It's all for you.

SaskTel

It's all for you

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PRESIDENT'S MESSAGE

It is my privilege to present SaskTel's 2013 Corporate Social Responsibility Report. For the second year now, SaskTel has been following the principles of a new CSR Strategy, applying the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines, a reporting framework that is used around the world by corporations. For 2013, we met the standards for twelve performance indicators, qualifying SaskTel for a GRI self-declared level C.

Over time, SaskTel is moving toward a corporate culture that will consider the triple-bottom line—financial, environmental, and social—in making all day-to-day decisions. Of course, many of the corporation's undertakings have effects in all three of these categories. In fact, SaskTel's core business, providing networks to the people of Saskatchewan, has direct economic, social, and environmental benefits that ripple throughout the entire province.

Just the same, we need to keep an eye on our ecological footprint, and do our very best to fulfill our responsibilities to our employees and to the communities we serve.

We believe that our achievement in meeting twelve key GRI indicators is a good start, but we hope in coming years to keep improving our CSR performance, bringing in new initiatives and more advanced reporting standards.

Our staff, management team, and board are increasingly aware of SaskTel's social responsibility, and it is thanks to them that we are meeting our goals and following our CSR strategy.

Sincerely,

Ron Styles
SaskTel President & CEO

INTRODUCTION

Over the past several years, the concept of Corporate Social Responsibility (CSR) has gone from a way to identify organizational compliance to local, provincial and federal standards of business operation, to an open and transparent, two-way form of communicating an organization's commitment to its community, industry and customers. In fact, CSR has become a much larger part of the overall customer experience, placing value on a company's commitment to being socially responsible and sustainable in a way undreamt of just a few short years ago.

 In 2013, our sixth year of providing a CSR report as part of our public disclosure in the overall SaskTel Annual Report, we continue to evolve our reporting methods to align with other organizations around the world that share a passion for socially responsible reporting. For the second year in a row, SaskTel has based some of its methods on those developed under the Global Reporting Initiative (GRI), which is, in the GRI's own words, "[a] multi-stakeholder governed institution collaborating to provide the global standards in sustainability reporting."

In accordance with GRI version 3.1 measurement standards, this report divides SaskTel's activities and impacts into three categories: Economic, Social and Environmental.

In 2013, SaskTel continued to improve infrastructure throughout Saskatchewan, enhancing the quality, speed and range of our cellular and Internet communications networks in both rural and urban areas. These improvements help provide world-class communications across the province. SaskTel's most important CSR contribution is fulfilling our commitment to universal and affordable access throughout our serving area.

ABOUT SASKTEL

Saskatchewan Telecommunications Holding Corporation (SaskTel) is a Saskatchewan Crown Corporation. SaskTel's wholly owned subsidiaries—including Saskatchewan Telecommunications, Saskatchewan Telecommunications International Inc., DirectWest Corporation, and SecurTek Monitoring Solutions Inc.—offer a wide array of products, services and solutions to customers in Saskatchewan, as well as around the world. These subsidiaries have a combined workforce of approximately 4,000 full-time equivalents (FTEs), making SaskTel one of the largest employers in Saskatchewan.

Saskatchewan Telecommunications (Telco)

www.sasktel.com

Telco is the largest subsidiary business within SaskTel. It is the leading Saskatchewan-based Information and Communications Technology (ICT) provider, with over $1.2 billion in annual revenue and over 1.4 million customer connections, including 615,694 wireless accesses, 467,957 wireline network accesses, 254,873 Internet and data accesses, and 101,147 *maxTV™* subscribers. Telco offers a wide range of ICT products and services including competitive voice, data, Internet, entertainment, national security, messaging, cellular, wireless data, and data centre services. Telco provides these services to business and residential customers living in 15 cities, 428 smaller communities, and their surrounding rural areas, including approximately 44,000 farms. Telco's head office is located in Regina, Saskatchewan, and Telco is one of the province's largest employers with 3,801 FTEs.

SASKTEL'S 5 KEY AREAS OF SOCIAL RESPONSIBILITY

SaskTel has undertaken exercises that allow us to better understand what is important to our customers, employees and community, and has set a strong direction for our overall Corporate Social Responsibility strategy, as well as the measures by which we evaluate our corporate successes in this area. We've shared our passion for social responsibility with Saskatchewan stakeholders, and looked within our own business units to better understand how we as an organization can provide maximum social benefit to Saskatchewan while also maintaining sustainable business practices.

In 2011, SaskTel measured our business practices alongside the interests of our customers and employees through a third-party analytics corporation, and determined 5 key areas of focus for SaskTel's Corporate Social Responsibility actions and activities: Ethical Leadership, Improving the Standard of Living for People in Saskatchewan, Increased Access to Products and Services, Employee Standards, and Environmental Stewardship.

Through this annual CSR report, we hope to share with our customer base, our employees, and the province of Saskatchewan as a whole, the commitment made by SaskTel to not only meet the high standards that our stakeholders have for us, but to raise the bar through innovative social programming and practices that will set the standard for future years.

ETHICAL LEADERSHIP

Corporate Governance

The SaskTel Board has implemented a comprehensive set of governance practices and is committed to clear disclosure of its governance 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 2013 SaskTel Annual Report.

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

ECONOMIC ACTIVITIES

The people of Saskatchewan have over 100 years of investment in SaskTel, and SaskTel in turn has provided an economic return to the province that has helped its communities develop and prosper during that century.

Without a strong financial basis and consistent profit, no corporation can continue to sustain a program of social and environmental responsibility. SaskTel's profits are not an end in themselves, but a means to achieve larger social, cultural and environmental goals for the province.

Here are the three main ways that SaskTel's financial success serves Saskatchewan people:

1. By providing a dividend that goes into the provincial treasury and contributes to the social and economic life of the province, providing services and building infrastructure.
2. By paying for SaskTel's own capital programs, expanding and improving our communications infrastructure to the benefit of Saskatchewan families, communities and businesses.
3. By giving SaskTel the means to invest directly in the province's social, cultural and environmental well-being through sponsorships and community investment programs.

ECONOMIC HIGHLIGHTS

$1,205.1 MILLION
REVENUES FOR 2013
• up $22.7 million from 2012

$908.6 MILLION
EXPENSES FOR 2013
• up $32.1 million from 2012

$90.1 MILLION
NET INCOME FOR 2013
• down $16.2 million from 2012

$81.1 MILLION
DECLARED DIVIDEND

IMPROVING THE STANDARD OF LIVING FOR PEOPLE IN SASKATCHEWAN

Our love affair with the province in which we live and work is deeply engrained in our organizational culture. For over 100 years, we've striven to be the best community partner for the people of Saskatchewan, because the sustainability of our organization is connected to the vibrancy of our communities. Whether it's through strong community investment programs, employee volunteer programs that work with non-profit organizations, or investments in services that strengthen our province's social infrastructure—we're part of the home team, and we're proud of it.

Community Engagement and Investment

Through SaskTel TelCare, the employee benevolent fund, SaskTel employees continue to contribute to their communities through a variety of non-profit organizations. In 2013, TelCare donated $213,784 to 79 organizations. Matched by a 50% allocation from SaskTel, the total funds made available equaled $320,675.

In 2013, SaskTel donated $2,863,180 to 878 non-profit and charitable organizations, community associations, venues, events and partnerships in 187 communities throughout the province. Our community investment covered sponsorship of events such as the SaskTel Jibfest and Summer Invasion events, the SaskTel Aboriginal Youth Awards of Excellence, the SaskTel Saskatchewan Jazz Festival, the Remai Art Gallery, Saskatchewan amateur football, and Canada's Farm Progress Show, to list just a few.

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

Imagine Canada

SaskTel Pioneers

With over 4,000 members across the province, the SaskTel Pioneers are SaskTel's award-winning volunteer force. Together, current and former SaskTel employees form not only a Chapter of the largest industry-based volunteer organization in North America, but an invaluable group of community ambassadors as well.

Formed over 50 years ago, the SaskTel Pioneers offer their time, talents, and skills to over 100 ongoing community projects every year. In 2013, the SaskTel Pioneers volunteered approximately 44,781 hours and raised $190,008.41 for Saskatchewan communities.

In 2013, the SaskTel Pioneers operated several programs and volunteer initiatives that supported numerous community organizations such as the Children's Wish Foundation through their Wishmaker Walk for Wishes fundraising event, delivered hug-a-bears to emergency services organizations to give to children in stressful situations, and delivered 13,893 pounds of food to various food banks throughout Saskatchewan.

SaskTel Scholarships

SaskTel encourages individual capacity development of provincial youth, and creates opportunity for students to continue their studies by supplementing the cost of their enrollment in post-secondary institutions.

In 2013, SaskTel awarded eight scholarships of $3,000 to students attending post-secondary institutions within Saskatchewan, studying in fields directly related to SaskTel's core business. The scholarships are aimed at supporting a diverse group of individuals, in particular those who are currently under-represented within the organization, such as people of Aboriginal descent, individuals with disabilities, and women in non-traditional roles.

Group	Number of Scholarships Awarded	Percentage of Overall Scholarships
Aboriginal	3	37.5%
Disability	1	12.5%
Visible Minority	1	12.5%
Women in Non-Traditional Roles	1	12.5%
Non-Equity	2	25.0%

Other scholarship initiatives that are specific to post-secondary institutions such as the Saskatchewan Indian Institute of Technologies (six scholarships of $1,500 each) and the Gabriel Dumont Institute (six scholarships of $2,000 each), are awarded to Aboriginal students studying in fields of interest to SaskTel.

SaskTel Aboriginal Youth Awards of Excellence

SaskTel Aboriginal Youth Awards of Excellence is a long-standing program that SaskTel proudly sponsors 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.

2013 marks the fifteenth year that SaskTel and the Wichitowan Foundation have partnered to host the annual event.

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 coming 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 2013, key policy files discussed included the wireless spectrum auction, wireless roaming, wholesale access to network infrastructure, mandatory distribution of certain television services, and the creation of a national wireless code of conduct.

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

Canadian Wireless Code

As part of our overall commitment to providing customers with the best wireless service experience, SaskTel complies with the implementation of the Canadian Radio-television and Telecommunications Commission (CRTC) Wireless Code, which came into effect on December 2, 2013, establishing new standards with which all Canadian wireless service providers must comply. The purpose of the code is to make it easier for consumer and business customers to understand their wireless contracts, and to be better informed of their rights and obligations in regard to those contracts.

Partnership Development

SaskTel continues to value the philosophy of partnership when connecting with community organizations as well as working with business entities, creating mutually beneficial results and promoting inclusion and understanding. This makes SaskTel a better corporate citizen and a stronger supplier of products and services to a much larger community.

High School Partnerships

Nutana Collegiate

SaskTel participated in mentorship opportunities with nine students in 2009, expanding the program to twelve students in the 2013 school year.

The program connects the students with SaskTel volunteer employee mentors. Mentors met with teachers and staff of the school as a basic introduction to the unique nature of Nutana's educational programs. SaskTel mentors then had the opportunity to meet with students and exchanged e-mail addresses (e-mail being the primary form of communication for the program).

Scott Collegiate

SaskTel demonstrates its commitment to education and the Aboriginal community through its nineteen-year partnership with Scott Collegiate in Regina. SaskTel provides an annual contribution of $5,000.

In 2013, five students from Scott Collegiate participated in eight weeks of mentorship and paid work experience at SaskTel. The students participated in full-time roles that also included an online learning curriculum (which included courses on diversity, customer service and time management). Training combined with the skills gained through the summer position, provided them with a well-rounded experience.

Mount Royal Collegiate

SaskTel continues to partner with Mount Royal Collegiate, primarily within the school's Electronics and Electricity program, where SaskTel provides valuable support and training for students in the area of basic telephony and fibre installation, mirroring core functions of SaskTel's business.

Two Mount Royal Collegiate students from the Electronics and Electricity program participated in summer employment opportunities in 2013, allowing them further opportunity to experience a career in the electronics and telecommunications industry.

In 2013, Mount Royal Collegiate and SaskTel partnered to develop a unique initiative that converted a 40-foot shipping container into a livable space for visiting medical professionals in a rural community in Malawi, Africa. The container was shipped as part of the SaskTel We See You program and was our fourteenth container project in the program.

Campus Regina Public

2013 marked our first year of partnership with this unique Regina secondary school, allowing SaskTel to participate in curriculum development in the Electronics and Electricity program, similar to the level of participation we have provided to Mount Royal Collegiate for the past several years.

Post-secondary Partnerships

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

Saskatchewan Indian Institute of Technologies (SIIT)

SaskTel continues to work with SIIT, creating opportunities for students to earn supplemental income through scholarship and summer employment opportunities.

University of Saskatchewan

The U of S has become an extremely proactive institution in terms of equitable education initiatives, and has worked with SaskTel to identify opportunities to connect Aboriginal students to employment through the Aboriginal Students' Centre, where SaskTel Staffing Consultants have conducted pre-employment workshops and posted employment opportunities.

First Nations University of Canada

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

Parkland College

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

Community Partnerships

SaskTel is proud of the relationships we have forged in the community.

Keewatin Career Development Network (KCDN)

KCDN is a key collaborative partner for SaskTel. The Breaking Barriers education series, developed using the KCDN video conference platform, allows SaskTel to connect with youth in 72 different northern communities to share information on employment opportunities and offer pre-employment education that will help students compete for employment and have a better understanding of educational qualifications for their future.

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, access the FNEC candidate database, and host 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.

YOUTHnetwork

SaskTel believes that the future of our province lies in the hands of the youth who currently walk the halls of our community's high schools. As a Crown corporation dedicated to being a community leader, employer, and neighbour 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 SaskTel YOUTHnetwork program.

2013 was a busy year for YOUTHnetwork, as usual. 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.

Mentorship programs at Nutana Collegiate in Saskatoon and Scott Collegiate in Regina have been successful, with over 15 employees mentoring students from the two schools and offering additional support where needed. As well, work continues with our partners at Mount Royal Collegiate and the Saskatoon Trades and Skills Centre—a joint venture between the Saskatoon Public School Board, SIAST, SIIT, and Gabriel Dumont Institute that will operate out of Mount Royal's campus. SaskTel continues to operate a number of programs as well as assist the electronics and electricity class there, providing instruction in CAT-5 wiring and basic telephony installation. Students from the program are also provided opportunities to apply their learning in real-world situations through summer-hire opportunities at SaskTel.

The SaskTel We See You Program

The SaskTel We See You program connects the youth of Saskatchewan to community and business partners who are passionate about global issues such as poverty, HIV/AIDS and global health, giving them an opportunity to realize their ability to influence social change and transform their communities on both a local and global scale by sending 40-foot containers of medical and donated supplies to various countries across Africa.

In 2013, the SaskTel We See You program launched the initiative's fourteenth container of medical supplies and donated materials to Malawi. This was the second container that was developed in partnership with Mount Royal Collegiate, where the container had been retro-fitted with the help of many of the practical and applied arts classes within the school to not only act as a shipping receptacle, but also serve a purpose once unloaded. The container this year will double as a housing unit, providing visiting doctors and medical staff safe and comfortable living quarters while volunteering their time.

For more information about the SaskTel We See You program, visit our website at www.weseeyou.ca

The SaskTel I Am Stronger Anti-bullying Platform

In 2013, SaskTel formally launched I Am Stronger, an anti-bullying platform aimed at engaging youth and others across the province in open and honest conversation about the issue of bullying, as well as creating a positive space for collaboration and action for social change. Through the use of social media — I Am Stronger.ca, Twitter, Facebook — the program asks individuals to take the pledge to stop bullying and cyber bullying in our communities. The initiative has been created as a social innovation program, aimed at counteracting some of the negative impacts of SaskTel products and services, when used in the act of cyber bullying.

To date, I Am Stronger has grown as a strong social media platform, engaging nearly 7,000 followers on Facebook and over 1,000 followers on Twitter in under a year. The platform is anchored by a website, iamstronger.ca, and features links to supports, videos and opportunities for students to share their stories and learn more about protecting their digital identities.

SaskTel understands that the products and services we sell can be used inappropriately to perpetuate the act of bullying, and in particular cyber bullying, in our community. As a socially responsible organization and proud community member of the province of Saskatchewan, our involvement in this space is our way to counteract that impact.

Customer Service Excellence

Our relationship with our customers is something that SaskTel values highly, and we see it as a social responsibility of significant importance. It is our goal, from a social responsibility perspective, to ensure that all customer interactions are fair, respectful and honest, and that our customers' satisfaction is at the highest possible level.

SaskTel's Mission is to provide the best customer experience through our superior networks, exceptional service, and advanced solutions and applications.

It's all for you

To gauge our success in fulfilling our mission from the customer's perspective, 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. Specific objectives include the following:

- Identify and understand the key drivers to customer and product satisfaction

- Solicit customer opinions of SaskTel and its various products and services

- Identify customer intentions and behaviours

- Measure corporate indicators of customer satisfaction, including customer perception, which is reported on our Holdco Balanced Scorecard

The Global Relationship Survey is conducted with 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. Additional questions in the Business Global Relationship Survey solicit customer perceptions about their Sales team.

Customers throughout Saskatchewan will be contacted and invited to complete a survey in either an online or telephone format. The major products include landline telephone service, Internet service, television service (consumer), equipment (corporate, government, SMB), and wireless service. Each customer is surveyed on two of the four products.

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 that 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 so that actions can be taken to positively impact customer loyalty.

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

"We talk to our customers a great deal in surveys and focus groups and we continually get information from them on what they like and don't like."

Ken Keesey, Vice President, Customer Service and Sales

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

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

Priorities

In both of these survey programs, statistical modelling lets us understand what has the largest impact on customer satisfaction and therefore what is most important to our customers. SaskTel has several major programs in place that will improve service levels to customers and increase customer satisfaction:

- SaskTel will continue to enhance communications for rural Saskatchewan with several initiatives.
- Work on 4G cell sites to address coverage and capacity issues will be completed.
- SaskTel's Fibre to the Premise program will pass another 33,700 homes in Saskatoon, Regina and Prince Albert, and Fibre to the Business (FTTB) will be completed in the downtown cores of Saskatoon and Moose Jaw.
- Wireless Delivery Environment (WDE) will be completed in 2014, which provides SaskTel with a real-time wireless billing application, and our customers with processes that are easy to use.
- www.sasktel.com will be fully redesigned in 2014, and enhancements will continue on mysasktel.com.

These are just a few of the initiatives SaskTel has in place relating to our commitment to customers' satisfaction.

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. In 2013, SaskTel had 48 accepted complaints and ranked #21 among participating service providers.

For the second year in a row, SaskTel was ranked number one in overall customer satisfaction in the full-service provider category among all the major carriers (including Telus, Rogers, Bell and MTS), in the 2013 Canadian Wireless Total Ownership Experience Study conducted by J.D. Power and Associates. SaskTel scored the highest in almost every factor, and the study cited SaskTel's customer service as a strong point, noting particularly high scores for handling customer service calls.

- 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. For the 2012–2013 reporting period, SaskTel experienced a decline in the number of complaints registered with the CRTC, and had the lowest number of complaints per 1,000 customers.

ACCESS TO PRODUCTS AND SERVICES

Saskatchewan is a wide and varying landscape that encompasses a wide range of opportunity for the people who live within its borders. Our cities provide all the amenities any major metropolis would boast, with sprawling skylines, bustling streets and vibrant social scenes that bring people together. But we also have some of the most beautiful of rural prairie settings, with fields of wheat as far as the eye can see, stunning northern lakes, and amazing forests and valleys. For many, Saskatchewan is a unique place where anything is possible and the future is wide open.

SaskTel recognizes not only the diversity in the Saskatchewan landscape, but also the variety of opportunity it presents our population. That's why we have committed to ensuring that everyone in Saskatchewan has access to not only basic telecommunications products and services, but high-speed Internet access as well. We've also committed to creating one of the best wireless networks in North America over the next few years through the SaskTel 4G and LTE infrastructure builds. 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.
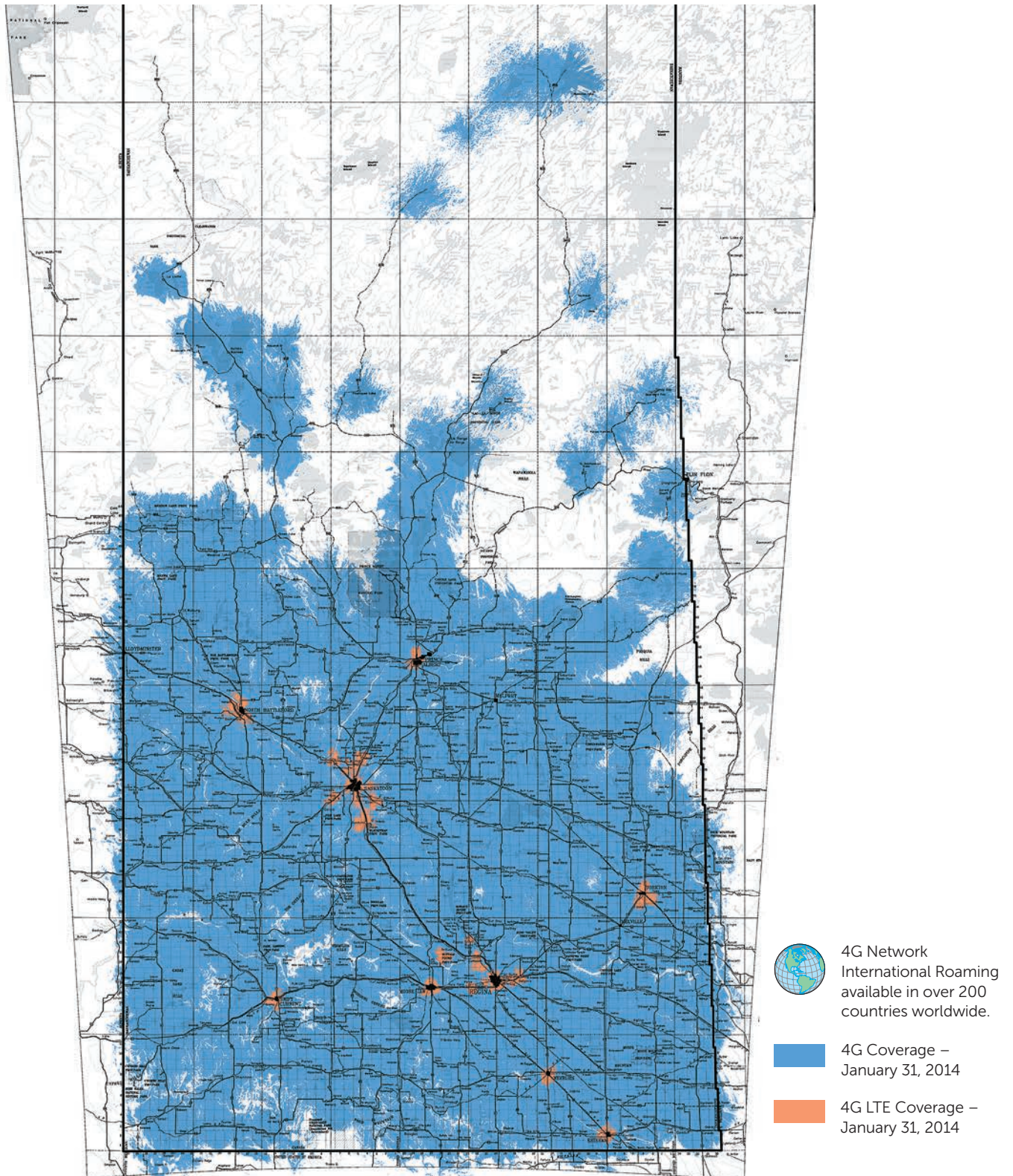
SaskTel's Infrastructure Impact

In 2013, SaskTel continued to make additional investment 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 recognize 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.

SaskTel continued work on the First Nations Service Improvement project to expand broadband service and 4G (UMTS/HSPA+) cellular service to 28 First Nations communities without service. Aboriginal Affairs and Northern Development Canada (AANDC, formerly Indian and Northern Affairs Canada) provided $8.8M in funding; SaskTel provided another $8.8M in funding, in addition to technical and planning resources. The project was begun in 2010, and is scheduled for completion in the near future.

SaskTel also began a partnership in 2012 with 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 two-year project will provide 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 2014.

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 at the end of 2014.

SaskTel Wireless Network

4G Network International Roaming available in over 200 countries worldwide.

4G Coverage – January 31, 2014

4G LTE Coverage – January 31, 2014

Programs

SaskTel's commitment to access to products and services goes beyond our network infrastructure. Here are a few other ways that SaskTel connects us all to our world.

Northern Broadband Network Agreement

Through a unique partnership between SaskTel, Aboriginal Affairs and Northern Development Canada, the Federation of Saskatchewan Indian Nations, and the Saskatoon Tribal Council, SaskTel has completed the development of access to the SaskTel 4G network and high speed Internet to Saskatchewan First Nations communities. The agreement, signed in 2010, allowed SaskTel to turn up access to the 4G network in 28 First Nations communities, including Cote, Poundmaker, and Sweet Grass First Nations, as part of the overall agreement.

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

SaskTel services for individuals with disabilities include 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

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.

In 2013, the Computers for Schools program celebrated 20 years of service to organizations in need, refurbishing more than 45,000 computers (desktops and laptops) throughout Saskatchewan over the last two decades.

EMPLOYEE STANDARDS

SaskTel employees are the lifeblood of our organization, driving us forward and rising to meet the challenges of a fast-paced, highly technical company to keep the confidence of our customer, and strengthening our reputation in the community.

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 highest level of 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.

SaskTel's Provincial Workforce

Active Employees	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Management	473	282	0	8	2	19
Non-management	1397	1056	40	85	264	341
Total	**1870**	**1338**	**40**	**93**	**266**	**360**

Inactive Employees	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Management	5	21	0	0	0	3
Non-management	38	105	0	1	6	47
Total	**43**	**126**	**0**	**1**	**6**	**50**

Externals	
Total as at December 31, 2013	**453**

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.

In response to the demand for a highly knowledgeable and skilled workforce to meet current business challenges, SaskTel's continuous learning philosophy and commitment to lifelong learning ensures employees are prepared to work productively in today's competitive and ever-changing workplace. We continue to maintain a positive learning environment within SaskTel by providing learning and development opportunities that support SaskTel's business requirements and individual growth. SaskTel embraces both formal and informal learning and believes all forms of learning support continuous improvement.

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.

Some of the new learning opportunities we offered in 2013 included the following:

- Technical – SaskTel continued to concentrate on technical learning and development in 2013, augmenting a strong focus on transforming the business to an ICT (Information Communication and Telecommunications) company. There were three online courses directed to all employees around industry transformations, and the strategic direction for ICT and Convergence.
- A Technology Trend, Convergence and ICT course was also launched for Directors, with the direction to roll out corporately in 2014. Along with this focus, SaskTel continued to offer a number of courses for Long Term Evolution (LTE), IP Multimedia Subsystem (IMS), IP Fundamentals, Cloud Computing, and Fibre.
- 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.

In 2013, SaskTel continued to support the learning requirements of the business through formal and informal learning opportunities.

Average hours of training per year per employee by employee category

Employee Category	Total Number of Employees	Total Hours of Training Recorded	Average Hours of Training per Employee
1st Level Management	703	14234.35	20.25
2nd Level Management	61	1295.45	21.24
Senior Director	11	237.65	21.60
Non Management	3194	82623.90	25.87
Vice President	12	72.70	6.06

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 for every employee in the organization at the beginning of the year. 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 through 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 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.

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

The overall health and safety of our employees is something that SaskTel takes very seriously. As an organization that manages numerous employees, in a wide variety of fields ranging from operations and installation-based occupations to office-based professions, everyone's safety is of importance. Whether a safety harness or an ergonomic work station, 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 CEP 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 2013
Per 200,000 Total Hours Worked	1.5	0	9.5	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 Communications, Energy and Paperworkers Union of Canada (CEP), 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.

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.

> **For the third straight year, SaskTel is proud to be named one of Canada's Best Diversity Employers by Mediacorp Canada Inc., demonstrating exceptional inclusiveness and diversity programs.**

The SaskTel Supported Employment Program

It's no secret that people with disabilities have been a traditionally under-employed group within society, and individuals with cognitive disabilities are among the least gainfully employed of all. 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 CEP 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 2013, 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 $500,000 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.

SaskTel Aboriginal Employee Network (SAEN)

2013 marked the nineteenth anniversary of the SaskTel Aboriginal Employee Network (SAEN), making it the longest-standing employee network in the Crown corporations.

SAEN continues to impact SaskTel and 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.

In 2013, SAEN again partnered with YOUTHnetwork to hold an art project at our partner schools: Scott Collegiate, Nutana Collegiate and Mount Royal. Students who wished to do so were invited to produce a piece of art that SAEN could reproduce as a greeting card, and possibly a future calendar, which would in turn raise funds for partner schools and showcase Aboriginal artists.

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 acting as subject matter experts on diversity-related initiatives. SEND accomplishments in 2013 include initiatives such as a mentorship program for youth with visual impairments, hosting various lunch-and-learn activities on disability issues, consulting on issues of health and safety for employees with disabilities, consulting on technical issues that affect SaskTel's disability customers and acting 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, Next GEN continues to create social and professional networking outlets for our newest employees.

Some of NextGEN's 2013 highlights include participating in a number of fund-raising initiatives such as the KidSport Fun & Fitness Corporate Challenge, the Canadian Cancer Society's 24-hour Relay for Life, and the annual Terry Fox Run. In total, NextGEN raised nearly $20,000 for local and national charities while creating fun ways for new SaskTel employees to network and get to know each other and the company.

> **In 2013, SaskTel was again named one of Canada's Top 100 Employers and one of Saskatchewan's Top Employers by Mediacorp Canada Inc., and one of Canada's Top 50 employers by Globe and Mail's *Report on Business*.**

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 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).

With this foundation in place, SaskTel is able to better position itself to move sustainability initiatives forward, accurately measure and identify their impact, and continue to advance our efforts to reduce the significance of our corporate footprint on the environment. Through these actions, SaskTel will become both a more efficient and a more socially responsible corporate citizen.

SaskTel's Eco(logical) Strategy

Since 2006, SaskTel has had environmental strategies and measurement tools in place to both evaluate and reduce the organization's environmental footprint. The SaskTel Eco(logical) Strategy put into action evaluation measures that ensured SaskTel's environmental stewardship was built on a solid foundation of environmental policy and procedure, as well as measured through an Environmental Management System (EMS) based on ISO 14001 standards. This ensured SaskTel implemented and continued to maintain a measurement tool on par with the highest benchmarks in the field of environmental stewardship.

The second phase of the strategy, developed in 2014, aims to expand the foundation established over the past seven years, 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

Category	Calculation	Total Impact
Direct Energy Consumption by Primary Energy Source		
Natural Gas	$2{,}287{,}049 \text{ m}^3 \times 0.03901 \text{ GJ/m}^3$	89,217.8 GJ
Fleet Fuel	$2{,}914{,}982 \text{ L} \times (1 \text{ US Gal} / 3.785 \text{ L}) \times 0.125 \text{ GJ/US Gal}$	96,267.6 GJ
2013 Total Direct Energy Consumption		**185,485 GJ**
Total Number and Volume of Significant Spills	No Known Spills	0
Monetary Value of Significant Fines and Total Number of Non-monetary Sanctions for Non-compliance with Environmental Regulations	No Fines or Sanctions Placed on SaskTel's Operations for Environmental Regulations in 2013	0

Phones for a Fresh Start

Cellular phone technology is moving at an incredible speed. It seems as though every time you turn around, there is a newer (and shinier) version of the must-have gadget, making your phone seem nearly obsolete. Today's technology is becoming increasingly disposable, and consumer desire to have the latest and greatest means there are a lot of old phones stuffed away in drawers and the backs of closets.

Since 2009, SaskTel has collected over 50,000 unwanted and obsolete cell phones and converted them into something valuable again through the Phones for a Fresh Start initiative. The program encourages SaskTel customers to recycle their phones at SaskTel stores and participating SaskTel dealers, where they are collected and recycled. The proceeds from the recycling are used to purchase pre-paid phone cards and distributed, along with other refurbished phones, to women's shelters and safe homes. As part of the program, SaskTel, with the help of the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS), provides women's shelters across the province with usable cell phones that have been bought back from customers, along with phone stock that has become outdated.

In 2013, SaskTel was named one of Canada's Greenest Employers for the fifth consecutive year by Mediacorp Canada Inc.

These phones provide an essential communications tool for women in abusive situations, allowing women in the shelters to stay connected to their families and to be able to call for help if it is required.

To see a video about how the Phones for a Fresh Start has helped those who need it most, click here.

Phone Book Recycling

DirectWest is a SaskTel subsidiary and the primary distributor of phone book directories within the province of Saskatchewan. Through the SaskTel phone book recycling program, DirectWest promotes the elimination of paper waste by working with local recycling organizations to ensure that customers can recycle their phone books once they are finished with them.

ABOUT THIS REPORT

Our Process

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 2013, 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.

Report Scope and Boundary

This report outlines our 2013 CSR performance from January 1, 2013, to December 31, 2013. In each of the five core areas— Ethical Leadership, Improving the Standard of Living for People in Saskatchewan, Increased Access to Products and Services, Employee Standards, and Environmental Stewardship—the 2012 performance measures have been restated to show the commitment that SaskTel has made to meet the standards that our stakeholders have for us.

For more information regarding our improvements, please refer to www.sasktel.com/about-us/company-information/ financial-reports/attachments/12-sasktel-corporate-responsibility-report.pdf

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	ii

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	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

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 2012 CSR Report was issued on April 22, 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	23
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 SakTel subsidiaries, leased facilities, outsourced operations, or other external enteties
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	None
3.12	Table identifying the location of the Standard Disclosures in the report.	25

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
4.14	List of stakeholder groups engaged by the organization	11
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 where telecommunication 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	3
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	12
Environment		
EN3	Direct energy consumption by primary energy source	21
EN23	Total number and volume of significant spills	21
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	21

Labour Practices and Decent Work		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender	15
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	17
LA9	Health and safety topics covered in formal agreements with trade unions	17
LA10	Average hours of training per year per employee by gender, and by employee category	16
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	16
LA12	Percentage of employees receiving regular performance and career development reviews, by gender	15
Society		
SO5	Public policy positions and participation in public policy development and lobbying	6
Product Responsibility		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	9, 10, 11

SaskTel

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