

Ingrained

SASKTEL CORPORATE
SOCIAL RESPONSIBILITY
2014



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A large crowd of people is gathered outdoors, likely at a community event or festival. The scene is filled with green trees and foliage, creating a bright and lively atmosphere. The crowd is diverse in age and appearance, and many people are looking towards the camera or the event area. The overall mood is positive and communal.

Ingrained

We are our people. Soccer
moms and hockey dads.
Caregivers and volunteers.
Gardeners and home chefs. Just
like our neighbours, families
and friends, we are ingrained in
Saskatchewan. And when we
succeed, we all succeed.

President's Message



I am proud to present SaskTel's 2014 Corporate Social Responsibility (CSR) Report. CSR is a fundamental component of the way we practice business and for three years, SaskTel has followed a CSR Strategy aligned to the Global Reporting Initiative's (GRI) G3 Sustainability Reporting Guidelines. However, long before there were benchmarking tools to measure our impact, the culture at SaskTel drove us to do the right things for our customers and for this province.

As a business and as individuals, we have always put CSR at the forefront of our operations and interactions. This is why we have chosen to include a portion of the CSR Report with our 2014 Annual Report, including highlights and stories about our activities and behaviours. More detail, including our reporting facts and figures, will be available at sasktel.com.

SaskTel has been fortunate to have many great stories to tell, figures to report, and successes to celebrate. I have every confidence that our culture and the individual commitments of our staff and management team will propel us to even greater successes in the future.

Sincerely,

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

Ron Styles
SaskTel President & CEO

Introduction

Even if it is not always recognized, CSR has become an essential dimension of the customer experience. From Ethical Investment Funds to simple supermarket decisions, people recognize that they can make their voices heard through their choices. To be successful, companies must strive to satisfy the economic, social, and environmental standards of consumers.

The Global Reporting Initiative (GRI) helps corporations set and manage sustainability reporting and meet global standards by providing a framework through which businesses can objectively measure their progress and demonstrate their CSR bona fides. GRI version 3.1 measurement standards divide business activities and associated impacts into three categories: Economic, Social, and Environmental. In our seven years of reporting CSR activities, SaskTel has progressed and accumulated a record to be proud of in all three categories.

Whether through corporate sponsorship, our employee benevolent fund, or SaskTel's most important CSR contribution, fulfilling our commitment to world-class networks and communications services throughout our serving area, SaskTel invests energy into Saskatchewan communities, because this is where we live, work, and serve.



Key Areas of Social Responsibility

In 2011, SaskTel worked with an independent analytics organization to determine how we could best achieve our CSR goals while aligning with our corporate responsibilities to customers and our shareholder.

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



Saskatchewan people look out for each other. Perhaps, this tradition grew out of how sparsely scattered we are in a vast landscape that can, at times, be challenging to live in.



SaskTel has always recognized this and, in 1950, SaskTel employees created TelCare, an employee-sponsored fund to help people in their

communities. Employees who become TelCare members make automatic contributions in the amount of their choice through payroll deductions, and for every dollar they contribute, SaskTel contributes 50 cents. Currently, over 1,100 SaskTel employees make regular contributions. The money is dispersed to local charities in Saskatchewan by TelCare district committees.

In 2014, SaskTel TelCare donated \$313,000 to 78 charitable organizations throughout the province, including the Arthritis Society, the Alzheimer

Society of Saskatchewan, United Way, the Multiple Sclerosis Society of Canada, the Canadian Diabetes Association, the Canadian Mental Health Association, the Kidney Foundation of Canada, and various hospitals across Saskatchewan.

"Through TelCare, employees at SaskTel are able to help make a difference in our communities," explained Allen Mineau, chairperson of the Regina TelCare Committee. "It's served our communities well during the past 65 years." It's a simple and effective way of continuing the time-honoured Saskatchewan tradition of looking out for each other.

SaskTel is proud to support TelCare and make it easy for our people to give back. We also thank and congratulate every TelCare member for their contributions.

Chapter 59 SaskTel Pioneers



The Telephone Pioneers were founded in Boston, Massachusetts, in 1911, as a social club for the first retirees from the

Telephone Industry. The organization dedicated itself to community service, and today the TelecomPioneers are the largest industry-based volunteer organization in the world with over 620,000 members.

The SaskTel Chapter 59 Pioneers have been making a difference in Saskatchewan communities since 1947. The 12 Saskatchewan Pioneer Clubs each represent a district within the province and provide

invaluable community support that directly helps families, children, and the environment.

Throughout Saskatchewan, Pioneers create and deliver public service programs, volunteer for events and programs, raise funds directly, and keep our people and our retirees connected.

In Melfort, the Pioneers presented Habitat for Humanity Canada with a cheque for \$20,000 to support the building of the organization's first home in the community. "We are very excited to be able to help support Habitat's work in Melfort," said Ian Howard, SaskTel Pioneers Chapter 59 president. "We have made similar donations for first builds in Moose Jaw, Nipawin, and North Battleford. We are



just happy to be able to work with an organization that makes a difference in these communities.”

In Prince Albert, the Pioneer Club provided the Family Futures organization with 150 layettes (care packages of clothing and supplies for newborns) that they had sewn and knitted themselves. The Club made Trauma Bears for the Red Cross to give to children whose families had been through disasters. The bears give children something to hold on to when everything seems lost.

The Pioneers also worked with over 500 Grade 5 students from 10 schools in Prince Albert to plant 10,000 trees as part of an ongoing initiative to manage and care for the local forests.

The H.A.D. Allen Club for Pioneer Life Members worked with James Hamblin School in Qu'Appelle where many students did not have the equipment required to participate in ice sports—a defining part of the Saskatchewan experience. “We immediately issued a cheque for \$1,500 to help keep the program going,” said Judi Livingstone, TelePioneers Activity Centre (TPAC) Operations Manager. “It was moving how much the kids enjoyed getting the skates. The thank you letters made it clear they were overjoyed.”

In Saskatoon, the Bridge City Pioneers helped the Saskatoon Community Foundation (SCF) promote Random Act of Kindness (RAK) Day through a ‘pay it forward’ movement that was a city-wide



Chapter 59 SaskTel Pioneers

celebration of kindness. Two days later, on the scheduled RAK Day, the Pioneers served breakfast at Veterans' Village, part of the Sherbrooke Community Centre, and socialized with resident veterans. In the afternoon, the Pioneers were out again, handing out mitts and \$5 coffee cards in Saskatoon's downtown.

In Dundurn, the Pioneers went to the Canadian Forces Base (CFB) to provide a soup-and-sandwich lunch to around 120 employees at the Base. Later in the day, they cooked a homemade dinner at the Ronald McDonald House.

The aforementioned activities are just a handful of what the Pioneers have achieved in 2014 alone. The SaskTel Chapter 59 Pioneers go above and beyond in communities all across Saskatchewan because, in the end, it's not just about our business, it's about our communities.



SaskTel Scholarships

SaskTel encourages the academic development of provincial youth by supporting opportunities for students to continue their studies at post-secondary institutions within Saskatchewan, in fields related to SaskTel's core business.

SaskTel Scholarships strive to recognize a diverse group of individuals, particularly those

who are currently underrepresented within the organization, such as people of Aboriginal descent, individuals with disabilities, and women in non-traditional roles.

In 2014, SaskTel awarded 18 scholarships worth a total of \$42,500 to Saskatchewan students.



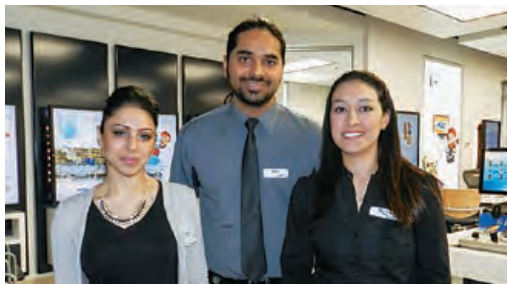
Diversity

SaskTel strives to be a diverse institution, inside and out, to both reflect our customer base and to acknowledge the changing demographic landscape of our growing province. We don't do it for awards or recognition, but we are grateful for having received more than our share of both.

SaskTel was proud to accept the Saskatchewan Association of Rehabilitation Centres' (SARC) 2014 Employer of Excellence Award for participating in the Supported Employment Program. Established in 1968, SARC is a non-profit association that provides residential, developmental, and employment support to individuals with disabilities. In particular, the Supported Employment Program facilitates the hiring of persons with disabilities by Saskatchewan businesses through job coaching and ongoing support. For SARC to deliver on its promises, it needs companies like ours. As of

December 31, 2014, SaskTel had eight employees who had joined us through this program.

Saskatchewan's unprecedented growth brought a diversification of



cultures across the province. This means businesses need to serve customers in new ways. For example, customers at the SaskTel Store in Regina's Cornwall Centre are now able to receive their service from employees in several different languages, including Hindi, Punjabi, Spanish, Urdu, Malay, Arabic, Persian, and, of course, English and French.

SaskTel also remains committed to local Aboriginal communities through service provision, sponsorships, and partnerships. SaskTel's support for the *Saskatchewan First Nations Games* has been ongoing since the 1990s. In April, thousands of athletes, aged 12 to 18, descended on Prince Albert to participate in the sports at which they have worked hard to excel. This commitment to team sports teaches discipline, structure and fair play, helps develop a sense of community, and positively impacts health.



In addition, the *SaskTel Aboriginal Youth Awards of Excellence* have honoured some of the most accomplished youth in our province over the last 16 years. The awards were established by the Wicihitowin Foundation in 1997, and feature 12 awards in 10 categories, including Outstanding

Achievement, Leadership, Education, and Community Service. The talent on display year after year demonstrates the value of the awards and SaskTel's proud continuing support.



Partnership Development



SaskTel works with schools, non-profit organizations, and businesses throughout Saskatchewan to create relationships and outcomes that are mutually beneficial for the company and the communities we serve. Our partners include high schools, post secondary institutions, and employment services organizations.

These relationships help foster more opportunities for Saskatchewan youth, especially those in underserved groups. At the same time, the partnerships give SaskTel access to some of the best and brightest while also helping us grow and maintain a diverse, inclusive workforce that reflects and understands our customer base.

Our specific activities vary from partnership to partnership but can include such things as mentorship programs, financial support, curriculum development support, work placement and student work term programs, career fair and job board participation, and career planning tools.

Our partners include:

High School Partnerships

Campus Regina Public
Mount Royal Collegiate
Nutana Collegiate
Prairie South School Division
Scott Collegiate
Yorkton Regional High School

Post-Secondary Partnerships

First Nations University of Canada
Gabriel Dumont Institute
Parkland College
Saskatchewan Indian Institute of Technologies (SIIT)
Saskatchewan Polytechnic
University of Regina
University of Saskatchewan

Community Partnerships

4to40
First Nations Employment Centre (FNEC)
Keewatin Career Development Network (KCDN)
Saskatchewan Abilities Council

Infrastructure



Sixty-seven per cent of Saskatchewan's population lives in cities, comfortably nestled in the lap of world-class network infrastructure. Delivering reliable, technologically current services to the other 33% has proven to be one of our biggest challenges and our greatest strengths. Few telecoms have SaskTel's experience or expertise in delivering and maintaining service to remote and sparsely populated rural areas.

Connectivity improves innovation, economic growth, education, and productivity by bringing the world—news,

business, healthcare—to our communities on demand. That is why we do it even though it is expensive and difficult. For those who have these advantages, it can be difficult to recognize the limitations of going without them. It should suffice to say that the next Mark Zuckerberg or Jeff Bezos is unlikely to come from an unconnected corner of the globe.



In 2012, SaskTel applied for a federal grant to fund the capital costs of delivering fibre infrastructure to 89 schools and 83 health care facilities on Aboriginal land. The \$11.5 million grant enabled connectivity to kindergarten to grade 12 schools, with an additional \$5.5 million to connect healthcare facilities. SaskTel completed the project in 2014.

"We now have the infrastructure backbone required to provide enhanced services to these areas in the future, while immediately providing connections that will improve access to distance education, e-health resources and other e-services," explained Teri Budd, Regulatory Affairs Manager.

In the short term, SaskTel will receive revenue from each connected school and health facility, but this project has always been more about SaskTel recognizing an opportunity to deliver the connectivity that drives innovation, economic growth, education, productivity, and progress to the communities we serve.



Phones for a Fresh Start



In Saskatchewan, our customers can help the environment and people at risk in our communities with one simple action, thanks to SaskTel's Phones for a Fresh Start program.

"When the day comes for a new phone, 96% of the materials in an average mobile device are recyclable," said Jodine Smith, Communications Manager – Community Relations. "Our Phones for a Fresh Start program collects and recycles used wireless devices." Every phone collected is recycled through a third party that pays for the components. SaskTel dedicates these funds to support women and their children fleeing abusive relationships.

Many of these women do not have an established credit rating and are unable to purchase a phone on a plan. SaskTel works with 19 Transition House shelters around the province to provide mobile devices and pre-paid cards to support these women and families, who often arrive with nothing. A phone can be a valuable lifeline that connects them to other family, vital social services, and job opportunities.

The program has been recognized by the Saskatchewan Waste Reduction Council with a Waste Minimization Award, because not only have the 72,000 phones recycled helped many women and families start over, they also represent a significant amount of waste diverted from landfills.

If you are upgrading to a new SaskTel mobile phone, or have no more need for an old phone, consider recycling it through Phones For a Fresh Start. Collection bins are located in all SaskTel Stores, as well as at participating dealers. Phones can also be sent by Priority Post Courier; simply take your phone to a Canada Post outlet and the Post Master will ship it to SaskTel at no charge.



Environmental Sustainability



Sustainability means meeting the needs of people and business today without reducing the capacity of the environment to provide for future generations.

To SaskTel, being a sustainable company means protecting our future by making the environment an important strategic factor, considering it in all business decisions and setting an example for others to follow.

As the world becomes increasingly environmentally focused, customers will demand products and services that not only meet economic needs but also avoid environmental damage.

Great Employees & Neighbours

The key to SaskTel's success has always been the people who work here. But they're not just our strength, they're the kind of people who volunteer to lead, coach, counsel and care across our province.

Two examples are long-time SaskTel employee Larry Sigfusson, who works in Technology Support, and Desiree Rattray, a Marketing Manager.

Larry has been awarded the Fire Services Exemplary Service Medal for his two decades volunteering as a firefighter. The honour is announced by Rideau Hall on behalf of the Governor General of Canada and recognizes those volunteers who have put themselves in jeopardy for the betterment of their communities over the course of 20 years or more.

"I got involved in the fire department when my wife, Sharon, and I moved to Martensville with our two young sons," explained Larry. "Given my interest in First Aid and CPR, I viewed the fire

department as an opportunity to get involved and give back to my community."



Larry currently serves as a Lieutenant and the Media and Public Relations Officer for the Martensville Fire Department, including a regular feature in the local paper, the *Martensville Messenger*. He has spent 15 years training new recruits and working on public education and fire prevention through activities like Fire Prevention Week and local babysitting safety courses.

"Teaching safety courses has always been special to me. That's part of how I have served my community for over 20 years and the reward for doing that is in helping people," Larry concluded. "To be recognized with this medal is an honour but not what I strived to achieve. Instead, I think this is about the spirit of SaskTel employees and what we bring to the communities we live in. Helping others is what we do."

Another example is Desiree Rattray, whose son, William George Rattray, was born with unexpected health problems on August 1, 2012. Will was diagnosed at birth with laryngomalacia—an underdeveloped larynx with soft cartilage that can collapse inward causing both feeding and breathing issues. In the weeks following, Will was also diagnosed with tracheomalacia—underdeveloped cartilage in the windpipe—and failure to thrive.

By 10 weeks old, Will required a feeding tube. The family ushered the infant through four surgeries, 13 weeks of hospitalization and travel for specialized care. Will's strength and smile inspired family, friends and medical professionals, earning him the nickname Iron Will.

By a year old, Will was getting stronger and seemed to be headed in the right direction. Tragically though, he died of sudden heart failure on August 28, 2013.

In response, co-workers created an Iron Will memorial fundraiser selling shirts and hoodies. That fundraiser has grown into so much more, and today, Desiree and her family are driven to honour Will's memory through the Iron Will Campaign founded in his name. The Campaign has raised over \$100,000 for the Children's Hospital Foundation of Saskatchewan (CHFS).

In 2014, Desiree was selected as a Scotiabank Game Changer, a program that recognizes people who have made significant charitable and volunteer impacts in Canadian communities. Winners are selected through public voting and a judges' panel. Being selected as a Game Changer came with a \$25,000 donation to the cause of her choice.

"Our goal has been to create a legacy for Will; keeping his name and story alive while helping families stay closer to home when they need medical care. We have so much gratitude for the voters, advocates and support we've received from SaskTel," said Desiree.

The Iron Will Campaign has already made an impact that will be felt by Saskatchewan families for generations to come.

Larry and Desiree are only two examples of the kind of people who make SaskTel—and Saskatchewan—run.



I Am Stronger



I Am Stronger is SaskTel's flagship community program working to fight bullying in our communities and schools.

Cyberbullying occurs when people use technology to harm and harass others online. As a provider of this technology, SaskTel has made a commitment to ensure that our products and services are used in a respectful manner. This led us to develop *I Am Stronger*, which gives tools and a voice to combat and speak out against bullying in our schools and communities. The platform views bullying prevention as a community conversation.

To learn more, see our story in the 2014 SaskTel Annual Report, or visit iamstronger.ca.





WorkSafe™
SASKATCHEWAN

Work to live.

SaskTel employee safety and incident reduction has been a focus in recent years allowing us to cut our reported workplace incidents and lost time in half between 2011 and 2013. Our 2014 effort continued this trend, further decreasing the lost days due to incidents. We share the goals of the Workers' Compensation Board's Mission: Zero project, striving to prevent workplace injuries. SaskTel is also committed to supporting our injured employees in their recovery and safe return to work.



Employee Networks

SaskTel works hard to attract and retain the best people, and one of the ways we achieve this goal is by enabling strong employee networks.

The SaskTel Aboriginal Employee Network (SAEN)



SAEN is a network of employees that promotes a work environment that values and supports Aboriginal employees as ambassadors to our Aboriginal customers, potential employees, and stakeholders. SAEN also educates others regarding the significance and diversity of Aboriginal cultures. By sharing experiences and providing context to discussions, SAEN positively impacts issues affecting both Aboriginal and non-Aboriginal employees.

SaskTel Employee Network on Disability (SEND)



SEND is a network of SaskTel employees that works to support the inclusion of people with disabilities. SEND members also act as a resource for SaskTel, help foster understanding of disability issues, and implement inclusive programs, products, and services. Whenever possible, SEND also works to help the wider disability community in Saskatchewan.

NextGEN

SaskTel NextGEN is an employee network

bringing people together to share experiences, abilities, and ideas. The group's strength is in providing a strong voice for the next generation, which will be key to SaskTel's success as a market segment today and as leaders tomorrow. This demographic is the biggest and most rapid adaptor of consumer technology, and their voice helps ensure we read the marketplace correctly and have the right resources in place when we need them.

NextGEN
A SaskTel Employee Network

Corporate Sponsorships

SaskTel strives to make an impact in the community through corporate sponsorships that make tangible differences in the lives of Saskatchewan people every day. In 2014, SaskTel donated \$3,053,598 to 902 non-profit and charitable organizations, community associations, venues, events and partnerships in 201 communities throughout the province.

Some of these causes include Creative Kids, which allows children to participate in a wide range of non-athletic activities that are usually underfunded, including music, art, industrial skills, heritage activities, dance and multicultural learning. SaskTel also supports program's like Regina's Beyond the Bell, an academic after-school program that has

been successful at closing the academic gap between children from low-income families and their middle-income peers.

Other notable sponsorships include the Saskatchewan Hockey Association's SaskFirst Female Tournaments that enable Saskatchewan youth, university aged and under, to come together and compete and develop talent at a high level. Or the first Hacking Health Saskatoon conference, put on by University of Saskatchewan medical students, to bring health professionals and tech developers together to find innovative ways to improve health care.

To learn more about our other sponsorships, or to apply for one, visit www.sasktel.com/sponsorships.



Appendix

ABOUT SASKTEL

SaskTel is the leading Information and Communications Technology (ICT) provider in Saskatchewan, with over \$1.1 billion in annual revenue and over 1.4 million customer connections, including over 618,000 wireless accesses, 437,000 wireline network accesses, 258,000 Internet accesses and over 103,000 **maxTV**™ subscribers. SaskTel provides services to residential customers living in 15 cities, 428 smaller communities, and their surrounding rural areas, including approximately 44,000 farms. SaskTel and its wholly owned subsidiaries offer a wide range of ICT products and services including competitive voice, data and Internet services, wireless data services, **maxTV** services, data centre services, cloud-based services, security monitoring services, advertising services, and international software and consulting services. SaskTel and its wholly owned subsidiaries have a workforce of approximately 4,000 full-time equivalent employees (FTEs). Visit SaskTel at www.sasktel.com.

FIVE KEY AREAS OF SOCIAL RESPONSIBILITY

As mentioned earlier, there are five key areas of focus for SaskTel's CSR efforts: Ethical Leadership, Improving the Standard of Living for People in Saskatchewan, Access to Products and Services, Employee Standards, and Environmental Stewardship.

ETHICAL LEADERSHIP

The SaskTel Board 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 to adapting the Board's governance practices to the Guidelines, where effective and beneficial. Although SaskTel is not required to comply with the CSA governance guidelines, the Corporation has used them to benchmark its corporate governance practices. To learn more about SaskTel's commitment to corporate governance, please refer to the corporate governance section in the 2014 SaskTel Annual Report.

www.sasktel.com/about-us/company-information/financial-reports/index.html.

Economic Activities

SaskTel provides an economic return to Saskatchewan through consistent profits allowing the company to

- provide a dividend to the provincial treasury, contributing to the social and economic life of the province by providing services and building infrastructure,
- finance capital programs which expand and improve our communications infrastructure to the benefit of Saskatchewan families, communities and businesses, and
- invest directly in the province's social, cultural and environmental well-being through sponsorships and community investment programs.

Our 2014 financial highlights:

- Net Income: \$76.4 million
- Revenues: \$1.231 billion
- Dividend: \$83.7 million declared to Crown Investments Corporation (CIC)

IMPROVING THE STANDARD OF LIVING FOR PEOPLE IN SASKATCHEWAN

For over a century, we have grown with Saskatchewan and its people. Our work and our culture are ingrained in the province as a community partner and an enabler of communities, education, business and healthcare. We invest in Saskatchewan communities, and our employees volunteer with non-profit organizations around the province. We are proud of our role and our contributions to the success of Saskatchewan and its people. We will continue to lead the way in communications for the sake of our customers and our communities.

SaskTel and SaskTel employees participate in a number of activities as mentioned below and as included in the CRS Report.

COMMUNITY ENGAGEMENT AND INVESTMENT

Community Investment

In 2014, SaskTel donated more than \$3,053,598 to 902 non-profit and charitable organizations, community associations, venues, events and partnerships, enriching lives in 201 communities throughout the province.

Appendix

Imagine Canada Caring

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

TelCare

The SaskTel employee benevolent fund contributes hundreds of thousands of dollars to Saskatchewan non-profit organizations each year as outlined earlier in the CSR. In 2014, TelCare employees donated over \$208,841 to 78 organizations: matched by a 50% allocation from SaskTel, the total funds made available equalled \$313,261.

SaskTel Pioneers

With over 4,000 members across the province, the SaskTel Pioneers are SaskTel's award-winning volunteer force and community ambassadors. In 2014, they volunteered over 45,000 hours in support of Saskatchewan charities and events, while also raising in excess of \$200,000 for the community.

Some ongoing SaskTel Pioneers programs and volunteer initiatives include delivery of teddy bears to emergency services organizations to give to children in stressful situations, and delivery of 5,000 pounds of food and \$4,000 to various food banks throughout Saskatchewan. The Pioneers also work in partnership with SaskTel and Saskatchewan Technology Renewal Inc (STRI) to deliver the Computers for Schools Saskatchewan program that has provided more than 51,000 computers in 21 years. The Pioneers also once again helped Shock Trauma Air Rescue Society (STARS) administer their annual STARS Lottery by managing showhomes in Saskatoon and Regina and donating all proceeds back to STARS.

Scholarships

As mentioned earlier, SaskTel helps students pursue careers in telecommunications through an extensive post-secondary scholarship program that supplements the cost of enrolment in post-secondary institutions.

SaskTel Scholarships

In 2014, SaskTel awarded seven SaskTel Scholarships of \$3,000. Eligible students must be Saskatchewan residents; be enrolled or about to enrol in full-time studies (minimum 8 months) at a post-secondary education institute in Saskatchewan; be taking a degree, diploma or certificate program directly related to telecommunications (including but not limited to electrical, electronic or telecommunications engineering, computer sciences, accounting and business administration); and have achieved a minimum 75% average in their most recent education standing.

SaskTel Gord Kuhn Scholarship

The **SaskTel Gord Kuhn Scholarship** has been established in honour of long-time SaskTel employee Gord Kuhn. Gord's career at SaskTel spanned 29 years, and at the time of his passing he was serving as President CEP (Communications, Energy & Paperworkers union) Local 1-S. This scholarship dedication acknowledges Gord's valued commitment to SaskTel and his leadership with building a strong employer/union partnership.

The **SaskTel Gord Kuhn Scholarship** is \$3,000 and is awarded to a current SaskTel employee, or the immediate family member of a SaskTel employee, attending a post-secondary institution in Saskatchewan studying in a field directly related to telecommunications. The eligibility criteria are the same as SaskTel Scholarships.

SIIT Scholarships

SaskTel presented three scholarships valued at \$1,500 each to encourage Aboriginal students to pursue post-secondary education in fields directly related to the communications industry.

SaskTel Métis Scholarships

Every year, eight awards of \$2,000 are awarded to Saskatchewan students studying in a field directly related to telecommunications.

Appendix

Open to entrance and undergraduate students enrolled in an accredited post-secondary institution pursuing a degree, diploma or certificate program directly related to telecommunications. Programs include, but are not limited to the following: Engineering (electrical, electronic, telecommunications), Business Administration/Commerce, Computer Science, other field of study related to SaskTel.

Eligible students must self declare as Métis; be a Saskatchewan resident; demonstrate academic ability to be successful in course of study; be enrolled or plan to enrol in full-time studies at a post-secondary institution in Saskatchewan; demonstrate financial need; and submit a statement of no more than one page attesting to leadership skills and community involvement, which includes a 50-word biography.

SaskTel Aboriginal Youth Awards of Excellence

The SaskTel Aboriginal Youth Awards of Excellence are an annual event we have proudly sponsored for 16 years as part of a partnership agreement with the Wichitowan Foundation. Aboriginal youth from across the province are invited to submit applications in ten different categories, including achievement in sports, community service and technology.

Public Policy Development

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

SaskTel participates in relevant policy proceedings with the two regulatory bodies to mitigate the risk of negative regulatory rulings. On occasion, SaskTel meets with designated public office holders in an effort to bring forward our unique position and influence stakeholders on government policy-making that is important to SaskTel's operations. Consistent with the federal *Lobbying Act*, SaskTel reports details on all arranged contacts with federal government officials.

In 2014, key policy files discussed included wireless spectrum auctioning, wireless roaming, wholesale access to network infrastructure, and the CRTC's *Let's Talk TV* review.

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

Partnership Development

SaskTel values a philosophy of partnerships when connecting with community organizations and businesses to create results beneficial to all parties and the community at large.

High School Partnerships

Campus Regina Public

SaskTel initiated a partnership with Campus Regina Public in 2013 to participate in curriculum development in the Electronics and Electricity program, something similar to what occurs at Mount Royal Collegiate. In 2014, three summer student positions were available to students as well.

Mount Royal Collegiate

Primarily within the school's Electronics and Electricity program, SaskTel provides valuable support and training for students in the areas of basic telephony and fibre installation, core functions of SaskTel's business. Select students from those programs participate in summer employment opportunities, gaining experience and further developing skills.

Nutana Collegiate

Since 2009, SaskTel has participated in a mentorship program that connects select students with volunteer employee mentors. Mentors meet with teachers and staff of the school as a basic introduction to the unique nature of Nutana's educational programs.

Prairie South School Division

SaskTel worked with PSSD in Moose Jaw and surrounding area to support the Focus on Information Technology (FIT) curriculum, including helping to organize an IT Boot Camp in 2014. The program was successful enough that it will be repeated in 2015.

Appendix

Scott Collegiate

SaskTel has maintained a 19-year partnership with Scott Collegiate, providing an annual contribution of \$5,000. Select students participate in an eight-week mentorship and paid work experience program at SaskTel. The program offers full-time roles that include training, on-the-job skills development, and an online learning curriculum.

Yorkton Regional High School

SaskTel provides valuable support and training to students in the area of basic telephony and fibre installation. In 2014, four students from the Yorkton Regional High School program were hired into full-time summer student positions at SaskTel.

Post-Secondary Partnerships

First Nations University of Canada

SaskTel fosters this relationship through participation in career fairs, employment mixers, pre-employment workshops, and career counselling initiatives.

Gabriel Dumont Institute

SaskTel partners with GDI to award Metis Scholarships on an annual basis.

Parkland College

Parkland College's unique partnership with the Pasqua First Nations community allows SaskTel the opportunity to connect with potential Aboriginal candidates and help them develop in areas of technical expertise.

Saskatchewan Indian Institute of Technologies (SIIT)

Through SIIT, SaskTel works to create opportunities for students to earn supplemental income through scholarships and summer employment.

Saskatchewan Polytechnic

SaskTel is a significant financial supporter of several major post-secondary institutions in Saskatchewan. This support includes event sponsorship, work with recruitment centres and the hiring of co-op students.

University of Regina

SaskTel is a significant financial supporter of several major post-secondary institutions in Saskatchewan. This support includes event sponsorship, work with recruitment centres and the hiring of co-op students.

University of Saskatchewan

SaskTel is a significant financial supporter of several major post-secondary institutions in Saskatchewan. This support includes event sponsorship, work with recruitment centres and the hiring of co-op students. SaskTel also utilizes the Aboriginal Students' Centre to identify opportunities to connect Aboriginal students to employment.

Community Partnerships

4to40

SaskTel is a committed supporter of 4to40, an initiative aimed at connecting people experiencing disability with forward-thinking employers who embrace a flexible 4- to 40-hour work week.

First Nations Employment Centre (FNEC)

In Regina, FNEC has given our Selection and Staffing team the opportunity to connect with potential Aboriginal candidates seeking employment in service-oriented positions, post jobs at their office, access the FNEC candidate database, and host information sessions about upcoming employment opportunities for potential candidates.

Keewatin Career Development Network (KCDN)

The Breaking Barriers education series allows SaskTel to connect with youth in 72 different northern communities about employment opportunities, to offer pre-employment education, and to provide a better understanding of educational requirements for their future.

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Saskatchewan Abilities Council

Since 2011, this partnership has provided employment programs, like the SaskTel Supported Employment Program, to high-potential candidates with cognitive disabilities who might be a fit for our organization but who require additional support to integrate into a traditional work setting.

YOUTHnetwork

A key segment of SaskTel's market includes the early adopters of technology—the youth who explore every capability of each new app and decide what devices take off. They are more than consumers; they are future entrepreneurs, community leaders and engineers.

SaskTel has identified the need to engage these youth in an educational context to help them meet their personal and career potential, while ensuring they are aware of the opportunities available at SaskTel. YOUTHnetwork emphasizes the importance of education to Saskatchewan youth at all levels with a specific focus on underprivileged youth and equity groups.

The YOUTHnetwork program has spawned several initiatives to engage and speak directly to this key demographic including mentorship and summer student programs.

I Am Stronger

I Am Stronger has grown and developed relationships since its launch in 2013. Today, the program is a premiere bullying-prevention initiative in Saskatchewan offering an on-line reporting tool and access to experts 24/7, and participating in the Red Cross *Imagine No Bullying* School Tours. The program has strong presence on social media including Twitter, Facebook and iamstronger.ca. The program is also featured prominently in SaskTel's 2014 Annual Report.

The intention of I Am Stronger is to foster honest conversations and provide a platform from which bullying can be recognized as a behaviour that hurts everyone in the community. SaskTel's special interest stems from products and services we provide being used in acts of bullying. We may not have the power to stop every incident, but we have the platform to stand up and make a difference. So we did.

Customer Service Excellence

Another prominent focus for SaskTel in 2014 was customer experience, including the launch of our CX First initiative outlined in our 2014 Annual Report. We value every relationship and recognize a social responsibility to those we serve. SaskTel's Mission continues to be to provide the best customer experience through our superior networks, exceptional service, and advanced solutions and applications.

To gauge our success in fulfilling this mission, SaskTel uses two surveys—the Global Relationship Survey and the Customer Experience Survey—to elicit customer satisfaction measures.

Global Relationship Survey

The intent of the Global Relationship Survey is to identify and understand key customer and product metrics relating to both consumer and business customers. The surveys measure customer satisfaction with respect to products, services, billing, and transactions, and overall perceptions of communication companies in the Saskatchewan market.

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

Customer Experience Surveys

SaskTel's Customer Experience Program includes both consumer and business customers who have recently had an interaction with a sales or service channel. The program aims to identify what is important from the perspective of the customer to acquire information that provides customer insights for consideration and action at multiple levels within SaskTel.

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Specifically, the surveys for this project will examine the following:

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

With both these survey programs, statistical modelling lets us understand what has the greatest impact on customer satisfaction and, therefore, what is most important to our customers.

Customer Feedback Mechanisms

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

- SaskTel can be called directly at 1-800-SASKTEL (1-800-727-5835). Feedback is captured in a database and dealt with 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. Customers must first try to resolve complaints about their services (including local or long distance telephone service, wireless telephone service or Internet service) with SaskTel.
- Complaints regarding regulated services are dealt with by the Canadian Radio-television and Telecommunications Commission (CRTC), an independent agency of the Government of Canada responsible for regulating the activities of SaskTel and other telecommunications companies. Before contacting the CRTC, customers must first try to resolve their complaints with SaskTel.

ACCESS TO PRODUCTS AND SERVICES

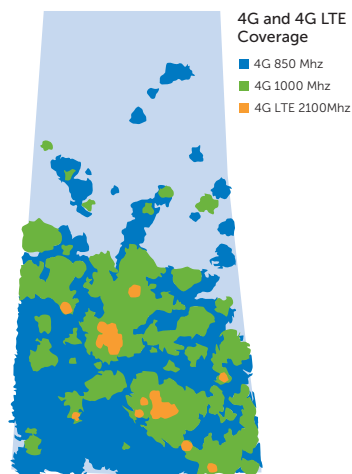
SaskTel recognizes not only the diversity in the Saskatchewan landscape, but also the variety of opportunities it presents our population. That's why we have committed to ensuring that Saskatchewan has access to not only basic telecommunications products and services, but high-speed Internet as well. We've also committed to creating one of the best wireless networks in North America. This will keep Saskatchewan companies and citizens on the cutting edge and on top of all that technology has to offer through faster, stronger and wider connections to their world.

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

SaskTel's Infrastructure Impact

SaskTel's infrastructure investment has been in the billions of dollars and makes Saskatchewan one of the best-connected regions in the world. Our rural service delivery record, knowledge and skill sets are beyond compare and represent an asset that we could only have come by through our direct experience and bold willingness to try new things. A featured story in our 2014 Annual Report focused on infrastructure and network access.

- In 2014, SaskTel continued to make investments in our provincial network infrastructure to extend access to many northern and First Nations communities. Access to broadband and mobile infrastructure is fundamental for consumers and businesses to realize the benefits of the digital economy. The First Nations communities affected 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.



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- SaskTel also continued work on its partnership with Aboriginal Affairs and Northern Development Canada (AANDC) and the Federation of Saskatchewan Indian Nations (FSIN) to enhance connectivity to 89 on-reserve schools in First Nations communities across the province. The project provides First Nations schools with fibre-based broadband access. AANDC will invest \$11.6 million, with SaskTel contributing technical, planning and in-kind services. SaskTel anticipates construction to be complete in 2015.
- SaskTel and Health Canada agreed to provide 79 First Nations health facilities and treatment centres with broadband connectivity through fibre optic and microwave technology. Health Canada agreed to fund 100% of the project, which is approximately \$5.5M, with SaskTel providing technical, planning and in-kind services. Construction began in 2012 and is expected to be complete in 2015.
- As a result of financial contribution from the community of Flaxcombe, SaskTel expanded Digital Subscriber Line (DSL) Internet service to the region in 2014. This partnership is based on SaskTel's Community Participation Model, which allows communities to raise funds to cover the shortfall when it is not economically feasible for SaskTel to finance the expansion alone.

Programs

Disability Accessible Products and Services

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

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

SaskTel's Dealer Channel

SaskTel works with over 100 different SaskTel-authorized dealers across Saskatchewan, local independent business owners providing SaskTel products and services as part of their overall business to customers right in their own neighbourhoods. This unique business model not only allows SaskTel to provide local access to products and connectivity on a world-class network in a customer's region, but also strengthens small businesses across Saskatchewan through local cellular, high speed and subsidiary dealer agreements.

Computers for Schools (CFS)

The Computers for Schools program is a national initiative co-founded by Industry Canada and the Telecom Pioneers. Those involved in the program refurbish computers and related equipment donated by the federal government, Crown corporations, businesses and individuals. The computers are then distributed across Canada to schools, libraries, and registered not-for-profit learning organizations.

To date, CFS has refurbished 53,000 computers throughout Saskatchewan.

EMPLOYEE STANDARDS

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

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

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

Appendix

SaskTel's Provincial Workforce

Active Employees:

	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Management	483	294	0	4	3	20
Non-management	1,359	1,021	54	64	238	323
Total	1,842	1,315	54	68	241	343

Inactive Employees:

	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Management	5	12	0	0	0	2
Non-management	41	101	0	1	9	53
Total	46	113	0	1	9	55

Externals: 385

Totals as at December 31, 2014

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 that 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 that provides reimbursement for 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.

New learning opportunities we offered in 2014 included the following:

- Technical – SaskTel continued to concentrate on technical learning and development in 2014, augmenting a strong focus on transforming the business to an ICT (Information Communication and Telecommunications) company. We rolled out the Cisco Partner Education Connection, which offers online Cisco training to help employees achieve specialization, certification and greater understanding of Cisco solutions. In addition, eight online courses around specific ICT technologies and topics were launched in 2014. In 2014, we reached 98.5% of employees formally trained in ICT.
- A Technology Trend, Convergence and ICT course was rolled out corporately in 2014. A survey was sent to participants three months post course to see if the training met the initial objectives set out and, more importantly, to see if employees were using that knowledge back on the job. The results have been very positive:
 - 97% of respondents feel more confident in their foundational knowledge of key technical areas covered in the course, as compared to before the training.
 - 90% of respondents feel they have been able to collaborate more effectively with their peers from other departments around the topic of ICT.
 - 96% of respondents feel their ability to understand and support SaskTel's direction around the need to transform to an ICT company has increased since completing this course.
- Leadership and Business – SaskTel continued to offer a wide variety of learning opportunities to support personal and professional growth according to personal career and development goals.

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.

Appendix

Average hours of training in 2014 per employee, by employee category

2014 Category	Total # of Employees	Total Hours of Recorded Training	Avg Hours of Training per Employee
1st Level Management	694	14,667.55	21.13
2nd Level Management	60	268.75	4.5
Senior Director	10	31	3.1
Non Management	3,056	65,241.75	31.35
President	1	1	1
Vice President	12	116.75	9.73

Performance Management

SaskTel's focus on performance management supports year-round dialogue between managers and employees aimed at strengthening performance and ultimately enhancing business results. SaskTel's Partnership for Excellence (PFE) is a participative process designed to ensure objectives and development plans are established at the beginning of the year for every employee in the organization. Managers are required to support the development of their employees and to ensure they are performing at a solid level. 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. Employees have access to training, job shadowing, mentorship, and external learning to help them reach their short- and long-term development goals.

The PFE 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,
- fosters communication between managers, and
- uses 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.

Recognition

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

Employee Health and Safety

SaskTel works with our employees to ensure that we mitigate potential dangers, and protect those who make us the company we are today. This commitment to employee health and safety is reflected in all our formal agreements with SaskTel’s Unifor union, which includes all SaskTel’s health and safety policies and procedures formally documented by the organization.

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

Category	Injury Rate (IR)	Occupational Disease Rate (ODR)	Lost Day Rate (LDR)	Fatalities in 2014
Per 200,000 Hours Worked	1.5	0	7.2	0

SaskTel Employees’ Personal Problem Program (STEPPP)

The SaskTel Employees’ Personal Problem Program (STEPPP) is a referral service that provides access to free, voluntary and confidential 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.

Appendix

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.

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

SaskTel's Representative Workforce Strategy

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

The SaskTel Supported Employment Program

At SaskTel, we understand that all individuals have the ability 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 as he or she is integrated into the workplace through job coaching. SaskTel's Human Resources department works with each individual and their job coach to identify a candidate's skill set and then looks to see where the organization could benefit 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. The position is then fully funded for the first five years of the individual's employment salary, and the supported employee's position will not count against the staffing requirements of the department for as long as they continue to be employed.

As of the end of 2014, SaskTel has had the opportunity to work with the Saskatchewan Abilities Council and other community-based disability organizations to place eight employees with cognitive disabilities in meaningful employment opportunities throughout the organization. As members of our workforce, these employees enjoy the same benefits and working conditions as all SaskTel employees, and provide SaskTel with significant benefit, both from an employment and from a corporate culture perspective.

Helping Our Own People (HOOP)

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

A corporately funded program that also receives contributions from employee-based activities and events, HOOP has donated over \$750,000 to assist employees in distress from all corners of the province.

Employee Networks

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

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SaskTel Aboriginal Employee Network (SAEN)

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

SaskTel Employee Network on Disability (SEND)

The SaskTel Employee Network on Disability (SEND) continues to be involved in removing systemic barriers for SaskTel employees across the province as well as advising on diversity-related initiatives. SEND consults on disability issues, health and safety for employees with disabilities, and technical issues that affect SaskTel's customers with disabilities, and acts as subject matter experts for the organization as it relates to adaptive technologies.

NextGEN

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

ENVIRONMENTAL STEWARDSHIP

In 2005, SaskTel took the lead in beginning development of one of the first sustainability strategies for Saskatchewan Crown Corporations. The SaskTel Eco(logical) strategy was innovative in its approach, laying out specific and aggressive goals for the organization to strive toward, and looking into the future to explore what were 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).

The second phase of this strategy aims to expand this 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

EN3: Direct Energy Consumption by Primary Energy Source:
Natural Gas: $2,693,583\text{ m}^3 \times 0.03901\text{ GJ/m}^3 = 105,076.7\text{ GJ}$
Fleet Fuel: $3,108,663\text{ L} \times (1\text{ US Gal} / 3.785\text{ L}) \times 0.125\text{ GJ/US Gal} = 102,661.0\text{ GJ}$
2014 Total = 207,728.7 GJ

Notes: Energy sources include natural gas in buildings and fuel consumed by the fleet.

EN23: Total Number and Volume of Significant Spills:
2014 Total = 0 known spills

EN28: Monetary Value of Significant Fines and Total Number of Non-monetary Sanctions for Non-compliance with Environmental Regulations:
2014 Significant Fines = 0
2014 Nonmonetary Sanctions = 1

Appendix

Phones for a Fresh Start

As outlined earlier in this report, SaskTel collects and recycles old wireless devices and puts funds raised toward supporting Provincial Association of Transition Houses and Services of Saskatchewan (PATHS). To date, the program has recycled over 72,000 cell phones.

ABOUT THIS REPORT

SaskTel has adopted the Global Reporting Initiative (GRI) G3.1 Sustainability Reporting Guidelines, a reporting framework that is used around the world by corporations. For 2014, SaskTel met the standards for the following performance indicators, thereby qualifying for a GRI self-declared level C.

This report was compiled utilizing input from a variety of different departments, including CSR, Human Resources, Corporate Communications, Environment, Marketing, Safety, Regulatory Affairs, Legal, Finance, etc.

STANDARD DISCLOSURES PART I: PROFILE DISCLOSURES

1. Strategy and Analysis		
Profile Disclosure	Description	Page Number
1.1	Statement from the most senior decision-maker of the organization	2
2. Organizational Profile		
Profile Disclosure	Description	Page Number
2.1	Name of the organization	This information is posted publicly on our Corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/company-info/
2.2	Primary brands, products and/or services	This information is posted publicly on our Corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/company-info/
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures	This information is posted publicly on our Corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/company-info/
2.4	Location of organization's headquarters	This information is posted publicly on our Corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/company-info/
2.5	Number of countries where the organization operates	This information is posted publicly on our Corporate website at www.sasktelinternational.com/company/experience
2.6	Nature of ownership and legal form	This information is posted publicly on our corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	This information is posted publicly on our corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/
2.8	Scale of the reporting organization	This information is posted publicly on our corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/
2.9	Significant changes during the reporting period regarding size, structure, or ownership	This information is posted publicly on our corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/
2.10	Awards received in the reporting period	This information is posted publicly on our corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/

Appendix

3. Report Parameters		
Profile Disclosure	Description	Page Number
3.1	Reporting period (e.g., fiscal/calendar year) for information provided	SaskTel's CSR report provides an annual overview of our social, environmental and community based activities
3.2	Date of most recent previous report (if any)	The 2013 CSR Report was issued on April 9, 2013
3.3	Reporting cycle (annual, biennial, etc.)	Annual
3.4	Contact point for questions	This information is posted publicly on our Corporate website at http://support.sasktel.com/app/contact_us
3.5	Process for defining report content	46
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers)	This information is posted publicly on our Corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/company-info/
3.7	State any specific limitations on the scope or boundary of the report	This report does not include the performance of SaskTel's subsidiaries such as SaskTel International, SecurTek, and DirectWest
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	This report does not include the performance of SaskTel subsidiaries, leased facilities, outsourced operations, or other external entities
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/ acquisitions, change of base years/periods, nature of business, measurement methods)	Any re-statements are clearly stated within the Report.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	In 2014, SaskTel separated the CSR narrative content from the reporting appendix for publication purposes
3.12	Table identifying the location of the Standard Disclosures in the report.	47

4. Governance, Commitments, and Engagement		
Profile Disclosure	Description	Page Number
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Responsibility of SaskTel's CSR performance resides with SaskTel's Executive team, as well as SaskTel's Environment and Human Resources subcommittee of the Board
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	The chair of the board of directors for SaskTel is not an executive officer for the organization
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members	This information is posted publicly on our Corporate website at www.sasktel.com/wps/wcm/connect/content/home/about-sasktel/company-info/executive-team/
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	This information is posted publicly on our Corporate website at http://support.sasktel.com/app/contact_us
4.15	Basis for identification and selection of stakeholders with whom to engage	SaskTel has numerous mechanisms in place to gather stakeholder input. We are active in benchmarking our actions and industry wheretelecommunication stakeholders are widely agreed upon.

STANDARD DISCLOSURES PART II: PERFORMANCE INDICATORS

Economic		
	Description	Page Number
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	25–28
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	35–37

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Environment		
EN3	Direct energy consumption by primary energy source	45
EN23	Total number and volume of significant spills	45
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	45
Labour Practices and Decent Work		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	38
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	41
LA9	Health and safety topics covered in formal agreements with trade unions	41
LA10	Average hours of training per year per employee by gender, and by employee category	40
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	39, 40
LA12	Percentage of employees receiving regular performance and career development reviews, by gender	38
Society		
SO5	Public policy positions and participation in public policy development and lobbying	28–29
Product Responsibility		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	33–34



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