

ON ONE SHARED WORLD

SaskTel 

ON ONE SHARED WORLD

As we work to connect people to their worlds, we've come to realize that the connections we forge are a stark reminder that no matter where we live on this planet, we are all deeply intertwined on this one shared earth.

The implications are real for us and the communities we faithfully serve. As such, we've placed corporate social responsibility (CSR) at the centre of how we do business.

The cover image is an illustration of the results of our dedication in action. The photo was taken during an employee driven cleanup of Condie Nature Refuge located north of Regina; as part of SaskTel EnviroCare's annual greening event.

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President's Message

[GRI 102-14]

As our province's leading Information and Communications Technology (ICT) Company, we've made it our business to be the best at connecting the people of Saskatchewan to their worlds. For SaskTel, this has meant keeping pace with the constantly evolving technologies that are moving more of the world within reach of our finger tips each day. But as the new ways we communicate arrive we've learned that communication doesn't always equal connection.

Meeting the high standards we've set for ourselves is no easy feat. It's taken dedication from the thousands of current and former SaskTel employees who've joined in building an award-winning corporate culture and industry leader. Together, we've not only built Saskatchewan's largest owner-operated network, we've brought that network to more locations in this province than anyone else.

Being the best at connecting people to their world, means more than providing tools to help communicate, it requires us to be active members of the communities we serve.

We're proud to serve Saskatchewan. It's our home. And, our pride drives us to find new and better ways of engaging with our customers and colleagues, helping our neighbours make new connections, and protecting the environment we all share.



A CULTURE OF COMMUNITY

Our ability to meet our goals begins and ends with the sense of community shared within SaskTel and our unwavering commitment to the people and province we serve.

We're a team, and every SaskTel employee knows they have an important role to play in making this company the industry leader it is today. As a result, SaskTel remains incredibly active in community events throughout the province.

We take great pride in the role we play as community partners and our efforts both inside and outside of work help make Saskatchewan a better place for everyone.

While we recognize that the customers we serve look to us to keep them connected to their worlds, we've long understood the importance of helping people connect with each other at the events that breathe life into the places they've made their home.

POWERED BY OUR PEOPLE

The group of hardworking and dedicated individuals who make up SaskTel have made us the leading ICT Company in Saskatchewan. We're proud of our shared achievements and recognize that they are a key factor in our ongoing success.

As fantastic as our employees are, we are constantly striving to outdo ourselves. Never ones to settle for simply good enough, we've put in place the policies, procedures and supports that empower employees to do their jobs the best they possibly can.

Our record shows that we are on the right track; with SaskTel continuing to grow more representative of the communities we serve and providing employees with the necessary supports to make us all SaskTel Proud.

CONNECTING WITH OUR CUSTOMERS

We are thankful for the many customers who chose SaskTel as their provider of choice each day. And, as we work diligently to keep them connected to their world, we're also forging relationships that can last for generations.

With the world continually accelerating, we're making sure that the technologies we use to communicate with our customers are evolving to meet your changing needs. For us, this has meant opening new channels of communication that allow our customers to reach out to us when they want, where they want, and on the platform of their choice.

Yet, to truly connect with our customers it requires us to do more than build the infrastructure you rely on. It requires the type of community investments that can help foster vibrant and healthy communities.

Over the past year SaskTel has continued our long-standing tradition of giving back; helping us connect with our customers more meaningfully than ever before.

BUILDING A GREENER FUTURE

We all live on one shared world. This reality means we have a shared responsibility to minimize our impacts on the environment and put in place the sustainable practices that will allow our businesses and communities to thrive in the short and long terms.

SaskTel's efforts to reduce its environmental footprint, become more efficient, while showing others how it can be done, has made us an industry leader in sustainable business practices.

Thanks to our dedicated eco-strategy and our eco-conscious partnerships, we are showing the world that environmental sustainability is a practice that makes dollars and good business sense.



Sincerely,
Doug Burnett, SaskTel President and CEO



About this Report

SaskTel's Annual CSR Report serves as a window and scorecard on SaskTel's work as an industry leader in customer service; protecting the environment; building an award-winning corporate culture; and, being an active member of the communities it serves.

Within this report, readers will find detailed information on SaskTel's five key CSR priorities:

Ethical Leadership

Acting ethically is an essential component of how SaskTel conducts its business and interacts with the communities in which it operates.

As a priority set by the Board of Directors, ethical business conduct is an expectation embraced by senior leadership right down to the frontline employees its customers entrust with handling their information or coming into their homes.

Ensuring SaskTel meets its stringent ethical standards are a thorough set of policies and procedures, that when paired with SaskTel's regular mandatory training, place SaskTel at the forefront of ethical leadership within the ICT industry.

Employee Standards

SaskTel takes great pride in knowing that its people are its greatest strength. To maintain this amazing workforce, SaskTel has long partnered with its employees to empower them to take charge of their careers and perform the best they possibly can.

These standards have helped SaskTel develop a strong corporate culture that emphasizes personal accountability alongside being active members of the communities we serve.

Increasing access to products and services

Access to 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.

Improving the standard of living for people in Saskatchewan

SaskTel has been, 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.

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 EnviroCare employee group that raises awareness on environmental issues and engages in projects that help protect and enhance our communities.

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.

REPORTING TIMELINES

[GRI 102-50, 102-51, 102-52]

Unless otherwise stated, the contents of this report cover the period of April 1, 2018 to March 31, 2019.

This report follows SaskTel's most recent CSR report which was released August 8, 2018 and covered the period running from April 1, 2017, to March 31, 2018.

SCOPE

[GRI 102-46, 102-49, 102-54]

This year marks SaskTel's first reporting with the newly updated Global Reporting Initiative (GRI) Sustainability Reporting Standards. These new standards were introduced as an update for the G4 Sustainability Reporting Guidelines and introduces enhanced topic-based specificity in various GRI Sustainability reporting requirements.

These new requirements have not resulted in a substantive change in the way SaskTel reports its CSR activities, rather the new topic specific reporting standards have allowed us to report on additional areas of relevance to our commitments as a socially responsible company.

This report was prepared to the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards): GRI-100, GRI-200, and selected disclosure elements from GRI-300 and GRI-400 in accordance with the reporting guidelines provided by the Global Sustainability Standards Board.

SaskTel produces an Annual Report in addition to its Annual CSR Report. In an effort to minimize the environmental footprint of our reporting, SaskTel has chosen not to reproduce all of the required GRI Standard disclosures that appear in the annual report.

A complete listing of the required GRI disclosures and their location in both the Annual and CSR Report can be found in the GRI Disclosure Index found in the appendices of this report.

STATUS AS A CROWN CORPORATION

[GRI 102-5]

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

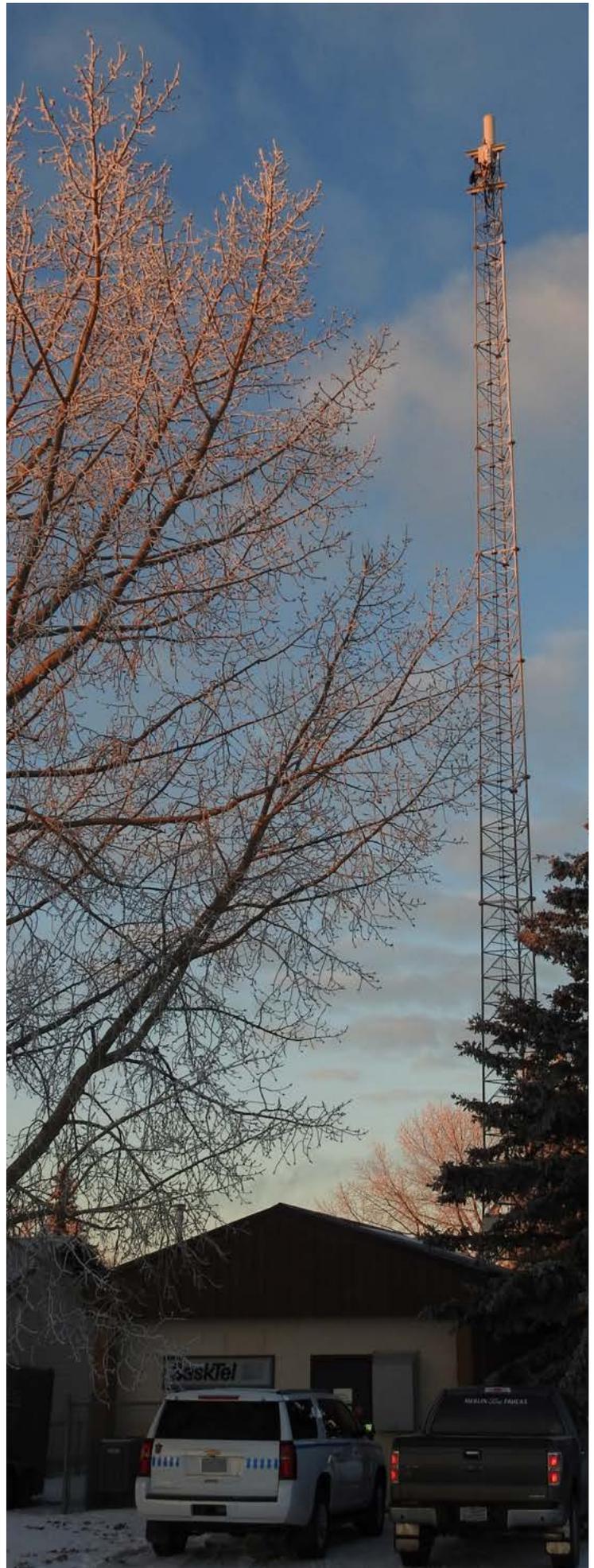
For more information about SaskTel, please visit: www.sasktel.com/about-us.

STAKEHOLDER ENGAGEMENT

[GRI 102-21, 102-40, 102-42]

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



A Culture of Community

Our employees have demonstrated time and again that being a valued member of the communities we share is an important part of the culture here at SaskTel.

Built around the principles of positivity in the workplace, enhancing the sustainability of our operations, and being an active contributor in improving the quality of life in the communities we serve, SaskTel and its employees are actively demonstrating that CSR activities don't have to add up to a zero-sum game.

With the thousands of volunteer hours logged each year by past and present SaskTel employees, or the hundreds of thousands of dollars donated, we continue to raise the bar for what it means to be SaskTel Proud.

The Guiding Vision

[GRI 102-16]

We strive to be the best at connecting people to their world. In order to achieve that, we've made it our mission to provide the best possible customer experience through our superior networks, advance solutions, and applications. Helping us get there are the three tenants and nine cultural touchstones that define us as a company.

SaskTel's Cultural Principles		
Our people are our strength	We deliver outstanding customer service	We are accountable and responsible
<p>We are SaskTel</p> <ul style="list-style-type: none"> – 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>We build customer loyalty</p> <ul style="list-style-type: none"> – We make every customer interaction a positive one; making lasting impressions with our customers. 	<p>We are proud</p> <ul style="list-style-type: none"> – We honour our past, celebrate our present, and build our future.
<p>We are a team</p> <ul style="list-style-type: none"> – We run our business together knowing that each of us has a role to play in the overall success of SaskTel. 	<p>We go above and beyond</p> <ul style="list-style-type: none"> – We listen to our customers and make their overall experience one that sets us apart from others. 	<p>We are accountable</p> <ul style="list-style-type: none"> – We hold ourselves and our teammates accountable for our actions. We make decisions that benefit SaskTel financially, socially, and environmentally.
<p>We are representative of the province we serve</p> <ul style="list-style-type: none"> – We embrace our diversity as a business strength, and value the individuality that each of us brings to the table. 	<p>We take ownership</p> <ul style="list-style-type: none"> – 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>We are part of the community</p> <ul style="list-style-type: none"> – We take great pride in the role we play as community partners. Our efforts both inside and outside of work make Saskatchewan a better place for all. Our community depends on us to keep them connected to their world.

9 principles powering pride in our province

Protecting People's Privacy

As technology progresses, it brings more convenience and efficiency with it. But as we introduce new technologies to power our systems, or customers bring them into their homes, a critical consideration is ensuring we keep privacy top of mind as an essential part of our business.

To do this, we have developed and rigorously enforce a privacy policy that is in compliance with the Freedom of Information and Protection of Privacy Act and represents the best of industry practices.

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.

Implementation and enforcement of our policy is the responsibility of SaskTel's Chief Privacy Officer (CPO). In developing our privacy policy, SaskTel has relied on 10 privacy principles derived from the Canadian Standards Association's

Model Code for the Protection of Personal Information. They are:

- **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

10 principles protecting peoples' privacy

Membership in Business and Professional Organizations

[GRI 102-12, 102-13]

ORGANIZATIONS THAT SASKTEL WAS A MEMBER OF IN 2018/19 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)
- The Battlefords Chamber of Commerce
- The Estevan Chamber of Commerce
- The Greater Saskatoon Chamber of Commerce
- The Humboldt and District Chamber of Commerce
- The Moose Jaw 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 Swift Current Chamber of Commerce
- The Weyburn Chamber of Commerce
- The Yorkton Chamber of Commerce



OF THE ADDITIONAL ORGANIZATIONS THAT SASKTEL WAS A MEMBER OF IN 2018/19, IT HOLDS BOARD SEATS OR EXECUTIVE ROLES WITH THE FOLLOWING ORGANIZATIONS:

- **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

- **The Wicahitowin Foundation**

Wicahitowin is a Cree word meaning: "helping each other" and is an apt name for a foundation that was created as a way of honouring the legacy of the many Métis and First Nations veterans who served Canada during international conflict and its ongoing peacekeeping efforts around the world. The foundation sets out to honour these veterans by nurturing Indigenous youth and helping them develop into tomorrow's leaders



Powered by Our People

At SaskTel we know that our people are the engine powering our business. Sharing the same goal of being the best at connecting people to their worlds, we've accomplished some amazing things as a team.

Yet in order to continue as Saskatchewan's leading ICT Company, we need to make sure that our employees are empowered to act in the best interests of our customers and remain reflective of the communities we all share.

To help us achieve this, we've deployed a number of policies and programs designed to ensure our workforce remains representative of Saskatchewan's increasingly diverse population, protect employee health and safety, support employees' mental health, and empower employees to lead and succeed.

We constantly review the policies of these programs to ensure they continue to be effective tools in increasing employee satisfaction, contribute to the creation of a positive work environment, and address our employees' needs.

Reflecting the Communities We Serve

Saskatchewan is becoming an increasingly diverse and dynamic place to live. As we continue welcoming new residents from every corner of the world, we're determined to make sure that we always remain reflective of everyone who shares in making this province their home.



With our strategy to ensure we maintain a representative workforce set as one of our key initiatives, we've made great strides over the years in building partnerships to assist groups that have traditionally faced barriers to employment.

To help us achieve this goal, we have long-running programs focused on equity hiring, supported employment, community outreach, and educational partnerships.

EQUITY HIRING PROGRAM

SaskTel maintains aggressive hiring goals to ensure we continue moving towards an even more representative workforce.

With the current focus of the program set on increasing the recruitment of Indigenous peoples as well as persons with disabilities, the Equity Hiring Program allows SaskTel to be competitive with other employers through the ability to create opportunities proactively for potential candidates, rather than having to wait for actual vacancies.

When a qualified equity candidate is found this program allows a hiring manager to bring in the employee for one year. During this time SaskTel Selection and Staffing department will cover the cost of the salary and the hiring manager is given forgiveness for the additional headcount.

At the end of the first year, successful candidates will be fully integrated into the hiring department.

By implementing this program, SaskTel is seeking to remove a few more of the barriers that can prevent members of marginalized groups from fully participating in the society we've all shared in creating.

IGNITE LEARNING CENTRE



SaskTel has been a strong supporter and partner of the Ignite Learning Centre for several years now. The Ignite program prepares young adult students with the basic educational requirements that are needed for a variety of jobs as well as instilling them with a thirst for innovation, passion for what they do, and a strong team-oriented work ethic.

Many of the students enrolled at Ignite are from diverse backgrounds and have experienced a compromised and often difficult journey in their young life which has resulted in them facing many challenges and barriers to furthering their education. SaskTel's Selection & Staffing has provided mock interview opportunities for the students as well as pre-employment presentations, and mentorships. SaskTel has also hired several graduates from the Ignite program in a variety of entrance level roles.

OPEN DOOR SOCIETIES



We've long been a dedicated ally of Saskatchewan's open door societies. The Selection & Staffing team works closely with the Regina Open Door Society and the Saskatoon Open Door Society to not only provide employment readiness workshops, but also provide work placement opportunities for individuals new to our province.

The Work Placement program provides opportunities for external, sponsored individuals to develop job skills through job shadowing, participating in hands-on work, or project work within SaskTel up to a 12-week period. This program helps support our diversity strategy, as many work placement participants are sponsored through organizations supporting immigrants seeking Canadian work experience. The type of work varies from customer service, network technical assistance, to administrative work.

SASKTEL'S SUPPORTED EMPLOYMENT PROGRAM

It is no secret that for far too long, people with disabilities have traditionally been under-employed and that individuals with cognitive disabilities are among the least gainfully employed group of citizens in the country.

At SaskTel, we see the ability for all individuals to contribute to an organization in a meaningful way. To help address this, SaskTel created its Supported Employment Program that seeks to provide meaningful employment for candidates with cognitive disabilities.

This program connects SaskTel to individuals with cognitive disabilities through community-based organizations that work to promote the employment of individuals with disabilities. If needed, candidates selected through the program are provided with extended support through job coaching until the individual is fully integrated into the workplace.

In 2012, SaskTel and the Saskatchewan Abilities Council took this ground-breaking initiative a step further and developed a formal commitment to work together to support individuals with cognitive disabilities.

Through a joint Letter of Understanding between the two organizations, common language of supported employment was established, as well as an outline of commitment from each organization as to the efforts each will take to work towards promoting employment for people with cognitive disabilities.

This agreement is the first of its kind in Saskatchewan, and SaskTel has not only seen success internally, but also serves as an example to other employers of the possibilities that exist through the model.

4 TO 40 PROGRAM

In addition to our Supported Employment Program, SaskTel is an active participant in the 4 to 40 initiative.

The program sets out to connect people with disabilities with forward-thinking employers who embrace a flexible 4 to 40-hour work week.

4 to 40 was created as a partnership between Creative Options Regina (COR), a not-for-profit organization that develops personalized support services for people with disabilities and Campus for All (CFA) an inclusive post-secondary educational initiative at the University of Regina. SaskTel joined the initiative in 2014 as a consulting partner, assisting the program by providing a greater understanding of the issues businesses may be facing with regards to providing supported employment.

Who We Are

[GRI 102-8]

We've put a tremendous effort into building a representative workforce that Saskatchewan residents can be proud of. Below you will find data on the many different people who make up our company and can follow our progress in maintaining and enhancing our representative workforce goals. While there is always more work to be done, we are constantly tracking our performance and adapting our strategies in support of these increasingly important goals.

Number of Employees

	Permanent		Temporary		Part-time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Management	466	276	1	0	2	19	469	295
Union	1,245	848	59	45	288	274	1,592	1,167
Total	1,711	1,124	60	45	290	293	2,061	1,462

Age of Employees as a Per Cent of Total Workforce

	Permanent		Temporary		Part-time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30	1.59%	0.79%	0.57%	0.26%	0.287%	1.93%	5.03%	2.98%
30 – 50	25.52%	14.85%	0.94%	0.85%	4.94%	5.28%	35.4%	20.98%
51 and Over	17.46%	16.26%	0.2%	0.17%	0.43%	1.11%	18.09%	17.54%
Total	48.57%	31.9%	1.71%	1.28%	8.24%	8.32%	58.32%	41.50%

SaskTel's Representation by Equity Group [GRI 405-1]

Women in under-represented roles	Indigenous Peoples	Persons with Disabilities	Visible minorities
30.63%	9.7%	11.2%	11%

Total Turnover by Age Group and Gender as a Per Cent of All Turnover [GRI 401-1]

	Permanent		Temporary		Part-time		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Under 30	2.22%	0.95%	0.95%	1.58%	5.38%	7.28%	8.55%	9.81%
30 – 50	8.86%	4.75%	0.95%	1.27%	7.59%	9.81%	17.4%	15.83%
51 and Over	24.05%	19.94%	0.2%	0.17%	0.43%	1.11%	18.09%	17.54%
Total	48.57%	31.9%	1.71%	1.28%	8.24%	8.32%	58.32%	41.50%

Total Turnover as a Per Cent of all Employees [GRI 401-1]

	Voluntary Resignations	Retirements	Total
Under 30	1.45%	3.86%	5.31%
30 – 50	0.23%	0%	0.23%
51 and Over	2.33%	0.28%	2.61%
Total	4.01%	4.14%	8.15%

Total Hires as a Per Cent of All Hires [GRI 401-1]

	Permanent	Temporary	Part-time	Total
Under 30	5.85%	40.49%	21.95%	68.29%
30 – 50	6.83%	2.93%	18.54%	28.29%
51 and Over	1.46%	0.98%	0.98%	3.42%
Total	14.15%	44.39%	41.46%	100%

Health, Safety, and Helping Employees in Need

[GRI 403-1, 403-4, 403-5]

Our employees are the lifeblood of SaskTel and ensuring everyone has a healthy, and safe workspace is our shared responsibility. To that end, SaskTel has implemented a robust set of occupational health and safety policies and mandatory training to ensure we are all able to do our part in protecting ourselves and our colleagues.

Injury Rate Per 100 Employees [GRI 405-9, 405-10]	
Total Injury frequency rate	Occupational disease rate
2.03%	0%
Lost time days severity rate	Fatalities
12.94%	0%

We recognize that a commitment to health and safety means looking beyond the physical hazards that may exist in the workplace, it requires being committed to mental health as well.

As a result, SaskTel maintains two programs dedicated to assisting employees struggling with mental health issues or financial stresses brought about by extended healthcare treatments.

SASKTEL EMPLOYEES PERSONAL PROBLEM PROGRAM (STEPPP)

Launched in 1983, STEPPP is a referral service that provides access to free, voluntary, and confidential counselling services for all SaskTel employees and their families.

We know how difficult it can be for many people to ask for help when they need it. They may believe they're supposed to solve problems on their own or be embarrassed about the situation. However, there are many problems that will take more than willpower alone to solve. Unfortunately, without addressing these issues they tend to grow worse over time. STEPP exists to help SaskTel employee deal with difficult situations that are adversely affecting their health, their job, or their enjoyment of life.

Through STEPPP, highly qualified and experienced counselors and other experts are available to help employees and their families deal with many of life's difficulties.

In addition to counselling services, STEPPP provides support in accessing educational resources around many of the complex yet common stressors in life that can lead to mental health challenges such as domestic abuse, elder care, personal development, parenting challenges, depression, grief, addiction, financial troubles, legal issues, or problems experience by children and teens.

At SaskTel we've committed ourselves to ensuring that our employees know that asking for help is never a sign of weakness, and that help is there just a phone call away.

We've 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; and,
- Engaging our Workplace Health and Safety Committees to resolve safety issues.

HELPING OUR OWN PEOPLE (HOOP)

HOOP was launched with the goal of helping employees offset the financial burden that can be associated with illness and injury that results in extended healthcare needs. Existing social programs aren't always able to adequately address these needs, and that is where HOOP steps in to fill the gap.

Principally funded through an annual commitment from SaskTel, HOOP raises the remainder of its operating funds through the generous support of SaskTel employees, it's employee groups, and fundraising events held throughout the province.

We all share in our success and our failure and ensuring that all of SaskTel's employees are in the best position to help propel our company forward is a mission we take very seriously.

The generosity our employees have shown over the years is another fine example of how our culture of giving back permeates every corner of our business.

Since its inception HOOP has allocated over \$750,000 in assistance to SaskTel Employees across Saskatchewan.

Partnerships Powering Performance

A SHARED UNION BUILT ON RESPECT

[GRI 102-41]

We're proud to partner with Unifor in building a healthy workplace where every employee can thrive.

The most recent Collective Agreement between SaskTel and Unifor expired on March 16, 2019. Both sides are working to negotiate and ratify a new collective agreement to cover the more than 2,700 unionized employees at SaskTel.

As a corporation, SaskTel is committed to working through the collective bargaining process with the unionized members of our shared family. And together with Unifor Local 1S and Local 2S, we're working toward a future where all of us can continue to be SaskTel Proud!

PARTNERSHIP FOR EXCELLENCE

At SaskTel we engage in a partnership between managers and their employees that empowers our people to take an active role in managing their career.

We consider the partnership an ongoing process that includes self-awareness, establishment of career goals, and the development of initiatives to support those goals.

The Partnership for Excellence (PFE) is a participative process, which is meant to encourage all employees to take responsibility for continuous improvement in their jobs and their personal development. It is not simply an 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.

The PFE is intended to outline each employee's mutually agreed to objectives that correlate to the scope of responsibility within their role and the larger team/departmental plans. The PFE document is intended to describe an individuals' goals, contributions, and successes that roll up to the larger team/departmental plan and ultimately SaskTel's strategic plan.

The PFE provides a framework for employees to achieve SaskTel's core goals, with a team focus on excellence. Through this process, all employees follow a common performance and development planning



UNIFOR
theUnion | lesyndicat

procedure which:

- Translates our corporate vision, values and business plans into individual work and development plans; with objectives that correlate to the scope of responsibility of the individual's role; and,
- Fosters communication between managers and direct reports to help clarify job expectations and focus on continuous improvement with respect to both jobs and personal development

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



Empowering Employees to Lead

A lot of people tend to believe great leaders are born that way, and while there certainly may be some truth to that, we're of the opinion that great leaders are something that can be made.

Our philosophy views leadership as a skill to be learned. However, in order to develop those skills future leaders require the space to be free to actually lead.

To help us achieve this, we've implemented a number of programs and policies that empower employees to take an active leadership role no matter what stage of their career they happen to be in.

LEADERSHIP AT ALL LEVELS

At SaskTel we know that great companies are built through great leadership and that great leaders are essential for our company's success. Critically, we understand that leaders are not followed simply because of their title; people choose to follow good leaders because of how they treat others and the actions that they take.

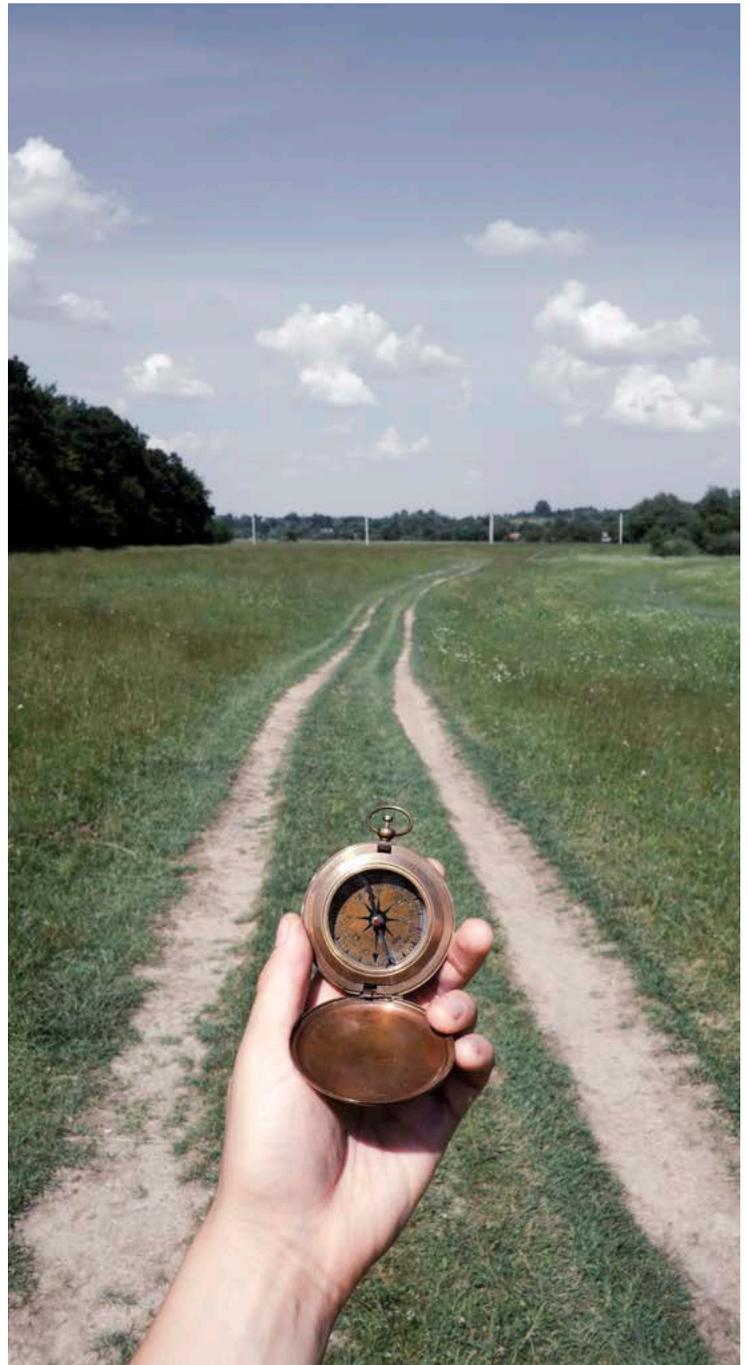
We recognize the importance of having leaders at all levels of the business, and that developing leaders at every career stage will be key to our ongoing success.

To assist with this, SaskTel has embraced the Leaders at all Levels Model (LaaL). Centred on a behavioral competency-based model, SaskTel's program is built around our core cultural principles while focusing on six key competencies that will be required by all employees to achieve continued success. The six competencies are:

- Business Acumen
- Change Management
- Coaching, Recognition & Development
- Collaboration
- Communication
- Results Orientation

Using the LaaL Model we challenge employees to use our Personal Competency Profiling Workbook to determine where their skills are at and to use that workbook as a basis for adjusting their personal development plan to focus on growing the competencies needed to make them more effective leaders.

Through the LaaL Model employees are provided both on the job and learning resources (on-line, books, videos and classroom) to help build skills and knowledge for each individual competency.



EMPLOYEES LEADING EMPLOYEES

Our employee networks are a key factor in our overall success at SaskTel. These networks are excellent examples of how employees truly can become leaders no matter the stage they find themselves at in their career.

With three networks currently active at SaskTel, they allow employees of all kinds to take an active role in bringing insights and knowledge about our business, and the people powering it.

They are an unmatched resource for helping us identify roadblocks within the corporation, offering ideas around new products and services, and ensuring all employees feel valued, respected and appropriately supported.

The members also serve as strong ambassadors externally helping position SaskTel as an Employer of Choice in community and a provider of choice for our products and services.

SASKTEL EMPLOYEE NETWORK ON DISABILITY (SEND)



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

of SEND is to provide a forum to support all people at SaskTel affected by a disability; to act as a resource for SaskTel; to understand disability issues and implement inclusive programs, and to eliminate the stigma surrounding disabilities.

SASKTEL ABORIGINAL EMPLOYEES NETWORK (SAEN)

SAEN is a network of proactive Indigenous employees working to bring to SaskTel their collective experience concerning relevant issues affecting Aboriginal employees. As SaskTel's oldest active employee network, celebrating their 25th anniversary in 2019, the members of SAEN have encouraged a work environment that values and supports Indigenous employees by promoting SaskTel as an employer of choice among Indigenous people.



SASKTEL NEXTGEN

NextGEN

A SaskTel Employee Network

As a group, NextGEN sets out to shape the next great employees to arrive at SaskTel and help them become today's leaders.

Active in the areas of career development, networking, and community service, NextGEN's mission is to provide support to employees through career focused lunch and learns, while also providing opportunities for formal and informal networking at a wide variety of NextGEN social and charitable events.

The SaskTel Pioneers

The Pioneers are an award-winning volunteer network of current and former telecom industry employees and their families who are dedicated to making a recognized contribution to addressing the needs of their local communities, adding value to their partner organizations by contributing to their strategic priorities, and creating rewarding fellowship opportunities for its members.

Since 1998, the SaskTel Pioneers have raised more than \$200,000 annually for donation to charitable organizations, and to fund the Pioneers own charitable efforts.

In 1995, recognizing the need to strengthen and build on an already solid relationship, a formal partnership was signed between the Pioneers and SaskTel.

In 2018, the SaskTel Pioneers raised an amazing \$236,243 and its 3,995 members amassed a staggering 34,925 volunteer hours.

Today the SaskTel Pioneers are responsible for operating a number of charitable programs including:

COMPUTERS FOR SCHOOLS (CFS)

Computers for Schools was co-founded in 1993 by Industry Canada and the TelecomPioneers to refurbish computers and related equipment donated by governments and businesses. These computers are distributed across Canada to schools, libraries, and registered not-for-profit learning organizations.

The SaskTel Pioneers have taken on the task of running the Saskatchewan portion of the program.

CFS has proven to be a wonderfully successful program. Celebrating 25 years in operation since the program's launch in Saskatchewan, the SaskTel Pioneers have refurbished over 70,000 computers and printers. This represents a saving of approximately \$60,000,000.00 to schools and libraries in Saskatchewan.

Computers for CFS are provided by all Federal Government departments, some Federal Crowns, some Provincial Crowns, private businesses as well as personal donations. When the equipment arrives at the CFS workshop space provided by SaskTel, inventory is done by CFS employees and volunteers, who immediately do a secure wipe of information for each machine. The equipment is cleaned, tested, and repaired or recycled.

When it's ready, equipment is distributed to schools, libraries and non-profit organizations across Saskatchewan. The non-profit organizations include those providing social and community services to disabled and disadvantaged groups and individuals, and most recently, to low income families through a special federal program.

SaskTel 

pioneers 
a volunteer network

THE SASKTEL PIONEERS SALVAGE PROGRAM

Since 1995, the SaskTel Pioneer Salvage Sales in Regina has sold used SaskTel computers and electronics that are no longer needed by the company and have been donated for resale. When purchases are made, the proceeds are then used by the Pioneers to support valuable projects that improve the quality of life in our communities.

Not only do these donations provide the SaskTel Pioneers with a valuable revenue stream, they help SaskTel provide a second life to well-functioning equipment that no longer meets the company's needs.

A portion of the proceeds realized by Regina Sales and Salvage is shared with other Pioneer clubs throughout the province who also operate smaller salvage sales operations in their districts.

The Regina SaskTel Pioneers Sales and Salvage office is located at 2106 1st Avenue.

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP) CLINICS

Each year the Canada Revenue Agency (CRA) partners with local community organizations to offer free tax filing clinics to help low income individuals file their taxes and ensure they remain eligible for the benefits to which they are entitled.

Chapters of the SaskTel Pioneers have been participating in the program for the past six years; providing thousands of individuals across Saskatchewan with free tax preparation assistance.

Our Shared Story:

The SaskTel Pioneers partner with the CRA and the United Way Regina to help low-income families file their taxes and obtain crucial benefits

Tax season is a time most of us tend to dread, but that can be especially true for those of us who may not have the skills or knowledge to feel confident filling out their tax return. When that happens, many people turn to an accountant for help. Unfortunately, for low-income individuals or families that might not be an option they can afford.



CVITP Clinics in the province generated

\$9.25

million

in tax refunds since the program's launch

Thankfully, the CRA collaborates with volunteer and charitable groups like the SaskTel Pioneers and the United Way Regina to host free personal income tax filing clinics.

"Even if they don't pay any income tax or even if they don't make any money, there are lots of reasons for people to come do their income tax," said Lyle Sampson, SaskTel Pioneers CVITP Clinic Co-coordinator. "We tend to look at income tax, but really what the form is called is an Income Tax and Benefit Return, so for a lot of the people we see it's the family that benefits. This includes credits like: GST/SLIC, Working Income Tax Benefit, Climate Action Incentive or Canada Child Benefits, refunds of taxes paid and many more."

Since the 2013 tax season, the CRA has partnered with the SaskTel Pioneers' Regina chapter and the United Way Regina to host CVITP clinics in the Queen City. While things started out relatively small with just over 1,100 filings completed during its first year, demand for the program's services have continued to skyrocket; climbing over 450% since its launch.

Thankfully, the SaskTel Pioneers CVITP Tax Clinic at the United Way has 35 trained and dedicated volunteers who come back year-after-year to help people in the Regina area get their Income Tax and Benefit Return filed with CRA.

At this year's clinic, the trend toward growth has only continued. In its first three weeks, volunteers at the clinic filled over 2,500 Income Tax and Benefit Returns – the busiest first three weeks seen in its seven Tax Seasons! And for Lyle, this shows how the volunteers have truly become the backbone of the Pioneers CVITP.

\$1.70 billion in eligible benefits secured by CVITP Clinics in Canada since launch

Although the growth has been staggering, United Way Regina CEO Robyn Edwards believes that the clinic is a great example of the non-profit's mission in action, even if the pace has sometimes posed a challenge.

"We're about mobilizing our community to improve lives starting with the most vulnerable," said Robyn. "We used to just have a small room where the Pioneers were working diligently to provide the service and with the expansion, we've had to change the way we work and make sure there is more space [...] because the volume is just so significant."

Launched in 1971, the CVITP has grown rapidly across the country. Last year alone, volunteers with the program filed over 750,000 returns that resulted close to \$217 million in tax refunds and in securing over \$1.7 billion of benefits entitlements.

Here in Saskatchewan, close to 450 volunteers from 125 different organizations filed nearly 36,800 returns; generating over \$9.25 million in tax refunds and more than \$134.4 million in benefits for some 32,000 residents of the province.

2,500 returns filed at the CVITP Clinic in Regina during the first three weeks of the 2019 tax season

"Filing a tax return opens the door to benefit payments that can have a significant financial impact on the lives of vulnerable individuals. That said, for some people, having access to the necessary documents and the opportunity to file their return can be challenging. In addition, the process can feel overwhelming", said Jennifer Olauson, CRA Outreach Officer. "I've been with the program for many years and the efforts of participating CVITP community organizations and volunteers, such as the SaskTel Pioneers and the United Way of Regina enable hundreds of thousands of Canadians to meet their tax obligations and receive the benefits, credits, and refunds to which they are entitled."

In addition to the Pioneers work in Regina, the Melfort chapter also set up a local CVITP Clinic to assist those in need in the area. The Clinic ran Tuesday, Wednesday, Thursday, at the Melfort Public Library throughout March and April.

The Pioneers CVITP Clinic ran March 4 – April 30, 2019 at the United Way Regina Office in Regina.

Ethics are Not Just for the Rest of Us

[GRI 102-17]

SaskTel and its Board of Directors have deployed comprehensive set of governance practices that provide the foundation for sound and ethically responsible leadership. 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 2018/19 Annual Report.

Trust lies at the heart of every transaction people make. It takes trust to do business with a company, it takes trust to know that any concerns you raise will be handled fairly. And, as a Crown Corporation, we recognize the special trust placed in us as Saskatchewan's leading ICT provider.

Ensuring we meet the expectations placed on us by our customers is critical to maintaining that trust. To do that we engage in routine training around ethical issues such as the proper handling of customer information, authorizing/signing authority, and the procurement policies that ensure SaskTel receives the best value by maintaining the fairness of the process.

We use a mix of mandatory training and ongoing internal communication to keep best practice and company policy top of mind for all employees.

Ethics Policy Training 2018/19 [GRI 205-2]:

Course Name	New Employees Required to Complete	In-scope	Completions up to June 30, 2019	
			Managers	Senior Managers (CEO, VP, AVP, Director)
Final Authorization and signing policy	New managers only	0	94	5
Introduction to records management	Yes	180	110	6
Privacy Matters at SaskTel: What You Need to Know	Yes	2,789	686	56
Collections Policies I	CRC and CSC only	33	32	3
Collections Policies II	CRC and CSC only	32	35	3
Introduction to SaskTel Collections Policy	CRC and CSC only	23	35	1
Payment Card Data Protection Policy	No	1,058	90	3
Credit Policy: Security Deposits and Conditions of Service	CRC and CSC only	32	32	41
Policy and Procedure Changes From In-Scope to Out-of-Scope	No	0	5	0
SaskTel Procurement Basics	No	38	45	2
PCI – DSS Compliance for Corporate	Yes	2,575	655	55

Protecting the Whistle Blower

[GRI 102-33, 102-34, 205-3]

At SaskTel we work to act ethically in everything we do. However, we recognize that sometimes people can go astray. When that happens, we want all our employees to know that if they see something, they can say something and know they will be protected.

We regularly communicate to employees about the need to step forward if they've witnessed wrongdoing in the workplace. In addition, SaskTel maintains a Whistleblowing information page on our employee intranet site that is accessible to employees at any time.

Although, SaskTel is a Crown corporation and concerned employees are able to report incidents of wrongdoing through the procedures outlined in The Public Interest Disclosure Act, SaskTel also offers employees a way to raise concerns anonymously that may fall outside the specific scope of the act.

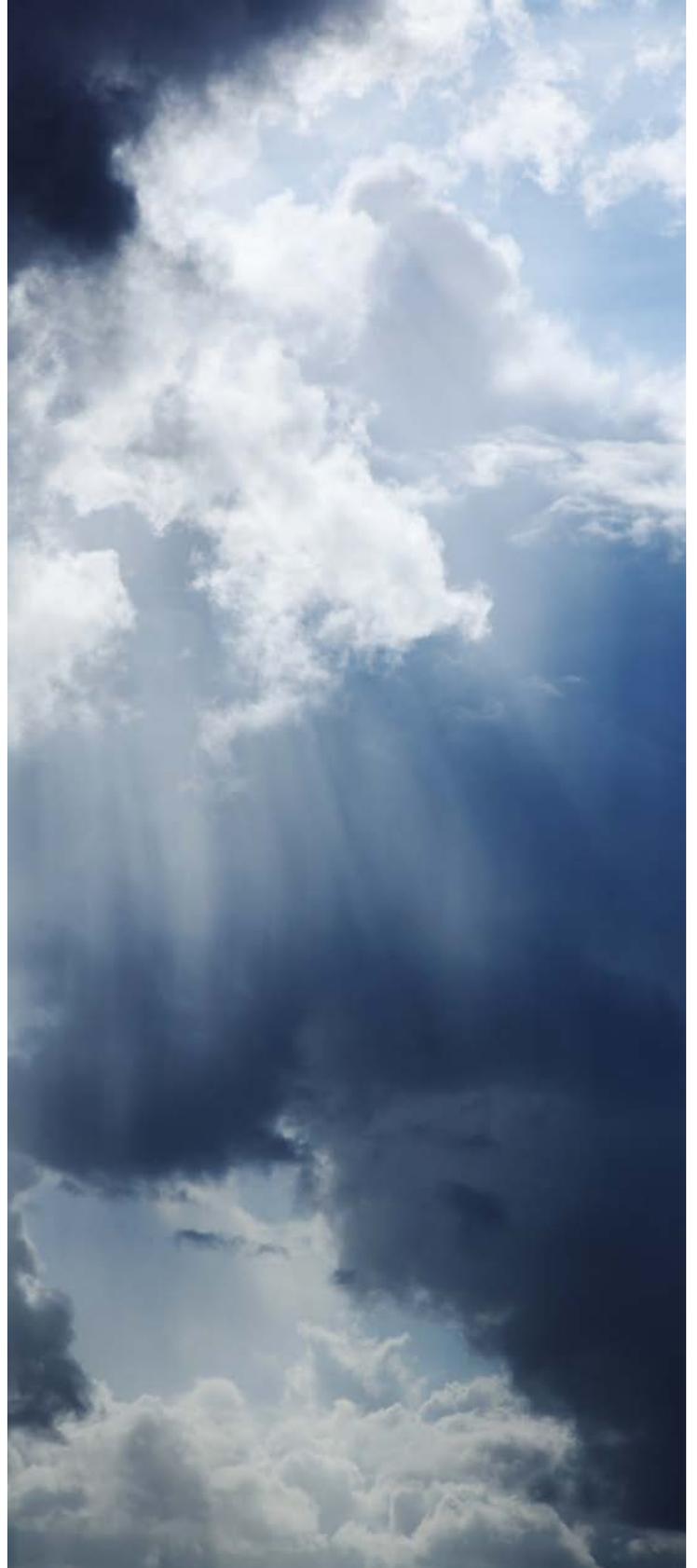
This third-party run service allows employees to report acts of immoral and unethical conduct, breaches of SaskTel's Code of Business Conduct, in addition to wrongdoing as defined in the Act.

By offering this second anonymous system for whistleblowers, SaskTel is able to hold itself to the highest ethical and legal standards.

It's an expectation we know our customers share, and we will vigilantly work to maintain.

SaskTel received, investigated, and came to a conclusion on 10 instances of whistleblowers raising concerns in 2018/19. SaskTel did not experience any confirmed instances of fraud/ corruption valued over \$200 in the past fiscal year.

Communications on Ethics Policies and Issues in 2018/19 [GRI 102-17]		
Communication Medium	Note Gallery (All Employees)	Take 3 to 5 (Managers)
Number of employees (approx.)	3,500 (100%)	750 (21%)
Number of messages	8	11



Supplying the Best Value through Good Values

[GRI 204-1]

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

A major facet of our CSR goals is to provide ongoing support for the local communities where we operate. To that end 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 hometowns.

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 CSR.

When registering with SaskTel, suppliers are prompted to answer a series of questions related to CSR. The questions cover a variety of topics such as diversity and inclusion, environment, health, and safety. Although the questions are not mandatory, suppliers are encouraged to complete them. SaskTel may also include questions related to diversity in our Requests for Proposals (RFP) depending on the nature of the purchase.

- Total count of suppliers invoiced: 3,672
- Total supplier spend: \$850 million
- 73% of suppliers are located in Saskatchewan
- 94% of suppliers are located in Canada
- 6% of suppliers are located outside of Canada

Types of Purchases Made by SaskTel in 2018/19

Category	Rounded (\$millions)
Marketing & Sales	217
Network & Hardware	109
Business & Consumer Products	88
IT (IS & Technology)	80
Professional Services & Contingent Labour	77
Customer & Construction Services	59
Taxes & Miscellaneous Financial	47
Intra - Carrier Services	33
Facilities & Land	30
Logistics, Warehouse & Transportation	21
Other	19
Utilities	17
General Telecommunication Services	16
Inter Company	16
Human Resources / Corporate Services	13
Tools & Consumable Materials	7
Total	850



Recognized Among the Best

We not only strive to be the best at connecting people to their worlds, we also work tirelessly to provide the best work environment for our employees while offering industry leading customer service.

Although we aren't always perfect, it's amazing to know that the efforts of our award-winning workforce aren't going unrecognized.

In 2018/19 SaskTel received the following recognition and awards:



**SASKATCHEWAN'S
TOP EMPLOYERS**



- SaskTel shared first place in the west region in J.D. Power's 2018 Canada Wireless Network Quality StudySM and was named among the best wireless service providers in Canada
- In April 2018, SaskTel was named among Canada's Greenest Employers (2018) by MediaCorp Canada Inc. for the tenth consecutive time
- In August 2018, SaskTel was ranked as one of Achievers 50 Most Engaged WorkplacesTM in North America
- In September 2018, SaskTel was ranked 11th on Saskatchewan Business Magazine's Saskatchewan's Top 100 Companies List
- In November 2018, SaskTel was named as one of Canada's Top Employers (2019) for the eleventh year running
- In January 2019, SaskTel was named one of Canada's Top Employers for Young People (2019) by MediaCorp Canada Inc. for the seventh year in a row
- In February 2019, SaskTel was honoured to be ranked as one as one of Saskatchewan's Top Employers (2019) by MediaCorp Canada Inc
- In March 2019, SaskTel was recognized by MediaCorp Canada Inc. as one of Canada's Best Diversity Employers (2019) for the ninth consecutive time

Connecting with Our Customers

As an ICT Company, we exist to serve the customers who rely on us to connect them to their world. We're striving to deliver outstanding customer experiences, and our employees continue to devise unique and innovative ways of making it happen.

From improvements to processes to designing the customer experience from the ground up, we're always working to connect with our customers in better and more meaningful ways.

Building a Better Customer Experience

At SaskTel, our customers are at the centre of every decision we make.

To ensure things stay that way, we design and deliver customer experiences relying four key commitments to our customers:

- Doing it right the first time
- Making it easy for our customers
- Setting clear expectations and living up to our commitments
- If things go wrong, we'll own it and fix it quickly

To help us refocus our attention on the "Do it right the first time" commitment, SaskTel introduced a new initiative for employees in 2018 that asked each department at SaskTel to create an action plan to improve how they do it right the first time and identify any barriers to that plan. Departments are focused on implementing those action plans and collaborating to remove barriers for the 2019/20 fiscal year.

CUSTOMER SATISFACTION

In addition to the feedback gathered on a daily basis, SaskTel routinely conducts research into how well we are living up to the standards we know our customers expect and deserve.

We use a wide range of tools to help us gather feedback on how well we are achieving our customer experience goals, including routine surveys on both the products and services we offer.

SaskTel incorporates the feedback we receive as we develop new services, conduct policy reviews, and assess our own performance in meeting and exceeding our customers' expectations.



Bettering Saskatchewan's Best Network

[GRI 103-31]

When your goal is being the best at connecting people to their worlds, you need the quickest and most reliable network possible. Fortunately for this province, we've managed to turn that goal into a reality.

Following years of continuous investment, SaskTel now has the largest owner operated ICT network in Saskatchewan. Reaching 99% of the population, SaskTel is able to provide the most extensive coverage, and offer the widest suite of rural services of any wireless provider.

Providing service in more locations than anyone else is no easy task and requires significant amounts of capital to see happen. In 2018/19 alone, SaskTel invested \$282.6 million of capital investments.

Major investment highlights from 2018/19 include:

\$62.5 million to expand the availability of SaskTel's InfiNET Fibre to the Premises services. Work has moved beyond Saskatchewan's largest cities to include role outs in smaller centres such as Emerald Park, Martensville, Melfort, Melville, Nipawin, Tisdale, Warman, and White City.

\$35.1 million was dedicated to improving access demand. The ongoing program seeks to increase network capacity in areas where our demand for our services has continued to intensify throughout the province.

\$59.5 million was dedicated to general network improvements. These include activities like increasing the bandwidth available through our back-haul network that supports our local services, as well as modernizing components of our network to ensure stability and long-term sustainability.

As part of these investments, SaskTel introduced interNET Extended 5 and 10 Mbps service to 29 additional Indigenous communities.

For a full accounting of SaskTel's 2018/19 capital investments, please refer to SaskTel's 2018/19 Annual Report.

Over **\$157.1 M**
of network investments completed in 2018/19



A SaskTel Crew works to install replacement cable by using hydrovac technology to run the cable underneath the roadway with minimal disruption to the street above.

WIRELESS SASKATCHEWAN

As part of the Government of Saskatchewan's Wireless Saskatchewan initiative, SaskTel completed construction on 50 small scale towers in rural towns across Saskatchewan in 2018/19. These investments provide increased access to, and enhanced reliability of, the communications services that they've come to rely on to do business and connect with their worlds.

Locations small cell sites were deployed in 2018/19

Abernethy	Glenavon	Lucky Lake	Morse	Simpson
Briercrest	Goodsoil	Macoun	Mortlach	Spalding
Brock	Govan	Manor	Muenster	Theodore
Cariavale	Grayson	Marcelin	Odessa	Torquay
Conquest	Kennedy	Marengo	Paddockwood	Val Marie
Denzil	Kisbey	Marsden	Pennant	Waldeck
Drake	Laird	McTaggart	Prelate	Waseca
Earl Grey	Lake Lenore	Meota	Riverhurst	Weldon
Ebenezer	Lang	Mervin	Sedley	White Fox
Fillmore	Lintlaw	Midale	Semans	Zenon Park

Community Investments that Count

[GRI 102-31]

SaskTel's Community Investments Program is based on the notion that the best way to strengthen our communities is by supporting the local organizations who do such amazing work bringing them together and tackling the problems they may face.

Our program provides supports to non-profit and charitable organizations based in Saskatchewan whose activities directly benefit a local community in the province. We've identified four key areas where we look to focus our investments.

Highlights from the year include:

- 4-H Saskatchewan
- KidSport Saskatchewan
- Regina Food for Learning
- Roboto Rumble at Saskatchewan Polytechnic
- Safe Communities Humboldt and Area's Positive Ticketing Campaign
- Shock Trauma Air Rescue Service Foundation
- The 40th First Nations University of Canada Spring Celebration Powwow
- The Saskatchewan High School Athletics Association
- The SaskTel Indigenous Youth Awards
- YMCA Beyond the Bell

In particular, SaskTel looks to support organizations and programs related to:

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

In 2018/19, SaskTel provided just under \$2.9 million to more than 1,000 non-profit and charitable organizations, community associations, venues, and events in more than 200 communities across the province.

As part of our focus on Indigenous communities, SaskTel contributed more than \$107,000 in support of community events and celebrations of Indigenous cultures throughout Saskatchewan.



Programs Promoting Positivity

BE KIND ONLINE



SaskTel Be kind online

After more than a decade helping prevent bullying by promoting a kinder world, SaskTel's I Am Stronger was relaunched as Be Kind Online in February 2019!

After years of moving its focus toward enhancing mindfulness and spreading kindness as a way to prevent bullying, the program has evolved far past its humble beginnings.

When it first launched the program was focused on helping the last of the millennials making their way through school. But, now they've all grown up and it's a new generation that finds itself in need of support.

To reflect the way youth interact with each other has changed, it was time for the program to refocus on reaching them where they are in a way that they can genuinely identify with.

The change in look hasn't changed the program's core elements. It retains its mix of outreach work, providing a easy to use single location for online supports/ resources, and encouraging youth to come up with their own ideas to spread kindness and prevent bullying while funding successful applicants with grants of up to \$1,000. The site also remains home to Saskatchewan's official bullying reporting tool,

As a result of the changes to the program's look, the deployment of a mobile first website, and a mass market awareness campaign reintroducing I Am Stronger under the refresh, Be Kind Online will be there to help youth, parents, and teachers in need of guidance and support for years to come.

Be Kind Online lifetime program highlights:

- 150 Total applications received
- 82 Total grants awarded
- \$72,705 lifetime value of grants awarded



Arcola Community School in Regina received a grant for \$1,000 from SaskTel Be Kind Online to install a Buddy Bench on their school playground. These playground retreats can offer a child safe spot to come together and get to know somebody new.

Our Shared Story:

Kind is Cool at Greenall School! Be Kind Online Grant Helps Make Kindness Conference a Reality



A Greenall student proves kindness really does rock!

"Be friendly, accept everyone, say nice words to them and speak respectfully to everyone around you." Those are the words of Samuel Halipchik, a grade 8 student from Pilot Butte School. But they could apply to anyone at any age.

It was the prevailing sentiment of the 175 Prairie School Division grade 8 students who attended the Kindness Conference put on by the Outdoor School program at Greenall High School in Balgonie. The theme of the conference was, 'Be Kind to Each Other and Be Kind to the Environment'.

The conference was made possible from funding received by the students from SaskTel's Be Kind Online grant program.

Through a partnership with the Ministry of Education, the grant provides youth the opportunity to collaborate with others to find solutions to stop bullying and inspire others to do the same.

"The students at Greenall High School are a great group, and they take things like bullying and environmental issues seriously," said Jennifer McLeod, HR Manager – Diversity, CSR and Org Design. "It's so great to see the grant being used in such a creative and productive manner with kindness as the theme."

As part of the full day event, students heard from Jared Clarke, a climate change expert. During his presentation, Jared spoke to the students about the causes and effects of human induced climate change.

Students were also treated to projects and activities led by Greenall's Art and Physical Education teachers. In these sessions, the anti-bullying message was relayed through hands-on activities and students were guided through discussions on bullying and sport.

There was also an art class, where students conceived anti-bullying messages and messages of kindness. The messages were then painted onto rocks that will be used as a part of a school grounds beautification project that will allow the messages of kindness to be shared for years to come.

"Our students enjoy coming together as a group to make events like these happen," said Jeff Moore, the head of Greenall High School's Outdoor School program. "These days on-line bullying is a topical issue because it's happening, and students need to be educated with positive messages."

"What could be more important than talking about being kind to each other and being kind to the environment?"

TELCARE

Founded in 1950, SaskTel TelCare is one of our companies longest running community investment programs.

Setting it apart from other programs is that fact that it was founded by a group of employees who shared the belief that together they could help improve the lives of those in need.

Today, the employee benevolent fund is still entirely run by volunteers and principally funded through the generous donations of the hundreds of SaskTel employees who count among the fund's contributors. Thanks to the longstanding tradition of SaskTel employees being caring and compassionate members of their communities, the fund has been able to support numerous registered charities in Saskatchewan for nearly 70 years.

In support of the generosity shown time and again by its employees, SaskTel is committed to providing a top up donation of \$0.50 for every \$1 donated by its employees; helping the positive impact of their generosity be felt in every corner of the province.

In 2018, SaskTel and its employees combined to raise \$259,089 that was distributed more than 75 locally operated charities.



2018 TELCARE RECIPIENT ORGANIZATIONS BY DISTRICT

Regina & District		
SaskTel and TelCare members in Regina & District donated a total of \$133,553.50 to 23 charities in 2018.		
Allan Blair Cancer Centre	Alzheimer Society of Saskatchewan	American Sign Language
Arthritis Society (Sask Division)	Canadian Mental Health Association (Sask Division)	Carmichael Outreach Inc.
Child Find Saskatchewan	Chris Knox Foundation	Crohn's & Colitis Foundation
Diabetes Canada	Hospitals of Regina Foundation	Juvenile Diabetes Research Foundation
Lung Association of Saskatchewan	MADD (Mothers Against Drunk Driving)	Multiple Sclerosis Society of Canada
Muscular Dystrophy Canada	North Central Family Centre (NCFC)	Regina Humane Society
Royal Canadian Legion – Branch 001	Saskatchewan Down Syndrome Society	South Sask Cystic Fibrosis Chapter
Teddy Bear's Anonymous	The United Way	

Saskatoon & District		
SaskTel and TelCare members in Saskatoon & District donated a total of \$70,200 to 17 charities in 2018.		
Alzheimer Society of Saskatchewan	Arthritis Society (Sask Division)	Care & Share
Child & Youth Friendly Saskatoon	Child Find Saskatchewan	Crohn's & Colitis Foundation.
Cystic Fibrosis Foundation	Diabetes Canada	Dystonia North Saskatchewan
Hemophilia Saskatchewan	Lung Association of Saskatchewan	New Hope Dog Rescue
Royal Canadian Legion Poppy Fund	Salvation Army Community Services	Saskatchewan Deaf & Hard of Hearing Services
Teddy Bears Anonymous	The United Way	

Estevan & District		
SaskTel and TelCare members in Estevan & District donated a total of \$6,600 to 6 charities in 2018.		
Alzheimer Society of Saskatchewan	Child Find Saskatchewan Inc.	Choose Life Ministry Inc.
Estevan Day Care Cooperative	Estevan Humane Society	The United Way of Estevan

Moose Jaw & District		
SaskTel and TelCare members in Moose Jaw & District donated a total of \$3,749.50 to 4 charities in 2018.		
Diabetes Canada	Hunger in Moose Jaw	Moose Jaw Humane Society
Riverside Mission		

North Battleford & District

SaskTel and TelCare members in Moose Jaw & District donated a total of \$3,749.50 to 4 charities in 2018.

Battlefords United Way	Lloydminster and District United Way	Lloydminster and District SPCA
Prairie Branches Enterprises Inc.	Meadow Lake and Area Early Childhood Services	

Prince Albert & District

SaskTel and TelCare members in Prince Albert & District donated a total of \$15,292.50 to 17 charities in 2018.

Alzheimer Society of Saskatchewan	Children's Haven	Diabetes Canada
Jubilation Residential Centres	Lac La Ronge Food Bank Inc.	Maude Burke School
Nipawin & District Donor's Choice	Prince Albert & District Community Service	Prince Albert Literacy Network
Reynolds Central School	Royal Canadian Legion	Scleroderma Association of Saskatchewan
Shellbrook First Responders	St. Mary's Daycare Inc.	Star City School
The Salvation Army	Victoria Hospital Foundation	

Swift Current & District

SaskTel and TelCare members in Swift Current & District donated a total of \$7,344 to 10 charities in 2018.

Arthritis Society of Saskatchewan	All Saints Catholic School Breakfast Club	Alzheimer Society of Saskatchewan
Canadian Mental Health Association	Central School Breakfast Club	Diabetes Society of Saskatchewan
Saskatchewan Abilities Council – Swift Current	Swift Current SPCA	Swift Current Salvation Army
Southwest Crisis Services Inc.		

Weyburn & District

SaskTel and TelCare members in Weyburn & District donated a total of \$3,750 to 5 charities in 2018

Alzheimer Society of Saskatchewan	Diabetes Canada	Kidney Foundation of Canada (Sask Branch)
Weyburn & District United Way	Weyburn Humane Society	

Yorkton & District

SaskTel and TelCare members in Yorkton & District donated a total of \$5,850 to 3 charities in 2018

Parkland Therapeutic Riding Association	The Health Foundation of East Central Saskatchewan Inc.	Yorkton Women In Need Inc.
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Our Shared Story:

Carmichael Outreach Continues to Support Vulnerable Members of Regina's Community with Help From SaskTel TelCare Donation

The charity, which provides programs and supports for vulnerable and homeless individuals in the Regina area, is pleased to use the funds to continue its Group Therapy and Life Skills Class for people with cognitive disabilities.

"We are so thankful to be able to offer this class again. We rely on passionate partners in the community, like the SaskTel TelCare program, to help us make a difference," said Rochelle Berenyi, Communications, Advocacy and Projects Officer at Carmichael.

The organization also received a 2017 TelCare donation, allowing Carmichael to pilot the program earlier in 2018.

Thanks to SaskTel's employee-driven charitable donation program, Carmichael can continue to work with some of the Regina community's most complex members to help rebuild self-esteem and self-worth.

Over a four-month period, about a dozen program participants worked toward personal goals by learning a variety of basic life skills including: problem solving, trust and friendship, budgeting, healthy food preparation and employment skills.

Doreen Lloyd, class instructor and housing coordinator at Carmichael, conceptualized the program 20 years ago.

She has offered it to clients in-need at several non-profit organizations, with continued success, throughout her 32-year career as a social worker.

"A lot of these folks isolate themselves in the community, but this class allowed them to feel a sense of belonging," said Doreen, adding that many people who take the class live with the effects of trauma, abuse and addiction.

Although this was the first year the class took place at



Rochelle Berenyi, (m) accepts a Regina District TelCare donation on behalf of Carmichael Outreach. The award was presented by Allen Mineaux (l), TelCare Regina District Chair, and Darrell Liebrecht (r), SaskTel TelCare Manager.

Carmichael, Doreen said she is passionate about someday seeing the program continue full-time.

"I still see some of the students from two decades ago and they're doing really great. They have healthy relationships and children. But, the key thing is they figured out what was creating issues in their lives, and they've moved past that. That's why this program is important," Doreen said.

As recognized through the Life Skills class, Carmichael's focus is to help the community through programming and support, which is one of the reasons SaskTel's Regina employees chose the organization as one of their TelCare recipients this year.

Through 2018, SaskTel employees raised over \$172,000 for TelCare; with the company making a top-up pledge to bring that total to more than \$259,000.

"These days, it's becoming harder and harder for charities to find adequate funding. But, because of donations from across the province, organizations like Carmichael can continue to help vulnerable community members to thrive," said Darrell Liebrecht, SaskTel's manager responsible for the TelCare program

SaskTel Connecting with Community Challenge

Each year SaskTel challenges its employees to lead the charge in support of a charitable cause.



Jennifer McLeod, SaskTel HR Manager responsible CSR, diversity, and organizational design announces the start of the Dreams Come True Challenge

Each year SaskTel challenges its employees to lead the charge in support of a charitable cause.

In 2016, employees took on the Comfort Pack Challenge, raising donations of funds, clothing and basic essentials for those finding themselves in unstable living situations or without a place to call home.

Youth was the focus for 2017 when SaskTel employees joined forces with the SaskTel Pioneers for the Comfort for Kids Challenge that set out to raise donations and funds for Teddy Bears Anonymous and the Jim Pattison Children's Foundation.

For 2018, SaskTel set out to do something a little bit different with the Dreams Come True Challenge. Rather than provide support to just one or two organizations, employees were challenged to help make many peoples' dreams come true, by raising funds and/or donating items like sporting goods or, tickets to concerts, cultural, and sporting events.

SaskTel then worked with non-profit community organizations to identify and distribute Dreams Come True packages to individuals and groups across Saskatchewan.

As far as challenges go, this one was a massive undertaking by the volunteers and fundraising committees who supported the challenge within SaskTel and the community groups we partnered with to find deserving people who could make the most from a dream come true. As a result, the first award packages will begin delivery in April 2019.

All told, SaskTel Employees raised:

- Over \$16,000 in cash
- Over 1,200 in gift cards, and
- Over 150 sporting items

Focused on Finding Future Leaders

It can be easy to forget that one of the consequences of living in one shared world is that means we all end up sharing our tomorrow. The decisions we make as a company will shape the lives in our province for years to come. As such, it's not enough for our CSR programs to focus just on the problems today, it requires us to make sure we hold ourselves accountable to the generations to come.

Knowing this, we've set out to ensure that the youth of today and tomorrow have the opportunity to share in the promise the future brings.

For us, this commitment takes the form of SaskTel's YOUTHnetwork; a comprehensive program and strategy that seeks to help promote education in the fields of business, science, and technology.

With strategies aimed at helping young people finish school, gain new skills, and ease access to higher-education, the YOUTHnetwork works with a wide range of educational partners to help build a brighter future for Saskatchewan's Youth.

PARTNERS PREPARING FOR THE WORKFORCE OF TOMORROW

HIGH SCHOOL PARTNERSHIPS

In the true spirit of community, hundreds of SaskTel employees have devoted their time and effort to make a better life for those around them. In the past several years, these employees have focused their energies on a few specific schools where enrollment of underprivileged youth is high or the school features high enrollment of Indigenous students.

A variety of schools in particular, Mount Royal Collegiate in Saskatoon, as well as Campus Regina Public, Estevan Comprehensive and Yorkton Regional High School, have longstanding relationships with SaskTel and have had volunteers work diligently with faculty and staff in hopes educating students of the opportunities that are available to them with a post-secondary education.

Mount Royal Collegiate

SaskTel began its relationship with Mount Royal at the beginning of the 2007-2008 school year, providing new opportunities for students and collaborating with school staff in the development of new program including the SaskTel Mount Royal Collegiate Electronics Training Partnership.



increase in student interest in Mount Royal Collegiate's advanced electronics and pre-requisite courses, and increased technical and financial support by SaskTel into the electronics classroom and resources.

In 2004, enrollment in the Electronics program was down to 20 students. Since the launch of our partnership with Mount Royal Collegiate, enrollment has increased to an average of 125 students each year.

As part our commitment to providing opportunities for Saskatchewan youth, SaskTel also offers Mount Royal Electronic students placement into full time summer employment positions within the SaskTel CS Operations department each year.

Established in December of 2008, SaskTel Operations and Human Resources along with Mount Royal Collegiate and Saskatoon Public Schools collaborated to help develop student interest in careers and post-secondary education in the ICT field.

Through the partnership, SaskTel employees provide subject matter expertise in basic and internet protocol communications through weekly teachings in 10 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

Yorkton Regional High School

In 2014, SaskTel developed a 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 the area of 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. Each year, approximately two students from the Yorkton Regional High School program are hired into full time summer student positions at SaskTel.

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.

In the 2012/13 school year, Campus Regina Public expanded their programming; offering eight to 10 additional practical arts courses for Regina Public School students to choose from. In partnership with SaskTel, one of the courses offered beginning in February 2013 is the Electrical & Electronics course. Based on the successful Mount Royal Collegiate program, 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.

Each year, as many as two students from the program are hired for a two-month summer position as a Customer Service Technician.

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

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

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

The FIT program is an innovative two-year program that teaches Canadian high school students essential ICT and business skills. Developed by the Information and Communications Technology Council, FIT champions youth employment and empowerment.

The program features four concentration areas: Business & Information Analysis, Software Design and Development, Network and Operations Support, and Interactive Media. The goal of the program is 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 including those requiring a significant amount of ICT competency.

SaskTel's partnership with the Prairie South School Division and ICTC allows us to play an active role in bridging the gap between youth and employment.

The program has been so successful that since 2014, Prairie South Schools, SaskTel and other industry leaders have joined forces to create and operate an interactive two-day boot camp designed to introduce students to advanced technologies and mobile application (App) development. Called Think IT, the boot camps have been held annually since May 2014 with a variety of students from different schools in the Prairie South School Division. Students from grades nine through 12 participate in hands-on workshops that explore the principles of mobile app development, game design, and IT career options.





Take Your Kids to Work Day

Take Your Kids to Work is a nationwide initiative for all grade 9 students in the Public and Catholic school system. This program is a partnership between business and education, designed to help Grade 9 students connect school, the world of work, and their own futures. The students come to work with their parents, guardians, family friends, etc. for a full day of job shadowing. To give students the most valuable experience possible, Human Resources coordinates several tours throughout Saskatchewan to help students learn more about SaskTel and give them an opportunity to see some of the technology used.

As an enhancement to the program, SaskTel has opened its doors to students from partnering schools in Saskatoon who may not have parents who work in professional workplaces and have partnered them with a SaskTel volunteer for the day. Students are given an opportunity to shadow the volunteer, participate in facility tours, and learn about SaskTel's work environment. Take Your Kids to Work is also an opportunity to showcase the programs within the YOUTHnetwork.

School to Career Summer Hire Program

Students closing in on attaining a high-school diploma may have differing ideas about post-secondary education and how that will impact their future career plans.

As part of the YOUTHnetwork strategy, one of SaskTel's objectives is to encourage students to attain a post-secondary education. However, we understand that some students may ultimately choose other directions as well.

We believe strongly in the transformative power of knowledge and the importance of pursuing higher education. As such, SaskTel's School to Career program seeks to engage students who may initially lack any intentions of attending post-secondary classes, with the goal of having them reconsider after experiencing a summer employment program that introduces them to careers that require further education.

While we hope that the participants will see the potential a post-secondary education can provide, every student leaves the program with tangible experience and training that they can leverage in the open job market.

POST-SECONDARY PARTNERSHIPS

SaskTel has established long-standing relationships with our province's post-secondary institutions.

As part of our efforts to build relationships with the next generation of leaders, we work with our partners to provide services such as pre-employment workshops, funding, or other resources as part of our efforts to encourage the development of the highly skilled workforce whose ideas will usher in the next phase of Saskatchewan success stories.

SaskTel works closely with its partnered schools and engages regularly with faculty and students as we help support them on their educational journeys.

SaskTel has established relationships with the following post-secondary institutions:

Saskatchewan Indian Institute of Technology (SIIT)

SaskTel continues to work with the Saskatchewan Indian Institute of Technology, creating opportunity for students to earn supplemental income through scholarship and summer employment opportunities and to provide career-focused development. Some of the activities SaskTel currently participates in at SIIT include:

- Pre-employment workshops
- Mock interview sessions (active face to face interviews where SaskTel provides candidate feedback and coaching)
- Career and job promotion presentations
- Relationship building through informal visits with students and faculty
- Participation on SIIT's Business Advisory Committee



First Nations University of Canada (FNUniv)



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

- Building and maintaining close connections with Indigenous student coordinators
- Facilitating employment workshops and face to face presentations promoting SaskTel as an employer of choice (including assisting with cover letters and resumes)
- Attending mini career fairs



University of Regina (U of R)

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

- Attending the Hill School of Business' annual Showcase networking event
- SaskTel is the proud sponsor (contributes \$10K) of the U of R Career Day held annually in September. This gives SaskTel the ability to showcase career opportunities and promote SaskTel's employment brand to hundreds of students.
- Sponsoring and attending the annual Business Dinner at the Hill School of Business
- Giving face to face presentations to third and fourth-year Business Admin, Computer Science, and Engineering students
- Working with the CA Office and having SaskTel consultants and Finance representatives present to fourth year accounting students
- Maintaining strong relationships and frequent communication with professors at the Hill School for referrals of candidates
- Utilizing established relationships with the Hill Business Office, which helps distribute postings for our organization and promote jobs posted to recent and new students
- Maintaining a great relationship with the U of R Indigenous Student Association
- Relationship building through frequent informal visits



Saskatchewan Polytechnic Institute

In addition to sponsoring all of the Saskatchewan Polytechnic campus career fairs through SaskTel's Community Investment Program, SaskTel continues to build on its longstanding relationship with the educational institution. In the past year:

- SaskTel's Selection & Staffing representatives attended annual career fairs at Polytechnic campuses in Saskatoon, Regina and Moose Jaw
- Delivered pre-employment career workshops and presentations
- Delivered career presentations
- Supported Saskatchewan Polytechnic's cooperative education program by providing practical work experience for students in programs related to telecommunications
- Facilitated mock interview sessions (active face to face interviews where SaskTel provides candidate feedback and coaching)



University of Saskatchewan (U of S)

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

- Participation in the Edwards School of Business Mentor Programs
- Employment postings specifically for U of S students
- Career fairs
- Pre-employment workshops, employer of choice, and recruitment presentations at the Indigenous Student Centre
- Sponsoring and attending the Edwards School of Business Networking Event
- Maintaining a close relationship with Edwards School of Business Co-op Office
- Leveraging an established relationship with the Edwards School of Business Indigenous Centre



Post-Secondary Summer Hire Program

SaskTel is the second largest summer student employer in Saskatchewan. Over the past four years, close to 300 summer students have been hired for a successful term. Our summer hire program enables students to not only apply some of the theory learned in class to a practical work environment, but also gives them the opportunity to learn about SaskTel's business, organizational structure, employment opportunities and company culture.

The program targets those studying in fields of interest to SaskTel such as Engineering, Business/Commerce, and Computer Science. The program also targets employment equity groups, with a specific focus on people of Indigenous ancestry, the fastest growing population in Saskatchewan.

Co-operative Education Program

SaskTel's Co-operative Education Program provides valuable work experience for post-secondary students pursuing their degree, diploma, or certificate in a field related to Business, Computer Science or Engineering.

During their four or eight-month term at SaskTel, students are able to apply their knowledge, learn new skills and make a positive impact on the company.

We cherish the relationships we forge with the co-operative students who come to develop their skills and share their fresh perspective. So much so, that many co-op students finish their terms and end up joining us again as a full-time employee a short time down the road.

Pre-Employment Workshops

Over the past three years, SaskTel's Selection and Staffing team has traveled across the province to various different post-secondary institutions offering pre-employment workshops to students about to graduate in targeted fields of study. The workshop covers a number of different areas to help students nearing graduation prepare for a transition into the working world. The workshop touches on many of the often overlooked skills that students will need to succeed in their careers such as where to look for employment opportunities, how to write a proper cover letter, how to create a stand-out resume, and tips and techniques for completing a successful interview.

During the interactive workshop, students have an opportunity to practice the tools and techniques offered in the session, including a mock-interview with a SaskTel recruiter that provides them with helpful hints and advice on how they can improve their chances of getting hired at the companies they wish to work for.



ENABLING EDUCATIONAL ASPIRATIONS

At SaskTel we believe in the power of knowledge and the ability of higher education to increase economic opportunity and help us on the path toward a better world for everyone.

For too many youth, achieving their academic aspirations can be made difficult by the associated costs of post-secondary education. To help make education more accessible and ease the financial burdens some students face, SaskTel has made a large number of scholarships available to Saskatchewan youth. These include:

SaskTel YOUTHnetwork Scholarships

YOUTHnetwork scholarships provide opportunities to under privileged students who may have the competency level, but not the financial means to attend and succeed at the post-secondary level.

SaskTel currently provides high school scholarships to students enrolled in the Electronics/Electricity class at Campus Regina Public. Two scholarships worth \$1,000 each are available to Grade 12 students pursuing post-secondary education related to the ICT industry.

Financial support for a young student's post-secondary education, coupled with summer student employment and on-going support from SaskTel employees, results in not only the employment of an individual student, it provides a platform and motivation for other students.

SaskTel Gord Kuhn Scholarship

The Gord Kuhn Scholarship was established in the honour of long time SaskTel Employee Gord Kuhn and his 29 years spent with the company. At the time of his passing, Gord was serving as President of the Communications, Energy, & Paperworkers Union Local S-1. This scholarship acknowledges Gord's valued commitment to SaskTel and his leadership in building a strong employer/union partnership.

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

SaskTel Métis Scholarships

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



Saskatchewan Indian Institute of Technologies Scholarships

The Saskatchewan Indian Institute of Technologies (SIIT) and SaskTel have jointly established three scholarships valued at \$1,500 each to encourage Indigenous students to pursue post-secondary education in fields directly related to telecommunications.

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

SaskTel Scholarships

Each year, we award seven SaskTel Scholarships of \$3,000 each to students attending post-secondary institutions in Saskatchewan who are studying in a field directly Related to information and communications technology.

Our Shared Story: SaskTel's YOUTHnetwork Electronics Class Scholarships Spark Determination for Campus Regina Students



Although two Youth Network's Electronics Class Scholarships were available this year, Mattea was the only applicant who qualified for the award.

Holding an overall average of 91 per cent in the Electrical and Electronics classes completed at Campus Regina Public, Lyndsey Pankratz, SaskTel's Youth Network Program Manager, thought Mattea's scholarship application really stood out. "Mattea was truly a perfect fit for the award," said Lyndsey. "This scholarship program allows us to showcase all of the valuable opportunities that we give to students while expanding our relationship with them."

Growing up, Mattea Gerl always wanted to be a professional cheerleader, but now, she says her dream career is to become a Customer Service Technician with SaskTel. Mattea was chosen as the SaskTel Youth Electronics Class Scholarship recipient through Campus Regina Public for the 2017/18 school year.

She moved on to post-secondary school at Saskatchewan Polytechnic in the fall of 2018 to further her education through the Telecommunications Networking Technician course in Regina.

"I'm so thankful to be recognized for this award, especially for something I love so much," said Mattea, who graduated from Grade 12 at Thom Collegiate in June and completed classes through Campus Regina Public.

The two \$1,000 scholarships, sponsored through SaskTel's Youth Network program, recognize Grade 12 Campus Regina Public students who completed the Electrical and Electronics class while demonstrating leadership, academic achievement, financial need and community involvement. Successful candidates must also be registered in a Saskatchewan post-secondary institution pursuing a degree, diploma or certificate program directly related to the ICT industry.

A self-described "outgoing people person," Mattea said she fell in love with the Electrical and Electronics class when she first enrolled in Grade 9.

Soon after attending a pre-employment workshop that was presented in association with SaskTel's Youth Network, she was certain her future career would be as a Customer Service Technician.

When she was accepted into school, like so many other students, Mattea said she was concerned about the high cost of tuition.

"This scholarship takes a lot of stress off me, and I can't even tell you how much that's going to help me, moving on to post-secondary," she said.

While providing a fantastic opportunity for students, this scholarship also enables SaskTel to continue its commitment to assisting young people in achieving both personal and career goals.

Recognizing Excellence and Achievement



The 2019 SaskTel Indigenous Youth Awards of Excellence Recipients gather onstage at Saskatoon's TCU Place to be recognized for their many wonderful achievements

The annual SaskTel Indigenous Youth Awards of Excellence celebrate some of the best and brightest youth Saskatchewan has to offer.

Established by the Wicihitowin Foundation in 1997 with the support of the public, government, and private sector, the foundation set about creating a platform where the untold stories of the many amazing Indigenous youth of our province could be heard.

The SaskTel Indigenous Youth Awards of Excellence recognize youth achievement across 10 categories.



The 2019 SaskTel Indigenous Youth Awards of Excellence nominees participate in the grand entrance ceremony

The recipients for 2019 are:

Outstanding achievement (female): Elizabeth Gagne

Outstanding achievement (male): Joseph Desjarlais

Education: Dylan Bauman

Sports and recreation (female): Jaira Cross Child

Sports and recreation (male): Cole Sanderson

Leadership: Tanis Wuttunee

Community service: Allysa Woodrow

Spirit: Celystin Moosomin

Fine/performing arts: Liam Scramstad

Culture: Logan Cook

Technology/science: Naomi Pete-Baptiste

Innovation: Jenaya Johns

Since its inception, hundreds of young people have had the chance to stand and be recognized for their wonderful achievements; all while inspiring others to do the same.

Building a Greener Future

[GRI 102-31]

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 was developed.

This 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.

Setting a High Bar for Sustainability

SaskTel Environmental Impact Indicators [GRI 302-1, 302-3, 305-1, 306-3]

Energy Consumption Within the Organization

Natural Gas = 89,190 GJ

Fleet Fuel = 107,265 GJ

Electricity = 332,213 GJ

2018 Total = 528,668 GJ

Total Number and Volume of Significant Spills

2018 Total = 1 significant spill

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

2018 Significant Fines = 0

2018 Nonmonetary Sanctions = 0

As part SaskTel's EMS the organization has committed to:

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

The Lean Green Efficient Machine

With organizational practices aligned to environmental policies and an Environmental Management System (EMS) based on International Standard ISO 14001, the company has a solid foundation for protecting the world we share. This allows SaskTel to manage environmental 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.

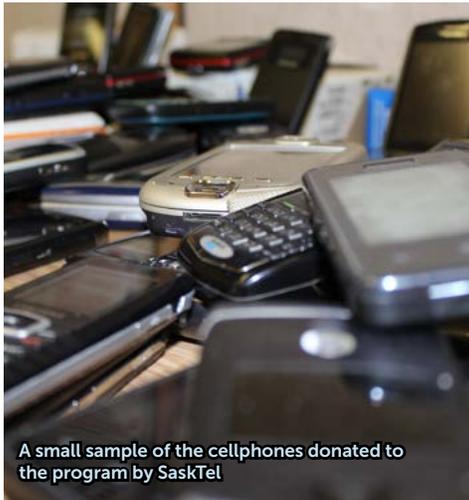
SaskTel conducted an integrated Environmental Management System (EMS) internal audit in October 2018 in Swift Current's Work and Switch centres. The purpose of the audit was to gauge the level of conformance of the SaskTel EMS to the international standard, ISO 14001, as a routine continual improvement effort. 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 October 2018 in Swift Current, to determine environmental regulatory compliance levels at the two sites as a routine continual improvement effort. The audits were completed by an external consultant specializing in environmental compliance.

Big Hearts Provide Fresh Starts

Launched in 2009, Phones for a Fresh Start is a cellular recycling program that demonstrates being green can benefit far more than just the environment.

With cellphones containing components made from many precious metals and rare-earth elements, and the devices being more than 95% recyclable, recycling is a business model that makes dollars and common sense.



A small sample of the cellphones donated to the program by SaskTel

Partnering with the Provincial Association of Transition Houses and Services Saskatchewan (PATHS), SaskTel collects unwanted cellphones for recycling sends them to EDI Inc. for processing. SaskTel then uses those proceeds to purchase new cellphones and prepaid phone cards for distribution to those fleeing domestic violence through one of 21 participating PATHS Shelters.

Celebrating its 10th anniversary in June 2019, Phones for a Fresh Start has spent a decade taking unwanted cellphones and diverting them from landfills.

In that time, SaskTel has recycled well over 115,000 cellphones; allowing us to finance the purchase and donation of \$87,000 in prepaid phone cards, and more than 3,300 cellphones to shelters across the province.

As a donation driven program, the response has been overwhelmingly positive; proving that with a little help, it's possible to protect the environment while providing those in need with a better chance at a fresh start.

Eco-Conscious Employees Driving Change

Celebrating its 5th anniversary, SaskTel EnviroCare is focused on bringing employees and their families together to raise environmental awareness while encouraging others to join them in protecting the environment.

EnviroCare hosts activities throughout the year ranging from information filled Lunch N' Learns to the group's annual greening initiative where they take on a special project to help clean up, preserve, and beautify Saskatchewan's green spaces.

EnviroCare is also the force behind the bottle and can recycling programs at many of SaskTel's offices. To date, the group has recycled close to 45,000 bottles and cans; with the proceeds going to fund the group's many initiatives.

To kick off their fifth year of existence, EnviroCare symbolically adopted five burrowing owls from the Saskatchewan Burrowing Owl Interpretive Centre in Moose Jaw. Going by the name of Artemis, Chip, Cricket, Thea, and Peanut, these endangered birds serve as ambassadors and important members of the centres' captive breeding and educational programs. The adoption was fully funded by bottle and can recycling and was made on behalf of all of the dedicated volunteers who have contributed to EnviroCare's success thus far.



SaskTel EnviroCare's Tony Showchuk and Kendra Leboldus reveal the solar panel purchased to help boost environmental science instruction at Minahik Waskahigan High School in Pinehouse Lake

Our Shared Story: Adopting Five Burrowing Owls to Celebrate Five years of SaskTel EnviroCare!



Cricket paid a visit to SaskTel's head office to thank the EnviroCare team and help everyone at SaskTel understand how important it is to protect the most vulnerable species before they disappear from the natural landscape forever

conservation of the endangered Burrowing Owl and their prairie habitat. The funding provides care to the captive flock of owls at the centre.

The owls were adopted using 'EnviroFunds', which are raised every year from the collection of bottles and cans from various SaskTel buildings in Moose Jaw and Regina.

The idea for adopting the owls came from EnviroCare member Janice Muir.

"I first learned about Burrowing Owls at the Science Centre in Regina," said Janice. "When EnviroCare asked for ideas for projects, I thought of the owls. They're fascinating birds and an important part of Prairie ecosystems – but they are also cute!"

"It's hard to believe five years have gone by, but we are proud of the accomplishments the group has made," said Tony Showchuk, Director of STEPPP at SaskTel and chairperson of the EnviroCare

committee. "We are committed to continuing to discover greening opportunities in the communities we serve, and we're always looking for more SaskTel employees interested in making a difference for the environment!"

When SaskTel EnviroCare members were considering ideas to mark their fifth anniversary, Peanut, Artemis, Chip, Cricket and Thea made the decision an easy one.

"Those are the names of the five Burrowing Owls we adopted!" said Kendra Leboldus, EnviroCare member and Environmental Specialist at SaskTel. "One owl for every year of EnviroCare."

The owls were adopted from the Saskatchewan Burrowing Owl Interpretive Centre, an organization that promotes the

The adoption of the owls is one of several initiatives EnviroCare has taken part in over the years. The list includes purchasing a solar panel for the Minahik Waskahigan High School in Pinehouse Lake; caring for birds at Salthaven Wildlife Rehabilitation & Education Centre; and cleaning up Wakamow Valley and part of the Trans Canada Trail.

Save the Paper to Save the Trees

How many trees does it take to send the 36 million pieces of paper used in customer bills each year? For SaskTel, the answer was far too many.

It takes approximately 2,300 fully grown trees to manufacture all those bills. And, once the inputs for manufacturing and transport are taking into account, each bill has a significant environmental impact.

To help reduce these impacts, 2018/19 saw SaskTel begin migrating customers with access to the internet to a far more environmentally friendly an eBill and will gradually continue to migrate customers throughout 2019/20.

This move towards a more sustainable form of billing will help reduce waste, reduce the amount of energy spent on recycling, while helping lower the carbon footprint in many Saskatchewan communities.



Partnering to Innovate



GREENWAVE
INNOVATIONS

SaskTel was excited to announce a new and exciting partnership with Greenwave Innovations to offer energy efficiency and monitoring solutions across Saskatchewan.

Having deployed Greenwave's unique technologies to help power the new SaskTel Collaboration Centre in Regina, we know first-hand the transformative power it can have.

With the information provided by monitoring a buildings electricity, water, and gas use available to incredible resolutions of up to an individual tap or light switch, Greenwave Innovations is helping Saskatchewan companies protect the environment by consuming less of the finite resources we share.

We're pleased to have like-minded companies like Greenwave Innovations join us in proving that sustainability doesn't have to cost businesses, when the reality is being efficient makes a whole lot of cents.



All Aboard for More Green Awards

In 2018, SaskTel was again named one of Canada's greenest employers by MediaCorp Canada Inc. It's SaskTel's tenth consecutive year being acknowledged for its efforts to enhance environmental sustainability and we're proud to be the only Saskatchewan-based company to win the prestigious award each year since its inception.

Appendices

Glossary of Terms

AGEN	Aboriginal Government Employee Network	BKO	Be Kind Online
CIC	Crown Investments Corporation of Saskatchewan	CCGA	Canadian Common Ground Alliance
CSA	Canadian Securities Administrators	CSAA	Contractor Safety Awareness Alliance
CSR	Corporate Social Responsibility	CPO	Chief Privacy Officer
CTCC	Canadian Telecommunications Contribution Consortium Inc.	CTSA	Canadian Telecommunications Safety Association
CWTA	Canadian Wireless Telecommunications Association	CX First	Customer Experience First
EMS	Environmental Management System	FIT	The Focus on Information and Technology program
FNEC	First Nations Employment Centre	FTTP	Fibre to the Premises
GHG	Greenhouse Gas	Gj	Gigajoule
IANE	The Interprovincial Aboriginal Network of Employees	IAS	I Am Stronger
ICT	Information and Communications Technology	ICTC	The Information and Communications Technology Council
ISO	International Organization for Standardization	LMS	Learning Management System
NOC	National Occupation Codes	PATHS	Provincial Association of Transition Houses and Services of Saskatchewan
PFE	Partnership for Excellence	RAPA	Regina Aboriginal Professionals Association
RFP	Request for Proposal	RODS	Regina Open Door Society
RWS	Representative Workforce Strategy	SAC	Saskatchewan Abilities Council
SAEN	SaskTel Aboriginal Employees Network	SCGA	Saskatchewan Common Ground Alliance
SEND	SaskTel Employee Network on Disability	SEP	Supported Employment Program
SHRC	Saskatchewan Human Rights Commission	SIIT	Saskatchewan Indian Institute of Technology
SIYAE	SaskTel Indigenous Youth Awards of Excellence	SME	Subject Matter Expert
SODS	Saskatoon Open Door Society	STARS	Shock Trauma Air Rescue Service Foundation
STEPPP	SaskTel Employee Personal Problem Program	URSU	University of Regina Students' Union
VP	Vice President	WCT	Women in Communication & Technology
WDTP	Wireless Device Trade-In Program	YRHS	Yorkton Regional High School

GRI Index reporting locations

[GRI 102-55]

GRI	Requirement	Source
GRI 102-1	Name of the organization	Saskatchewan Telecommunications Holding Corporation (SaskTel)
GRI 102-2	Activities, Brands, Products and Services	SaskTel 2018/19 Annual Report Pg. 20
GRI 102-3	Location of headquarters	Contact Us Pg. 49
GRI 102-4	Location of operations	Contact Us Pg. 49
GRI 102-5	Ownership and legal form	Status as a Crown Corporation Pg. 5
GRI 102-6	Markets served	SaskTel 2018/19 Annual Report Pg. 20
GRI 102-7	Scale of the organization	SaskTel 2018/19 Annual Report Pg. 20
GRI 102-8	Information on employees and other workers	Who We Are Pg. 12
GRI 102-9	Supply chain	Supplying the Best Value Through Good Values Pg. 22
GRI 102-10	Significant changes to the organization and its supply chain	There were no significant changes to the organization or its supply chain in 2018/19
GRI 102-11	Precautionary Principle or approach	SaskTel 2018/19 Annual Report Pg. 37
GRI 102-12	External initiatives	Membership in Business and Professional Organizations Pg. 8
GRI 102-13	Membership of Associations	Membership in Business and Professional Organizations Pg. 8
GRI 102-14	Statement from senior decision-maker	President's Message Pg. 2
GRI 102-15	Key impacts, risks, and opportunities	<ul style="list-style-type: none"> SaskTel Annual Report Pg. 37 (risks) SaskTel Annual Report Pg. 24 (opportunities)
GRI 102-16	Values, principles, standards, and norms of behavior	The Guiding Vision Pg. 6
GRI 102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> Ethics Are Not Just for the Rest of Us Pg. 20 Protecting the Whistle Blower Pg. 21
GRI 102-18	Governance structure	SaskTel 2018/19 Annual Report Pg. 109
GRI 102-19	Delegating authority	Ethics are Not Just for the Rest of Us Pg. 20
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	Executive responsibility for these areas is principally shared by: <ul style="list-style-type: none"> Charlene Gavel, Chief Financial Officer; Shara McCormick, Vice President –Human Resources & Corporate Services; and, Darcee MacFarlane, Vice President – Corporate and Government Relations
GRI 102-21	Consulting stakeholders on economic, environmental, and social topics	<ul style="list-style-type: none"> SaskTel Annual Report Pg. 32 Stakeholder Engagement Pg. 5
GRI 102-22	Composition of the highest governance body and its committees	SaskTel Annual Report Pg. 119
GRI 102-23	Chair of the highest governance body	SaskTel Annual Report Pg. 101
GRI 102-24	Nominating and selecting the highest governance body	SaskTel Annual Report Pg. 117
GRI 102-25	Conflicts of interest	Ethics Are Not Just for the Rest of Us Pg. 20
GRI 102-26	Role of highest governance body in setting purpose, values, and strategy	SaskTel Annual Report Pg. 113
GRI 102-27	Collective knowledge of highest governance body	SaskTel Annual Report Pg. 110
GRI 102-28	Evaluating the highest governance body's performance	SaskTel Annual Report Pg. 121
GRI 102-29	Identifying and managing economic, environmental, and social impacts	SaskTel Annual Report Pg. 37
GRI 102-30	Effectiveness of risk management processes	SaskTel Annual Report Pg. 37
GRI 102-31	Review of economic, environmental, and social topics	<ul style="list-style-type: none"> Bettering Saskatchewan's Best Network Pg. 25 Building a Greener Future Pg. 42 Community Investments that Count Pg. 26
GRI 102-32	Highest governance body's role in sustainability reporting	<ul style="list-style-type: none"> The Board of Directors' Environment & Human Resources Committee monitors corporate activities related to environmental, health, and safety and human resource strategies and oversees the effectiveness of compliance programs in these areas The Governance Committee assists the Board in implementing effective corporate governance practices. This committee monitors compliance with donation and sponsorship policies, reviews directors' expenses, and acts as an Ethics Advisor to directors pursuant to the Directors' Code of Conduct.
GRI 102-33	Communicating critical concerns	Protecting the Whistleblower Pg. 21
GRI 102-34	Nature and total number of critical concerns	Protecting the Whistleblower Pg. 21
GRI 102-35	Remuneration policies	In-scope remuneration and wage schedules are determined through negotiated contract with Unifor, the union representing SaskTel's in-scope employees
GRI 102-36	Process for determining remuneration	<ul style="list-style-type: none"> In-scope remuneration and wage schedules are determined through negotiated contract with Unifor, the union representing SaskTel's in-scope employees Out-of-scope remuneration and wage schedules are set via SaskTel's compensation policy as determined by the Board of Directors' Environment & Human Resources Committee

GRI 102-37	Stakeholders' involvement in remuneration	In-scope remuneration and wage schedules are determined through negotiated contract with Unifor, the union representing SaskTel's in-scope employees
GRI 102-38	Annual total compensation ratio	Data for this metric unavailable for 2018/19
GRI 102-39	Percentage increase in annual total compensation ratio	Data for this metric unavailable for 2018/19
GRI 102-40	List of stakeholder groups	Stakeholder Engagement Pg. 5
GRI 102-41	Collective bargaining agreements	A Shared Union Built on Respect Pg. 14
GRI 102-42	Identifying and selecting stakeholders	Stakeholder Engagement Pg. 5
GRI 102-43	Approach to stakeholder engagement	<ul style="list-style-type: none"> SaskTel Annual Report Pg. 32 SaskTel Annual Report Pg. 33
GRI 102-44	Key topics and concerns raised	<ul style="list-style-type: none"> SaskTel Annual Report Pg. 32 SaskTel Annual Report Pg. 33
GRI 102-45	Entities included in the consolidated financial statements	SaskTel Annual Report Pg. 62
GRI 102-46	Defining report content and topic Boundaries	Scope Pg. 5
GRI 102-47	List of material topics	Table of Contents Pg. 1
GRI 102-48	Restatements of information	There have been no restatements from preceding reports
GRI 102-49	Changes in reporting	<ul style="list-style-type: none"> SaskTel Annual Report Pg. 40 Scope Pg. 5
GRI 102-50	Reporting period	Reporting Timelines Pg. 4
GRI 102-51	Date of most recent report	Reporting Timelines Pg. 4
GRI 102-52	Reporting cycle	Reporting Timelines Pg. 4
GRI 102-53	Contact point for questions regarding the report	Contact Us Pg. 49
GRI 102-54	Claims of reporting in accordance with the GRI Standards	Scope Pg. 5
GRI 102-55	GRI content index	GRI Index reporting locations Pg. 47
GRI 102-56	External assurance	This report has not been externally assured
GRI 201-1	Direct economic value generated and distributed	SaskTel Annual Report Pg. 52
GRI 201-2	Financial implications and other risks and opportunities due to climate	SaskTel faces limited and indirect risks associated to climate. Any long to mid-term risks are principally associated with increased energy costs, and heightened risk of infrastructure damage due to adverse weather events
GRI 201-3	Defined benefit plan obligations and other retirement plans	SaskTel Annual Report Pg. 85
GRI 201-4	Financial assistance received from government	SaskTel Annual Report Pg. 47
GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Data unavailable for 2018/19
GRI 202-2	Proportion of senior management hire from the local community	98% of senior managers hired are residents of Saskatchewan prior to taking on a senior management position with SaskTel
GRI 203-1	Infrastructure investments and service supported	SaskTel Annual Report Pg. 20/21
GRI 203-2	Significant indirect economic impacts	SaskTel does not calculate the indirect economic impacts of its business.
GRI 204-1	Proportion of spending on local suppliers	Supplying the Best Value Through Good Values Pg. 22
GRI 205-1	Operations assessed for risks related to corruption	SaskTel Annual Report Pg. 115
GRI 205-2	Communication and training about anti-corruption policies and procedures	Communications on Ethics Policies and Issues in 2018/19 Pg. 20
GRI 205-3	Confirmed incidents of corruption and actions taken	Protecting the Whistle Blower Pg. 21
GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.	SaskTel had no such actions taken against it in 2018/19
GRI 302-1	Energy consumption within the organization	SaskTel Environmental Impact Indicators Pg. 42
GRI 302-3	Energy intensity	SaskTel Environmental Impact Indicators Pg. 42
GRI 305-1	Direct (Scope 1) GHG emissions	Direct GHG Emission numbers are unavailable for 2018/19, however indirect numbers are available in the form of total energy consumption values, broken down by energy source in SaskTel Environmental Impact Indicators Pg. 42
GRI 306-3	Significant spills	SaskTel Environmental Impact Indicators Pg. 42
GRI 401-1	New employee hires and employee turnover	<ul style="list-style-type: none"> Total Hires as a Per Cent of All Hires Pg. 12 Total Turnover by Age Group and Gender as a Per Cent of All Turnover Pg. 12 Total Turnover as a Per Cent of All Employees Pg. 12
GRI 403-1	Occupational health and safety management system	Health, Safety, and Helping Employees in Need Pg. 13
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Health, Safety, and Helping Employees in Need Pg. 13

GRI 403-5	Worker training on occupational health and safety	Health, Safety, and Helping Employees in Need Pg. 13
GRI 403-9	Work-related injuries	Injury Rate Per 100 Employees Pg. 13
GRI 403-10	Work-related ill health	Injury Rate Per 100 Employees Pg. 13
GRI 405-1	Diversity of governance bodies and employees	<ul style="list-style-type: none"> • SaskTel Annual Report Pg. 101 (Board) • SaskTel's Representation by Equity Group Pg. 12 (Out-of-scope and in-scope Employees)

Contact Us

[GRI 102-3, 102-4, 102-53]

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

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Moose Jaw, Saskatchewan

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North Battleford

1201 – 100th Street

North Battleford, Saskatchewan

Canada S9A 3Z9

Prince Albert

Second Floor

47 – 12th Street East

Prince Albert, Saskatchewan

Canada S6V 1B3

Saskatoon

410 – 22nd Street East

Saskatoon, Saskatchewan

Canada S4K 5T6

Swift Current

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Swift Current, Saskatchewan

Canada S9H 3T2

Weyburn

1711 E Avenue

Weyburn, Saskatchewan

Canada S4H 2Y7

Yorkton

210 York Road West

Yorkton, Saskatchewan

Canada S3N 3N4

END

THANK YOU FOR READING!



ON ONE SHARED WORLD

2018/19 SaskTel Corporate Social Responsibility Report