



2019/20 SaskTel
Corporate Social
Responsibility Report

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President's Message

Over the past 110 years, SaskTel has built a legacy by investing in the future of the province of Saskatchewan from a business, social, and human capital perspective. Providing world-class services and exceptional customer services remains our primary focus but we also understand the value of investing in our provincial communities and reducing our environmental footprint.

Corporate Social Responsibility (CSR) has been integrated into SaskTel's business strategy for years and continues to help our company deliver on revenue growth, operational efficiency, risk management, and strategic alignment. Fulfilling SaskTel's CSR objectives involves leveraging our technology, culture and talent to enable meaningful outcomes for all of our stakeholders – our shareholder, customers, communities, and employees.

We know that our customers want to do business with organizations that share their values and put them first. With the COVID-19 pandemic changing the way our customers work, broadband connections have become more critical and our team's dedication to our customers was, once again, reflected in our efforts to maintain the speed and reliability of our world-class broadband networks during the global pandemic.

Since 2010, we have invested over \$3 billion of capital throughout Saskatchewan to bolster our networks, infrastructure and operations, and we are committed to strategically investing another \$1.4 billion over the next five

years. This investment will ensure SaskTel customers across the province will continue to enjoy some of the most advanced wireless, internet, television, data and IP-based technologies and services available anywhere in the world today.

We strive to put our customers at the center of everything we do to deliver an exceptional customer experience at every touchpoint along their journey with SaskTel. Our team's dedication to putting our customers first inspires customer loyalty and enables us to continue giving back to communities across the province. In 2019/20, SaskTel contributed \$2,850,827 to 957 non-profit and charitable organizations, community associations, venues, events, and partnerships in more than 233 communities.

SaskTel employees represent the diversity and culture of Saskatchewan and can be found throughout the province, working, raising families, and volunteering in their communities. Throughout the year, the SaskTel Pioneers, consisting of both current and retired employees, contributed \$206,273 in financial donations, \$983,700 in-kind donations, and more than 42,000 hours.

As a good corporate citizen, SaskTel works to balance business priorities with protecting the environment. We are well positioned to take the next step in environmental sustainability and stewardship, with a solid foundation that has organizational practices aligned with environmental policies.

Because of SaskTel's long-standing environmental conservation efforts, Mediacorp Canada selected the company as one of Canada's Greenest Employers in 2019 for the eleventh consecutive year. Annually, the Canada's Greenest Employers competition recognizes 50 employers across Canada who have achieved excellence through their commitment to environmentally responsible practices and programs.



Initiatives such as SaskTel's Phones for a Fresh Start program not only protect the environment, by preventing old phones from ending up in landfill, they assist Saskatchewan people who are fleeing domestic violence to begin rebuilding their lives by providing new phones and prepaid phone cards to the Provincial Association of Transition Houses and Services of Saskatchewan.

SaskTel EnviroCare is an employee-led CSR initiative committed to creating a greener community and promoting environmental awareness. EnviroCare makes donations throughout the year when a situation that fits their mandate to be of assistance arises.

Employee networks like SaskTel's Aboriginal Employee Network (SAEN) further support SaskTel's community involvement by conducting clothing and toy drives. This is just one of many key CSR initiatives that have resulted in SaskTel being selected as a Top 100 Employer in Canada by Mediacorp Canada Inc. for 14 consecutive years.

SaskTel and all our employees are honoured to be an enduring part of this province. With an intense focus on our customers and a commitment to transform our business in the digital era, I am confident that the long-term vision we've always had will serve us well as we build a future of shared successes with our customers, employees and the communities we serve, this year and beyond.



Sincerely,
Doug Burnett, SaskTel President and CEO



About this Report

SaskTel publishes a Corporate Social Responsibility (CSR) Report annually. The report is in addition to its Annual Report. This report serves to highlight all of SaskTel's work and the impact we are making through economic, environmental and social activities in the Province of Saskatchewan.

SaskTel's
5 key CSR
priorities
found within
this report

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.

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 Information and Communications Technology (ICT) industry.

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.

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 has 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.

Reporting Timelines

Unless otherwise stated, the contents of this report cover the period of April 1, 2019 to March 31, 2020.

This report follows SaskTel's most recent CSR report which was released November 12, 2019 and covered the period running from April 1, 2018, to March 31, 2019.

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.

Status as a Crown corporation

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

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.



SaskTel - Our People

It's no secret that being involved in the community is an important part of the culture at SaskTel. Our employees go above and beyond to give back to the communities where they live and work. We have a culture that is proud, accountable, innovative, and centered on our customers. Together, our skilled workforce is committed to transforming SaskTel for the future and ensuring we live up to our customer's expectations.

SaskTel employees actively demonstrate that while being positive and productive in the workplace is crucial to sustaining our business, improving the quality of life of the communities we serve is equally important.

This is apparent in some of the most common actions you will see of our past and present employees, such as volunteering thousands of hours for various events

or initiatives or by donating hundreds of thousands of dollars to causes near and dear to their hearts.

We've also implemented policies and programs to ensure our workforce is a representation of Saskatchewan's increasingly diverse population, that our employees' health and safety is protected, their mental health is supported, and they are invested in their own success.

SaskTel Corporate Culture

At SaskTel we embody the corporate values of Honesty, Integrity and Respect. Our culture takes it a step further by describing who we are. There are three over-arching themes for these critical components that define SaskTel: our people, our customer and our business. The related principles and their corresponding behaviours define our collective beliefs and desired cultural state.

SaskTel's Cultural Principles



Our people are our strength

We are SaskTel

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.

We are a team

We run our business together knowing that each of us has a role to play in the overall success of SaskTel.

We are representative of the province we serve

We embrace our diversity as a business strength, and value the individuality that each of us brings to the table.



We deliver outstanding customer experience

We build customer loyalty

We make every customer interaction a positive one; making lasting impressions with our customers.

We go above and beyond

We listen to our customers and make their overall experience one that sets us apart from others.

We take ownership

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.



We are accountable and responsible

We are proud

We honour our past, celebrate our present, and build our future.

We are accountable

We hold ourselves and our teammates accountable for our actions. We make decisions that benefit SaskTel financially, socially, and environmentally.

We are part of our community

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.

SaskTel Workplace Diversity and Inclusiveness

Our employees represent the diversity and culture of Saskatchewan. They can be found throughout the province, working, raising families, and volunteering in their communities. Without their strength and commitment, we wouldn't be able to deliver the outstanding customer experience we do today.

One of the key initiatives at SaskTel is to ensure we maintain a representative workforce. For over 20 years, diversity and inclusiveness have been a focus of SaskTel. A Representative Workforce Strategy was developed to achieve the desired outcome of representation throughout SaskTel, across all job classifications and equity categories.

There are various recruitment and retention strategies, as well as communication and training plans to help support attracting, retaining and developing high impact equity candidates. We also have long running programs in place, community outreach and educational partnerships that assist with our focus on equity hiring.

Equity Hiring Program

The Equity Hiring Program allows SaskTel to be competitive with other employers, through the ability to offer potential candidates positions by proactively creating opportunities. SaskTel continues to have aggressive hiring goals to meet the targets established, primarily focusing on the recruitment of Indigenous people and people with disabilities. As we move into an increasingly competitive labour market the Equity Hiring Program becomes increasingly important.

Hiring managers have two options for leveraging the program, an overhire into a permanent position for 18 months, or a temporary Career Launch for up to one year. The Career Launch Program gives an employee the opportunity to gain relevant SaskTel experience and to give managers a chance to evaluate the employee's long-term potential.

SaskTel's Supported Employment Program

In today's job market, the ability to secure and retain meaningful employment is still a very real challenge for people with disabilities. The value they bring to an organization is often overlooked due to barriers such as daunting recruitment practices or the lack of support services available within the workplace.

SaskTel's Supported Employment Program works to overcome those barriers, by connecting with individuals with cognitive disabilities who might not otherwise secure meaningful employment. The program works with community-based organizations to identify candidates that can be integrated into SaskTel's workforce. SaskTel then works with our union, Unifor, to create an employment opportunity.

The Saskatchewan Abilities Council works with the hiring manager to provide support to the employee through establishing routines and job aids that aid in a successful transition into their position. SaskTel continues to work with the Saskatchewan Abilities Council in promoting the employment of people with cognitive disabilities.

SaskTel currently employs 12 individuals with cognitive disabilities under the Supported Employment Program.



Story:

SaskTel Recognized for Workplace Diversity

It's just after 8 a.m. on a Wednesday morning, and Lindsay Ast is getting ready to get back to work at her job as an assistant at SaskTel's Employee Development Centre (EDC).

She's been gone from work for over a week, having just returned from competing at the Special Olympics Canada Winter Games held in Thunder Bay, Ontario 25 - 29 Feb 2020.

On this morning, Lindsay is excited to be back at work with her co-workers and tell them all about her experience of participating in the individual and team 5-pin bowling events. Though she just missed out on a bronze medal in the individual event, Lindsay says it was still a great experience.

"This is my third Olympics I have been at," says Lindsay. "I find that just getting the chance to attend the Olympics is a medal in itself."

Lindsay, who has Asperger's Syndrome, has been employed at SaskTel for approximately 8 years. She was hired at SaskTel under the Supported Employment Program. It's a program at SaskTel that provides employment opportunities for individuals with a developmental disability in a manner that meets the skill set of the individual through the already established job-carving process.

The enthusiasm Lindsay has in talking about her Olympic experiences is the same type of enthusiasm she takes into her job at the EDC. One day a week Lindsay does data entry work and on Fridays helps maintain the classrooms, handling the recycling and cleaning white boards and desks. Lindsay says she enjoys her work and appreciates what employment has meant to her.

"My co-workers here have always been very supportive and caring," says Lindsay. "They have gone above and beyond. I wouldn't be the person I am today if I didn't have this job and their support."

While the Supported Employment Program creates meaningful employment opportunities for people with limiting disabilities, it also provides business value to SaskTel.

"Lindsay is a very friendly and outgoing person," says Elaine Emperingham, HR Manager and Lindsay's supervisor at the EDC. "Lindsay brings efficiency, dedication, dependability and honesty to her job and the workplace. She offers suggestions to improve her work process."

The Supported Employment Program is just one of several diversity initiatives within SaskTel that continue to make the company a Best Diversity Employer in Canada. SaskTel understands how important it is to maintain a representative workforce to ensure we are representative of the province we serve. SaskTel embraces diversity in our culture and values the individuality of every employee. It's why in March 2020 SaskTel was again named one of Canada's Best Diversity Employers by Mediacorp Canada Inc. for the 10th consecutive year.



Lindsay Ast (l) shares a high five at the Special Olympics Canada Winter Games held in February. Lindsay works at SaskTel under the Supported Employment Program.

4 to 40 Program

SaskTel continues to participate in the 4 to 40 Program, an initiative that connects people with disabilities with employers who can accommodate a work week that can vary from 4 to 40 hours.

The 4 to 40 program was created as a partnership between Creative Options Regina (COR) and Campus For All (CFA). COR is a non-profit organization that develops personalized support services for people experiencing disability, while CFA is an inclusive post-secondary educational initiative at the University of Regina.

A SaskTel representative continues to sit on the 4 to 40 Employer Steering Committee to support individuals with cognitive disabilities entering the workforce as well as supporting other employers seeking to employ individuals with disabilities. SaskTel presently employs three individuals that were hired through the 4 to 40 program.

Ignite Learning Centre



The Ignite Learning Centre program is committed to facilitating the growth of young adults to become independent, self-supporting, productive citizens. SaskTel has a long standing, successful partnership with the Ignite Learning Centre, primarily through the Business Advisory Council and the Apprentice Mentorship Program.

Many of the student participants in the program are at-risk and marginalized adults (ages 19-30). The desired outcome of the program is to have participants build positive and productive futures for themselves and their families.

SaskTel works with participants by providing opportunities for students they might not otherwise have in their journey to employment. The students get to experience mock interviews, attend pre-employment presentations, and mentorships. Seventy percent of students who complete the program move directly into the workforce or post-secondary education. SaskTel is proud to say that they have hired several of these graduates over the years.

Open Door Societies



The Regina Open Door Society (RODS) and Saskatoon Open Door Society (SODS) are non-profit organizations that provide settlement and integration services to refugees and immigrants in the province. SaskTel continues to be a strong supporter of the Open Door Societies. Through our Work Placement program, sponsored individuals are given the opportunity to develop new job skills within SaskTel. This is done through job shadowing, active learning, or project work, for a period of up to 12 weeks. The program is a great reflection of SaskTel's inclusive nature when it comes to our representative workforce strategy.

In 2019/20 SaskTel was selected as a finalist for a Diversity award by the SODS. The award recognizes the achievements of companies or individuals that have shown exceptional leadership in workplace diversity and have demonstrated an inclusive attitude towards new immigrants.

LanguageLine

As part of our commitment to our customers, we strive to be fluent in the language of customer service. That's especially applicable when we're contacted by residential or business customers who require assistance in a language other than English. As we continue to look for means to do it right the first time, and as Saskatchewan's population continues to grow and become more diverse, we have taken steps to ensure that all customers receive the best possible customer service.

After a trial period one year ago, SaskTel partnered with LanguageLine and introduced the service to the Consumer Contact Centre. LanguageLine provides on-demand language translation services in 240 languages, any time of day, 365 days a year.

Story: SaskTel Provides Insights for Young Leaders Program

It was -25 outside, but the morning was full of warm smiles when a young group of students from Campbell Collegiate visited SaskTel.

The students were part of the 'Young Leaders Academy' program which exists within the Regina Open Door Society (RODS), a non-profit organization that provides settlement and integration services to refugees and immigrants.

Their visit on 18 Feb 2020 included a meeting with SaskTel President and CEO Doug Burnett. Doug welcomed the group to his office and answered questions about his career at SaskTel and other SaskTel related matters.

The group also heard from Jennifer McLeod, HR Manager (CSR, Diversity & Organizational Design). Jennifer spoke about the importance and relevance of SaskTel's Be Kind Online initiative.

The day concluded when Kevin Ridgway, Manager Technical Assistance (Core Network), led the students on a tour of the Voice & Transport Lab which is located on B1 at SaskTel head office.

The visit was part of an ongoing partnership SaskTel has with RODS.

"We've long been a dedicated ally of Saskatchewan's open-door societies," said Jacqueline Abrahamson, HR Manager - Staffing. "The Selection & Staffing team works closely with both RODS 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."

By providing an insight into different facets of what helps to make SaskTel one of Canada's Top 100 employers, it gave the students an idea of what it takes to one day be SaskTel employees themselves.

"Participants in our program expressed an interest in learning more about Saskatchewan's Crown Corporations," said Kalyna Hudym, Job Developer/Employer Liaison for RODS. "By learning a bit about Doug's career it helps them understand the importance of leadership values - what it takes to be an effective leader."

"And by hearing about the Be Kind Online program, they saw the importance of giving back to communities."

While the students on the tour were still a few years away from moving on to post-secondary education, it was a valuable experience for them to get a behind the scenes look at a major company in the country they now call home. It was equally important for SaskTel as an opportunity to build on our relationship with the Open Door Society.

"Working with the Open-Door Society and similar organizations is important because we grow strong relationships with the people there," said Jacqueline. "When organizations understand the diverse set of knowledge, skills and ability we're looking to recruit, they can more easily refer strong clients who may be an asset to SaskTel."

"At SaskTel we're proud of our diverse workforce. We value the individuality that each of us brings to the table."



Doug Burnett (I) with students and organizers from Regina Open Door Society's Young Leaders Academy.

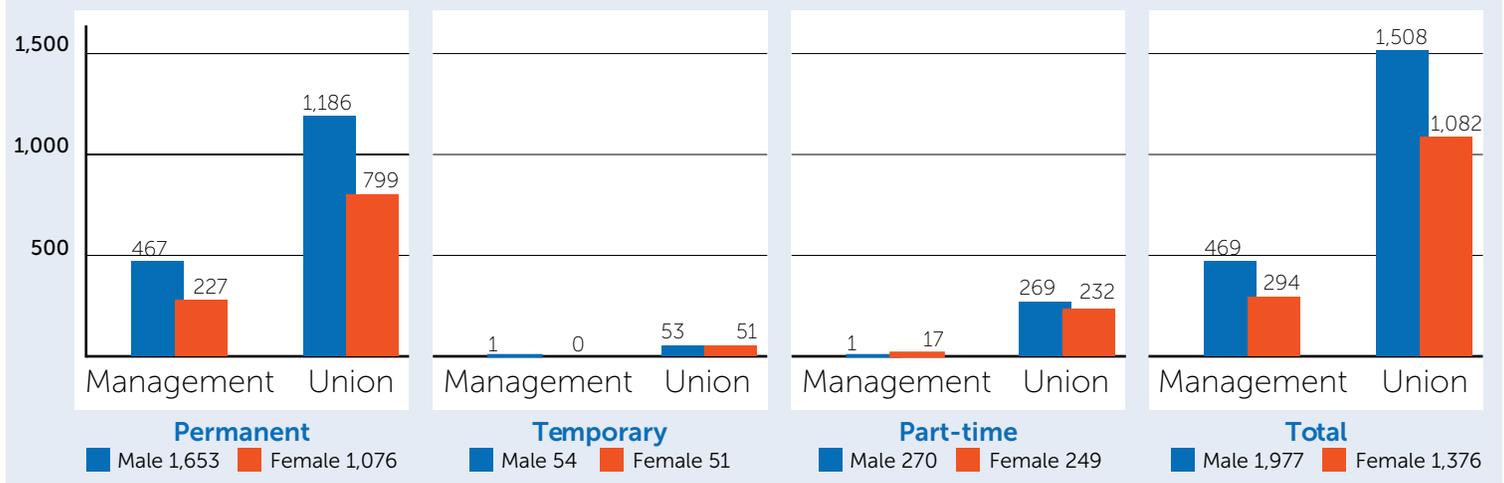
SaskTel by the Numbers

In 2019/20 SaskTel continued to work on attracting and recruiting a representative workforce that mirrors the ever-changing demographics of our province.

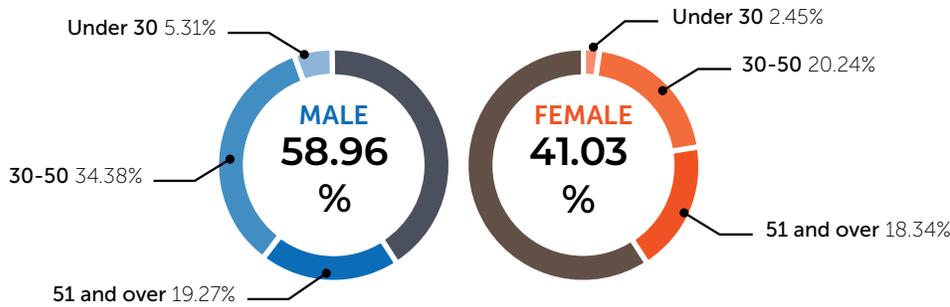
The following tables provide a snapshot of the employees who make up our workforce.

SaskTel continues to ensure proper due diligence in terms of talent sourcing, and that each opportunity to increase representation within the organization is fully explored and evaluated.

NUMBER OF EMPLOYEES



AGE OF EMPLOYEES AS A PERCENTAGE OF TOTAL WORKFORCE



	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Under 30	2.18%	0.51%	0.42%	0.39%	2.71%	1.55%
30 – 50	28.63%	14.52%	0.95%	1.04%	4.80%	4.68%
51 and Over	18.49%	17.06%	0.24%	0.09%	0.54%	1.19%
Total	49.30%	32.09%	1.61%	1.52%	8.05%	7.42%

TOTAL HIRES AS A PERCENTAGE OF ALL HIRES

	Permanent	Temporary	Part-time	Total
Under 30	4.85%	42.72%	19.90%	67.47%
30 – 50	6.80%	1.94%	21.36%	30.10%
51 and Over	0.49%	0.97%	0.97%	2.43%
Total	12.14%	45.63%	42.23%	100%

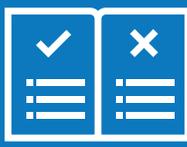
SASKTEL'S REPRESENTATION BY EQUITY GROUP



Employee Wellbeing

SaskTel is committed to creating a work environment focused on safety and employee wellbeing. To achieve this, SaskTel ensures the key elements of an Internal Responsibility System are used and enforced. SaskTel believes that commitment to safety needs to be shared among all employees, contractors, and other third parties working on behalf of SaskTel. This must be considered when making business decisions and all employees are responsible to work safely and make it a top priority.

To this end SaskTel will:

 <p>Ensure a safe and healthy work environment based on employee engagement and communication of SaskTel's safety program.</p>	 <p>Provide the necessary supervision, training and equipment to uphold SaskTel's safety program.</p>	 <p>Eliminate or minimize hazards/risks that may result in injuries/illness, service interruption, property damage or loss.</p>
 <p>Meet or exceed the regulatory requirements of the Canada Labour Code and applicable provincial legislation and regulations.</p>	 <p>Ensure employees, contractors, agents, and other third parties working on behalf of SaskTel understand and apply all safety standards and practices.</p>	 <p>Engage our Workplace Health and Safety Committees to resolve safety issues.</p>

Injury Rate Per 100 Employees			
Total Injury frequency rate	Occupational disease rate	Lost time days severity rate	Fatalities
1.36	0	24	0

A commitment to an employee's physical safety is important, but equally significant is taking care of our employee's psychological and mental health. SaskTel has two programs dedicated to help employees and their families deal with many of life's difficulties that may adversely affect their job or their health.

SaskTel Employees' Personal Problem Program (STEPPP)

The SaskTel Employees' Personal Problem Program (STEPPP) is a referral service that provides access to free, voluntary and confidential counselling services for all SaskTel employees and their families, as well as retirees and their spouses.

Through STEPPP, highly qualified and experienced counsellors and other experts are available to listen to employees and discuss concerns with sensitivity and understanding.

With a focus on early intervention and prevention, STEPPP develops numerous resources and programs throughout the year and works with different internal departments and networking groups to make resources accessible and provide learning opportunities for all SaskTel employees.

"All About Balance" is just one example of the programs run by STEPPP. It is a voluntary six-week program for individuals who want to make changes in their work/life balance and self-care. The program is a proactive approach geared at prevention and building resilience to stress. The program has been very successful and has been extended to teams who want a program run specifically for their work group.

Helping Our Own People (HOOP)

Helping Our Own People (HOOP) is SaskTel's charitable organization designed to assist employees whose needs cannot be adequately addressed by traditional assistance programs. Since its inception in 1992, HOOP has allocated over \$800,000 to assist employees in times of need.

HOOP is funded by an annual contribution from SaskTel, but also receives donations from numerous employee groups and fundraisers around the province.

Any SaskTel permanent employee, dependents, spouse or Pioneer life member are eligible to receive assistance from HOOP. As with STEPPP, all employee interactions maintain a strict code of confidentiality.

Beyond these programs, SaskTel has always had a focus on providing resources and training opportunities to all employees. This year, we enhanced that with the launch of the Psychological Safety & Wellbeing training program with courses identified for beginners, intermediate and advanced participants. This training program will not remain static, but will continue to evolve to meet the needs of our organization.

As our lives continue to change, especially with the impacts of the COVID-19 pandemic beginning in March 2020, it is more important than ever to maintain our employees' resiliency and assist them with managing stress both personally and professionally.

Partnership for Success

SaskTel/Unifor

A Collective Agreement between SaskTel and Unifor was ratified November 15, 2019 for the period March 17, 2019 to March 16, 2024 representing more than 2,700 unionized employees at SaskTel.

The partnership with Unifor is reflected in both organizations' willingness to work together and meet the challenges of an industry facing a difficult competitive and economic environment, an increasingly sophisticated customer, and constantly evolving regulations. Collaboration with the union is facilitated through ongoing discussions and joint committees, where dialogue is promoted, ideas can be shared, and our partnership can be strengthened.



UNIFOR
theUnion | lesyndicat

Employee Leadership

Great companies are built through great leadership. Organizations depend on their leaders to guide change, implement strategic plans and prepare for the future. Leaders influence the business direction, organizational culture and achievement of results.

At SaskTel, we believe that:

- Great companies are built through great leadership
- Great leaders are central to our organization's success
- Leaders are not leaders because of their title but what they do from any role
- Leaders are needed at all levels of the organization
- Developing leaders at all levels of the organization is critical to our success

Becoming an effective leader is a life-long journey of raising self-awareness, acquiring knowledge, practicing skills and behaviours, observing others and constant learning. To help employees achieve this, we've implemented several programs and policies that empower employees to take an active leadership role, no matter where they are in their career path.

Leaders At All levels

SaskTel firmly believes that strong leadership skills at all levels of the organization are essential to our business achievements. Leaders at all Levels (LaaL) is a behavioural competency-based model built around SaskTel's cultural principles. It focuses on six key competencies that are required by all employees to achieve the superior performance that is required for SaskTel's continued success.

The six competencies that make up the model are:

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

The LaaL model contains a definition of each competency, expectations for various roles within SaskTel and both formal and informal ways to develop within the competency. The model identifies on the job activities to support employees with their growth and development. To supplement this, the model also has free online courses, books and videos, as well as classroom courses.



Partnership for Excellence

At SaskTel, all employees participate in a process called the Partnership for Excellence (PFE). The PFE process is meant to encourage employees to take responsibility for continuous improvements in their job and personal development.

It is an important, ongoing process that involves goal setting, coaching, recognition and development. This ensures our employees and our company have a solid framework to reach our collective goals.

When the manager and the employee establish a clear understanding about key job responsibilities, performance objectives can be derived that support SaskTel's core values and business plan.

The annual PFE process includes the following components:

- Discussion of values and business plan
- Mutual objective setting and action plans
- Feedback and recognition
- Annual performance review
- Employees' development plan and career management

Participation in the PFE process neither limits nor negates any of the rights of in-scope employees as outlined in the Collective Agreement.



SaskTel Employee Networks

SaskTel's employee networks are a major contributing factor to the positive cohesiveness among our employees. Employees from all different departments of the company are able to form new and meaningful connections with one another through these group interactions.

There are several employee networks at SaskTel that, through various models of participation, allow employees to bring different insight and information to our business and the people working here. Not only are they knowledgeable in bringing their own skill set and experience, they also offer ideas within the corporation around new business ideas and solutions to potential roadblocks.

Our employee networks offer a respectful environment to ensure all employees feel valued.

Members of our employee networks are not only working within the company; they are also active representatives of SaskTel at many local community events.

SASKTEL ABORIGINAL EMPLOYEES NETWORK (SAEN)

SaskTel Aboriginal Employee Network (SAEN) celebrated its 25th Anniversary in 2019, making it the longest standing employee network of the Crown corporations. SAEN continues to impact SaskTel and our collective understanding of Indigenous issues through a series of events and activities, including Lunch 'N Learn events and meetings that include elder teachings and the sharing of cultural information.

SAEN also continues to be active in the community participating in events such as National Indigenous Peoples Day or giving back to people in need. SAEN successfully conducted their 9th annual clothing and toy drive in December 2019, donating items to several community schools in both Regina and Saskatoon.





National Indigenous Peoples Day brought people of all ages together in Regina.

Story: Recognition and Understanding

SaskTel Helps to Celebrate National Indigenous Peoples Day

People of all ages came together in Regina on 21 Jun 2019 to celebrate National Indigenous Peoples Day (NIPD).

The day, which featured similar events in communities across the country, was a chance to celebrate the heritage, diverse cultures and outstanding achievements of First Nations, Inuit and Metis. Members of the SaskTel Aboriginal Employees Network (SAEN) were a big part of the Regina celebrations.

"We had 13 members of SAEN working at the event, along with employees from Human Resources and our Be Kind Online initiative," said Roberta Williams, President of SAEN. "Fawn Redwood (of SaskTel) was on the NIPD planning committee and took the lead on our vendor displays and helped run the free BBQ (which was provided by Loblaws)."

SaskTel was one of many organizations to help out at the event, which featured First Nations art, exhibits, dancers, games and much more. Others included fellow Crown Corporations, FCC and the City of Regina.

"By taking part, SaskTel is showing our acceptance and

willingness to contribute and celebrate Indigenous culture, knowledge and talents with our community," said Fawn. "We live on Treaty 4 land and it's a vital part of our history."

"We celebrate the Nations involved in sharing this land and the vast contributions of art and culture available. For us to grow as a nation, we must look back at the foundations of our history, and that is the Indigenous Peoples of Canada."

As a company, SaskTel enthusiastically embraces diversity in the communities where it operates, and its employees live and work.

"NIPD is an example of how our employees are proud to give back to their communities and support cultural initiatives and community events that positively impact the lives of Saskatchewan people," said Jennifer McLeod, HR Manager (CSR, Diversity & Organizational Design).

"It's important for our company to feature a work culture that is diverse and inclusive, a team that is reflective of the province we serve."

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. SEND strives to assist in attaining a representative, inclusive and respectful workplace environment.



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 to implement inclusive programs, products and services.

SASKTEL NEXTGEN

NextGEN

A SaskTel Employee Network

SaskTel NextGEN is our employee network that focuses on providing career development and social connection opportunities. NextGEN strives to improve new employees' experience, provide recognition, create a supportive environment, create opportunities for networking and leverage technology to start driving communication and collaboration.

NextGEN provides employees career opportunities to expand their skill set and plan for their future at SaskTel. One way this is done is through a series of career focused Lunch 'N Learns and the opportunity to interact with senior managers. The events are open to all employees, in person or via video conference from district locations around the province. NextGEN employees also have the chance to connect through fun social events throughout the year.

SASKTEL GAY STRAIGHT ALLIANCE (GSA)



In 2018/19 SaskTel Human Resources began to provide more awareness and education around the LGBTQ+ community. This started with a half day training workshop for managers who have a direct impact on human resources and corporate communications. The workshop was facilitated by the University of Regina UR Pride Centre for Sexuality and Diversity and was designed to make managers who are involved in recruitment, retention, industrial relations, benefits, education, health services and internal and external communications more aware of the challenges faced by the LGBTQ+ community.

By dispelling myths and providing more understanding around terminology and barriers faced, SaskTel can better support LGBTQ+ employees, remove barriers and create a more welcoming and inclusive work environment.

SaskTel's GSA committee held its first meeting on June 12, 2019 with the goal to help continue the learning and guide initiatives at SaskTel. Through awareness and education, SaskTel is committed to addressing fear and resistance to change. Although the committee is relatively new, SaskTel has long been dedicated to creating a more diverse and inclusive workplace which also reflects our diverse customer base.



The SaskTel Pioneers

The SaskTel Pioneers are a network of both current and retired SaskTel employee volunteers whose mission is to effect immediate, tangible change in local communities. Built on the principles of Fellowship, Service, and Loyalty (the three sides of the Pioneer Triangle), the SaskTel Pioneers presently have a membership of 3,942 within twelve different clubs across the province.

The Pioneers have been operating as an association since 1947, however a formal partnership between the Pioneers and SaskTel was officially formed in 1995. In return for being a part of the SaskTel planning process, the Pioneers provide a business plan which assists SaskTel in meeting its commitment to social responsibility and good citizenship. This business plan includes the Pioneers being involved in activities that align to the researched needs of our communities, membership and sponsoring company.

The SaskTel Pioneers contributed \$206,273 in financial donations, \$983,700 in-kind donations, and more than 42,000 hours of volunteer time to support worthwhile community initiatives in 2019/20.

The SaskTel Pioneers continue to operate several charitable programs including:

The SaskTel Pioneers Salvage Program

Salvage Sales is a partnership between SaskTel and the SaskTel Chapter #59 Pioneers. The Pioneers act as a distribution channel to dispose of salvage computers and equipment for SaskTel. The proceeds from sales goes to support Pioneer projects in various communities.

There are smaller salvage sales operations located in other districts, however the majority of the proceeds are raised in Regina and shared with other clubs throughout the province.

The SaskTel Pioneers Sales and Salvage sells the surplus computers on a first come, first served basis out of their office located at 2106 1st Avenue in Regina.

Computers for Schools (CFS)

Computers for Schools is a partnership between the SaskTel Pioneers and Industry Canada. Over the years CFS has provided more than 70,000 computers in Saskatchewan. CFS distributes computers to schools, libraries, non-profits and low-income families across Saskatchewan.

There are two volunteer repair and refurbishing centres in Regina and Saskatoon where surplus computers are cleaned, refurbished and prepared for delivery. These volunteer workshops are staffed by the SaskTel Pioneers, but also have high school students that come in and volunteer.

SaskTel 


pioneers
a volunteer network

All federal government departments contribute their surplus equipment to CFS as part of the Treasury Board Directorate. A number of Crown corporations in the province, private companies, and personal donations continue to make this program successful.

In 2019, 4,489 computers were donated through the Computers for Schools program.

Community Volunteer Income Tax Program (CVITP) Clinics

This year the SaskTel Pioneers continued to partner with the United Way to operate the Community Volunteer Income Tax Program. This program, in partnership with Canada Revenue Agency, offers free tax filing for low income individuals. The North Central Community Association in Regina also operated a CVITP Clinic to process income tax returns for residents in the area.

For the seventh year in a row, SaskTel Pioneers in Regina and Melfort have participated in the program, and over the years demand has skyrocketed since its launch.

The great work of the SaskTel Pioneers can also be seen in the partnerships they have with schools across the province. Activities include e-mail pen pals, mentoring, P.O.W.E.R. Packs, playground maps, clothing and food drives, hygiene kits, job shadowing, drug awareness and many other activities.



Members of the Moose Jaw SaskTel Pioneers held a working bee 15 Dec 2019 for their annual Book Drive Project.

Story: The Gift of Literacy

SaskTel Pioneers Donate Books to MJ Schools

Members of the Moose Jaw SaskTel Pioneers held a working bee 15 Dec 2019 for their annual Book Drive Project.

For schools in the Prairie South School Division and Holy Trinity Catholic School Division in Moose Jaw, Christmas took on a new meaning this year thanks to the SaskTel Pioneers.

On 15 Dec 2019, volunteers with the Moose Jaw Chapter of the SaskTel Pioneers along with several teachers from both school divisions gathered to sort, stamp and package close to 6,000 pounds of books as part of the SaskTel Pioneer Book Drive.

"It's part of our literacy objectives to try and help promote literacy, so Pioneers do this across the province," said Kristian Sjoberg, President of the SaskTel Pioneers in an interview with Moose Jaw Today.

Book drives like the one in Moose Jaw are an annual initiative held by SaskTel Pioneer Branches province wide. The Pioneers partner with First Book Canada who work with schools, libraries and other partners across the country to ensure that all children, regardless of their family's financial situation, can have access to new, high-quality books.

Most books are donated to First Book Canada by publishers or book sellers who have surplus copies of publications. Books are then distributed to teachers through partners like the Pioneers. In addition, SaskTel Pioneer clubs also purchase books from First Book Canada for distribution. The initiative

equips Saskatchewan teachers with the latest titles and resources to help sow the seeds of literacy in the classroom.

The books donated in Moose Jaw will be used in several different ways, either kept in the classrooms or sent home with kids as donations or prizes. Some titles will be made into take-home reading kits with fun activities to encourage reading.

The superintendents of learning from both Moose Jaw school divisions were pleased to see the support from the Pioneer's donation.

"The love of literacy is something that's so important for kids," said Ward Strueby, from Holy Trinity School Division, in an interview with Moose Jaw Today.

"Anytime we can get new books for kids, it's a great day," said Lori Meyer, from Prairie South. "We're really pleased to be able to offer those to our schools, thanks to the generosity of the club here."

Darrell Liebrecht, SaskTel Pioneer Manager, says the Pioneers take great pride in the program and know how important it is to provide educational opportunities to help school children succeed.

"Our clubs across the province work extremely hard on this initiative delivering thousands upon thousands of books every year," says Darrell. "But in the end its all worth it as giving the gift of literacy is so very important."

We Are Responsible

All employees at SaskTel have a responsibility for not only our customers but also themselves to understand how governance is provided at SaskTel. Privacy, ethical behavior and adhering to SaskTel's Code of Business Conduct should remain top of mind for everyone.

Our Commitment to Your Privacy

At SaskTel, respecting customer's privacy and safeguarding personal information is our highest priority. As part of this commitment our Privacy Policy was updated and took effect April 1, 2019. This policy identifies the information we collect, how it's used, and customers' choices when using SaskTel's online services.

Respecting customers' privacy is an important part of our commitment to service excellence. This includes keeping customers up to date on their rights as a customer and

providing information on how personal information is used.

The policies and procedures in place at SaskTel support employees in their day to day work activities. All staff are required to complete mandatory formal training that helps to identify potential problems and the remedial action to take when non-compliant activity is spotted. SaskTel's Chief Privacy Officer (CPO) has the responsibility of implementing and enforcing the policy.

In addition to our existing procedures and our adherence to the Freedom of Information and Protection of Privacy Act (FOIP), which governs our approach to handling personal information, SaskTel has adopted ten privacy principles derived from the Canadian Standards Association's Model Code for the Protection of Personal Information.

A full version of our privacy policy and the privacy principles can be found in the *Legal & Regulatory* section of www.sasktel.com.



Ethics at SaskTel

The SaskTel Board has implemented a comprehensive set of governance practices and is committed to clear disclosure of its governance practices in accordance with current best practice disclosure standards.

To learn more about SaskTel's commitment to corporate governance, please refer to SaskTel's 2019/20 Annual Report.

Upholding ethical standards is very important to SaskTel, and it is critical that customers are always treated with fairness and respect. In addition to our customers, employees must exercise ethical standards when dealing with people and agencies involved in all levels of government, with our competitors, and with SaskTel agents and contractors.

To keep up to date on best practices and company policies, SaskTel has mandatory training for all employees as well as ongoing internal communication. Ethics Policy training that was completed in 2019/20 includes:

- Final Authorization and signing policy
- Conflict of Interest
- Introduction to records management
- Privacy Matters at SaskTel: What You Need to Know
- Collections Policies I/II
- Credit Policy: Security Deposits and Conditions of Service
- Policy and Procedure Changes from In-Scope to Out-of-Scope
- SaskTel Procurement Basics
- PCI – DSS Compliance for Corporate

As a Crown corporation, it is critical to maintain the trust placed in us by our customers. To ensure we are meeting these expectations, we engage in routine training around ethical issues such as proper handling of customer information, authorizing and signing authority, and the procurement policies that ensure SaskTel receives the best value by maintaining the fairness of the process.

Communications on Ethics Policies and Issues in 2019/20		
Communication Medium	Number of employees (approx.)	Number of messages
Note Gallery – All employees	3,600 (100% of employee base)	19
Take 3 to 5 – Management	750 (21% of employee base)	10



Code of Business Conduct

SaskTel's activities are guided by a set of values and principles designed to help employees make ethical decisions in the conduct of the corporation's business.

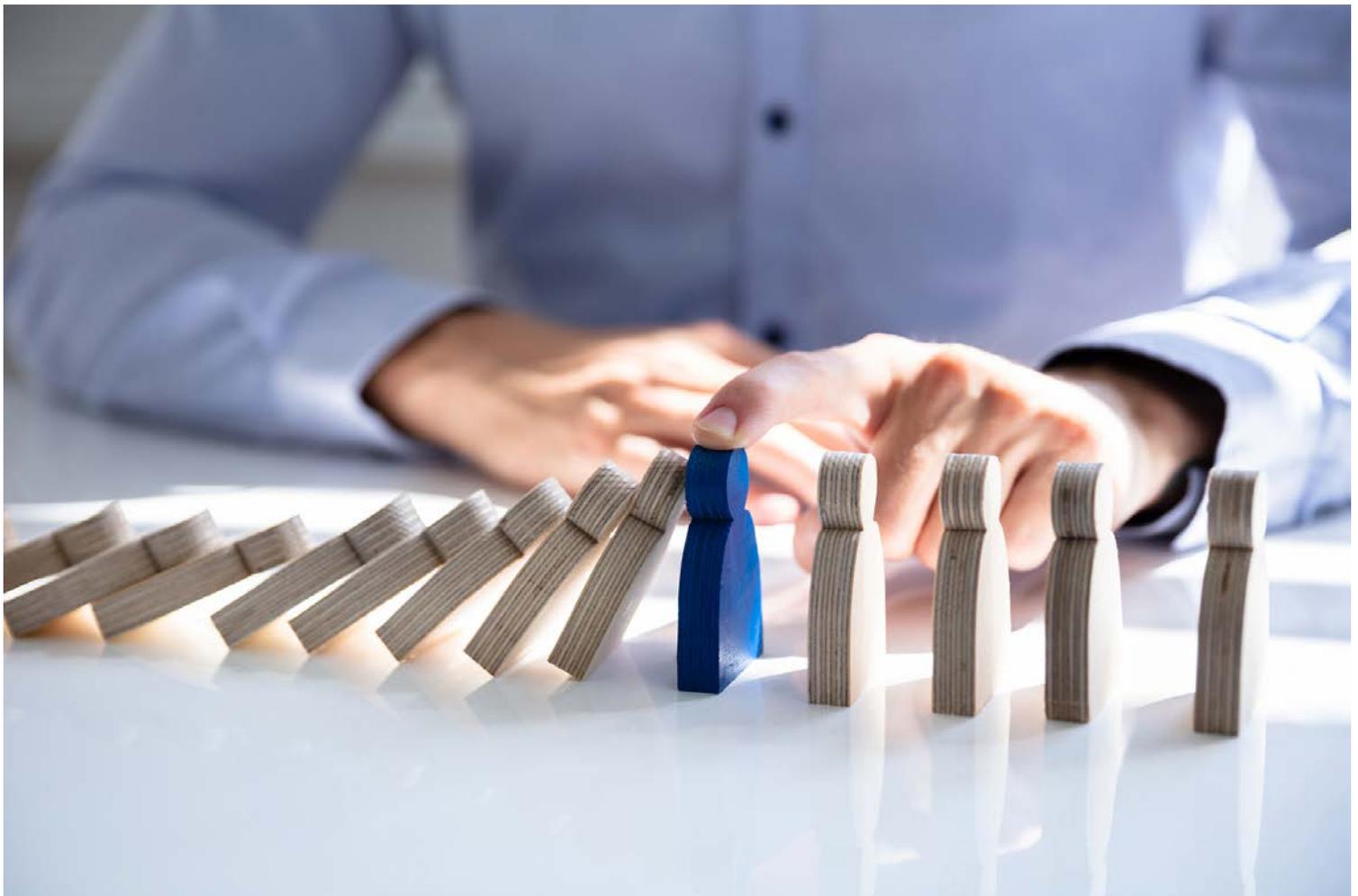
This set of values, principles, and the guidelines based on these are SaskTel's Code of Business Conduct. SaskTel expects all employees to uphold the corporate values in all their work activities including while they travel on business. SaskTel's Code of Business Conduct is driven from the examples and leadership set by the officers and the management team of SaskTel. However, the ultimate responsibility for the Code rests with each SaskTel employee.

Whistle Blowing

SaskTel is committed to the highest possible standards of integrity, openness and accountability. As such, SaskTel must provide employees with a secure, confidential disclosure process that encourages employees to raise serious concerns about actual or potential wrongdoing. In addition, this must protect employees from reprisal for having made or proposing to make, in good faith and on the basis of reasonable belief, allegations of actual or potential wrongdoing in the workplace.

SaskTel has two ways of reporting wrongdoing in the company. One option is through the procedures outlined in *The Public Interest Disclosure Act*. The other option is to use the anonymous reporting process provided by the third-party vendor, Clearview Connects™ Ethics Reporting Program.

It is up to the person reporting a wrongdoing to decide which process to use. Employees may also use the grievance process or other internal investigative processes including telling their immediate manager about an incident of wrongdoing. By offering these various options, SaskTel can hold itself to the highest ethical and legal standards. It's an expectation we know our customers share, and we will work vigilantly to maintain.



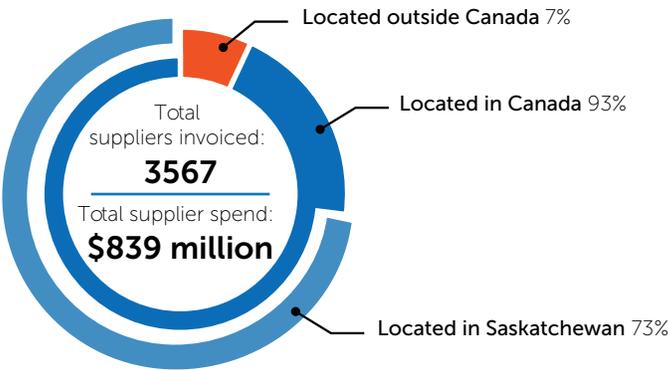
Approach to Suppliers and Procurement

SaskTel uses a best value approach in all its purchase transactions, and where possible, goods and services are purchased through a competitive procurement process. This structure and conduct allows the consideration of factors beyond price in determining which supplier proposal in a particular procurement transaction will provide the greatest overall value to SaskTel.

These factors consist of a supplier’s financial and non-financial capabilities such as people, products, quality, services and transition plans, but also, their business practices related to CSR. Suppliers are given the option to answer questions related to diversity and inclusion, health, environment and safety. The questions are not mandatory, however, suppliers are encouraged to complete them, as it is a good indicator if they are a company SaskTel would like to do business with.

SaskTel also provides an equitable opportunity for organizations within the province to compete for SaskTel procurement opportunities. This enables small and medium sized businesses to provide economic sustainability for many in their community. In the 2019/20 period, 73% of our suppliers were located in Saskatchewan.

2019/20 SASKTEL SUPPLIER BREAKDOWN



Types of Purchases Made by SaskTel in 2019/20

Category	Rounded (\$millions)
Marketing & Sales	231
Network & Hardware	106
IT (IS & Technology)	95
Professional Services & Contingent Labour	75
Taxes & Miscellaneous Financial	56
Business & Consumer Products	50
Customer & Construction Services	49
Intra - Carrier Services	30
Facilities & Land	29
Inter Company	29
General Telecommunication Services	23
Logistics, Warehouse & Transportation	20
Utilities	18
Human Resources / Corporate Services	13
Tools & Consumable Materials	8
Other	6
TOTAL	839

In January 2020, SaskTel added an Indigenous Procurement section to our Procurement Policy.

As part of the Policy, SaskTel endeavours to promote Indigenous economic development by looking to increase contracting opportunities and access to procurement opportunities by First Nation, Metis, and Inuit people.

SaskTel Awards

SaskTel receives several awards each year for its involvement in the community and the way it runs its business. We're doing amazing things and our community and peers are taking notice!



Canada's Best Diversity Employers
for the 10th consecutive year



Canada's Top 100 Employers
for the 2nd consecutive year
and 17 years total



In 2019/20 SaskTel
received the following
awards from Mediacorp
Canada Inc.



Canada's Top Employers for
Young People
for the 8th consecutive year



**SASKATCHEWAN'S
TOP EMPLOYERS**

Saskatchewan's Top Employers
for the 14th consecutive year



Canada's Greenest Employers
for the 11th consecutive year

In addition, SaskTel once
again made the *Saskatchewan
Business Magazine*
Saskatchewan's Top 100
Companies list.



Investing in Saskatchewan Communities

At SaskTel, we have always worked hard to give back to the Province and the Saskatchewan people. This investment comes in many different forms, whether it be bolstering our networks, or interacting with our customers through participating in various community associations and events. We also know that the citizens of our province embrace a sense of community, and SaskTel fosters this spirit through our community-minded employees and programs.

Enhancing Saskatchewan's Network

SaskTel's vision is to be the best at connecting people to their world with a strategic goal to lead the market in broadband services. We understand that to achieve that goal we will provide access to fast and reliable internet at any location, whether it be at home, at work or on the go.

Providing leading edge service continues to be necessary to serve our customers, especially in our rural areas, where internet and connectivity continues to grow. The COVID-19 pandemic reaffirmed SaskTel's focus on enhancing connectivity in our province, as broadband access became a lifeline for individuals and a driving force in helping Saskatchewan families maintain a sense of normalcy in uncertain times.

Since 2010, we have invested over \$3 billion of capital throughout Saskatchewan to improve our networks. These improvements will not only strengthen our company, but also better serve our customers. In 2019/20 alone, SaskTel invested \$262.9 million of capital investments.

Major investment highlights from 2019/20 include:

\$63.8 million

to expand the availability of SaskTel's InfiNET Fibre to the Premises services.

Work has moved beyond Saskatchewan's largest cities to include roll outs in smaller centres such as Emerald Park, Martensville, Melfort, Warman, and White City.

\$45.3 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, modernizing components of our network to ensure stability and long-term sustainability.

\$25.6 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.

As part of these investments, SaskTel introduced interNET Extended 50 in 291 rural communities, providing the fastest digital subscriber line (DSL) services available in Saskatchewan.

For a full accounting of SaskTel's 2019/20 capital investments, please refer to SaskTel's 2019/20 Annual Report.

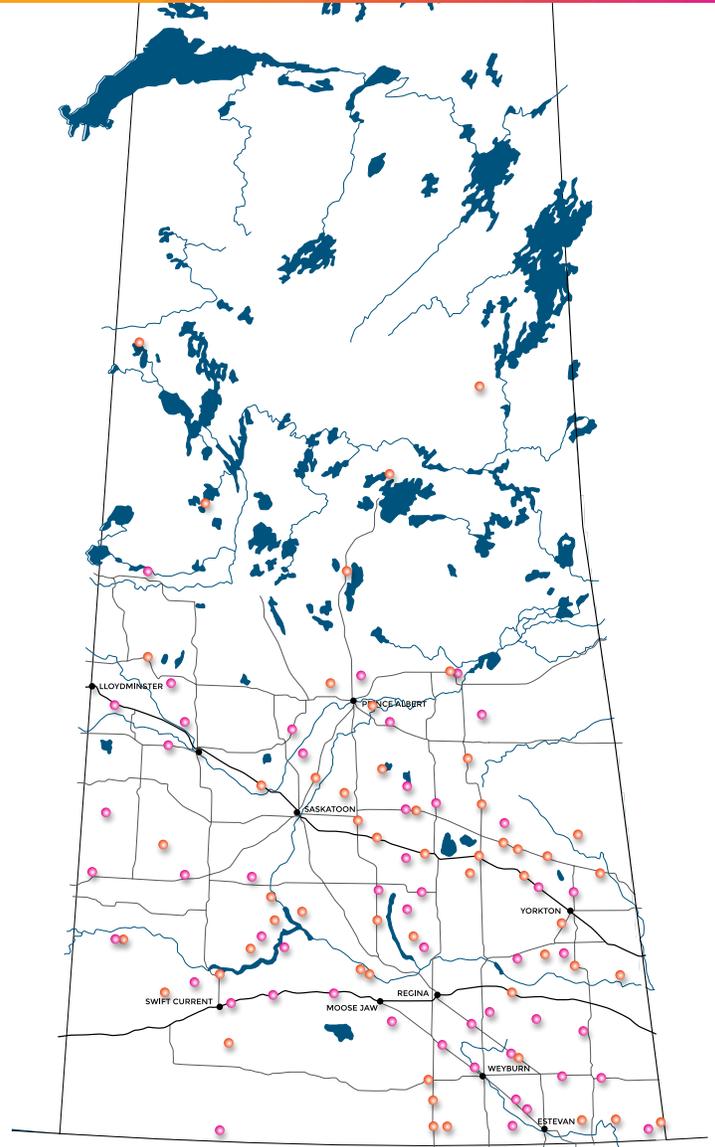
Wireless Saskatchewan

As part of the Government of Saskatchewan's Wireless Saskatchewan initiative, SaskTel completed construction on 53 small cell sites in rural towns across Saskatchewan in 2019/20. These investments provide increased access to, and enhanced reliability of, the communications services that customers have come to rely on to do business and connect with their worlds. In addition, five new macro towers were constructed along major highways.

Locations small cell sites were deployed in 2019/20

Beechy	Birsay	Borden
Brabant Lake	Bulyea	Ceylon
Clearwater River Dene Nation	Cole Bay	Creelman
Dubuc	Elfros	Fosston
Frobisher	Gainsborough	Gladmar
Glen Ewen	Hazlet	Jansen
Kuroki	Liberty	Loreburn
Love	Macrorie	Margo
Marquis	Meacham	Minton
Muskoday FN	Neuanlage	Neudorf
Neville	Otthon	Pangman
Plenty	Plunkett	Prud'homme
Rama	Scepter	Sheho
Sintaluta	Spruce Lake	St. Benedict
St. Gregor	Stenen	Stewart Valley
Sturgeon Lake FN	Sucker River 156C	Sylvania
Tantallon	Tuxford	Veregin
Weyakwin	Wishart	

SMALL CELL SITES



Membership in Business and Professional Organizations

SaskTel is committed to a number of business and industry organizations. These memberships provide us the opportunity to be more active participants in the local communities where we live and work, advocate for safety, and increase diversity in the ICT industry. It also helps provide greater support for Saskatchewan's business and communications interests at the local, provincial, or national level.

Organizations that SaskTel was a member of in 2019/20 include:

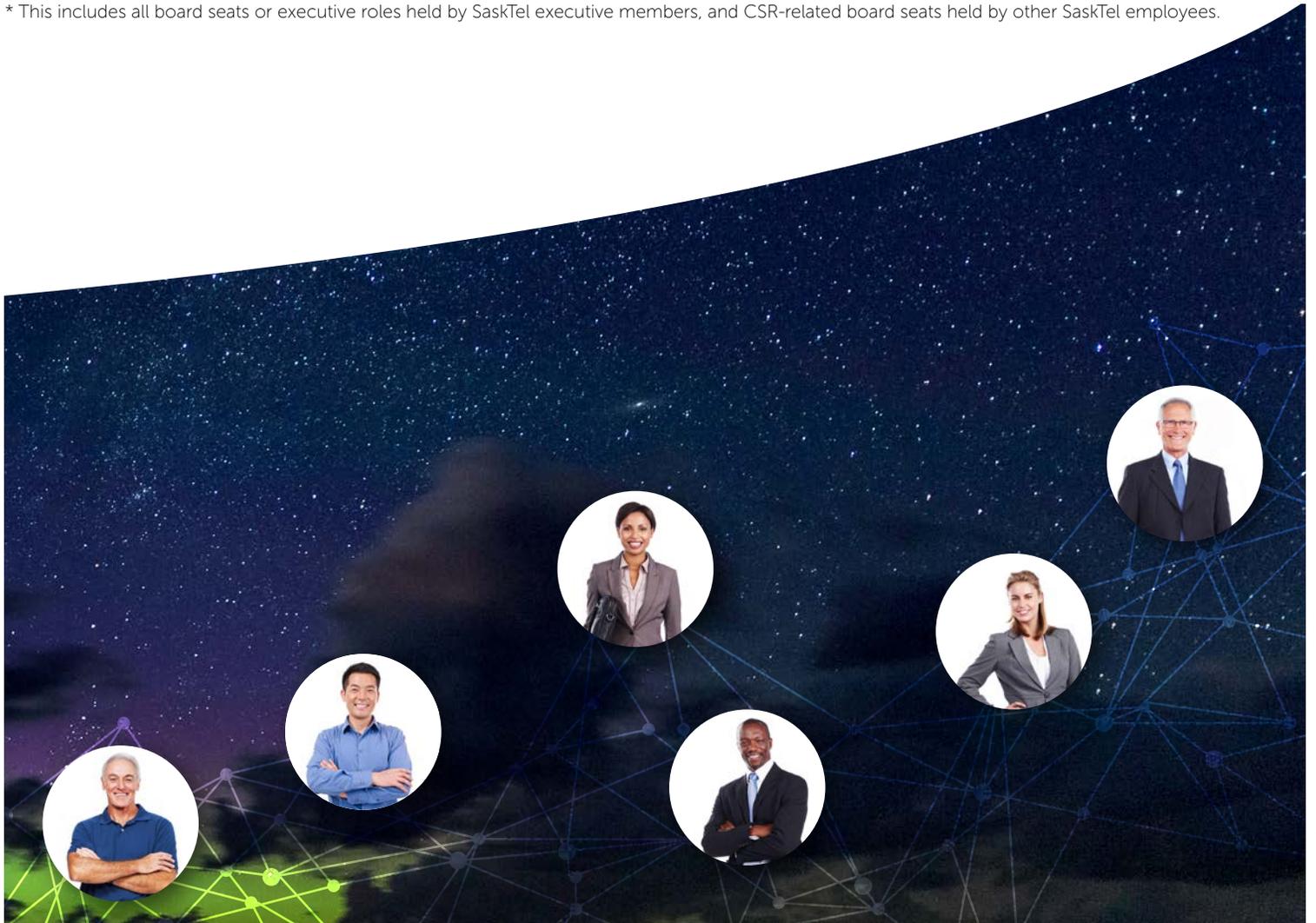
- Aboriginal Government Employees' Network
- Saskatchewan Environmental Industry Managers Association
- Saskatchewan Waste Reduction Council
- TECHNATION
- The American Registry for Internet Numbers
- The Battlefords Chamber of Commerce
- The Better Business Bureau of Saskatchewan
- The Broadband Multimedia Marketing Association
- The Canadian Common Ground Alliance
- The Canadian Numbering Administration Consortium
- The Canadian Payroll Association
- The Canadian Security Telecommunications Advisory Committee
- The Canadian Standards Association
- The Canadian Telecom Resiliency Working Group
- The Canadian Telecommunications Cyber Protection Working Group
- The Centre for Internet Security
- The Contractor Safety Awareness Alliance
- The Estevan Chamber of Commerce
- The Greater Saskatoon Chamber of Commerce
- The Humboldt and District Chamber of Commerce
- The Information Security Forum
- 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 Saskatoon Club
- The Swift Current Chamber of Commerce
- The Telecommunications Risk Management Association of Canada
- The Weyburn Chamber of Commerce
- The Yorkton Chamber of Commerce
- Tourism Saskatoon



SaskTel employees also hold board seats or executive roles with the following organizations:*

- Canadian Bar Association
- Canadian Corporate Counsel Association
- Computers for Schools
- Hospitals of Regina Foundation
- Ignite Adult Learning Centre
- Junior Achievement Saskatchewan
- Leaders Council – Faculty of Business Administration – University of Regina
- Public Employees Pension Board
- Regina Downtown Business Improvement District
- Saskatchewan Crime Stoppers
- Saskatchewan Entrepreneurial Fund
- Saskatchewan Environmental Industry Managers Association
- Saskatchewan Skeet Shooting Corporation
- Saskatchewan Waste Reduction Council
- Saskatoon Gun Club
- Sexual Assault Services of Saskatchewan
- The Canadian Telecommunications Contribution Consortium Inc.
- The Canadian Telecommunications Safety Association
- The Canadian Wireless Telecommunications Association
- The Chartered Professional Accountants of Saskatchewan
- The Law Society of Saskatchewan
- The Saskatchewan Common Ground Alliance
- The Telecom Pioneers of Canada
- The Wicahitowin Foundation
- University of Regina Engineering Advisory Board
- WestWind Aviation

* This includes all board seats or executive roles held by SaskTel executive members, and CSR-related board seats held by other SaskTel employees.



Positive Programs in our Community

SaskTel is proud to remain an integral part of our community. One of the many ways we do this is by supporting local organizations through our Community Investment Program. Giving back to the communities where our employees live and work is a vital part of the culture at SaskTel.

SaskTel's Community Investment Program is committed to supporting non-profit and charitable organizations across the province who are working to make a difference!

There are four key areas where we look to focus our investments. In order to qualify for sponsorship SaskTel looks to support organizations and programs related to:

- Events or projects with a focus on technology
- Groups that represent a visible minority such as women in non-traditional roles, persons with disabilities, visible minorities, and Indigenous people
- Groups that focus on programs and initiatives for the youth of our province
- Groups located in rural communities throughout Saskatchewan

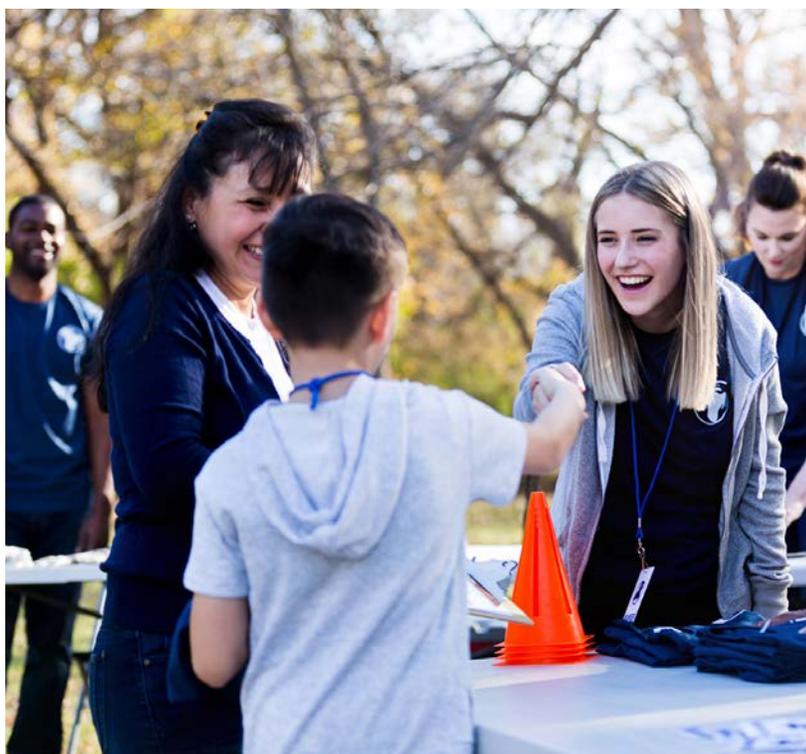
Throughout 2019/20, SaskTel contributed just under \$2.9 million to 957 non-profit and charitable organizations, community associations, venues, events and partnerships in more than 233 communities across the province.

Highlights from sponsorships this year include:

- AIM (Ability in Me) – a Saskatoon program that helps individuals with Down Syndrome reach their potential
- National Indigenous Peoples Day – members of SAEN were a big part of the celebrations
- Yorkton Film Festival – SaskTel was a proud presenter at the Festival's Golden Sheaf Awards
- Trucktastic! – a Family Service Saskatoon fundraiser for children and family support programs
- Special Olympics Saskatchewan – sponsorship of various events such as World's Largest Truck Convoy, Awards Banquet and Celebration of Champions
- The SaskTel Indigenous Youth Awards – in 2019/20 there were a record number of 164 nominees
- READ Saskatoon – sponsorship of Saskatchewan Odyssey, a family literacy activity

SaskTel maxTV

As part of SaskTel's involvement in promoting Saskatchewan events, individuals have the opportunity to become a community producer for maxTV Local on Demand by submitting their own programming. maxTV Local on Demand works with local producers to create programming to tell the stories of the people, places, and events of interest to the Saskatchewan public. In addition, through Creative Saskatchewan and the SaskTel Max Equity Fund, SaskTel provides financial support to Saskatchewan producers of audiovisual productions for the creation of programming demonstrating economic, cultural, and employment benefit to the Saskatchewan Film and Television Industry.





SaskTel

Be kind online

Be Kind Online

In 2019, we unveiled SaskTel Be Kind Online, a reinvigorated and refocused successor to our previous cyberbullying and prevention program.

Be Kind Online aims to eliminate cyberbullying in Saskatchewan and promotes kindness within our schools by providing grants to student-led initiatives that benefit both students and the community as a whole. The program's website also serves as a one-stop shop of tools, tips, and resources where youth can search for information they can use at home, at school, and within their communities to respond to bullying.

As a socially responsible organization, SaskTel acknowledges that the products and services we sell may be used to conduct bullying activities, so our involvement in this space is our way of counter-acting the impact. SaskTel's Be Kind Online program promotes taking control of your digital footprint to keep yourself safe from cyber-attacks by providing information on how to do this on our SaskTel.com site, at our point of purchase in the SaskTel stores and at bekindonline.com.

SaskTel has partnered with the Ministry of Education to offer a BKO grant program for those affected most by bullying in our communities, our youth! Grants of up to \$1,000 are provided for youth-led initiatives that address bullying and cyberbullying, and also promote the spread of kindness, positivity, and connectedness.

Be Kind Online lifetime program highlights:

103 Total grants awarded

\$92,000 Awarded to date!

During the past year alone, a total of \$21,126 was awarded to help students spread kindness.



The SJHL-MJHL Showcase Pink and White Game featured brilliant pink and white jerseys worn by both teams.

Story: Be Kind Online and the SJHL Team Up for Pink and White Game

It was excitement mixed with a healthy dose of on ice mayhem when SaskTel Be Kind Online and the Saskatchewan Junior Hockey League (SJHL) joined forces to host 600 students for the SJHL/Manitoba Junior Hockey League (MJHL) Showcase Pink and White Game at the Co-operator's Centre 22 Jan 2020, in Regina!

Held on day two of the junior hockey showcase, the Pink and White game featured top talents from across the SJHL and MJHL as they looked to show their stuff in front of a hyped-up crowd and professional hockey scouts from the college level right on up to the NHL.

While the players on the ice were doing their best to impress throughout the competition, setting this game apart was the brilliant pink and white jerseys donned by the SJHL and MJHL teams. Even dignitaries like the Honourable Gene Makowsky, got into the spirit by wearing his own pink and white game jersey for the ceremonial puck drop.

The game was an exciting back and forth affair with the MJHL team eventually triumphing 4-3 over their SJHL hosts, but the most amazing part was how much the players and students seemed to embrace the message behind Be Kind Online!

"We can all recognize that bullying is a problem youth

today are facing and that it can get even worse when it goes online," said Jennifer McLeod, SaskTel HR Manager responsible for Be Kind Online. "With Be Kind Online we want to prevent bullying before it even starts by helping kids understand that together we can make a kinder world."

It was the same message that attracted the SJHL to expanding their partnership with SaskTel to include Be Kind Online in the showcase event. For the SJHL, athletics is about far more than just sport or the opportunities to advance to higher levels of competition, it's about building character and life skills.

Moreover, given the more personal nature of a league whose players are so accessible to their younger peers in the community, you have an opportunity for many of these players to lead the way on creating a kinder and more respectful world.

"With Be Kind Online we want to prevent bullying before it even starts by helping kids understand that together we can make a kinder world."

"These young people are all right in the middle of it and almost all of them are on social media of some kind," said Bill Chow, President of the SJHL. "We know that in their home and adopted communities they are often looked up to by other young athletes who are chasing the same dreams and that provides an opportunity to be a positive force online."

And that status is something the SJHL is looking to take advantage of by committing to help educate its players around the impacts of bullying and how

we can prevent it. To ensure the message wasn't being lost on players, the SJHL organized a special bullying prevention session for the players participating in the showcase.

While the players participated in their talk in advance, the 600 special guests from in and around Regina were invited to attend the Be Kind Online Rally following the Pink and White Game. At the rally, the students were treated to lunch courtesy of Subway and Sask Milk as well as a snack provided by Capital GM. Following lunch, the kids were able to join in an interactive presentation with guest speaker Cpl. Sean Chiddenton (RCMP).

Cpl. Chiddenton has seen bullying and its effects throughout his career. He credits dealing with the effects of bullies of all ages in his own and others' lives as one of the main reasons he became a police officer.

"It's very important for kids to understand we are all different and those differences make us unique," said Cpl. Chiddenton. "Bullying someone can have long lasting effects on them right into adulthood, ruining a person's self-confidence. It can also make them mistreat other people."

This places prevention and awareness as a critical part of breaking the chain. As long-time speaker on the issue, Cpl. Chiddenton has noted that while the issues around bullying still persist, there's a lot to be positive about.

"What has changed is more and more kids are finding the courage to speak out, or to rise above the comments from others," said Chiddenton. "More attention is being given to this problem with things like Pink Shirt Day, and now the Pink and White Game and Be Kind Online Rally. Kids are standing up for themselves and their friends!"

Although things are moving in the right direction, more still needs to be done. Continued education and awareness are needed to dispel some of the more persistent myths around bullying like the idea that bullies will eventually grow out of the behaviour or its just kids being kids.

It was a message echoed throughout the rally. Kids experiencing bullying don't have to play the victim. They

have rights, and there are people out there who are willing to help if they can be brave enough to reach out.

As host to the Ministry of Education's Report Bullying SK Student Online Reporting Tool, BeKindOnline.com serves as a one stop location to report incidents of bullying within Saskatchewan Schools, as well as a place to find helpful resources that can assist those experiencing bullying or those trying to support them.

"What has changed is more and more kids are finding the courage to speak out, or to rise above the comments from others."



TelCare

Since its inception in 1950, SaskTel TelCare, our employee benevolent fund, continues to be one of our company's longest running community investment programs.

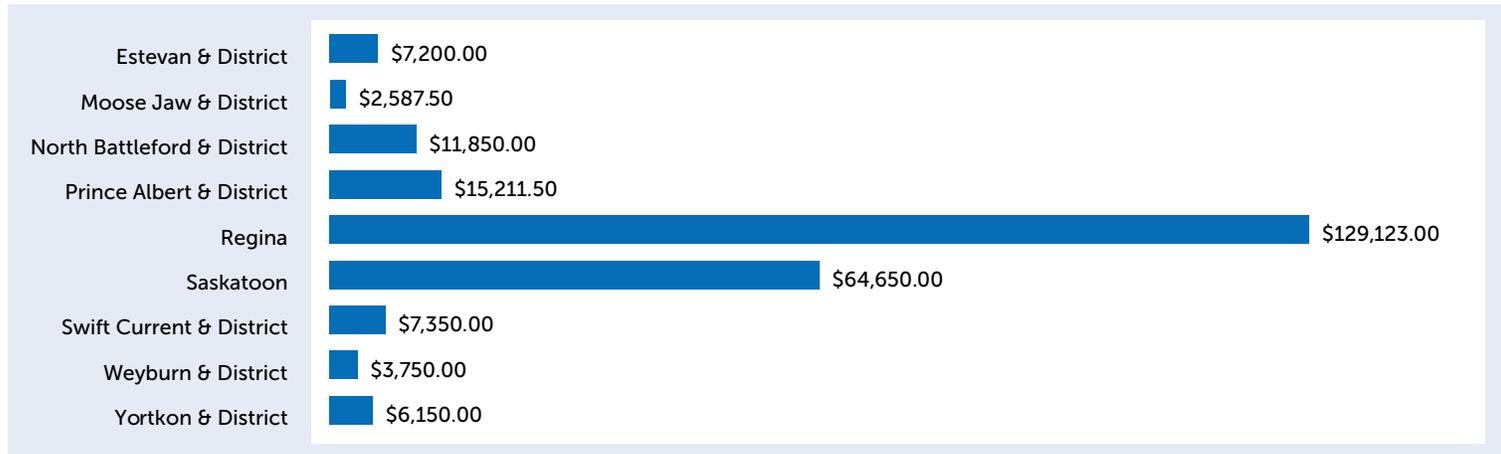


TelCare is primarily funded through the generous donations of over 800 SaskTel employees. Thanks to these SaskTel employees, who continue to exhibit care and compassion to their communities, the fund has been able to support numerous registered charities in Saskatchewan for 70 years.

As a longstanding commitment, SaskTel provides a top up donation of \$0.50 for every \$1 donated, allowing the ability for employees to choose non-profit groups in their communities to support.

In 2019, SaskTel and its employees combined to raise \$247,872.00 that was distributed to approximately 70 charitable organizations across the province.

2019 TELCARE DONATIONS BY DISTRICT



2019 TELCARE RECIPIENT ORGANIZATIONS

Allan Blair Cancer Centre	Hospitals of Regina Foundation	Prince Albert & District Community Service Centre Inc.
All Saints Catholic School Breakfast Club	Humboldt District Hospital Foundation	Prince Albert Literacy Network
Alzheimer Society of Saskatchewan	Hunger in Moose Jaw	Regina Humane Society
American Sign Language	JDRF Canada	Reynolds Central School
Arthritis Society (SK Division)	Jubilation Residential Centres Inc.	Riverside Mission
Battlefords United Way	Kidney Foundation of Canada	Rose Garden Hospice
Big Brothers Big Sisters of Prince Albert	Lac la Ronge Food Bank Inc.	Royal Canadian Legion
Canadian Mental Health Association	Lloydminster and District SPCA	Royal Canadian Legion Poppy Fund
Care & Share	Lung Association of Saskatchewan Inc.	S.P.C.A. Swift Current
Carmichael Outreach	Lupus SK Society Inc.	Salvation Army
Central School Breakfast Club	MADD Canada -Saskatoon Chapter	Saskatchewan Abilities Council - Swift Current Branch
Child & Youth Friendly Saskatoon	Maude Burke School	Saskatchewan Deaf & Hard of Hearing Services
Child Find Saskatchewan	Meadow Lake and Area Early Childhood Services	Saskatoon Search & Rescue Inc.
Children's Haven	Midale Central School	Scleroderma Association of Saskatchewan
Chris Knox Foundation	Moose Jaw and District Food Bank Inc.	Shellbrook 1st Responders
Crohn's & Colitis Foundation of Canada	Moose Jaw Families for Change Inc.	Southwest Crisis Services
Cystic Fibrosis Foundation	Multiple Sclerosis Society Canada	St Mary Daycare Inc.
Diabetes Canada	Muscular Dystrophy Canada	Star City School
Down Syndrome Society	New Hope Dog Rescue	Teddy Bears Anonymous
Dystonia North Saskatchewan	Nipawin Handi-Works	United Way
Envision Counselling & Support Services	North Central Family Center	Victoria Hospital Foundation
Estevan Day Care	Oxford House	Weyburn Care-A-Van Society
Hemophilia Saskatchewan	Prairie Branches Enterprises Inc.	Weyburn Humane Society

Story: TelCare Funds Help Youth After School

Regina's North Central Family Centre (NCFC) is one of the charitable and non-profit organizations across Saskatchewan to receive a 2019 SaskTel TelCare donation.

The charity, which celebrated its 25th anniversary last year, offers a wide range of programs and supports to Regina inner-city residents of all ages, and they are pleased to use their 2019 TelCare allocation to help purchase supplies for its youth focused After School Program.

"We have about 100 people who come through our doors every day, and the programming we offer is all possible because of wonderful organizations like SaskTel and its employees. We are so thankful for this TelCare donation and the positive impact it will have on our members," said Sandy Wankel, Executive Director.

Through the After School Program, a meal is provided for 50 children every day from Monday to Friday each week. Additionally, tutors are provided for those in need and participants can also take advantage of various arts and craft activities.

After its launch in 2002, Shyanne Lavallee began attending the program and quickly began to appreciate the support it offered.

"I can honestly say this program taught me that I can do anything that I set my mind to," Shyanne said.

Sandy noticed Shyanne's positivity and enthusiasm for the program early on and asked her to help out with the Arts and Crafts program when she turned 15.

As an adult, Shyanne is now a teacher and says the Centre provided her with the tools she needed to be successful.

"The Centre is so important to this community because kids not only have a safe place to go after school, but they have a place to go where people care about them," Shyanne said. "Many of them start coming here as babies and now they're beautiful adults with confidence."

As recognized through the various programs and supports at NCFS, their focus is to help the community thrive, which is one of the reasons SaskTel's Regina employees chose the organization as one of their TelCare recipients this year.

"It's important that SaskTel employees continue to support organizations of all sizes across the province," said Bev Cyca, Regina TelCare District Chairperson. "Over the years I've seen how grateful the recipients are and it's incredible to see the difference these donations can make in our communities. For many of these organizations, outside funding is the backbone of their programming, so they need our support."

"I can honestly say this program taught me that I can do anything that I set my mind to."



The After School program at Regina's North Central Family Centre provides a daily meal along with tutors and arts and crafts for children.

SaskTel Community Challenge

This past year SaskTel employees exemplified their giving nature and spirit by participating in a new community challenge – Socks In A Box. This was the fourth SaskTel Community Challenge!

Story: Socks in a Box Program Provides Warmth When Needed Most

A few years ago, Lindee Richards was walking downtown on a frigid winter morning when something caught her attention.

"I passed a person sitting on the street with no socks on," she said. "It's hard to imagine and didn't seem right that I was all bundled up and this person did not have socks."

Lindee, who is a Manager at the SaskTel Store in Saskatoon, decided to do something about it.

She initiated a program where SaskTel employees could donate socks for those in need. Socks were donated to 13 organizations including the YWCA,

"It's hard to imagine and didn't seem right that I was all bundled up and this person did not have socks."

Saskatoon's Lighthouse and the Food Bank.

In the first year, 2,200 pairs of socks were donated. Last year, that number increased to 3,481.

Which brings us to this year's Socks in a Box SaskTel Corporate Challenge.

SaskTel employees were challenged to help keep the feet of Saskatchewan's homeless and at-risk population warm this winter by donating socks and/or money to the Socks in a Box Challenge.

"In this season of giving, helping to keep someone warm is a great way to make a difference," said Jennifer McLeod, HR Manager – CSR, Diversity and Organizational Design. "All donations of socks will be accepted in locations across the province until the end of the year."

"And you don't necessarily have to donate socks -- you can also help by donating cash, which will be used to purchase new socks."

After receiving socks from the program last year, a representative from one of the recipient groups, the Regina YWCA, sent SaskTel a thank you note. In the note, she said:

"We serve over 7,000 women and families a year with much-needed items. One of the items we can never have enough of is socks and you have helped with socks for a few months at least. Thank you for thinking of YWCA Regina and for your time and effort."

"Putting on socks every day is not something we give a lot of thought to," said Lindee. "But for some, it isn't even an option."



Rhonda Wilkes makes a donation to SaskTel's Socks in a Box Corporate Challenge at SaskTel Head Office.

Over 5,000 pairs of socks were collected by SaskTel employees, and \$1,000 in cash was also donated. The money was used to purchase more socks, so overall 7,000 pairs of socks were donated across the province to 20 homeless shelters and organizations.

SaskTel's Future Leaders

SaskTel believes that one of Saskatchewan's greatest assets is the ingenuity and energy of its next generation workforce – those students, who currently sit in the classrooms of Saskatchewan's post-secondary institutions or walk the local high schools, hold the key to the future of our organization, as well as our province. The next generation employees will be the first generation in history that will have grown up completely comfortable with the technology necessary for our future success. They can move the bar higher in terms of organizational creativity and have the capability to drive the type of change needed to remain innovative and competitive in an aggressive marketplace.

With looming labour shortages projected throughout North America in the coming decade and a growing group of eligible retirees within our organization preparing to exit the labour force in record numbers, SaskTel is in an enviable position of being an employer of choice within the next generation of career-focused candidates. This is because of our programs and initiatives aimed at engaging, attracting, including, and retaining youth in our workforce.

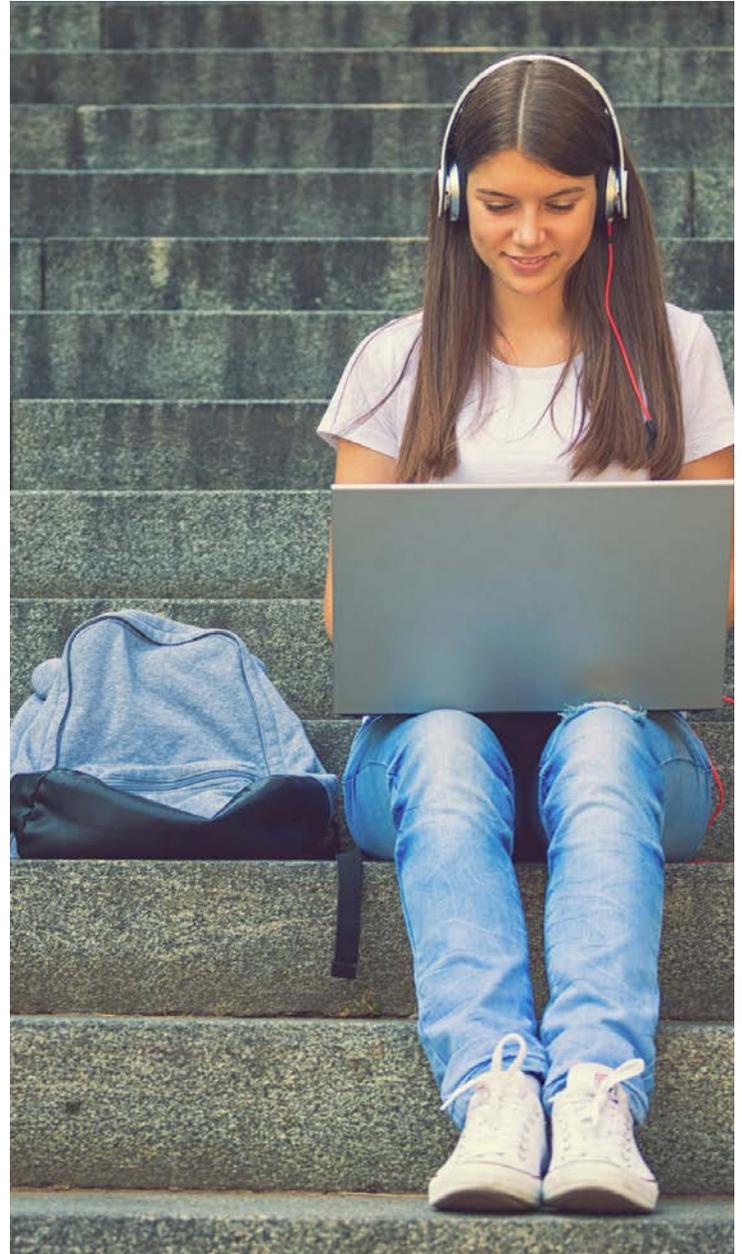
Through traditional programs such as campus recruitment, summer hires, and scholarship programs, as well as unique and innovative programs like the SaskTel YOUTHnetwork program, SaskTel has developed many strategies to help the youth of Saskatchewan have successful careers, wherever their future may take them.

HIGH SCHOOL PARTNERSHIPS

SaskTel believes strongly in the power of partnerships, especially when the partners are an innovative group of organizations and institutions that see the potential in developing opportunities with youth from diverse backgrounds.

With these partnerships, hundreds of SaskTel employees have devoted their time and effort to make these projects successful. In the past several years, these employees have focused their energy on a few specific schools where enrollment of underprivileged youth is high or the school features high enrollment of Indigenous students.

Mount Royal Collegiate in Saskatoon, the Prairie South School Division (four secondary schools in Moose Jaw and area), Campus Public Regina, Estevan Comprehensive High School and Yorkton Regional High School, are some of the schools that have longstanding relationships with SaskTel.



Mount Royal Collegiate



Due to the increasing need and demand at SaskTel for qualified individuals with a background in Information Technology, a partnership was established in December of 2008 with Mount Royal Collegiate. SaskTel along with Mount Royal Collegiate and the Saskatoon

Trades and Skills Centre, collaborated to help develop a pool of future employment candidates through an increased awareness of SaskTel careers and the instruction of basic telecommunications trade skills.

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

The successful pilot project, which occurred in the first semester of the 2009 school year, resulted in a significant increase in student interest in the advanced electronics and pre-requisite courses, and increased technical and financial support by SaskTel into the electronics classroom and resources. Students from the program are also provided an opportunity to apply their learning in real-world situations through summer hire opportunities at SaskTel. Two students from the grade 11/12 class received a summer position with SaskTel in 2019 as part of the program.

Prairie South School Division and Information Communications Technology Council



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

The FIT program is an innovative two-year program that teaches high school students essential ICT and business skills. Developed by the ICTC, FIT offers a solution to future ICT labour needs by championing youth employment and empowerment.

The program has 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 unemployment and provides strategic benefits to SaskTel gaining exposure to students who will be the future of our workforce.

In May 2019, a fifth annual partnership event was held for students participating in the FIT program. Over 20 students from several high schools in the Prairie South School Division participated in the ICTC Futures in Technology program. The two-day Think IT boot camp was held at the Saskatchewan Polytechnic Campus in Moose Jaw with the support of the Saskatchewan Polytechnic Business Information Systems Program as well as SaskTel's Information Systems and Human Resources departments.

Campus Regina Public

Campus Regina Public is an innovative Regina public school for Grade 11 and 12 students that strives to make meaningful connections between industry standard career-centered programs and academic knowledge.



SaskTel has partnered with Campus Regina Public to develop the Electrical & Electronics course. As a partner SaskTel provides 20% of classroom instruction, lab equipment, mentorship and job shadowing opportunities, summer job opportunities and pre-employment and career workshops.

Since SaskTel's involvement as a partner with Campus Regina Public, enrolment in the Electronics & Electrical course has doubled. In 2019, two students were hired from the class in summer student positions.

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. There are also opportunities for career and staff development.

In 2019, SaskTel hired two students from the Yorkton Regional High School Electronics program into summer student positions.



Estevan Comprehensive High School

SaskTel also provides summer internship opportunities to students in the Electronics and Electricity Program at Estevan Comprehensive High School. Two summer students that were hired in 2016 gained additional employment with SaskTel after their summer term was complete, and they still currently work for SaskTel as Customer Service Technicians. Two students were also successfully hired in 2019 in summer positions.



YOUTHnetwork Summer Hire Program

The SaskTel YOUTHnetwork is designed to emphasize the importance of education to Saskatchewan youth, from an elementary/secondary level to a post-secondary level, where they can apply their learning and choose SaskTel as a future employer of choice. One of the programs that is part of the SaskTel YOUTHnetwork is the SaskTel YOUTHnetwork Summer Hire Program.

The SaskTel YOUTHnetwork Summer Hire program is an 8-week paid summer employment program for high school students attending one of our partner schools. It enables students to work in SaskTel departments, learn about careers, and gain valuable work experience.

Take Our Kids to Work™ Program

SaskTel participates in the national Take Our Kids to Work™ program each year. The program is intended to be a job shadowing day with a parent/guardian, relative, friend or volunteer host in the actual work environment. 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.

SaskTel employees can also volunteer to host a student from one of our partner schools for the day. It's a great opportunity to show students how making positive choices today will prepare them for a successful future.

POST-SECONDARY PARTNERSHIPS

SaskTel is continually working towards developing stronger relationships with students and staff of accredited post-secondary institutions, especially those institutions which offer programs related to SaskTel's lines of business. Recruiters and hiring managers participate in recruitment initiatives such as career presentations and campus interviews for current and future positions. We continue to foster these relationships with recognized partner institutions by maintaining a highly visible presence on campus and interacting with students and faculty alike.

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 scholarships and summer employment opportunities and to provide

career-focused development. Some of the activities SaskTel currently participates in at SIIT include:

- Career and job promotion presentations
- Relationship building through informal visits with students and faculty
- Participation on SIIT's Business Advisory Committee
- Scholarship Program

University of Saskatchewan (U of S)



SaskTel is an active partner with the University of Saskatchewan, connecting with students in learning disciplines that match the current and future needs of the organization. SaskTel's engagement of the student faculties and support services include:

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

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:

- Continued relationship building and maintaining a close connection with the Indigenous Student Success Centre
- Attending mini career fairs
- Employment workshops and face to face presentations promoting SaskTel as an employer of choice and aiding with cover letters and resumes

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. Our involvement with the U of R includes:

- Attending the U of R Career Fair as a primary sponsor. The U of R Career Day is held annually in September.

This gives SaskTel the ability to showcase career opportunities and promote SaskTel's employment brand to hundreds of students

- Delivering face to face presentations to third and fourth-year Business Admin, Computer Science, and Engineering students
- Providing internship opportunities through the Co-op Program and Summer Hire Program
- Maintaining a great relationship with the U of R Indigenous Student Association



Saskatchewan Polytechnic Institute

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

- Attended annual career fairs at Polytechnic campuses in Saskatoon, Regina and Moose Jaw
- Delivered pre-employment career workshops and presentations, and facilitated mock interview sessions
- Supported the cooperative education program by providing practical work experience for students in programs related to the information, communication and technology (ICT) industry
- Attended and was the presenting sponsor of Robot Rumble, an event where high school students from across the province come together to build, program and compete against student built SUMObots.

Paid Internships (Summer and Co-operative Education Employment)

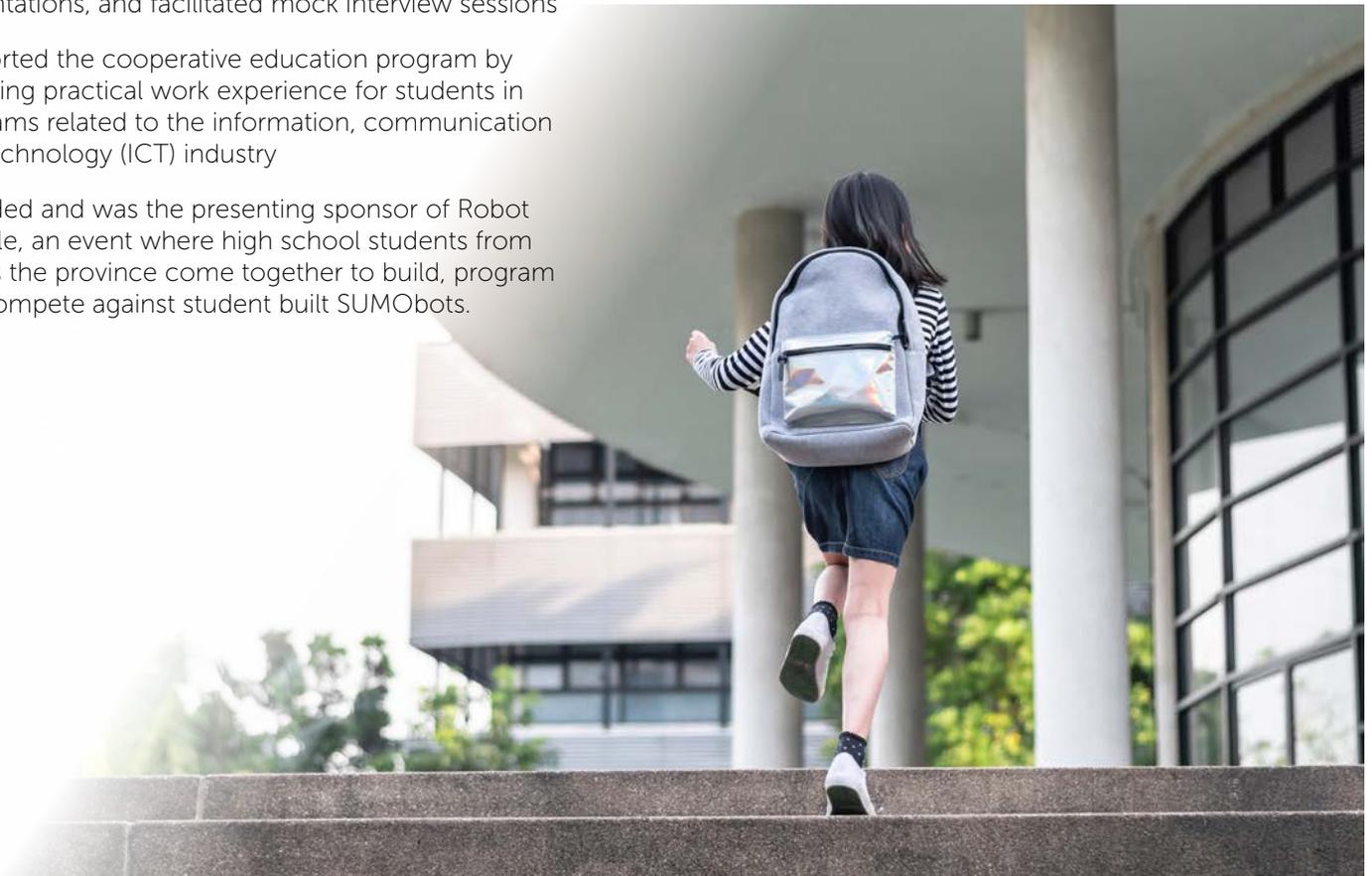
SaskTel actively supports the engagement and development of students through summer employment (May – August) and Co-operative Education programs (four, six, or eight-month terms). Summer work terms include a variety of positions focused on labour, shipping/receiving, technical/networking, and administration. Co-op students' work includes experience related to project work, strategy, analysis, programming and finance.

In 2019, a total of 60 post-secondary students were hired for a four-month summer work term (May to August) in addition to 8 high school students for a two-month summer work term (July to August).

A total of 20 students participating in the Co-operative Education programs were hired in either a four, six, or eight-month work term to complement their studies. Participating post-secondary schools for the Spring/Summer Co-operative internship term included:

- University of Regina
- Saskatchewan Polytechnic Institute
- University of Saskatchewan

It is not uncommon for former Co-op students to be hired by SaskTel after completing their studies.



SaskTel Scholarships

SaskTel may be the best choice for connecting people to their world, but we can also be the best choice for connecting people to their dreams. For an increasing number of Saskatchewan youth, the promise of post-secondary education seems out of reach.

The rising cost of tuition, books and housing present a financial burden that many can simply not afford. That's where a SaskTel scholarship may be able to help. Every year, SaskTel awards numerous undergraduate and entrance scholarships to Saskatchewan post-secondary students who are studying in a field related specifically to information and communications technology. Several of the scholarships are awarded to individuals from groups designated in SaskTel's Employment Equity Program.

SaskTel's scholarships include:

SaskTel YOUTHnetwork Scholarships

YOUTHnetwork scholarships provide opportunities to underprivileged 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 our partner high schools: Campus Regina Public, Mount Royal Collegiate, Yorkton Comprehensive High School and Estevan Comprehensive High School. Scholarships worth \$1,000 each are available to Grade 12 students pursuing post-secondary education related to the ICT industry.

Financial support for a student's post-secondary education, coupled with summer student employment and on-going support from SaskTel employees, results not only in employment, but also a platform and motivation for their peers.

SaskTel Scholarships

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

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.

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



Saskatchewan Indian Institute of Technology Scholarships

The Saskatchewan Indian Institute of Technology (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 Métis Scholarships

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

The Future is Green

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

In 2005, we began developing The SaskTel Eco(logical) Strategy. As one of Saskatchewan's Crown corporations first sustainability strategies, it laid out a clear framework and aggressive goals for SaskTel to implement by recommending some of the most advanced environmental management practices available to the corporation at the time.

Since the initial strategy was presented, we have seen significant change in the environmental sustainability field, in areas including: Greenhouse Gas (GHG) emissions, carbon footprints, carbon credits, and carbon off-set programs. With green and bio-energy technology continuing to advance in our modern world, it's critical that we routinely consider possible environmental impacts of commercial products' initial design phases. Thanks to advancements in the field, these programs are now more extensively recognized and better understood, allowing SaskTel to further advance its Environmental Strategy.

SaskTel has been diligent in its compliance with environmental legislation, ensuring known contaminated sites are addressed and has not experienced legal action related to the environment. Our organization understands it is critical that we continue to enhance the corporate management of our policies, and SaskTel is committed to going beyond compliance when it comes to sustainability and Corporate Social Responsibility. This Strategy has served as a guide for implementing measurement and monitoring systems, while teaching departments, employees and consumers about how they can have a more positive impact on the environment and reduce their collective footprint. By reviewing internal processes, researching and implementing equipment alternatives and providing education to produce more efficient employee consumption habits, SaskTel has developed initiatives and recommendations to manage its resource usage.



SaskTel Environmental Impact Indicators

2019 ENERGY CONSUMPTION WITHIN THE ORGANIZATION



Natural Gas
79,094 GJ



Fleet Fuel
100,995 GJ



Electricity
331,590 GJ

2019 TOTAL = 511,678 GIGAJOULE (GJ)

TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS



0

Significant Spills
in 2019

FINES & NON-MONETARY SANCTIONS

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



0

Significant Fines
in 2019



0

2019 Nonmonetary
Sanctions 2019

Our Commitment to the Environment

SaskTel remains committed to aligning its organizational practices to environmental policies and an Environmental Management System (EMS) based on International Organization for Standardization ISO 14001 standard. By incorporating these practices and policies, SaskTel believes it can sustainably meet the needs of people and businesses while ensuring that food, habitat, water, and other resources remain available for future generations. We understand that because SaskTel operates in virtually all areas of the province, the services we provide have an impact on nearly every individual and business in the province. In order to regulate the impact we might have, SaskTel is committed to managing environmental aspects of its business effectively, allowing the corporation to become a more efficient and socially responsible corporate citizen.

In 2019/20, environmental inspections were conducted in Saskatoon and Prince Albert's Work and Switch centers by the SaskTel Environment Department. The purpose of the inspections was to gauge the level of environmental compliance and EMS effectiveness as a routine continual improvement effort.

Our Commitment to Sustainability

As part of SaskTel's EMS, the organization has committed to

- Continuously improve its environmental performance
- Prevent damage to habitat and conserve resources
- Comply with all applicable compliance obligations

Phones for a Fresh Start

Since 2009, SaskTel has been running the Phones for a Fresh Start program. This program is promoted to ultimately avoid old wireless devices and accessories going to the landfill. Instead, the precious metals and rare earth elements from these devices are recycled, raising proceeds used to support a SaskTel community partnership, aiding victims of domestic abuse.

Partnering with the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS), SaskTel collects unwanted wireless devices and accessories from collection bins set up at SaskTel stores and participating dealers in approximately 80 locations across the province. Once collected the devices are shipped 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 23 participating member agencies.



Phones for a Fresh Start celebrated its 10th anniversary in June 2019. In the last decade, SaskTel has recycled well over 120,000 cellphones; allowing us to finance the purchase of \$96,000 in prepaid phone cards, and more than 3,772 cellphones to donate to shelters across the province.

Phones for a Fresh Start works to help rebuild lives; however safety is always the priority. If you think you may be the victim of abuse, please visit this [link](#) to get help now.

If you are the family or friend of someone who you're worried may be a victim of abuse, please visit PATHS Information for Families & Friends to learn how you can give the help and support they need.

Formal Employee Green Team – EnviroCare

Since 2014, SaskTel has been operating an employee network called EnviroCare. The mission of EnviroCare is to 'create a greener community and promote environmental awareness and initiatives through the collaboration and engagement of SaskTel employees.'

EnviroCare is committed to providing rewarding opportunities for SaskTel employees (and their families) to participate in greening initiatives in the communities we serve. Some of these initiatives include informative Lunch N' Learns, and annual greening projects that help to clean, preserve and beautify green spaces throughout Saskatchewan.

As a gift to mark their 5th anniversary, EnviroCare received a special contribution of \$5,000 from the SaskTel Pioneers. One of EnviroCare's missions is "Greening the spaces in which we live and work in". The Pioneers support helped EnviroCare make a \$2,500 donation to rebuilding and greening the play area at McVeety school in Regina, after it was the victim of senseless vandalization.

EnviroCare also marked its five-year anniversary by officially reaching \$5,000 worth of funds from recycling cans and bottles at SaskTel. That also means over 50,000 cans and bottles were diverted from Saskatchewan landfills and recycled!



SaskTel eBILL Cuts the Clutter

In February 2019, SaskTel began to migrate customers with broadband access to SaskTel eBILL. With SaskTel eBILL, customers are able to make secure on-line payments, view the last 18 months of bills for their account, and even download or print their bill if they so choose. The initiative to go paperless has resulted in a SaskTel eBILL subscriber increase of over 55% in 2019/20 - increasing our subscribers by over 100,000 since the start of the migration. That means in just over a year, SaskTel has saved more than 350,000 pieces of paper per month. This doesn't even include envelopes, so that's significant from a green perspective!



Going Green for True Savings

SaskTel works toward building a greener and more connected future for our province through our partnership with Greenwave Innovations. SaskTel continues to use Greenwave's technology to monitor energy consumption in the SaskTel Collaboration Centre in Regina.

The COVID-19 pandemic presented a demonstration of the immense value the collected consumption of data can offer. When the City of Melfort was forced to close their facilities, by having installed Greenwave's solutions throughout their Northern Lights Palace Pool and Arena,

Melfort was able to reduce electricity consumption by 30%. This resulted in additional savings of \$2,500 per month while the facility was closed. SaskTel contributes to Greenwave's solutions through collaboration on enabling components including connectivity, data, and systems integration.

Partnerships like this are an example of how working together we can optimize energy consumption within all buildings across Saskatchewan, allowing our clients to recognize long-term utility savings and support their sustainability initiatives.

Story: Green and Clean!

SaskTel Focuses on Environmental Sustainability

With April dedicated as Earth Month, the environment is top of mind for SaskTel as our spring construction season continues.

Crews have been busy carrying out complex builds, including dozens of Wireless Saskatchewan coverage improvements.

Many of SaskTel's construction projects require that we build on some of our province's most delicate landscapes, and it's our duty to ensure that we operate in a way that protects Saskatchewan's environment.

Because of our longstanding environmental conservation efforts, SaskTel was named one of Canada's Greenest Employers in 2019 for the eleventh consecutive year by Mediacorp Canada. Annually, the Canada's Greenest Employers competition recognizes employers across Canada who have achieved excellence through their commitment to environmentally responsible practices and programs.

"SaskTel prides itself in being an environmentally-sustainable company in many ways, and it's important that we showcase that throughout our construction projects," said Henry Mutafya, a SaskTel Environmental Specialist. "We want to make sure future generations can enjoy the benefits of a clean and healthy Saskatchewan."

Environmental concerns can stem from proposed construction in a variety of circumstances, which Henry said includes builds in wetland areas or land inhabited by endangered plants and animals.

For instance, when it comes to burying cable underground or beneath bodies of water, Henry said SaskTel takes all necessary environmental and legal precautions before carrying out any construction.

"All of our network construction projects are screened for concerns, so if there are any environmental concerns identified then we have a more in-depth review and screening conducted to advise of the safest way to move forward with the project," Henry explained.

As part of SaskTel's pre-assessment process, we follow strict policies and procedures laid out by provincial and federal environmental regulators which help us reach both our business and environmental goals.

SaskTel continues to follow the Environmental Management System (EMS) policy which is a management structure used to ensure the company is continuously focused on protecting the natural environment and the future of our business. The EMS is based on a core set of standards that are universally recognized.

Some of the benefits of an EMS include:

- Minimize environmental liabilities
- Maximize the efficient use of resources
- Reduce waste
- Demonstrate a good corporate image
- Build awareness of environmental concern among employees
- Gain a better understanding of the environmental impacts of business activities
- Increase profit, improving environmental performance, through more efficient operations

"It's majorly important that SaskTel follows the procedures that are laid out for us, because even though we want to continue to be a successful business we also want to preserve the environment we work in and that is critical in everything we do," Henry said.

SaskTel takes all necessary environmental and legal precautions before carrying out any construction.



As an environmentally-sustainable company, SaskTel takes all environmental and legal precautions before carrying out construction projects.

Appendices

Glossary of Terms

BKO	Be Kind Online	CDE	Customer Delivery Evolution
CEO	Chief Executive Officer	CFA	Campus For All
CFS	Computers for Schools	COR	Creative Options Regina
CSR	Corporate Social Responsibility	CVITP	Community Volunteer Income Tax Program
EDC	Employee Development Centre	EMS	Environmental Management System
FIT	Focus on Information Technology	FNuniv	First Nations University of Canada
GHG	Greenhouse Gas	GJ	Gigajoule
GSA	Gay Straight Alliance	HOOP	Helping Our Own People
HR	Human Resources	ICT	Information and Communications Technology
ICTC	Information Communications Technology Council	LaaL	Leaders at all Levels
MJHL	Manitoba Junior Hockey League	NCFC	North Central Family Centre
PATHS	Provincial Association of Transition Houses and Services of Saskatchewan	PFE	Partnership for Excellence
RODS	Regina Open Door Society	SAEN	SaskTel Aboriginal Employees Network
SEND	SaskTel Employee Network on Disability	SIIT	Saskatchewan Indian Institute of Technology
SJHL	Saskatchewan Junior Hockey League	SODS	Saskatoon Open Door Society
SME	Subject Matter Expert	STEPPP	SaskTel Employee Personal Problem Program
U of R	University of Regina	U of S	University of Saskatchewan
YRHS	Yorkton Regional High School		

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END

THANK YOU FOR READING!

