coaching, and technology to our partner schools, including Campus Regina Public, Yorkton Regional College, and Mount Royal Collegiate. SaskTel employees participate in these partnerships by offering their expertise as instructors in Electronics and Electricity classes where they teach basic and internet protocol communications. As part of the program, SaskTel employed six high school students for a two-month summer term in 2024 — helping them get a jump start on a career in tech!

Throughout the year, SaskTel's Talent Acquisition team also attends career fairs and events targeting high school students with the goal of sparking students' interest in pursuing careers related to the telecommunication and technology industry.

Providing Scholarships to Pursue Post-Secondary

SaskTel's Scholarship programs support students pursuing full-time post-secondary education related to the information, communications, and technology (ICT) industry. This year, a total of 20 scholarships were awarded: one $1,000 scholarship dedicated to a student in the electronics class at our partner high school; three $1,500 scholarships for Saskatchewan Indian Institute of Technology (SIIT) students; eight $2,000 scholarships for Métis students attending the Gabriel Dumont Institute of Native Studies and Applied Research; and eight $3,000 SaskTel scholarships for students attending a post-secondary school in Saskatchewan.

SOCIAL IMPACT

Engaging with Post-Secondary Students

SaskTel actively reaches out to students and educators at post-secondary institutions in Saskatchewan including: The Saskatchewan Indian Institute of Technologies, the University of Saskatchewan, the University of Regina, and Saskatchewan Polytechnic. This year, SaskTel employed 39 summer students and offered 19 co-operative education internships. A few examples of the positions held by students include: Business Metric Analyst, Programmer Analyst, Marketing Analyst, Accountant, Engineering Assistant, and Technical Assistant or Analyst.

SaskTel also provides a Junior Engineer Program specifically designed for recent graduates from disciplines such as Electrical Engineering, Electronics, Electronic Systems, Software Systems, Computer Science, and Physics. Anyone who can register as Professional Engineers or Member in Training can apply to participate. The program involves collaboration with a Senior Engineer at SaskTel, along with a team of technologists who offer mentorship. This year, four new Engineering graduates were recruited into the program and received valuable experience and guidance.

Beyond these opportunities, we regularly work to connect with students at various career fairs and presentations across the province.

Field Service Technicians Assist in Electronics Classes in Yorkton

Field Service Technicians (FSTs) from SaskTel's Customer Service Operations attended Electrical courses at Yorkton Regional High School (YRHS); teaching students' basic copper and fiber cable installation skills as well as fiber splicing with the aim of building a pipeline of future talent. Our FSTs' contributions are recognized by the electronics teacher at YRHS, who appreciates the exposure students get to real-world techs and the hands-on experience with fiber installs. The program includes presentations on work and scholarship opportunities; hiring six students for summer roles; scholarships for eligible students; and, job shadowing – all of which help students see SaskTel as an employer of choice.

The YRHS electircal class participating in the course.

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Growing and Fostering our Diverse Workforce

SaskTel is proud to be recognized as one of Canada's Best Diversity Employers for 2025 by Mediacorp Canada Inc. — marking our fifteenth consecutive year receiving this honor.

SaskTel is committed to cultivating a workforce that mirrors the diversity of the province we serve. Our employees represent a wide array of unique backgrounds, experiences, and perspectives. From highly experienced professionals to recent graduates, our diverse workforce includes individuals of all genders and generations. We welcome individuals with varying abilities and backgrounds, not only from Saskatchewan but also from across Canada and around the world. SaskTel places great value on our diversity, leveraging the potential, skills, and talents of every employee, while fostering an inclusive work environment that respects and appreciates everyone's views and contributions.

People who Experience Disability

Our Supported Employment Program empowers individuals with intellectual disabilities by helping them overcome employment barriers, secure fulfilling jobs, and build social connections. This year, the program successfully employed 17 people. To accomplish this, we collaborate with various

organizations, including the Saskatchewan Abilities Council, Partners in Employment, the Autism Resource Centre, Inclusion Saskatchewan, Creative Options Regina, the Saskatchewan Association of Rehabilitation Centres, and Campus for All.

SaskTel's Commitment to Accessibility

We are passionate about making our services available to all. That's why we offer a variety of accessibility products and services and are committed to customer service excellence and supporting the Government of *Canada's Accessible Canada Act 2019* (ACA). For details, please see our Accessibility Plan and Progress Report.

SaskTel Prince Albert Store Improves Accessibility

In 2024, SaskTel opened a new store in Prince Albert designed to enhance accessibility. The overall designs, such as the Tech Counter, facilitate inclusive interactions. The merchandising and accessory walls are structured to maximize width instead of height, allowing for horizontal rather than the more vertically focused product placement that's common in more traditional stores. This design reduces the need for assistance when customers browse or reach for items. Additionally, lighting levels are carefully set to ensure those who may have visual impairment, or sensitivity can also be accommodated.

The Prince Albert Store was designed with horizontally focused shelving. This allows customers much easier access to inspect our products temselves.

SaskTel employee Sheila Head, Saskatoon Construction & Maintenance Team. Splicing fibre in Rosthern, SK.

Women in Underrepresented Roles

We aim to increase the representation of women in underrepresented roles (WURR), focusing on three categories: management occupations (senior and middle management); natural and applied sciences (STEM occupations); as well as trades, transport, and equipment operators (craft and field services). In the fall of 2024, we developed a WURR Strategy to focus on attraction and retention; growth and development; as well as inclusion and belonging. In addition, volunteers from around the company came together to formally launch a Women in Trades & Technology Advisory Committee where they work collaboratively on advancing our WURR strategy and supporting women in underrepresented roles.

Indigenous Peoples

By integrating an Indigenous perspective into every part of our business, we aim to be a leader in Indigenous engagement. At SaskTel, we've committed to fostering meaningful relationships, promoting collaboration, and taking respectful action on the path toward truth and reconciliation.

SaskTel's goals are to be an Indigenous employer of choice, evolve our procurement practices to increase Indigenous representation in our supply chain, and actively contribute to our home province. By acknowledging our history and working towards reconciliation, we pave the way for a more inclusive and prosperous future for Saskatchewan and SaskTel.

Read our [Indigenous Engagement Strategy.](#)

Visible Minorities

We are focused on enhancing cultural awareness throughout SaskTel, and support and celebrate individuals from various backgrounds. The diversity of skill, experience, and perspective makes our organization a better place to work. Our efforts span providing cultural awareness, multi-faith rooms, and engaging with the community. SaskTel also participates in the Saskatchewan Immigrant Nominee Program, nominating 12 employees for permanent residency when they became part of our team this year.

A Celebration of Culture!

Diwali is India's biggest holiday. Homes, businesses, and public spaces fill the world with light from clay oil lamps and fireworks, while people gather to eat sweets and exchange gifts.

This year, SaskTel employees celebrated Diwali at work. The event featured traditional experiences like tea, snacks, sweets, and a festive lunch. There were Rangoli displays, decorations, an information presentation on Diwali's traditions, and a photo booth. Encouraged to wear traditional Diwali attire, many employees added to the festivities.

SaskTel employees share a taste of their traditions at the first ever Diwali celebration at SaskTel Head Office.

Employee Groups

SaskTel values the importance of workforce diversity and supports it through various employee networks and groups. These networks foster a supportive community within SaskTel and assist in the sharing of knowledge and insights across the organization.

SaskTel Indigenous Employees Network (SIEN)

Founded 30 years ago, the SaskTel Indigenous Employees Network (SIEN) is the longest-standing employee network among Saskatchewan's Crown corporations. Its mission is to foster a workplace that values and supports Indigenous employees.

SaskTel Employee Rainbow Alliance (SERA)

Formed in 2019, SERA has a mission to promote acceptance and inclusivity as well as a safe, supportive, and welcoming environment for all 2SLGBTQI+ employees. The alliance advocates for positive change, and a shared vision of social equality.

SaskTel Employee Network on Disability (SEND)

SEND upholds the principles of equality, empathy, and encouragement, while providing a safe space for people to share their lived experience either as a person who directly experiences disability or as someone who is impacted by disability.

SaskTel Opportunities, Networking, and Events (SaskTel O.N.E.)

SaskTel O.N.E. is a community of employees dedicated to fostering collaboration and discovering new growth opportunities. SaskTel O.N.E. offers activities for both new and experienced employees to network, interact with colleagues in informal settings, and advance their careers.

EnviroCare

EnviroCare is an employee network dedicated to offering opportunities for employees and their families to engage in environmental initiatives within the communities we serve. Their focus is on aiming to preserve and protect our province's shared spaces.

Wellness Squad

The Wellness Squad is made up of employees who support their colleagues' wellness across the province. They work to ensure that everyone maintains their wellbeing — physically, emotionally, and mentally. Throughout the year, they implemented various programs aimed at enhancing wellness at SaskTel.

SOCIAL IMPACT

THE PATH TO TRUTH AND RECONCILIATION

At SaskTel, we acknowledge that there is a long road to truth and reconciliation, and that important actions need to be taken to ensure we get there. As an organization, we're committed to building greater knowledge and understanding about Indigenous traditions, culture, and history. By pausing to acknowledge Indigenous history, educating ourselves, and discovering traditions, we are opening the doors of understanding.

Those doors opened a little wider at SaskTel in 2024 when the Treaty 4 and Métis Nation flags were put on permanent display in SaskTel's Head Office in Regina, further symbolizing SaskTel's dedication to truth and reconciliation.

Fawn Redwood, SaskTel's Indigenous Engagement Manager, organized a ceremony to mark the raising of the flags for permanent display. We sat down with Fawn to talk about the importance of this action.

In front of the four flags are SaskTel Employees (from l): Fawn Redwood, Debbie Johnson, Shara McCormick and Byron Waugh.

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SOCIAL IMPACT

How did you come up with the idea of placing the Treaty 4 and Métis Nation flags on permanent display at SaskTel?

The idea is really all a part of our larger Indigenous Engagement Strategy and addressing the Truth and Reconciliation Commission of Canada (TRC) calls to action. SaskTel understands that work needs to be done on the path to truth and reconciliation, but we are committed to that path by being a leader in Indigenous engagement and integrating an Indigenous perspective into every part of our business. That includes being an Indigenous employer of choice, evolving our procurement practices, and actively contributing to our home province. We also understand the importance of creating a space for understanding and sharing Indigenous culture, traditions and history.

The 150th anniversary of Treaty 4, which was celebrated in 2024, gave us that opportunity. We felt it was an appropriate time to honor and commemorate this anniversary and take another step in SaskTel's path to reconciliation by placing the flags on display. So, on September 19, 2024, a flag-raising ceremony together with a pipe ceremony was held at SaskTel's head office in Regina.

What do the flags represent?

The Treaty 4 and Métis flags represent the coming together of the community to share and promote our cultural ways and values. They serve as a reminder for all people in the Treaty 4 area of the importance of unity and cultural preservation. We hope that future generations will look back at us with the same respect we hold for those who came before us.

For our SaskTel employees, the flag-raising and pipe ceremony was a learning and truly moving experience. Employees who had the opportunity to attend felt both the flag and pipe ceremonies were very powerful, and many came away feeling very honoured and privileged to be a part of the experience. The pipe ceremony was unprecedented, marking one of the very few times such a pipe ceremony was held within SaskTel. There was a certain pride and understanding felt by all who attended that will resonate far beyond this unforgettable event.

For SaskTel, this action represents another step in SaskTel's commitment and support of the Truth and Reconciliation Calls to Action.

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What other steps can be taken by SaskTel to work toward truth and reconciliation?

There are several opportunities to work toward truth and reconciliation. These include working toward the Truth and Reconciliation calls to action, particularly those related to procurement, business, education, representation, and community. As a company, we can also continue to build and strengthen Indigenous partnerships, offer scholarships to Indigenous students, and ensure representation in various programs and initiatives. As a corporation, it is important to demonstrate our commitment to Truth and Reconciliation efforts, as well as our acceptance of, and creating space for, Indigenous traditions and practices to be held.

What can SaskTel employees do on the path to truth and reconciliation?

Employees can look into what they can do on a personal level. SaskTel has a focus on professional development and training for public servants. This involves educating employees about Indigenous history, culture, and traditions, and recognizing that everyone benefits from the wealth generated from the land and the inherent rights recognized in the treaties. Employees can expand their knowledge on the topic with learning resources available at SaskTel and by getting involved in local Indigenous community events.

(From left to right) Fawn Redwood, Shara McCormick, and Kasandra Webber Standing in front of the Treaty Four Flag and Métis Flag at the First Pipe Ceremony held at SaskTel Head Office.

GOVERNANCE

SaskTel's governance framework is designed to ensure robust risk management and compliance across all levels of the organization. By involving every employee in risk identification and management, and leveraging a multi-layered assurance model, SaskTel achieves a comprehensive approach to governance. This integrated system is overseen by the Board of Directors and several specialized committees, which collectively uphold the company's commitment to ethical conduct, accountability, and the highest standards of performance and quality.

GOVERNANCE

OVERSIGHT

SaskTel uses the Institute of Internal Auditor's Three Lines Model to facilitate strong governance and apply an integrated approach that places accountability for effective risk management and internal control across the organization. Governance and oversight are provided by SaskTel's Board of Directors, Audit and Risk Committee, Corporate Growth and Technology Committee, Governance, Environment and Human Resources Committee, and Executive Committee.

The Board of Directors discharges its responsibilities directly by delegation to management and through committees of the Board. Each committee plays a unique role in SaskTel's overall strategy.

The Audit and Risk Committee Priorities:

- Oversee the financial reporting and disclosure process and monitor management's rationale of accounting policies and principles.

- Oversee the corporation's internal control system and the internal audit function.

- Direct oversight of the external auditor to review the annual and interim external auditor's reports.

- Oversight of the risk management function with a view to ensuring that the main risks are properly identified, being managed, and disclosed.

Three Lines of Defense

3rd Line of Defense **Internal Audit**

2nd Line of Defense **Risk and Compliance Functions**

1st Line of Defense **Business Units**

The Corporate Growth and Technology Committee Priorities:

- Monitor the industry's technological risks, with a focus on evolving the networks to new technologies.

- Oversee the growth strategies of SaskTel and the subsidiaries.

The Governance, Environment, and Human Resources Committee Priorities:

- Oversee the corporation's governance, environmental, and human resources activities and guide management on matters that pertain to governance, environment, corporate responsibility, and human resources.

ETHICAL GOVERNANCE

SaskTel's Board of Directors have set a priority that the highest level of ethical business behaviour is an expectation incorporated throughout all levels of SaskTel. Ethical conduct is reflected in our corporate values providing a basis for decision making and behavioral standards. A thorough set of policies and procedures combined with regular training ensures SaskTel meets its stringent ethical standards of performance, effectiveness, efficiency, and quality. This impacts all employees from senior leadership to the employee entrusted to handle customer information or entering customer homes.

SaskTel employees have a duty to be aware of the standards of ethical business practices and policies for both the company and our customers. They do so by adhering to SaskTel's Code of Business Conduct, values, policies, and making ethical behaviour and privacy a top priority. It is critical that customers are always treated with fairness and respect, and that ethical standards are also followed when dealing with co-workers, all levels of government, competitors, agents, and contractors.

Business practices and ethical principles are communicated to employees through the Code of Business Conduct, policies, and SaskTel's corporate values, which are an integral part of our culture.

SaskTel Executive planning session.

SaskTel Executive leadership team.

In addition to regular communication, SaskTel engages in routine training around ethical issues such as proper handling of customer information, authorizing and signing authority, and our procurement policies.

The SaskTel Partnership for Excellence performance management program is a process that further reinforces ethical expectations by including several key elements to support employee ethical behaviour, including:

- Measuring an employee's demonstration of SaskTel's values.
- Reviewing the Code of Business Conduct (i.e. including handling of Company Information and Conflict of Interest Policy).
- Reviewing of the Privacy Policy (i.e. including Treatment of Personal Information and General Tariff Item 69 pertaining to the confidentiality and privacy of customer information).
- And, Reviewing the Master Agreement for Local Interconnection, the importance of maintaining confidentiality with respect to information belonging to customers who are also SaskTel's competitors.

Code of Business Conduct

SaskTel's Code of Business Conduct provides various rules and guidelines for ethical behaviour based on the company's mission and values, applicable laws, and regulations. The Code is intended to provide both general and specific guidelines to protect and guide SaskTel employees faced with ethical, moral, and legal circumstances during their employment. The Code also applies to all contractors working on behalf of SaskTel.

SaskTel employees are accountable to SaskTel's customers, communities in which SaskTel operates, and the people of Saskatchewan — SaskTel's shareholders. SaskTel expects all employees to uphold corporate values in their work activities regardless of the work location including while they travel on business. The Code of Business Conduct is reviewed annually with SaskTel's Executive Committee, and with SaskTel employees through the annual performance review process to ensure continued awareness.

The Code of Business Conduct covers all aspects of our business and guides employees on what is appropriate whether it is related to a key area of conduct (i.e., respectful workplace), conflict of interest, handling company information or assets, how they conduct themselves with customers and external clients, or on social media.

Whistleblowing

SaskTel values integrity, transparency, and accountability in everything we do. That's why SaskTel provides employees with a safe and confidential way to disclose any serious concerns about actual or potential misconduct. This process protects employees from retaliation for making, or intending to make, a reasonable and good faith allegation of actual or potential misconduct in the workplace.

SaskTel employees have various options to report misconduct in the company. One option is to follow the procedures in *The Public Interest Disclosure Act* (2011). Another option is to use the anonymous reporting process provided by the third-party vendor. Additionally, employees may also use the grievance process or other internal investigative processes including telling their immediate manager about an incident of misconduct. SaskTel reviews and investigates all submitted reports to identify misconduct and ensure appropriate action is taken. SaskTel is committed to adhering to the highest ethical and legal standards. It's an expectation we know our customers share, and we diligently work to uphold.

Madison Bollefer, Marketing Manager - Internet Operations, poses with an old vault to promote Digital Security by SaskTel.

Customer Privacy

SaskTel is committed to respecting customers' privacy. As part of our assurance to safeguarding personal information, SaskTel has a Privacy Policy that identifies the information we collect, how it's used, and customers' choices when using SaskTel's services.

Implemented and enforced by SaskTel's Chief Privacy Officer, SaskTel's policies and procedures are in place to support employees in their daily work activities. Mandatory formal training is required to be completed by all staff to effectively identify potential problems and the remedial action required to be applied when non-compliant activity is observed.

GOVERNANCE

TECHNOLOGY INNOVATION AT SASKTEL

Innovation is crucial for companies, especially in telecommunications. Recently, SaskTel has adopted Robotic Automation Processes (RAPs) and Generative AI in its operations. As AI evolves, SaskTel's AI Strategy will guide the integration of Artificial Intelligence (AI) tools to foster innovation.

Good data quality is vital for AI success. SaskTel focuses on enhancing data quality, accessibility, and analysis tool availability. Using data fabric technologies, SaskTel aims to modernize data management and distribution, ultimately improving customer and employee satisfaction.

SaskTel's Corporate Services and Facilities Management group have significantly advanced their automation and technology practices to improve efficiency and strategic operations. Notable developments include the integration of OneDrive for photo sharing, which has streamlined data collection and access for various work groups, allowing for swift business decisions without the need for physical site visits. Furthermore, they have introduced a new SharePoint Building Inspection Form, consolidating multiple programs into one centralized database, enabling more accurate and accessible data management.

Additionally, SaskTel has upgraded its environmental control systems, particularly the Heating, Ventilation and Air Conditioning (HVAC) systems to allow real-time remote access and precise control of HVAC operations across northern Saskatchewan, replacing outdated 'dial up' systems with reliable IP-based networks.

CYBERSECURITY

At SaskTel we recognize the importance of enhancing our cybersecurity capabilities. We know that our infrastructure could be targeted by cyber attackers who could disrupt the service we provide to Saskatchewan communities as well as compromise our proprietary information and customer data.

We know how important our employees are in preventing cyberattacks. They are the daily defenders who keep our digital domain secure. By creating a culture of security awareness and giving them the essential skills and resources, we enable our team to shield our customers and communities. As cyberattacks such as ransomware, malware, spear-phishing and others continue making headlines, we are committed to educating our employees on the latest cybersecurity information to detect and prevent these threats.

As the risks of cyberattacks change all the time, SaskTel expects every employee to complete

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mandatory cybersecurity awareness training including privacy and data security modules. Employees are also encouraged to review SaskTel's policies on customer data handling and how they relate to their daily work. The course builds on an existing required learning course that all employees complete in their first year of employment.

To stem the tide against increasingly sophisticated email-based attacks, SaskTel also regularly conducts phishing simulations to test employees on how they would respond to a real-life scenario.

Privileged user training has been developed and is currently being assigned to individuals with privileged access at SaskTel.

MARKET PRESENCE

SaskTel is the leading Information and Communications Technology (ICT) provider in Saskatchewan and is dedicated to serving customers in all areas of the province. Together, we're helping them stay connected to their world with nearly 1.4 million customer connections, including: more than 680,000 wireless accesses; 228,000 wireline network accesses; 293,000 internet and data accesses; 107,000 maxTV service subscribers; and 68,000 security monitoring customers.

Our range of ICT products and services include 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. We can offer this range of services due to the dedication of our people, as SaskTel and its wholly owned subsidiaries have a workforce of approximately 3,200 full-time equivalent employees.

GOVERNANCE

GOVERNANCE OF SUPPLIERS AND PROCUREMENT

SaskTel applies a best value method in all its purchase transactions, and it obtains goods and services through a competitive procurement process. This framework and behaviour enable the evaluation of factors other than price in deciding which supplier proposal in a specific procurement transaction will offer the most value to SaskTel.

Suppliers Located Outside of Canada
6.86%

Suppliers Located in Canada and Outside of SK
21.79%

227

2361

721

Total Suppliers Located in Canada
3,082 (93.14%)

Suppliers Located in SK
71.35%

Supplier Spend by Category

Marketing & Sales	$253,831,298
Network & Hardware	$220,153,348
IT (IS & Technology)	$160,918,836
Customer & Construction Services	$77,754,061
Business & Consumer Products	$68,072,345
Taxes & Miscellaneous Financial	$56,559,665
Carrier Services	$46,403,298
Facilities & Land	$43,180,872
Professional Services & Contingent Labour	$42,382,253
General Telecommunication Services	$34,223,343
Utilities	$28,615,283
Logistics, Warehouse & Transportation	$21,984,032
Human Resources / Corporate Services	$21,221,748
Unclassified	$9,981,439
Tools & Consumable Materials	$7,833,871
Lands & Easements	$1,600,426
Inter Company	$193,456
Grand Total	**$1,094,909,572**

Nathan Kirkham, SaskTel's Chief Information Officer (CIO).

ARTIFICIAL INTELLIGENCE ENABLING INNOVATION AND EFFICIENCY

Artificial Intelligence (AI) has rapidly transformed from a futuristic concept into a tangible reality that permeates every aspect of our lives. From the way we communicate and work to how we entertain ourselves and solve complex problems, AI is reshaping the world in profound ways. It enables productivity, efficiency, and customer satisfaction in areas such as healthcare, education, manufacturing, and telecommunications. SaskTel is no exception.

Nathan Kirkham is SaskTel's Chief Information Officer (CIO). We spoke to Nathan about how SaskTel is using the power of AI to enhance SaskTel services and improve customer experiences.

First off Nathan, tell us a bit about SaskTel's approach to the use of AI.

SaskTel is in an extremely exciting industry where we are at the forefront of technological innovation and AI is a big part of that. AI is not new to SaskTel, but it is certainly an evolving journey. We have been leveraging various forms of automation and AI to

help improve SaskTel's services and operations and we are continuing to do so now that we have newer forms of AI technology such as Generative AI that can make tasks easier to accomplish. AI can be a powerful driver of business transformation and innovation for SaskTel. We can create new opportunities for how our employees perform their work, how our customers engage with us, and how our products and services can be offered and managed.

AI will continuously evolve and enhance our operations in several ways. SaskTel is strategically implementing AI where it is most effective and will continue to expand its use and learn from our experiences as we advance on this journey.

AI is really about using emerging technologies that have recently reached maturity and are now starting to deliver real value to corporations at a level that reaches many people. By using Generative AI, where it makes sense, we are looking to create new sources of value and competitive advantages that can help our customers in their interactions with SaskTel and help us reach our strategic objectives.

What is Generative AI?

Generative AI is a type of AI that can create new content and ideas, including text, stories, images, videos, and music. For example, it can turn text inputs into an image, turn an image into a song, or generate a text summary for a video.

Generative AI has also contributed to the advancement of our AI practice and enabled improvements in various business domains, such as operations, analytics, and automation. Generative AI is extremely good at pattern learning and pattern recognition which leads to it enabling a realization of improvements more effectively than traditional AI methods.

What can AI do for SaskTel and how can AI improve the experience for SaskTel customers?

AI is a game-changer when used wisely and responsibly. For instance, generative AI can help design fresh marketing campaigns that appeal to customers. It can also help create new features, functionalities, or interfaces for existing products or services that enhance user experience. AI can create and automate personalized and interactive voice assistants or chatbots designed to enhance customer engagement and loyalty. Moreover, it can help optimize existing processes, operations, and assets by finding the best solutions for complex problems or scenarios. Such as helping to optimize our network performance, capacity, and coverage.

Ultimately AI will impact all parts of an enterprise over time and will enable us to deliver faster, better, and smarter value to our customers and employees.

Does using AI mean there is no room for human interaction at SaskTel or with customers?

Not at all. Our people are extremely important in our AI journey. Using AI where it makes sense can allow more time to concentrate on work of greater value ultimately benefiting our customers. As advanced as AI may be, human touch still plays an essential role. AI is a tool to aid us and doesn't simply do the work for us.

How does SaskTel ensure the safety of information when using AI?

Safety is paramount when working with AI technologies. SaskTel has established protocols and guidelines for all employees to ensure that our AI implementations are secure and ethical. Success in this field requires a combination of robust technology, skilled personnel, and a commitment to continuous learning and improvement.

Throughout our AI journey, we have gathered crucial insights into the best practices and potential pitfalls of implementing Generative AI. These learnings ensure that we can deploy AI solutions safely and effectively,

while minimizing risks and maximizing benefits. Of course, privacy is vital, and we work to ensure our protocols emphasize the importance of privacy, security, and confidentiality.

Are there examples of AI being used at SaskTel?

There are a number of ways in which AI is being used at SaskTel including helping improve our customer experience. One example is the development of a Customer Support Assistant that provides a communication channel for customers who interact through this AI assistant to get answers to their queries. It not only offers a new way for customers to engage with us but also helps us evaluate the value of AI in aiding our customers and informs our decisions on further investments in this space.

The self-serve effectiveness and efficiencies this bot brings will benefit not only our customers, but our specialists too.

As we continue to explore and implement AI solutions, we remain committed to delivering innovative, secure, and intelligent services that reduce friction and meet the evolving needs of our customers. There's a lot of interesting things that are happening in this realm; it's an exciting time.

ENVIRONMENTAL SUSTAINABILITY

As one of the major employers in Saskatchewan, SaskTel manages a substantial fleet of vehicles for its operations and owns a considerable amount of property, resulting in a significant environmental footprint. As such, we are committed to a clean, green Saskatchewan. This involves prioritizing environmental protection by making it a key strategic consideration in all business decisions and setting a standard for others to follow.

ENVIRONMENTAL SUSTAINABILITY

John McMurdo and Tony Showchuk participating in a SaskTel Envirocare greening event.

A GREENER SASKATCHEWAN

We've been recognized as one of Canada's greenest employers since 2008, due to our three pronged approach to environmental sustainability:

- Complying with all applicable environmental obligations: We monitor federal and provincial changes in environmental regulations; industry best practice standards and codes; reporting and policy; and adapt our strategic direction to comply whenever necessary.

- Preventing damage to human health and habitat: We focus on minimizing our resource usage and waste creation through finding efficiencies and strong environmental policies.

- Continuously improving: We continue to further streamline processes, leverage technology, influence suppliers, as well as educate employees and customers about sustainable practices. Our commitment to innovation and the environment provides benefits to the business and communities in which we operate.

We're balancing business priorities with sustainability requirements to keep Saskatchewan connected with the latest technology while always protecting our planet.

OUR ENVIRONMENTAL MANAGEMENT SYSTEM

Our Environmental Management System adheres to the ISO 14001 standard and ensures effective management of environmental issues across Saskatchewan. The system's reduced our environmental impacts, resource use, and waste generation, establishing us as a sustainability leader in the province. It encompasses all SaskTel activities, including network construction, equipment installation, maintenance, waste management, recycling, energy efficiency, greenhouse gas emissions management, and stakeholder engagement. The system also includes SaskTel's subsidiaries and contractors who must follow the company's environmental policies and procedures.

Driving Forward Green Initiatives

Community initiatives

We are committed to providing opportunities for our communities to get involved in protecting our environment through programs such as:

- Phones for a Fresh Start: We collect and recycle old phones and donate the proceeds to help victims of domestic abuse, and those aging out of Ministry of Social Services care

- SaskTel eBILL: We've reduced paper waste and saved trees by encouraging all of our customers to sign up for eBILL.
- Computers for School+: The SaskTel Pioneers refurbish used computers and peripherals and donate them to schools and non-profit organizations in Saskatchewan.
- Waste electronic equipment and gadgets recycling: We recycle and/or repurpose our obsolete electronic equipment.

Waste reduction and recycling programs

SaskTel aims to have a positive impact on the environment through our employee group, EnviroCare, as well as through our waste reduction efforts and ongoing recycling programs. We are proud of our achievements over the past year as we recycled:

- Lightbulbs: **4,020 bulbs**
- Wireless devices through Phones for a Fresh Start: **7,683 devices**
- Dry Cell batteries: **2,450 kg**
- Metal (ferrous): **121,753 kg**
- Aluminum: **8,862 kg**
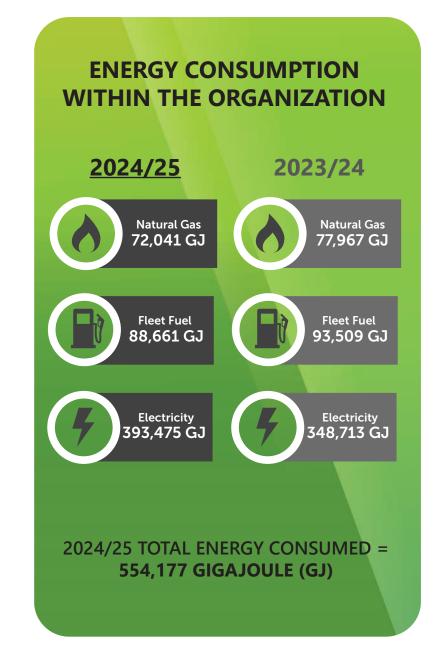- Cardboard: **46,191 kg**
- Paper: **940 bins**
- Electronics: **126,163 kg**

- Computers, via the Computers for Schools program: **8,295 computers**
- Inside wire and cable: **22,093 kg**

Energy consumption

We monitor natural gas, fleet fuel, and electricity use, and are dedicated to reducing our environmental impact. Examples from the past year include:

- Growing our use of renewable energy: In May 2024, we installed a 100-kW solar array at our wire centre in Saskatoon.
- Enabling our workforce to telework: We're reducing our physical footprint as well as removing commuters from the roads.
- Continuing to improve energy efficiency across our networks and facilities: For example, we are migrating copper-based services to fibre technologies which are more resilient and efficient.
- Reducing the number of truck rolls: We're finding innovative ways to communicate with our customers when they require support from SaskTel or want to install a new service. Our aim is minimizing the need to physically send a vehicle to a customer's location when possible.

ENERGY CONSUMPTION WITHIN THE ORGANIZATION

2024/25

Natural Gas	72,041 GJ
Fleet Fuel	88,661 GJ
Electricity	393,475 GJ

2023/24

Natural Gas	77,967 GJ
Fleet Fuel	93,509 GJ
Electricity	348,713 GJ

2024/25 TOTAL ENERGY CONSUMED = 554,177 GIGAJOULE (GJ)

ENVIRONMENTAL SUSTAINABILITY

SaskTel Supports Indigenous Youth Groups Groundbreaking Environmental Initiative

SaskTel is proud to sponsor Techa Oaye, an Indigenous-focused youth group, in their Native Prairie Restoration Project. This initiative aims to create a safe space for ceremonies and cultural activities by returning 20 acres of farmland near Mistawasis Nêhiyawak First Nation to a pristine prairie ecosystem. The project involves planting native grasses, prairie flowers, sages, and herbal medicines, thereby fostering a deeper connection between the youth, the land, and their cultural heritage.

Members of the Techa Oaye youth group standing on some of the restored farmland.

Environmental sustainability is at the heart of this project. With the guidance of local biologists and elders, these young people are learning how to care for plants and understand the cultural significance of their work. The restoration efforts not only provide opportunities for ceremonies such as sweat lodges and cultural camps but are also helping educate these young adults about the importance of native prairie ecosystems.

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PHONES FOR A FRESH START:
A COLLABORATIVE EFFORT TO PROTECT THE ENVIRONMENT AND SUPPORT VULNERABLE POPULATIONS

Launched in 2009, SaskTel's Phones for a Fresh Start is a program that helps protect Saskatchewan's environment by recycling old cell phones, keeping them out of our landfills. But that's not all the program does. In partnership with the Provincial Association of Transition Houses and Services (PATHS) and the Ministry of Social Services, SaskTel uses the proceeds from recycling to provide new cell phones and calling cards to people fleeing domestic violence, as well as young adults leaving the Ministry's care.

In September 2024, Phones for a Fresh Start announced a major new partnership with the Ministry of SaskBuilds and Procurement to be their exclusive recycler for obsolete devices. We sat down with Jodine Smith, who manages the program at SaskTel, and Lori-Anne Hansen, Purchasing and Hardware Assets Manager at SaskBuilds, to learn just what this new partnership entails.

How did this partnership come together?

Jodine: We are always seeking new partners and ways we can better collaborate between the Crowns and Ministries. When I learned that the Ministry of SaskBuilds and Procurement was having trouble deciding what to do with the obsolete devices and didn't really have the infrastructure in place to recycle thousands of devices a year, it seemed like Phones for a Fresh Start would be an amazing fit for them, so I reached out.

Lori-Anne: It really is. With this partnership, we can do just that little bit more to help protect our environment, and with SaskTel's partnerships with PATHS and the Ministry of Social services, we can also help support some of the most vulnerable people in our province. It really is a wonderful program to be a part of.

What benefits will this have for our environment?

Lori-Anne: Our initial donation was for nearly 2,500 surplus devices to be recycled through the program. And going forward, we're recycling all of our obsolete cell phones through the program. Because of this partnership, we'll be able to continue keeping our obsolete devices from finding their way into landfills

while also providing the program a boost with a regular new supply of phones each year.

Jodine: Wireless devices, including cell phones and tablets, are made from a lot of materials that really shouldn't end up in a landfill. The good thing is, nearly 100% of the materials they're made from are recyclable. By participating in the program, we are both reducing the use of new plastic and lowering the need to mine more of the rare earth elements that go into making a brand-new phone.

Arianna Cabylis-Genaille (l) and Anabel Hilario Dominici, SaskTel Service Representatives, put phones in a Phones for a Fresh Start bin in the SaskTel Store in Cornwall Centre.

How many devices does Phones for a Fresh Start divert from landfills each year?

Jodine: Since the program's launch, we've managed to recycle over 148,000 devices. As we grow additional partnerships, we're excited to see that number grow!

What happens to the phones you collect?

Jodine: We work with EDI Inc. to recycle unwanted devices. We collect phones all around the province through drop-off bins located in our SaskTel Stores, Offices, and participating Authorized Dealers, as well as through partnered organizations like SaskBuilds. Phones are then packaged up at our central warehouse and shipped to EDI for responsible recycling.

While we mostly receive very obsolete cell phones, devices in good condition are wiped, refurbished, and made ready for resale. Truly obsolete cell phones with no resale value get broken down for their components.

EDI then sells the recycled material and returns a portion of the proceeds, which SaskTel then uses to purchase new phones and calling cards for use in Saskatchewan's shelter and social care systems.

Are there any plans to grow the program through further collaboration with other Ministries or Crowns?

Jodine: We are always looking for new partners. If you're looking for a way to recycle your cell phones and help support Saskatchewan, please reach out.

Lori-Anne: Just do it! You won't regret it!

ABOUT THIS REPORT

REPORT TIMELINES

Unless otherwise stated, the contents of this report cover the period of April 1, 2024, to March 31, 2025.

FORMAT

To help better protect the environment this report is presented in a digital format. Electronic copies of this report are available in the About SaskTel section of www.sasktel.com. Please consider the impact on the environment before printing copies of this report.

STAKEHOLDER ENGAGEMENT

Information for this report was provided in-part through continued engagement with, and ongoing feedback from, various stakeholder groups such as SaskTel's community and business partners, its customers, its employees, members of the public, and the Government of Saskatchewan. The information used in this report was gathered and verified by key SaskTel subject matter experts.

STATUS AS A CROWN CORPORATION

SaskTel is a Crown corporation established through Saskatchewan provincial legislation. As a Crown, we operate in the best interests of the residents of Saskatchewan under the supervision of the province's Crown holding company: the Crown Investments Corporation of Saskatchewan (CIC). At SaskTel, we are required to follow all federal and provincial government regulatory procedures.

Visit About Us for more information about SaskTel.