



Breathing life  
into Saskatchewan

**SaskTel** 

2015/16 CORPORATE SOCIAL RESPONSIBILITY REPORT

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CSR themes	Importance	Awards/Partnerships
<i>Customer</i>	To deliver on our mission, we must provide the best customer experience through our superior network, exceptional service, advanced solutions and applications.	Achieved the highest ranking in customer care across Canada among wireless carriers in the J.D Power 2015 Canadian Wireless Customer Care Study.
<i>Employee</i>	Employees are the key to SaskTel's success. They live, work, raise families and volunteer around our province.	Won several "top employer" MediaCorp awards.
<i>Community Investment</i>	SaskTel is an integral part of the social fabric of the province and will continue to support the people of Saskatchewan.	Partnered with 1041 not-for-profit and charitable organizations.
<i>Environment</i>	As a good corporate citizen, we always consider how we can protect biodiversity in our province.	Named one of Canada's Greenest Employers by Mediacorp Canada Inc. for the 7th consecutive year.
<i>Economy</i>	SaskTel is a fabric of economic life in the province - we invest locally, our employees live here and our solutions help improve the standard of living.	SaskTel's LTE network ranked as one of the fastest among 185 carriers in the world.



## President's message

It was more than 100 years ago – in 1908 – when SaskTel first made it possible for Saskatchewan residents to communicate in a new way using the telephone. In such an era, that first telephone call by any resident of Saskatchewan opened doors of opportunities that were never available before - residents could talk to and share special moments with families across seas; businesses could serve their customers better and governments could provide better services to residents. SaskTel breathed life into the province by giving access to high-quality and affordable services. Today, we are still here, providing superior and innovative solutions to make life easier for the people of Saskatchewan.



Our roots in Saskatchewan go beyond providing a service, as we are an essential part of the social and economic fabric of the province. Our dedicated team of employees live, work, raise families and volunteer here. Therefore, as was the case then, we are committed to ensuring that our efforts help the province to prosper and thrive for the present and future generations.

Corporate Social Responsibility (CSR) has been integrated into how we do business. At every level, SaskTel ensures we balance business priority with sustainability requirements, and in every project, we consider how to enable economic development in the province by providing customers and businesses with the best in-class ICT solutions. When we invest in community programs, we aim to foster social development, and when we invest in our network expansion and upgrades, we ensure that rural and remote communities continue to gain access to our superior solutions.

Excellent customer experience has become the hallmark of SaskTel's business operations and it requires a reliable network. For the reporting period, SaskTel invested \$378.0 million on capital expenditures to improve our customers' experience today, and create opportunities to provide additional enhancements and capabilities in the future. Of the \$378.0 million, \$301.2 million was spent on property, plant and equipment, including; Fibre to the Premise (FTTP); wireless networks (4G, LTE & LTE-TDD); and Access Demand while the remaining \$76.8 million was spent on intangible assets such as customer support systems and spectrum. These are helping the province meet its growth needs – especially the demand for cellular and Internet services.

More importantly, we are investing in expanding services in rural and remote communities. Despite the population size and distribution challenges, SaskTel is committed to ensuring communities have access to our superior network to foster their own development. Of course, addressing these challenges will require partnerships with community leaders and other local businesses. I was proud to see that, through a partnership, 4G was launched in the remote First Nations communities of Canoe Narrows and Jans Bay.



SaskTel president and CEO speaking at the University of Regina at the launch of HetNet.

Although technology continues to make lives easier for Saskatchewan people, it must be used in a responsible way. With the global increase in cyber bullying, SaskTel has worked with community groups to launch the I Am Stronger initiative to

influence the change needed to stop the activities of bullying and cyber-bullying in our communities and online. Our efforts have led to the engagement of young people across the province, with 25 grants totalling over \$23,000 being awarded since its inception.

In this report you will learn about how we are breathing life into the province of Saskatchewan. To us, "breathing life" means helping to enable the province through a dedicated team of local employees, superior customer experience, longstanding community partnerships, respect for the environment and economic development. Most importantly, the report shows how SaskTel is incorporating CSR at all levels as we seek to achieve our vision.

Our success in being a good corporate citizen could not have happened without the efforts of all SaskTel employees. I want to thank the SaskTel Board of Directors, management team and dedicated employees who work hard every day to deliver for our customers.

A handwritten signature in black ink, appearing to read "Ron Styles".

Ron Styles  
SaskTel President & CEO

## About this report

This report discusses SaskTel's sustainability efforts and shows how we are balancing business priorities with being a good corporate citizen. Our approach in this report is based on a 2011 independent analysis on how we could best achieve our CSR goals while aligning with our corporate responsibilities to our customers and our shareholders.

The analysis determined five key areas of focus for our CSR practices:

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

These areas are addressed throughout this report.

SaskTel has also followed the Global Reporting Initiative (GRI) G4 Sustainability reporting guidelines in developing this document, and has been prepared in accordance with the core level guidelines.

## REPORTING TIMELINES

This report covers the period from January 1, 2015 to March 31, 2016, unless otherwise stated.

## CHANGE IN FISCAL YEAR END

The SaskTel Board of Directors approved a change in its year end from December 31 to March 31. SaskTel's transition period is the fifteen months ended March 31, 2016. The comparative period is the 12 months ended December 31, 2014. The new financial year will align the Corporation with its sister Crown Corporations and the Government of Saskatchewan.

## FORMAT

Since our effort involves protecting the environment we will not be printing a copy. The report is available at [www.sasktel.com](http://www.sasktel.com)

## STAKEHOLDER ENGAGEMENT

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

## Who we are

SaskTel is the leading Information and Communications Technology (ICT) provider in Saskatchewan, with over \$1.2 billion in annual revenue and approximately 1.4 million customer connections including over 614,000 wireless accesses, 404,000 wireline network accesses, 266,000 Internet accesses and over 107,000 maxTV™ subscribers.

SaskTel and its wholly-owned subsidiaries offer a wide range of ICT products and services including competitive voice, data and Internet services, wireless data services, maxTV services, data centre services, cloud-based services, security monitoring services, advertising services, and international software and consulting services. SaskTel and its three wholly-owned subsidiaries have a workforce of approximately 4,000 full-time equivalent employees (FTEs). For more information, please visit SaskTel at [www.sasktel.com](http://www.sasktel.com).



At our core is a vision to be the best at connecting the people of Saskatchewan to their worlds. We believe that in order to achieve this vision, we must continue to be a good corporate citizen by investing in the local community, balancing our operations with environmental protection, delivering the best customer experience and creating a space where our employees can learn and grow.

### VISION, MISSION AND VALUES

#### Our vision

To be the best at connecting people to their world.

#### Our mission

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

#### Our values

##### Honesty

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

## Integrity

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

## Respect

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

## CSR AND THE BUSINESS STRATEGY

Changing competition and customer expectations require SaskTel to leverage key differentiating factors such as being local, and our commitment to both community investment and economic development. By leveraging these factors, SaskTel shows we understand what our customers value to make their lives easier and ensure we are right there to help enable these.

Our CSR approach will help us deliver value in revenue growth, operating efficiency, risk management and strategic alignment through our five strategic priorities:

- **Customer** – Deliver an outstanding customer experience.
- **Infrastructure** – Continue to build a converged intelligent broadband network.
- **Financial** – Maintain financial sustainability through profitable revenue growth and continuous improvement.
- **Workforce** – Evolve and align our workforce to achieve our business goals.
- **Processes/Systems** – Transform our processes and systems to enhance the delivery of products and services.

## GOOD GOVERNANCE AND ETHICAL LEADERSHIP

The SaskTel Board of Directors has implemented a comprehensive set of Corporate Governance practices and is committed to clear disclosure of those practices in accordance with current best practice disclosure standards. On June 30, 2005, the Canadian Securities Administrators (CSA) National Policy 58-201 on Corporate Governance Guidelines and National Instrument 58-101 on Governance Disclosure Rules came into effect. The SaskTel Governance Committee has reviewed the Guidelines with a view of adapting the Board's governance practices to meet the Guidelines, where appropriate. Although SaskTel is not required to comply with the CSA governance guidelines, the Corporation has used them to benchmark its corporate governance practices. To learn more about SaskTel's commitment to corporate governance, please refer to the [2015/16 annual report](#).

### Crown corporation status

SaskTel is a crown corporation that was established through legislation. The corporation falls under the ambit of the Crown Investments Corporation of Saskatchewan (CIC), a holding company for all Crown Corporations, with the authority to supervise SaskTel in the interest of all Saskatchewan residents. As a result, SaskTel has to follow government regulatory procedures which enables it to have a strong governance structure in place.

## Keeping customers connected

Our customers come first as we aim to provide the best experience through our superior networks, exceptional service, advanced solutions and applications. With a proud history of more than 100 years in the province, SaskTel continues to grow and evolve to deliver innovative solutions to our customers. As a result of our efforts, in early 2016, SaskTel's LTE network was ranked as one of the fastest among 185 carriers in the world.



### NETWORK OF THE FUTURE

SaskTel continues to deploy powerful next generation technologies to better serve the people of Saskatchewan and grow the economy. Our commitment to Saskatchewan people is evidenced through our ongoing capital investments to improve the customer experience across the entire province. Between January 2015 and March 2016, SaskTel invested \$36.6 million towards 4G/LTE Wireless growth and demand, and \$85.1 million on basic network growth and enhancements.

### Investments in northern communities

Access to broadband and mobile infrastructure is fundamental for northern customers and businesses to recognize the benefits of the digital economy. Communities are better placed to bridge the digital divide and to access e-services in key areas such as health care, learning, business development and banking. Throughout the reporting period, SaskTel continued to make investments in our provincial network infrastructure to extend access to many northern and First Nations communities.

### CUSTOMER EXPERIENCE

Customers require a reliable service to make their lives easier, and SaskTel continues to offer a seamless customer experience through our superior network. In the 2015/16 period, we continued to invest in more self-service options to give customers more control over their billing and payment.



Our employees are also integral to our customer experience strategy. With an increased focus and discipline, they are doing it right the first time, getting things fixed quickly and making things easier for customers. As a result of our efforts, SaskTel achieved the highest ranking in customer care across Canada among Wireless carriers in the J.D Power 2015 Canadian Wireless Customer Care Study.

A few highlights of our customer experience achievements include:

- **Improved interactive voice response (IVR) system** - SaskTel introduced a new IVR with enhanced features to improve the customer experience.
- **Wireless customers get new billing system** - In May 2015, SaskTel launched a new billing system to give customers access to a simplified bill that is streamlined and easier to understand, along with the ability to manage data caps and spending limits more efficiently.

- **Pay with your phone** - In April 2015, SaskTel partnered with EnStream to launch a new mobile payment solution allowing customers to make purchases simply using their mobile device and banks mobile payments application.



### Safeguarding customer personal information

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

### Customer and market diversity

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

### Aboriginal Customer Services team

The Aboriginal Customer Services team is staffed by long-serving Aboriginal employees, who provide excellent customer service and develop strategic business partnerships. This team provides the opportunity to learn about technology and how to use it in their communities – including schools, health clinics and band offices.

### Customer feedback mechanisms

We want to make it easy for customers to get and stay in touch with us. There are several ways customers can provide compliments or concerns to SaskTel:

- At 1-800-SASKTEL (1-800-727-5835), feedback is captured in a database and handled by the appropriate workgroups within SaskTel.
- Customers can also call the Commissioner for Complaints for Telecommunications Services (CCTS). CCTS is an agency independent of the telecommunications industry, whose mandate is to resolve complaints of individual and small business retail customers about their telecommunications services.
- Complaints regarding regulated services are dealt with by the Canadian Radio-television and Telecommunications Commission (CRTC), an independent agency of the Government of Canada responsible for regulating the activities of SaskTel and other telecommunications companies.
- Customers can also follow SaskTel on Twitter and Facebook to get regular updates and contact us with questions

### Disability accessible products and services

SaskTel services for individuals with disabilities include Message

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

### Accessibility on our website

The SaskTel website is one of the key places for customers to access information about our products and services. As demand for more over the web self-service options increase, SaskTel is working to ensure that all groups of customers can access the site. As a result, we follow the guidelines and standards for accessibility as outlined in the [Web Content Accessibility Guidelines \(WCAG\) 2.0](#) created by the [World Wide Web Consortium \(W3C\)](#).

### Community consultations

Even as we work to enhance the economic and social life of Saskatchewan people, we are engaging with communities to ensure we provide the best experience to meet their expectations. Through the Community Participation Model, communities may request an additional cell tower or High Speed Internet service. SaskTel then works with the community to develop proposals and seek the appropriate funding.

### APPROACH TO SUPPLIERS AND PROCUREMENT

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

SaskTel also provides under-represented communities and local organizations with equitable opportunities to compete for procurement opportunities. This enables small and medium

enterprises to create economic development in their own communities. In the 2015/16 period, **73% of our suppliers** were located in Saskatchewan.

2015/16 procurement statistics	
Total count of suppliers invoiced	4152
Total supplier spend	\$ 1.13 billion
% of suppliers located outside of Canada	7% (284/4152 TOTAL SUPPLIERS)
% of suppliers located in Canada outside Saskatchewan	20% (832/4152 TOTAL SUPPLIERS)
% of suppliers located in Canada outside Saskatchewan	73% (3036/4152 TOTAL SUPPLIERS)

When evaluating proposals, SaskTel takes into account many different factors. These typically consist of non-financial capabilities such as people, products, quality, services, transition plans and corporate social responsibility. When registering with SaskTel, suppliers are prompted to answer a series of questions related to CSR. The questions cover a variety of topics such as diversity and inclusion, environment, health, and safety. Although the questions are not mandatory, suppliers are encouraged to complete them. SaskTel may also include questions related to diversity in our Requests for Proposal (RFP) - depending on its nature.

### Crown Aboriginal Procurement Advisory panel

SaskTel continues to work with our stakeholder, the Crown Investment Corporation (CIC), to create equitable opportunity for Aboriginal businesses to participate in procurement tenders for outsourced goods and services required by all Crown Corporations.

SaskTel has worked with the Aboriginal Procurement Advisory Panel to develop a database of Aboriginal owned and operated businesses. When cross-referenced with SaskTel's current business database, it is possible to identify a number of Aboriginal businesses

that SaskTel has already done business with. The database helps SaskTel to more easily identify potential opportunities for Aboriginal businesses on future tenders.

### Dealer networks

SaskTel has an extensive network of dealers in Saskatchewan, making it easy for customers to purchase and learn more about our products and services. The Dealer Network is also a way to support Saskatchewan's small businesses.

Currently, SaskTel products are sold and supported through 61 dealers who have a combined 124 store locations in 46 communities throughout Saskatchewan.

### SaskTel dealer network

	Dealers	Locations
Regional Dealers	56	112
National Dealers <sup>1</sup>	5	12
<b>Total</b>	<b>61</b>	<b>124</b>

### External customer experience awards

- SaskTel achieved the highest ranking in customer care across Canada among wireless carriers in the J.D. Power 2015 Canadian Wireless Customer Care Study.
- J.D. Power ranked SaskTel highest in both television and Internet service customer satisfaction in the West region for a third consecutive year.
- SaskTel ranked number one in overall network quality for the West Region in J.D. Power wireless quality study.
- J.D. Power ranked SaskTel second for wireless purchase experience satisfaction across Canada.

<sup>1</sup>The National Dealers are Best Buy, iWorld, Tbooth, Wireless Wave, Wireless Etc

### Into the Fire: Employee continues SaskTel tasks during wildfires

If you work for SaskTel, you know that the corporation's main priority is to serve our customers well and keep them connected wherever they live, work and raise families. We have worked hard to foster a culture that inspires employees to take their role seriously in serving our vision to "be the best at connecting people to their world."

Most days, and for most employees, the focus on keeping customers connected is part of the job description. Working with your team and managers, you do your part to ensure that the end customer is served by the best networks, exceptional service, advanced solutions and applications that they have come to expect from SaskTel.

But some days that task is a bit more complicated and the job description goes up in smoke. What do you do when forest fires are blazing all around, you are the last technician north of the fireline and the roads are blocked – preventing your co-workers from bringing in the back-up generator you need to keep essential communications going?

Easy – you pick up a hose and start fighting the fire. Barry Roberts, Customer Service Technician in La Ronge, never hesitated. It was late June 2015. More than thirty fires were burning in Saskatchewan's forests – one of them twice the size of Saskatoon. The town of Sucker River, near where Barry joined the fight, was at risk and the residents were being evacuated.

Roberts lives in Stanley Mission, one of the communities eventually evacuated, so when the fires began it made sense for him to stay near home and try to keep communications operational. "We decided I should deal with SaskTel work north of the fires, as well as any power outages that might have occurred that would affect SaskTel infrastructure north of La Ronge."

Rising winds made short work of that plan. "At one point during the worst of it, I was to meet my coworkers in Sucker River – they were bringing a back-up generator. We needed to keep the power going.

But then the road closed and they couldn't come through from La Ronge." That was when he decided the best thing he could do would be to join the firefighting crew. "There were many volunteers fighting the fires, including a First Nations crew. Before joining SaskTel, I had experience in firefighting, so I joined them. I grew up with a lot of these guys so it was kind of a reunion, although I could think of better circumstances to get together."

During the weeks to come, more than 13,000 people from communities across the north would be forced from their homes by the blaze and transported to temporary quarters in Saskatoon and Regina, in the biggest evacuation effort in the province's history. As things turned out, communications remained open for the most part, and the Town of Sucker River was spared. Residents there credit the efforts of Barry and the others who stayed behind and worked with shovels and hoses to protect their homes.



A group of volunteer firefighters, including Barry Roberts, gather to help fight the fires in Stanley Mission.

## A positive employee culture

SaskTel employees are part of the fabric of the province, representing the diversity and culture of Saskatchewan. They are our strength and help to deliver an outstanding customer experience. Right around the province, you will find them working, raising families and volunteering.



Our employees bring a breadth of knowledge and skills to work every day. To enhance the employee experience, SaskTel has placed special focus on creating an internal culture that defines who we are and the energy needed to deliver for our people, customers and businesses.

Our knowledgeable and dedicated team of employees are local and work hard to improve the economic and social life in the province. By constantly investing in our employees, SaskTel is helping to improve Saskatchewan's standard of living. This results in a workforce that reflects the diversity of the province and a work environment where every employee has an opportunity to learn and grow.

Through increased engagement and communications, we help all employees align to the elements that build a strong culture, no matter where they sit. We also continue to invest in initiatives to ensure they understand our sustainability efforts. These include environmental training, culture and engagement initiatives and wellness programs. This means that all employees understand the importance of balancing business priority with CSR.

OUR TEAM

SaskTel culture principles

Our People Are Our Strength	We Deliver Outstanding Customer Experience	We are Accountable and Responsible
<p><i>We are SaskTel.</i> 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.</p>	<p><i>We build customer loyalty.</i> We make every customer interaction a positive one making lasting impressions with our customers.</p>	<p><i>We are proud.</i> We honour our past, celebrate our present and build our future.</p>
<p><i>We are a team.</i> We run our business together, knowing that each of us has a role to play in the overall success of SaskTel.</p>	<p><i>We go above and beyond.</i> We listen to our customers and make their overall experience one that sets us apart from others.</p>	<p><i>We are accountable.</i> We hold ourselves and our teammates accountable for our actions. We make decisions that benefit SaskTel financially, socially and environmentally.</p>
<p><i>We are representative of the province we serve.</i> We embrace our diversity as a business strength, and value the individuality that each of us brings to the table.</p>	<p><i>We take ownership.</i> 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.</p>	<p><i>We are part of our community.</i> We take great pride in the role we play as community partners. Our efforts both inside and outside of work makes Saskatchewan a better place for all. Our community depends on us to keep them connected to their world.</p>



Number of employees

	Permanent		Temporary		Part-Time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
<b>Management</b>	486	293	1	4	2	19	489	316
<b>Union</b>	1354	973	42	54	285	323	1681	1350
<b>Total</b>	<b>1840</b>	<b>1266</b>	<b>43</b>	<b>58</b>	<b>287</b>	<b>342</b>	<b>2170</b>	<b>1666</b>

Age of employees

	Permanent		Temporary		Part-Time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
<b>Under 30</b>	3.7%	1.5%	0.6%	0.5%	3.2%	3.1%	7.5%	5.1%
<b>30-50</b>	26.9%	15.8%	0.5%	0.9%	3.9%	4.9%	31.3%	21.6%
<b>Over 50</b>	17.4%	15.7%	0.0%	0.1%	0.4%	0.9%	17.8%	16.7%
<b>Total</b>	<b>48.0%</b>	<b>33.0%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>7.5%</b>	<b>8.9%</b>	<b>56.6%</b>	<b>43.4%</b>

Total hires as a % of all hires (includes summer and co-op students)

	Permanent	Temporary	Part-Time	Total
<b>Under 30</b>	5.0%	30.4%	30.6%	66.0%
<b>30-50</b>	7.1%	4.2%	20.5%	31.8%
<b>Over 50</b>	1.1%	0.4%	0.7%	2.2%
<b>Total</b>	<b>13.2%</b>	<b>35.0%</b>	<b>51.8%</b>	<b>100.0%</b>

ENGAGING WITH UNIONS

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

**DIVERSITY AND INCLUSION**

The way we do business values diversity. Our workforce comprises of men and women, seasoned veterans and recent graduates, married people and singles, people who were born in Saskatchewan and people who moved here from other parts of Canada or from other countries. This ensures that each employee brings a unique combination of background, experience and perspective to the job.

**Diversity representation**

SaskTel has established a Diversity and Inclusion Framework to achieve a level of participation and support for diversity that will result in the removal of employment and participation barriers experienced by those from diverse backgrounds. The framework integrates diversity and inclusion into all aspects of SaskTel’s business to achieve our corporate objectives. SaskTel’s Diversity and Inclusion Framework is not a program that will be accomplished in a short period of time, and will require a long term efforts across the organization at every level.

	Aboriginal	Visible Minority	Disability
<i>Permanet</i>	9.0%	6.9%	10.0%
<i>Non-Permanent</i>	11.6%	17.3%	9.3%
<b>Total</b>	<b>9.4%</b>	<b>8.7%</b>	<b>9.9%</b>

**Aboriginal Peoples**

Since 2004, SaskTel has seen our total Aboriginal representation rise within our organization, to 9.4% at the end of March 2016, up from 5.5%. An area of significant pride and focus for SaskTel over the last decade is the advancement of Aboriginal employee representation in technical and professional fields. This has been accomplished through the work that we have done in building significant

relationships within the Aboriginal community and promoting technical career paths in secondary and post-secondary institution.



**Persons with disabilities**

As with our Aboriginal representation within SaskTel, persons with disabilities represent an under-represented group that has seen marked improvement in inclusion across all areas of our organization over the first stage of SaskTel’s Representative Workforce Strategy. In just six years, SaskTel has seen an increase in disability representation to 9.9% at the end of March 2016 up from 5.7% in 2004.

**Women**

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



Jessica Duerr from the facilities management team

The use of NOC codes allows SaskTel to report the percentage of women hired into under-represented roles to our stakeholders in a consistent manner and align our equity targets with those that are being set out by Saskatchewan Human Rights.

### Members of visible minorities

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

### ATTRACTION AND RECRUITMENT WITHIN DIVERSITY GROUPS

SaskTel continues to grow the level of representation of diverse groups within our organization to be comparable to that of the provincial demographics. We do this through a variety of partnerships and programs that allow us to hire strong candidates

when identified. In the 2015/16 period, due to our efforts in diversity recruitment, we were recognized as one of Canada's Diversity Employers for the fifth time by Mediacorp Canada Inc.

Work continues on the front lines in attracting and recruiting a representative workforce, mirroring the demographics of the changing provincial population. Employee networks, community investment and socially driven activities such as YOUTHnetwork initiatives and secondary and post-secondary partnerships work to complement 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, despite a very competitive industry for the skills and knowledge we require.

In support of these aggressive targets, SaskTel's Selection and Staffing team has evolved its recruitment strategies to establish key community partnerships that will assist in connecting with the students that we are seeking to employ.

### SaskTel's Supported Employment program

It's no secret that people with disabilities have been a traditionally under-employed group, and individuals with cognitive disabilities are amongst the least gainfully employed group of citizens. 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.

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 through job coaching as he or she is integrated into the workplace. SaskTel's Human Resources Department works with each individual and their coach to identify a candidate's skill set and then seeks out possible areas of the organization that could benefit



Jordan is one of the 12 individuals hired under the Supported Employment Program

from their talents. If a meaningful employment opportunity can be identified through this process, SaskTel's Human Resources Department works with the Unifor union to carve out an opportunity.

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. To date, SaskTel has provided employment to 12 individuals with cognitive disabilities under the Supported Employment Program. SaskTel continues to work closely with Saskatchewan Abilities Council and the supported employment community organizations they work with.

One of our longest tenured employees marked his five year anniversary under the program in November 2015 and the managing department assumed his headcount and salary effective January 1, 2016. This is a significant benchmark of the program indicating that the program is working well and fulfilling our objective of providing meaningful long term employment to individuals with cognitive disabilities.

A SaskTel representative continues to sit on the 4 to 40 Employer Steering Committee to support individuals with cognitive disabilities entering the workforce as well as employers seeking to employ individuals with disabilities.

Another supported employee at SaskTel was the recipient of the 2015 Al McGuire Award in recognition of his efforts in his transition to employment.

#### 4 to 40 Program Consulting Partner

4 to 40 is an initiative to connect people experiencing disability with forward-thinking employers who embrace a flexible 4 to 40 hour work week. 4 to 40 was created as a partnership between Creative Options Regina (COR) and Campus For All (CFA), University of Regina. COR is a non-profit organization that develops personalized support services for people experiencing disability, while CFA is an inclusive post-secondary educational initiative at the University of Regina.

In 2014, SaskTel became a part of the 4 to 40 initiative as a consulting partner, assisting the program with a greater understanding of the issues and concerns that businesses may be facing with regards to supported employment. As a consulting

partner, SaskTel also reaches out to other organizations and community connections to share with interested organizations SaskTel's current practices in supporting individuals with cognitive disabilities.

SaskTel currently employs four supported employees who are part of the initiative, in a variety of different areas across the organization.

### Regina Open Door Society (RODS) and Saskatoon Open Door Society (SODS)

SaskTel continues to be a strong supporter of the Open Door Societies. The Selection & Staffing team works closely with RODS and SODS to not only provide employment readiness workshops, but also provide work placement opportunities for individuals new to our province. The Work Placement program provides opportunities for external, sponsored individuals to develop job skills through job shadowing, 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.

### YOUTHnetwork

SaskTel believes that the future of our province lies in the hands of the youth who currently walk the halls of our province's high schools. As a corporation dedicated to being a community leader and employer of choice within the province, we believe that we have a role to play in the development of these future leaders.

For over a decade, SaskTel has participated in program development that engages secondary students from across the province, encouraging them to stay in school, consider technology-based

post-secondary education paths and consider SaskTel as an employer of choice. Numerous initiatives within this program have been launched to engage this key demographic of our province, but it is socially focused initiatives that we believe demonstrate our organization's innovation in engaging youth.

The 2015/16 period was a busy time for YOUTHnetwork. With a full slate of career fairs, presentations and engagements involving schools across the province, members of the YOUTHnetwork team logged numerous kilometres and spent countless hours connecting with SaskTel's next generation of consumers and employees as they work toward completing their high-school diplomas and make decisions that will ultimately set their path to future careers within the province.



Hussein Yaqub is an Engineering Student at the University of Saskatchewan who is working at SaskTel for the summer.

### First Nations Employment Centre (FNEC)

SaskTel's relationship with the FNEC in Regina has given our Selection and Staffing team the opportunity to connect with potential Aboriginal candidates seeking employment in service-oriented positions. The Selection and Staffing team has developed

a relationship with the FNEC that allows SaskTel to post positions at their office, provides access the FNEC candidate database and hosts information sessions about upcoming employment opportunities for potential candidates.

### Saskatchewan Abilities Council Partners In Employment Program

Over the past number of years, SaskTel has continued to work with the Saskatchewan Abilities Council to identify high-potential candidates who might be a fit for our organization, but might also require some additional supports to assist them in being integrated into a traditional work setting. Since 2011, the Saskatchewan Abilities Council and SaskTel have worked together to place individuals with cognitive disabilities within the organization through the SaskTel Supported Employment 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 in order to meet the targets established through the Representative Workforce Strategy, primarily focusing on the recruitment of people of Aboriginal ancestry and people with disabilities.

### SASKTEL EMPLOYEE NETWORKS

SaskTel currently has three employee networks to promote and represent the diversity within the company and encourage uniqueness and individuality.



SaskTel NextGEN is a group of SaskTel employees who believe in the future of SaskTel, shaping our generation of leaders through career, employee and community engagement. This group was formed in 2008.



Kidsport and SaskTel NextGEN team

NextGEN strives to improve new employee experiences, provide recognition to employees in the group, create a supportive environment for all employees, create opportunities for networking and collaboration, leverage technology to start driving communication and collaboration, provide intrinsic value and pride, positively influence potential employees and empower employees to take charge of their careers. NextGEN accomplishments in 2015/16 include:

- Kids Sport Fun and Fitness challenge
- Terry Fox Run
- Annual golf tournament for charity
- SaskTel Summer Invasion
- Participate in employee orientation sessions



SaskTel Aboriginal Employees Network (SAEN) is a network of proactive Aboriginal employees working to bring to SaskTel their collective experience concerning relevant issues affecting Aboriginal employees. It encourages a work environment that values and supports Aboriginal employees by promoting SaskTel as an employer of choice among Aboriginal peoples. It is SaskTel's oldest Employee Network, having been established over 20 years ago.

On October 20, 2015, SaskTel was recognized for its hard work in demonstrating commitment to advancing the opportunities of Aboriginal peoples at the Aboriginal Government Employees' Network (AGEN) 23rd Annual General meeting and conference in Regina. SaskTel was this year's recipient of the AGEN Achievement Award, which is given to ministries and Crowns that have increased Aboriginal participation in Saskatchewan's economy through recruitment, retention and advancement of Aboriginal people within their respective organizations; and in establishing a corporate commitment to Aboriginal people, the organization actively engages in Aboriginal business and employment opportunities.

SAEN accomplishments in the 2015/16 fiscal year include:

- An Elder is available at every meeting for Prayer and teachings as well as One on One meetings with members throughout the year.



- An ongoing Hygiene Kit initiative where SAEN members collect items such as shampoo, conditioner, soap, shaving cream, razors, etc., and donate them to SWAP (Street Workers Advocacy Project) and Carmichael Outreach.
- A greeting card art contest is held annually in partnership with SaskTel's YOUTHnetwork. The contest is held with SaskTel partner high schools such as Nutana Collegiate, Mount Royal Collegiate and Scott Collegiate. Five winners are selected and their art work is turned into greeting cards which are promoted and sold throughout the year. 100 percent of the proceeds goes back to the partner schools to purchase supplies for their art programs.
- Warm Your Community is a collaborative initiative between SAEN and the SaskTel Pioneers involving collecting donations of gently used children's winter clothing for not-for-profit, community-based organization located in Regina.
- A Christmas Toy Drive led by SAEN, SEND, NextGEN and the SaskTel Pioneers to collect new or gently used toys and miscellaneous items for students at Thomson Community School.



SaskTel Employee Network on Disability (SEND) is a network of proactive SaskTel employees who work collectively to support the inclusion of people affected with a disability within SaskTel.

SEND strives to assist in attaining a representative, inclusive and respectful work environment. SEND's mission is to provide a forum to support all people at SaskTel affected by a disability, to act as a resource for SaskTel, to understand disability issues and implement inclusive programs, products and services. In 2015, SEND celebrated its tenth anniversary.

SEND accomplishments in 2015/16 include:

- Worked with SaskTel Information System department to ensure all external suppliers follow wheelchair accessibility guidelines (WCAG) before bringing products into SaskTel.
- Assisted with a pilot project at the Customer Support Center where two St. John Ambulance therapy dog teams volunteered their time once a week for an hour.
- Held numerous lunch and learns on a variety of subjects, such as Schizophrenia, autism and dementia.
- Members of SEND hold various positions on provincial disability boards, including the Saskatchewan Voice of People with Disabilities, Disability Income Spending Coalition, Saskatchewan Assured Income for Disability and Tetra Society of Saskatchewan.
- Members are advocates and ambassadors on various disability subjects, such as MS and CNIB.

## EMPLOYEE HEALTH AND SAFETY

The safety and well-being of our employees remains a top-priority even as we work to deliver the best experience for customers. SaskTel believes that a commitment to safety needs to be shared among all employees, contractors and other third parties working on behalf of SaskTel and must be considered when making all business decisions.

To this end, SaskTel will:

- Ensure a safe and healthy work environment based on employee engagement and communication of SaskTel's safety program.
- Provide necessary supervision, training and equipment to uphold SaskTel's safety program.
- 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.
- Work with Workplace Health and Safety Committees to resolve safety issues.
- Eliminate or minimize hazards or risks that may result in injury, illnesses, service interruption, property damage or loss.



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

Category	Injury Rate (IR)	Occupational Disease Rate (ODR)	Lost Day Rate (LDR)	Fatalities for period (Jan 2015-Mar 2016)
<i>Rate for 15 month period per 1 employee</i>	1.38	0	6.23	0

### SaskTel Employees' Personal Problem Program

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

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

### Therapy Dog Trial

SaskTel is always looking for new ways to promote employee wellness. In 2015, SaskTel completed phase one of a three-month Therapy Dog trial in our Customer Support Centre. Volunteers from the St. John Ambulance therapy dog teams spent either a 10 minute one-on-one session at the request of an employee or interaction with staff as they walked around the floor. The feedback on the trial was exceptionally positive, even from employees that expressed they didn't necessarily care for dogs. Due to the success of the trial, SaskTel will continue in 2016 with another trial in a different department (to be determined).

### EMPLOYEE TRAINING AND DEVELOPMENT

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

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

SaskTel also offers a Voluntary Out-of-Hour Educational Assistance Program, which provides reimbursement for the tuition and course-related fees of approved out-of-hour education classes. All SaskTel employees are eligible for educational assistance, and the program applies to both job-related and career-related courses.

Some of the new learning opportunities we offered in the 2015/16 period included the following:

- **Technical** – SaskTel continued to concentrate on technical learning and development in 2015, augmenting a strong focus on transforming the business to an ICT (Information Communication and Telecommunications) company. We rolled out seven online courses and four classroom courses around specific Network Transformation technologies and topics. Since 2013, we have designed, developed and delivered 23 courses specific to ICT and had 10,044 total participants in the courses
- **Leadership and Business** – SaskTel continues to offer a wide variety of learning opportunities to support personal and professional growth according to personal career and development goals.
- **Mentorship Program** – In 2015, we re-launched the SaskTel Mentorship Program. As of the end of 2015, there were 27 participants in the program

- New Manager Toolkit** – A new, restricted SharePoint site was created to provide SaskTel managers with management-specific content to help them manage the work, people and financials. The SharePoint site provides just-in-time learning with FAQs, learning resources and a special discussion board forum to dialogue with subject matter experts.

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

**Average hours of training in 2015 per employee by employee category**

Category	Total Number of Employees	Total Hours of Recorded Training	Average hours of Training per Employee
1st level Management	714	1,040.3	1.46
2nd level Management	65	454.27	6.99
Senior Director	10	112.17	11.22
Non- Management	3,033	78,999.14	26.05
Vice President	14	64.5	4.61

**PERFORMANCE MANAGEMENT**

SaskTel’s focus on performance management supports year-round dialogue between managers and employees, and is aimed at strengthening performance and ultimately enhancing business results. SaskTel’s Partnership for Excellence process

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

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



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

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

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

### EMPLOYEE ENGAGEMENT

#### Employee survey

An important way to involve all SaskTel employees in the decision-making process is through the yearly engagement survey. The employee survey was conducted October 2015, and provided an opportunity for all employees to express their views on various aspects of working life at SaskTel. The overall engagement score continues to improve for SaskTel, with a four per cent gain over the 2014 survey results. That is consistent with the North American average.

#### Recognition

##### Alex Award

SaskTel recognizes employees who go above and beyond, not only for the customer but for the business as a whole.

The Alex Awards is an official way to recognize the significant contribution made by an employee, peer or team. It is easily accessible, allowing teams and individuals to be recognized for their efforts in a timely way.

##### Special Service Awards

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

During the 2015/16 period, more than 800 employees celebrated anniversaries for more than 40 years of service.

#### In 2015/15, SaskTel recieved the following external awards:

- SaskTel was named one of Canada's Greenest Employers for the seventh year in a row by Mediacorp Canada Inc.
- SaskTel was recognized as one of Canada's Top Employers for Canadians Over 40 by Mediacorp Canada Inc. for the sixth time.
- SaskTel was recognized as one of Canada's Best Diversity Employers for the fifth time by Mediacorp Canada Inc.
- SaskTel was named one of Saskatchewan's Top Employers for the ninth consecutive year by Mediacorp Canada Inc.

### Parallel Perspectives: Meet two employees at opposite ends of their careers

SaskTel is a diverse and multi-generational workplace; something we were reminded of when we were recognized as one of Canada's Top Employers for Canadians over 40 and for Young People.



Employees Lorraine Sikorski and Cale Schiessler are at two different points in their career at SaskTel, but both share the same passion and pride in working here.

In December, 1978, Lorraine Sikorski received a phone call that would positively alter her life forever.

It was SaskTel calling, offering her a temporary Clerical Support position. When Lorraine accepted, she had no idea that SaskTel was a company for which she would make significant contributions for the next 36 years.

"It's been quite a journey - from reducing congestion on a party line to fibre and wireless technologies that can barely keep up to

customer demand for broadband!" said Lorraine, who is currently Director of Customer Services in Saskatoon.

"SaskTel provides a safe environment for us to grow our potential, and be successful, and gives us an opportunity to give back to others at work and in our communities. All of this while never losing sight of the importance of customer experience to our business success."

Lorraine has had incredible opportunities to work across the province and around the world in areas that were, in their time, uncharted waters for SaskTel.

Cale is currently at the early point in his career where Lorraine was all those years ago. He has been a Customer Service Technician (CST) with SaskTel for just over a year.

"The thing that got me interested in SaskTel in the first place was that I could do a job that's perfect for my skill set," Cale said. "Since I'm a hands on kind of guy and I have good experience with wiring, the CST position was ideal for me."

While it's been a learning experience for him, Cale likes what he sees so far.

"Working out in the field can be more of a challenge than people might think," he said. "And I have a lot of questions, so I'm lucky to work somewhere where I'm surrounded by co-workers who not only answer my questions but are also there to help me when I need it. I like the fact that I can gain experience, build myself up and bid on other positions within the company down the road."

The health and dental benefits he receives have also made a difference for Cale.

"The benefits SaskTel provides me are definitely a factor," he said. "I'm only 18 and I've already got great coverage for my teeth. That's something I wouldn't want to pass up!"

## Longstanding community partnerships

SaskTel remains an integral part of the community. Through longstanding partnerships, we are making a positive difference in the lives of Saskatchewan people.



SaskTel supports a variety of communities, organizations and people across the province through direct sponsorships, outreach programs, educational partnerships and employee-related activities. This approach ensures we connect as many residents as possible around issues that matter to them.

Our strategy has a unique feature of investing in targeted programs to create a real combined impact. It considers the needs of key community groups, our shareholder's strategic objective for the province and our business priority. The end result is a cohesive community relations strategy that enables social development.

With evolving regulation, competition and customer needs, our partnerships with communities and organizations continue to play an important role in increasing and maintaining SaskTel's brand loyalty. A 2015 community perception study revealed that three-quarters of residents have a positive attitude towards SaskTel, which is up from 2013. Additionally, residents continue to value community relations initiatives, stating that their impression would decline if SaskTel was no longer involved in sponsored events.

Community partnerships are an avenue to receive feedback from residents who are working in different areas. We have a team of employees who are in constant dialogue with our community partners to understand and assess their needs. SaskTel is then able to directly integrate CSR efforts into our overall business strategy.

## COMMUNITY SPONSORSHIPS

Our sponsorship programs have a far-reaching impact due to the yearly size of our contribution and the number of community groups impacted. In the 2015/16 period, SaskTel donated \$3,665,043 to 1,041 non-profit and charitable organizations, community associations, venues, events and partnerships. These programs reached a total of 229 communities throughout the province.

These organizations we support spearhead activities related to at least one the four pillars of support:

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

### Supporting Aboriginal cultural traditions and community development

SaskTel also sees the Saskatchewan Aboriginal community as an important partner in the province's development. We remain

committed to not only connect more First Nations communities to the latest technological solutions, but to provide sponsorship opportunities to enable social development. The SaskTel Ancient Pottery program and the SaskTel Aboriginal Youth Award of Excellence are just two of the ways we are investing in First Nations culture and community development.

### SaskTel Ancient Pottery program

Rural Saskatchewan has a rich cultural tradition that should be preserved for the future generations. One such is the ancient pottery practice used by First Nations for many purposes, including medicinal, healing, cooking and recreation.

SaskTel sponsors the Ancient Pottery program to facilitate the understanding of cultural methods in utilizing natural resources. The program is also a perfect history lesson, helping participants to compare modern clay uses with the legends of native people who lived on the prairies.



## The SaskTel Aboriginal Youth Awards of Excellence



SaskTel President and CEO, Ron Styles with the 2015 Outstanding Female Awardee Darian Lonechild.

The SaskTel Aboriginal Youth Awards of Excellence is a long-standing program that SaskTel proudly sponsors as part of a partnership agreement with the Wicihitowin Foundation. Aboriginal youth from across the province are invited to submit applications in ten different categories, including achievement in sports, community service and technology. The 2015/16 period marked the 17th year that SaskTel and the Wicihitowin Foundation have partnered to host the annual event.

### COMMUNITY OUTREACH

Outside of our sponsorship of community groups, we are involved in outreach programs related to different social causes. This is especially important since our employees live, work and raise their families in our province. During the 2015/16 period, SaskTel spearheaded the I Am Stronger and Phones for a Fresh Start outreach programs.

## I Am Stronger

I Am Stronger is SaskTel's social cause working to fight bullying in our local communities and schools.

The program is designed to influence the change needed to stop the activities of bullying and cyber-bullying in our communities and online. As a socially responsible organization, SaskTel acknowledges that the products and services we sell may be used to conduct bullying activities.



The movement consists of four key areas of action: building a community of understanding and support, spreading the word, getting help to those who need it and putting power in the hands of our youth.

### Building a community of understanding and support

This community exists in our neighbourhoods, schools and especially online. The I Am Stronger website serves as a one-stop shop to link student, teachers, families and community members to reliable resources and opportunities. I Am Stronger also has social media presence on Facebook, Twitter and Instagram. Visit us at [iamstronger.ca](http://iamstronger.ca) to find out more and connect with us.

### Spreading the word

I Am Stronger is a year-round bullying prevention campaign. Through provincial schools and community-based organizations, we inform and engage people in a community of support where

they can feel empowered. The I Am Stronger site also includes Ministry of Education professional learning resources for teachers to teach digital citizenship skills or deepen their understanding of gender and sexual diversity.

### Getting help to those who need it

I Am Stronger does not employ counsellors, but instead links youth, educators and parents to organizations and information that can support them to prevent or address bullying or give them someone to talk with when needed. The Ministry of Education also has their student online reporting tool on the I Am Stronger website, which is an anonymous and confidential tool for students to report any incident of bullying.



Lyndsey Pankratz, from SaskTel (center, back) spreads the word about the I Am Stronger initiative to students at Haig School in Weyburn.

### Putting power in the hands of our youth

Partnering with the Ministry of Education, the SaskTel I Am Stronger program offers grants of up to \$1000 for youth-led initiatives that address bullying, cyber-bullying and promote kindness within the province of Saskatchewan. The goal is to empower our youth to

turn their ideas into actions that positively influence social change in schools, communities and online. To date, 25 grants have been awarded totaling \$23,735.



Red Cross Pink Day, proudly supported by SaskTel.

### Phones for a Fresh Start

SaskTel's Phones for a Fresh Start program creatively protects the environment while supporting the most vulnerable. Through the program, SaskTel collects old, used and broken wireless devices from customers across the province, and makes sure that they are properly recycled and diverted from landfills. All proceeds from the recycling process of these wireless devices are used to support SaskTel's community partnership to aid victims of domestic abuse.

Since 2009, the SaskTel Phones for a Fresh Start program has recycled 84,998 wireless devices.

Visit the SaskTel [website](#) for more information on acceptable devices, drop off locations and to learn more about the recycling process.



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

Often, women who flee to shelters leave their abusive situation with nothing. Having a cell phone can provide them with a way to keep in touch with family and friends as well as a valuable asset in an emergency situation. They can also use it once they leave the shelter to help them get established again, allowing them to make calls to arrange for housing, make appointments, etc. Most of these women will not have an established credit rating, therefore making them unable to purchase a phone on a plan.

The program has enabled SaskTel to provide 1,992 cellular phones and \$60,000 worth of prepaid phone cards to women in transition in Saskatchewan.

**EMPLOYEES IN THE COMMUNITY**

**SaskTel Pioneers**

The SaskTel Pioneers were formed in 1947, and provide volunteers an opportunity to offer their time, talents and skills to community

work. Each year, they volunteer about 60,000 hours in 100 ongoing projects. This network of current and former employees have raised approximately \$200,000 annually for Saskatchewan communities and organizations.



Vice President Of Human Resources and Corporate Services Doug Burnett and Pioneers Director Darrell Liebrecht volunteering at Fairy Hill for the Nature Conservatory of Canada.

The SaskTel Pioneers membership is comprised of both current and retired SaskTel employees and the people involved in the activities include both family members and friends. The SaskTel Pioneers have clubs located throughout Saskatchewan.

There are a variety of projects that the Pioneers are involved in that help people everywhere from local communities to national and international projects. Examples of local programs include testing infant hearing at the Regina General Hospital, participating in fundraisers such as the Wish Parade and making Teddy Bears to be given away to children in distress in emergency situations.



On a national and international level, the SaskTel Pioneers are part of a larger organization called the Pioneers. The Pioneers is the largest communications industry-related volunteer organization in the world, and is currently 103 years old. The Canadian Pioneers have programs such as Computers for Schools, and make monetary donations to areas that are involved in some sort of a natural disaster.

Between January 1, 2015 and March 31, 2016, with more than 4,200 members across the province, the SaskTel Pioneers contributed more than \$165,000 in charitable donations and completed more than 49,000 hours of volunteer time to support worthwhile community initiatives. These include:

- Providing access to over 7,000 new books for children in need.
- Helping the Western Development Museum in Moose Jaw rebuild a train platform.
- Providing more than 200 back-to-school kits filled with "special items" for schools in Regina and Saskatoon.
- Donating \$20,000 to the Battleford Trades and Education Centre to help deliver programs with people with disabilities.

- Donating \$10,000 towards the purchase of a Functional Electrical Stimulation Bike for the First Step Wellness Centre in Regina to help with rehabilitation and secondary health complications.

### TelCare

In 1950, SaskTel employees created TelCare to give a helping hand to people in their communities. Employees contribute to the fund through an automatic payroll deduction, and SaskTel donates an additional 50 cents for every dollar raised yearly by employees.

Across the province, the SaskTel TelCare program contributed more than \$196,414 to 67 organizations in 2015/16. Matched by a 50 per cent allocation from SaskTel, the total funds made available equaled \$294,622.

### EDUCATIONAL SCHOLARSHIP PROGRAMS AND PARTNERSHIPS

SaskTel believes strongly in the power of partnership, in particular when the partners are an innovative group of organizations and institutions that see the potential in developing opportunities with youth from diverse backgrounds. We have partnered with a number of secondary and post-secondary schools in various communities and through various initiatives across the province. These partnerships often combine direct sponsorship, scholarships and recruitment efforts, ensuring that youth have an opportunity to move into fields that are related to the ICT industry.

### Scholarships

SaskTel encourages individual capacity development of provincial youth, and creates opportunities for students to continue their studies by supplementing the cost of their enrollment in post-secondary institutions. The chosen scholarship recipients are typically high performing students studying in fields related

to SaskTel’s lines of business at an accredited institution in Saskatchewan. Scholarship recipients are also given priority for summer student opportunities.

In the 2015/16 period, SaskTel invested more than \$37,000 in educational scholarships. The awardees for the period came from a variety of disciplines including computer science, business administration, law and engineering

Scholarship	Criteria
SaskTel Scholarship SaskTel Program	Eight SaskTel scholarships awarded annually at \$3,000 each. One of the eight SaskTel scholarships is awarded to a SaskTel employee or immediate family member of a SaskTel employee in honor of long-time employee, Gord Kuhn (Gord Kuhn Scholarship).
SaskTel / SIIT Scholarship Program	In partnership with Saskatchewan Indian Institute of Technologies (SIIT), three scholarships are awarded to SIIT students annually at \$1,500 each.
SaskTel Métis Scholarship Program	In partnership with Gabriel Dumont Institute – Training & Development, eight SaskTel Métis Scholarships are awarded annually to Métis students at \$2,000 each.

Visit the SaskTel [website](#) for more information on available scholarships.

**High school partnerships**

We see the SaskTel/high school partnerships as having the ability to enhance SaskTel’s long-term recruitment strategy, providing us with the opportunity to build a pipeline of talent. We will be able to build and maintain long term relationships as students move through the different phases of their education, and engage students with SaskTel’s YOUTHnetwork, as well as directly with employees from individual departments and recruiters from Selection and Staffing.



**Nutana Collegiate**

SaskTel has had a long-standing relationship with Nutana Collegiate for over 20 years. They are involved in numerous SaskTel programs including the I Am Stronger anti-bullying social cause, the YOUTHnetwork summer hire program, as well as community and volunteer events. During the 2015/16 period, SaskTel participated in different mentorship activities with five students.

The program connects the students with SaskTel volunteers and employee mentors. Mentors meet with teachers and staff of the school as a basic introduction to the unique nature of Nutana’s educational programs. During the program, the students learn about different career opportunities while participating in various social and educational activities. Nutana students also participate in many activities that increase their exposure to other opportunities both in the school and in the community. The program runs from October to June.



**Yorkton Regional High School**

SaskTel and YRHS share similar philosophies in providing youth with real-world applications in the classroom. In 2014, SaskTel and Yorkton Regional High School (YRHS) signed a three year Memorandum of Understanding to work together to identify and foster career development opportunities for YRHS students. In addition to delivering pre-employment workshops, SaskTel provided summer internship opportunities to students in the Electronics and Electricity Program to provide direct work experience in a career in the telecommunications industry.

In the 2015/16 period, two students from the Yorkton Regional High School program were hired into full time summer student positions at SaskTel.



### Regina Public School Board & Campus Regina Public

SaskTel's partnership with Campus Regina Public is entering into its third year.

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

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

Students engage in learning opportunities with others who share their passion for a specialty field of study, which better supports their learning as they prepare for the transition to post-secondary

studies and the workplace. As an industry partner, SaskTel provides the following:

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

In the 2015/16 period, three students were hired into summer positions and received valuable work experience.



### Scott Collegiate

SaskTel's partnership with Scott Collegiate in Regina is now in its 20th year. SaskTel provides an annual contribution of \$5,000.

During the period, six students from Scott Collegiate participated in eight weeks of mentorship. SaskTel mentors connect with the students in a number of different ways and through various initiatives including the Summer Hire Program, volunteer activities and pre-employment workshops covering topics such as interview skills and how to write an effective resume/cover letter.



### Mount Royal

A large and diverse school with a strong focus on practical and applied arts, uniquely positioned to serve the community through a partnership that also includes post-secondary partners and the Saskatoon Trades and Skills initiative. SaskTel currently works with the Electronics and Electricity class to build awareness and understanding of basic telephony, CAT 5 install and ICT principles. SaskTel trainers participate in a portion of the class, leading the education of these principles.

Three students from the grade 11-12 class received summer positions with SaskTel during the 2015/16 period as part of the program.



#### Prairie South School Division and Information Communications Technology Council (ICTC)

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

The FIT program is an innovative two year program that teaches Canadian high school students essential ICT and business skills. Developed by the Information and Communications Technology Council, FIT offers a solution to future ICT labour needs by championing youth employment and empowerment. There are four concentration areas in the FIT program: Business & Information Analysis, Software Design and Development, Network and Operations Support and Interactive Media.

During the 2015/16 period, SaskTel was involved in organizing a three day IS boot camp for students in the FIT program. Each year, 50 students participated in the camp, which was held at the Saskatchewan Polytechnic campus at Moose Jaw. A SaskTel employee co-facilitated the camp and parents were invited on the third day to see firsthand the students' accomplishments and to learn about career opportunities in the ICT industry.

#### Post-secondary partnerships

SaskTel has a long history of partnerships with post-secondary institutions in the province, and we take pride in the role our corporation plays in supporting youth to learn and grow.



#### Saskatchewan Indian Institute of Technology (SIIT) - Multiple Locations

SaskTel continues to work with the Saskatchewan Indian Institute of Technology to create opportunities for students to not only earn supplemental income through the joint scholarship program, but also to provide summer employment opportunities. Some of the activities SaskTel's current partnership with SIIT includes:

- Pre-employment workshops;
- Mock interview sessions where SaskTel provides candidate feedback and coaching;
- Career and job promotion presentations; and
- Relationship building through informal visits with students and faculty.



#### University of Saskatchewan

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

- Employment postings specifically for U of S students;
- Attend career fairs/events;
- Aboriginal Student Centre - pre-employment workshops, employer of choice and recruitment presentations;
- Edwards School of Business Networking Event sponsorship and attendance;
- Maintain a close relationship with Edward School of Business Coop Office and provide internship opportunities;
- An established relationship with the Edward School of Business Aboriginal Centre;

- Attendance at U of S sponsored student pow-wows in education complex; and
- Ongoing relationship building through informal visits.



**First Nations University of Canada**

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

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



**University of Regina**

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

- Mentorship and team coaching for the JDC West Business case competition through the Hill School of Business;
- Hill Business Dinner sponsor and attendance;
- Face to face presentations or lunch and learns to third and fourth year students in Business, Computer Science and Engineering;
- Strong relationships with Professors at the Hill School, including frequent communication for referrals of candidates;

- Established relationships with the Hill Business Office, who help distribute postings for our organization and promote jobs posted to recent and new students;
- Great relationships with the U of R Aboriginal Student Centre;
- Relationship Building and informal visits are scheduled frequently to visit school;
- SaskTel is the proud sponsor (contributes \$10K) of the U of R Career Day held annually in September. We have the opportunity to showcase career opportunities and promote SaskTel’s employment brand to hundreds of students. SaskTel members of NextGEN also participate in Career Days by engaging with students around campus and encouraging them to visit SaskTel’s recruitment booth; and
- SaskTel provides internship opportunities through the Coop Program and Summer Hire Program.



**Saskatchewan Polytechnic**

SaskTel’s Selection & Staffing representatives attend annual career fairs at all SIAST Campuses (Saskatoon, Regina, Prince Albert and Moose Jaw)

- Deliver pre-employment career workshops;
- Facilitate mock interview sessions - active face to face interviews where SaskTel provides candidate feedback and coaching;
- Deliver career presentations;
- Develop and enhance relationships with students and faculty through informal visits and job promotion presentations; and
- Support the Cooperative Education Program by providing practical work experience for students in programs related to telecommunications.

**Beyond the Bell: Ensuring every child can learn and grow**

There is nothing quite like seeing a child happy in an environment where they can learn and grow.

Every year, Saskatchewan families from low-income communities turn to the YMCA and other community organizations for support. With such a large community to serve, the YMCA of Regina relies on help from organizations such as SaskTel to fulfill its mission. The results are longstanding partnerships to enable investments in the future generations of the province.



Since 2010, SaskTel has been partnering with the YMCA of Regina to support children from low income communities. Through the Beyond the Bell program, children gained access to homework support, extracurricular activities and food security. Beyond the Bell gives children the additional help they need to keep pace with their grade level and their middle class peers, effectively closing the achievement gap.

The investment in this program is in line with SaskTel’s commitment to support youth programs across the province.

“SaskTel continues to place special emphasis on supporting young people and providing educational opportunities to help them now and into the future,” said Lindsay Mazenc, Community Relations Manager at SaskTel. “The YMCA, through the Beyond the Bell program, is making a real difference in the lives of children.”

The YMCA’s Beyond the Bell program has proven to have impact in the lives of children and their families. According to a parent from the community of Arcola, “Beyond the Bell and the opportunity to have my child form relationships with staff as positive role models, has helped my daughter open up more and talk more about her feelings and what is going on in her life.”.



In 2015, 92 per cent of students improved reading levels by at least one level; 42 per cent of students improved by four or more reading levels and 83.3 per cent of parents believe that their child has developed new skills as a result of this program. These met the YMCA’s goals to realize academic achievements, improve health and wellness and develop social skills.

Beyond the Bell is not just an after school program – it creates an environment where children can grow by building key relationships with youth, their families and the school. The team then helps to connect these together, in order to support the individual needs of young people.

## Protecting the environment

During the 2015/16 period, SaskTel took the lead in beginning development of one of the first sustainability strategies for Saskatchewan Crown Corporations. In the 2015/16 period, SaskTel was named one of Canada's greenest employers by MediaCorp Canada. SaskTel is the only Saskatchewan-based company to win that award since its inception.



The SaskTel Eco(logical) strategy was innovative in its approach, laying out specific and aggressive goals for the organization to strive toward, and looking into the future to explore what was at the time some of the most advanced concepts in environmental management practices potentially available to the corporation.

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

SaskTel continues to develop its Environmental Management Systems (EMS) toward alignment with ISO 14001 standards. The system allows every SaskTel business unit and subsidiary to constantly evaluate its environmental impact and assess any possible risks. As part SaskTel's EMS the organization has committed to:

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

In the 2015/16 period, an environmental compliance audit was completed at SaskTel's Yorkton Switch and Work Centers. The audit was completed to verify policies, procedures and practices are consistent with existing environmental regulations and SaskTel's Environmental Management.

An EMS audit at SaskTel’s Weyburn Switch and Work Centers was also completed during the period. The audit was done to verify policies, procedures and practices are consistent with SaskTel’s Environmental Management.



We ensure we protect the environment for the future generation as we work

The second phase of this strategy aims to expand the foundation creating a wider focus of our environmental impacts to include an audience of internal and external stakeholders. SaskTel is now positioned to take on a greater level of corporate responsibility in environmental initiatives that match the current trends and focus areas within the field, while continuing to maintain the initial philosophies and scientific methodologies that ensure SaskTel is striving toward valid and significant objectives.

SASKTEL ENVIRONMENTAL IMPACT INDICATORS

G40-EN3: Energy Consumption within the Organization :	
Natural gas	2,145,551 m <sup>3</sup> x 0.03901 GJ/m <sup>3</sup> = 83,698 GJ
Fleet fuel	2,733,799 L x (1 US Gal / 3.785 L) x 0.125 GJ/US Gal = 90,284 GJ
Electricity	82,662,650 kWh x 0.0036 GJ/kWh = 297,585 GJ
Total	471,567 GJ
G4-EN24: Total Number and Volume of Significant Spills:	
Total	0 known spills
G4-EN29: Monetary Value of Significant Fines and Total Number of Non-monetary Sanctions for Non-compliance with Environmental Regulations:	
Significant fines	0
Nonmonetary sanctions	1

ENVRIOCARE EMPLOYEE NETWORK



EnviroCare was founded in 2014 as an employee initiative spearheaded by SaskTel’s environment group, aimed at assisting our communities in the province with “greening” initiatives. They put together a committee, created a constitution and designed a logo.

<sup>2</sup>Data is for calendar year ending December 2015.



The committee decided to start activities internally. A survey was used to determine the interest level of employees in environmental community “greening” initiatives, which prompted EnviroCare to include external initiatives in its mandate.

An external opportunity came to fruition on June 27, 2015 when EnviroCare partnered with the University of Regina to help them with work in their organic gardens.

The University’s sustainable and organic gardens provide food for students and Carmichael Outreach, a community based organization that runs a food bank, emergency food services and an after-school program for children.

The actual work in the gardens ranged from mixing organic fertilizer, to weeding and planting to building a shed that would house tools. After the work was done, the volunteers were treated to a barbeque where they used reusable plates and water bottles.



### Empty Nesters: Creating a new home for osprey in Turtle Lake

When it comes to nesting, birds are always searching for that perfect home and some times, like a pair of osprey, the home may be in a SaskTel cell tower near Turtle Lake. What happened after the discovery of the nest is a touching example of how environmental responsibility can be balanced with business strategy.



The Turtle Lake site was just one of the several that SaskTel planned to upgrade to give customers faster 4G wireless service. Crews were on-site, ready to start the cut-over. However, the birds created a major problem as it involved workers having to pass the nest of the large eagle-like birds whose instinct is to protect their chicks.

To ensure the safety of employees and those working with SaskTel, improvements to the tower were delayed until the osprey chicks had grown and work was able to resume. Once they left the tower and flew south for the winter, SaskTel swooped in and moved their nest to a new location. "The platform that held the nest has been removed from the tower, and a new wooden platform was built and placed nearby on to a newly installed pole," said Greg Hern, Human Resources Manager – Environment. "They will find a new home there in the spring, along with most of the nesting material from their original home.

While it may seem simple enough to move the nest when the big birds were gone, it's illegal to remove a nest in Saskatchewan without a permit. As an alternative to destroying the nest, SaskTel made a proposal to the Ministry of Environment that the company would create an alternative nesting location on our site.



Greg Hern, Human Resources Manager – Environment

"As a good corporate citizen, we always consider how we can protect biodiversity in our province," said Greg. "In this case, that was very important since the osprey is a raptor at the top of its food chain and it plays an important role in the local ecosystem."

In the end, there will be a new home for a pair of osprey when they return to northern Saskatchewan during the mating season in 2016 and customers will experience improved services thanks to the upgraded towers.

## Together we grow Saskatchewan's economy

As the province of Saskatchewan keeps growing, SaskTel continues to enable economic development to help the province deliver on its Growth Plan. We continue to provide the opportunities and infrastructure to spur innovation, allowing residents and customers to access next generation services



## GUIDED BY THE PROVINCE'S PLAN FOR GROWTH

Guided by Saskatchewan's Plan for growth, SaskTel continues to invest in capital expansion and upgrades. These help to stimulate economic growth, proactively meet the growth needs and ensure constantly improving network. Our investment is also helping to meet customer demand, particularly for data and cell service.



Since our inception, SaskTel has evolved into a leading Information and Communications Technology (ICT) provider in Saskatchewan. Today, we have approximately 1.4 million customer connections including over 614,000 wireless accesses, 404,000 wireline network accesses, 266,000 Internet accesses and over 107,000 maxTV™ subscribers.

SaskTel's strong financial performance allows us to reinvest in initiatives to transform and optimize the network to keep pace with the evolving needs and expectations of customers. For the 2015/16 period, net income was \$126.7 million, and total revenues was \$1,574.4 million primarily due to: growth in Internet subscribers and average revenue per subscriber; increased equipment and wireless device sales and maintenance charges; increased revenue per wireless customer; and increased number of maxTV customers.



Prince Albert became the second city in the province to be fully switched over to fiber optic cable technology with SaskTel

Our ability to evolve and maintain this success is as a result of the strategic capital investment in our network over the years. This is evidence of our commitment to Saskatchewan to provide next generation technologies to connect them to their worlds. During 2015/16, SaskTel invested \$378.0 million in capital expenditures – compared to \$230.0 million in 2014 – giving residential and business customers access to improved and expanded services. Enhancements such as the Fibre to the Premises Program, Wireless network improvements and basic network growth improvements go a far way in meeting growth needs.

## CONNECTING THE NORTH/RURAL COMMUNITIES

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



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

To help, SaskTel has developed a Community Participation Model which encourages communities to raise funds to cover the shortfall when it is not economically feasible for SaskTel to finance a new cellular site alone. This Model makes it possible for smaller communities to have access to our world-class wireless network. In the 2015/16, a cellular tower was built in Canoe Narrows to provide service for both Canoe Narrows and Jans Bay First Nations.

Network expansion and upgrade highlights for 2015/16 include:

- **Internet speed doubled in Loon Lake** - residents living in Loon Lake will be able to enjoy the benefits of faster High Speed Internet with the introduction of High Speed Advanced Internet.



Canoe Narrows community

- **High Speed Internet expansions and upgrades in rural Saskatchewan** - SaskTel completed a two year rural program that provided residents in 54 communities in Saskatchewan access to High Speed Internet service and residents in an additional 251 communities with access to at least double the speeds they previously had for High Speed Internet service.
- **4G capacity increased in 17 resort communities** - To address ever-growing demand, SaskTel added capacity to its 4G wireless network in the resort communities of Anglin Lake, Buffalo Pound Lake, Candle Lake, Emma Lake, Elrose, Fishing Lake, Good Spirit Lake, Greenwater Lake, Arlington Beach, Ethers Beach, Kenosee Lake, Madge Lake, Regina Beach, Sarnia Beach, Tobin Lake, Wakaw Lake and White Bear Resort.
- **Cellular network capacity added to 10 rural communities** - SaskTel added a network carrier in 10 communities to enhance the current tower capacity by 20 per cent to 100 per cent.

### ENABLING INNOVATION IN THE PROVINCE

SaskTel prides itself in providing innovative solutions to make a real difference in the lives of Saskatchewan residential and business customers. We are working on delivering next generation technologies to meet every increasing demand for seamless experience from customers.

#### HetNet at the University of Regina

Demand for speed is distributed unevenly throughout any provider's serving area. In spots where demand is particularly high, SaskTel takes steps to respond so that congestion does not become an issue. That response has led us to work with technology suppliers to try new solutions in high-customer density hotspots.



University of Regina serves as HetNet test site to develop expertise in Saskatchewan

Partnering with Huawei Canada this past year, SaskTel was able to install what the industry calls a Heterogenous network (HetNet) architecture in the Centre for Kinesiology and the Riddell Centre at the University of Regina. These buildings provide the high levels of demand for wireless data that gave us the chance to see how the

new "small cell" technologies work in a real life situation. Featuring the first deployment of Huawei's Lampsite product in Canada, the U of R HetNet also uses the company's Microcell system, as the two key features in an architecture that uses a range of systems and frequencies to provide deep penetration indoors and high capacity LTE (Long-Term Evolution) coverage at speeds reaching 150 Mbps.

The experience of deploying a HetNet and working with Huawei's small cell products will be invaluable to SaskTel as we look for ways to meet Saskatchewan's growing demand for speed and bandwidth.

#### "Emerging Agriculture" Hackathon

One way to stay on top of emerging needs and possible solutions is to get tomorrow's technology developers to start looking at problems and opportunities today. With that in mind, last January SaskTel sponsored Emerging Agriculture, Canada's only agriculture-based "Hackathon" at the University of Saskatchewan.



Students from various colleges, including Commerce, Engineering, Computer Science and Agriculture, gathered at Innovation Place to work with industry experts for three days. Finding technology solutions for problems found on farms and ranches today, students looked for ways, often involving machine to machine communications (M2M), to provide the kind of time and money-saving value to farmers that make for a solid business case. SaskTel sponsored its own Mini Case Challenge focusing on incorporating our M2M Technology into technology for the livestock industry. Students had just over an hour to come up with the best solution to incorporate this technology into a proposed product for the industry, and produced some amazing results.

From SaskTel's perspective, it was time well spent, because one of our business priorities is to develop relationships with those who have identified M2M solutions, but require the network to transfer data. At the same time, participating in an event like Emerging Agriculture is an expression of SaskTel's support for the economic wellbeing of the province.

#### Let's Connect program powered by SaskTel

With the increasing prevalence of the on-line world, especially communicating on-line, more and more people with cognitive disabilities are being left behind. Inclusion in the community of people with disabilities is something that has to happen on-line as well as on the streets of our communities.

Let's Connect is run by Inclusion Regina – formerly the Regina and District Association for Community Living (RDACL). Inclusion Regina is a community organization that provides support, programs and services to individuals with intellectual disabilities and their families so that they can participate fully as valued citizens in the community.

SaskTel helped fund the Let's Connect initiative by virtue of money that remained in the company's CRTC-mandated Deferral Account. This was money that all Telcos operating in Canada had to set aside to help broaden access to affordable communications services in the community.

That start-up funding has made it possible for Inclusion Regina to be able to bring the program workshops across the province and through these generate more funding for their organization while helping to get more people connected.

Inclusion Regina's Let's Connect program is a six-week workshop that runs once a week for two hours. It was created out of the need for specialized training and discussion about computers and internet devices, and the on-line use, safety and etiquette for people who have a cognitive disability.

Inclusion Regina has been so pleased with SaskTel's support, that in late November 2015, the organization presented SaskTel with an Inclusion On-line award at their annual awards evening.



Website: <http://www.sasktel.com/>  
By Phone: 1-800-SASKTEL (727-5835)  
By Email: [https://support.sasktel.com/app/contact\\_us](https://support.sasktel.com/app/contact_us)  
Twitter: [@SaskTel](https://twitter.com/SaskTel)  
Facebook: <https://www.facebook.com/SaskTel>

### Our locations

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SecurTek Monitoring Solutions  
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Moose Jaw SK S6H 1W8

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North Battleford SK S9A 3Z9

**Prince Albert**  
Second Floor  
47 – 12th Street East  
Prince Albert SK S6V 1B3

**Saskatoon**  
410 – 22nd Street East  
Saskatoon SK S7K 5T6

**Swift Current**  
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Swift Current SK S9H 3T2

**Weyburn**  
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Weyburn SK S4H 2Y7

**Yorkton**  
210 York Road West  
Yorkton SK S3N 3N4

## GRI Content Index for 'In accordance' – Core

	GRI	Requirement	Source
<b>Strategy and Analysis</b>	G4-1	Provide a statement from the most senior decision-maker of the organization.	CSR report: President's Message
<b>Organizational Profile</b>	G4-3	Report the name of the organization.	Saskatchewan Telecommunications Holding Corporation (SaskTel)
	G4-4	Report the primary brands, products, and services.	CSR report: page 7 <a href="#">2015/16 annual report: page 25, 26</a> <a href="#">Sasktel.com &gt; About SaskTel &gt; Company Information</a>
	G4-5	Report the location of the organization's headquarters.	CSR report: page 47 <a href="#">2015/16 annual report: page: 134</a>
	G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	<a href="#">2015/16 annual report: page 25, 26</a>
	G4-7	Report the nature of ownership and legal form.	CSR report: page 8 <a href="#">2015/16 annual report: page 25</a>
	G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	CSR report: page 7 <a href="#">2015/16 annual report: page 25-51</a>
	G4-9	Report the scale of the organization:	
		Total number of employees.	CSR report: page 15 <a href="#">2015/16 annual report: page 25</a> <a href="#">Sasktel.com &gt; About SaskTel &gt; Company Information</a>
		Total number of operations.	CSR report: page 7 <a href="#">2015/16 annual report: page 25, 26</a> <a href="#">Sasktel.com &gt; About SaskTel &gt; Company Information</a>
		Net revenues.	CSR report: page 43 <a href="#">2015/16 annual report: page 78, 79</a> <a href="#">Sasktel.com &gt; About SaskTel &gt; News</a>
		Quantity of products or services provided.	CSR report: page 7 <a href="#">2015/16 annual report: page 25, 26, 57-60</a> <a href="#">Sasktel.com &gt; About SaskTel &gt; Company Information</a>
	G4-10a	Report the total number of employees by employment contract and gender.	CSR report: page 15
	G4-10b	Report the total number of permanent employees by employment type and gender.	CSR report: page 15
	G4-10c	Report the total workforce by employees and supervised workers and by gender.	CSR report: page 15
	G4-10d	Report the total workforce by region and gender.	CSR report: page 15

G4-10e	Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.	The information was not readily available at the time of this report.
G4-10f	Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	There were no significant changes in our employment numbers over the reporting period.
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	CSR report: page 15
G4-12	Describe the organization's supply chain.	CSR report: page 11, 12
G4-13	Report on any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	There were no significant changes during the reporting period.
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	<a href="#">2015/16 annual report: page 41-51</a>
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	As a crown corporation, SaskTel endorses charters, principles or other initiatives which falls under relevant provincial legislation.
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: <ul style="list-style-type: none"> <li>• Holds a position on the governance body</li> <li>• Participates in projects or committees</li> <li>• Provides substantive funding beyond routine membership dues</li> <li>• Views membership as strategic</li> </ul>	CSR report: page 27-36 <a href="#">Sasktel.com &gt; About SaskTel &gt; Corporate Social Responsibility</a>

**Identified Material Aspects and Boundaries**

G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	<a href="#">2015/16 annual report: page 78-80</a>
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	CSR report: page 6
G4-19	List all the material Aspects identified in the process for defining report content.	CSR report: page 6
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: <ul style="list-style-type: none"> <li>• Report whether the Aspect is material within the organization</li> <li>• If the Aspect is not material for all entities within the organization (as described in G4-17), select one of</li> <li>• The following two approaches and report either: <ul style="list-style-type: none"> <li>- The list of entities or groups of entities included in G4-17 for which the Aspect is not material or</li> <li>- The list of entities or groups of entities included in G4-17 for which the Aspects is material</li> </ul> </li> <li>• Report any specific limitation regarding the Aspect Boundary within the organization</li> </ul>	CSR report: page 6

	G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: <ul style="list-style-type: none"> <li>Report whether the Aspect is material outside of the organization</li> <li>If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified</li> <li>Report any specific limitation regarding the Aspect Boundary outside the organization</li> </ul>	CSR report: page 6
	G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	All restatements from previous reports are referenced, where applicable.
	G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	The SaskTel Board of Directors approved a change in its year end from December 31 to March 31. SaskTel's transition period is the fifteen months ended March 31, 2016. The comparative period is the 12 months ended December 31, 2014. The new financial year will align the Corporation with its sister Crown Corporations and the Government of Saskatchewan.
<b>Stakeholder Engagement</b>	G4-24	Provide a list of stakeholder groups engaged by the organization	CSR report: page 6
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Due to size of our operations, there are several stakeholders who helped to develop, monitor and implement our CSR strategies, along with this report. These include the people of Saskatchewan, government, regulators, community partners, employee and suppliers
	G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Employees play an important role through internal communications initiatives. They are able to share not only their stories on how to be a corporate citizen but provide adequate feedback on our programs. They also live and raise their own families in the province and through their volunteerism, help to raise the standard of living in the province.  We also work with community partners across the province to ensure our sustainability efforts are making a difference in their lives. Those longstanding partnerships provide feedback to ensure we are evolving as a corporate citizen in line with changing sustainability requirements.
	G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Most of the suggestions were included in the report. There were no material concerns raised.
<b>Report Profile</b>	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	January 1, 2015 to March 31, 2016
	G4-29	Date of most recent previous report (if any)	April 2015
	G4-30	Reporting cycle (such as annual, biennial).	Annual
	G4-31	Provide the contact point for questions regarding the report or its contents.	<a href="https://support.sasktel.com/app/contact_us">https://support.sasktel.com/app/contact_us</a>

GRI Content Index

	G4-32a	Report the 'in accordance' option the organization has chosen.	GRI-G4 core
	G4-32b	Report the GRI Content Index for the chosen option	GRI index document
	G4-32c	Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	This report has not been externally assured.
	G4-33	<ul style="list-style-type: none"> <li>a. Report the organization's policy and current practice with regard to seeking external assurance for the report.</li> <li>b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided.</li> <li>c. Report the relationship between the organization and the assurance providers.</li> <li>d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report</li> </ul>	This report has not been externally assured.
<b>Governance</b>	G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	<p>CSR report: page 8</p> <p><a href="#">2015/16 annual report: page 111-113</a></p> <p><a href="#">SaskTel.com &gt; About SaskTel &gt; Company information &gt; Board of Directors</a></p>
	G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	<a href="#">2015/16 annual report: page 119-134</a>
	G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: <ul style="list-style-type: none"> <li>I. Whether and how diversity is considered</li> <li>II. Whether and how independence is considered</li> <li>III. Whether and how expertise and experience relating to economic, environmental and social topics are</li> <li>IV. considered</li> <li>V. Whether and how stakeholders (including shareholders) are involved</li> </ul>	<a href="#">2015/16 annual report: page 119-134</a>
<b>Ethics and Integrity</b>	G4-56	<ul style="list-style-type: none"> <li>a. Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.</li> <li>b. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.</li> </ul>	<p>CSR report: page 7</p> <p><a href="#">2015/16 annual report: page 27</a></p> <p><a href="#">Sasktel.com &gt; About SaskTel &gt; Company information &gt; Vision, mission and values</a></p> <p><a href="#">Sasktel.com &gt; About SaskTel &gt; Legal and regulatory</a></p>
	<b>G4 Specifics Standard Disclosures</b>	G4-EC1	Economic Value
	G4-EN3	Energy Consumption	CSR report: page 39

G4-LA1	Total number and rates of new employee hires and employee turnover.	CSR report: page 15
G4-LA9	Average hours of training.	CSR report: page 24
G4-HR5	Incidents of Child Labour	SaskTel does not hire child labour
G4-SO7	Legal action for anti-competitive behaviour	There were no legal actions for anti-competitive behavior.
G4-PR5	Customer satisfaction survey	CSR report: page 12 <a href="#">2015/16 annual report: page 39</a>