

An aerial photograph of a wide river, likely the South Saskatchewan River, flowing through a rural landscape. The river is blue and reflects the sky. A bridge with red supports crosses the river in the middle ground. The surrounding land is a mix of green fields, some brown plowed fields, and a sandy bank in the foreground. The sky is blue with some clouds.

# ALWAYS HERE

**Environmental, Social,  
and Governance Report  
2021/2022**

**SaskTel** 

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# President's Message

At SaskTel, we are connected to our environment and feel the pulse of community life everyday as we forge deeper ties with local non-profits and grow connectivity through our networks. As a locally based company with deep roots in the history of Saskatchewan, we will continue working hard to ensure our impact on the communities we serve and the environment around us is a positive one.

For many of us, the phrase "Think Globally, Act Locally" took on new importance and meaning in the past year. In fiscal 2021/22, as Saskatchewan and the world pushed through additional challenges brought on by the COVID-19 pandemic, we learned to pause more, check in on friends and family more, and appreciate the little joys and moments to be found in everyday community life. Though the year had its challenges, we found ways to stay connected. For all of us at SaskTel, we are proud to have done our part to keep you in touch with what matters most.

This year marks SaskTel's second year publishing the Environment, Social and Governance (ESG) report, which was previously called the Corporate Social Responsibility report. We are pleased to see the ESG standard, and its indicators, continue to be adopted across Canada and our industry to promote more consistent reporting. This helps to bring clarity to the level of activity being undertaken by SaskTel, and serves to better inform government and industry stakeholders, as well as the public, on our progress in addressing important social and environmental issues.



We worked hard to deliver results locally this year. With a clear view to the future, SaskTel invested approximately \$323 million in 2021/22 to strengthen and develop our networks and operations in Saskatchewan. As part of these efforts, we completed 126 wireless projects, including the construction of 25 new towers, 64 tower capacity additions, as well as the introduction of 5G on 37 towers within our network. With the conclusion of our Wireless Saskatchewan initiative, our province-wide network now counts over 1,000 separate sites.

We also made significant investments to expand the Rural Fibre Initiative first announced in 2020 to grow its scope to include a total of 45 communities, up from our initial commitment of 24. By the end of 2023, 60,000 more rural residents and businesses will have access to SaskTel *infiNET*™ service which helps to address pressing bandwidth needs in our rural communities and opens up tremendous opportunity for future economic growth.

In 2021/22, we also kept an eye toward developing our team's talents and driving diversity in all areas. This is because we know that investments are not just those that exist in the silos of capital or operating costs. Continual investments toward training, workplace environment, and morale are equally important for ensuring we are meeting the needs and expectations of our customers.

Through supportive employee networks, such as the SaskTel Aboriginal Employees Network (SAEN) and the SaskTel Employee Rainbow Alliance (SERA), members of the SaskTel team were able to make new connections with colleagues from across the province and feel supported to achieve their full potential. In 2021, we also launched SaskTel O.N.E., which stands for Opportunities, Networking, and Events. Previously known as SaskTel NextGEN, the employee group allows employees from different backgrounds and stages in their career to stay current on networking opportunities, social and career-related events, and volunteer opportunities in their area. As a fully employee-moderated group, employees can also share their ideas and experiences to help make SaskTel a more inclusive place to work.

This ongoing work to make diversity, equity, and teamwork a high priority contributed to SaskTel being named to Canada's Best Diversity Employers by Mediacorp and Forbes Canada's Best Employers list for the fifth year in a row.

Although our vision and company values remain consistent,

our playbook - much like any good playbook - has evolved over time to reflect the ever-changing realities of our world. Like the COVID-19 pandemic, climate change represents a genuinely global challenge that requires local action. In this vein, SaskTel's network and facilities footprint, large customer base, as well as extensive employee and retail activities in the province give us an important responsibility to act with integrity and to proactively manage any environmental impacts from our buildings and operations.

Consistently ranked as one of Canada's greenest employers, SaskTel is proud to have an industry-leading environmental management program aligned to the ISO 14001 standard; however, we understand that we must also look beyond the walls of our organization to see how we can promote sustainable resource management.

As part of our procurement practices, we used our purchasing power to positively influence the activities of suppliers and vendors who wish to do business with us by considering their performance history and innovation in finding efficient solutions before pursuing a business relationship. To reduce unnecessary travel within our communities, we also implemented customer-friendly self-install options. The launch of Lüm Mobile in 2021, our new digital prepaid sub-brand, is another way we're promoting paperless interactions and time-saving efficiencies in the relationships we have with customers.

As we move forward with the deployment of 5G and 5G-driven solutions across the province, we will continue to ensure the technology and products we provide to customers is done so in a sustainable way. We also look forward to supporting more locally based conservation activities with the expansion of our Community Investment Program.

At the local level, it's sometimes easy to think actions don't have a big effect. As detailed in this report, however, it is precisely local actions that drive results and bring us closer to creating a better, more prosperous, and more connected world.

Now, as the world watches in disbelief the ongoing crisis in Ukraine, I once again stand amazed by Saskatchewan people and the groundswell of solidarity and support they are showing for Ukraine through fundraisers and donations. Starting on February 25, 2021, SaskTel began waiving all long distance and international text messaging fees for SaskTel customers trying to reach Ukraine, and we will continue to assess different ways we can support Saskatchewan families and their loved ones impacted by this horrendous situation.

At SaskTel, we are your neighbours, your family, your friends, and the people you see working in your community to make Saskatchewan a more connected and vibrant place to live. You can be sure we will keep working hard to build Saskatchewan's best networks and telecommunications services for a brighter future, together.



Sincerely,  
Doug Burnett, SaskTel President and CEO



# About this Report

SaskTel's unique position within the telecommunications industry, as both a provider and a Crown corporation, elevates our purpose and commitment to the people and the province of Saskatchewan. What we do and how we do it matters in securing a better quality of life for all Saskatchewan people. That is why it is important that we manage and measure the impact of our actions on our environment, society, and the people who work for and with us. We want our work to contribute to a sustainable and resilient Saskatchewan, where our communities and our neighbours can prosper.

Our Environmental Social Governance (ESG) focus is inspired by our history, by the vision for Saskatchewan of our shareholder, and designed by the needs of our stakeholders. Since 1908, SaskTel has built a strong reputation as a socially responsible corporation dedicated to investing in Saskatchewan. This legacy provides a source of great pride and has historically been an integral part of how we do business at SaskTel. Our journey is continuous, as each year we look at how we can best serve the people and the province of Saskatchewan.

## SaskTel's Key ESG Priorities found in this report:

### ENVIRONMENTAL SUSTAINABILITY

We are committed to a clean, green Saskatchewan. We are proud to be a leader in environmental sustainability. As one of Canada's Greenest Employers we pursue environmental sustainability in three ways:

- Complying with all applicable environmental obligations.
- Preventing damage to human health and habitat.
- Through continuous improvement of our processes by leveraging technology, influencing suppliers, and educating employees and customers on sustainable practices.

Through our Environmental Management System (EMS) we aim to reduce our environmental impact, the resources used, and the waste generated. We are focussed on waste minimization, fuel and energy use efficiency, reducing overall direct greenhouse gas emissions, biosecurity, and supporting employee driven community greening initiatives through our EnviroCare team.

We are always balancing business priority with sustainability requirements to keep our customers connected with the latest technology and help our planet so that future generations can enjoy the benefits of a clean and healthy environment.

### SOCIAL IMPACT

Saskatchewan is our home. We are dedicated to making Saskatchewan better by investing in initiatives that positively impact our province.

- With our focus on our communities, we strive to improve the standard of living for people in Saskatchewan. We have been, and continue to be, a major contributor to the quality of life in this province. Be it through the direct economic impact of our operations; the economic spin-offs generated by our contractors and suppliers; the financial support shown for hundreds of local non-profits and charitable organizations; or, our community outreach and support programs, we remain committed to enhancing the quality of life for all.
- With our customers, who are also our neighbours,

at the centre of everything we do, we strive to increase access to our products and services. We are constantly working to expand and enhance our networks, improve the quality of our customer experience, increase accessibility, enhance and introduce new and innovative services that improve our customers lives responsibly and sustainably.

- With our valued diverse workforce being our greatest strength and the heart of our company, we are committed to employee standards that enable all to thrive with strong wellness initiatives, to grow and develop throughout their careers, and perform the best they possibly can. These standards have helped develop a strong and inclusive culture with a sense of family and pride in what we contribute to Saskatchewan.

## GOVERNANCE

With our focus on ethical leadership SaskTel's Board of Directors has set a priority that ethical business conduct is an expectation embraced throughout all levels of SaskTel. Ensuring SaskTel meets its stringent ethical standards are a thorough set of policies and procedures, and regular mandatory training. This impacts all employees from the senior leadership to the employee entrusted to handle customer information or entering homes.

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 overall strategy.

### Environment & Human Resources Committee

Annually, the Environment & Human Resources Committee reviews SaskTel ESG related actions and activities and provides approval to the overall strategy. The committee monitors corporate activities related to environmental, health and safety and human resource strategies.

### Governance Committee

The Governance Committee assists the board to implement effective corporate governance practices. This committee monitors compliance with donation and sponsorship policies, reviews directors' expenses, and acts as an ethics advisor to directors pursuant to the Directors' Code of Conduct.

### Audit Committee

The Audit Committee monitors the financial performance of the corporation and assists the Board to meet its responsibilities respecting financial reporting, risk management, internal controls, and accountability.

### Corporate Growth & Technology Committee

The Corporate Growth & Technology Committee works with management to develop a growth strategy and related policies that fit with the overall strategic direction of the corporation, reviews and recommends investments and divestitures, and monitors and reports to the board respecting the performance of investments.

In addition to the Board committees, a Management ESG Working Committee is in place to manage, evolve, report on, and measure our Environmental, Social Impact and Governance. This committee is accountable to the executive sponsors, and Executive Committee.

## Reporting Timelines

Unless otherwise stated, the contents of this report cover the period of April 1, 2021 to March 31, 2022.

### Format

In order 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](http://www.sasktel.com). Please consider the impact on the environment before printing copies of this report.

## Status as a Crown Corporation

SaskTel is a Crown corporation established through Saskatchewan provincial legislation. Under the purview of the Crown Investments Corporation of Saskatchewan (CIC), a holding company for all of Saskatchewan's Crown corporations, with the authority to supervise SaskTel in the interest of all Saskatchewan residents, we are required to follow all federal and provincial government regulatory procedures.

For more information about SaskTel, please visit [www.sasktel.com/about-us](http://www.sasktel.com/about-us).

## Stakeholder Engagement

Information for this report was in part provided 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 from Business Sales and Solutions, Corporate Communications, Corporate Services, Consumer Sales and Solutions, Environment and Safety, Fibre to the Premises, Finance, Human Resources, Industrial Relations, Internal Audits, Regulatory Affairs, Strategic Planning and Analysis, and Technology.

# Governance

All employees at SaskTel have a responsibility to understand how governance is provided, not only for our customers but also for ourselves. Privacy, ethical behavior and adhering to SaskTel's Code of Business Conduct should remain top of mind for everyone.

## Privacy by Design

SaskTel is steadfast in respecting customers' privacy. As part of our commitment to ensuring personal information is safeguarded, SaskTel has a Privacy Policy that identifies the information we collect, how it's used, and customers' choices when using SaskTel's online services. Further, most of our internal policies received a refresh in 2021.

Respecting customers' privacy is an important part of our commitment to service excellence. We action this by keeping customers up to date on their rights as a consumer and providing information on how personal information is used.

Implemented and enforced by SaskTel's Chief Privacy

Officer (CPO), 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.

In 2021 we also extended our internal privacy outreach to employees by implementing a multi-platform campaign throughout Privacy Week. Information was delivered to employees through emails, internal advertisements, and a Lunch and Learn presentation to help raise awareness and vigilance levels regarding privacy and personal information, and enforcing the policy.

In addition to our existing procedures and our adherence to the Freedom of Information and Protection of Privacy Act (FOIP), which governs our approach to handling personal information, SaskTel has adopted ten privacy principles derived from the Canadian Standards Association's Model Code for the Protection of Personal Information.

A full version of our privacy policy and the privacy principles can be found in the Legal & Regulatory section of [www.sasktel.com](http://www.sasktel.com).



# It's Up to Us

## We're All Responsible for Protecting Personal Information

It goes without saying that privacy is a matter SaskTel takes very seriously, and it all comes down to our customers.

"Our customers trust SaskTel to protect their information," said Joren Burton, Regulatory Affairs Manager. "As a telecommunications provider, we have access to some very personal details related to our customers. They have chosen to share their information with us, and our privacy policy is a promise to protect that information."

SaskTel is governed by the Saskatchewan Freedom of Information and Protection of Privacy Act (FOIP). Under FOIP, as a government institution, SaskTel is obligated to protect personal information. Our efforts in this regard not only keep us in compliance with the legislation, but also serve to earn and maintain the positive image customers have of SaskTel as a trusted service provider.

To protect customers' privacy, it's important to understand the information we're handling.

"It is crucial to know how FOIP defines personal information when you are handling customers' personal information because then you can ensure you are treating it appropriately," said Joren. "This knowledge also helps in efforts to aggregate data and properly de-identify the data. For example, removing customer names does not necessarily make data de-identified."

"We all need to know what qualifies as personal information."

According to FOIP, there are many elements that qualify as personal information. For example, everyone knows that their SIN number is personal, but not everyone realizes that personal information is ANY numerical value that identifies an individual. At SaskTel, that includes an employee ID number, a customer account number, a personal telephone number, or an IP address.

By having a better understanding of what constitutes personal information, employees are better equipped to prevent unauthorized collection, use and disclosure of personal information.

"A simple example is when someone calls SaskTel to discuss account details but has not been verified, so we are not sure the caller is who they claim to be," said Joren. "Let's say personal information about the account owner is shared with the caller. Did we just disclose personal information to someone other than the account owner? If so, did we have express consent to disclose those details to that individual?"

"Without verifying who the customer is, we could be in a position where unauthorized disclosure is taking place. This is one of the reasons SaskTel verifies callers prior to discussing account details."

While privacy-enabling technology can be leveraged to prevent incidents and safeguard personal information, Joren said that ultimately, employees play a critical role in the protection of personal information.

"Our employees are trusted with large amounts of very sensitive personal information," she said. "We're all accountable for the protection of our fellow employees' and customers' information. That's one reason we include a checkbox that must be agreed to every year during the Partnership for Excellence (PFE) review that references our Business Code of Conduct, which includes protecting personal information and confidential data."



Joren Burton reminds us that we all need to be aware of the risks involved when handling personal information.

# Ethics at SaskTel

Upholding ethical standards is very important to SaskTel, and it is critical that customers are always treated with fairness and respect. In addition to our customers, employees must exercise ethical standards when dealing with people and agencies involved in all levels of government, with our competitors, and with SaskTel agents and contractors.



As a Crown corporation, it is critical to maintain the trust placed in us by our customers. To ensure we are meeting these expectations, we engage in routine training around ethical issues such as proper handling of customer information, authorizing and signing authority, and the procurement policies that ensure SaskTel receives the best value by maintaining the fairness of the process.

To keep up to date on best practices and company policies, SaskTel has mandatory and recommended training for all employees as well as ongoing internal communication. Ethics policy training that was completed in 2021/22 includes:

- Final Authorization and Signing Policy
- Conflict of Interest
- Introduction to Records Management
- Privacy Matters at SaskTel: What You Need to Know
- Collections Policies I/II
- Credit Policy: Security Deposits and Conditions of Service
- Policy and Procedure Changes from In-Scope to Out-of-Scope
- SaskTel Procurement Basics
- 2021 Security Depends on Everyone!
- Business Collections Policies I/II

The Performance for Excellence (PFE) process includes several key elements to support employee ethical behaviour including:

- Communication of SaskTel's corporate vision and values.
- Review of the SaskTel Code of Business Conduct – including Handling of Company Information and Conflict of Interest Policy.
- Review of the SaskTel Privacy Policy – including Treatment of Personal Information and General Tariff Item 69 pertaining to the confidentiality and privacy of customer information.
- Review of the Master Agreement for Local Interconnection (MALI) – the importance of maintaining confidentiality with respect to information belonging to customers who are also SaskTel's competitors.

Ethic-focused employee communication occurred throughout the fiscal year. SaskTel issued 41 employee messages related to ethical policies.

Topics included:

- Security
- Privacy
- Whistleblowing
- Respectful Workplace
- Secure Desktop
- Policies
- Code of Conduct

## 2021/22 Total Messages

Communication Medium	Total	Number of Employees (approx.)
Note Gallery to all SaskTel Employees	23	3,068
Management Bulletins to all SaskTel Managers	18	776



## Code of Business Conduct

SaskTel's activities are guided by a set of values and principles designed to help employees make ethical decisions in the conduct of the Corporation's business. This set of values, principles, and the guidelines based on these are SaskTel's Code of Business Conduct.

SaskTel employees are accountable to SaskTel's customers, communities in which SaskTel operates, and SaskTel's shareholders (the people of Saskatchewan). SaskTel expects all employees to uphold the corporate values in their work activities regardless of the work location including while they travel on business. The Code of Business Conduct also extends to all contractors working on behalf of SaskTel. It 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 is committed to the highest possible standards of integrity, openness, and accountability. As such, SaskTel provides employees with a secure, confidential disclosure process that encourages employees to raise serious concerns about actual or potential wrongdoing. This process protects employees from reprisal for having made or proposing to make, in good faith and based on reasonable belief, allegations of actual or potential wrongdoing in the workplace.

SaskTel employees have several ways of reporting wrongdoing in the company. One option is through the procedures outlined in The Public Interest Disclosure Act. Another option is to use the anonymous reporting process provided by the third-party vendor, Clearview Connects™ Ethics Reporting Program. In addition, employees may also use the grievance process or other internal investigative processes including telling their immediate manager about an incident of wrongdoing.

SaskTel reviews and investigates all submitted reports to determine wrongdoing and ensure appropriate action is taken.

SaskTel is dedicated to holding itself to the highest ethical and legal standards. It's an expectation we know our customers share, and we vigilantly work to maintain.



# Approach to Suppliers and Procurement

SaskTel uses a best value approach in all its purchase transactions, and where possible, goods and services are purchased through a competitive procurement process. This structure and conduct allows the consideration of factors beyond price in determining which supplier proposal in a particular procurement transaction will provide the greatest overall value to SaskTel.

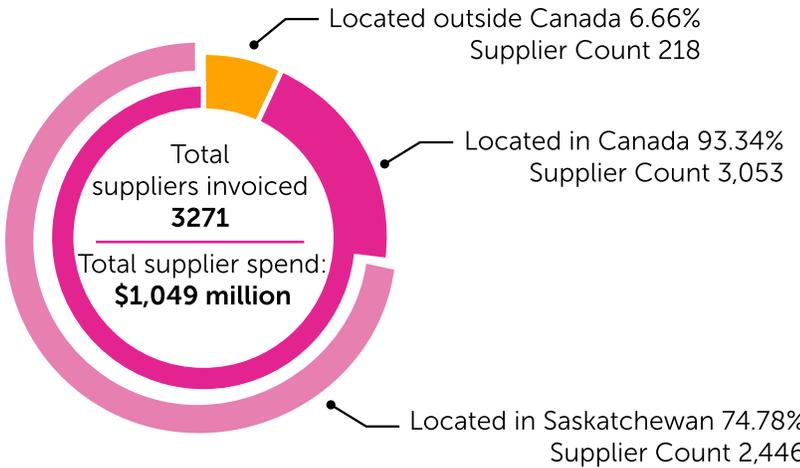
These factors consist of a supplier’s financial and non- financial capabilities such as people, products, quality, services, and transition plans, but also, their business practices related to ESG. Suppliers are given the option to answer questions related to diversity and inclusion, health, environment, and safety. The questions are not mandatory, however, suppliers are encouraged to complete them, as it is a good indicator if they are a company SaskTel would like to do business with.

SaskTel also provides an equitable opportunity for organizations within the province to compete for SaskTel procurement opportunities. This enables small and medium sized businesses to provide economic sustainability for many in their community. In 2021/22, nearly 75% of our suppliers were located in Saskatchewan.

## SUPPLIER SPEND BY CATEGORY

Category	Rounded (\$millions)
Marketing & Sales	\$238M
Network & Hardware	\$192M
IT (IS & Technology)	\$151M
Business & Consumer Products	\$106M
Customer & Construction Services	\$51M
Professional Services & Contingent Labour	\$49M
Taxes & Miscellaneous Financial	\$46M
Facilities & Land	\$39M
Intra - Carrier Services	\$38M
General Telecommunication Services	\$38M
Logistics, Warehouse & Transportation	\$38M
Utilities	\$17M
Inter-Company	\$16M
Human Resources and Corporate Services	\$12M
Tools & Consumable Materials	\$11M
Unclassified	\$7M
<b>Total Supplier Spend</b>	<b>\$1,049M</b>

## SUPPLIER SPEND BY LOCATION



# SaskTel - Our People

Over the past two years, our people demonstrated extraordinary resilience as we faced down the challenge of the COVID-19 pandemic together. We persevered and remained focused on continuing to build our networks and services to keep Saskatchewan safe, connected, and growing. This experience re-enforced that there is nothing that we can't achieve together.

Our people continued to take great pride in going above and beyond when our province needed them most, whether it was raising money for the Food Banks of Saskatchewan, volunteering their time to causes near and dear to their hearts, or working to ensure our networks are working optimally, our people work to make Saskatchewan a more connected and vibrant place to live.

Amongst all the challenges, our skilled workforce kept an eye toward developing their talents and driving diversity in all areas. Through supportive employee networks, our people were able to make new connections with colleagues from across the province and feel supported to achieve their full potential.

## SaskTel Corporate Culture

At SaskTel, we embody the corporate values of Honesty, Integrity and Respect. Our culture takes it a step further by describing who we are. There are three over-arching themes for these critical components that define SaskTel: our people, our customer, and our business. The related principles and their corresponding behaviours define our collective beliefs and desired cultural state.

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

# SaskTel Workplace Diversity and Inclusiveness

Diversity and inclusion continue to be important goals at SaskTel, focusing on employment equity and ensuring employees within the organization are treated in a fair, equitable, and transparent manner. Creating a safe workplace environment where individuals can openly share diverse ideas improves engagement and fosters greater innovation across the entire organization.

SaskTel takes great pride in knowing that its people are its greatest strength. To maintain this amazing workforce, SaskTel has long partnered with its employees to empower them to take charge of their careers and perform the best they possibly can. These standards have helped SaskTel develop a strong corporate culture that emphasizes personal accountability alongside being active members of the communities we serve.

SaskTel has been a member of the Saskatchewan Human Rights Commission (SHRC) Employment Equity Program since 1982 and is recognized as an equity partner.



## Diversity and Inclusion Training

Diversity is embedded in our culture at SaskTel, as reflected in SaskTel’s Culture Principles.

Diversity is about valuing other people for their uniqueness and individuality and respecting the ways in which they are different, as well as the ways in which they are similar. Inclusion is about welcoming, developing, and advancing a diverse mix of individuals.

SaskTel is committed to helping employees maximize their potential and ensuring everyone feels their opinions and contributions are valued.

The development of a well-educated and inclusive workforce is a key goal for SaskTel. We strive to foster an employee base that is capable of not only recognizing and embracing diversity as a business advantage but facilitating cultural change that can spark innovation and create inclusion.

A Representative Workforce Strategy was developed to achieve the desired outcome of representation throughout the organization, across all job classifications and equity categories. To support having a workforce that is reflective of the province we serve, SaskTel continues to focus on the four equity groups identified by SHRC:

1. Persons reporting an Indigenous identity;
2. Members of a visible minority group;
3. Individuals reporting a disability; and
4. Women in underrepresented occupations.

### SASKTEL REPRESENTATION WORKFORCE ACTUALS

Equity Group	March 2022
Indigenous People:	10.04%
Visible Minority:	13.75%
People with Disabilities:	12.20%
Women in Underrepresented Occupations:	32.44%

A variety of general diversity and inclusion related resources and training courses are available to all employees free of charge. Below is an example of the type of training available:

- Unconscious Bias
- Diversity and Inclusion Fundamentals
- Workplace Diversity, Equity, and Inclusion in Action
- Recognizing & Addressing Micro-behaviours in the Workplace
- Moving from Bias to Inclusion in a DEI Journey

SaskTel also offers more specific training on topics such as Indigenous Awareness and LGBTQ2S+ Inclusivity:

- Indigenous Awareness
- Indigenous Awareness: A Guide to Land Acknowledgement
- LGBTQ2S+ Diversity and Inclusion for Workplaces

## Recruitment of Diversity Groups

In 2021, work continued in terms of attracting and recruiting a representative workforce, mirroring the demographics of the changing provincial population. Employee networks and socially driven activities and secondary and post-secondary partnerships work to compliment these initiatives, highlighting SaskTel's values and community focused spirit to the next generation of employees.

SaskTel has continued to hold steady in its level of representation of under-represented groups across all areas of the organization. In support of these aggressive targets, SaskTel's Selection and Staffing team has evolved recruitment strategies to establish key partnerships that will assist in connecting with the students that we are seeking to employ.

### INDIGENOUS RECRUITMENT STRATEGY

The Indigenous recruitment strategy continued to focus primarily on the development and enhancement of traditional networks of Indigenous people in 2021 and tapped into formal and informal methods of communicating with this target audience. Due to continued COVID-19 restrictions, rather than attend in-person recruitment events, SaskTel shifted focus to on-line virtual meetings and career events to connect with Indigenous candidates. Significant effort was also invested in establishing key connections with community partners such as the First Nations Employment Centre (FNEC).

### NEW CANADIANS RECRUITMENT STRATEGY

SaskTel is committed to helping newcomers succeed in the provincial labour market and integrate into our Canadian culture. With the aging population and declining birth rate, immigration has become a major source of population growth and a critical source of skilled labour for our province.

Many newcomers immigrate to Canada to further their education and SaskTel actively recruits these skilled graduates from post-secondary educations and/or organizations that provide settlement and integration services such as the Regina Open Door Society (RODS) and Saskatoon Open Door Society (SODS). SaskTel works closely with RODS and SODS to not only provide employment readiness workshops, but also provide work placement opportunities for individuals new to our province. The Work Placement program provides opportunities for external, sponsored individuals to develop job skills through job shadowing, or participating in hands-on work, or project work within SaskTel up to a 12-week period. This program supports our diversity strategy, as many work placement participants are sponsored through organizations supporting immigrants seeking Canadian work experience. The type of work varies from customer service, network technical assistance, and administrative work.

In addition, SaskTel supports non-Canadian employees by nominating them through the Saskatchewan Immigrant Nominee Program (SINP). By nominating and supporting

employees, their application for permanent residency is fast tracked through the Federal immigration stream. In 2021, SaskTel nominated four employees to the SINP.

### LGBTQ2S+ RECRUITMENT INITIATIVES

While SaskTel does not have a formal recruitment strategy in place for members of the LGBTQ2S+ community, we do want to ensure that the hiring process is inclusive and welcoming for all. The hiring process includes non-binary as a response option for the verbal offer of employment.

### PEOPLE WITH DISABILITIES RECRUITMENT STRATEGY

The recruitment strategy for people with disabilities focused on developing and strengthening SaskTel's relationship with the disability community in 2021/22. Initiatives included building relationships with support and employment agencies for people with disabilities, identifying and removing employment barriers, coaching, and developing individuals, and developing relationships with individual candidates. SaskTel collaborates with Partners in Employment (Regina and Saskatoon), Autism Resource Centre, Inclusion Saskatchewan (formerly Saskatchewan Association of Community Living), and Creative Options Regina.

### SASKTEL'S SUPPORTED EMPLOYMENT PROGRAM

People with disabilities have been a traditionally under-employed group within society, and individuals with cognitive disabilities are amongst the least gainfully employed group. At SaskTel, we see the ability for all individuals to contribute to an organization in a meaningful way. SaskTel has created a program to develop meaningful employment for candidates with cognitive disabilities through the SaskTel Supported Employment Program (SEP).

The program connects SaskTel to individuals with cognitive disabilities through community-based organizations that promote employment of individuals with disabilities and can support the individual as they are integrated into the workplace through job coaching. SaskTel works with each individual and their support to identify a candidate's skill set and then seeks out possible areas of the organization that could benefit from their talents.

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

This agreement is the first of its kind in Saskatchewan, and SaskTel has served not only as a template for supportive employment activities within our organization but will also serve as an example to other employers of the possibilities

that exist through the model, and the potential to employ under-represented groups of our population through partnership and social innovation.

In 2021, three additional supported employees referred by the Autism Resource Centre were hired. SaskTel currently employs 16 individuals with cognitive disabilities under the Supported Employment Program. SaskTel continues to work closely with Saskatchewan Abilities Council and the supported employment community organizations related to them

## CAMPUS FOR ALL 4TO40 PROGRAM

Campus for All at the University of Regina has partnered with Creative Options Regina to create an initiative called 4to40.

Campus for All is designed for students with intellectual disabilities. After graduation from high school, students with intellectual disabilities have limited opportunities to further their education. As a result, young adults faced with these challenges often find themselves ill-equipped for the workplace, often lacking the social, literacy and life skills that might otherwise help provide important opportunities in life – such as employment. The reality is about 70% of people with intellectual disabilities are jobless and heavily reliant on government support services. Campus for All is a four-year Inclusive Post-Secondary Education experience for adults with an intellectual disability. This initiative provides opportunities for individuals to audit classes, improve literacy and establish social connections with fellow students. Campus for All students attend classes, participate in campus activities, make friends, prepare for the work world, and enjoy the same opportunities as their post-secondary peers.

The 4to40 Program is an initiative that connects people experiencing disability with employers who embrace a flexible 4 to 40-hour work week. Not all individuals are seeking full-time employment, but they do want to work and contribute to the community. With the help of the 4to40 staff person, individuals are matched up with job coaches to help them learn job tasks and integrate smoothly into the workplace. Since 4to40 was created, individuals from Creative Options and Campus for All have been hired for numerous jobs in the community, including several permanent full-time jobs for Campus for All students.

SaskTel continues to employ three individuals that were hired through the 4to40 Program.

## THE EQUITY HIRING PROGRAM

The Equity Hiring Program allows SaskTel to be competitive with other employers, through the ability to offer potential candidates positions by creating opportunities proactively, rather than having to wait for actual vacancies. SaskTel continues to have aggressive hiring goals to meet the targets established, primarily focusing on the recruitment of Indigenous people and people with disabilities. Essentially there are two options for hiring managers leveraging the program:

- Overhire a candidate into a permanent position
- Hire a candidate into a temporary (career launch) position. The Career Launch program is an effort to provide the employee an opportunity to gain relevant SaskTel experience and to give the hiring managers a chance to evaluate the employee’s long-term potential.

The Equity Hiring Program has funding for approximately 10 full-time positions for one year. Since 2007, over 80 individuals have been hired through this program.

Continuation of the permanent Overhire and Career Launch funding, as well as the ongoing Supported Employment Program, not only enables SaskTel to be proactive with respect to hiring high potential equity candidates, but also enables SaskTel to build a representative workforce reflective of the demographics of our province.

## POST-SECONDARY DIVERSITY HIRING RECRUITMENT STRATEGY

The post-secondary recruitment strategy focuses on positioning SaskTel as an employer of choice for recent graduates, specifically targeting students of Indigenous descent and people with disabilities. SaskTel continued to develop relationships with deans and professors of the faculties, with student organizations (both faculty and support groups), and with the individual students themselves.

## SUMMER STUDENT AND CO-OPERATIVE EDUCATION OPPORTUNITIES

SaskTel continues to support the Co-operative Education (Co-op) Programs for students enrolled at the University of Regina, University of Saskatchewan, and Saskatchewan Polytechnic campuses across the province. Diverse students in fields of study that apply directly to SaskTel business, such as Marketing, Information Technology Management, and Finance, apply their education for four or eight-month terms. Through this program, students learn about future careers in their field as well as gain a stronger understanding of SaskTel’s corporate culture and work environment.

In 2021/22, SaskTel hired 48 summer students and 29 co-op students. A continued emphasis on employment equity practices provides opportunity for equity candidates to explore opportunities within SaskTel, as well as offer departments the opportunity to work with a next generation workforce.

## 2021/22 STUDENT EQUITY HIRE STATISTICS

Equity Group	Number of Hires	% of Overall Hiring
Indigenous	8	10.4%
Visible Minority	16	20.8%
Persons with Disabilities	5	6.5%
Women in Non-Traditional Roles	14	18.2%
Total	43	55.8%

## SASKTEL EMPLOYEE NETWORKS

SaskTel's employee networks promote diversity and inclusion and are a major contributing factor to a positive cohesiveness and connection among our employees. Employees from across the organization with diverse backgrounds, knowledge and experiences can form new and meaningful connections with one another through a variety of activities. They provide a great way to meet other employees, learn new skills and participate in fun events. Joining a SaskTel network helps to foster a sense of belonging and promotes a healthy and supportive company culture. Corporately this strengthens communication and collaboration, which increases productivity.

There are several employee networks at SaskTel that allow employees to bring different insight and information to our business and the people working here. Our employee networks offer a respectful environment to ensure all employees feel valued.



### SASKTEL ABORIGINAL EMPLOYEES NETWORK (SAEN)

SAEN is a network of Indigenous employees working to bring to SaskTel their collective experience concerning relevant issues affecting them. The group encourages a work environment that values and supports Indigenous employees and promotes SaskTel as an employer of choice among Indigenous peoples. SAEN is SaskTel's longest running Employee Network, celebrating 27 years in 2021.

One program of pride for SAEN is the Greeting Card Program. The Ogiya Committee is a subcommittee of SAEN that focuses on fellowship and holds an annual art contest with SaskTel's partner high schools. The committee chooses pieces of art from Indigenous students that are turned into art cards and sold with 100% of the profits going back to the school's art programs for supplies. The program continued to gain popularity in 2021 with the card sales to SaskTel employees as well as the public.

In June 2021, SaskTel joined in sponsoring the virtual National Indigenous Peoples Day (NIPD) event. Live hosts, which included SaskTel's own Fawn Redwood (SAEN Education Coordinator) kicked off the celebrations, introduced performers and engaged in discussion on the theme of "Breaking Bannock: Connections Through Food." SaskTel took on the lead role of planning and coordinating the technical and production requirements for the event. The event included performances from a variety of Indigenous singers and dancers as well as greetings from local dignitaries. After the original broadcast, the event was made available on maxTV Local on Demand for future viewing.

Orange Shirt Day also moved to a virtual format. In 2021, SaskTel joined in sponsoring a virtual honouring presentation entitled 'Orange Shirt Day – Every Child Matters' which took place on September 29, 2021. SAEN members helped to plan and promote the virtual event and encouraged all employees to wear an orange shirt on September 29 and/or 30. Orange Shirts were available for purchase on SaskTel's internal online store. Also, a contest was held asking employees to submit their name and explain what Orange Shirt Day meant to them. In addition, all SaskTel Store employees from across the province were provided an Orange Shirt to wear to recognize the significance and importance of the day. A portion of the proceeds from the sale of the orange shirts were donated to Pasqua First Nation Group of Companies – Every Child Matters Feather Grave Markers.

Although the annual Toy and Clothing Drive was cancelled due to COVID-19, SAEN members still wanted to give back to the community so in December 2021, they organized a Gift Card Challenge and were able to adopt a local family and provide them with Christmas supper and gifts that they would not have been able to afford otherwise.



## SASKTEL EMPLOYEE NETWORK ON DISABILITY (SEND)

SEND is a network of SaskTel employees who work collectively to support the inclusion of people affected with a disability at SaskTel. Their mission is to provide a forum to support all people at SaskTel affected by a disability. SEND strives to assist in attaining a representative, inclusive and respectful work environment. SEND acts as a resource for SaskTel to understand disability issues and help to implement inclusive programs, products, and services. SEND has been in existence since 2005.

In December 2021, SEND hosted a lunch and learn to recognize the International Day of Disabled Persons. Jessica Frotten, Canadian Paralympic athlete, shared her inspiring story of overcoming a spinal cord injury in 2009 and achieving her dream of competing in the Paralympic games in Tokyo in 2020.



## SASKTEL O.N.E.

In 2021, NextGEN rebranded to SaskTel O.N.E. With ONE working as an acronym for what the group is about – Opportunities, Networking, and Events – the rebrand helped the group grow its membership. Though younger employees will continue to be SaskTel O.N.E.'s core membership, the new brand is more inclusive to experienced employees as well.

During the COVID-19 pandemic, SaskTel O.N. E. looked for ways to virtually connect during the height of the pandemic, hosting virtual lunch and learns, virtual trivia and game nights, as well as the participation in a virtual KidSport Challenge.



## SASKTEL EMPLOYEE RAINBOW ALLIANCE (SERA)

Another area of focus at SaskTel is the advancement of LGBTQ2S+ inclusiveness. Our goal is to have a workplace culture that is safe and supportive of all its employees. By dispelling myths and providing more understanding around terminology and barriers faced, SaskTel can better support LGBTQ2S+ employees, remove barriers, and create a more welcoming and inclusive work environment for all employees irrespective of their sexual orientation or gender identity.

SaskTel Employee Rainbow Alliance (SERA) is a SaskTel LGBTQ2S+ employee advisory committee. Formed in 2019, members of SERA provide input and guidance around LGBTQ2S+ education and barriers to inclusion. This passionate group of employees meet bi-monthly and provide a safe space for individuals to support and learn from each other as well as discuss ways to make SaskTel more inclusive for LGBTQ2S+ people. SERA members aspire to learn and grow, share with, and care for all employees, with the specific intent of representing the marginalized LGBTQ2S+ community.

SERA's purpose, mission, vision, and values and principles are:

### Purpose

A fundamental component of diversity and inclusion is the ability to share thoughts and feelings in an open and safe environment. Open ears, open mindset, everyone deserves to be heard and respected.

### Mission

To promote acceptance and inclusivity as well as a safe, supportive, and welcoming environment for all LGBTQ2S+ employees through alliance and advocacy for positive change, and a shared vision for social equality.

### Vision

The SaskTel Employee Rainbow Alliance (SERA) intends to learn and grow, share with, and care for all employees, to achieve our purpose as outlined in the mission statement.

### Values & Principles

Advocacy, inclusivity, and empathy

Fostering a safe and supportive environment with openness to dialogue

Seeking and sharing knowledge and understanding

Caring and respecting others' physical and mental wellbeing

Recognizing everyone's unique path in life, challenges and successes

SERA hosted a lunch and learn in January 2021 with OUTSaskatoon presenting information on Supporting your Queer and Trans Employees and Co-Workers. Participants were introduced to foundations of identity (i.e., gender, attraction, etc.), and learned proper inclusive terminology about the LGBTQ2S+ community, as well as exploring actional steps on how to support queer and trans employees and co-workers and the importance of building safer workspaces for all.

In addition to creating the SaskTel Employee Rainbow Alliance to foster LGBTQ2S+ inclusiveness, SaskTel became a regional partner with Pride at Work Canada. This leading national organization promotes workplace cultures that are inclusive of LGBTQ2S+ people. As a regional partner, employees have access to various benefits such as webinars, online events and best practice research which helps gain increased knowledge and understanding that promotes building a more diverse and inclusive workplace.



# Here to be Inclusive

In October, SaskTel marked Disability Employment Awareness Month with a commercial created in conjunction with the Saskatchewan Association of Rehabilitation Centres (SARC).

Featured in the commercial are employees who are part of SaskTel's Supported Employment Program (SEP) and are a vital part of SaskTel. The employees are Lindsay Ast, Nick Popowich, and Patrick Flaman, who appear along with Doug Burnett.

Lindsay has been with SaskTel since 2011 and is currently an Employee Development Centre Assistant. Nick, who started with SaskTel in 2010, was a Store Assistant at the SaskTel Store in Cornwall Centre in Regina for many years and is currently a Warehouse Assistant. Patrick was also at the Warehouse but is now prime on delivering all the mail at Head Office. His SaskTel career began in 2015.

"Every day, these employees show that once barriers are removed, individual skills shine through allowing them to make a meaningful contribution to our company," said Sharon Davis, HR Manager – Strategic Planning & Staffing.

"Our work with organizations such as SARC allows us to continuously learn and adjust our best practices. By doing so, it benefits our employees with differing abilities and ultimately benefits our business."

SEP has proven to be a successful way for SaskTel to tap into a talent pool that may have been overlooked."

"At SaskTel, hiring people experiencing disability has provided us with a competitive advantage," said Doug Burnett, SaskTel President & CEO. "Creating an inclusive workforce has resulted in numerous benefits including increased job retention, more engaged employees, and a culture that values diversity, all of which have been critical to our success over the years."

"It pays to be inclusive."



SaskTel employee Patrick Flaman and SaskTel President Doug Burnett during the filming of the SARC commercial.

# SaskTel Supports Saskatchewan Association of Rehabilitation Centres

SaskTel continues to support Saskatchewan Association of Rehabilitation Centres (SARC). In 2021, a new commercial and video featuring Doug Burnett, President & CEO, was created in collaboration with SARC to showcase SaskTel as a champion of supported employment for Disability Employment Awareness Month. Three of our supported employees were also featured in the video.



SaskTel - It Pays to Be Inclusive

## Sign of the Times

### New Standardized E-mail Signature Includes Use of Pronouns



Some of us remember the days of traditional stationery such as letterhead and business cards. These have been replaced in a large part by e-mail.

A company's corporate identity is just as important on an e-mail as it is on a business card or any other form of corporate communication that is sent on behalf of SaskTel.

A new standardized e-mail signature has been created for employee use to personalize for their own use including the optional use of pronouns, an important part of gender identity.

Gender identity and expression is deeply personal and refers to a person's internal and individual experience of gender. It can apply to whether a person identifies as a man, a woman, both, neither or anywhere else within the gender spectrum. A person's gender identity may be different from what they were assigned at birth - it's something that can change throughout a person's life.

There are several ways a person can publicly express or present their gender. One common way someone may choose is through their pronouns and chosen name. By using a person's pronouns, it's a way of demonstrating an affirmation and respect for their identity.

"As one of Canada's Best Diversity employers, it's an important way for SaskTel to remind people they shouldn't make assumptions about anyone's gender identity," said Trina Aveyard, HR Manager – Diversity. "It also demonstrates the willingness to use someone's pronouns."

Many individuals with diverse gender identities and gender expressions aren't able to be publicly out in their communities and workplaces, meaning they have to deal with being misgendered on an on-going basis. They may not be able to easily share their true pronouns without negative repercussions.

"By including a person's pronouns, it can help make employees with diverse gender identities and gender expressions more comfortable in identifying their pronouns to their colleagues, if and when they choose to do so," said Trina. "It's a small way to support individuals with diverse gender identities and gender expressions on a daily basis, and by doing so, making SaskTel a more inclusive and safe workplace for all."

"SaskTel will continue to embrace our diversity as a business strength, as we value the individuality of every one of our employees."

# SaskTel's Future Leaders

The ingenuity and energy propelled by Saskatchewan's youth will undoubtedly drive the province's next generation workforce. With labour shortages projected and valued employees retiring, attracting the next generation of SaskTel's workforce is top of mind. Not only do we want them to consider SaskTel as an employer of choice, but we also want to get them excited and interested in the type of careers found at SaskTel.

That philosophy has driven our focus to develop strategies and programs targeted at Saskatchewan youth and evaluate what we have to offer employees in comparison to other employers across Canada. We are proud to say that we are recognized as a top employer in Canada and have developed several opportunities for Saskatchewan youth such as partnerships, campus recruitment, intern hires, and scholarship programs.

## High School Partnerships

SaskTel's partnerships with numerous high schools enhances our long-term recruitment strategy, providing us with the opportunity to build a pipeline of talent. We can build and maintain long term relationships as students move through the different phases of their education by having them engage directly with employees from individual departments and recruiters from SaskTel. In 2021/22 SaskTel had partnerships with the following high schools, providing industry-specific resources, mentors, coaching, and technology:

- Prairie South Schools – The Focus on Information Technology program teaches high school students essential Information Communications Technology (ICT) and business skills through employment and empowerment.
- Yorkton Regional High School – The Electronics and Electricity program provides support and training to students in basic telephony and fibre installation.
- Campus Regina Public – The Electrical and Electronics course engages students in learning opportunities that best supports their learning as they prepare for the transition to post-secondary studies and the workplace.
- Regina District Industry Education Council (represents the Regina Public School Division, Regina Catholic School Division, Prairie Valley School Division, and File Hills Qu'Appelle Tribal Council) – Career spotlight events provided high school students information about different career opportunities at SaskTel.



## Post-secondary Partnerships

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

- Saskatchewan Indian Institute of Technology
- University of Saskatchewan
- University of Regina
- Saskatchewan Polytechnic

## Paid Internships

SaskTel actively supports the engagement and development of students through summer employment and co-operative (co-op) education programs. Summer work terms include a variety of positions focused on labour, shipping/receiving, technical/networking, and administration. Co-op students' work includes experience related to project work, strategy, analysis, programming and financial.

In 2021, SaskTel hired a total of 48 summer students and provided 29 internship opportunities for students in the co-op program from a variety of post-secondary schools. Participating post-secondary schools for the Spring/Summer Co-operative internship term included:

- University of Regina (U of R)
- Saskatchewan Polytechnic Institute
- University of Saskatchewan (U of S)

# SaskTel by the Numbers

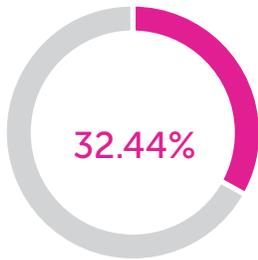
In 2021/22 SaskTel continued to work on attracting and recruiting a representative workforce that mirrors the ever-changing demographics of our province.

The following tables provide a snapshot of the employees who make up our workforce.

SaskTel continues to ensure proper due diligence in terms of talent sourcing, and that each opportunity to increase representation within the organization is fully explored and evaluated.

## SASKTEL'S REPRESENTATION BY EQUITY GROUP

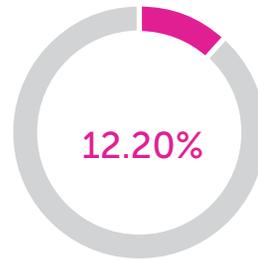
Women in Underrepresented Roles



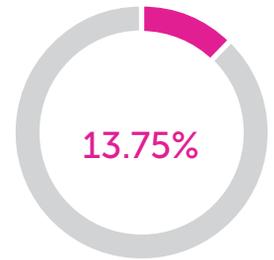
Indigenous Peoples



Persons with Disabilities



Visible Minorities



## NUMBER OF EMPLOYEES

	Permanent	Temporary	Part-time	Grand Total
Union	1883	109	407	2399
Management	773	3	13	789
Grand Total	2656	112	420	3188

## TOTAL EMPLOYEES BY AGE

	Permanent	Temporary	Part-time	Grand Total
Under 30	94	35	135	264
30 - 50	1552	68	243	1863
51 and Over	1010	9	42	1061
Total	2656	112	420	3188

## TOTAL EMPLOYEES BY AGE AS A PERCENTAGE

	Permanent	Temporary	Part-time	Grand Total
Under 30	2.95%	1.1%	4.24%	8.29%
30 - 50	48.69%	2.13%	7.63%	58.45%
51 and Over	31.68%	0.28%	1.32%	33.28%
Total	83.32%	3.51%	13.17%	100%

## TOTAL HIRES BY AGE AS A PERCENTAGE OF ALL HIRES

	Permanent	Temporary	Part-time	Grand Total
Under 30	8.64%	2.06%	35.80%	46.50%
30 - 50	12.76%	4.12%	33.74%	50.62%
51 and Over	2.06%	0.82%	0.00%	2.88%
Total	23.46%	7.00%	69.55%	100%

# Partnership for Success: SaskTel and Unifor

SaskTel and Unifor have a long-standing partnership. This is important in our highly competitive industry and is reflected in both organizations' willingness to work together to achieve our goals and strengthen the communities we serve. Ongoing collaboration is facilitated through frequent discussions and joint committee meetings where dialogue is encouraged, and ideas are shared. With many joint committees such as Labour/Management, Occupational Health and Safety, Employment Equity, Outside Craft, and Business and Consumer Sales, our partnership continues to be cultivated.

The current Collective Agreement between SaskTel and Unifor continues until March 16, 2024 and represents more than 2,700 unionized employees at SaskTel.



**UNIFOR**  
theUnion | lesyndicat



SaskTel Customer Service Technician Matthew Davies.

# Employee Well-being and Safety

SaskTel considers the psychological health and safety of its employees to be as important as other aspects of health, safety, and wellness. SaskTel is committed to and has a long-standing history of supporting a physically and psychologically healthy and safe workplace through prevention, promotion of health, and assisting with resolution of incidents and concerns.

This year, as we continued to navigate the impact of the pandemic on our people and our customers, we maintained a strong and vigilant focus on health and well-being. Some examples include:

- **Pandemic Response:** COVID-19 continued to demand vigilance in monitoring the health and safety needs of SaskTel employees and customers. The primary mitigation strategies were implemented early in the pandemic and ongoing monitoring allowed SaskTel to respond with modified protocols and processes to address areas of vulnerability. Most mitigation strategies employed early in the pandemic to keep employees safe and healthy were continued throughout the year such as enhanced cleaning, physical distancing protocols, personal protective equipment, and employee self-monitoring and vaccination policies. To keep both our employees and our customers safe various protocols remain within our store environments and with employees entering customers' homes or places of business.

- **Take A Moment:**



SaskTel has established a SharePoint site called Take A Moment that provides information to all employees and managers on how to Take A Moment to look after their own well-being, the well-being of their teams, and the well-being of their families. The Take A Moment site gives employees the opportunity to conduct a quick self-awareness health check with links to resources that may help employees who may be struggling at this time.

- **Employee Well-being Training and Development:** We believe that empowering people with knowledge is key to wellness. With that in mind, we created and continue to evolve the Psychological Safety & Well-being Training Bundle. These courses educate employees on the importance of mental health and well-being, provide an overview of specific SaskTel policies, and demonstrate how to navigate through various emotions that people feel.
- **Respectful Workplace:** Aligning with our corporate

values of honesty, integrity, and respect, SaskTel promotes a culture that treats everyone with civility and respect and a working environment in which employees feel valued and respected. SaskTel's respectful workplace definition is embedded right into our code of business conduct, and resources have been made available through our intranet site. A respectful workplace educational session was also developed which provides employees with an ability to learn about SaskTel's respectful workplace program and applicable resources to assist with conflict, bullying, and harassment. This session also provides a forum for teams to work together to discuss what a respectful workplace should look like for themselves and their teams.

- **Occupational Health Specialists:** SaskTel Health Services professionals develop and deliver education programs such as back care and workstation ergonomics. SaskTel provides information on workstation ergonomics and offers a free online ergonomics program to help employees avoid working conditions that may cause or aggravate musculoskeletal problems. Employees also have access to the Occupational Health Specialists who can assess their specific ergonomic situation and advise how the employee should proceed. With many employees working from home early in the pandemic, tips were provided to employees to make their home workspace more ergonomically friendly, and virtual reviews were also available.
- **Wellness Team:** SaskTel has an employee driven Wellness Team that actively works to ensure that wellness is kept top of mind in all corners of the province. With an equal emphasis on physical, emotional, mental, and organizational well-being, the SaskTel Wellness Team implemented many successful initiatives throughout the year, including wellness contests and challenges, educational internal stories on health and wellness, spotlights on SaskTel wellness champions, and promotion of Mental Health resources and programs through Mental Health Awareness week and Mental Illness Awareness week.

The Wellness Minute Challenge is one of the initiatives launched by the Wellness Team which ran from May – June 2021. Employees were encouraged to capture a photo of themselves participating in wellness related activities and then post it to the internal

photo sharing app. These photo contributions were aimed to encourage others to focus on physical, emotional, mental well-being while pandemic challenges continued to dominate our day-to-day activities. Additionally, throughout the winter months the Steps and Stairs Wellness Challenge took place.

- **Lifestyle Centres:** SaskTel proudly has six Lifestyle Centers. Membership is open to all SaskTel employees and consultants, and the spouses and dependent children of employees. The centers are equipped with various equipment to assist with individuals' work out routines.



## SaskTel Employees Personal Problem Program (STEPPP)

The SaskTel Employees Personal Problem Program (STEPPP) has been part of the fabric of SaskTel since 1983. Services through STEPPP are provided by onsite clinically educated and trained staff, who provide:

- Immediate support and referrals services for employees and their family members when they need it most, as they are dealing with grief, trauma, addiction, mental health, etc.
- Critical Incident Stress Debriefing (CISD) onsite support to teams and individuals to assist with managing loss or traumatic events.
- Tools, resources, workshops, and presentations focused on early intervention, prevention, and support. These are available to individuals, as well as teams across the company on a range of topics. Some examples of the presentations and workshops provided by STEPPP include:

- ▶ Managing Wellness Through COVID-19
  - ▶ Understanding and Promoting Mental Health in the Workplace, Everyone's Responsibility
  - ▶ Managing Stress and Well-being through Global Events (Ukraine War)
  - ▶ Balancing Work and Family
  - ▶ Critical Incident Debriefing
  - ▶ Grieving and Loss
  - ▶ The Importance of Nurturing Relationships
  - ▶ Maximizing Your Emotional and Mental Well-being
  - ▶ Relaxation Presentation
  - ▶ Retirement Presentation Happily Retired
  - ▶ Sleep Presentation
  - ▶ Stress Management
  - ▶ Supporting Someone Going Through a Difficult Time
  - ▶ Self-Care Elements
  - ▶ Myths, Managing and Understanding Anxiety
  - ▶ Shifting the Weight of Negativity to the Power of Positivity
  - ▶ Mindful Minutes podcasts
- Programs, such as All About Balance. All About Balance Program is a voluntary six-week program for individuals who want to make a change in their work/life balance and self-care. All About Balance is a proactive approach as it is geared at prevention and building resilience to stress. The program focuses on the essential core elements of self-care which aid in achieving life balance, including educational information and material, self-evaluation, group discussions and weekly homework.
  - Reference materials can also be found on: Family, Health, Lifestyle and Workplace. Some specifics include Eldercare, Domestic Abuse, and Substance Abuse.
  - Throughout COVID-19, assistance was provided to those having difficulty dealing with the impacts such as: loneliness, restlessness, anxiety, depressiveness, addiction, and concerns regarding children's well-being, eldercare and Covid fatigue. STEPPP staff remained onsite to provide both face to face and virtual assistance to employees and their family members through the impacts of COVID-19. To help all employees STEPPP developed podcasts, resource articles/reference pages on Managing Wellness through COVID-19 and delivered many presentations and workshops throughout the pandemic.

# In a Wellness Minute

## Employees Find Inspiration with the Wellness Minutes Challenge

SaskTel's Wellness Minutes Challenge was held May – June 2021.

"I felt like I could feel the hope and determination of the participants," said Wellness Squad member Renee Young. "Some were determined to make a small change that will ultimately lead to larger change. This challenge provided them the motivation they needed to start. While others used the challenge as a motivation to extend or further goals they already had."

The challenge asked employees to continue to put wellness first for a minimum of 200 minutes a week. Participation included activities that contributed to employees' physical, spiritual, emotional/ social, and/or mental health.

There was a total of 310 entries in the challenge.



"By offering challenges such as these, people can discover - or rediscover - the benefits of wellness activities," said Tony Showchuk, Director – HR (STEPPP, Respectful Workplace and Systems & Reporting). "Among other things, wellness can lead to having more energy, a better ability to manage stress, increased productivity and just feeling a lot better about ourselves as a whole."

A few of the 21 books Jane Marles will read in 2021 as part of her wellness journey.

One of the people who took part in the challenge was Sheila Johnson, an Admin Assistant from Yorkton. Sheila strives to find wellness in many areas of her life

"I exercise daily doing aerobics and taking long walks," said Sheila. "But I also love gardening and listening to music and taking the time to enjoy the beauty of nature all around us. My happy spot is on the boat fishing & listening to tunes."



One of several ways Sheila Johnson participated in the Wellness Minutes Challenge is on her boat, fishing and listening to music. Here's what her 'happy place' looks like!

Another participant was Jane Marles, a Service Rep from Regina. Jane took the challenges presented by the past year as inspiration for making wellness changes in her life.

"I have a small family - two parents and one child," said Jane. "We have been isolated from others almost fully since the beginning of the pandemic.

Because of that isolation, there was an inclination to spend time on-line and watching TV, something Jane and her family have put aside, opting instead for self-improvement.

"We've made a point of cutting down the number of hours we spend on those things," she said. "Instead, I have made fitness and weight loss goals for myself, and I have been working on my goal to read 21 books in 2021."

Renee and the Wellness Squad were pleased with how the challenge was embraced by employees.

"We've all been through so much this past year, so it was encouraging to see the different ways people were achieving their wellness minutes," said Renee. "Everyone has a story, and everyone has an experience. We're happy that these participants shared theirs with us!"

Tony says there will be many more wellness stories to tell.

"Along with SaskTel's Lifestyle Centers, the Flexible Spending Wellness Account, the new Take a Moment for Mindfulness relaxation exercise and the many other wellness initiatives that SaskTel has to offer, we hope to continue to offer these types of wellness challenges," he said. "They offer unique motivational opportunities for those who want to start incorporating more wellness into their lives while continuing to showcase our SaskTel employees who are leading the wellness way."

## Helping Our Own People (HOOP)



Helping Our Own People (HOOP) is SaskTel’s charitable organization designed to assist employees whose needs cannot be adequately addressed by traditional assistance programs. Any SaskTel permanent employee, dependents, spouse or Pioneer life member residing in Saskatchewan is eligible to receive assistance from HOOP.

Since its inception in 1992, HOOP has allocated over \$1,000,000 to assist employees in times of need. Some examples of what HOOP has helped with include: travel expenses for employees who require chemotherapy in another city, medical costs not covered by insurance companies, out-of-province MRI’s and mental health costs that go above insurance coverage.

HOOP is funded by an annual contribution from SaskTel, but also receives donations from numerous employee groups and fundraisers around the province.

### Physical Safety:

SaskTel is committed to creating a work environment focused on safety and employee well-being and recognizes that all employees have the right to work in a safe and healthy work environment. This is achieved by ensuring the key elements of an Internal Responsibilities System are used and enforced. SaskTel believes that a commitment to Safety needs to be shared among all employees, contractors and other third parties working on behalf of SaskTel and must be considered when making all business decisions.



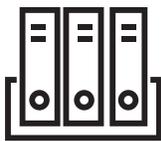
To ensure a safe and healthy work environment based on employee engagement and communication of SaskTel’s safety program, and done through consultation and cooperation with all employees.



To use the Internal Responsibilities System theory and a goal of zero incidents based on identified standards, roles, responsibilities, and accountability.



To eliminate or minimize hazards/risks that may result in injuries/illnesses, service interruption, property damage or loss.



To meet or exceed regulatory requirements of the Canada Labour Code and applicable provincial legislation and regulations.



Ensure employees, contractors, agents, and other third parties working on behalf of SaskTel understand and apply all safety standards and practices.



To cooperate with all government and other organizations concerning health and safety matters.

*Total Injury Frequency Rate (per 100 employees) – 1.57*

*Fatalities – 0*

*Time loss severity rate – 12 days lost per recordable incident.*

SaskTel is proud to say that it has passed and achieved the Certificate of Recognition (COR) audit standard for 12 consecutive years. The COR is an audit process whereby an employer receives an evaluation of the state of readiness and the state of implementation of their safety system. SaskTel’s COR certification process is managed by the Saskatchewan Construction Safety Association. The national audit tool used evaluates the current state of thirteen areas within a safety management system.

# Employee Development

At SaskTel, we believe that our people are our greatest strength. It is critical that we continuously invest in and develop our people, not only to achieve our business priorities but also to support employees in achieving their goals.

Great companies are built through great leaders and employees who are provided the opportunity to continuously learn and grow. For SaskTel, this means supporting employees throughout their careers and pivoting to meet their needs and the needs of our business. It is how we help our employees thrive.

Our employees embrace all types of learning and demonstrate their commitment to lifelong learning through active participation. In 2021/22, 97% of employees participated in training offered by SaskTel.

To ensure that our employees are confident they have the knowledge and skills to perform their current job and that their skill sets are evolving to meet the demands of the business, we proactively ask for employee opinions through our annual employee survey. Our results show that 82.5% of our employees feel confident in their knowledge and skillsets.

With our career management model, career paths, knowledge maps, and formal training programs, there are many development opportunities available to employees.

## Management & Leadership

SaskTel believes that everyone deserves high-quality leadership and can be a great leader themselves. Leaders influence our business direction, organizational culture, and achievement of results. That is why we offer both Leadership and Management Development Training, and a corporate mentoring program.



**MANAGEMENT**  
DEVELOPMENT ACADEMY

In 2021, SaskTel launched the Management Development Academy, a blended learning program intended to help new and experienced managers with staff improve their management skills and

continue to grow their leadership skills. The academy takes nine months to complete and begins with Management Fundamentals. In the subsequent months this knowledge is built upon with the addition of Safety and Wellbeing, Employee Relations and Performance Management, Feedback and Coaching, Team Development, Virtual Teams, Results, Change and Resilience, finishing with Diversity and Inclusion.

## Technology Transformation

There is a continuous need to grow technical knowledge and skillsets among all employees. There is a specific emphasis on increasing understanding of the key

technologies leveraged in our current network and the key transformative technologies that will advance our networks for the future.

- The SaskTel Network Fundamental series is a blended learning program focused on educating employees on the technical foundation of SaskTel's business, including all technologies related to communication networks and Information Technology (IT) infrastructure which support all of SaskTel's Information and Communications Technology (ICT) services. The series takes a closer look at how our infrastructure has evolved and how it will continue to transform through software and virtualization.
- Emerging trend courses are vendor-neutral and elaborate on specific emerging technologies and services. The topics range from Internet Protocol, Voice over LTE, 5G, software-defined networking, network functions virtualization, cloud network fundamentals, cyber security, DevOps, artificial intelligence immersive technologies, edge computing, Internet of Things (IoT), data analytics, automation and much more. The offerings are available self-paced online, virtual-led, instructor-led, mentoring sessions, and blended programs.
- SaskTel is committed to ensuring its employees have the expertise in both communication technology and information technology. To meet this need, the SaskTel University was created and provides a comprehensive learning program designed for our front-line sales resources in our Business Sales and Solutions Division.



**SaskTel University**

## Digital Workforce Transformation



Elevate, SaskTel's Digital Workforce Transformation program, is SaskTel's commitment to invest in our people, unlock their digital talents, and embed innovation in our DNA.

The program has four core components designed to create a more agile minded workforce: upskilling through training such as the Digital Transformation Learning Path (DTLP) and expanding general knowledge with the Digital Fitness App; focused three-day Digital Academies to prepare teams to implement new ways of working; five-week Sprints where a team's new knowledge has the chance to be put into practice; and Digital Champions and Accelerators.

## Cybersecurity Awareness

We live in a time where hackers are reaching unprecedented levels of sophistication and security breaches are occurring more and more frequently as a result. As a SaskTel employee, it is the responsibility of everyone to properly handle sensitive corporate, competitive, and customer information and to ensure our networks, systems, and information remain private and secure. Continuous training opportunities are available to all employees, with mandatory training provided annually.

## Voluntary Out-of-Hour Educational Assistance Program and Professional Designations

SaskTel also offers an application based Voluntary Out-of-Hour Educational Assistance Program, which provides reimbursement for the tuition and course-related fees of approved out-of-hour education classes. The focus is on advanced development opportunities such as post-graduate programs (including certificates and diplomas), master's degrees, executive/leadership development programs, and professional designations. In addition, we believe it is important to support employees in the maintenance of professional designations and memberships such as Chartered Professional Accountants, Certified Human Resources Professional, Purchasing Management Association of Canada, Saskatchewan Applied Science Technologists and Technicians, Canadian Information Processing Society, Conference Board of Canada, Saskatchewan Abilities Council, Saskatchewan Safety Council, along with others.

## Psychological Safety & Well-being Training Bundle

The Psychological Safety & Well-being Training Bundle is a collection of courses that shows participants how they can enhance their emotional intelligence. These courses educate about the importance of mental health and well-being, provide an overview of specific SaskTel policies, and explain how to navigate through various emotions that people feel.



## Partnership for Excellence

The Partnership for Excellence (PFE) is a participative process which encourages all employees to take responsibility for continuous improvement in their jobs and their own personal development. It is not simply an annual review of an individual's achievements and successes – it is a continuous two-way process involving communication, goal setting, coaching, recognition, measurement, and development.

The PFE process provides a framework for employees to achieve SaskTel's core goals, focusing on team excellence. All employees follow a common performance and development planning procedure which:

- Translates SaskTel's corporate vision, values, and business plans into individual work and development plans.
- Fosters communication to help clarify job expectations and focus on continuous improvement with respect to both jobs and personal development.

Participation in the PFE process does not limit or negate any of the rights for in-scope employees as outlined in the Collective Agreement.

We are proud to say that 100% of SaskTel employees complete the PFE process each year.

## Recognition

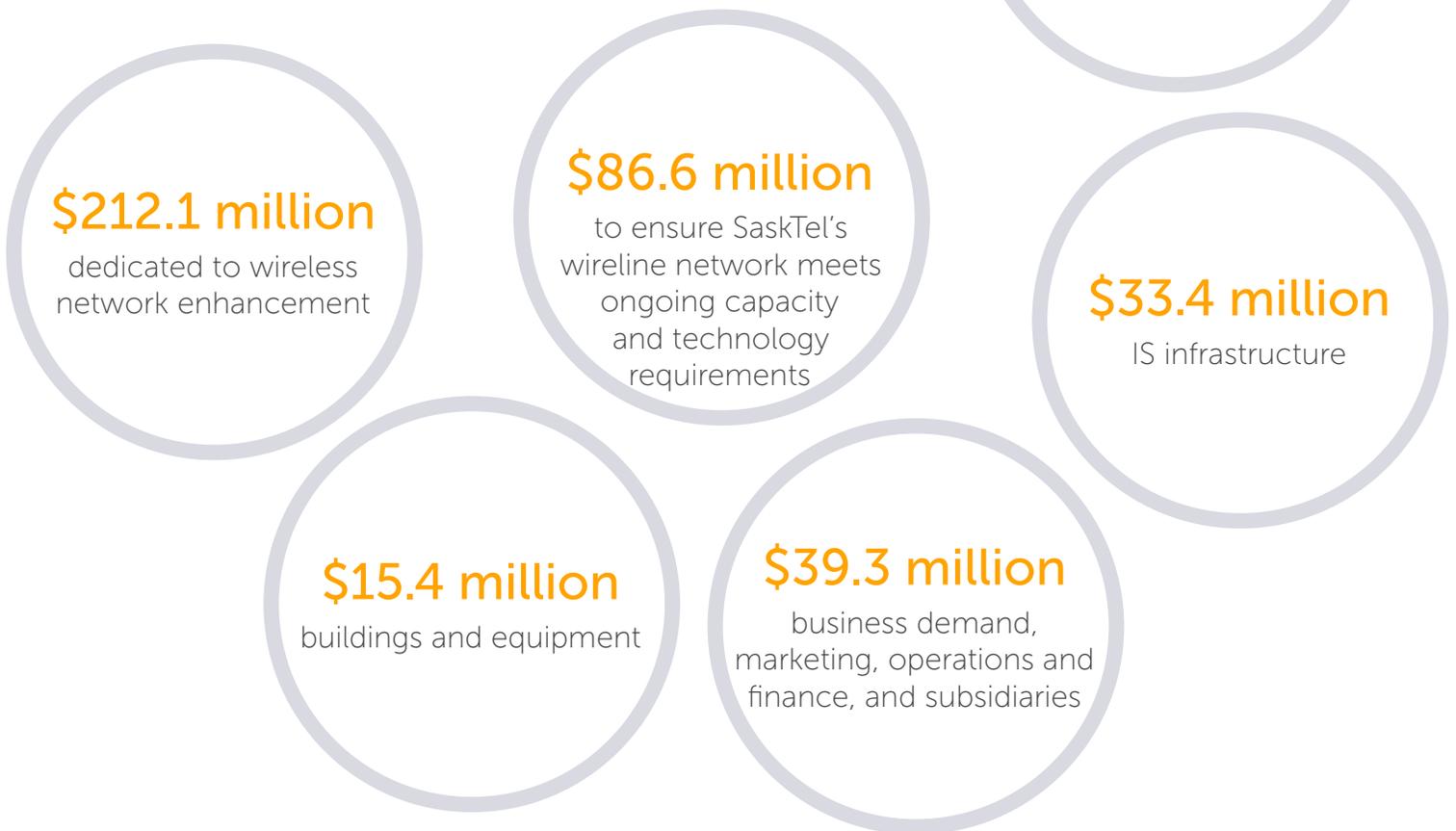
At SaskTel, we believe that a little appreciation goes a long way. SaskTel employees work hard to provide connections through the products and services that we offer to the people of Saskatchewan. Some of these connections are vital to our personal safety and business exchanges, while other connections bring happiness to our customers through high quality entertainment and communication offerings. SaskTel's success is clearly attributed to the ideas, ingenuity, resilience, and dedication of our employees.

Throughout the pandemic we have kept recognition top of mind as our employees have dealt with new situations brought on as a result. Our virtual SaskTel Connections Award Program makes it easy for all employees to show appreciation to coworkers for achievements big and small. Recognizing those who go above and beyond, stand apart, forge new territory or take on the role of a leader no matter their position in the company.

In 2021/22, SaskTel resurrected the Employee Referral Program allowing employees to receive a Connection Award for referring a successful candidate that becomes a valued SaskTel employee. We also expanded our recognition options to include Kudo Boards. The boards allow employees to celebrate not only great work but special occasions as a group, such as birthdays and retirements in a digital way.

# Investing in Saskatchewan Communities

At SaskTel, we are here to serve our customers well and help Saskatchewan communities prosper. As we continue to strengthen our networks to deliver world-class connectivity to more people, we are also pushing ourselves to innovate and constantly improve the performance of our operations using local talent and goods purchased from companies across the province.



## Economic Impacts of SaskTel 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.

### Methodology

The economic impacts presented in this section rely on the use of the Input-Output multipliers model developed by Statistics Canada (2018) for Canada and each of the provinces. Primary data comes from Statistics Canada, and the multipliers show the direct, indirect, and induced effects on gross output, GDP, employment, and government tax revenue.

**Direct impacts** are defined as changes in the economy that occur as a direct result of SaskTel expenditures, both

operational and capital, 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.

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<sup>1</sup>.

## Key Limitations

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 2021/22

In 2021/22, SaskTel invested a total of \$465.1 million 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, 2022, are:

Impact	Output (\$M)	GDP (\$M)	Earnings (\$M)	Jobs (FTE) <sup>2</sup>	Taxes (\$M) <sup>3</sup>
Fibre-to-the-x Program	108.4	63.1	27.5	414.4	2.1
Wireless Network Enhancement	293.8	171.0	74.4	1122.6	5.7
Wireline Network Enhancement	119.9	69.8	30.4	458.4	2.3
Information Services Infrastructure	46.3	26.9	11.7	176.8	0.9
Buildings and Equipment	21.3	12.4	5.4	81.5	0.4
Additional Capital Expenditures	54.4	31.7	13.8	208.0	1.1
<b>Total Impact (Direct, Indirect, and Induced)</b>	<b>644.2</b>	<b>374.9</b>	<b>163.3</b>	<b>2461.8</b>	<b>12.6</b>

A value of \$644.2 million summarizes the overall economic impact, or total impact, of SaskTel in the provincial economy. We can also determine that SaskTel’s activities generate a total of \$12.6 million in tax revenues.

<sup>1</sup>Statistics Canada’s most recent (2018) Input-Output Economic model utilizes reported, industry-wide data and reflects the structure of the economy in the particular year data was collected. As such, the model’s economic impact multipliers represent average effects estimated across entire industries which may or may not reflect the activities or a specific organization or business. Expenditures were classified using NAICS (North American Industry Classification System) codes, including Radio and Television Broadcasting [BS515100], Telecommunications [BS517000], Grant-Making, Civil, and Professional and Similar Organizations [NP813A00]. Validity of the estimates are dependent on an accurate classification of the expenditures, and the assumption of a static relationship between the sectors.

<sup>2</sup>One FTE is the equivalent of one person working full time for a full year. One FTE is also the same as one “person year” of employment.

<sup>3</sup>Government tax revenues arise from personal income taxes, corporate income taxes, taxes on products (e.g., PST and GST), and taxes on production (e.g., property taxes, permits and licenses, etc.).

# SaskTel Fibre-to-the-x (FTTx) Program

SaskTel's Fibre-to-the-Premises (FTTP) and Fibre-to-the-Business (FTTB) initiatives, collectively known as FTTx, continues to bring the fibre-optic infrastructure powering SaskTel *infiNET*™ service directly to homes and businesses in communities across the province. 2021/22's investments expanded the *infiNET* network allowing SaskTel to bring dramatically faster Internet to more communities across the province. This expansion comes as SaskTel also accelerates its investments in the FTTB initiative to help more businesses modernize their operations.

Investments for 2021/22 included:

- \$63.8 million - Fibre to the Premises (FTTP)
- \$14.5 million - Fibre to the Business (FTTB)

The FTTx program passed 18,121 homes while connecting 19,360. The program also passed 2,797 businesses and connected 6,202.

Beginning with a trial in the community of Rosthern in 2017, SaskTel has been refining the business model for expanding fibre to more communities. As of March 2022, SaskTel expanded to 10 rural communities (Humboldt, Melfort, Melville, Nipawin, Tisdale, Balgonie, Biggar, Langham, Pilot Butte, and Kindersley) with plans to expand fibre to 17 more (Canora, Carlyle, Esterhazy, Fort Qu'Appelle, Hudson Bay, Indian Head, Kamsack, La Ronge (includes Air Ronge),

Lloydminster, Lumsden, Maple Creek, Meadow Lake, Moosomin, Rosetown, Shaunavon, Watrous, and Wynyard). In addition to these sites, SaskTel is planning to spend an additional \$50 million over the next two years to reach 24 more rural communities.

Powered by SaskTel's fibre-optics network, *infiNET* service allows subscribers to surf, stream, and share however much content they want at incredible speeds. Plus, as a fibre-based network, SaskTel *infiNET* service has the capacity to evolve accordingly to support the increased popularity of cloud meeting services, 4K video streaming, and growing adoption of IoT devices by households and organizations. In March 2022, SaskTel announced that residents in all communities served by SaskTel *infiNET*™ service now have access to faster speeds with the launch of *infiNET 600* and *infiNET 1 Gig*.

## Wireless Network Enhancement

Since introducing wireless service to Saskatchewan, SaskTel has invested hundreds of millions of dollars to expand and enhance its network to meet the evolving needs of its customers. SaskTel's current wireless network includes over 1,000 sites delivering wireless connectivity to over 99% of the Saskatchewan population.



In 2021, SaskTel announced it has begun deployment of its 5G wireless network. Delivering ultra-fast data speeds, massive network capacity, and near instantaneous connection, SaskTel's 5G network sets a new standard for connectivity in Saskatchewan. In 2021/22, SaskTel enabled 5G service on 27 towers in Regina and Saskatoon.

2021/22 wireless investment highlights include:

- \$46.9 million – 5G network
- \$11.6 million – LTE enhancements
- \$0.3 million – Wireless demand
- \$0.7 million - SaskTel *selectWI-FI* expansion
- \$6.2 million – Wireless Saskatchewan (rural wireless enhancements)
- \$146.4 million – Wireless spectrum

# Wireline Network Enhancement

Wireline network expenditures ensure SaskTel's extensive wireline networks remain flexible and able to meet ongoing needs for capacity expansions and technology updates. Specific wireline network investments include:

- \$22.8 million - Network Modernization
- \$27.1 million - Access Demand and Growth
- \$4.8 million - Community Participation Programs and Partnerships
- \$6.1 million - *maxTV* Growth
- \$19.6 million - Customer Premise Equipment
- \$6.2 million - Core Demand

# Information Services Infrastructure

At SaskTel, our professional and highly trained teams enable us to drive efficiency and innovation in every sphere where we operate. To ensure our employees have the tools they need, we regularly review our processes and provision new equipment as required. This helps to ensure staff can continue to meet customer expectations and follow good commercial practices.

The provision of new communications equipment, computers, printers, as well as other devices for internal use are all part of SaskTel's IS Infrastructure Demand program. In addition, the program provides for investments into SaskTel's servers, Wide Area Network, and disk storage and backup infrastructure.

Throughout 2021/22, the program ensured SaskTel's infrastructure continued to support critical business applications that impact the customer experience including billing platforms and our corporate website, [www.sasktel.com](http://www.sasktel.com). These investments were essential to our ability to adapt to new customer demands and ensure we can continue to take great care of our customers.

# Buildings and Equipment

SaskTel personnel rely on buildings and infrastructure systems for many functions and services that support SaskTel's activities. SaskTel local offices located throughout the province also help to support and house equipment and critical network infrastructure.

At its essence, the Buildings & Equipment capital budget helps to ensure SaskTel properly maintains the electrical, mechanical, and architectural needs of its facilities while also addressing unplanned repairs. The budget is used for such diverse items as roof replacements, new plumbing, or installing new generators at critical sites in the SaskTel network when backup equipment has reached its end-of-life.

All these upgrades ensure sustained operation of building infrastructure and reduce the risk of system and/or service failure.

SaskTel maintains 1,600 buildings across the province.

# Additional Capital Expenditures

## Business Demand

In serving both our consumer and business markets, many aspects of our infrastructure need to be regularly refreshed and renewed. These upgrades are often done incrementally, but occasionally times can also call for larger changes to be achieved in concentrated efforts.

projects in areas such as infrastructure, Managed Cloud Services and Data Centre innovation. SaskTel currently operates eight data centre facilities in the province that offer high quality data storage and hosted services.

The Business Demand capital budget is comprised of

The Business Demand budget also encompasses planned equipment refresh, such as acquiring the latest customer

premise equipment, and capital renewal activities that enhance our ability to meet customer needs. These investments underscore SaskTel's commitment to create exceptional and seamless customer experiences for both our residential and enterprise clients.

## Marketing (Business and Consumer)

SaskTel operates in a highly competitive and technologically fast-paced area of the economy.

As such, marketing is a valuable way to help highlight and differentiate SaskTel's brand, objectives, as well as the diverse products and services we have on offer.

SaskTel's Marketing (Business and Consumer) capital budget includes many smaller projects and campaigns that are focused on pursuing revenue generating opportunities.

## Operations and Finance

As a provincial provider with a large infrastructure and service portfolio, we are continually working to usher in the latest network technology while also working to reduce any service disruptions from any particular equipment or network element failure.

The Operations and Finance capital budget helps to provide our teams with the tools and test equipment required to evaluate SaskTel's networks and ensure ongoing adherence to relevant safety regulations. At its core, these investments

help to prevent service disruptions and reduce the number of customer visits required due to issues with SaskTel legacy and current technology products.

## Subsidiaries

SecurTek is a leading provider of monitoring solutions and answering services in Canada with nearly 100,000 residential and commercial customers and dozens of Authorized Dealers providing local sales and services. SecurTek has fully redundant monitoring stations in Winnipeg, MB and Yorkton, SK so that monitoring continues even in the event of a natural disaster. SecurTek's 2021/22 capital expenditures were mostly comprised of small amounts of demand capital spending.

Directwest has been helping Saskatchewan businesses connect with customers for over a century, while progressively evolving alongside their customers. Today, Directwest is a marketing services company providing businesses with search marketing, social media marketing, print advertising, online listings, digital out-of-home display advertising, and reputation management. Directwest's 2021/22 capital expenditures were mostly comprised of demand capital spending for the digital billboard network, internal systems, and enhancements.

For a full accounting of SaskTel's 2020/21 capital investments, please refer to [SaskTel's 2021/22 Annual Report](#).

# Wireless Saskatchewan

As a Government of Saskatchewan initiative, Wireless Saskatchewan was a multi-year program that enabled SaskTel to vigorously pursue 4G LTE wireless service improvements across its network and expand its fixed-wireless fusion network to more communities. Originally announced in 2017, the program was formally wrapped up in September 2021.

Given the initiative's impact goes well beyond strict capital investment, it is important that it be considered for the social and economic benefits it has and will continue to provide to rural Saskatchewan.

With enhanced connectivity, thousands of Saskatchewan rural residents are now able to reap such benefits as improved social cohesion, better access to jobs and other economic opportunities, and ability to access telehealth or other public services.

Through Wireless Saskatchewan, SaskTel has greatly expanded its wireless network and significantly improved service for thousands of rural families, businesses, and producers. With over 1,000 SaskTel cell towers spread throughout the province, Saskatchewan has the best wireless coverage in Western Canada.

In 2021, SaskTel announced the successful completion of the Government of Saskatchewan's Wireless Saskatchewan initiative with the launch of the final 10 macro cell towers to

be part of this program. Bringing improved 4G LTE wireless service to previously underserved parts of the province, these new towers are located near the communities of Aberdeen (South), Candle Lake, Carrot River (East), East Fairwell, Kuroki, Makwa, Marean Lake, Mount Pleasant, Prince Albert (East), and Shaunavon (Southeast).

Through this program, SaskTel invested over \$107 million to:

- Construct small cell sites that enhanced wireless coverage in 105 rural communities.
- Install 89 new 107-metre macro towers to improve coverage in busy provincial parks, along highways, and in rural areas.
- Improve wireless data capacity in 11 resort communities through enhancing existing cell towers.
- Expand its High Speed Fusion Internet network to 34 new towers.

# It's Time for Bravery: Bella's Story

## Connecting People to What Really Matters

At SaskTel, our vision is to be the best at connecting people to their world. As we have witnessed, especially over the course of the pandemic, the ability for people to connect with loved ones and friends through the networks we build can be vitally important.

Born with Hirschsprung's disease and dwarfism, Bella Thomson has never let illness limit her. The eight-year-old from Swift Current has spent hundreds of days in the hospital but hasn't let that stop her from spreading hope. To make isolation due to frequent hospital trips and surgeries more bearable, Bella's mother Kyla has had to get creative with how she updates friends and family. Her iPad and smartphone are always nearby for FaceTimes and phone calls.



"Confidence means don't be scared, just always be brave. Three deep breaths and don't worry about anything," says Bella Thomson.

It wasn't until Kyla posted a **video of Bella colouring** that she realized the world could be inspired by her daughter's special kind of bravery. Bella's loved ones have always applauded her bold charisma, but now the world has been given an inside look at her sweet, funny, genuine nature. Overnight, Kyla's video received millions of views, overflowing her social media with thousands of messages, turning strangers into instant fans.



Bella and her mom, Kyla watching the videos on TikTok



Bella Thomson became an overnight TikTok sensation, inspiring millions from around the world with her message of bravery and courage.



The **BellaBrave** movement was born out of her parents' hearts and ignited a community to support the message of bravery and courage, even when times are difficult. Bella showcases bravery in everything she does. Although little in stature, her courage and resilience tower far above all the challenges that she's faced. As she awaits a bowel transplant, Bella attends school and lives a life overflowing with strength and positivity, continually providing those around her with a clearer vision of what really matters.



"Don't take this day for granted. Do something special... Take the time," says Kyla.

Inspiring millions to connect with bravery, love, and gratitude, Bella has won our hearts and we're proud to share her story with you.



## Digital Transformation

SaskTel views *digital transformation* under the lens of business model transformation enabled by technology. Our approach begins with helping customers discover what is the problem they are trying to solve or opportunity they are trying to capitalize on. Our collaboration then evolves into exploring how they can change, and equally important if they should change, and using technology to deliver value once that has been determined.

SaskTel uses a DNA (Devices, Networks, and Applications/ Analytics) framework to help organizations gather and present data that delivers meaningful insight. SaskTel leverages its core expertise around building and deploying leading edge Networks and pursues an enablement or partnership model to deliver the Device and Application/ Analytics portion of the framework. Bringing together an ecosystem of partners to provide knowledge, tools, and capabilities is critical to helping organizations work through their digital transformation.

There is a growing convergence between the adoption of digital technologies and their potential to impact Environment, Social, and Governance priorities. The most immediate impact is improved data collection, reporting

and analysis, which can feed into every aspect of the business by:

- Enabling sustainable business practices;
- Facilitating collaboration and transparency;
- Streamlining communication for ease of auditing; and
- Superior risk assessment, prediction, and forecasting.

In Saskatchewan, digital transformation is fast expanding as digitalization technology offers new tools for sustainable ESG. SaskTel has been focused on key sectors like Smart Agriculture, Smart Resources, and Smart Communities to support digital transformation in Saskatchewan.

# SaskTel Tags Up with Ag Company from Australia



SaskTel has signed a Memorandum of Understanding with Smart Paddock, an Australian company that provides cost-effective solar powered ear tags for cows that give location data and high-level biometric information about the livestock to which are attached.

Saskatchewan and agriculture go hand in hand. While the industry itself has evolved and changed, its importance to the economy of our province has remained constant.

SaskTel understands the role agriculture plays in the success of Saskatchewan and is committed to helping the industry move forward into the future.

"We're doing so by utilizing the Internet of Things (IoT) and enabling Smart Agriculture, which involves collecting and analyzing data so that producers can make informed and sustainable farm management decisions that improve productivity and profitability," said Mike Stefaniuk, Director – Business Development (IoT and Digital Transformation).

Mike and his team recently discovered an interesting IoT fit with an Australian company known as **Smart Paddock**. The company provides cost-effective solar powered ear tags for cows that give location data and high-level biometric information about the livestock they are attached to. In Saskatchewan, the tags would connect via LoRaWAN®, one of SaskTel's recent IoT network investments."



Cattle with the Smart Paddock ear tag.

LoRaWAN is different from traditional wireless networks that deliver a combination of services such as voice, messaging, and high-capacity data services. It provides data connectivity for hardware that have specific small data needs, such as sensors used by machine-to-machine (M2M) and/or "Internet of Things" (IoT) enabled applications.

"The pasturelands in Saskatchewan can be expansive, and that makes LoRaWAN an attractive option for Smart Paddock," said Mike. "In Australia, the company sets up a private LoRaWAN themselves for each ranch they service. But here, SaskTel can take care of that for them, reducing one of the biggest barriers to adoption for the service."

The Memorandum of Understanding with Smart Paddock is another example of the types of projects that our Innovation team is collaborating on in their quest to support Saskatchewan industry and agriculture.

"There's lots of excitement with the work our team is undertaking," said Mike. "We look forward to much more to come!"

# Smart Cities are Smart Strategy:

## SaskTel's Partnership with the City of Melfort Leads the Way to Innovation



The City of Melfort is one of the first in Saskatchewan to engage SaskTel's Business Solutions team to develop a smart cities solution just for them.

We've all heard the hype. Smart technology is here and it's already changing the world. From remote monitoring devices that measure things like soil conditions in a farmer's field, to keeping tabs on the location and condition of fleet vehicles; smart technology is here to stay.

The one thing these technologies share is the tremendous amount of data they can generate. However, being able to analyze and use that data to make informed decisions is where the smart and technology actually meet. But if you are a small business or municipality where do you even begin? The answer: the team at SaskTel Business Sales & Solutions.

The City of Melfort is one of the first in Saskatchewan to engage the team on developing a smart cities solution just for them.

"We went into this with a really open and collaborative approach," said Nathan Wilson, Director – Sales (Complex Solutions), "We think there is a lot of great innovation in this province, and we wanted to focus on made in Saskatchewan solutions."

To get there, the team has concentrated on truly meeting the City of Melfort's unique needs while being open to the fact that SaskTel doesn't have the ability to do everything ourselves. This has led the team to develop a partnership model where SaskTel acts to coordinate and implement solutions by leveraging its relationships with smart technology companies such as Mera Group.

"The first thing we found is that it's really easy to solve individual problems as there are lots of solutions out there for specific applications," said Nathan, "But, if we just did

a bunch of point solutions that aren't connected to one another, we are actually going to increase the complexity and make it harder for them to get the most from their data."

Typically, this kind of data collection and analytics has only been something the larger organizations could afford to invest in.

However, thanks to the Innovation & Collaboration team's efforts to build partnerships with companies like Mera Group, enterprise-grade geospatial analytics and asset management platforms and analytics expertise can be looked at more closely by individual clients and smaller organizations across the province

"We like to say we're democratizing the power of data," said Nathan. "By providing access to platforms and experts in an "as a service" model we're able to provide smaller organizations with enterprise-grade capabilities that they may not otherwise have the capital, time, or expertise to develop on their own."

Even better, the ecosystem they've created isn't limited to Saskatchewan. These services can potentially be offered right across Canada. With Melfort leading the charge, Innovation & Collaboration is now in active talks with other municipalities, First Nations, and agribusinesses to implement systems of their own.

"In terms of where this can go, it's the biggest thing I've ever worked on at SaskTel," said Nathan. "We're not just providing a pipe anymore; we are using data and analytics to connect businesses to their worlds."

# SaskTel Cares



**SaskTel Cares** represents all SaskTel does for our community. We're dedicated to making Saskatchewan better by supporting non-profit organizations and investing in numerous initiatives that positively impact our province.

## SASKTEL CARES INITIATIVES

<b>Sponsorships</b>	<b>\$2.9M</b>	548 Non-profit Organizations. 144 Communities
<b>SaskTel Pioneers</b>	<b>\$1.6M</b>	Donations & 23,573 Volunteer Hours.
<b>SaskTel TelCare Contributions</b>	<b>\$209K</b>	47 Charities
<b>SaskTel Be Kind Online Grants</b>	<b>\$17.6K</b>	18 Youth Lead Kindness Initiatives
<b>SaskTel Phones for a Fresh Start</b>	<b>675 phones</b> <b>\$12K cards</b>	Assisting people fleeing domestic abuse and youth aging out of Ministry of Social Services care
<b>maxTV Local on Demand</b>	<b>\$3.3M</b>	Local television programming
<b>Twelve Days of Caring</b>	<b>\$6K</b>	12 charities selected by employees

With the use of Statistics Canada Input-Output Economic Multipliers for the Saskatchewan economy, the impacts of SaskTel’s community contributions result in direct and indirect economic changes<sup>1</sup>. Direct impact from SaskTel Cares initiatives is 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 impact is production changes in economic activity resulting from household spending of incomes earned from directly and indirectly affected organizations.

**Sponsorships, Grants, and SaskTel Phones for a Fresh Start**

SaskTel provided \$2,991,421 in community investment including:

- \$2,882,921 in sponsorship funding.
- \$17,600 SaskTel Be Kind Online grants.
- \$6,000 donations from the Twelve Days of Caring initiative.
- \$84,900 worth of phones and phone cards through SaskTel Phones for a Fresh Start.

This produced the following economic impact:

**TOTAL SPONSORSHIP, GRANTS, & SASKTEL PHONES FOR A FRESH START ECONOMIC IMPACT**



Impact	Output (\$M)	GDP (\$M)	Earnings (\$M)	Jobs (FTE)	Taxes (\$M)
Direct	2.99	1.36	1.30	33.00	0.00
Indirect	1.47	0.88	0.39	7.00	0.04
Induced	0.88	0.57	0.22	5.00	0.04
Total	5.34	2.82	1.91	44.00	0.09

<sup>1</sup>The economic impact estimation is based on Statistics Canada’s most recent (2018) Input-Output Economic model. Expenditures were classified using NAICS (North American Industry Classification System) codes, including Radio and Television Broadcasting [BS515100], Telecommunications [BS517000], Grant-Making, Civil, and Professional and Similar Organizations [NP813A00]. Validity of the estimates are dependent on an accurate classification of the expenditures, and the assumption of a static relationship between the sectors.

### SaskTel Pioneers

The SaskTel Pioneers contributed \$302,096 in financial donations and \$1,291,450 in in-kind donations to Saskatchewan charitable causes for a total of \$1,593,546.

This produced the following economic impact:

#### TOTAL SASKTEL PIONEERS ECONOMIC IMPACT



Impact	Output (\$M)	GDP (\$M)	Earnings (\$M)	Jobs (FTE)	Taxes (\$M)
Direct	1.59	0.73	0.69	17.00	0.00
Indirect	0.78	0.47	0.21	4.00	0.02
Induced	0.47	0.31	0.11	3.00	0.02
<b>Total</b>	<b>2.85</b>	<b>1.50</b>	<b>1.02</b>	<b>24.00</b>	<b>0.05</b>

### SaskTel TelCare

SaskTel TelCare donated nearly \$209,000 to charitable and non-profit organizations across Saskatchewan.

This produced the following economic impact:

#### TOTAL SASKTEL TELCARE ECONOMIC IMPACT



Impact	Output (\$M)	GDP (\$M)	Earnings (\$M)	Jobs (FTE)	Taxes (\$M)
Direct	0.209	0.10	0.091	2.3	0.000
Indirect	0.103	0.06	0.027	0.5	0.003
Induced	0.062	0.04	0.015	0.3	0.003
<b>Total</b>	<b>0.373</b>	<b>0.20</b>	<b>0.133</b>	<b>3.1</b>	<b>0.006</b>

## maxTV Local on Demand

SaskTel invested \$3,341,320 directly towards the creation and acquisition of local television programming covering community-based sports, artists, musicians, and events on *maxTV* Local on Demand.

This produced the following economic impact:

### TOTAL MAXTV LOCAL ON DEMAND ECONOMIC IMPACT



Impact	Output (\$M)	GDP (\$M)	Earnings (\$M)	Jobs (FTE)	Taxes (\$M)
Direct	3.34	1.72	1.51	20	0.01
Indirect	1.87	0.96	0.61	11	0.03
Induced	1.73	1.03	0.44	9	0.07
<b>Total</b>	<b>6.94</b>	<b>3.71</b>	<b>2.57</b>	<b>40.00</b>	<b>0.11</b>

## SaskTel Sponsorships

By keeping people connected, SaskTel plays an integral role in the heart of our communities and throughout the province. We're proud of our commitment to supporting our customers and communities, and our sponsorships are just another way we're boldly driving meaningful impacts in the communities that sustain us.

At SaskTel, the success of Saskatchewan communities is embedded in our strategy. Through our Community Investment Program, we support non-profit and charitable organizations across the province that are working together to make Saskatchewan healthier, more prosperous, and more inclusive. We also work closely with community organizations to determine how our involvement can help to scale up initiatives to reach more people as well as underrepresented or vulnerable groups.

This year, recognizing growing awareness of environmental and climate-related issues, we were pleased to add a new focus area to the program to enable us to broaden our approach to emphasize activities that promote greener communities and sustainable practices.

SaskTel now supports activities, programs, projects, and events in the following distinct, yet interconnected, areas:

- Information and communications technology
- Promoting diversity by representing groups such as women in non-traditional roles, persons with disabilities, visible minorities, and Indigenous people
- Youth
- Rural communities
- Environmental sustainability



In fiscal year 2021/22 SaskTel contributed \$2,882,921 to 548 non-profit and charitable organizations, community associations, venues, events, and partnerships in 144 communities.

## Sponsorship Highlights 2021/22

### ENGAGING YOUTH IN ARTS AND CULTURE

As one of Canada's leading museums of modern and contemporary art, Saskatoon's Rемаi Modern is helping to build cultural knowledge and respect for diverse perspectives within our communities while encouraging critical thinking, and engagement with, the arts around us in our world.

To get the next generation excited about art, SaskTel partnered with the Rемаi Modern to provide students across Saskatoon with guided tours.



### PROMOTING ACCESSIBILITY IN OUR COMMUNITIES

Creating a culture of inclusion where everyone feels they belong and can participate is core to who we are. As we continue our commitment to accessibility and removing barriers across our business, we are also taking steps to get involved in local opportunities to create change.

In 2021, SaskTel was an Accessibility Sponsor of the Regina Folk Festival Summer Satellites concert series which enabled people with vision or sensory difficulties to better take in the performances. Through the sponsorship, complimentary tickets were also provided to the Regina Open Door Society to allow for recent newcomers and refugees to experience live local music in their journey to create a new home here in Saskatchewan.



Besides learning about gardening, participants in the Healthy Living Land Based Learning Community Garden Project gain traditional knowledge and learn about the Cree language.

Sharing knowledge and offering a helping hand to those in need are two small but valuable ways we can help build bridges to a better tomorrow. This year, we provided funding to the Healthy Living Land Based Learning Community Garden Project in the Battlefords. The project, which is helping to cultivate community connections while teaching gardening and food growing skills has been making a positive impact in the community since 2007.

#### BUILDING INTERGENERATIONAL CONNECTIONS



Craig Sled with his daughter-in-law Rechelle (left) and daughter Courtney (center) at the Father Daughter Gala in Saskatoon.

Healthy communities are built on connections that promote growth and vitality and bring us closer to one another and the ones we love. In 2021, SaskTel carried out its longtime tradition of sponsoring the Father Daughter Gala as part of the Festival of Trees in Saskatoon. The annual event allows fathers and daughters to enjoy a special evening while also fundraising for the Saskatoon City Hospital Foundation (SCHF).

# The Benefit of Downhill

## SaskTel Challenge Cup Raises Funds for Adaptive Ski Cup



The SaskTel Team at the Annual SaskTel Challenge Cup:  
Left to Right: Lloyd Johnson, Dave Schmidt, Carter Caisse,  
Olivia Caisse, Amy Alsop, and Mark Flaman.

Saskatchewan ski hills might pale in comparison to the mountains, but the province still has what it takes to host an exciting ski race in support of an even better cause.

Sponsored by SaskTel, The SaskTel Challenge Cup is the highlight of the Regina Ski Club's winter-long Adaptive Alpine Ski Program.

Eleven teams – including a team from SaskTel – tore up the hills at Mission Ridge near Fort Qu'Appelle for the 15th edition of the event on 19 Mar 2022.

"A group of us started the Regina Ski Club Alpine Adaptive Ski Program in 2006 and soon found that the cost of equipment was very expensive," said Gord Poulton, Director of the Regina Ski Club Alpine Adaptive Ski Program. "SaskTel's sponsorship has allowed our program to expand to more individuals by helping us to cover some of those costs."

The event is a downhill skiing and snowboarding race featuring teams of five people – four able-bodied, and one person with a disability who often works with a race guide. The teams take turns racing down a slalom course where each group member is timed. At the end of the day scores are tallied and the winning team is declared.

This year, SaskTel's team came in third place thanks to its dedicated members: Lloyd Johnson, Dave Schmidt, Olivia Caisse, Carter Caisse, Amy Alsop, and Mark Flaman.

Funds generated from the race are used to purchase adaptive equipment that enables people who experience disability to ski independently or with a guide, as well as specialized training and certification for instructors through Canadian Adaptive Snowsports – also known as CADS.

"Beyond the funds raised, the visibility this event brings to the Adaptive Alpine program is invaluable," said Amy Alsop, member of the Regina Adaptive Alpine Ski Program and SaskTel Marketing Manager – Service Development. "On

race day and program days, skiers at Mission Ridge can see how inclusive alpine skiing can be."

The Adaptive Alpine Ski Program allows individuals with disabilities such as spina bifida, cerebral palsy, vision loss, cognitive disabilities, and spinal cord injuries to participate in the sport of skiing in a fun competitive setting.

Amy is visually impaired and says she has less than 10% of her vision.

"If you stand 10 feet away from an object, I will see the same image as you if I stand 1 foot away," she explained. "When I am skiing it makes it very difficult to visually process what is happening around me because of the speed we are travelling at. I follow my guide and remain focused on him. It is his job to choose the line down the hill and more importantly watch out for other skiers."

Mark Flaman, Engineering Assistant – SaskTel Wireless, is Amy's race guide and a dedicated longtime volunteer with the Adaptive Alpine Ski Program.

"I feel the event is important because it allows people with different disabilities to be able to take part in an outdoor sport, that they would never be able to do on their own," Mark said. "By committing to this program, it gets me outside, and allows me to assist others to take part in something they enjoy."

President and CEO Doug Burnett also attended the Challenge Cup and was at the top of the hill serving as the Race Starter.

He has been involved with the program over the past 15 years as an instructor and volunteer.

"We know that when barriers are removed, and individual talents and strengths are valued, everyone benefits," said Doug. "SaskTel embraces diversity and inclusivity, so we are honoured to sponsor this event."

SaskTel President and CEO Doug Burnett stands at the top of Mission Ridge to kick off the Challenge Cup race start.

You can watch more about this year's event by tuning into *maxTV*™ Local on Demand under the 'Sports' category or [here](#).



SaskTel President and CEO Doug Burnett stands at the top of Mission Ridge to kick off the Challenge Cup race start.

# Friendly Calls Program

## SaskTel Sponsors the Canadian Red Cross Friendly Calls Program



Sponsored in part by SaskTel, the Canadian Red Cross Friendly Calls Program features trained volunteers who have regular phone calls with seniors.

Sometimes a simple phone call can build friendships and relationships that ultimately help improve the quality of life for everyone involved.

Sponsored in part by SaskTel, the Canadian Red Cross Friendly Calls Program in Saskatchewan couples trained volunteers for regular phone calls with seniors over the age of 55 who may be isolated, lonely, or just desire to be more socially connected.

"The Friendly Calls Program is a connection, and it's a resource for older adults in Saskatchewan," said Shawna Green, Friendly Calls Program Coordinator. "We are very thankful for the generous support of the community, like that of SaskTel, to sponsor the recruiting and training of volunteers and the promotion of the program to those who would benefit."

The goal of the program is to help participants stay in their homes longer by reducing feelings of isolation and improving health and safety.

Additionally, program volunteers can link participants to community resources, suggest safe extracurricular activities, and provide referrals to professional mental health resources if needed.

"To have someone that I didn't know take the time to call me and volunteer their time, I totally appreciate them taking time out of their life for me," Evelyn said in the video. "It was time for me to come out of my shell, and now I'm running around talking and being happy all the time

because my positive has come through. I gained back my independence, and I gained back my joy for life all because someone took time to care."

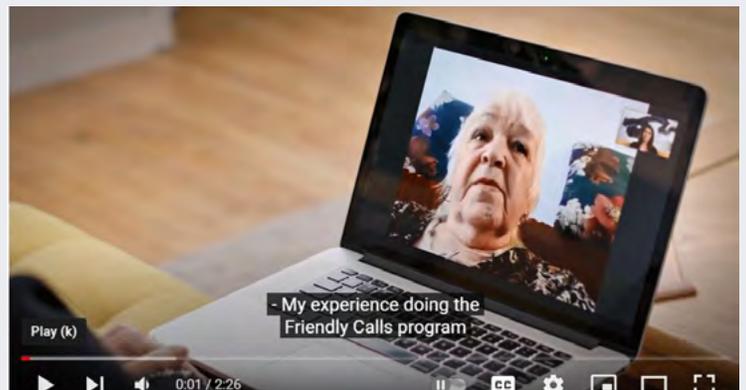
While the program's focus is on providing support for older adults, volunteers also benefit from the interactions.

"We actually had a volunteer reach out to us to be involved in the program because they were feeling the effects of social isolation," Shawna said. "The person was working from home, and the office was their primary outlet for socialization. So, they contacted us not only to help others, but to find some relief for themselves."

Through this program the Red Cross is enriching the lives of participants and SaskTel is proud to support them and other non-profit and charitable organizations in Saskatchewan who do the same.

"We knew that this was something we wanted to be involved in because it's connecting people and it's improving mental wellness in the province," said Jodine Smith, Corporate Communications Manager. "Saskatchewan is where SaskTel does business, it's where our employees live, and anything we can do to contribute to improving the lives of our customers and employees just makes it a better province to live in, especially during this time."

"When you can give back to somebody and make a difference in their life, it brings a joy that you don't often get. It's heartwarming when someone says, 'I wish I would have had that volunteer a long time ago'," Shawna said.



# The SaskTel Pioneers

SaskTel has always embraced giving back to the communities we serve through the SaskTel Pioneers. Comprised of a network of both current and retired SaskTel employee volunteers, the Pioneers' mission is to effect immediate, tangible change in Saskatchewan. The SaskTel Pioneers presently have a membership of 3,833 within 12 different clubs across the province.

In 2021/22 the SaskTel Pioneers contributed \$302,096 in financial donations to organizations including the Regina Cancer Patient Lodge and the Central Butte Community Day Care. In addition, the Pioneers provided \$1,291,460 in in-kind donations such as the Hug-a-Bears, Heart Pillows, and Computers for Schools. Total volunteer hours equated to 23,573.

The SaskTel Pioneers continue to operate several charitable programs including:

## The SaskTel Pioneers Salvage Program

Salvage Sales is the result of a partnership between SaskTel and the SaskTel Chapter #59 Pioneers. The Pioneers work to dispose of salvage computers and equipment for SaskTel, with proceeds from sales distributed to support Pioneer projects in various communities.

In 2021, due to the pandemic the program saw continued increase in demand for computers and equipment, resulting in another busy year.

## Computers for Schools (CFS)

Computers for Schools is a partnership between the SaskTel Pioneers and Industry Canada. Over the years CFS has provided more than 90,000 computers to Saskatchewan, and part of more than 1.5 million computers nationally. In 2021, CFS donated 5,063 computers to schools, libraries, non-profit organizations, and low-income families across the province.

CFS operates two volunteer repair and refurbishing centers in Saskatoon and Regina where surplus computers are cleaned, refurbished, and prepared for delivery. Volunteer workshops are also offered and are staffed by SaskTel Pioneers and high-school student volunteers. This program continues to operate successfully thanks to recurring equipment contributions from Saskatchewan Crown corporations, private companies, personal donations, and all federal government departments as part of the Treasury Board Directorate.



## FirstBooks Canada

The SaskTel Pioneers are committed to longstanding partnerships with schools across the province. One of the programs that helps support Saskatchewan schools is the Pioneer's partnership with First Book Canada. The organization is not-for-profit and works with schools, libraries, and other partners across the country to ensure that all children can have access to new, high-quality books.

Statistics from First Book Canada show that a quarter of all Canadian households don't own a single book. Additionally, studies indicate that low literacy rates and poor educational outcomes are tied to future poverty, unemployment, illness, and crime.

**The SaskTel Pioneers recognize the value in young people having books to read at home and are committed to providing educational opportunities to help them succeed. In 2021, the Pioneers provided 25,000 books for literacy to Saskatchewan youth.**

For eight years the SaskTel Pioneers in Regina have worked with First Book Canada to help provide Saskatchewan youth with valuable new literature resources. The books are distributed to registered organizations from around the province, representing both the Public and Catholic School Boards, some private schools, in addition to many service organizations that support finance challenged families such as United Way and KidsFirst. Further, the SaskTel Pioneers also purchased reading materials from First Book Canada and donated them to other schools in-need throughout the province.

# Comfort and Joy

## SaskTel's Wish Angels Program Continues to Put Smiles on Faces



SaskTel employees TJ Keller and Bonny Stevenson with a few of the gifts delivered in Saskatoon..

The Wish Angels Program will once again help to put smiles on children's faces during the most wonderful time of the year.

Thanks to SaskTel and the SaskTel Pioneers, those involved with the program were once again hard at work across the province gathering gifts and presenting them to children and seniors who are in special care homes and long-term care facilities.

In Regina, the Wish Angel program sees employees contribute for the purchase of gifts for the pre-k to Grade 3 classes of Kitchener Community School and Sacred Heart Community School.

For a second year in a row, SaskTel Pioneers in Regina have asked anyone who wishes to participate to make a monetary contribution to the program rather than shopping for a gift on their own. Funds raised will be used to purchase gifts and delivered to the schools prior to the holiday season break.

"The pandemic has changed things, but we still wanted to ensure that these children receive gifts that they are so happy to receive," says Sandy Elliot, Administration Assistant in Finance and who has been driving the program in Regina for years. "It's wonderful that SaskTel, the Pioneers and our employees continue to spread cheer at this time of year."

In total, Sandy and her team delivered 272 gifts to the schools.

In Saskatoon, the Bridge City Pioneers once again hung-up Wish Angels in SaskTel buildings where employees picked

an angel and purchased a gift for a senior citizen. The gifts were then taken to seniors' homes in Saskatoon (the homes were: Parkridge Centre, Oliver Lodge, Stensrud Lodge, Sherbrooke Community Centre, Sunny Side Care Home, Central Haven Special Care Home and Porteous Lodge).

A total of 271 Wish Angel requests were filled this year!

Meanwhile in Moose Jaw, the process of giving begins in the fall when SaskTel Store rep Michelle Wiley puts out feelers to care homes and schools to gather names that may require a special gift.

"She then does all the purchasing," said Kristian Sjoberg, a SaskTel Customer Service Technician and Pioneer in Moose Jaw. "We make the purchases with funds we've raised from Pioneer activities like payday lotteries, salvage sales and other chapter projects."

The schools that received gifts this year were: St Agnes, Sacred Heart, St Mary's, William Grayson, Prince Arthur, and Empire.

The care homes receiving gifts were Extendicare, Chateau St. Michael, and Providence Place.

"Nearly \$6,500 in gifts were presented to 101 students, as well as to 100 seniors in the care homes," said Kristian.

# Moms Make it Happen

## Pioneers Support Much Needed Day Care Centre in Central Butte



Kristian Sjoberg (l) and Todd Carroll (beside him) present a cheque for \$5,000 to the Central Butte Community Day Care group.

Kristian Sjoberg (l) and Todd Carroll (beside him) present a cheque for \$5,000 to the Central Butte Community Day Care group.

There's very little that a determined group of moms can't do. Add in some assistance from the SaskTel Pioneers and the sky's the limit.

That's the case in Central Butte, where a group of mothers have come together to address the need for a day care facility for their community.

"The town and area are in a desperate need of day care for their children as there are currently no day care centers or private day cares and it has been like this for a year or so," said Todd Carroll, SaskTel Customer Services Technician who is also a member of the Moose Jaw Pioneers. "A group made up of mothers decided to do it on their own and start their own community day care for the town and area."

The group, known as Central Butte Child Care Incorporated (CBCCI), was formed in February 2021.

"There's definitely a need for this service, as our area – which includes Eyebrow, Tugaske, Riverhurst, and Chaplin – is vibrant and growing," said Kayla Hamm, who is a CBCCI committee member. "We are at the hub of all this activity and presently, people are having to rely on friends and family for day care."

That will hopefully change soon, as the CBCCI hope to have a fully operational day care up and running for August 2022.

An important early step was securing the old SaskPower building in Central Butte that will house the facility. However, the building will require renovations to transform it into a day care. That means donations and fundraising are critical for the day care, something that caught the attention of the Moose Jaw Pioneers.

"As a group, we made the decision to contribute \$5,000 to the CBCCI," said Todd. "They will use the donation for the renovations and for other start-up costs the project will require."

Todd and fellow Moose Jaw Pioneer Kristian Sjoberg made the trip to Central Butte, which is approximately 100 km northwest of Moose Jaw, to present the group with the cheque on September 30, 2021.

While there's still much to do, the donation from the Pioneers is a boost that will help make the project a reality for CBCCI.

"We're very appreciative for the donation from the Pioneers," said Kayla. "It's generous and will go a long way to helping us achieve our goals."

# SaskTel maxTV Local on Demand

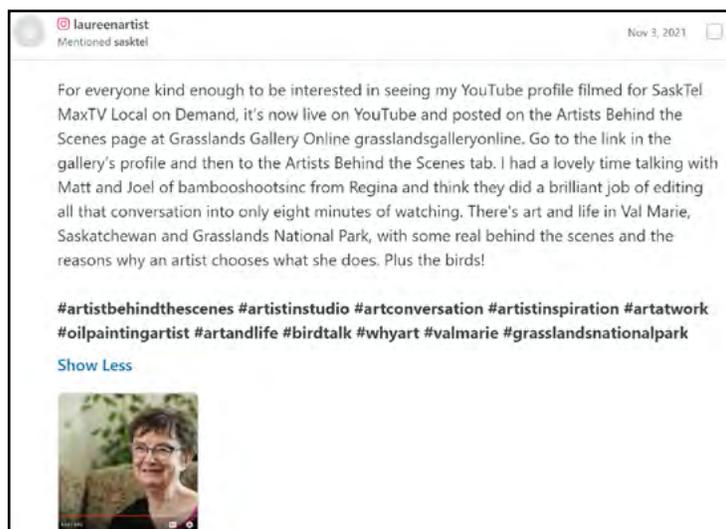
SaskTel is proud to support this province by providing television programming featuring Saskatchewan stories and people on *maxTV Local on Demand*. In 2021/22, \$3,341,320 was invested directly towards the creation and acquisition of local programming covering community-based sports, artists, musicians, and events.

The videos available on *maxTV Local* are diverse and uniquely Saskatchewan. It is important to bring broader recognition to the talented artists, galleries, museums, and entrepreneurs in our communities by creating profile videos telling their stories. SaskTel especially takes pride in having produced the *Behind The Menu* series which showcases notable food and beverage producers in Saskatchewan.

In addition to the programs produced for *maxTV Local on Demand*, SaskTel also provides an audience and platform for a varied range of local producers to showcase content they have created. The service has featured documentaries by the University of Regina School of Journalism, deal-hunting video blogs by The Bargain Barons, GoNitro sports documentaries by SkyCron, Métis storytelling with the Stories by Leah series from graffitiTV, outdoor adventure videos by Campfire Stories, and nature centric videos by Overtime Communications.

With *maxTV Local on Demand*, SaskTel strives to provide a truly community centered service. In the past year 1,498 programs were available and through funding production and purchasing pre-produced content.

SaskTel provides in-depth exposure of Saskatchewan businesses, artists, athletes, and musicians. The quality productions are appreciated by those featured.



On behalf of the SJHL I want to thank each and every one of you for the support and hard work at the showcase. A special shout to the team on making the schedule change work.

It feels so good to be back on the ice.

I've heard a ton of positive remarks about the broadcast and it's an honor to work with all of you!

The league and myself are extremely grateful for this partnership and I look forward to the upcoming season and showcasing the talent we have in our province.



Logan Fraser, SJHL



Museum of Antiquities, University of Saskatchewan

September 8 at 9:51 AM

SaskTel recently featured the Museum of Antiquities on MaxTV/Local on Demand. If you subscribe to MaxTV go to Video on Demand > Subscriptions > maxTV Local > Sk Stories. Or, on Thursday, October 07, it will be featured on channels 46/346. A special thank you to SaskTel and to Bamboo Shoots for producing this wonderful video about the Museum of Antiquities.

### Museum of Antiquities



**maxTV / Local on Demand**



Eli Barsi

1h

Hello friends, I am THRILLED to be able to share this Mini Art Feature!!!

( BIG Thanks to everyone involved with the filming & creation of this, Bamboo Shoots, Damon Sklar, SaskTel MaxTV, Brianna Browman & Team Prairie Girl.

\*Thankyou in advance for watching and sharing!! ❤️

### Eli Barsi: Prairie Girl Gallery



**maxTV / Local on Demand**

YOUTUBE.COM

Eli Barsi: Prairie Girl Gallery - SaskTel maxTV Local on Demand

Inspired by her rural upbringing, musician Eli Barsi's gallery showcases her landscape folk art, u...

### Behind The Menu: Bobby's Place



**maxTV / Local on Demand**

### Awesome Garage Sale Finds



**The Bargain Barons**

### Home Fire



**Campfire Stories**

### Stories with Leah: The Giving Tree



**graffitiTV**

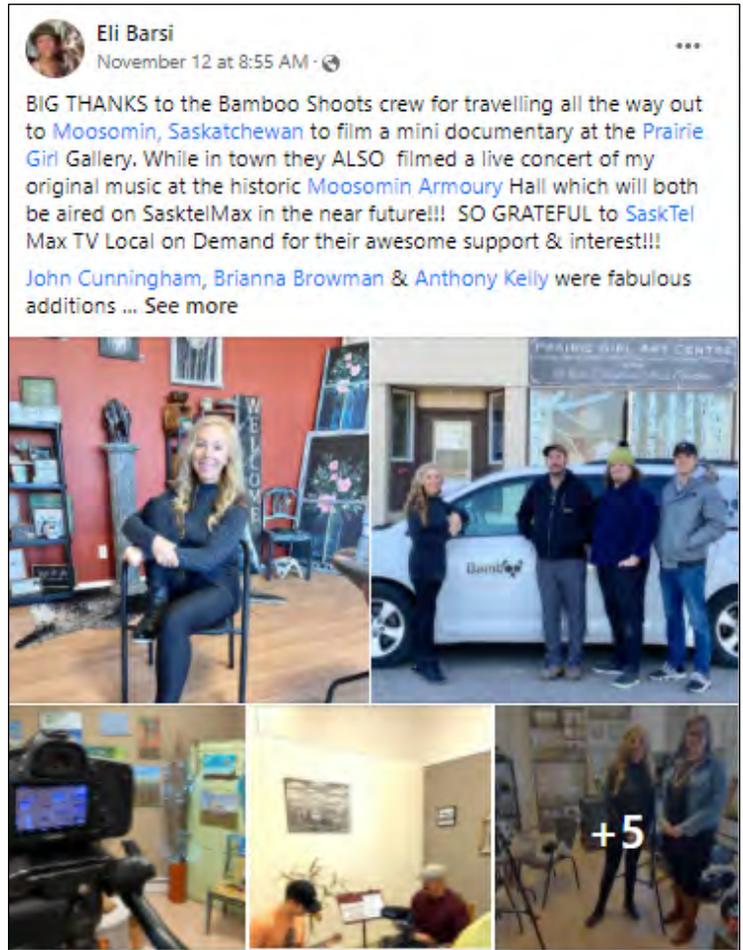
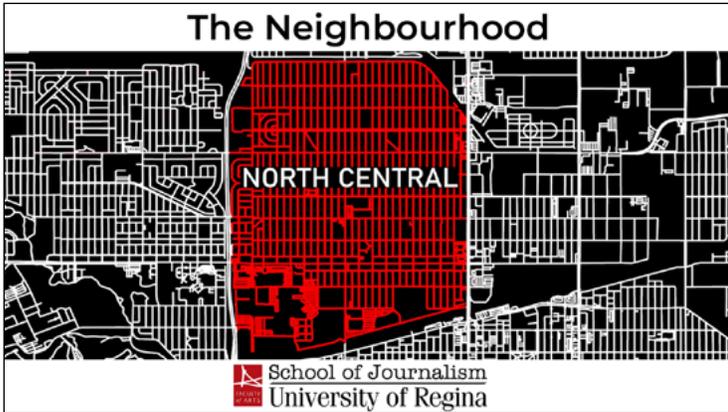
### Untamed Grasslands: The West Block



### Lawn Bowling



**GO/NITRO**



## SaskTel Dishes Up High-Quality Saskatchewan Content on maxTV Local

SaskTel *maxTV* Local strives to provide a truly community-centered service that features a wide variety of stories about Saskatchewan and the people and places that make the province a great place to live.

Behind The Menu – produced by Saskatchewan-based video production company Bamboo Shoots – featured on *maxTV* Local offers a unique look at notable food and beverage producers in Saskatchewan.

“Behind The Menu not only showcases some of the tasty dishes or drinks on offer at the establishments, but it also tells the story of the people who create them,” said Damon Sklar, SaskTel Marketing Analyst. “For this series, our focus was to make a locally-produced show about

Saskatchewan-based businesses that could easily be found alongside programming on commercial stations like The Food Network, and we think we’ve achieved our goal.”

One of the restaurants featured is Odd Couple – a family-owned and operated Asian restaurant in Saskatoon.



Andy and Rachel Yuen, Odd Couple Owner/Operators

Inspired by Cantonese, Vietnamese, and Japanese cuisines, Odd Couple is focused on adding a “fun and thoughtful” twist to popular Canadian dishes.

If you're wondering what that fusion might look like on your plate, the restaurant's website offers this insight: "Think maple glazed bacon and a farm fresh egg atop a heaping plate of Chinese BBQ pork and jasmine fried rice."

Since immigrating to Saskatchewan from Hong Kong in 1996, the Yuen Family has been involved with the Chinese Canadian restaurant industry in several communities across the province.

Second generation restaurateur Andy Yuen, his wife Rachel, and parents Sam and Jane were pleased to carry on the tradition in the Bridge City when they opened the restaurant in 2014.

"The Odd Couple, it's a conversation starter and people will be curious about what is so odd about this place?" said Andy, Odd Couple Owner/Operator, during an interview on Behind The Menu. "A lot of the time I say well it's not between Rachel and I, we are not the odd couple, but my dad and I were the odd couple."

His father Sam passed away in June 2019, and although the two had their differences, Andy said his goal remains to help change the perception of Asian food in a way that his father would be proud.

"It doesn't need to be the cheapest big pile of food, and that's fine, but I also think people can experience another side of Asian food," he said. "It can be elegant, it can look good, and it can be paired with a glass of wine or beer."

The restaurant has also collaborated with other local food and drink establishments including 9 Mile Legacy Brewing.

"When we first opened, I never imagined we would actually have a beer of our own on tap, which is pretty surreal," said Andy.

Behind The Menu also features Bobby's Place Olde World Tavern, located in the heart of downtown Moose Jaw – "Where strangers are simply friends you've yet to meet."



Bobby's Place Co-owner Monica Haakenson always dreamt of owning a pub alongside her father Bobby, who immigrated to Canada from Scotland with his wife Freda and their seven children in the 1960's.

The father-daughter duo often spoke about the idea, but Bobby passed away before their dream of establishing a pub could come to fruition.

However, Monica never gave up and said she's proud to secure his legacy through Bobby's Place.

"The pub wouldn't be here without him," Monica said on Behind The Menu. "So, this is about him, and him and my mom, where I'm from, and his name is John Robert, but he was Bobby to anybody that loved and knew him."

The episode also highlights how to pour a perfect Guinness pint straight from the beer tap, their signature Scotch Egg dish and, most importantly, their focus on customers.

The pub's walls are covered in décor donated by clientele, and artwork inspired by family, to help make Bobby's Place an overall enjoyable experience for whoever walks through the door.

"It's a welcoming spot basically," said Kevin Haakenson, Co-owner of Bobby's Place. "That's what a pub is supposed to be, a social gathering, and a welcoming."

While streaming services like Netflix, Disney Plus and HBO Max offer a plethora of niche programming options, SaskTel maxTV Local is dedicated to standing out by keeping Saskatchewan viewers and homegrown content top of mind.

"More than simply telling a story, SaskTel strives to produce high quality programming because we are not just creating content, we are also competing for views in a crowded on-demand landscape," said Damon.

You can watch all episodes of [Behind The Menu](#) on SaskTel's YouTube channel.

# SaskTel Be Kind Online

Be Kind Online is an initiative to bring awareness and education to cyberbullying and cyber safety. It is also a reminder that everyone has an obligation to monitor their online behaviour and share in the opportunity to spread positivity. We all leave behind a mark online - a digital fingerprint - which is formed by our actions and behaviours. Be Kind Online asks today's youth to ensure the mark they leave online is a positive one. As an organization committed to diversity, inclusion, and acceptance, SaskTel is proud to lead this initiative and help empower those committed to changing online behaviour for the better.



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.

As we continued to navigate through the COVID-19 pandemic, Be Kind Online is uniquely positioned to serve as a reminder that words have impact and spreading kindness is important. Through various initiatives, resources, and campaigns, Be Kind Online has encouraged people to spread optimism and positivity.

## Be Kind Online Ambassadors

SaskTel found kind, knowledgeable, passionate people in Saskatchewan to act as ambassadors for Be Kind Online through community leadership and social media content creative. Be Kind Online brand ambassadors align with SaskTel's brand values and are committed to promoting the Be Kind Online brand and messages.

## Integrating Messaging into SaskTel Sponsorships

SaskTel promotes Be Kind Online at relevant sponsorships. This includes providing Be Kind Online branded specialty items, collateral, signage, and advertising. Some examples include digital advertising at Saskatchewan Roughriders home games, Be Kind Online prize packages at sponsored hockey and university sporting events and Be Kind Online themed rooms at sponsored venues.

Two new sponsorships featuring Be Kind Online in 2021/22 include the Saskatoon Tribal Council Health Bus and the SaskTel Be Kind Online Learning Lab at the Royal Saskatchewan Museum.



# Learning Lab Fun

## Royal Saskatchewan Museum Unveils the SaskTel Be Kind Online Learning Lab



The SaskTel Be Kind Online Learning Lab at the Royal Saskatchewan Museum in Regina.

The SaskTel Be Kind Online Learning Lab at the Royal Saskatchewan Museum in Regina.

Regina's natural history museum is a beloved crowd-pleasing attraction, and now there's a new and exciting reason to pay it a visit.

On Friday October 15, 2021 the Royal Saskatchewan Museum (RSM) opened their newest exhibit, officially unveiling the SaskTel Be Kind Online Learning Lab.

"SaskTel's long-standing partnership with the Royal Saskatchewan Museum is truly something to be proud of," Jodine Smith, Corporate Communications Manager. "With the 'Be Kind Online' message now incorporated into the Learning Lab, it's a great reminder for all of us to rethink our online behaviour, embrace connectedness, and spread positivity. The lab is a fantastic way for us to continue fueling Be Kind Online's mission to help change each of our online footprints for the better."

Located right inside the gallery, the classroom space will allow the RSM to provide new and expanded educational programming by connecting its world-class research, RSM exhibits and collections.

"School visits are to resume this month. In a normal year, more than 15,000 students would visit the museum and the SaskTel Be Kind Online Learning Lab will be the centerpiece of that programming," said Peter Menzies, Royal Saskatchewan Museum Executive Director. "This new lab space will allow the museum to host a variety of school and public programming, including adult workshops."

The Lab, which can accommodate up to 30 people, features technology that connects to microscopes, cameras, and other digital media to broadcast images on a large screen.

Other potential uses for the space include adult workshops in insect or bird identification or with researchers and Indigenous Knowledge Keepers.

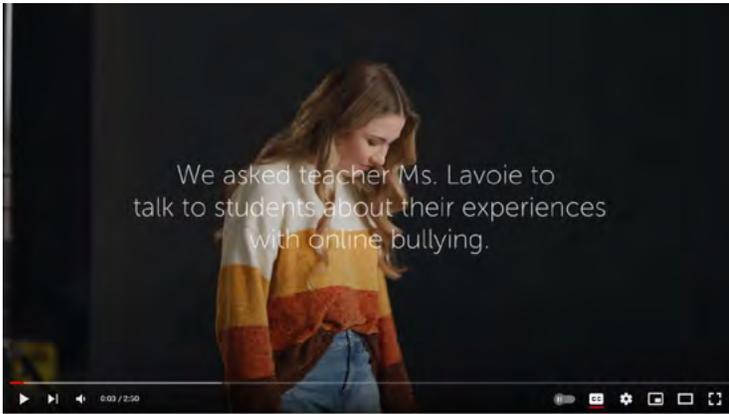
There will also be opportunities for hands-on learning, where participants will have the opportunity to see different specimens up-close, including Scotty the T-Rex.

With a collection of pre-existing animal dioramas, the lab will enable children to have a more up-close interaction with the creatures. With the dioramas at a lower viewing level, they'll have the opportunity to touch the furs, claws, and nails of the different animals on display.

"Like SaskTel, the Royal Saskatchewan Museum values diversity, inclusion and acceptance, which shines through their programming," Jodine said. "We are so excited to be a partner in this new venture, and I think we can all agree this space will help make our community an even better place to live and learn, into the future."

## Your Words Have Impact

The Your Words Have Impact campaign promoting Be Kind Online occurred January – February 2022. The objective of the campaign was to build awareness of Be Kind Online by showing how we take a stand against bullying and encourage the spreading of kindness, a cause relevant to our target audience.



Be Kind Online with Wendel & Nerissa

## Pink Shirt Day Campaign

Pink Shirt Day is a national initiative that recognizes the power of positivity and represents the difference that can be made by two people who took the time to stand up for someone who needed it. Pink Shirt Day is about championing positivity but it's also about celebrating diversity. The goal is to create a space where all people are welcome and accepted regardless of their age, sex, gender, sexuality, ability, or culture. SaskTel promoted Pink Shirt Day via social media, outdoor, and news media.

Because Be Kind Online's 2021 Pink Shirt Day contest was so successful, the contest was repeated for 2022.

Last year's Pink Shirt Day contest winner's video kicked off the contest.



SaskTel Be Kind Online Pink Shirt Day 2021 Contest Winner Mariah Rope

People were encouraged to enter the contest:

1. Make a video wearing a pink shirt.
2. Tell how words have impacted you and in what way.
3. Tag @bekindonlinesk and @sasktel.

One lucky winner was awarded \$2,500 from SaskTel Be Kind

Online as well as an additional \$2,500 to pay forward to a worthy person or organization.



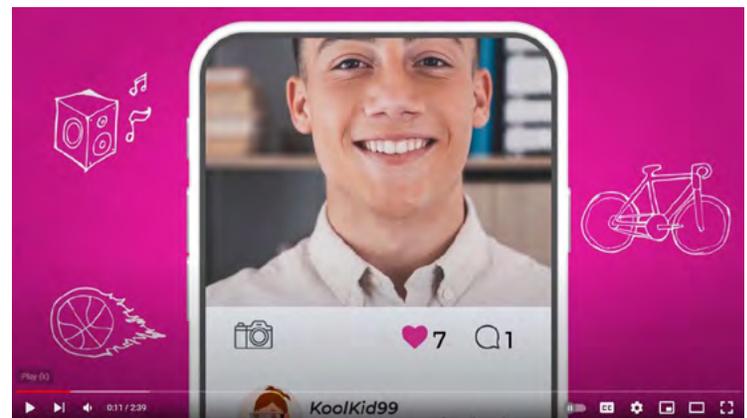
Maddy - 2022 Winner of the Be Kind Online Pink Shirt Day contest

## Be Kind Online Resources

Be Kind Online continues to provide resources for people concerned with cyberbullying and bullying, in general. Several new resources are now available on [bekindonline.com](http://bekindonline.com).

Prior to the pandemic, SaskTel would send subject matter experts to schools to share information on Be Kind Online. Schools continue to request this information but due to pandemic and resource restrictions, SaskTel created a Be Kind Online informational video in both English and French.

The video provides a description of the Be Kind Online initiative, cyber safety tips, and an overview of the grant program. It is available on the Be Kind Online website and SaskTel's YouTube Channel.



In addition, a new section was created for [bekindonline.com](http://bekindonline.com) providing resources for educators. This includes printable resources as well as an order form for classroom and school materials.

## Print Your Own

Here are a few Be Kind Online Resources that you can print yourself to share in the classroom.



## 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). Saskatchewan youth can receive up to \$1,000 to bring their ideas to life. In 2021/22, 18 grants totaling \$17,600 were awarded.

# Kindness and Inclusion

## Students Support Diversity and Inclusion with Be Kind Online Grant

Grade 10-12 teacher Corinne Pirot says she's proud to hear her students at Archbishop MC O'Neill Catholic Highschool boast often about the school's True Colours Gay Straight Diversity Alliance (GSDA.)

The high school's True Colours GSDA is a Be Kind Online Celebrating Diversity grant winner and they used the funds to purchase books for their weekly book club that promotes inclusion and acceptance, especially with 2SLGBTQIA+ topics.

Remaining grant money will also be used to help fund their upcoming Rainbow Days of Inclusion awareness campaign to promote the club through Snapchat filters, decorations, and posters.

"There are a lot of students on the margins who show up differently in life. Unfortunately, when they are different, they are often bullied or ostracized," Corinne said. "This club gives our 2SLGBTQIA+ students a safe place to come and be themselves. A place where they are accepted and loved just as they are, which is critical for their mental health. It's also an important awareness piece for the school."

True Colours works to bring students from different gender and sexuality backgrounds together to form an alliance that supports inclusion for 2SLGBTQIA+ youth at school and in the community.

"Most of the bullying that happens in high school these days is online," she said. "People saying mean things is common but even more hurtful, in my mind, is leaving others out of things because they don't fit the social norms. Meeting with students and helping them to focus on the positive things helps them to avoid negative online interactions and groups that are hurtful or judgmental."

During the pandemic the group launched a virtual book club as a safe way to stay connected. They met bi-weekly

through Microsoft Teams to chat about their experiences as students on the 2SLGBTQIA+ spectrum and discuss topics that are important to help combat exclusion, isolation, and discrimination. Moving forward, with pandemic protocols lifted, the book club will continue to meet in-person or online at the discretion of members.

Corinne has been involved with True Colours GSDA as the Teacher Advisor since its induction in 2015 and says the group is near and dear to her heart.

"Receiving this grant means I can run the program and support these precious students," she said. "It also tells me that SaskTel knows how important these kids are because they are willing to put their funding behind it!"

As the group's Be Kind Online grant application met all the criteria for promoting kindness and inclusivity while combating discrimination, SaskTel was pleased to crown them a winner.

"The internet is increasingly important for staying connected to what matters most to each individual, and it's heartwarming to hear that by embracing technology students and teachers were able to keep the club alive while covid safety protocols were in place," said Jodine Smith, Corporate Communications Manager. "It's clear that True Colours plays an important role in the lives of many students at Archbishop MC O'Neill Highschool, and we are happy to support them through Be Kind Online."



O'Neill High School Queer Book Club

# SaskTel TelCare

Employee-driven, the SaskTel TelCare fund collects donations annually through a voluntary payroll deduction. This year the program raised nearly \$140,000, that when combined with SaskTel's commitment to match 50 percent of each donation, has allowed the fund to donate a total of nearly \$209,000 to 47 charitable and non-profit organizations across Saskatchewan.



This past year there were 648 employees enrolled in support of the fund. Their average donation of \$200 per year, plus a matching donation of \$100 per member courtesy of SaskTel, has allowed each of the nine TelCare districts to contribute much more than they may have otherwise been capable of on their own.

## 2021 SASKTEL TELCARE DONATIONS BY DISTRICT

Estevan & District	\$5,250
Moose Jaw & District	\$2,250
North Battleford & District	\$10,200
Prince Albert & District	\$9,300
Regina	\$110,151
Saskatoon	\$57,000
Swift Current & District	\$5,848
Weyburn & District	\$4,350
Yorkton & District	\$4,350

## 2021 SASKTEL TELCARE RECIPIENT ORGANIZATIONS

All Saints Catholic Breakfast Club	Meadow Lake and Area Early Childhood Services
Alzheimer Society of Saskatchewan	Meadow Lake Outreach Ministries Inc.
Canadian Mental Health Assoc - SK Division	Moose Jaw Food Bank
Cancer Foundation of Saskatchewan (Allan Blair)	Multiple Sclerosis Society
Care & Share	Muscular Dystrophy
Carmichael Outreach	New Hope Dog Rescue
Central School Breakfast Club	North Battleford Daycare Centre
Child & Youth Friendly Saskatoon	North Central Family Centre
Crohn's & Colitis Foundation of Canada	Oxford House
Cystic Fibrosis Foundation	Prairie Branches Enterprises Inc.
Dystonia North Saskatchewan	Prince Albert and District Community Service Centre
Ecole Centennial School Breakfast Club	Regina Humane Society
Fairview School Breakfast Club	Royal Canadian Legion
Hemophilia Saskatchewan	SPCA Swift Current
Hospitals of Regina Foundation	SaskAbilities
Humboldt District Hospital Foundation	Saskatchewan Deaf and Hard of Hearing
Hunger in Moose Jaw	Southwest Crisis Services Inc.
JDRF	Swift Current Salvation Army
Kidney Foundation	Teddy Bears Anonymous
Lloydminster and District SPCA	The Humane Society of the Battlefords
Lung Association	United Way (Regina)
Lupus SK Society Inc	United Way (Saskatoon)
	Victoria Hospital Foundation
	Weyburn Humane Society
	Yorkton SPCA

# Helping Meet the Basic Needs of Many – SaskTel TelCare



Dana Weinbender (r) representing SaskTel TelCare in Swift Current presents TelCare donation for nutrition program to Stephen Boss principal of Swift Current Fairview School.

In the Saskatoon district, the Care & Share program was selected as one of this year’s SaskTel TelCare recipients. This charity works with over 20 schools in the Saskatoon and surrounding areas where many children come from low-income or disadvantaged homes. Care & Share received a \$3,000 donation toward its Dignity Fund Program. The donation from SaskTel TelCare will help the Dignity Fund purchase essential, everyday items for children in need.

“This donation means that students can come to school and feel that they fit in like everyone else,” said Sandi Meldrum, Executive Director of Care & Share.

“To the families who struggle, this donation means that their children can be kept warm in the winter on their way to and from school. It means that very basic needs are being met.” – Sandi Meldrum

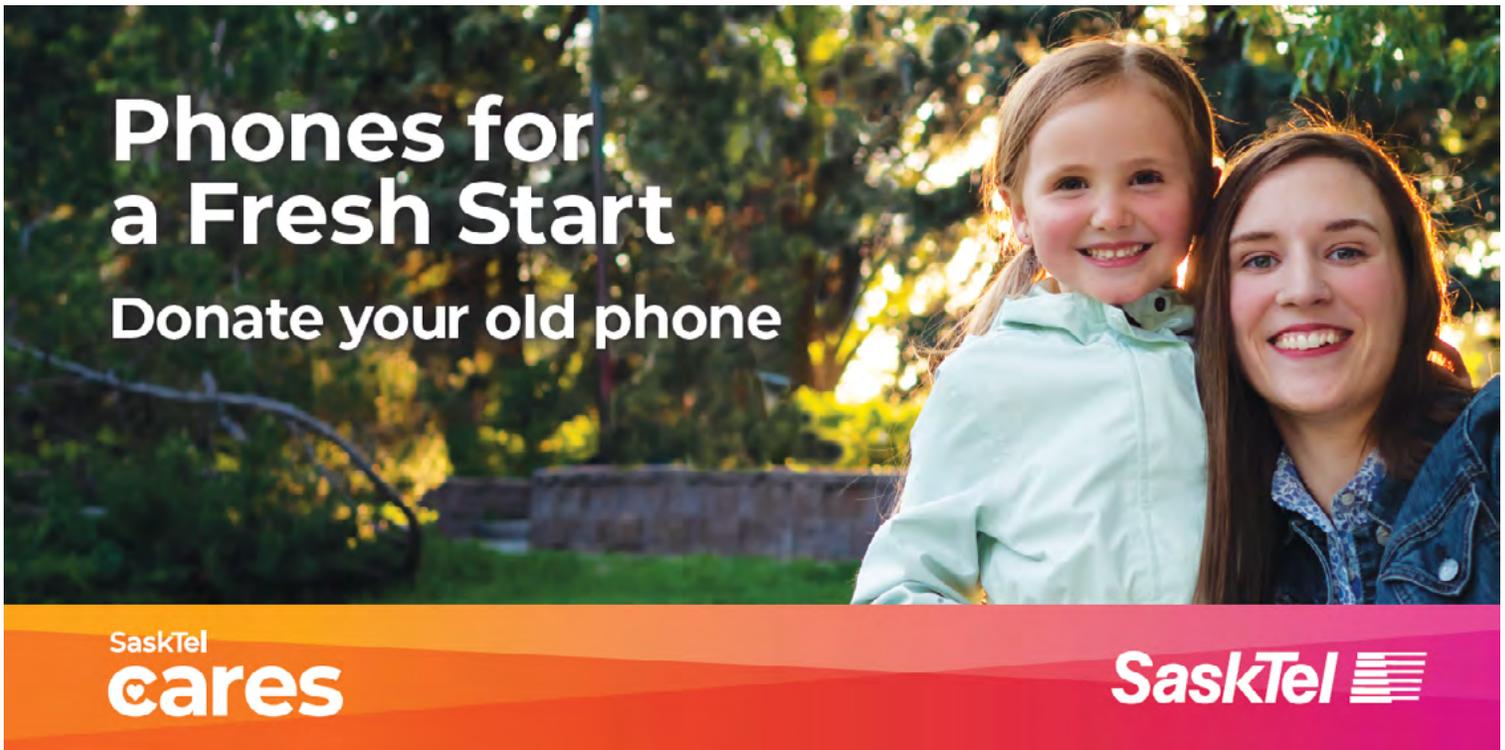
In the Swift Current district, Fairview School – a Kindergarten to Grade 8 school – received a \$731 donation for its nutrition program as well an additional program that provides lunch for about 10 students.

Stephen Boss is the Principal at Fairview School and he describes the program as a “safety net.” He said oftentimes students come to school without eating a proper breakfast and others are without a lunch, so the program is a staple.

“We certainly do not want students going through the day without something nutritious to eat. Without supports in place, children would go hungry,” Stephen said. “The TelCare donation provides us with the means to better support students with nutritional needs, and we are definitely grateful and appreciative for support towards this worthy directive. This funding allows us to continue focusing our attention on student learning without worrying as much about managing nutritional value.”

“In this climate I think we can all agree that there is a degree of economic uncertainty that exists,” said Lindsay Mazenc, SaskTel Corporate Communications Manager. “These SaskTel TelCare contributions will go a long way for charitable organizations in our province to help improve the quality of life for those who need it most.”

# Phones for a Fresh Start - Social Impact



SaskTel distributes wireless phones and phone cards to 23 Provincial Association of Transition Houses and Services Saskatchewan (PATHS) member agencies across the province to help people fleeing domestic abuse. Many people leave abusive situations without a phone. The donated phones help them stay in contact with loved ones, look for a job, and a new home. Most of all, the phone provides them safety. **In 2021/22, SaskTel provided 425 cell phones and \$7,000 worth of phone cards to PATHS.**

In 2021, SaskTel expanded Phones for a Fresh Start to include youth transitioning out of permanent or long-term care from the Ministry of Social Services. Phones and phone cards are provided to youth to help in their transition to independence. **In 2021/22, SaskTel provided the Ministry of Social Services 250 cell phones and \$5,000 worth of phone cards.**



SaskTel Phones for a Fresh Start video

*Phones for a Fresh Start works to help those at risk and safety is always the priority. If you think you may be the victim of abuse, please visit PATHS at: <https://pathssk.org/get-help-now/> to get help now. If you are the family or friend of someone who you're worried might be the victim of abuse, please visit [pathssk.org/about-abuse/information-for-families-friends/](https://pathssk.org/about-abuse/information-for-families-friends/) to learn how you can give the help and support they need.*

# Another Fresh Start

## Phones for a Fresh Start Expands Scope

SaskTel is now assisting another at-risk group in the province who requires connectivity to vital support networks.

In 2021, SaskTel's Phones for a Fresh Start (PFFS) program expanded to include youth transitioning out of permanent or long-term care from the Ministry of Social Services. Cell phones and phone cards are provided to youth to help in their transition to independence.

Youth who are currently transitioning from ministry care, such as foster care or group homes, are contacted by their worker to arrange for them to receive a cell phone and one-time-use \$20 phone card. Providing this 'fresh start' enables youth to find a home, look for a job, and stay in touch with support networks.

Through a partnership with the Provincial Association of Transition Houses and Services (PATHS) of Saskatchewan, PFFS has also provided free cell phones and phone cards to individuals fleeing domestic violence since 2009.

The SaskTel Phones for a Fresh Start program is partially funded by the proceeds of recycled cell phones, batteries and accessories donated through the program. The remaining funds are contributed by SaskTel.



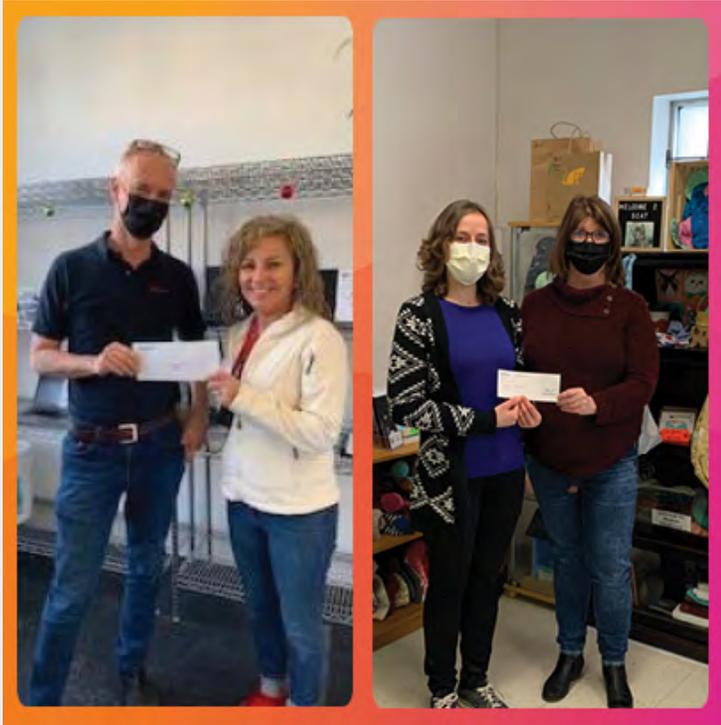
# Twelve Days of Caring

For the second year, SaskTel promoted the Twelve Days of Caring initiative. Employees were asked to share an 'act of care' and their Saskatchewan non-profit or charitable organization of choice.

## TWELVE DAYS OF CARING NON-PROFIT ORGANIZATION RECIPIENTS

Carmichael Outreach	Community Computers Regina Inc
#34 Roland J. Groome Air Cadet Squadron	Mending Little Hearts of Saskatchewan
Saskatoon Downtown Youth Centre Inc - EGADZ	Canadian Mental Health Association - Saskatchewan Division
Saskatoon Foodbank & Learning Center	Cancer Foundation of Saskatchewan
Make A Wish Saskatchewan	YWCA Regina
SCAT Street Cat Rescue Program Inc	WaWa Shriners

# SaskTel Employees' Caring



In the left box, Robert Jozsa, founder of Community Computers Regina, accepts a cheque from Tina Bunnie on behalf of his organization. In the right box, Kim McQueen (r) presents a cheque to a representative of SCAT Street Cat Rescue in Saskatoon.

At the beginning of December 2021, we asked SaskTel employees to share how they care about their community. We always knew that our people love to give back, but the variety of causes they participate in and ways they support them was a huge eye opener.

"The great thing about SaskTel's 12 Days of Caring is it's another way for SaskTel to help show its support for the causes closest to employee's hearts," said Amy Richardson, HR Manager – Strategic Workforce Planning. "But what makes the campaign really special, are the stories we receive about the kind of things SaskTel employees are doing right now to make their communities a better place for everyone."

These ranged from coaching youth sports, to helping gather food and clothing donations, volunteering at local events, and a multitude of random acts of kindness. Whether it was giving their time, money, or sometimes both, SaskTel employees go above and beyond to support their communities right across this province.

We drew 12 names from among the submissions, and they've chosen to support 12 great causes with a \$500 donation courtesy of SaskTel.

When Tina Bunnie, Engineering Assistant (Provisioning),

had her name drawn, her choice was already made. Her donation was going to Community Computers Regina (CCR), an organization that's dedicated to providing computers to those who otherwise couldn't afford one.

"We refurbish computers and get them out to individuals in need," said Robert Jozsa, founder of Community Computers Regina. "Our organization takes useable computer equipment, fixes them up, and donates them back out to the community."

They source their computers from donations from individuals and corporations and help link up the refurbished computers with those in need using a referral program supported by a variety of non-profit groups such as the Salvation Army, and Carmichael Outreach just to name a few.

"I picked this charity as not everyone has access to computers," said Tina. "In our computer world there is a real need for this type of charity, and I was honoured to hand the donation to Community Computer Regina on behalf of SaskTel."

Helping people wasn't the only thing on our winner's agendas though. Kim McQueen, Engineering Assistant (Provisioning), decided to lend some additional support for SCAT Street Cat Rescue in Saskatoon. The program focuses on rescuing vulnerable street cats and kittens that are injured or have less obvious medical problems that require urgent veterinary care.

"12 years ago, I adopted a cat from Saskatoon Street Cat Rescue (SCAT) that was rescued along with his siblings from under a shed here in the city.," said Kim. "He was in foster care before the adoption. Buttons has been a wonderful addition to the family, and I would like to give thanks for SCAT for giving him a chance with life."

While the world might not be a prrrrfect place, it's great to know that there are still so many people willing to lend their time and wallets to make their community better for the people (and animals) that call them home.

# Connecting with Community Challenge

It's no secret that being involved in the community is an important part of the culture here at SaskTel. Our employees go above and beyond to give back to the communities where we live and work. This is apparent in some of the most common actions you will see of our past and present employees, such as volunteering thousands of hours for various events or initiatives or by donating hundreds of thousands of dollars to causes near and dear to their heart.

The Connecting with Community Challenge is about bringing us together for a common goal in giving back in our own backyard, while building internal teamwork and having fun.

The 2021 Connecting with Community Challenge saw SaskTel employees working together to feed families in need in April and May of 2021. For many individuals and families in Saskatchewan it is a struggle just meeting basic needs, and this has been amplified since the pandemic started.

According to Food Banks of Saskatchewan, between March 2020 and April 2021 there was an increase as high as sixty percent in some of the member association food banks in Saskatchewan. The two largest food banks, Saskatoon and Regina, saw the most use.

In response to the increase, we partnered with the Food Banks of Saskatchewan to ensure a food secure community! Advocating on behalf of 36 member

food banks throughout the province, Food Banks of Saskatchewan works to acquire and secure partnerships with provincial food distributors to secure long-term donations for its members and help local food banks connect with business and community for support, initiate fundraising opportunities and provide educational training opportunities for its member locations.

The Connecting with Community Challenge prompted SaskTel Employees to make a monetary donation, participate in various events throughout the company, donate their recycling to the challenge using SARCAN Drop & Go, and participate in a Nomination Campaign on our internal social media tool.

In the end, employees donated close to \$26,000. With an additional \$10,000 donated from the SaskTel Pioneers, and \$25,000 by SaskTel, in total we were able to donate **\$60,908.02 total, to feed 1,218 families for a week.** In addition, employees also donated 771 food items.



SaskTel President and CEO Doug Burnett presents a cheque to Food Banks of Saskatchewan on behalf of SaskTel Employees, SaskTel, and the SaskTel Pioneers, accepted by the Regina Food Bank CEO John Bailey.

# SaskTel Scholarships

With the rising cost of tuition, books and housing, Saskatchewan youth are presented with a financial burden that can potentially hinder their access to post-secondary education. Fortunately, each year SaskTel awards numerous undergraduate and entrance scholarships to Saskatchewan post-secondary students who are studying in a field related specifically to information and communications technology.

In 2021/22, SaskTel awarded eight Scholarships to students attending post-secondary institutions in Saskatchewan who are studying in a field directly related to information and communications technology. Annually, several scholarships are awarded to individuals from groups designated in SaskTel's Employment Equity Program.

## SaskTel Gord Kuhn Scholarship

The Gord Kuhn Scholarship was established in the honour of long time SaskTel Employee Gord Kuhn and his 29 years spent with the company. At the time of his passing, Gord was serving as President of the Communications,

Energy & Paperworkers Union Local S-1. This scholarship acknowledges Gord's valued commitment to SaskTel and his leadership in building a strong employer/union partnership.

The SaskTel Gord Kuhn Scholarship is \$3,000 and is awarded to a current SaskTel employee (or immediate family member of a SaskTel employee) attending a post-secondary institution in Saskatchewan studying in a field directly related to telecommunications.

## Saskatchewan Indian Institute of Technology Scholarships

The Saskatchewan Indian Institute of Technology (SIIT) and SaskTel have jointly established three scholarships valued at

\$1,500 each to encourage Indigenous students to pursue post-secondary education in fields directly related to telecommunications.

The scholarships are contingent upon recipients proceeding to or participating in a full-time two-year diploma program related to telecommunications.

## SaskTel Métis Scholarships

Every year, SaskTel partners with the Gabriel Dumont Institute to award several scholarships to entrance and undergraduate Saskatchewan students of Métis heritage who are studying in a field directly related to information and communications technology.



# Bright Futures Ahead

## SaskTel Scholarship Support Goes a Long Way in Helping Young Students Achieve Their Dreams



Stacey Klassen (l) is the proud mother of Madelyne Gusaas, the 2021 SaskTel Gord Kuhn Scholarship recipient.

Stacey Klassen (l) is the proud mother of Madelyne Gusaas, the 2021 SaskTel Gord Kuhn Scholarship recipient.

For many students just graduating from high school and choosing whether or not to go onto post-secondary schooling can be a tough decision. It's not just knowing what you want to do, it's also figuring out how to afford it without getting buried beneath a pile of student debt.

Madelyne Gusaas, the 2021 SaskTel Gord Kuhn Scholarship winner, has known for quite some time her goal is to achieve a degree in Computer Science at the University of Saskatchewan. Although, she wasn't quite sure just how she could afford it without going into debt.

"Paying for university is already hard, and I know coming out of high school I wanted to work and save up enough money," said Madelyne. "But, working a normal 9-5 you can't really save up enough to pay for everything on your own, you kind of have to get a loan and then get a job [after university] to pay them off."

However, thanks to the scholarships she's received, Madelyne may already have enough saved to no longer need to take out a loan for the next school year.

The Gord Kuhn Scholarship was established in honour of long-time SaskTel employee Gord Kuhn. It awards a scholarship to a current SaskTel employee or immediate family member, enrolled in full-time post-secondary studies in Saskatchewan.

"It really makes the difference between a loan or no loan," said Stacey Klassen, proud mom and Customer Service Technician (CST) in Saskatoon. "It's really lifechanging, and we are just so appreciative."

As a CST, Stacey knows a thing or two about technology, and to see her daughter go into a STEM field feels a bit like history repeating itself. Growing up, her own mother was the one who could usually be found running the tractor on the family farm when she wasn't out riding on her motorcycle (something Stacey equally loves to do).

"In our home those were mommy things, I don't know if that's something that's just become inherent," said Stacey. "But, my mom always encouraged me to pursue things outside the traditional female realm I don't know if Madelyne feels the same."

"Maybe a little," said Madelyne. "I don't really discern between dad and mom things but you're the one always doing the cool stuff."

For her part, technology has constantly been a topic that's held Madelyne's interests. It's something she thinks is hugely influential on how the world is developing. Thanks to some well-timed computer science courses she took in grade 11 and the wish to play a part in how our world evolves, programming seemed like a great fit for her future.

"I'm super excited to be starting in the fall," said Madelyne. "It's been a lifelong goal of mine to go to university, so I'm really looking forward to actually doing that."

"It's really exciting," said Stacey. "You don't hear of too many girls going into computer science, so for her to be so sure about what she wanted to do is super positive."

# Protecting Our Environment For Future Generations

At SaskTel we strive to be a leader in environmental sustainability so that future generations can enjoy the benefits of a clean and healthy environment. We focus on environmental sustainability to protect the natural environment and uphold social responsibilities while growing our business and connecting customers to their world.



## Environmental Management System

SaskTel operates in every corner of the province, and the services we provide impact individuals and businesses across Saskatchewan. That is why our commitment to sustainability is a cornerstone of our business. SaskTel has a solid foundation, and organizational practices driven by our Environmental Policy which is based on the most recognized Environmental Management System (EMS) framework in the world, ISO 14001 standard. This framework enables us to manage environmental aspects of our business effectively and move sustainability initiatives forward through accurate measurement and identification of their impact. To ensure that we are doing our part, an in-house EMS audit is completed annually (with the exception of 2021 due to the Covid-19 pandemic). In addition, in 2021/22 SaskTel commissioned a third-party Environmental Compliance audit on three of SaskTel's sites to gauge the level of compliance to applicable environmental regulations and standards.

# SaskTel Environmental Policy

SaskTel is a leader in environmental sustainability so that future generations can enjoy the benefits of a clean and healthy environment. The Company focuses on environmental sustainability to protect the natural environment and uphold social responsibilities while growing our business and connecting customers to their world.

## SaskTel will:

- Continually improve our environmental performance
- Prevent damage to habitat and conserve resources
- Comply with all applicable compliance obligations
- Maintain an environmental management system that is consistent with the ISO 14001 standard.
- Incorporate environmental management principles in the strategic plan
- Encourage environmental innovation in all Company activities, products, and services
- Be a role model of sound environmental practices to all interested and affected parties.

  
Doug Burnett  
SaskTel President & CEO  
July 22, 2019

**SaskTel** 

Achieving our environmental goals is a company-wide commitment, everyone has a role to play. Either through their own commitment to practice environmentally conscientious activities such as recycling, to addressing broader commitments such as green purchasing, preventing pollution with our buildings, or ensuring the compliance requirements of our network programs. The opportunity for employees to get involved is vast.

The roles and responsibilities for the EMS as described in the EMS manual include:

Environment & Human Resources Committee of the Board of Directors:

- Reviews compliance status and effectiveness of the EMS.

Executive Committee:

- Supports the implementation and maintenance of an effective EMS.
- Reviews the results of management reviews.
- Approves required resources.

Vice President - Human Resources and Corporate Services:

- Reports the results of the management review to SaskTel Executive and Board.
- Provides direction for the EMS to Environment Manager.

Directors and Managers:

- Ensure that SaskTel's daily operations uphold the requirements of EMS objectives and targets.
- Ensure procedures and instructions necessary to achieve improvements in environmental performance are available, understood and followed.
- Provide status reports on the performance of EMS objectives and targets within their areas.

Environment Department

(Acts as corporate EMS representative):

- Ensures the EMS is established, implemented and maintained.
- Reports on the performance of the EMS and recommends improvements to the Executive.
- Directs annual management review.
- Coordinates the development, implementation and maintenance of the EMS "Core Manual" and supporting documentation and programs.

Departmental EMS Contacts:

- Act as liaison between the corporate EMS representative and their own departments to ensure open communication of EMS information and help to establish, implement and maintain EMS requirements specific to their department.

Employees:

- Comply with the Environmental Policy and specific EMS program requirements.

SaskTel has a well-managed network of Information Communications Technology infrastructure throughout Saskatchewan. With changing technological advancements, SaskTel continues to add to this infrastructure. The activities of building and maintaining this infrastructure consist of laying cables in the ground or overhead, placing cables

under creeks and rivers through directional boring, installing communication towers, constructing equipment buildings, maintaining back up power diesel generators, and grounds maintenance of our buildings for vegetation and pest control purposes. These are the interactions with the environment that constitute the SaskTel environmental aspects which are elements of an organization’s activities, products or services that interact with the environment.

SaskTel monitors its environmental impacts in many ways and communicates our results to all employees through our EMS Dashboard. SaskTel’s EMS Dashboard tracks SaskTel’s objectives and progress on five important and significant environmental aspects: Damage to Habitat, Release of Fuel, Paper Use, Fuel Consumption, and Natural Gas Consumption. Targets are set and revisited during the annual management review process which reviews and evaluates environmental performance.

2021 Environmental Report Card - Based on EMS Driven Programs

Indicator	Objective	2021 Target	2017	2018	2019	2020	2021
Damage to Habitat <sup>1</sup>	To prevent damage to the environment from plowing and development	100% of applicable SaskTel network projects screened	99%	99%	100%	100%	100%
Release of Fuel <sup>1</sup>	To prevent leaks of fuel to the environment	100% tanks EMS managed and compliant with regulations	98%	100%	98%	98%	100%
Paper Use (Trees) <sup>1</sup>	To reduce consumption of natural resources (Equivalent Trees)	226 trees (5% annual reduction)	515 trees (Down 13%)	447 trees (Down 8%)	378 trees (Down 11%)	238 trees (Down 34%)	263 trees
Paper Use (Sheets) <sup>1</sup>	To reduce consumption of natural resources (Sheets)	2.2 million sheets (5% annual reduction)	5.5 mil sheets (Down 14%)	4.6 mil sheets (Down 12%)	3.7 mil sheets (Down 16%)	2.3 mil sheets (Down 34%)	2.4 mil sheets
Fuel Consumption <sup>2</sup>	To reduce consumption of fuel	2.45 mil L (2% reduction of non-renewable fuel consumed by fleet)	2,658,000 L (Down 7%)	2,699,925 L (Up 4%)	2,652,932 L (Down 2%)	2,501,039 L (Down 6%)	2,255,177 L (Down 4%)
Natural Gas Consumption <sup>2</sup>	To minimize the consumption of natural gas (m <sup>3</sup> )	2.21 mil m <sup>3</sup> (0% increase in m <sup>3</sup> consumed)	1,951,000 m <sup>3</sup> (Up 5%)	2,210,015 m <sup>3</sup> (Up 13%)	2,211,917 m <sup>3</sup> (Up 0.1%)	2,041,279 m <sup>3</sup> (Down 8%)	1,917,034 m <sup>3</sup> (Down 6%)
Natural Gas Consumption (weather adjusted) <sup>2</sup>	To minimize the consumption of natural gas (weather adjusted m <sup>3</sup> )	2.12 mil m <sup>3</sup> (0% increase in m <sup>3</sup> consumed)	2,087,000 m <sup>3</sup> (Down 3%)	2,083,431 m <sup>3</sup> (Down 0.2%)	2,116,212 m <sup>3</sup> (Up 1.6%)	2,087,967 (Down 1.3%)	2,029,172 (Down 3%)

Notes: mil = million

<sup>1</sup>**Significant Aspects** – Aspects that are considered material enough to be considered significant and have programs, plans, targets etc to manage the impacts.

<sup>2</sup>**Important Aspects** – Do not meet the threshold for being significant but are still tracked to drive continuous improvement.

Why is it important that we measure these environmental aspects?

- The management objective of *Damage to Habitat* is to prevent damage to the environment due to ploughing and development done by SaskTel when expanding our network services such as laying fiber cable or developing new cell sites. It is imperative that projects, such as these, are screened for environmental and heritage issues.
- For *Release of Fuel* to prevent leaks of fuel into the environment, 100% of diesel fuel tanks which exist in SaskTel locations to provide back-up generator power across the province for example, were managed and compliant with regulations.
- Regarding *Paper Use*, obviously the less paper used by SaskTel, the fewer trees that would be required.
- Fuel Consumption* monitors the amount of fuel used by the fleet to manage fleet-based consumption and emissions.
- Natural Gas Consumption* provides the amount of Natural Gas consumed in SaskTel facilities to manage natural gas consumption and emissions.

# SaskTel Environmental Impact Indicators

To further demonstrate our commitment to ongoing reduction in energy intensity, we have incorporated a new indicator on our Holdco Balanced Scorecard for the coming year. This indicator includes a five-year target to improve energy efficiency, including both electricity and natural gas energy usage, of our people buildings for which we have operational control.

## 2021/22 ENERGY CONSUMPTION WITHIN THE ORGANIZATION



Natural Gas  
80,606 GJ



Fleet Fuel  
90,579 GJ



Electricity  
332,495 GJ

2021/22 TOTAL ENERGY CONSUMED = 503,681 GIGAJOULE (GJ)

## TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS



0

Significant Spills  
in 2021/22

## FINES & NON-MONETARY SANCTIONS

Monetary Value of Significant Fines and Total Number of Non-monetary Sanctions for Non-compliance with Environmental Regulations



0

Significant Fines  
in 2021/22



0

Nonmonetary  
Sanctions 2021/22

**SaskTel's Biosecurity Policy** was established as part of our commitment to protecting land and crops from soil-borne diseases such as clubroot when we're performing any services on agricultural land. The [Biosecurity Policy](#) summary can be found on [sasktel.com](https://www.sasktel.com)

# Going Green

SaskTel continually looks for opportunities to green our operations where possible.

- SaskTel's Energy Management Committee, guided by the VP Energy Board, meet quarterly with the objective to improve energy efficiency, reduce greenhouse gas emissions, and evaluate effective monitoring and management strategies for efficient energy use. They develop greening actions pertaining to policies and procedures, hardware, facilities, energy data management and assessment. Actions include:
  - ▶ LED Lighting Retrofits: retrofitting existing incandescent and florescent lighting with LED
  - ▶ Air Conditioning Unit Replacements
  - ▶ Removal of Unused Servers from Data Centers
  - ▶ General move to laptops over desktops
  - ▶ Annual reporting of progress to SaskTel Senior Management
- Going paperless, is a priority for SaskTel and we work to further reduce our paper usage each year. Various internal and external processes are taken paperless each year from our customer eBills to our performance evaluation forms. In January 2021, SaskTel implemented a digital platform that allows for creating and submitting expense claims. Not only does this support SaskTel's ongoing efforts towards digital transformation and an improved employee experience, but this will also limit the amount of paper being used.
  - ▶ In-House Waste Reduction and Recycling Programs. There are plenty of recycling and waste reduction programs available at SaskTel, and these are communicated to employees so they can participate. Highlights of SaskTel's 2021/22 waste reduction programs include the following:
    - ▶ Light bulb recycling was initiated in 2007. All lightbulbs from SaskTel facilities are recycled. Approximately 4,500 bulbs were recycled in 2021/22.
    - ▶ A Province-wide recycling program for dry cell batteries. Approximately 3,900 kg of batteries were recycled.
  - ▶ Paper recycling is an expectation at SaskTel. It is estimated that approximately 1,575 office size recycle containers worth of office paper were recycled in 2021/22. In addition, SaskTel has seen an approximately 70% reduction in the number of trees required to produce the office paper used since 2007 due to reduction in the amount of paper used and the increased amount of recycled content.
  - ▶ Approximately 180,000 kg of electronics are recycled annually.
  - ▶ Furniture and office equipment salvage. SaskTel donates old furniture and office equipment to our volunteer organization, the Pioneers, to refurbish and sell. Approximately 5,000 kg of furniture and office equipment are diverted from the landfill annually.
  - ▶ Inside wire and cable is recycled, resulting in approximately 18,300 kg being diverted from landfills and saving new resource extraction.
  - ▶ Computers are recycled through the Computers for Schools (CFS) Program. CFS distributes over 4,000 computers annually. Since its inception in 1993, CFS has donated over 90,000 computers in Saskatchewan. In 2021, CFS donated 5,063 computers to schools, libraries, non-profit organizations, and low-income families in Saskatchewan.
  - ▶ Phones for a Fresh Start Program. In 2021/22, 5,363 wireless devices were recycled.
  - ▶ Repurposing Office Furniture and Equipment. SaskTel works with start up tech companies to divert 13,608 Kg of used furniture and equipment in 2021/22, an initiative to contribute to resource waste repurposing.



# EnviroCare – SaskTel Employee Green Team

EnviroCare is a not-for-profit volunteer initiative committed to providing rewarding opportunities for SaskTel employees (and their families) to participate in greening projects throughout the communities SaskTel serves. It offers a chance for employees to connect with each other and network with communities and organizations across Saskatchewan, as they unite forces to preserve and protect the amazing spaces that we share.



**EnviroCare Mission:** “To create a greener community and promote environmental awareness and initiatives through the collaboration and engagement of SaskTel employees.”

The EnviroCare committee engages SaskTel employees and their families in an annual greening activity. In the spring of 2021, despite the pandemic, employees participated in the “EnviroCare Spring Cleanup Challenge 2021”. With the goal to make Saskatchewan an even more beautiful place to live, employees were challenged to pick up and dispose of litter as well as gather bottles and cans for recycling in their home communities through the EnviroCare recycling program.



It's the perfect time to enjoy some fresh air and help beautify our communities!

The EnviroCare recycling program collects cans and bottles from SaskTel buildings throughout the province. The proceeds from this initiative are used to support important environmental causes in our communities such as the Endeavour osprey relocation, the Endeavour green space, and the re-adoption of five Burrowing Owls. Since inception, over seven years ago, EnviroCare has recycled

over 63,000 bottles and raised over \$6,500 to put back into greening our communities.

Another recipient of SaskTel EnviroCare funding was Living Sky Wildlife Rehabilitation in Saskatoon. During the hot summer of 2021, the organization was busy caring for baby birds who jumped from their nests in pursuit of cooler shelter. EnviroCare donated \$100 to symbolically adopt two nests of baby birds to ensure they could be nurtured back to health.



Salt Haven West Director Megan Lawrence (right) and volunteer Gina (left) are working with an Eurasian Collared dove with leg injuries.



Additionally, a special year-end donation of \$250 was made to Salthaven West to help raise funds for their much-needed ICU. Salthaven West treats more than 1,000 sick and injured species each year, ranging from bald eagles and hummingbirds, to porcupines and beavers.

# Birds of a Feather

## SaskTel Helps Osprey Find New Home



Crane remove of the osprey nest.

With support from SaskTel and a donation of \$300 from SaskTel EnviroCare, a group of osprey in the town of Endeavour located 120 kilometers north of Yorkton now have a new home.

In the winter of 2020, a duet of osprey built a nest atop a SaskTel tower in the community. Because the size and weight of the nest posed a risk to the tower, equipment and nearby resident property, a decision was made to relocate the nest.

With support from SaskTel and SaskTel EnviroCare – in conjunction with the Town of Endeavour – the osprey relocation project was completed on April 1, 2021.

Even better news comes as SaskTel received word that the birds returned to Endeavour and are nesting in the new location.

“We are excited that the project was successful, and we are very hopeful that the birds will continue to call the relocated nest home,” said Brad Romanchuk, Mayor of Endeavour. “The male arrived on April 22, 2021 and he rummaged around in the nest all weekend. Then the female arrived on April 26 where we saw them hanging around up in the nest together.”

SaskTel’s tower contractor was initially made aware of the nest in February 2020, after a resident who lives near the

tower complained of falling nest twigs that caused damage to a vehicle.

Property damage aside, there are several risks associated with a nest of that size constructed on top of an active tower.

“Due to the size and weight of the nest, it could compromise our equipment and the tower itself,” said Kendra Leboldus, SaskTel Environmental Specialist. “Birds can also be a safety hazard to maintenance staff as they are very protective if eggs have been laid or hatched.”



Osprey in new home.

The osprey migrated away from the nest in the fall of 2020 and had not returned at the time of removal.

The nest was removed in its full form from the SaskTel tower with the help of a crane and placed safely on the new platform located on top of an old SaskPower pole. It was erected in the village in March and is located approximately 200 feet from the cell tower where the osprey nested previously.

To deter the osprey from building another nest on the tower, reflectors and noise deterrents were placed on top of the tower.

“We really didn’t know if a relocation would be successful, but we are very happy that everything worked out,” Brad said. “Many residents enjoy spending time bird watching so we’re looking forward to another season with our feathered friends.”

In addition to the \$300 provided by SaskTel EnviroCare to help pay for the nest relocation, \$500 was donated to the community to help update Endeavour’s playground and greenspace area along with a plaque for the area.

“We really appreciate SaskTel’s donation and how much it helped the process,” Brad said.

# SaskTel's Work with Start-up Results in Environmental Sustainability Benefits



Kristy Ehman's company, HYON, is selling used SaskTel items that are ready to be repurposed.

Ever wonder what happens to SaskTel's office equipment when SaskTel is ready to move on from it?

A Saskatchewan start-up company is helping to answer that question.

HYON provides a transparent e-commerce experience to sell used goods, making selling simple, and removing the risk from buying.

"The company is now working with SaskTel to sell our old office furniture and various other used equipment and items using on-line sales platforms like Facebook Marketplace," said Jennifer Ziegler, Director – Corporate Services (Asset Management). "They are selling all kinds of things for us, from furniture and office equipment to pen holders."

HYON's services are a good fit for SaskTel, particularly as the company decommissions or renovates office spaces in the province.

"Whether it be through changes that are happening or just as equipment becomes phased out, there has been an increasing need to be more thoughtful about the disposal of items," said Kirsty Ehman, CEO of HYON. "Historically, there have been no Saskatchewan companies with a lens on the need to increase circularity before items are considered surplus."

"When SaskTel became aware of a local tech start-up making it easy to capture value and keep items out of landfills, they jumped at the opportunity to learn more."

"One of the great things about working with start-ups is their willingness and ability to rapidly pivot their business model," said Jennifer. "We worked with Kristy to adjust nuances of the model to better suit everyone's needs."

In less than a year, the business relationship has shown a great deal of promise.

"We've sold 537 items through HYON in 2021/22," said Jennifer. "From an environmental perspective, the re-sale of our items helped to keep 30,000 pounds of waste out of landfills."

SaskTel's collaboration with HYON is in keeping with the company's history of placing a priority on community contribution, supporting local businesses, and benefiting the overall quality of life in Saskatchewan.

"All the items we sell are still very useable and in good shape and ready to be repurposed. We simply don't need these items anymore, so they become someone else's treasure."

# Successful Partnerships a Guide to a Better Future

Every one of us leaves a legacy. At SaskTel, we know our networks help to keep people better connected, but we also know they can play an integral part in pushing forward positive societal change and creating a more sustainable future for us all.

As part of our drive towards building a better future, SaskTel has announced a strategic partnership with Environmental Material Science Inc. (EMS Inc.). Through this partnership, announced in July 2021, EMS Inc. will leverage SaskTel's long range wide area network (LoRaWAN) to collect and transmit soil data from EMS Inc. customer sites across Saskatchewan.

"Our relationship with SaskTel is a significant piece of the value proposition we have to offer," said Steve Siciliano, CEO, EMS Inc. "Having a reliable network that provides coverage to our customer sites across Saskatchewan enables real-time data capture that will be used to make accurate and timely decisions".

Across Saskatchewan, and the world, there is a tremendous

need for innovative technologies and network capabilities to help solve the grand challenges that our planet faces. In addition to the long-range potential for data transmission, LoRaWAN as a technology also typically has low power consumption costs.

In this partnership, SaskTel will assist EMS Inc. in their important work to restore the soil conditions of previously shuttered oil well sites or other contaminated sites across the province. David Ekstrand, SaskTel Vice President of Business Sales and Solutions helps to further explain the benefits provided by SaskTel LoRaWAN:

"With our LoRa network, we've created a robust wireless ecosystem that provides a cost-effective way for innovative businesses, like EMS Inc., to deploy and integrate state-of-the-art smart technologies into their day-to-day operations. The flexibility of LoRa make it a powerful tool that's perfectly suited for Saskatchewan where we have vast swaths of land that are difficult to cover with other technologies."



A farmer using a tablet standing in a harvest ready wheat field

# Investing in the Environment

## SaskTel Adds Environmental Sustainability Focus to the SaskTel Community Investment Program Criteria



A large and significant chapter in the SaskTel story involves the undeniably positive impact we have on our province.

As a responsible corporate citizen, SaskTel is committed to the communities we serve in ways that set us apart from any other carrier.

Beginning March 1, 2022, that commitment increased further when Environmental Sustainability was added to the SaskTel Community Investment Program (CIP) criteria.

“Environmental, Social, and Governance (ESG) initiatives have always been a key part of SaskTel’s identity and an integral part to how the company operates,” said Lindsay Mazenc, Communications Manager – External. “Environmental responsibility is crucial and top of mind for all of us.”

“So, the next logical step was to increase the eligible focus areas we support to include events and programs that feature environmental sustainability.”

The addition is important from both an internal and external lens.

“As a sustainable company, SaskTel continues to educate departments, employees, and consumers about how they can have a more positive impact on the environment and

reduce their collective footprint,” said Lindsay. “Supporting sponsorships with an environmental focus assists in that educational mandate.”

This addition contributes to SaskTel’s commitment to the environment which is recognized each year through the Canada’s Greenest Employers award.

Since its inception in 2001, the CIP has resulted in SaskTel support for Saskatchewan non-profit and charitable organizations that focus on:

- Information and communications technology
- Promoting diversity by representing groups such as women in non-traditional roles, persons with disabilities, visible minorities, and Indigenous people
- Youth
- Rural communities

“We’ve found that our customers continue to rate these focus areas highly, and we’re excited to add environmental sustainability to the list,” said Lindsay. “It’s the latest example of how SaskTel continually strives to foster healthy work environments, diverse leadership and innovation within our workforce and the community while incorporating sustainability into our day-to-day operations.”

# SaskTel Indigenous Engagement Strategy

## Building Stronger Relationships with Indigenous Peoples

SaskTel is committed to creating meaningful and lasting relationships with Saskatchewan's diverse and growing Indigenous population. Reflecting on the 94 Calls to Action, SaskTel will continue to engage more deeply with Indigenous Peoples, communities, and organizations to develop and grow opportunities based on mutual respect, trust, and shared prosperity.



SaskTel acknowledges this photo was taken on Treaty 6 Territory by Nina Henry.

In 2021/22, SaskTel implemented our first comprehensive Indigenous Engagement Strategy which has helped to infuse new thinking, perspectives, and purpose into the work and daily activities of our company. In addition to solidifying goals and objectives in terms of Indigenous hiring and retention, the strategy formalizes our business goals for employee training and education, procurement from Indigenous-led business, as well as support for local Indigenous cultural events and activities.

Over the coming years, we will continue to take intentional and focused steps to invest in the social and economic progress of Saskatchewan's Indigenous communities and people. While the path towards reconciliation is long and winding, we know that no progress can be made without action.

# Employee Education

At SaskTel, we recognize that we all have a role to play in fostering a culturally safe and supportive work environment. We also recognize that a high performing workforce is one where all team players feel confident to express their cultural values and identity.

To ensure we are doing our part as an employer, SaskTel provides employees with access to tools and education to build their knowledge of Saskatchewan's Indigenous communities, their cultural heritage, and the role we all share in building an inclusive and welcoming workplace.

For example, SaskTel highly recommends all new and existing employees complete Diversity and Inclusion training focused on Indigenous Awareness which is available through online eLearning modules. We also

recently launched an employee website on Indigenous Engagement which allows employees to access a variety of resources on topics such as Land Acknowledgements, Diversity and Inclusion, as well as Saskatchewan's Treaties and their relationship to truth and reconciliation.

Employees of all backgrounds also have the opportunity to attend SaskTel Lunch n' Learn events on Indigenous issues as well as community events commemorating National Indigenous Peoples Day and Orange Shirt Day. In September 2021, SaskTel was pleased to sponsor a virtual event open to employees in recognition of Orange Shirt Day where employees could take in traditional First Nation and Métis performances and speeches to honour and support residential school survivors and their families.

# Hiring and Retention

At SaskTel, we seek to develop a diverse workforce representative of the communities we serve, at all jobs, and at every level of our organization. In 2021/22, we continued to focus on the recruitment of Indigenous candidates and supporting their career growth. We also worked to create lasting connections with Saskatchewan's Indigenous youth and emerging workforce.

As part of these efforts, we worked alongside local high schools, post-secondary institutions, and employment

centres within Saskatchewan communities to promote careers, summer student and Co-op opportunities at SaskTel.

To drive interest in technology-based careers, SaskTel also continued its long-standing relationship with Saskatchewan Indian Institute of Technology (SIIT) and Gabriel Dumont Institute to provide scholarship programs for First Nations & Métis students studying in the fields of Information and Communications technology (ICT).

# Procurement Practices, Actions, and Partnerships

In August 2020, SaskTel officially became a Signatory to the Indigenous Engagement Charter and committed to procure more supplies, products, and services from Indigenous (First Nation, Métis and Inuit) businesses over the next three years.

By increasing opportunities for Indigenous businesses to participate in SaskTel's supply chain, we enable Indigenous businesses to build more capacity within their own operations and support ongoing employment. In the past year, SaskTel purchased \$3,673,272 in products and services

alone from businesses included as part of our Indigenous vendor database. SaskTel will continue to work towards a goal of five percent Indigenous purchases in the next three to five years.

To positively influence actions in the broader business community that benefit Indigenous economic development, SaskTel's procurement policies also place value on non-Indigenous owned vendors that demonstrate a commitment to Indigenous employment.

# Crown Collaboration Indigenous Engagement Sub-Committee

The Crown Collaboration Indigenous Engagement Sub-Committee is made up of representatives from Saskatchewan's Crown corporations and executive government ministries. In support of the Government of Saskatchewan's Growth Plan, the sub-committee focuses on knowledge sharing and allows members to learn about and improve each Crown's activities to build relationships with Saskatchewan's Indigenous community including recruitment and staffing initiatives and procurement goals. Members of the sub-committee also work to identify

potential joint ventures and other innovative arrangements that can help to support Indigenous economic development and community well-being.

The information gathered provides critical input to Saskatchewan's Crowns and executive government for decision-making and event planning and helps to promote coordinated communication with Indigenous partners across the province.

# Community Support and Involvement

Building relationships with Indigenous-focused organizations enable us to make a difference and improve the well-being of Indigenous youth, Elders, and families across the province. Through our Community Investment Program, we support local cultural events such as fall festivals and Powwows. We sponsor major Indigenous events such as the SaskTel Indigenous Youth Awards of Excellence annually. We also support innovative initiatives, such as the Saskatoon Tribal Health Bus, that strengthen Indigenous communities and their access to health care. In 2021/22, SaskTel contributed \$128,495.80 towards Indigenous community events, activities, and initiatives.

Using the power of our networks, we also continued to deliver better coverage and more service options to First

Nations communities and their members in the past year. Currently, Saskatchewan stands as the most connected province in Canada for First Nations communities, and our Indigenous Business Development team is continually working to identify new opportunities where we can bring advanced broadband and wireless services to underserved Indigenous Saskatchewan communities.

This year, the Whitecap Dakota First Nation became the first Indigenous community in Saskatchewan to be fully connected by fibre optic broadband infrastructure following the conclusion of a collaborative project involving the Government of Canada and Government of Saskatchewan.

# SaskTel Indigenous Youth Awards Continue to Build Leaders for Tomorrow

The SaskTel Indigenous Youth Awards of Excellence recognize Saskatchewan youth of First Nations, Métis or Inuit ancestry, aged between 14 and 18 years, who have shown potential and determination to achieve success and who are acting as positive role models in their local community. SaskTel is proud to be the title sponsor of the awards, a role we have held since shortly after the awards were established in 1997 by the Wicahitowin Foundation.



"We as an organizing committee felt strongly the importance of carrying on with the awards in 2021 and recognizing the work of young people in Saskatchewan," says Colleen Cameron Chair of SaskTel Indigenous Youth Awards and SaskTel Account Executive. "So, we completed the selection process, and the award winners were recognized virtually."

SaskTel, together with the Wicahitowin Foundation and sponsor K+S, recognized the recipients of the awards in five categories through various SaskTel social media platforms which included a feature video. The five categories included: Outstanding Achievement, Education, Culture, Community Service, and Leadership.

Kassidy Bouvier-Lemaigre of Ile-a-la-Crosse is this year's recipient of the Outstanding Achievement Award.



Kassidy is an exemplary role model of the Wicahitowin vision who strives to live a healthy lifestyle and be a positive role model for youth in her hometown.

"I was always told I could be a leader or at least someone that other people could look up to," says Kassidy. "So, it's something I've always tried really hard to be, just even a role model and just someone that people can look up to and even be proud of."

Laniece Asapace from Kawacatoose First Nation is this year's recipient of the Culture Award. Laniece, who also positively exemplifies her culture, is a line dancer whose talents are now part of a SaskTel Care campaign. Laniece can be seen on SaskTel ads around the province promoting SaskTel's sponsorship of Powwows.

"I'm proud of the winners in all five categories who are very deserving," adds Colleen Cameron Chair of SaskTel Indigenous Youth Awards and SaskTel Account Executive. "These awards incorporate the vision of the Wicahitowin Foundation which is to build leaders for tomorrow; strong, brave and true. The individuals nominated and recognized are making great contributions in their communities, their schools and their homes as being strong and brave leaders for tomorrow."

## Winners of the 2021 SaskTel Indigenous Youth Awards of Excellence:

### OUTSTANDING ACHIEVEMENT – KASSIDY BOUVIER-LEMAIGRE



Kassidy is an exemplary role model of the Wicahitowin vision. She strives to live a healthy lifestyle and be a positive role model for youth in her hometown of Ile La Crosse and across northern Saskatchewan. Kassidy says, "I've always hoped I could be a leader or at least someone other people could look up to." Kassidy was the SRC President at her school and Junior Mayor of Ile a la Crosse. She has always enjoyed academics and loves learning new things and

challenging her thinking. Culture is very important to her as she continues to learn to bead and speak her Indigenous languages of Michif and Dene.

### EDUCATION – DANAYA STEVENSON



Danaya is from the Keeseekoowenin First Nation in the Riding Mountain area, Treaty 2, and the Keeseekoose First Nation in Treaty 4. She has always taken pride in her academic achievements and is inspired to work hard at representing her community. Danaya says, "For as long as I can remember, I have been passionate about storytelling and the arts. It is my dream to pursue a career in visual storytelling, providing an Indigenous voice within the artistic industry." She was accepted into the Faculty of Media, Art and Performance through the First Nations University of Canada at the University of Regina where she will be working towards her Bachelor of Arts Degree.

### CULTURE – LANIECE ASAPACE



Laniece is from the Kawacatoose First Nation and is representing her Plains Cree and Saulteaux relatives of the Treaty 4 territory. She says, "I come from a background of traditional people. My mother and grandparents ensured I uphold the knowledge of our ancestors." Laniece has continued to educate herself on cultural preservation as she learns the traditions of her

people. She was Miss Manito Ahbee, which means pakoseyimowin (hope), makawisiwin (strength), ka sohkeyimohk (courage), and kiteyihtÅĈkosiw (honour). According to her tribal nation, it is these very important virtues that convey a true leader. Laniece strives to be a role model for other young girls and women as she continues to carry on the traditions and languages of her ancestors.

### COMMUNITY SERVICE – TELIA LAFONTAINE



Telia has been a Metis student at Flex Ed Distance Learning School in Regina, Saskatchewan. She spends her spare time giving back to her community in any way she can. Whether it's babysitting her younger siblings, mentoring refugees, or making bookmarks and cards for local senior homes, Telia is continuously looking for ways to help those around her. Telia says, "I always tried to look past my own needs so that I can understand the needs of others." Telia plans to continue making a difference in her community by pursuing her dream of becoming a nurse.

### LEADERSHIP – KAYLYNN BEAR



Kaylynn demonstrates Indigenous leadership both in school and in her personal life. She is part of an Indigenous theatre program called Circle of Voices run by Gordon Tootosis Nikaniwin Theatre where participants explore their creativity and learn about Indigenous theatre. She was also a part of the film program at Evan Hardy Collegiate where she created a film that reflected on where she came from and received an award for the Best Director. Kaylynn has plans to attend the wicēhtowin Theatre Program at the University of Saskatchewan where she will be trained in the areas of performance, playwriting and theatre design.

# SaskTel Sponsors the Saskatoon Tribal Council Health Bus



The Saskatoon Tribal Council Health Bus is sponsored in part by SaskTel.

It takes a community to make real change, and the Saskatoon Tribal Council (STC) Health Bus is driving forward to deliver life altering services for those who need it most.

Sponsored in part by SaskTel, the STC Health Bus hit the road in October 2021 to serve seven First Nation communities within the Saskatoon Tribal Council. The communities include: Kinistin Saulteaux Nation, Mistawasis First Nation, Muskeg Lake Cree Nation, Muskoday First Nation, One Arrow First Nation, Whitecap Dakota First Nation, and Yellow Quill First Nation.

Staffed with two paramedics, a dentist, one dental assistant as well as a mental health therapist, the program's RV trailer is equipped to provide on-site services for all community members with a fully functioning dental office, heated outdoor paramedic tent, and office meeting space.

"Thanks to the help of our sponsors, we've been able to build a world class health bus," said Craig Sled, SaskTel Director of Business Sales and Member of Synergy 8 Community Builders. "Our first focus is on youth on reserve, but anyone in the community has access to the services offered."

Operating five days a week during the school year, the bus will travel to the seven First Nations communities on a rotational schedule for the next five years. Additionally, during the summer months when the bus is under maintenance or on standby for community events, STC will offer a sports and recreational program for youth.

"We didn't want to lose that connection with the kids in those seven communities during summer, and the trailer will have all the equipment necessary to run epic camps for them," Craig said.

"We are proud to partner with such a community-minded group to help improve the quality of life for the residents of our province, especially our youth," said Jodine Smith, SaskTel Corporate Communications Manager. "This sponsorship elevates SaskTel's commitment to connecting Saskatchewan to what matters most to them, and we are excited to contribute to such a fantastic cause."

"We are going to make significant change in a lot of peoples' lives and, for that, it's not something you can put a value or a price tag on," Craig said. "There's going to be more of these (buses) across the country and certainly in Saskatchewan. It's a model that's going to get repeated, and we feel really good about that."

# SaskTel Brings infiNET to Whitecap Dakota First Nation



A view of the Dakota Dunes Resort, located on the Whitecap Dakota First Nation.

An internet connection has become essential to the fabric of our digital world and modern economy. Its importance is far reaching and allows for the overall success of Saskatchewan residents, communities, and the province as a whole.

This is especially true for Indigenous communities where residents may be more reliant on an internet connection to access critical resources, including economic opportunities, education, and social supports – just to name a few.

Thanks to funding from both the Provincial and Federal Governments—under the Investing in Canada Infrastructure Program—along with a partnership with SaskTel, the Whitecap Dakota First Nation (WDFN) recently became the first Indigenous community in Saskatchewan to be fully connected by fibre optic broadband infrastructure.

“The digital divide within the Indigenous communities is very real, and from a holistic perspective, broadband and technology have little value in a community unless they benefit everyone,” said Kevin Harris, SaskTel Indigenous Business Development Account Executive. “SaskTel was pleased to provide project management resources to bring fibre to the homes, as well as home installs when customers signed up for service.”

Located 26 kilometres south of Saskatoon, the WDFN is a modern and progressive nation with a proud culture and a strong sense of community. WDFN has approximately 600 members – many who live within the community – and has mandated leadership to implement a nation building vision focused on building opportunity and strengthening community.

“I am thankful to both the federal and provincial governments for their contributions to this significant investment into our community,” said Whitecap Dakota First Nation Chief Darcy Bear. “With the COVID-19 pandemic, we have had to navigate through a number of challenges in how we provide services to our members. It has been a pleasure working with SaskTel to implement the solutions that work best for our community.”

As a result of this collaborative investment, the local primary health centre, band office, business park, public works, as well as over 160 households in the community can receive internet speeds significantly faster than what was previously available.

# Our Next Generation of Employees

## SaskTel and SIIT Scholarships Help Indigenous Students Pursue their Careers



Tasmin Petrowsky (l), Kristan Pelletier (c) and Barbara Venne are the latest recipients of the SaskTel and SIIT scholarship.

Education remains the path many choose as they pursue their dreams for the future.

While the costs associated with education have risen steadily over the years, SaskTel is able to add assistance for students through several different scholarships. Included in these is a scholarship program that was created in partnership with the Saskatchewan Indian Institute of Technology (SIIT).

These scholarship programs were created for First Nations and Metis students. Like all SaskTel scholarships, these are important to support youth and to help build a pipeline of talent for future jobs in our company.

This particular program includes three scholarships valued at \$1,500 each. The scholarships were created to encourage Indigenous students to pursue post-secondary education in fields directly related to telecommunications. They are contingent upon recipients proceeding to or participating in a full-time two-year diploma program related to telecommunications.

Two of the latest recipients of the SaskTel and SIIT scholarship are Tasmin Petrowsky and Kristan Pelletier.

Tasmin is currently working on her Business Diploma from SIIT.

"After that happens, I plan on moving over to the University of Regina to get a Bachelor's Degree in Business Administration," she said. "I am so very grateful to be picked for this scholarship. As a full-time student who also balances working and family life, this scholarship will allow me to take some time off work to focus on my studies and my family. I feel inspired to do well in my courses and I am excited to finish this semester on a positive note."

Kristan has more entrepreneurial ideas for her future.

"After graduating from my studies, I would like to open my own Indigenous arts shop," said Kristan. "My goal is to include a workshop to share knowledge, and ensure future generations have the space and tools they need to learn and grow."

Like Tasmin, Kristan is excited about receiving the scholarship.

"Being selected is incredibly meaningful to me because it is rewarding to be acknowledged for the efforts I put into my studies," she said.

The third scholarship recipient is Barbara Venne who is also working towards a Business degree.

While the scholarships are part of SaskTel's continued commitment to youth in our province, they are also part of a larger Indigenous strategy at SaskTel.

SaskTel strives to have a representative workforce that is reflective of our province's demographic. The scholarship program provides an opportunity to support and connect with high potential Indigenous students that are seeking employment in our industry.

# SaskTel Awards

SaskTel receives several awards each year for its involvement in the community and the way it runs its business.



# The Next Wave

## SaskTel Named One of Canada's Top Employers for Young People



Georgia Iannone (l) and Jesse Schmitz are at the beginning of their careers with SaskTel.

To find success as a company, SaskTel relies on skilled individuals from all walks of life.

Our younger employees are an important part of what breathes fresh life into the next wave of SaskTel talent.

"SaskTel believes that one of Saskatchewan's greatest assets is the ingenuity and energy of its next generation workforce," said Amy Richardson, HR Manager – Strategic Workforce Planning.

"Additionally, as the workforce changes rapidly across North America, labour shortages are being forecasted. Closer to home, a growing group of eligible retirees are preparing to exit the labour force."

Fortunately, SaskTel has been preparing for the workforce of the future.

"SaskTel is in the enviable position of being an employer of choice within the next generation of career-focused candidates, simply because of our programs and initiatives aimed at engaging, attracting, including, and retaining youth in our workforce."

One of those employees is Jesse Schmitz. Jesse is a DC Power Engineer-in Training who has been with SaskTel since 2021. He had a firsthand view of what a career at SaskTel could be like after working a few work terms with the company.

"I worked for SaskTel as a summer student when I was at the University of Regina," he said. "I built a lot of great relationships here and was able to learn and grow so much as an engineer. There was an opportunity to come back to SaskTel after a few years in private industry and I took it."

Jesse said SaskTel's focus on employee growth was

something very important to him.

"SaskTel really cares about the development of employees," he said. "In the short time I have been here I have had the opportunity to attend several training courses, both internal and external."

"In addition, SaskTel offers a great work-life balance and seems to care a lot about the happiness of its employees. For the most part, my work has not bled into my personal life, allowing me to focus on things in my personal life like my relationships and travel. I have friends working for other companies that struggle to separate their work from their life."

Jesse's job fits well into where he wants to be at this early stage of his career.

"SaskTel is an exciting place to be for young engineers," Jesse said. "I'm able to be at the forefront of new technologies that are being brought into the province. Because of that I am getting so much experience that will help me in my career going forward."

Like Jesse, Georgia Iannone, had a unique perspective of SaskTel as a co-op student before joining the company permanently as a Marketing Analyst in 2021.

The Business Administration grad said pursuing a career with SaskTel is something that came naturally.

"SaskTel has such a positive name in the community," said Georgia. "If you live in Saskatchewan, you know someone who works or has worked at SaskTel and has great things to say."

Georgia said that as a younger person with an eye on her future, she appreciates the opportunities and growth potential offered by SaskTel. Beyond that, working here also offers the opportunity to work for a company that aligns with her values, creating a connection that goes beyond her everyday work.

"I'm happy to work at a company that champions Saskatchewan and embodies the prairie values of this province," she said. "It's nice to see the work being put into environmental responsibility, local charities and sponsorship that SaskTel does year after year."

SaskTel's efforts regarding young people were recently recognized by MediCorp for being one of Canada's Top Employers for Young People.

"We're proud to be recognized among Canada's top employers for young people like Jesse and Georgia who are just starting their careers," said Amy. "We value the contributions of all our employees, and we'll remain committed to investing in and growing our people."

# Contact Us

Website: [sasktel.com](https://sasktel.com)

Phone: 1-800-SASKTEL (1-800-727-5835)

Email: [sasktel.com/about-us/contact-us](mailto:sasktel.com/about-us/contact-us)

Twitter: @SaskTel

Facebook: [facebook.com/SaskTel](https://facebook.com/SaskTel)

Instagram: @SaskTel



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