

# Rooted in Saskatchewan

2017/18 Corporate Social  
Responsibility Report

**SaskTel** 



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# President's Message [G4-1]



Over its long history, SaskTel has proven itself to be one of the great home-grown Saskatchewan success stories that have shaped this province for the better. Established in a time when others refused or weren't interested in delivering communications services in this province, this company was founded to build up the budding telephone networks of the day into a system that now links every corner of Saskatchewan.

Although the technology and scope of the network has changed over the years, generations of residents have relied on and continue to make SaskTel their choice to help them connect to their world. But, the reason behind our success and the trust that our customers place in us is our commitment to being an ethical, active, and engaged member of the communities we serve and the employees who take this goal to heart.

Their willingness to embody this vital aspect of what defines us as SaskTel is the key reason we continue to deepen our ties in the community while delivering the services and tools our customers need to fully engage in both the digital world and global economy.

The past year saw SaskTel build on its legacy of providing Saskatchewan with access to a world-class network by making over \$302 million in capital expenditures to expand and improve the speeds of our networks as well as enhance our ability to deliver the services our customers rely on. We continued our focus on providing amazing customer experiences by improving the tools our frontline staff use to provide customers with the services they want and need, while also increasing customers' ability to interact with us in the way they like best. And, we maintained our tradition of always giving back to the communities we serve through a combination of sponsorships, donations, volunteering, and community engagement programs.

Divided into seven sections detailing our achievements in each of these areas and more, it is my pleasure to present SaskTel's 2017/18 Corporate Social Responsibility (CSR) Report.

The sections have been organized to help us share our story of how we are:

## **TAKING CORPORATE SOCIAL RESPONSIBILITY TO HEART**

We're placing CSR at the heart of everything that we do. It's the foundation that defines how we do business, support the communities we operate in, and carry ourselves as employees of SaskTel. In addition to our commitment to operate as an ethical, active, and engaged member of the communities we serve, we're setting CSR goals and targets while ensuring the public knows how well we're living up to our philosophy through updates in our CSR Report each year.

## **ENSURING OUR PEOPLE ARE OUR STRENGTH**

Over our long history, our people have always been the source of our resilience and strength. We're working hard to make sure they stay that way by creating a safe and respectful workplace that is reflective of the growing diversity our province has to offer. We're continuing to ensure we remain an employer of choice for young people, those challenged by disability, and people from every ethnic group. Together, our shared values are guaranteeing the people of this province can all be SaskTel proud.

### CHOOSING PARTNERS THAT SHARE OUR VISION

No business operates in a vacuum. Even with our amazing employees, they can't deliver all of the products and services that we offer on their own. That's why when we choose to partner with contractors and suppliers, we make sure that they share our vision for building a better and more connected province. We set out rules for evaluating contractors and suppliers and monitor them to confirm they are living up to our ethical standards, respecting our legal obligations, and as dedicated to providing amazing customer experiences as we are.

### DELIVERING OUTSTANDING CUSTOMER EXPERIENCES

For everyone here at SaskTel we do what we do because we want to be the best at connecting our customers to their world. For us, this starts with delivering customer experiences where each interaction a customer has with us is better than the last. This means putting our customers first by expanding the breadth and availability of our services through network upgrades, introducing new services, and providing customers with a growing ability to interact with us when and in the way they want on the platforms they use most.

### INVESTING IN OUR COMMUNITIES

We've always looked at community investment as more than the infrastructure dollars we spend or the number of employees we have living and working in any given community. It's also our ongoing commitment to provide additional support through the thousands of volunteer hours generously undertaken by current and former employees, as well as the millions of dollars contributed corporately to nearly 1,000 non-profit and charitable organizations, community associations, venues, event and partnerships in more than 200 communities across Saskatchewan each year.

### PROTECTING OUR ENVIRONMENT

As a business whose operations can impact the environment, we have put in place a robust set of policies and procedures that ensure we're doing everything we can to minimize our impact on the environment while still delivering the services Saskatchewan residents rely on to interact with the world. We've even taken this a step further through our EnviroCare employee group who volunteer their time to raise awareness of environmental issues and engage in projects to help improve the environment in Saskatchewan communities.

The past year has seen SaskTel perform admirably as we worked to achieve our CSR goals. But, our success wouldn't have been possible without a collaborative effort from everyone involved. I'd like to offer my thanks to our customers and employees, our suppliers and contractors, as well as our Board of Directors and other stakeholders for their outstanding contributions to helping us succeed in this crucial area of our business.

Sincerely,



Doug Burnett, Acting SaskTel President and CEO



# About this Report [G4-18] [G4-19] [G4-20] [G4-21]

This report serves to outline all of SaskTel's CSR initiatives and how being a great corporate citizen is not only compatible with doing business in Saskatchewan, it's also a business priority in and of itself. Since 2011, we've used an independently developed approach to align our corporate responsibilities to our customers and shareholders with our CSR goals.

At SaskTel, being a great corporate citizen means focusing our CSR initiatives on five key areas:

- **Ethical Leadership**  
SaskTel is committed to acting ethically in every aspect of our business and as a leader in the community. To achieve this, the company operates using a set of values and principles, reinforced through a robust set of policy and procedures designed to ensure all its employees make ethical decisions while conducting the corporation's business
- **Employee Standards**  
Our people are our strength, not only in helping achieve SaskTel's business goals, but also as the source of our strength in the community. SaskTel has developed a strong corporate culture that emphasizes personal accountability alongside being active members of the communities we serve. This has created an environment where employees not only give their best at work, they go over and above in giving back to their communities by volunteering innumerable hours and raising funds to support the local charities that matter most to them
- **Environmental Stewardship**  
SaskTel developed and deploys an innovative Eco Strategy that lays out aggressive and specific goals for the corporation to meet and exceed. In addition to these operational goals, the company is also engaged in running various cellular recycling programs that encourage the public to properly dispose of a growing segment of e-waste. SaskTel also actively supports our EnvrioCare employee group that raises awareness on environmental issues and engages in projects that help protect and enhance our communities
- **Improving the standard of living for people in Saskatchewan**  
SaskTel has and continues to be a major contributor to the quality of life in this province. Be it through the direct economic impact of our operations; the economic spin-offs generated by our contractors and suppliers; the financial support shown for hundreds of local non-profits and charitable organizations; or, our community outreach and support programs, SaskTel remains committed to enhancing the quality of life for all residents of Saskatchewan
- **Increasing access to products and services**  
Access to Information and Communications Technology (ICT) services have become essential to modern life. SaskTel is constantly working to responsibly and sustainably expand our networks, improve the quality of the customer experience, and introduce new and innovative services that will secure us as our customers' first choice as an ICT provider

In developing this document, we've chosen to treat our company's annual CSR report as complimentary to our Annual Report. As such, while SaskTel has followed the Core Level Global Reporting Initiative G4 Sustainability Reporting Guidelines, some information found within the Annual Report has not been reproduced in the CSR report. However, full details of the Core Level guidelines, as well as the Annual Report or CSR Report locations of all required information can be found in the appendix of this report.

To make finding areas of the report that apply to specific requirements of the G4 Sustainability Reporting Guidelines easier, we've placed the G4 reporting indicator following the heading of the section or subsections where it applies.

Although the way the content is presented has evolved from our last report, there have been no substantive changes in reporting period, areas or methodologies from SaskTel's 2016/17 CSR Report.

## REPORTING TIMELINES [G4-30] [G4-28]

Unless otherwise stated, the contents of this report covers the period of April 1, 2017 to March 31, 2018. This report follows SaskTel's most recent CSR report which was released in July 2017, and covered the period running from April 1, 2016, to March 31, 2017.

## FORMAT

In order to help better protect the environment this report is presented in a digital format. Electronic copies of this report are available in the [About SaskTel section of www.sasktel.com](#). Please consider the impact on the environment before printing copies of this report.

## STAKEHOLDER ENGAGEMENT [G4-26]

Information for this report was in part provided through continued engagement with and ongoing feedback from various stakeholder groups, such as SaskTel's community and business partners, its customers, members of the general public, and the Government of Saskatchewan.

The information used in this report was gathered and verified by key Subject Matter Experts (SMEs) across SaskTel. These SMEs operate in Strategy and Branding, Human Resources, Corporate Services, Corporate Communications, Legal and Regulatory, Environment, Safety, and Finance roles at SaskTel.

# Taking Corporate Social Responsibility to Heart

As Saskatchewan's premier ICT service provider, 2017/18 saw SaskTel generate over \$1.2 billion in revenue while reaching approximately 1.4 million customer connections, including over 110,000 maxTV service subscribers, close to 361,000 wireline network accesses, over 607,000 wireless accesses, and more than 279,000 internet accesses on what is Saskatchewan's largest owner-operated full-service ICT network.

With a combined workforce of approximately 3,900 full-time equivalent employees, SaskTel and its wholly-owned subsidiaries offer a wide range of ICT products and services, including: competitive wireline and wireless voice, data, and internet services; maxTV services; data centre and cloud based hosting services; security monitoring services; advertising services; as well as international software and consulting services.

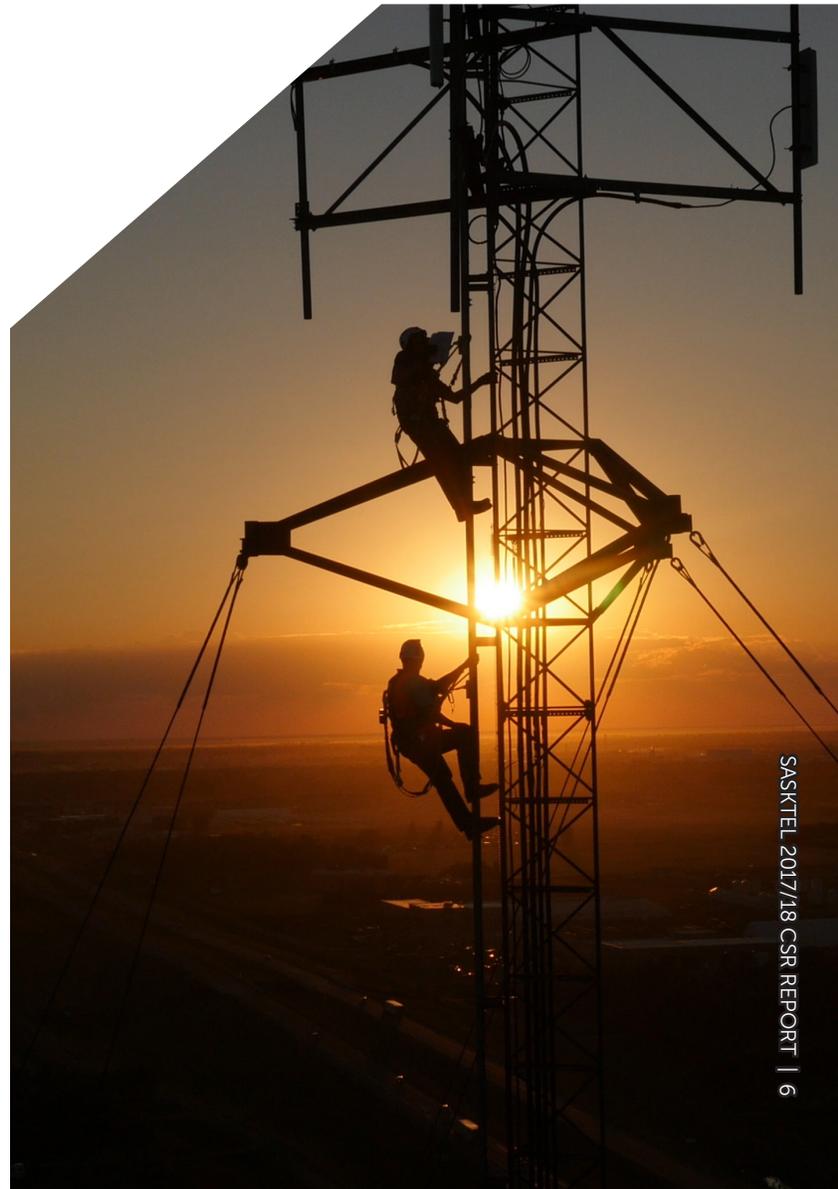
Yet none of this would be possible without our commitment to being the best at connecting people to their worlds. It's the reason we exist, and a huge part of achieving this goal lies in our ability to place CSR at the heart of what we do.

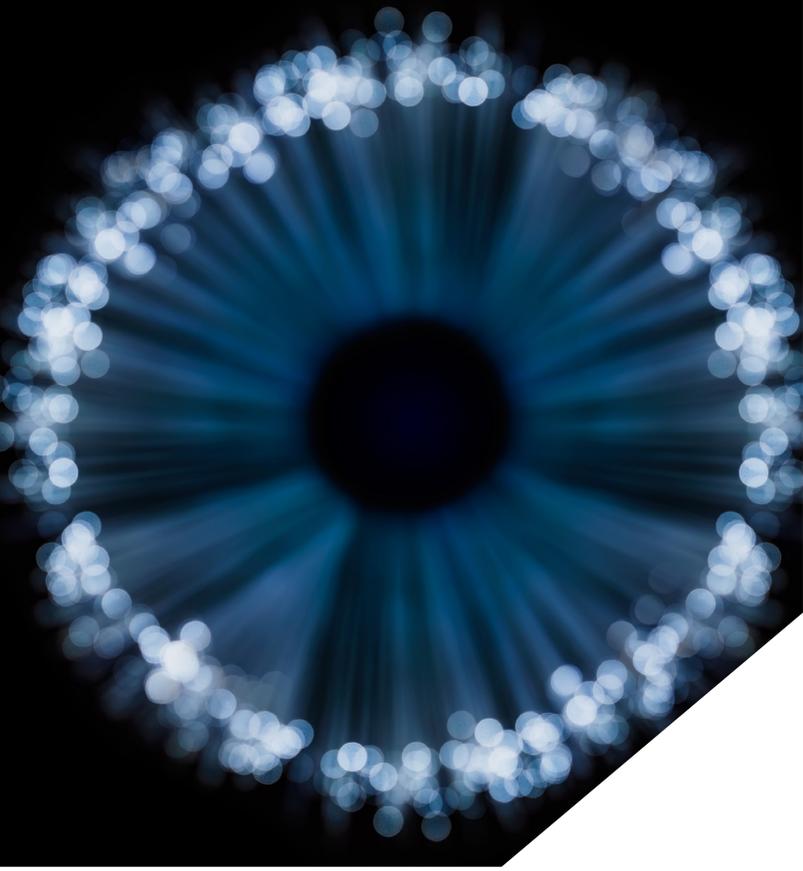
For us, this means staying focused on our commitment to ethical leadership, holding the highest employee standards, being a vigilant environmental steward, improving the standard of living for people in Saskatchewan, and increasing access to our products and services.

To that end, this report has been divided into five sections that illustrate how we're keeping CSR a central part of our operations here at SaskTel. The sections are:

- Ensuring our people are our strength
- Choosing partners that share our vision
- Delivering outstanding customer experiences
- Investing in our communities
- Protecting our environment

OVER **3,900**  
employees are forging  
1.4 million connections





## LEADING THE WAY THROUGH GOOD GOVERNANCE AND ETHICAL LEADERSHIP [G4-34]

The SaskTel Board of Directors have 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 Instruments on Governance Rules came into effect. The CSA standards supersede the Toronto Stock Exchange Corporate Governance Guidelines, which the Board previously used to assess its practices.

The Governance Committee has reviewed the guidelines with the view of adapting the Board's governance practices to the guidelines, where effective and beneficial. Although SaskTel is not required to comply with the CSA governance requirements, we use them to benchmark our governance practices. To learn more about SaskTel's commitment to corporate governance, please refer to [SaskTel's 2017/18 Annual Report](#).

## STATUS AS A CROWN CORPORATION [G4-7]

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

When this second level of oversight is combined with the direct governance provided by the Corporation's Board of Directors, it's clear that we operate within a robust governance framework that includes multiple checks and balances and strong ethical leadership.

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

## EVERYTHING STEMS FROM A CENTRAL VISION [G4-56]

Our focus on CSR doesn't come from nowhere; it's the natural outcome of the Vision, Mission, and Values, that define us as a company.

### Our vision

To be the best at connecting people to their world.

### Our mission

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

### Our values

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

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

**Respect:** Working together, we create an atmosphere of mutual respect.

## PRIVACY MATTERS [G4-15]

In today's interconnected world privacy is more important than ever. We respect our customers right to privacy and consider it an integral part of our commitment to service excellence and to being an ethical corporation. As such, we maintain and enforce a robust privacy policy that is overseen by our Chief Privacy Officer (CPO) in compliance with the Freedom of Information and Protection of Privacy Act. In addition, SaskTel uses 10 privacy principles derived from the Canadian Standards Association's Model Code for the Protection of Personal Information to help shape our privacy policies:

- **Principle 1 - Accountability**  
SaskTel is responsible for the personal information under our control and we've designated a CPO to be accountable for our compliance with the privacy principles
- **Principle 2 - Identifying purposes for the collection of personal information**  
We'll identify the purpose for collecting personal information at or before the time the information is collected
- **Principle 3 - Obtaining consent for the collection, use, and disclosure of personal information**  
We require the knowledge and consent of the customer for the collection, use, or disclosure of personal information except where it is impractical or inappropriate to do so, such as in emergency situations
- **Principle 4 - Limiting collection of personal information**  
We'll limit the collection of personal information to that which is necessary for the purposes identified by the company. We will collect personal information by fair and lawful means
- **Principle 5 - Limiting use, disclosure, and retention of personal information**  
We won't use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. We retain personal information only as long as necessary for the fulfillment of those purposes
- **Principle 6 - Accuracy of personal information**  
Personal information will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used

- **Principle 7 - Security safeguards**  
We'll protect personal information by applying security safeguards appropriate to the sensitivity of the information
- **Principle 8 - Openness**  
We'll make specific information about our policies and procedures relating to the management of personal information readily available to customers and employees
- **Principle 9 - Customer and employee access to personal information**  
Upon request, customers and employees shall be informed of the existence, use, and disclosure of their personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate
- **Principle 10 - Challenging compliance**  
A customer may address a challenge concerning compliance with any of the preceding principles to the CPO.

Ensuring that every member of our team is up to speed on our privacy obligations, all staff are required to complete mandatory privacy training courses. A full version of our privacy policy can be found in the [Legal & Regulatory section of www.sasktel.com](http://www.sasktel.com).



## MEMBERSHIP IN BUSINESS AND PROFESSIONAL ORGANIZATIONS [G4-16]

SaskTel is a member in a number of business and industry organizations. By and large, these relationships allow us to be more active participants in the local communities in which we operate, be greater advocates for safety both on the job and in the home, increase diversity in the ICT industry, and advance Saskatchewan's business and communications interests at a local, provincial, or national level.

Organizations that SaskTel was a member of in 2017/18 include:

- The American Registry for Internet Numbers (ARIN)
- The Better Business Bureau of Saskatchewan
- The Broadband Multimedia Marketing Association (BMMA)
- The Canadian Common Ground Alliance (CCGA)
- The Canadian Numbering Administration Consortium (CNAC)
- The Canadian Security Telecommunications Advisory Committee (CSTAC)
- The Canadian Standards Association (CSA)
- The Canadian Telecommunications Cyber Protection Working Group (CTCP)
- The Canadian Telecom Resiliency Working Group (CTRWG)
- The Canadian Payroll Association (CPA)
- The Centre for Internet Security (CIS)
- The Contractor Safety Awareness Alliance (CSAA)
- The International Organization for Standardization (ISO)
- The Telecommunications Risk Management Association of Canada (TRMA)
- Women in Communication & Technology (WCT)
- The Battlefords Chamber of Commerce
- The Estevan Chamber of Commerce
- The Greater Saskatoon Chamber of Commerce
- The Humboldt and District Chamber of Commerce
- The Melfort and District Chamber of Commerce
- The Nipawin and District Chamber of Commerce
- The Prince Albert and District Chamber of Commerce
- The Regina and District Chamber of Commerce
- The Saskatchewan Chamber of Commerce
- The Tisdale and District Chamber of Commerce
- The Weyburn Chamber of Commerce
- The Yorkton Chamber of Commerce



Of the additional organizations that SaskTel was a member of in 2017/18, it holds board seats or executive roles with the following organizations:

- **[Computers for Schools Saskatchewan \(CFS-Sask\)](#)**

Co-founded by Industry Canada and the Telecom Pioneers of Canada in 1993, CFS-Sask is an affiliate branch of a national Computers for Schools program that refurbishes computers and related equipment donated by governments and businesses for distribution to schools, libraries, and registered not-for-profit learning organizations. CFS-Sask distributes over 4,000 computers annually and has provided more than 60,000 computers since its launch.

- **[The Association of Canadian Advertisers](#)**

A national marketing organization that provides guidelines for best practices, confidential consultation services, and professional development, while also acting as an advocate for marketers in defending their rights to commercial free speech and in demanding a transparent and accountable media market place

- **[The Canadian Telecommunications Contribution Consortium Inc. \(CTCC\)](#)**

Federally mandated organization that oversees the collection and distribution of monies used to enhance the Canadian telecommunications system and to give Canadians the benefits of enhanced competition

- **[The Canadian Telecommunications Safety Association \(CTSA\)](#)**

Comprised of health and safety leaders from telecom companies across Canada, the CTSA regularly meets to discuss systemic safety issues, examine trends in safety and the communications industry, as well as establish benchmarking and share best practices. The CTSA's goal is to reduce accidents and injuries within the communications industry

- **[The Canadian Wireless Telecommunications Association \(CWTA\)](#)**

Industry led organization that acts as an advocate for companies that provide products and services across all levels of the wireless sector. The CWTA administers a number of initiatives on behalf of its members including corporate social responsibility programs such as Recycle My Cell and the National Common Short Codes program

- **[The Saskatchewan Common Ground Alliance \(SCGA\)](#)**

A member-driven branch organization of the CSAA, this organization is dedicated to ensuring public safety, environmental protection, and the integrity of services by developing and promoting effective damage prevention practices and a spirit of shared responsibility. The SCGA is an affiliate chapter of the CCGA



- **[The Saskatchewan Safety Council](#)**

The Saskatchewan Safety Council is a non-profit registered charity that is dedicated to the prevention of injury in Saskatchewan. Funding for its activities is provided through donations, membership contributions, sponsorships and the distribution of safety programs and materials

- **[The Telecom Pioneers of Canada](#)**

The Telecom Pioneers are a network of current and former telecom industry employees, their partners, and their families who are committed to improving the quality of life in our communities through volunteering and fundraising. The SaskTel Pioneers are an affiliate branch of the Telecom Pioneers of Canada

- **[Wichitowin Foundation Inc.](#)**

A foundation dedicated to providing Indigenous youth with support, resources and pride in their heritage. The organization is known for three signature initiatives designed to enhance the lives of indigenous youth: the SaskTel Indigenous Youth Awards of Excellence that recognize the outstanding achievements of Saskatchewan's young Indigenous people; the Community Cadet Corps program; and the Social Justice Scholarship program.

# Ensuring our People are our Strength

With roots that run long and deep in Saskatchewan, if anything can be said to provide the fibre of SaskTel's being it's the employees whose hard work and dedication have given this company the ability to continue to evolve and meet whatever challenges it may face. With new technologies constantly emerging, businesses and consumers growing more sophisticated in identifying what they want from their ICT provider, and increasing competitive pressures, the innovative solutions developed by SaskTel employees are positioning the corporation as an ICT leader for years to come.

## OUR CULTURE

Our employees have fully embraced a corporate culture that emphasizes accountability and responsibility, continually delivering outstanding customer experiences, and recognizing the fact that it's our employees who will always be the source of our strength. The success of our corporate culture relies on the following guiding principles:

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

## A PARTNERSHIP WITH OUR UNIONS [G4-11]

Our cultural strengths, also serve as the bridge that binds SaskTel's unionized employees and managers into one cohesive team that shares the same goals. SaskTel has a strong partnership with Unifor that is reflected in both organizations' willingness to work together and meet the challenges of an industry facing a difficult competitive and economic environment, an increasingly sophisticated customer, and constantly evolving regulations.

Representing close to 80% of the workforce, SaskTel finds the input of Unifor invaluable to its operations. Collaboration with the union is facilitated through the deployment of joint SaskTel-union committees, where dialogue is promoted, ideas can be shared, and our partnership can be strengthened.



**UNIFOR**  
theUnion | lesyndicat

## OUR TEAM [G4-LA1] [G4-9] [G4-10]

Being representative of the province we serve is an important commitment that we take very seriously. That's why we are dedicated to being fully transparent about who we are and how our workforce is comprised. The following tables provide a snapshot of the demographic makeup of SaskTel as of March 31, 2018. Please note this data does not include information for the Saskatchewan Telecommunications Holding Corporation or any of its other subsidiaries.

Number of employees								
	Permanent		Temporary		Part-time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Management	486	288	2	3	4	17	492	308
Union	1,303	905	64	70	293	287	1,660	1,262
Total	1,789	1,193	66	73	297	304	2,152	1,570

Age of employees by employment status and gender as a % of total workforce								
	Permanent		Temporary		Part-time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30	2.44%	1.21%	0.70%	0.62%	3.14%	2.42%	6.29%	4.25%
30-50	28.45%	15.23%	1.02%	1.21%	4.30%	4.86%	33.77%	21.30%
51 and over	17.17%	15.61%	0.05%	0.13%	0.54%	0.89%	17.76%	16.63%
Total	48.06%	32.05%	1.77%	1.96%	7.98%	8.17%	57.82%	42.18%

Representation by equity group as a % of total workforce			
Women in under-represented roles	Indigenous Peoples	Persons with Disabilities	Visible minorities
31.9%	9.3%	10.6%	10.8%

Total hires by age group and employment status as a % of all hires				
	Permanent	Temporary	Part-time	Total
Under 30	4.32%	43.52%	19.14%	66.98%
30-50	10.19%	4.63%	14.81%	29.63%
51 and over	2.16%	0.62%	0.62%	3.39%
Total	16.67%	48.77%	34.57%	100.00%

Total turnover by age group and gender as % of all turnover								
	Permanent		Temporary		Part-time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30	1.13%	1.50%	3.38%	1.50%	8.27%	7.14%	12.78%	10.15%
30-50	7.52%	6.02%	1.50%	2.26%	4.89%	8.27%	13.91%	16.54%
51 and over	19.92%	20.68%	0.38%	0.00%	1.88%	3.76%	22.18%	24.44%
Total	28.57%	32.05%	5.26%	3.76%	15.04%	19.17%	48.87%	51.13%

Total turnover as a % of all employees			
	Voluntary Resignations	Retirements	Total
Permanent	1.24%	2.58%	3.82%
Temporary	0.13%	0.00%	0.13%
Part-time	1.69%	0.30%	1.99%
Total	3.06%	2.87%	5.94%

By the numbers, this may be who we are as a company, but it isn't quite the full story of how we embrace diversity as a strength.

## A STRATEGY TO ENSURE DIVERSITY AND INCLUSION [G4-15]

Our diversity allows us to be more innovative and responsive to our customers' needs while also ensuring our people always remain our strength. As a recognized equity partner of the Saskatchewan Human Rights Commission's (SHRC) Employment Equity Program since 1982, SaskTel has embraced the program's goals of making sure designated equity groups are able to enjoy full participation in working life.

**A core part of our commitment to being a socially responsible corporation is making it a priority to have a workforce that's reflective of the customers we serve. To make sure that happens, we've implemented a Representative Work Force Strategy (RWS) that is helping to create a supportive work environment that welcomes and encourages participation from everyone; including members of equity groups.**

Our RWS is updated on an ongoing basis and adjusted based on the latest information, statistics, and data to keep us on the right path to meeting our goals. Every department is expected to contribute in helping achieve a truly representative work force by engaging in multiple recruitment and retention strategies. This includes training and communications initiatives to support the attraction, retention, and development of high impact equity candidates and a commitment from the management team to ensure equity candidates are considered when making hiring decisions.

## REPRESENTATION FOR EVERYONE

The SHRC identifies four equity groups that have been given a special focus at SaskTel. Since 2004, the corporation has set diversity targets that seek to increase representation from Indigenous Peoples, persons with disabilities, women in under-represented roles, and visible minorities.



In tandem with the strategies and initiatives employed in our RWS to engage members of equity groups and the organizations that represent and support them, our approach includes awareness training for existing employees to combat prejudices and educate employees on our business' need to be diverse as well as the wealth of benefits diversity and inclusion provides.

## WOMEN IN UNDER-REPRESENTED ROLES

A key target area at SaskTel is ensuring women gain access to roles in business areas where they are currently under-represented. Using the National Occupation Codes (NOC) developed by the Government of Canada, we have identified areas and positions at SaskTel in which women are currently under-represented in Saskatchewan. We constantly analyze educational and employment trends at a national level, allowing us to proactively identify

areas in the organization that will see future benefits from advancing our RWS. By implementing this standard we've been able to set equity targets, and evaluate our ability to achieve them while also comparing our performance against provincial and national standards.

## INDIGENOUS PEOPLES

As a company operating in a province covered by six treaty territories and home to 70 First Nations, SaskTel recognizes the need to build strong relationships with Indigenous Peoples and their communities. For us, a huge part of strengthening these relationships is making sure we actively work to increase Indigenous representation within our workforce.

To that end, we've made it our mission to focus on advancing the representation of Indigenous employees in the technical and professional fields that drive our business. To achieve this, we have implemented a ground-up approach that's focused on outreach and education.

Our strategy relies on promoting and providing educational opportunities in technical career paths at both post-secondary and secondary levels; being present in Indigenous communities through ongoing sponsorships and partnerships; consulting with SaskTel's Aboriginal Employees Network (SAEN) to ensure SaskTel remains an employer of choice for people of Indigenous descent; and, conducting outreach through recruitment at career fairs for Indigenous People as well as through the First Nations Employment Centre (FNEC).

We also continue to engage in networking activities with professional groups such as the Interprovincial Aboriginal Network of Employees (IANE), the Aboriginal Government Employee Network (AGEN) and the Regina Aboriginal Professionals Association (RAPA).

## VISIBLE MINORITIES

As the demographics of this province continue to change due to an aging population, declining birth rates, and increased immigration, SaskTel is determined to make sure we are reflective of the increasingly diverse communities we serve.

To help reach this goal, a focus for our visible minorities strategies is to actively recruit skilled graduates from post-secondary schools and organizations that provide settlement and integration services such as the Regina Open Door Society (RODS) and Saskatoon Open Door Society (SODS). Our selection & staffing team works closely with RODS and SODS to not only provide employment readiness workshops, but to also develop work placement opportunities for individuals new to the province.

The Work Placement Program provides opportunities for externally sponsored individuals to develop job skills

through job shadowing or participating in hands-on or project work within SaskTel for up to a 12-week period.

Beyond work placement initiatives, SaskTel also supports non-Canadian employees by nominating them through the Saskatchewan Immigrant Nominee Program, giving them the opportunity to enhance their ability to gain permanent residency, while also widening the range of experience of the workforce at SaskTel.

**Representation of visible minorities is one of the fastest growing equity groups at SaskTel. The level of participation by this equity group continues to rise in almost every job classification in the organization – raising representation levels well ahead of established targets.**

## PERSONS WITH DISABILITIES

For people living with a disability far too often there are barriers to employment that simply don't exist for others. We understand the difficulties persons with disabilities sometimes face in finding fulfilling employment and have worked hard to ensure that in reflecting the communities we serve, persons with disabilities are strongly represented as well.

To achieve this, we continue providing the necessary accommodations to meet the specialized needs that employees with disabilities require to enhance their ability to succeed. In this same vein we have made it easier for persons with visual impairments to go through our online job application process by ensuring our recruitment website follows globally accepted standards regarding site development for the visually impaired. In addition, we consult with our SaskTel Employee Network on Disability (SEND) to improve support for, and the inclusion of, people with a disability.

It is well known that people with disabilities have traditionally been an under-employed group and individuals with cognitive disabilities are among the least gainfully employed group of citizens. At SaskTel, we see the ability for all individuals to contribute to an organization in a meaningful way.

Therefore, SaskTel has created the Supported Employment Program (SEP) to develop meaningful employment for candidates with cognitive disabilities called. This program connects SaskTel to individuals with cognitive disabilities through community based organizations that promote employment of people with disabilities, and can support them through job coaching until they are integrated into the workplace.



Shea Mueller (l) and Darrell Liebrecht (r)

## Our Story: Recognizing the Potential in Everyone

Every October, National Disability Employment Awareness Month brings Saskatchewan residents together to recognize the positive contributions employees with disabilities have on the workplace.

The ability to secure and retain meaningful employment is still a very real challenge for people with disabilities. They often struggle to showcase the value they bring to an organization due to barriers such as daunting recruitment practices or the lack of support services available within the workplace.

While this reality has forced many organizations to take a good, hard look at their hiring processes, SaskTel's SEP continues to seize the opportunity and offer support to those who need it most.

"We're committed to creating an open and inclusive work culture that exceeds the expectations of our customers," said Sharon Davis, SaskTel's HR Manager - Strategic Planning and Staffing. "In Saskatchewan's growing labour market, those individuals we might categorize as 'disabled' often have the abilities, skills, and positive attitude needed to make a meaningful contribution to our workforce. Sometimes, all it takes is a little extra help and an employer willing to give them a chance."

Over the past seven years, SaskTel has partnered with the Saskatchewan Abilities Council (SAC) on a formal SEP that provides employment opportunities for people with cognitive disabilities. The program connects us with community-based organizations to help identify candidates who have the potential to deliver tangible benefits to the workplace.

Results of the program have been impressive. Since its inception, we've worked closely with a number of organizations to support 16 new employees. Working

in a variety of roles; 12 are still with SaskTel today.

The strength of the program is rooted in the processes that have been established. Individual managers and departments collaborate with our Selection and Staffing team, union members, and external partners to develop an employment opportunity that meets the skillset of a specific candidate. All potential candidates are evaluated on their skills, abilities, and interests. They also take part in an informal interview with the hiring manager and a brief site visit prior to being hired.

If there is a match between our needs and the skillset of a candidate, a job-carve position is created. From there, we partner with the SAC to develop a workforce integration plan and a SAC employment specialist is assigned who works with the hiring manager and the employee to develop job aids and work through routines. A job coach is also provided to help the employee integrate into the workplace.

SaskTel's support for employees with disabilities reaches beyond our SEP. We also have an employee network that is focused on the needs of those with disabilities in the workplace.

"The SaskTel Employment Network on Disability (SEND) is a place for like-minded people to gather for support, and to support, each other, our community and SaskTel as we strive to be fully inclusive," said Michelle Gray, member of the SEND executive.

SEND also acts as a subject matter expert on diversity-related initiatives, helping SaskTel management and employees to better understand disability issues by implementing inclusive programs, products and services.

Darrell Liebrecht has seen firsthand how impactful that collective support can be. Since 2012, the Pioneers Manager has had an employee who was hired through our SEP working for him. Darrell says the program continues to play an important role in creating a strong and caring work environment that thrives on people helping people.

"It has been a pleasure to work with Shea and to watch him grow, both as a person and as an employee," said Liebrecht. "When I welcomed him to my team six years ago, he was a very shy young man who was unsure of himself. Today, he is a confident and self-sufficient employee with a strong work ethic. He has become an integral part of my team and a valued member of the SaskTel family. I believe he is now at a stage where he can work anywhere."

SaskTel has always been focused on employing people that mirror the diversity of the customers and communities we serve. The SEP is a prime example of how the organization continues to build an inclusive workplace that welcomes and celebrates people from a variety of backgrounds.

## THE EMPLOYEE NETWORK FACTOR

One of the many ways we help to increase employee retention, engagement, inclusion, and cooperation across departments has been the work conducted by our employee networks.

These networks are open to any SaskTel employee throughout the province and play an active role in reinforcing our cultural principles of being a team, being part of the community and being representative of the communities we serve.

### SASKTEL NEXTGEN

# NextGEN

## A SaskTel Employee Network

Founded in 2007, SaskTel NextGEN is an employee group that represents the future of SaskTel. Primarily made up of young or new employees, NextGEN is shaping the next generation of leaders by offering career development opportunities as well as through their employee and community engagement activities.

NextGEN focuses on improving the experience of new employees at SaskTel by creating a supportive environment for all employees, arranging opportunities for networking and collaboration, leveraging new technologies to encourage new ways of communicating, and empowering employees to take charge of their careers.

Throughout 2017/18 the group participated in numerous charitable events including: the KidSport Regina Fun and Fitness Challenge, and the SaskTel Employee Networks' Annual Holiday Toy Drive and Annual Warm Clothing Drive. The group also hosted multiple Lunch N' Learns on building leadership skills and career planning; held interdepartmental networking events; and, joined in organizing the annual Crown Connection Event, that highlights career options in the public service and encourages young Crown employees to network and collaborate.

## Our Story: NextGEN Takes on the KidSport Corporate Challenge

If you look around SaskTel, it's not hard to find groups of employees who love getting involved in supporting the communities they live in. On Saturday, May 27, 2017, eleven SaskTel employees and friends came out to participate in the 21st Annual KidSport Fun and Fitness Corporate Challenge.

The KidSport Corporate Challenge is a unique and fun team building experience that supports KidSport Saskatchewan – a charity that believes that no kid should be left on the sidelines and that everyone deserves the opportunity to experience the positive benefits of organized sports.

Andrew Van Os, a Marketing Associate in SaskTel Business Sales and Solutions and President of SaskTel NextGEN, helped organize our participation in this event.

"There was a total of 28 teams from various businesses around Regina in attendance," said Andrew. "NextGEN was able to put forward two teams at no charge to our participants thanks to SaskTel's corporate sponsorship of the event"

The teams competed at the Kinesiology Building at the University of Regina. "It was a day filled with all of the team-orientated sports and obstacle courses that we could handle," says Andrew. "We participated in many games throughout the day including: Planes, 'Train' and Automobile; Human Hungry Hippo; Extreme Dodgeball; Bubble Soccer; and, believe it or not, Axe Throwing."

The KidSport Fun and Fitness Corporate Challenge attracted over 400 participants and volunteers. Prizes were awarded for station winners, top fundraising teams and teams with the best spirit. Individual participants received complimentary gifts and prizes.

"It was a great way to do some corporate team building and to create camaraderie in the workplace," says Andrew. "But more importantly, it was a great opportunity to have some fun with friends and co-workers while supporting a very worthy children's charity."

Members of NextGEN's KidSport Corporate Challenge Team take a break from the competition to pose for a team photo



## SASKTEL ABORIGINAL EMPLOYEES NETWORK (SAEN)



Moving into its 25th year, SAEN is SaskTel's oldest employee network. Together this group of proactive Indigenous employees acts to bring the benefits of their collective experience relating to issues affecting Indigenous employees as advisors and advocates within SaskTel. In addition to the network's advising and advocacy roles, they also help to encourage and maintain a work environment that values and supports Indigenous employees and to promote SaskTel as an employer of choice among Indigenous Peoples.

SAEN also commits to community engagement and participates in a wide variety of charitable events and

community programming. One of their most notable activities is their Greeting Card program.

SAEN's Ogiya Committee holds an annual art contest in partnership with SaskTel's YOUTHnetwork partner high schools. Indigenous students from the art programs in these schools are invited to submit works of art to be judged by the committee. Five pieces are then chosen and turned into cards that are sold throughout the year with 100% of the profits going back to the school's art programs where it assists with the purchase of supplies.

Other highlights of SAEN's activities in 2017/18 include: having an elder available at general meetings for prayer and teaching one-on-one with members; volunteering and co-hosting the National Aboriginal Day celebrations in Regina's Victoria Park; lending their support to the Awareness Walk in Recognition of Orange Shirt Day; organizing Lunch N' Learns on Indigenous War Veterans and Residential School history; and, organizing the SaskTel Employee Networks' Annual Holiday Toy Drive and Annual Warm Clothing Drive.

## SASKTEL EMPLOYEE NETWORK ON DISABILITY (SEND)



Operating for over 10 years, SENDs' mission is to provide a forum to support SaskTel employees with disabilities and to act as a resource that can help SaskTel better understand barriers faced by people with disabilities and implement inclusive programs, products and services. Just like our other employee networks, SEND strives to assist in attaining a representative, inclusive, and respectful work environment by conducting direct engagement with employees, and participating in a variety of charitable events.

Over the course of 2017/18 SEND got involved in: organizing numerous Lunch N' Learns of a wide variety of topics relating to disabilities including the need to better understand that not every disability is visible; sponsoring a team in the SaskTel Ski Challenge Cup in support of the Regina Ski Club's Alpine Adaptive Ski Program; and, participating in the SaskTel Employee Networks' Annual Holiday Toy Drive and Annual Warm Clothing Drive for children in need.

## HEALTH AND SAFETY

We're committed to maintaining a safe and healthy work environment. And that commitment begins with protecting our employees with policies, procedures, and programs designed to ensure their safety and protect their health.

### SHARING THE RESPONSIBILITY FOR SAFETY

Our unwavering dedication to safety is a responsibility that all our employees, contractors, and other third parties working on behalf of SaskTel share. By making safety our most pressing priority for business decisions made from inside the boardroom all the way to on the jobsite, we are able to better protect each other and the public at large.

SaskTel relies on robust set of policies and procedures that allow us to meet its promise of making safety priority one. As a result, SaskTel is committed to:

- Meeting or exceeding the regulatory requirements of the Canada Labour Code and applicable provincial legislation and regulations
- Providing the necessary supervision, training and equipment to uphold SaskTel's safety program
- Securing a safe and healthy work environment by being responsive to employee engagement and through communication of SaskTel's safety program
- Ensuring employees, contractors, agents, and other third parties working on behalf of SaskTel understand and apply all safety standards and practices
- Eliminating or minimizing hazards/risks that may result in injuries/illness, service interruption, property damage or loss
- Engaging our Workplace Health and Safety Committees to resolve safety issues.

## HEALTHY, HAPPY, AND MORE PRODUCTIVE

Our employees are empowered to take charge of their health through education and programing that encourages healthy lifestyles. SaskTel utilizes a wellness framework that supports better employee health across four categories: mental, physical, organizational, and social/emotional. SaskTel also provides supports for employees experiencing mental and physical health issues when they need them most. We are continually evaluating our programs and implementing new ones to maximize the positive impacts our programs can have on employee health.

A great example of this is a pilot program that launched in 2015 by introducing therapy dog sessions into the workplace as a limited trail. The response from participants was so positive throughout 2016 that the limited trial was extended into the next year and approved as an addition to the wellness offerings available for departments at the start of the 2017/18 fiscal year.

We also provide staff access to our SaskTel Employee Personal Problem program (STEPP); a confidential referral service that helps tackle mental wellness concerns by providing access to free and voluntary counselling services for all SaskTel employees and their families. Through STEPP, highly qualified and experienced counsellors and other experts are available to help our 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.

In addition, SaskTel also provides many other programs to help employees improve and maintain their health including but not limited to programs to assist in quitting smoking, easing financial access to recognized weight loss programs, and preventing injuries at work through workplace ergonomic assessments.

Injury rate per 100 employees			
Total injury frequency rate	Occupational disease rate	Lost time days severity rate	Fatalities
1.81	0.00	14.15	0.00

## DEVELOPING SASKTEL'S LEADERS OF TOMORROW [G4-LA9]

Our people have invested themselves in this company and we love the fact that we continue to invest right back in them by providing extensive opportunities for ongoing training and development.

We understand that continuously investing in the development of our employees is a critical driver of individual and organizational performance; now and into the future. We're making certain that all employees have opportunities to build the knowledge and skills they need to support both SaskTel's business requirements and for their own professional development.

Our Learning & Development team has strived to make educational opportunities more flexible, efficient, and cost-effective by making learning available through many different models. Employees have access to an extensive collection of learning opportunities via the corporate intranet and our recently revamped Learning

Management System (LMS), which includes automated course registration and individual training histories.

Our LMS uses various learning solutions that rely on instructor-led, online and blended delivery methods. However, extensive training opportunities are also available thanks to the corporation providing all employees with free, unlimited access to Skillsoft e-learning courseware, videos, e-books, and audio books.

In addition, our Learning & Development department has also been an authorized Pearson Vue Testing Centre since January 2011, allowing our 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, Oracle and many others.

Hours of training completed			
Category	Total number of employees	Total hours of recorded training	Avg. hours of training/employee
Non-Management	2,922	112,101	38.36
1st level Management	73	5,954	8.24
2nd level Management	62	234	3.77
Senior Director	2	5	2.5
Vice President	10	5	.5

Some of the new learning opportunities we offered in the 2017/18 period included the following:

- Deployed Aspire, a new LMS**  
 SaskTel replaced its previous LMS in order to provide learners with a better overall experience
- Introduced a new ICT Learning Series**  
 The purpose of the series is to provide all employees with knowledge and awareness on the trends and transformations taking place in our industry; the impact these trends have on SaskTel; SaskTel's future state and direction; and how SaskTel will transform its business to remain competitive and stay relevant with the customer. The new series includes four online video-based courses focusing on: 1) Transformation, 2) Business Market Transformation, 3) Consumer Market Transformation, and 4) Network and Systems Transformation
- Launched the Management Interviewing Workshop**  
 SaskTel launched a Management Interviewing Skills Workshop to prepare individuals to successfully interview for their first managerial or out-of-scope position. The half-day session is facilitated internally and is free for employees to attend.
- Partnered with NextGEN to deliver Career Lunch N' Learns**  
 Through NextGen, we offered five interactive

Lunch N' Learns featuring leaders at all levels of the organization. Senior leaders, such as SaskTel's former President & CEO and current Chief Information Officer, VP Consumer Sales, and VP Customer Services – Operations, discussed their career paths and provided advice for future leaders looking to advance their careers at SaskTel, while also taking questions from employees in a relaxed environment.

- Developed new CX First online courses**  
 SaskTel launched two additional online courses that support the CX First program. The courses provide an overview of the steps to facilitate a journey mapping process from a customer's point of view and how to facilitate an effective future state development workshop.
- Leaders at all Levels**  
 In 2017, 152 employees successfully completed an instructor-led training course within the Leaders at all Levels program.
- Initiated SaskTel Business Sales University pilot program**  
 The goal behind this program is to develop Business Sales staff with relevant product knowledge and sales skills to knowledgeable and confidently uncover opportunities with customers, enabling them to help us all reach our revenue and customer experience targets. In 2017, SaskTel piloted the first stream of this program.

## PARTNERSHIPS FOR EXCEPTIONAL PERFORMANCE

At SaskTel we're dedicated to maintaining high performance standards that all employees can take pride in. To achieve this, we've developed a participative approach that we like to call the Partnership for Excellence (PFE). Our performance management strategy focuses on encouraging all employees to take responsibility for continuous improvement in their jobs and their personal development.

**“The PFE is not your standard annual review of an individual's achievements and successes, it's a continuous two-way process involving communication, goal-setting, coaching, recognition, measurement, and development.”**

Our PFE framework empowers employees to help achieve SaskTel's core goals while focusing on team excellence. Throughout 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 direct reports to help clarify job expectations and focus on continuous improvement with respect to both jobs and personal development

Staying true to our values, employees are also rated on how well they demonstrate honesty, integrity, and respect in their daily activities.

For our in-scope employees, participation in the PFE process does not limit or negate any rights employees have as outlined in the Collective Agreement.

While the expectations are clear for employees, we have also taken steps to ensure that managers know that they have an important role to play in the PFE process as well. To guarantee they fully understand what's expected from them, we provide all managers with additional training on PFE planning, goal-setting, coaching, feedback and recognition, development planning and assessing performance.

## ENGAGING EMPLOYEES [G4-26]

When we say that our employees are our strength, we mean it! They are a major source of the innovative ideas that help this company navigate rapidly changing market conditions, while delivering customer experiences that are among the envy of our industry.

Keeping employees engaged and onboard with the SaskTel's values and strategic direction means ensuring that communication is always a two-way street. To keep the lines of communication wide open, we've spent decades regularly measuring engagement levels and developing action plans to address employee feedback across the company.

In order to make sure all voices are heard, we deploy a variety of tools including: group discussions, focus groups, surveys, and individual interviews.



## AWARD WINNING EFFORTS

With all of the amazing things SaskTel is doing to make the employee experience the best it can be, its little wonder that we are being recognized. Throughout 2017, SaskTel garnered numerous employer award including:

### Saskatchewan's Top Employers - 2017



**SASKATCHEWAN'S  
TOP EMPLOYERS**

On April 12, 2017, SaskTel was named one of Saskatchewan's Top Employers by Mediagroup Canada Inc. for the eleventh consecutive year. This award recognizes Saskatchewan employers that lead their industries in offering exceptional places to work.

Employers are evaluated by the editors of Canada's Top 100 Employers using the same eight criteria as the national competition: 1) Physical Workplace; 2) Work Atmosphere and Social; 3) Health, Financial and Family Benefits; 4) Vacation and Time Off; 5) Employee Communications; 6) Performance Management; 7) Training and Skills Development; and 8) Community Involvement. Employers are compared to other organizations in their field to determine which offers the most progressive and forward-thinking programs.

### Saskatchewan's Top Employers - 2018



**SASKATCHEWAN'S  
TOP EMPLOYERS**

On January 24, 2018, SaskTel was named one of Saskatchewan's Top Employers by Mediagroup Canada Inc. for the twelfth consecutive year. This award recognizes Saskatchewan employers that lead their industries in offering exceptional places to work.

Employers are evaluated by the editors of Canada's Top 100 Employers using the same eight criteria as the national competition: 1) Physical Workplace; 2) Work Atmosphere and Social; 3) Health, Financial and Family Benefits; 4) Vacation and Time Off; 5) Employee Communications; 6) Performance Management; 7) Training and Skills Development; and 8) Community Involvement. Employers are compared to other organizations in their field to determine which offers the most progressive and forward-thinking programs.

### Aboriginal Government Employees' Network (AGEN) Achievement Award

On October 24, 2017, SaskTel was awarded the AGEN Achievement Award for the fourth time. This award is given annually to one ministry or Crown that has increased Indigenous participation in Saskatchewan's economy through recruitment, retention and advancement of Indigenous Peoples within their respective organizations. In establishing a corporate commitment to Indigenous People, the organization must actively engage in Indigenous business and employment opportunities. SaskTel was recognized for their efforts in recruitment and retention of Indigenous Peoples as well as their commitment and work with Indigenous communities and businesses.



### Canada's Top Employers for Young People - 2018

On February 9, 2018, SaskTel was recognized as a Top Employer for Young People for the sixth time by Mediagroup Canada Inc. This competition recognizes employers that offer the nation's best workplaces and programs for young people just starting their careers.



The employers on the list are Canada's leaders in attracting and retaining younger employees to their organizations. SaskTel is recognized for a variety of initiatives that attract and retain young employees, as well as for reaching out to high schools and post-secondary institutions.

### Canada's Best Diversity Employers - 2018

On March 2, 2018, SaskTel was recognized as one of Canada's Best Diversity Employers by Mediagroup Canada Inc. for the eighth consecutive year. The award recognizes employers from across Canada that offer exceptional workplace diversity and inclusiveness programs.



This competition examines a range of diversity initiatives, including programs for five major employee groups: (a) Women; (b) Members of visible minorities; (c) Persons with disabilities; (d) Aboriginal peoples; and (e) Lesbian, Gay, Bisexual and Transgendered/ Transsexual (LGBT) peoples. SaskTel is recognized for a variety of initiatives that attract and retain employees from a rich variety of backgrounds.

# Choosing Partners that Share our Vision [G4-12]

Every year, we spend millions on purchases of goods and services from our suppliers. With the vast majority of our suppliers based locally here in Saskatchewan or within Canada, our operations go a long way in supporting the province's home-grown suppliers. Even as we focus on getting the best value for money, we ensure that SaskTel's suppliers have business practices that align with our values – especially as they relate to our CSR goals.

2017/18 Procurement Statistics	
Total count of suppliers invoiced	3,743
Total supplier spend	\$858M
% of suppliers located outside of Canada	7%
% of suppliers located in Canada and outside of Saskatchewan	21%
% of suppliers located in Saskatchewan	72%

SaskTel also provides under-represented communities and local organizations with equitable opportunities to compete for procurement opportunities. This enables small and medium enterprises to create economic development in their own communities. In 2017/18, 72% of our suppliers were located in Saskatchewan.

When evaluating proposals, SaskTel takes into account many different factors. These typically consist of financial and non-financial capabilities such as people, products, quality, services, transition plans and corporate social responsibility. When registering with SaskTel, suppliers are prompted to answer a series of questions related to CSR. The questions cover a variety of topics such as diversity and inclusion, environment, health, and safety. Although the questions are not mandatory, suppliers are strongly encouraged to complete them.

SaskTel has instituted an equitable procurement policy through the inclusion of diversity language in the Request for Proposal (RFP) process when applicable, rewarding those who participate in employment equity practices and promote diversity in their business. Proposers can identify value added in any or all the following areas with regards to Indigenous Peoples, Persons with Disabilities, Visible Minorities and Women in Non-Traditional/Under-represented roles:

- Equity group ownership and/or partnership
- Equity group employment and/or training initiatives
- Other notable initiatives that promote diversity and inclusion

To qualify as a diversity group owned business, regardless of its size, it must be profit driven, and owned, operated and controlled by diversity group members. In this case, diversity group ownership status is defined as the business being at least fifty-one percent (51%) owned by individuals belonging to a designated diversity group who also control the business' management and daily operations.

Types of purchases made by SaskTel in 2017/18	
Category	Amount (rounded \$ millions)
Marketing & sales	\$218M
Network & Hardware	\$104M
IT (IS & Technology)	\$104M
Professional services & Contingent Labour	\$88M
Business & Consumer Products	\$76M
Customer & Construction Services	\$53M
Taxes & Miscellaneous Financial	\$51M
Intra-Carrier Services	\$30M
Facilities & Land	\$27M
Logistics, Warehouse & Transportation	\$21M
General Telecommunication Services	\$18M
OTHER	\$16M
Utilities	\$16M
Human Resources/Corporate Services	\$15M
Inter company	\$12M
Tools and consumable materials	\$9M
<b>Total</b>	<b>\$858M</b>

# Delivering Outstanding Customer Experiences

Making sure each customer experience is better than the last rests with having employees who give it their all in each and every interaction, while also providing our customers with access to world-class platforms, networks, and services that our customers rely on to fully participate in digital life.

At SaskTel, we've built a culture that puts our customers at the centre of every decision we make. This has allowed us to develop strong relationships with our clients, giving us a great understanding of what our customers value and the pride that comes with designing and delivering amazing customer experiences that can only be found here at SaskTel.

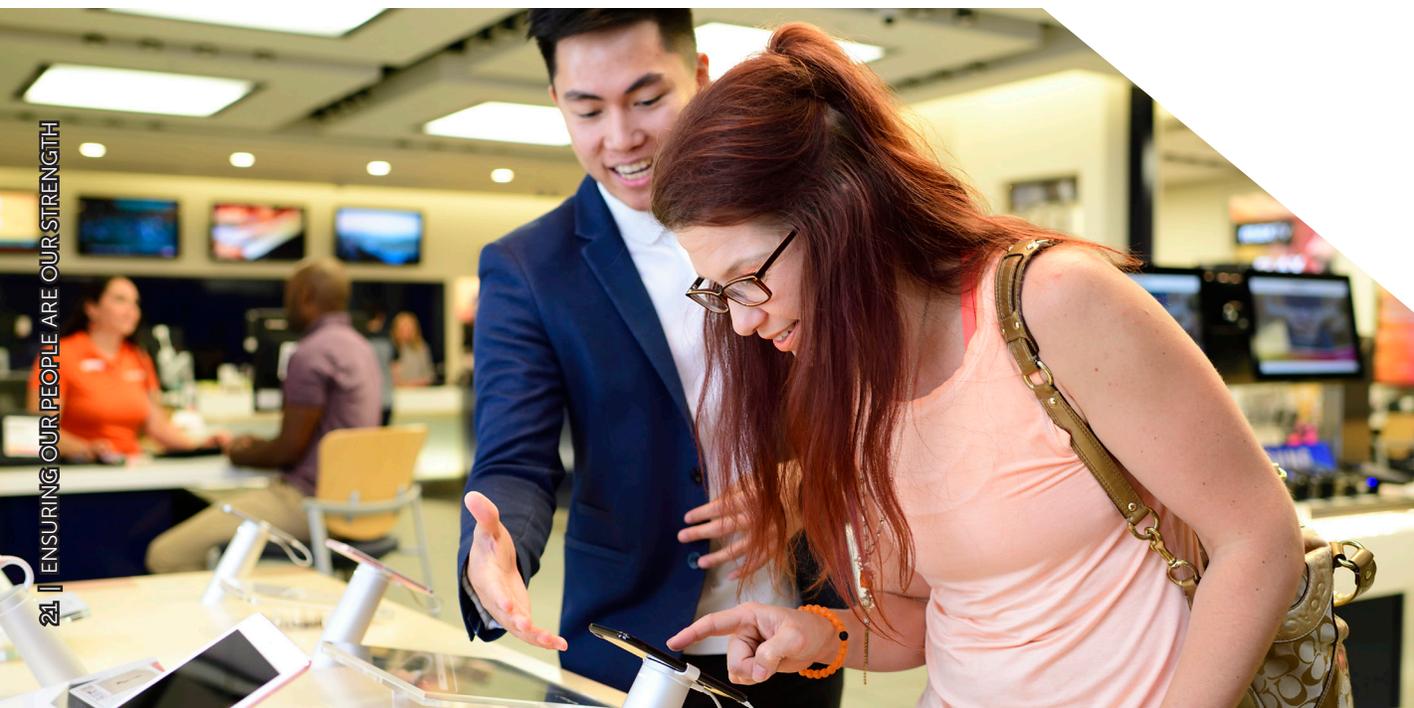
Over fiscal 2017/18, SaskTel invested \$302 million in capital expenditures designed to grow the capacity and reach of our networks, introduce new services, and improve the tools we use to serve our customers. And, the results of our hard work and dedication to continual improvement have not gone unnoticed. SaskTel was recognized by J.D. Power & Associates in 2017/18 as being:

- Ranked first in J.D. Power's *2017 TV and Internet Satisfaction Study* for the fifth consecutive year
- Ranked second for overall network quality in Western Canada in the 2017 J.D. Power *Canadian Wireless Network Quality Satisfaction Study*

## SURPASSING CUSTOMER EXPECTATIONS

As businesses and consumers adapt to constantly improving technologies that are reshaping how they interact with the world, they are growing increasingly sophisticated in terms of their expectations towards the ease-of-use, speed of, and ability to self-manage their services when they want and through the channel they prefer.

To meet and surpass what our customers expect from us, we're building on the cultural principles that underpin this company through our CX First program that is leading the industry in terms of best-practices. Together, we are ensuring that our customer experience is exceptional from start to finish, beginning from their first interaction with SaskTel, through to any potential sale, and into the after-sales experience.



CX Frist related improvements conducted in 2017/18 include:

- Continued improvement of the tools front-line staff use to provide customers with the services they want and need. The enhancements improved staff's ability to quickly and easily identify all the available services in a customer's location; saving them time and improving the overall customer experience during each interaction
- Increased customer self-serve abilities such as:
  - Providing customers with the ability to administer their own account access and entitlements
  - Enabling customers with the ability to purchase and manage data-sharing products online
  - Offering customers the ability to change maxTV service packages, and/or remove channels and theme packs as well as manage internet plans and add-ons online
- Further evolving our analytics and business intelligence capabilities; offering new insights into customers' needs
- Launched maxTV Go Apps to provide more options that allow customer to choose how, when and where they want to watch our maxTV service
- Launched SaskTel smartHOME services that allow customers to control and monitor their home wherever they are from the convenience of their smart phone
- Continued working with SEND and external customers to ensure that SaskTel stores ensure that individuals of all abilities can be served in an accommodating and comfortable fashion
- Launched the Integrated Business Communications Wireless service, allowing businesses to be reached by their customers using just one phone number for both their office and wireless phones

It's easier than ever to connect to your world wherever you are thanks to **\$302M** IN CAPITAL INVESTMENTS

## MAKING SASKATCHEWAN'S BIGGEST AND BEST NETWORK EVEN BETTER

When a customer is logging onto our services, we understand that the best experiences are seamless ones. And, as the owner/operator of the largest full-service communications network in the province with the widest portfolio of ICT services on offer, we're generating enhanced value for our clients by giving them unified access to our services across all devices and networks. It's a customer first approach that no other service provider in Saskatchewan is able to match.

However, as technology and customer needs continue to evolve, we are making sure that our networks have what it takes to allow everyone in Saskatchewan to participate in an increasingly connected future. Highlights from our 2017/18 network infrastructure and service improvements include:

- Launched new emerging business services such as:
  - Managed Wi-Fi for small and medium sized businesses
  - Cisco Spark (cloud based communications suite)
  - Managed security for small and medium business
- Continued deployment of Fibre to the Premises (FTTP) infrastructure in major centres, including expansion to Yorkton
- Upgraded high-speed internet service in 24 First Nations communities throughout Saskatchewan – doubling or tripling the speed of the previous service
- Made high-speed services available in the resort community of Katepwa through SaskTel's Community Participation Model
- Brought high-speed internet service to numerous rural communities including: Air Ronge, Deer Valley, Fort Qu'Appelle, Neville, Thomson Lake, and Togo just to name a few
- Continued expansion of SaskTel selectWi-Fi service across the province
- Deployed 34 new Fusion Internet towers – expanding the coverage of our rural fixed-wireless high-speed internet service
- Announced a Government of Saskatchewan led initiative to provide rural communities with enhanced access to reliable cellular and high-speed internet services through increased investment in wireless infrastructure.

# Investing in our Communities

Whether it's through sponsorships, financial donations, volunteering, or community outreach programming, we're determined to play an active role in the communities we serve that reaches far beyond the services provided by SaskTel or the economic investments we make. This attitude is a core part of who we are and is one of the reasons why the people here at SaskTel have so fully embraced a culture that makes giving back in as many ways as we can one of our top priorities.

On a corporate level, we have set out four key areas as the focus of our efforts:

- **Technology**

As Saskatchewan's leading ICT company, we are passionate about the technologies that power our business. To assist communities with being as passionate about technology as we are, we offer programming and support for events, projects, and charities related to improving access to, or interest in, technology and tech education

- **Diversity**

Our commitment to being representative of our community also extends to supporting the diversity that make our communities so vibrant. We provide support for events projects, and charities that make it their goal to improve participation and representation of visible minorities, women in non-traditional roles, people with disabilities, or Indigenous peoples

- **Youth**

We place a special emphasis on supporting young people and providing educational programs that will help them succeed in the world of information and technology. Beyond the many programs delivered by SaskTel that work to enhance the lives of youth, we also provide additional support for events, projects, and charities that aim to do the same

- **Rural**

Our roots run deep in this province and the people who work here hail from every corner of Saskatchewan. We've never forgotten that we are here to serve everyone in this province and have made it our job to ensure that events, projects and charities that support or operate in rural areas are given priority in receiving our assistance

## PROGRAMS THAT ARE ENHANCING LIVES

SaskTel believes in the value of actively supporting our communities and places a special emphasis on enriching the lives of youth in our province.

We administer a number of outreach programs that are designed to engage with youth, assist them in achieving their educational and employment goals, and help improve their odds of being able to enjoy living in kinder and safer communities.

**"Youth are the future of this province. And, as we establish long-term relationships with them through our programs, we are constantly working to create the types of positive impacts on their lives that will help them achieve a brighter tomorrow."**

I AM STRONGER (IAS)



IAS is an initiative designed to bring awareness to bullying and cyber-bullying prevention while also promoting kindness. As a socially responsible organization, we recognize that the products and services we sell may be used by bullies in their activities. By getting involved in this space, we are working to counter the potential negative impacts associated with evolving communications technologies.

The IAS website promotes taking control of your digital footprint to keep yourself safe and is resource rich, providing links to subject matter experts, 24/7 counselling and information on topics of bullying and prevention. Beyond being a “one-stop-shop” for youth, parents, and educators, the site is also home to the Student Online Reporting Tool that Saskatchewan youth can use to anonymously report incidents of bullying in their schools if they are not comfortable speaking with a trusted adult.

Along with providing information and education, IAS also offers a grant program in partnership with the Ministry of Education. The program is aimed at Saskatchewan youth and assisting them in getting their bullying prevention ideas off the ground by providing grants of up to \$1,000 that can help empower their ideas for bringing awareness to the problem of bullying and promoting kindness in their communities.

Since the launch of the grant program, IAS has received 107 grant applications from youth in communities all over the province, including Spiritwood, Maple Creek, Kamsack, and Cumberland House; just to name a few. In 2017, 19 grant applications were approved with \$15,400 given to youth; allowing them to implement their own bullying prevention initiatives. This brings the total value of grants awarded through the program to \$51,935.

Over the past year, the IAS team has continued to expand on its outreach activities. In addition to regular visits to schools and youth focused events, SaskTel held the second ever I Am Stronger Youth Rally Against Bullying at Saskatoon’s Evan Hardy Collegiate; coinciding with Pink Shirt Day in February 2018.

This rally featured the exceptionally talented speaker, Dr. Alec Couros, who shared his expertise on digital citizenship and literacy with students. Dr. Couros’ engaging and interactive presentation style built on I Am Stronger’s vision of providing students and staff with additional tools to mitigate the impacts of cyber-bullying and minding their cyber footprints.

## Our Story: I Am Stronger hosts Pink Shirt Day bullying prevention rally

In support of Pink Shirt Day, the company hosted its second ever I Am Stronger rally on Feb. 28 at Evan Hardy Collegiate in Saskatoon. The 2018 edition of the event built on the success of the rally held in Regina during 2017 by motivating more than 850 students to stop bullying in its tracks.

“SaskTel continues to help change the culture around bullying in our community by empowering Saskatchewan youth to make a difference,” said Lyndsey Pankratz, SaskTel’s I Am Stronger program coordinator. “Events like this have such a positive impact on our young people.”

A major highlight of the rally was the participation of noted speaker, Dr. Alec Couros. A professor in the Faculty of Education at the University of Regina, Dr. Couros is recognized for his innovative work on digital literacy, technology integration and digital citizenship. Additional sessions were also held to further expand on the content of his presentation, ensuring that students gained the most they could out of the rally.

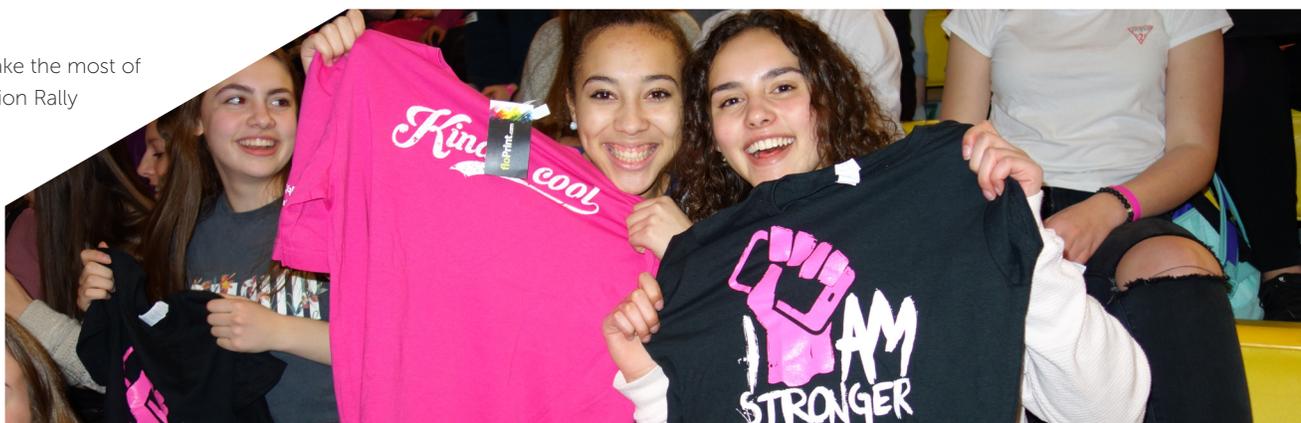
“Overall, the day went really well,” said Dr. Couros. “I thought the students brought up important points and began to openly reveal what it means to live life on the internet, in good ways and in bad.”

Dave Thomas, SaskTel Marketing Manager, was one of the SaskTel employees who volunteered at the rally. For him the event was nothing short of inspiring.

“The I Am Stronger team was impressed with how welcoming and engaged the students were,” said Dave. “The level of interest and involvement from the Evan Hardy student body went a long way towards ensuring this year’s rally was a tremendous success.”

Students at Evan Hardy have a strong tradition of achieving positive outcomes. In 2017, Harkirat Bhullar was selected as an I Am Stronger grant recipient for his Buddy Project. The project pairs established students with young Canadian newcomers and refugees, helping them transition to their new life by providing a supportive environment.

Evan Hardy students make the most of the IAS Bullying Prevention Rally



## YOUTHNETWORK

SaskTel's YOUTHnetwork is part of a comprehensive youth strategy designed to incorporate both long and short-term strategies to improve current human resource issues as well as meet our SaskTel corporate objective of being an active partner in the communities we serve across Saskatchewan. We believe that the future of our province lies in the hands of the youth who currently walk the halls of our province's high schools. As a Crown corporation dedicated to being a community leader and employer of choice within the province, we understand that we have an important 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 think of SaskTel as an employer of choice. Numerous initiatives within this program have been launched to connect with this key demographic within our province, but it is the program's socially focused initiatives that we believe best demonstrate our organization's innovative approach to engaging youth.**

As is typical of the program, 2017 was a busy year for YOUTHnetwork, with a full slate of career fairs, presentations, and engagements involving schools across the province. Members of the YOUTHnetwork team logged hundreds of kilometers 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.

As part of our YOUTHnetwork activities SaskTel has partnered with a number of secondary and post-secondary programs across the province. These partners include:

### Estevan Comprehensive High School

SaskTel also provided summer internship opportunities to students in the Electronics and Electricity Program at Estevan Comprehensive High School. One summer student was hired in 2015 and two summer students were hired in 2016. Those two summer students gained additional employment with SaskTel after their summer term was complete, and they still currently work for SaskTel as Customer Service Technicians. Two students were also successfully hired in 2017.



### Mount Royal Collegiate and the SaskTel Innovation Station

Due to the increasing need and demand at SaskTel for qualified individuals with a background in Information Technology, a partnership was established in December of 2008. SaskTel Customer Services Operations and SaskTel Human Resources along with Mount Royal Collegiate and the Saskatoon Trades and Skills Centre, collaborated to help develop a pool of future employment candidates through an increased awareness of SaskTel careers and the instruction of basic telecom trade skills.



Through the partnership, SaskTel employees are involved and assist in the Electronics and Electricity class, providing subject matter expertise in basic and IP communications through weekly education in ten two-hour classroom modules and one eight-hour work experience session in the field with a SaskTel Customer Service Technician.

The successful pilot project, which occurred in the first semester of the 2009 school year, resulted in a significant increase in student interest in the advanced electronics and pre-requisite courses, and increased technical and financial support by SaskTel for the electronics classroom its resources. Five years ago, enrollment in the Electronics program was down to 20 students. Since the partnership with SaskTel, enrollment has increased to 125 students. Students from the program are also provided an opportunity to apply their learning in real-world situations through summer hire opportunities at SaskTel. Two students from the grade 11-12 class received summer positions with SaskTel in 2017 as part of the program.

SaskTel is also committed to the SaskTel Innovation Station – a cutting-edge technology facility, now fully developed, that leverages SaskTel technologies as well as new and emerging electronics. The Innovation Station encourages students to think about technology-based educational paths and consider SaskTel for future careers. SaskTel leverages the room to engage students within the facility, showcase SaskTel technology and socially responsible initiatives, and to demonstrate and gather information on SaskTel products and services from a key demographic who will be our future customer base someday, if they aren't already.

## Yorkton Regional High School



In 2014, SaskTel developed a three-year partnership with Yorkton Regional High School (YRHS) to work in conjunction with YRHS's Electronics and Electricity Program. SaskTel provides valuable support and training to students in basic telephony and fibre installation, mirroring core functions of SaskTel's business.

SaskTel and YRHS share similar philosophies in providing youth with real-world applications in the classroom.

SaskTel is committed to providing YRHS with the following:

- Financial, training and/or technical support:
  - Providing YRHS staff with training, materials, equipment, and/or technology to support mutually agreed upon programs
  - Providing in-class support by a SaskTel technician on ICT skills and knowledge as part of YRHS's Electronics programs
- Career Development:
  - Providing presentations and practice on pre-employment topics, such as interviewing techniques and resume building
  - Summer hire employment opportunities for students
  - Opportunities for students to tour SaskTel facilities and job shadow SaskTel employees
- Staff Development:
  - Opportunities for staff to access SaskTel training and development programs
  - Opportunity for staff to visit SaskTel facilities and tour departments, job shadow employees and meet staffing recruiters
  - SaskTel works with YRHS staff to modify or enhance curriculum

In 2017, SaskTel hired three students from the Yorkton Regional High School Electronics Program into summer student positions.

## Campus Regina Public

In the 2010/11 school year, a concept plan called Campus Regina Public was developed by the Regina Public School Board to meet the needs of the 21st Century Learner. Campus Regina Public is an innovative Regina Public School that operates on the premise that Grade 11 and 12 students in Regina Public Schools can access programs beyond their home school. Campus Regina Public aims to engage students in their education in an interest-based and like-minded environment.



In the 2012/13 school year, Campus Regina Public expanded their programming, offering several additional practical arts courses for Regina Public School students to choose from. SaskTel partnered with Campus Regina Public to develop one of these new courses – the Electrical & Electronics course. The course is based on the following concepts:

- Enrichment of high school programming through the identification of two credit industry/career and interest-based courses accessible by all students
- Each two credits will feature a core credit class (i.e. math) integrated with an elective credit class (i.e. electronics)
- Links industry/career and interest-based courses with post-secondary, business, and community stakeholders through partnerships supporting dual credit recognition, mentorship, and practical experiences
- Reinvests in industry-standard trades and lab equipment aligned with the course offering

Interested students remain enrolled in their home collegiate and attend Campus Regina Public for a full day or afternoons to immerse themselves with like-minded students in an area in which they are interested and may pursue following graduation

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

As an industry partner, SaskTel provides Campus Regina Public:

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

Since SaskTel's involvement as a partner with Campus Regina Public, enrolment in the Electronics & Electrical course has doubled. And, in 2017, two students were hired from the class in summer student positions.

Additionally, in 2017, a new two-year partnership agreement was signed with Campus Regina Public establishing a formal relationship between SaskTel and Campus Regina Public. The agreement outlines our existing commitments and details the introduction of a new scholarship program that is open to Grade 12 Campus Regina Public students in the Electronics program that are planning to enroll in a post-secondary institution pursuing a degree, diploma or certificate program directly related to the Information Communication and Technology (ICT) industry. Two scholarships worth \$1,000 each will be awarded in May 2018.

#### **Prairie South School Division / ICTC / SaskTel Partnership**



SaskTel continues to have a partnership with Prairie South School Division and the Information Communication Technology Council (ICTC) to deliver the FIT (Focus on Information Technology) program to secondary students in select schools in the Prairie South School Division.

There are four secondary schools in the Division (Moose Jaw and area) that introduced the FIT program in the fall of 2013.

The FIT program is an innovative, two-year program that teaches Canadian high school students essential ICT and business skills. Developed by the ICTC, FIT offers a solution to future ICT labour needs by championing youth employment and empowerment. There are four concentration areas in the FIT program: business and information analysis, software design and development, network and operations support, and interactive media.

The FIT program is designed to help students:

- Acquire an understanding of the workplace environment, develop relevant business and technical skills, and make effective and informed career choices regarding the full range of ICT occupations and those requiring a significant component of ICT competency
- Incorporate business and technology competencies into their future learning
- Become aware of the pervasiveness and influence of technology in our world and the effect it has on our daily lives
- Understand the role of ICT in all types of enterprises and in the products and services they provide
- Identify and explore career opportunities within ICT in all sectors
- Apply specific ICT skills and competencies to develop solutions to common enterprise issues

As a partner with Prairie South School Division and ICTC, SaskTel plays an active role in bridging the gap between youth and employment. The partnership also provides several strategic benefits to SaskTel. As a partner, SaskTel:

- Gains exposure to the students who will be our future workforce
- Can encourage students who have not yet chosen a major to consider post-secondary education in technology-based fields of study
- Can promote ICT careers
- Can network with local officials and other businesses
- Continues to fulfill its corporate social responsibility goals and commitment to youth initiatives
- Better positions itself as an employer of choice

As a supporter and partner, SaskTel contributes in several ways by pursuing the following initiatives:

- Embedding local labour market information and industry-specific skills into existing course curricula
- Providing in-class mentors in areas such as networking and applications development
- Providing coaching for teachers
- Delivering presentations at career information sessions about ICT careers
- Advocating for ongoing curriculum renewal that matches the pace and direction of ICT innovation
- Connecting with other ICT employers to encourage them to provide student internship opportunities for FIT students
- Providing software, equipment or facilities that will enable or enhance the program (i.e. refurbished laptops)
- Promoting recognition of the FIT certificates in the labour market

In May 2017, a third annual partnership event was held for students participating in the FIT program. Approximately 40 students from four high schools in the Prairie South School Division participated in the ICTC FIT program. The two-day Think IT Boot Camp was held at the Saskatchewan Polytechnic Campus in Moose Jaw with the support of the Polytechnic Business Information Systems program as well as SaskTel's Information Systems and Human Resources departments. Students from grades 9 through 12 participated in hands-on workshops that explored the principles of mobile app development, game design, and IT career options.

SaskTel supports the event by providing boot camp t-shirts and swag for all participants, teachers and volunteers, as well as providing a SaskTel Programmer Analyst to assist with instruction of the course material.

## EMPLOYEES STRENGTHENING OUR COMMUNITIES

At SaskTel our employees are often the ones leading the charge to make a positive impact in the community. Whether it's through the SaskTel Pioneers, our award-winning volunteer group, one of our employee networks, as like-minded individuals, or as members of departmental teams, our employees are showing first-hand what it means when we say: "We are part of our community."

### COMMUNITY CHALLENGE

As a follow up to our highly successful 2016 SaskTel Comfort Pack Challenge, this year's challenge evolved into the Comfort for Kids Challenge, that focused on helping children who are accessing hospitals in our province. Hospitals can be scary and lonely places for children. For some, it's the first time they are away from their home. For others, who need to stay for extended periods, it can be difficult to pass the time. SaskTel's Comfort for Kids Challenge set out with the goal to try and ease that fear, loneliness, and boredom for children and their families. Partnering with Children's Hospital of Saskatchewan and Teddy Bear Anonymous, SaskTel collected in two ways:

- Monetary donations – funds collected were given to Teddy Bears Anonymous to purchase new, cello-sealed and sterile teddy bears to deliver to different hospitals province wide
- Donations of new toys, games, crafts and books – items were given to the three pediatric wards and a pediatric occupational therapy program in the province

This time around SaskTel also promoted a volunteering aspect for those that would prefer to donate their time rather than money, employees were able to submit their hours for volunteering in their community working with sick children or children in any capacity.

The challenge launched at the end of September with collection of money or items to conclude three weeks later. On October 25, SaskTel Proud Day, a preliminary total of what was collected was shared with employees.

For the month of November, all the items collected were then sent to Regina to be sorted, and the task of dividing the items for delivery to each hospital location starting on Giving Tuesday (November 28, 2017).

In the end, employees from around Saskatchewan donated more than \$24,000, over 3,500 items, and logged upwards of 2,800 volunteer hours. A special check donation was made to Teddy Bears Anonymous by SaskTel's Acting President and CEO along with the Vice Presidents who lead the two teams.

Jennifer McLeod (top right) and Darrell Liebrecht (bottom left), make a delivery of donated toys to the Jim Pattison Children's Hospital



## Our Story: For the Love of Books

The SaskTel Pioneers know the value of a good book. And, with the school year drawing near, they spent August 2017 helping First Book Canada collect new books and resources for Saskatchewan teachers to use as they sow the seeds of literacy in classrooms province wide.

"It's so important to provide our children with access to quality books," said Darrell Liebrecht, SaskTel Pioneer Manager. "Literacy is crucial to kids' success later in life. And, even though it's a lot of work we are excited to see communities all over the province get behind our second annual campaign."

While local SaskTel Pioneers Clubs participated in communities across the province, on August 14, 15 and 16, the campaign came to a frenzied conclusion with volunteers from the Regina club busily sorting and distributing well over 12,000 books at the University of Regina's Riddell Centre as part of their partnership with First Book Canada and the University of Regina's Student Union (URSU).

"We were so pleased to provide our facilities to the SaskTel Pioneers and look forward to other collaborative community support ventures in the future," said Carl Flis, URSU's General Manager. "URSU believes that community outreach initiatives are an integral component of preparing students for life after university [...] partnering with the SaskTel Pioneers on their First Book initiative just seemed like a natural fit."

"Books are heavy, so thankfully we had a few extra volunteers this year to help load them into the cars," said Darrell. And, they certainly needed the extra hands. Over the three-day event, Teachers and other education professionals had the chance to pick books to take back to their classrooms, with each one averaging over 150 books each.

"URSU has been very fortunate over the years to have received considerable support from SaskTel in many of its initiatives and programs [...] when we learned that the SaskTel Pioneers were facing some challenges this year with their First Book initiative, we jumped at the opportunity to assist and give back to our sponsor and the community" said Carl.

Working with schools, libraries and other partners across the country, First Book Canada helps ensure that all children, regardless of their family's financial situation, can have access to new, high-quality books both at home and in the classroom. And, although a majority of books are donated to First Book Canada by publishers or book sellers who have surplus copies of publications, many are purchased and donated with money raised by local partners like the SaskTel Pioneers.

Across the province, the SaskTel Pioneers raised \$4,000 that went to ordering books that were delivered to schools throughout Saskatchewan.



Pioneers volunteers begin sorting freshly arrived books during the group's annual book drive at the University of Regina

## SASKTEL PIONEERS

For nearly 70 years and with clubs located throughout Saskatchewan, the SaskTel Pioneers are a group of current and retired SaskTel employees who are known for their fundraising activities and the amazing amount of time they donate to various communities and organizations across the province.

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

**Each year the SaskTel Pioneers volunteer their time, talents, and skills for over 100 ongoing community projects. In fiscal 2017/18, the SaskTel Pioneers contributed more than \$182,300 in charitable donations and completed more than 31,400 hours of volunteer time in support of initiatives that help improve communities across Saskatchewan.**

A complete list of the worthwhile community projects to which the Pioneers contributed time and money in 2017/18 is located to the side.

## TELCARE

With the support of the management of the day, TelCare was founded in 1950 by a group of employees who came together because they wanted to help others in need, making the decision to create a fund that would enable employees to contribute to local charities an easy one. Now, over 65 years later, the program continues to foster its tradition of giving back to the community.

TelCare is a voluntary program that allows SaskTel employees to support a variety of community organizations throughout Saskatchewan. Employees who become members enroll in a payroll deduction plan that takes a designated amount of their choosing each month and adds it to the fund. TelCare is operated by employee volunteers in nine districts: Estevan, Moose Jaw, North Battleford, Prince Albert, Regina, Saskatoon, Swift Current, Weyburn, and Yorkton..

Every year SaskTel TelCare selects various charities across Saskatchewan in order to support a one-time initiative, program, or annual campaign. In 2017, TelCare members contributed \$197,554 to 79 non-profit organizations that share our employees' goals of improving the lives of Saskatchewan people. And, for every employee dollar donated, SaskTel gives an additional \$0.50, making each employee's donation go just that much further. As a result, a total of \$296,331 was made available through TelCare in 2017.

Pioneers' Projects undertaken in 2017/18	
Adopt-a-Family	Adopt-a-Mile/Park/Beach
Alzheimer's Society of Saskatchewan	Bake/craft sales
Block Parents	Book/magazine collection
Camp Easter Seal	Canadian Blood Services
Canadian Cancer Society	Canadian Diabetes Association
Children's Health Foundation	Children's Wish Foundation
Christmas Wish Angels	Coaching
Community service events and projects	Community sporting events
Computer labs/learning centres and Computers for Schools	Crafts for Kids
Families to the Forest	Food banks, soup kitchens and Meals on Wheels
Habitat for Humanity	Heart and Stroke Saskatchewan
Heart Pillows	Homelessness Projects
Hospital Gift Shop	Hug-A-Bears for Children
Humane societies	Infant Hearing Assessment program
Junior Achievement Saskatchewan	Juvenile Diabetes Foundation
Kidney Foundation of Canada	Kids Help Phone
Knitting mittens/baby hats/lap robes/afghans	MS Society of Canada
Parade floats	Phonebook Recycling
Playground maps	P.O.W.E.R. Packs
Random Acts of Kindness	Salvation Army
Santa's visit	School partnerships
Scouts/Guides Canada	STARS
Tab's for Wheelchairs	Telemiracle
UNICEF	United Way
Used clothing collection	Hospital or home visits
Walk-Run-Cycle-A-Thon	YWCA

79  
NON-PROFITS

Shared in \$296,331 donated by SaskTel and its employees through TelCare

## COMMUNITY INVESTMENTS THAT ARE MAKING A DIFFERENCE

SaskTel is an active member of the communities where we operate. And, as a corporation we've made sure to place a strong emphasis on giving back with the same spirit that our employees do. In addition to the amount of funds raised and volunteer hours donated by SaskTel staff each year, our company annually contributes millions of dollars in support of Saskatchewan communities through sponsorships, partnerships, and donations.

### SPONSORSHIPS THAT CONTRIBUTE TO A VIBRANT SASKATCHEWAN

In 2017/18, SaskTel contributed \$2.93 million, to 985 non-profit and charitable organizations, community associations, venues, and partnerships in 240 communities throughout Saskatchewan. Highlights of some of the many organizations and events supported include:

- Creative Kids: Colour a Kid's Life
- Ignite Adult Learning Centre
- Jim Pattison Children's Hospital Foundation of Saskatchewan's Jeans N' Jewels Gala
- KidSport Saskatchewan
- National Aboriginal Day
- SARC Disability Employment Awareness Month
- Saskatchewan Amateur Football
- Saskatchewan High Schools Athletics
- Saskatchewan Soccer Association
- Shakespeare on the Saskatchewan
- Special Olympics Saskatchewan
- The Globe Theatre SaskTel Christmas Student Matinees
- The Persephone Theatre SaskTel Youth Tour & SaskTel School Matinee
- The Shock Trauma Air Rescue Service Foundation (STARS)
- YMCA of Regina's Beyond the Bell

## POST-SECONDARY PARTNERSHIPS THAT ARE DEVELOPING THE NEXT GENERATION

SaskTel works hard 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 diverse and high-performing candidates to lead our organization into the next generation.

### SASKATCHEWAN POLYTECHNIC



We work closely with our partners at Saskatchewan Polytechnic, by being an active participant in their Cooperative Education program. This allows us to provide additional opportunities for students in programs related to ICT to gain valuable work experience as well as build a relationship with SaskTel. We also engage in additional activities including:

- Developing and enhancing relationships with students and faculty through informal visits and job promotion presentations
- Attending annual career fairs on all Saskatchewan Polytechnic Campuses
- Providing pre-employment workshops that include mock interview sessions and where SaskTel provides active feedback and coaching
- Sponsoring Saskatchewan Polytechnic's Welcome Days
- Acting as title sponsor for the Saskatchewan Polytechnic Robot Rumble

### FIRST NATIONS UNIVERSITY OF CANADA (FNUNIV)

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



- Continued relationship building and maintaining a close connection with Aboriginal Student Coordinator
- Hosting employment workshops and face-to-face presentations about SaskTel being an employer of choice and providing education on writing cover letters and resumes
- Sponsoring the FNUniv Annual Pow Wow.

## UNIVERSITY OF SASKATCHEWAN (U OF S)



SaskTel has been an active partner with the U of S, Saskatchewan's largest post-secondary institution, and has placed a special emphasis on connecting with students in disciplines that match the current and future needs of the organization. Our engagement of the student faculties and support services include:

- Creating employment postings specifically for U of S students
- Attending career fairs/events
- Working with the Aboriginal Student Centre to provide pre-employment workshops as well as employer of choice and recruitment presentations
- Sponsoring and attending the Edwards School of Business annual networking event
- Maintaining a close relationship with Edward School of Business Coop Office and providing internship opportunities
- Leveraging our established relationship with the Edward School of Business Aboriginal Centre
- Attending U of S sponsored student pow-wows in the education complex
- Sponsoring the U of S Huskies
- Sponsoring welcome week activities
- Conducting ongoing relationship building through informal visits

## SASKATCHEWAN INDIAN INSTITUTE OF TECHNOLOGY (SIIT)

We continue to work with the Saskatchewan Indian Institute of Technology, creating opportunity for students to not only earn supplemental income through the joint scholarship program, but also by providing summer employment opportunities.



Some of the activities SaskTel currently participates in at SIIT include:

- Hosting pre-employment workshops
- Conducting mock interview sessions that include face-to-face interviews where SaskTel provides candidate feedback and coaching

- Presenting career and job promotion opportunities
- Relationship building through informal visits with students and faculty

## UNIVERSITY OF REGINA (U OF R)



We are working hard to maintain an excellent relationship with the University of Regina by ensuring that our organization is well represented on campus throughout the school year and that we can connect with students frequently. Our programs at the U of R include:

- Providing consultants from SaskTel to act as mentors and team coaches for the Hill School of Business' team in the annual JDC West Business Case Competition
- Sponsoring the Hill School of Business JDC West Business Case Competition Team
- Hosting face-to-face presentations or Lunch 'N Learns to 3rd and 4th year students in Business, Computer Science and Engineering
- Building strong relationships with the Hill School of Business and providing frequent communication for referrals of candidates
- Participate in a variety of employer and student networking events
- Conducting informal visits to the school in addition to our frequently scheduled ones
- Sponsoring the U of R Career Day held annually in September, where we can showcase career opportunities and promote SaskTel's employment brand to hundreds of students
- Provides internship opportunities through the U of R's Co-op program and Summer Hire program
- Sponsoring Orientation Day and other welcome week activities on campus
- Sponsoring the U of R Cougars

## SCHOLARSHIPS AND AWARDS PROGRAMS THAT HELP EMPOWER YOUTH

We have long believed that youth are the foundation of future prosperity in this province. As one of our key community investment areas, we've made extra efforts to provide direct support and recognition to the amazing youth who are set to carry this province forward.

**As part of our efforts, we have partnered with the Wicahitowin Foundation to administer the SaskTel Indigenous Youth Awards of Excellence to encourage, recognize, and support the positive activities Indigenous youth are undertaking all across our province.**

In addition, SaskTel has also partnered with numerous post-secondary schools to provide scholarship programs to students pursuing education in ICT or business related fields.

### SASKTEL'S SCHOLARSHIP PROGRAM

Our scholarship programs help give aspiring students the chance to follow their dreams while lessening the financial pressures they may face along the way. The program also lends itself to building relationships with high-potential students studying in programs related to SaskTel's lines of business. Where possible, we try to take this assistance to the next level by giving recipients priority for summer internship positions as well as providing them with additional mentorship opportunities.

To qualify for all of SaskTel's scholarships, students must be Saskatchewan residents who are enrolled, or plan to enroll, in full-time studies during the fall and winter semesters.

Approximately 90% of SaskTel's total number of scholarships are awarded to equity students annually.

### SaskTel Scholarships

Each year SaskTel awards seven scholarships of \$3,000 to students attending post-secondary institutions in Saskatchewan who are studying in a field directly related to information and communications technology or businesses.

### SaskTel Gord Kuhn Scholarship

Following his passing, this scholarship was established to honour Gord Kuhn, a long-serving employee of SaskTel and former President of the Communications Energy & Paperworkers Union Local 1-S. This scholarship acknowledges Gord's valued commitment to SaskTel and his leadership in building a strong employer/union partnership. This \$3,000 scholarship is awarded to a current SaskTel employee or the immediate family member of a SaskTel employee.

### SaskTel Saskatchewan Indian Institute of Technologies Scholarships

In partnership with SIIT, SaskTel offers three \$1,500 scholarships that are available exclusively to students attending the school. The scholarships are divided into entrance and continuing classifications offering both new and established students the opportunity to gain assistance.

### SaskTel Métis Scholarships

In partnership with the Gabriel Dumont Institute, SaskTel has created a scholarship pool with an annual value of \$9k that is distributed through the Gabriel Dumont scholarships program to qualifying students each year.

### THE SASKTEL INDIGENOUS YOUTH AWARDS OF EXCELLENCE (SIYAE)

The SIYAE were established in 1997 by the Wicahitowin Foundation in order to put a spotlight on the amazing contributions that so many of Saskatchewan's Indigenous youth make to communities around the province each and every day. 2017 marked the nineteenth of this long-standing program and SaskTel's partnership with the Wicahitowin Foundation to present and sponsor the awards.

Held annually each May, the SaskTel Indigenous Youth Awards of Excellence have provided hundreds of Indigenous youth with the opportunity to be recognized for their wonderful contributions to the community.

Every year, Indigenous youth from across the province are invited to submit applications across ten different categories: outstanding achievement, leadership, education, community service, culture, sports and recreation, fine and performing arts, technology and science, spirit, and innovation.



The award winners gather on stage at the 2017 SIYAE

# Protecting our Environment [G4-15]

In 2005, SaskTel began developing one of the first sustainability strategies among Saskatchewan Crown corporations. The SaskTel Eco(logical) Strategy was innovative in its approach, laying out specific and aggressive goals for the organization to strive towards. It looked to the future to explore what were, at the time, some of the most advanced environmental management practices available to the corporation.

In the years since this initial environmental strategic direction was laid out, there has been significant change in the sustainability field: Greenhouse Gas (GHG) emissions; carbon footprints; carbon credits; and carbon off-set programs are now broadly understood. Green and bio-energy technology has advanced and, today, initial design phases of commercial products routinely consider environmental impact. To recognize this evolution of the sustainability field, the SaskTel Environmental Strategy 2014-2017 was developed.

This new strategy pointed the company in the right direction – implementing measurement and monitoring systems as a foundation for the future, while educating departments, employees and consumers about their ability to positively impact the environment and reduce their collective footprint. SaskTel developed initiatives and recommendations to manage its consumption of resources through evaluation of internal processes, use of more efficient equipment alternatives and education to improve employee usage habits.

The company has a solid foundation, with organizational practices aligned to environmental policies and an Environmental Management System (EMS) based on International Standard ISO 14001. This allows SaskTel to manage environmentally impacting aspects of its business effectively and move sustainability initiatives forward through accurate measurement and identification of their impact. In total, these actions make SaskTel a more efficient and socially responsible corporate citizen.

As part of SaskTel’s EMS the organization has committed to:

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

SaskTel conducted an integrated EMS internal audit in November 2017 in Regina at our Head Office and Warehouse. The purpose of the audit was to gauge the level of conformance of the SaskTel EMS to ISO 14001 as part of our routine continual improvement efforts. The audits were completed by an external consultant specializing in EMS auditing, assisted by a member of the SaskTel Internal Audits department.

SaskTel also conducted an integrated environmental compliance audit in November 2017 in Regina for our Head Office and Warehouse, with the goal of determining environmental regulatory compliance levels at the two sites as part of our commitment to continual improvement. The audits were completed by an external consultant specializing in environmental compliance.

## SASKTEL ENVIRONMENTAL IMPACT INDICATORS [G4-EN3] [G4-EN24] [G4-EN29]

Energy Consumption within the Organization as measured in Gigajoules (GJ)	
Natural Gas	78,258 GJ
Fleet Fuel	102,526 GJ
Electricity	332,213 GJ
Total	512,996 GJ

Total Number and Volume of Significant Spills	
Total	0

Monetary Value of Significant Fines and Total Number of Non-monetary Sanctions for Non-compliance with Environmental Regulations	
Significant Fines	0
Non-monetary Sanctions	0

## RETHINK, REDUCE, REUSE, AND RECYCLE

SaskTel maintains extensive and longstanding in-house recycling programs for batteries, printer cartridges, office paper, light bulbs, phone books, wire and cabling. Across the province, the organization and the SaskTel Pioneers volunteer club sponsor local recycling projects for a variety of household items, including paint, batteries, used office furniture and old telephone directories.

## EXTENDING CELLPHONE LIFECYCLES

We all know that when it comes to wireless devices, replacing them at regular intervals is now the norm. But what happens to all those wireless devices when their owners are done with them?

One of the growing trends in the industry is for customers to take greater advantage of programs like our Wireless Device Trade-In Program (WDTP) that helps divert older cellphones from the landfill by having them refurbished – extending their useful life. Depending on the model and condition of the device, it may still be useful for those looking for a lower-cost option when purchasing a new phone from third-party resellers.

To assist us with our program, we've partnered with HYLA Inc. to process any trade-in devices we receive. If the cellphone can be refurbished for resale, HYLA provides us with a portion of the proceeds that allow us to offer an in-store credit as an incentive for our customers to trade-in their old devices and prevent them from ending up lost or in a landfill. Our customers can use this credit to offset the purchase price of a new device, accessories, or reduce their early upgrade fee at SaskTel Stores and Authorized Dealers.

Unfortunately, not every cellphone that is sent in through the program can be fully refurbished. In these cases, HYLA recycles them and provides a portion of the recycling proceeds to help fund SaskTel's Phones for a Fresh Start cellular recycling program.

In 2017\*, the program refurbished 7,252 devices, reused over 1.4 tonnes of batteries while also recycling 7,138 unusable devices, and over 1.4 tonnes of batteries.

\*The WDTP's reporting program follows the calendar rather than SaskTel Fiscal Year.

## RECYCLING USED PHONES TO PROVIDE FRESH STARTS

Even though cellphones are more than 90% recyclable, industry data shows that just 10% of Saskatchewan resident's unwanted wireless devices are being recycled each year.

And, while a growing number of customers are now opting to trade-in their old device when they make an upgrade, a majority of people are still opting to hold onto their old cellphone just in case they ever need it.

The vast majority of these backup devices are ending up in storage only to be forgotten or lost, with a significant number still finding their way into landfills; contributing to the growing problem of e-waste.

To help divert more cellphones from the landfill, in 2009 SaskTel launched a public outreach program called Phones for a Fresh Start to raise awareness on cellphone recycling, divert more devices away from landfills, and use the proceeds from recycling to support an important social cause. Partnering with the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS) and recycler EDI Inc., SaskTel uses the proceeds from recycling unwanted devices to purchase new cellphones and pre-paid phone cards that are given to those fleeing domestic violence through one of 21 PATHS associated agencies across Saskatchewan.

The Phones for a Fresh Start program accepts:

- All hand-held cellular devices, including data devices, regardless of the carrier, brand, model, age or condition
- Tablets, cellular chargers, batteries and accessories

Collection bins are set up in approximately 80 locations throughout the province including all SaskTel Stores and many participating dealers. Those who are unable to make it to one of these locations, can still have their device recycled at no cost thanks to SaskTel's partnership with Canada Post. All that's required is for them to take the device to any Canada Post outlet and the post master will ship it to SaskTel for recycling at no charge.

MORE  
THAN **41,000**  
wireless devices, accessories,  
and batteries were diverted from  
the landfill through SaskTel's  
recycling programs in 2017/18

Once collected, the devices are shipped to EDI in Ontario. EDI will then either refurbish or recycle the device, before returning the proceeds to SaskTel.

In September 2017, SaskTel achieved a major milestone in its recycling efforts through the Phones for a Fresh Start program, reaching 100,000 cellphones recycled since the program's launch. To celebrate, we launched our first ever cellular recycling drive that ran from October 17, 2017, to November 5, 2017. Saskatchewan embraced the cause and donated an incredible 2,618 cellular phones, 1,096 accessories, and 1,538 batteries – more than triple the average number of donations received each month!

In 2017/18 the program has recycled 12,334 wireless devices, 7,222 accessories, and 7,672 batteries.

Since the program's inception, SaskTel has donated 2,830 cellular phones and over \$80,000 worth of prepaid phone cards to people fleeing domestic abuse in Saskatchewan.

## Our Story: Recycling program provides lifeline for victims of domestic violence

When SaskTel announced it had recycled more than 100,000 cellphones through its Phones for a Fresh Start program back in October 2017, the company called on Saskatchewan to help take things to the next level by launching its first ever Phones for a Fresh Start cellphone recycling drive.

When the drive launched, no one was quite sure what the response would be. News about the drive gained some national attention leading to a small number of donations coming in from as far away as Eastern Canada with staff at partners like Ericsson deciding to join in and help the cause. Combined with the fact that this province is home to some of the most generous and caring people in the world, and the results went over and above anyone's expectations – seeing SaskTel receive more than triple the average number of donations the program usually receives each month!

"It was so wonderful to see people across the province embrace Phones for a Fresh Start the way they did," said Deb Ottenbreit, Community Relations Specialist and Phones for a Fresh Start program coordinator with SaskTel. "These donations make such a positive difference in the lives of people fleeing domestic violence and I hope that they will continue to keep coming in as we head into the new year."

Since its founding in 2009, Phones for a Fresh Start has recycled close to 105,000 cellular phones, over 47,000 accessories and nearly 1.5 metric tons of batteries. The revenues from all this recycling has allowed SaskTel to purchase over 2,800 new cellphones and more than \$80,000 of prepaid phonecards that are distributed by PATHS to shelters across the province.

"We are so pleased at the response of the people of Saskatchewan to the SaskTel Phones for a Fresh Start drive. We see firsthand the difference that providing new, activated cellphones to survivors of violence can make," said Jo-Anne Dusel, PATHS Executive Director. "Whether it is staying in touch with family and friends, looking for a new residence, employment, or simply the comfort of having a phone in hand for safety's sake, this program truly does help individuals make a fresh start towards a life free from violence."

SaskTel and its Authorized Dealers accept donations to Phones for a Fresh Start all year round. So, for those of you who may have missed the drive, please feel free to donate whenever you get the chance.

With Saskatchewan's generosity, we're helping survivors of domestic violence truly get a fresh start.



## Our Story: Greening the World One Park at a Time

Wetlands are one of Saskatchewan's most precious resources. Whether it's a marsh, bog, swamp or slough, these mighty prairie ecosystems are the ultimate multitaskers; sucking up harmful pollutants while providing refuge and shelter for many animal species. But sometimes even Mother Nature needs to enlist some help!

On June 17, 2017, SaskTel EnviroCare volunteers and their family members came together to clean up a Saskatchewan wetlands area near Yorkton. The work was aimed at improving the site for the benefit of residents and was carried out as part of a community project in partnership with Ducks Unlimited Canada.

"Our goal was to clean up the wetland area adjacent to the Ducks Unlimited office," says John McMurdo, a SaskTel Consumer Sales Manager at the SaskTel Store in Yorkton and active EnviroCare committee member. "The project was a meaningful way to restore the area and make it usable for local residents."

Since 1986, Ducks Unlimited has worked closely with government, industry, non-profit organizations and landowners on conservation initiatives that connect people to nature.

"EnviroCare was proud to work with Ducks Unlimited to give back to the community," said Tony Showchuck, Chairperson of SaskTel's EnviroCare Employee Network. "It was a great opportunity to get outside and contribute to the ongoing health of an important habitat."

SaskTel EnviroCare volunteers and their family members helped to tidy up the trails running through the wetlands by clearing the main pathway of overgrown weeds, brush and other debris. They also laid down wood chips on the path and swept the canoeing dock by the pond. Armed with rakes, gloves and garbage bags, the many hands made for light work. "It was a fun day," added John. "We even had four families come up from Regina to help with the effort."

The results of the day's efforts are evident. The area is more accessible, and families with young children can now explore the natural pathway by bike or with a sturdy stroller.

Everyone can play a part to keep our provincial habitats healthy and productive. And, with the help of SaskTel EnviroCare, this unique ecological area will continue to provide local residents with valuable educational, recreational and cultural opportunities for many years to come.

"Volunteers truly stepped up to the plate," added John. "Our people are our strength, and it shows."



EnviroCare volunteers tending to wetland trails near Yorkton

## EMPLOYEES LEADING THE WAY ON PROTECTING THE ENVIRONMENT

In 2014, a group of SaskTel employees formed a committee called SaskTel EnviroCare, with a mission to “create a greener community and promote environmental awareness and initiatives through the collaboration and engagement of SaskTel employees.”

As one of SaskTel’s employee driven groups, the members of EnviroCare are committed to providing rewarding opportunities for SaskTel employees (and their families) to participate in greening initiatives throughout the communities we serve. Together, they are invigorating the connections between SaskTel employees and the people of Saskatchewan that allow us to come together and preserve and protect the amazing spaces that we share.

Throughout 2017/18 EnviroCare has had several accomplishments including their third annual greening event. On Saturday, June 17, 2017, several dedicated SaskTel EnviroCare members and their families helped to green the wetlands surrounding the Ducks Unlimited office in Yorkton.

EnviroCare’s recycling initiatives also help to raise funds to put back into our community while keeping plastics and glass out of our landfills. Throughout 2017/18, the members of EnviroCare have increased the group’s focus on bottle recycling throughout SaskTel. Their efforts allowed them to take the proceeds from recycling and get them right back into our communities through their Greening Events and donations to community related programs that focus on environmental sustainability and protecting wildlife such as SaltHaven West. To date, EnviroCare has recycled over 17,000 bottles and raised more than \$1,700!

EnviroCare is currently in the planning stages of its fourth annual external greening event to be held summer of 2018.

## GREEN AWARD SHOWS THAT BEING GREEN REWARDS

In 2017 SaskTel was named one of Canada’s Greenest Employers by MediaCorp Canada for the 9th consecutive year, making us the only Saskatchewan-based company to win that award every year since its inception.



Employers are evaluated by the editors of Canada’s Top 100 Employers using these criteria: (1) the unique environmental initiatives and programs they have developed; (2) the extent to which they have been successful in reducing the organization’s own environmental footprint; (3) the degree to which their employees are involved in these programs and whether they contribute any unique skills; and (4) the extent to which these initiatives have become linked to the employer’s public identity, attracting new employees and clients to the organization.



# Glossary of Terms

<b>AGEN</b>	Aboriginal Government Employee Network
<b>CCGA</b>	Canadian Common Ground Alliance
<b>CFS-SASK</b>	Computers for Schools Saskatchewan
<b>CIC</b>	Crown Investments Corporation of Saskatchewan
<b>CSA</b>	Canadian Securities Administrators
<b>CSAA</b>	Contractor Safety Awareness Alliance
<b>CSR</b>	Corporate Social Responsibility
<b>CPO</b>	Chief Privacy Officer
<b>CTCC</b>	Canadian Telecommunications Contribution Consortium Inc.
<b>CTSA</b>	Canadian Telecommunications Safety Association
<b>CWTA</b>	Canadian Wireless Telecommunications Association
<b>CX First</b>	Customer Experience First
<b>EMS</b>	Environmental Management System
<b>FIT</b>	The Focus on Information and Technology program
<b>FNEC</b>	First Nations Employment Centre
<b>FTTP</b>	Fibre to the Premises
<b>GHG</b>	Greenhouse Gas
<b>GJ</b>	Gigajoule
<b>IANE</b>	The Interprovincial Aboriginal Network of Employees
<b>IAS</b>	SaskTel's I Am Stronger
<b>ICT</b>	Information and Communications Technology
<b>ICTC</b>	The Information and Communications Technology Council
<b>ISO</b>	International Organization for Standardization
<b>LMS</b>	Learning Management System

<b>NOC</b>	National Occupation Codes
<b>PATHS</b>	Provincial Association of Transition Houses and Services of Saskatchewan
<b>PFE</b>	Partnership for Excellence
<b>RAPA</b>	Regina Aboriginal Professionals Association
<b>RFP</b>	Request for Proposal
<b>RODS</b>	Regina Open Door Society
<b>RWS</b>	Representative Work Force Strategy
<b>SAC</b>	Saskatchewan Abilities Council
<b>SAEN</b>	SaskTel Aboriginal Employees Network
<b>SCGA</b>	Saskatchewan Common Ground Alliance
<b>SEND</b>	SaskTel Employee Network on Disability
<b>SEP</b>	Supported Employment Program
<b>SHRC</b>	Saskatchewan Human Rights Commission
<b>SIIT</b>	Saskatchewan Indian Institute of Technology
<b>SIYAE</b>	SaskTel Indigenous Youth Awards of Excellence
<b>SME</b>	Subject Matter Expert
<b>SODS</b>	Saskatoon Open Door Society
<b>STARS</b>	Shock Trauma Air Rescue Service Foundation
<b>STEPP</b>	SaskTel Employee Personal Problem program
<b>URSU</b>	University of Regina Students' Union
<b>WCT</b>	Women in Communication & Technology
<b>WDTP</b>	Wireless Device Trade-In Program
<b>YRHS</b>	Yorkton Regional High School

# Appendix

GRI	Requirement	Source
G4-1	Provide a statement from the most senior decision-maker of the organization	<a href="#">2017/18 CSR Report Pg. 3</a>
G4-3	Report the name of the organization	Saskatchewan Telecommunications Holding Corporation (SaskTel)
G4-4	Report the primary brands, products and services	<a href="#">2017/18 Annual Report Pg. 17</a>
G4-5	Report the location of the organization's headquarters	<a href="#">2017/18 CSR Report Pg. 46</a>
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	<a href="#">2017/18 Annual Report Pg. 18</a>
G4-7	Report the nature of ownership and legal form	<a href="#">2017/18 CSR Report Pg. 7</a>
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	<a href="#">2017/18 Annual Report Pg. 16</a>
G4-9	Report the scale of the organization: Total number of employees Total number of operations Net revenues Quantity of products or services provided	<a href="#">2017/18 CSR Report Pg. 12</a> <a href="#">2017/18 CSR Report Pg. 12</a> <a href="#">2017/18 Annual Report Pg. 29</a> <a href="#">2017/18 Annual Report Pg. 29</a>
G4-10a	Report the total number of employees by employment contract and gender	<a href="#">2017/18 CSR Report Pg. 12</a>
G4-10b	Report the total number of permanent employees by employment type and gender	<a href="#">2017/18 CSR Report Pg. 12</a>
G4-10c	Report the total workforce by employees and supervised workers by gender	<a href="#">2017/18 CSR Report Pg. 12</a>
G4-10d	Report the total workforce by region and gender	<a href="#">2017/18 CSR Report Pg. 12</a>
G4-10e	Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors	The information was not readily available at the time of the report
G4-10f	Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries)	There were no significant changes in our employment numbers over the reporting period
G4-11	Report the percentage of employees covered by collective bargaining agreements	<a href="#">2017/18 CSR Report Pg. 11</a>

GRI	Requirement	Source
G4-12	Describe the organization's supply chain	<a href="#">2017/18 CSR Report Pg. 22</a>
G4-13	Report on any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	There were no significant changes during the reporting period
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization	<a href="#">2017/18 Annual Report Pg. 17-19</a>
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	<a href="#">2017/18 CSR Report Pg. 8</a> <a href="#">2017/18 CSR Report Pg. 13</a> <a href="#">2017/18 CSR Report Pg. 36</a>
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: <ul style="list-style-type: none"> <li>• holds a position on the governance body</li> <li>• participates in projects or committees</li> <li>• provides substantive funding beyond routine membership dues</li> <li>• views membership as strategic</li> </ul>	<a href="#">2017/18 CSR Report Pg. 9-10</a>
G4-17	<ol style="list-style-type: none"> <li>1. List all entities included in the organization's consolidated financial statements or equivalent documents</li> <li>2. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report</li> </ol>	<a href="#">2017/18 Annual Report Pg. 17</a>
G4-18	<ol style="list-style-type: none"> <li>1. Explain the process for defining the report content and the Aspect Boundaries</li> <li>2. Explain how the organization has implemented the Reporting Principles for Defining Report Content</li> </ol>	<a href="#">2017/18 CSR Report Pg. 5</a>
G4-19	List all the material aspects identified in the process for defining report content	<a href="#">2017/18 CSR Report Pg. 5</a>
G4-20	<p>For each material aspect, report the aspect boundary within the organization, as follows:</p> <ul style="list-style-type: none"> <li>• report whether the aspect is material within the organization;</li> <li>• If the aspect is not material for all entities within the organization (as described in G4-17), select one of the following approaches and report either: <ul style="list-style-type: none"> <li>• the list of entities or groups of entities included in G4-17 for which the aspect is not material; or,</li> <li>• the list of entities or groups of entities included in G4-17 for which the aspects is material; and,</li> </ul> </li> <li>• report any specific limitation regarding the aspect boundary within the organization</li> </ul>	<a href="#">2017/18 CSR Report Pg. 5</a>

GRI	Requirement	Source
G4-21	<p>For each material aspect, report the aspect Boundary outside the organization, as follows:</p> <ul style="list-style-type: none"> <li>report whether the aspect is material outside of the organization; and,</li> <li>if the aspect is material outside the organization, identify the entities, groups of entities or elements for which the aspect is material. In addition, describe the geographical location where the aspect is material for the entities identified</li> <li>report any specific limitation regarding the aspect boundary outside the organization</li> </ul>	<a href="#">2017/18 CSR Report Pg. 5</a>
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	There are no restatements from previous reports
G4-23	Report any significant changes from previous reporting periods in the scope and aspect boundaries	There are no significant changes from the previous reporting period
G4-24	Provide a list of stakeholder groups engaged by the organization	<a href="#">2017/18 CSR Report Pg. 5</a> <a href="#">2017/18 Annual Report Pg. 24</a>
G4-25	Report the basis for identification and selection of stakeholders with whom to engage	<a href="#">2017/18 CSR Report Pg. 5</a> <a href="#">2017/18 Annual Report Pg. 24</a>
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	<a href="#">2017/18 CSR Report Pg. 5</a> <a href="#">2017/18 CSR Report Pg. 20</a> <a href="#">2017/18 Annual Report Pg. 24</a>
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns	Most of the suggestions were included in the report. There were no material concerns raised
G4-28	Reporting period (such as fiscal or calendar year) for information provided	April 1, 2017 to March 31, 2017
G4-29	Date of most recent previous report (if any)	July 2017
G4-30	Reporting cycle (such as annual, biennial)	Annual
G4-31	Provide the contact point for questions regarding the report or its contents.	<a href="#">2017/18 CSR Report Pg. 46</a>
G4-32a	Report the 'in accordance' option the organization has chosen.	GRI-G4 Core
G4-32b	Report the GRI Content Index for the chosen option	GRI index document
G4-32c	Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines	This report has not been externally assured

GRI	Requirement	Source
G4-33	<ol style="list-style-type: none"> <li>1. Report the organization's policy and current practice with regard to seeking external assurance for the report</li> <li>2. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided</li> <li>3. Report the relationship between the organization and the assurance providers</li> <li>4. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report</li> </ol>	This report has not been externally assured
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts	<a href="#">2017/18 CSR Report Pg. 7</a> <a href="#">2017/18 Annual Report Pg. 89-103</a>
G4-40	<p>Report the nomination and selection processes for their highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including:</p> <ol style="list-style-type: none"> <li>1. Whether and how diversity is considered</li> <li>2. Whether and how independence is considered</li> <li>3. Whether and how expertise and experience relating to economic, environmental and social topics are considered</li> <li>4. Whether and how stakeholders (including shareholders) are involved</li> </ol>	<a href="#">2017/18 Annual Report Pg. 89-103</a>
G4-56	<ol style="list-style-type: none"> <li>1. Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics</li> <li>2. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines</li> </ol>	<a href="#">2017/18 CSR Report Pg. 7-8</a>
G4-EC1	Economic value	<a href="#">2017/18 Annual Report Pg. 41</a>
G4-EN3	Energy consumption	<a href="#">2017/18 CSR Report Pg. 36</a>
G4-EN24	Total number and volume of significant spills	<a href="#">2017/18 CSR Report Pg. 36</a>
G4-EN23	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental regulations	<a href="#">2017/18 CSR Report Pg. 36</a>
G4-LA1	Total number and rates of new employee hires and employee turnover	<a href="#">2017/18 CSR Report Pg. 12-13</a>
G4-LA9	Average hours of training	<a href="#">2017/18 CSR Report Pg. 19</a>
G4-HR5	Incidents of child labour	SaskTel does not employ anyone under the age of 18
G4-SO7	Legal action for anti-competitive behaviour	There were no legal actions for anti-competitive behaviour in the reporting period
G4-PR5	Customer satisfaction survey	<a href="#">2017/18 Annual Report Pg. 24</a>

# Contact us [G4-31]

Website: [www.sasktel.com](http://www.sasktel.com)

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

Email: [https://support.sasktel.com/app/contact\\_us](https://support.sasktel.com/app/contact_us)

Twitter: [www.twitter.com/sasktel](http://www.twitter.com/sasktel)

Facebook: [www.facebook.com/sasktel](http://www.facebook.com/sasktel)

## Our Locations [G4-5]

### SaskTel Head Office

#### Regina

2121 Saskatchewan Drive  
Regina, SK S4P 3Y2

### SaskTel International Head Office

1825 Lorne Street, 3rd Floor  
Regina, SK S4P 3N1

P: Toll free in the US and Canada:  
1-877-242-9950

Email: [info@sasktelinternational.com](mailto:info@sasktelinternational.com)

Website: [www.sasktelinternational.com](http://www.sasktelinternational.com)

### Direct West Head Office

355 Longman Crescent  
Regina, SK S4N 6G3

P: Toll free in the US and Canada:  
1-800-667-8201

Email: [dw@directwest.com](mailto:dw@directwest.com)

Website: [directwest.com](http://directwest.com)

### SecurTek Head Office

70 – 1st Avenue North  
Yorkton, SK S3N 1J6

P: Toll free in the US and Canada:  
1-877-777-7590

Email: [customer.care@securtek.sk.ca](mailto:customer.care@securtek.sk.ca)

Website: [www.securtek.com](http://www.securtek.com)

### SaskTel District Offices

#### Moose Jaw

55 Ominica Street West  
Moose Jaw, SK S6H 1W8

#### North Battleford

1201 – 100th Street  
North Battleford, SK S9A 3Z9

#### Prince Albert

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

#### Saskatoon

410 – 22nd Street East  
Saskatoon, SK S4K 5T6

#### Swift Current

1831 North Service Road West  
Swift Current, SK S9H 3T2

#### Weyburn

1711 E Avenue  
Weyburn, SK S4H 2Y7

#### Yorkton

210 York Road West  
Yorkton, SK S3N 3N4

To find locations of SaskTel Retail Stores and Authorized Dealers, please visit: [www.sasktel.com/dealers/find-a-dealer/](http://www.sasktel.com/dealers/find-a-dealer/)

View this CSR Report at:

<http://www.sasktel.com/about-us/corporate-social-responsibility/corporate-social-responsibility-reports>

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For SaskTel, connecting people to their world goes beyond just building and maintaining networks that keep us all connected. It also means connecting with our customers in their world.