

SaskTel Cares

2020/21 Environmental, Social,
and Governance Report

SaskTel

cares

SaskTel 

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President's Message

Last year, more than ever, caring for our customers and the communities we serve was at the heart of the way we do business.

As we reflect on a year since the onset of COVID-19 changed life in our province and around the world, I could not be more impressed by how our SaskTel team met this challenge while still upholding our company's commitment to providing exceptional customer care and strengthening the networks and services we rely on. While maintaining a strong focus on health and safety, our people moved our company forward together and continued to build meaningful ties within the communities we serve.

Environmental, Social, and Governance (ESG) initiatives have always been a key part of our identity and an integral part to how we operate. It speaks to how we continually strive to foster healthy work environments, diverse leadership and innovation within our workforce and the community, as well as how we incorporate sustainability into our day-to-day operations.

Caring was a big theme of the past year and it provided a common language for all employees as they navigated new situations together and with the public. For customers who were unable to pay their bills, we temporarily suspended late payment charges and launched the Crown Utility Payment Deferral Program to allow customers to apply for payment relief. Our engineering and field technicians also

worked tirelessly to install new infrastructure and kept our province-wide networks connected during a time where we experienced a drastic shift in usage patterns and spikes in the volume of data being transmitted.

The language of caring also inspired the launch of our SaskTel Cares campaign in 2020/21 and provided us with a cohesive approach to communicating our broader ESG efforts and activities in Saskatchewan, from the work of our SaskTel Pioneers, SaskTel TelCare, Phones for a Fresh Start and Be Kind Online initiatives to our many employee-support programs and environmental projects.

Even though giving back during a trying year posed its challenges, we prioritized our partnerships with Saskatchewan non-profit and charitable organizations to make a positive impact. In 2020/21 SaskTel contributed \$2,502,632 to 308 non-profit and charitable organizations, community associations, venues, events, and partnerships in communities throughout the province even as many organizations had to pivot to virtual and live stream events.

With many Saskatchewan families facing job disruption and other challenges, SaskTel employees also paid things forward by unifying around great causes and volunteering in the community when it was possible to do so. To mark their 70th year, SaskTel TelCare, SaskTel's employee-driven charitable donation program, contributed nearly \$230,000 to 65 locally operated charities and non-profits, a total that includes SaskTel's top-up donation of 50 cents for every employee dollar donated. SaskTel and the SaskTel Pioneers also contributed over \$58,000 to the Food Banks of Saskatchewan Crisis Response Fund to help them meet growing demand for their services.

In 2020/21, we continued to value and celebrate the talents, abilities, and diverse experiences of each member of our SaskTel team even when physically apart. While employee wellness has always been a priority for us, it was clear that our wellness programs and resources would gain even more importance as employees sought balance in unprecedented times.

SaskTel's Take a Moment Campaign encourages employees to take time for themselves and to nurture the relationships they have both inside and outside of work. Last year, we also offered wellness activities and promoted awareness of the number of support programs available to help employees reduce stress and improve their mental health and wellbeing including STEPPP (SaskTel Employees' Personal Problems Program) and HOOP (Helping Our Own People). These



initiatives, and others, contributed to SaskTel being named to Canada's Top 100 Employers and Saskatchewan's Top Employers lists.

One positive offshoot of the pandemic is that it inspired more of us to get together outside and to get better in touch with our natural environment. SaskTel's employee-led network, EnviroCare, marked six years of creating greener communities in 2020/21.

SaskTel was also recognized for our sustainability and greening efforts during the year, being once again named one of Canada's Greenest Employers in April 2021 by Mediacorp Canada Inc. Throughout our facilities, efficient operating practices and the installation of retrofits and energy-efficient lighting, positively impact the bottom line but also help to create a healthier environment for everyone.

I strongly believe that 2020 served as a reminder that together we are stronger and have the ability to build better communities even in the face of adversity. As Saskatchewan's homegrown provider, we remain heavily focused on protecting our province-wide team, relationships in the community, and our environment while delivering exceptional products and service to our customers. This is because our purpose remains the same: to build a more connected future.



Sincerely,
Doug Burnett, SaskTel President and CEO



About this Report

SaskTel has published a yearly Corporate Social Responsibility (CSR) Report in addition to the Annual Report. We are now transitioning to an Environmental Social Governance (ESG) Report. This report serves to highlight SaskTel's impact made through environmental, social, and corporate governance initiatives in the province of Saskatchewan.

SaskTel has five key corporate social responsibility focuses that align to the Environment, Social and Governance priorities.

SaskTel's Key ESG Priorities found in this report



ENVIRONMENTAL:

With our focus on environmental stewardship and sustainability we aim to protect the natural environment and uphold social responsibilities through the SaskTel Environmental Strategy so that future generations can enjoy the benefits of a clean and healthy environment. SaskTel also facilitates Phones for a Fresh Start, a

cellular recycling program that encourages the public to properly dispose of a growing segment of e-waste. In addition, SaskTel actively supports our EnviroCare employee group that raises awareness on environmental issues and engages in projects that help protect and enhance our communities.



SOCIAL IMPACT:

SaskTel strives to improve 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

Because our customers are at the centre of everything we do, SaskTel continually strives to increase access to products and services.

COVID-19 emphasized the essential role of communications technologies and because of SaskTel's investments, our advanced and robust networks will continue to keep our customers connected to what matters to them most.

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



GOVERNANCE:

With our focus on ethical leadership, SaskTel's Board of Directors has set a priority that ethical business conduct is an expectation embraced throughout all levels of SaskTel. Ensuring SaskTel meets its stringent ethical standards

are a thorough set of policies and procedures and regular mandatory training. This impacts all employees from senior leadership to the employee entrusted to handle customer information or enter customer homes.

Reporting Timelines

Unless otherwise stated, the contents of this report cover the period of April 1, 2020 to March 31, 2021.

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.



Governance

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

Our Commitment to Your Privacy

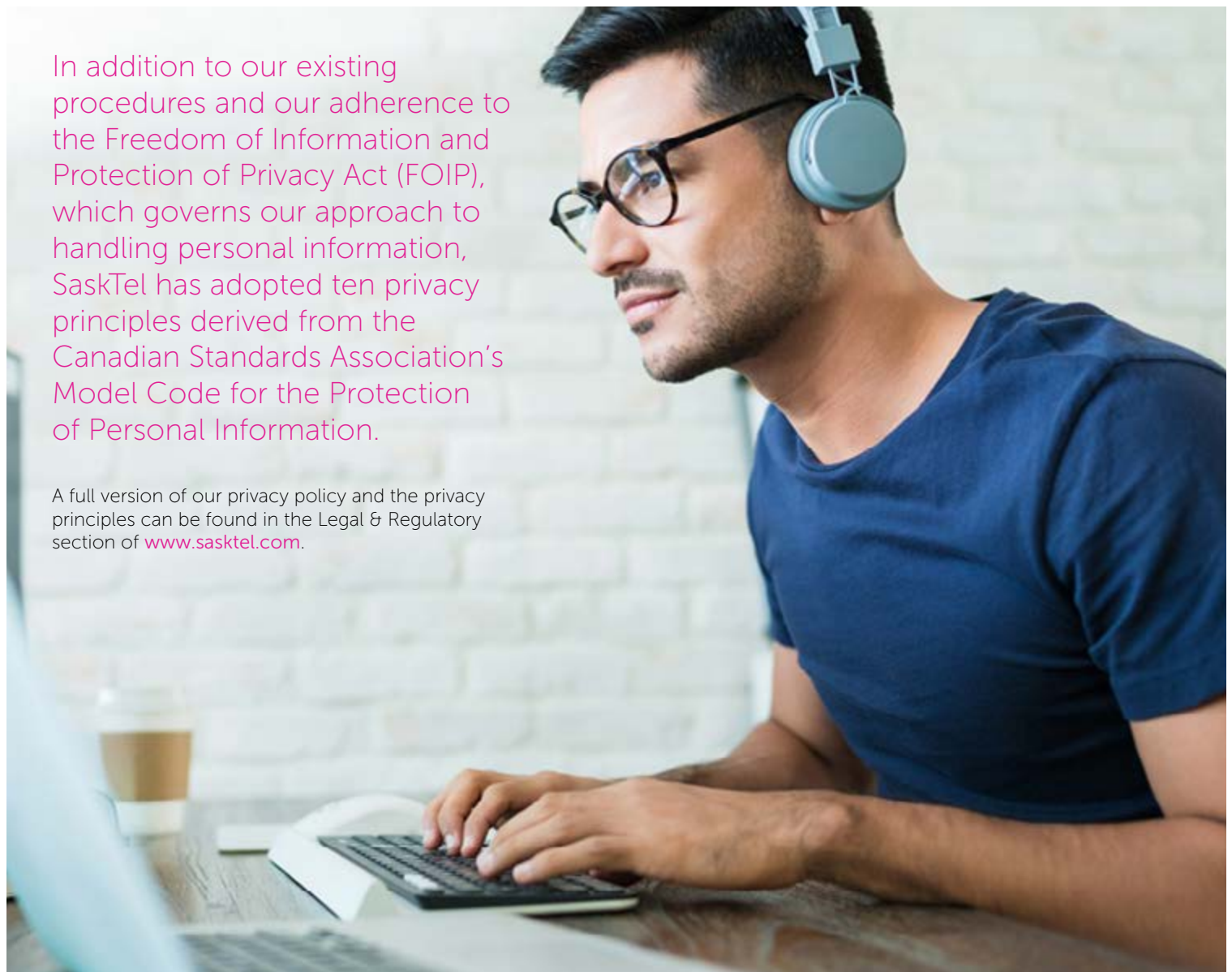
At SaskTel, respecting customer's privacy and safeguarding personal information is our highest priority. As part of this commitment our Privacy Policy was updated and took effect April 1, 2019. This policy identifies the information we collect, how it's used, and customers' choices when using SaskTel's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

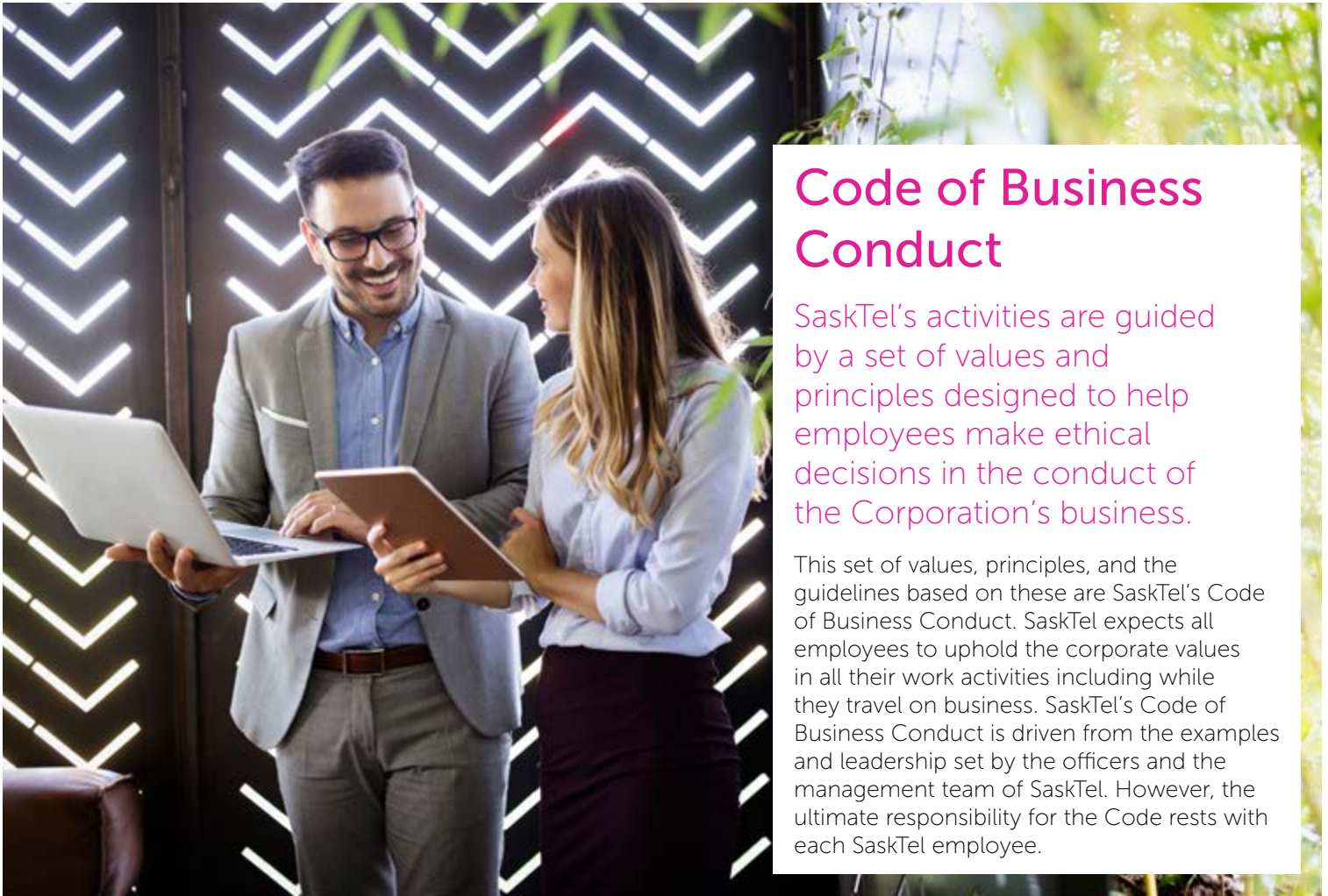
Respecting customers' privacy is an important part of our commitment to service excellence. This includes keeping customers up to date on their rights as a customer and providing information on how personal information is used.

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.





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.

Whistleblowing

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

SaskTel employees have several ways of reporting wrongdoing in the company. One option is through the procedures outlined in The Public Interest Disclosure Act. Another option is to use the anonymous reporting process provided by the third-party vendor, Clearview Connects™ Ethics Reporting Program. In addition, employees may also use the grievance process or other internal investigative processes including telling their immediate manager about an incident of wrongdoing.

SaskTel reviews and investigates all submitted reports to determine wrongdoing and ensure appropriate action is taken.

SaskTel is dedicated to holding itself to the highest ethical and legal standards. It's an expectation we know our customers share, and we vigilantly work 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 ESG. 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 2020/21 period, 73% of our suppliers were located in Saskatchewan.

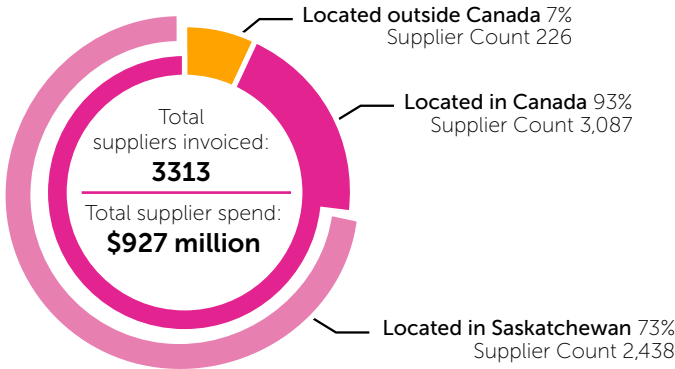
SaskTel endeavours to promote Indigenous economic development by looking to increase contracting opportunities and access to procurement opportunities by First Nation, Metis, and Inuit people. SaskTel began including weighted criteria in market events (where appropriate) which awards suppliers who identify their business as Indigenous owned (at least 51% of the firm is owned and controlled by Indigenous people).

SaskTel officially became a Signatory to the Indigenous Engagement Charter on Aug 24, 2020 and committed to a target of 5% Indigenous spend as a percentage of local spend in our approved strategy over the next three to five years.

SUPPLIER SPEND BY CATEGORY

Category	Rounded (\$millions)
Marketing & Sales	\$239M
Network & Hardware	\$144M
IT (IS & Technology)	\$102M
Business & Consumer Products	\$100M
Customer & Construction Services	\$79M
Professional Services & Contingent Labour	\$53M
Taxes & Miscellaneous Financial	\$48M
Facilities & Land	\$34M
Intra - Carrier Services	\$30M
General Telecommunication Services	\$27M
Logistics, Warehouse & Transportation	\$17M
Utilities	\$17M
Inter-Company	\$12M
Human Resources / Corporate Services	\$11M
Tools & Consumable Materials	\$9M
Unclassified	\$4M
Total Supplier Spend	\$927M

SUPPLIER SPEND BY LOCATION



SaskTel - Our People

In a year like no other, our people worked tirelessly to ensure that our customers and our communities were safe and had the connectivity they needed to keep in touch during these challenging times. It was a year filled with stories of how our people came together to support our communities, our customers, and each other - a true display of our culture at SaskTel.

Our people took great pride in going above and beyond when the province needed them most, whether it was raising money for foodbanks, donating to causes near and dear to their hearts, putting out fires and restoring services, providing a safe way for our customers to get the devices they needed, or ensuring the continuity of our network.

Amongst all the challenges, our skilled workforce remained committed to transforming SaskTel for the future and ensuring that we live up to our customer

expectations. Our people transitioned quickly to a new way of working, while continuing to execute on corporate projects, developing new products and services, and supported each other through an unprecedented year.

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

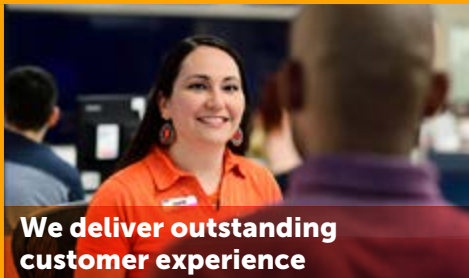
We are talented, skilled, and caring people with a passion for our province and our company. We grow and develop as people in a work environment that treats us great.

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

Diversity and inclusion continue to be important goals at SaskTel, focusing on employment equity and ensuring employees within the organization are treated in a fair, equitable, and transparent manner. Creating a safe workplace environment where individuals can openly share diverse perspectives, backgrounds and ideas improves engagement and fosters greater innovation across the entire organization.

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.

Building a Representative Workforce

SaskTel has been a member of the Saskatchewan Human Rights Commission (SHRC) Employment Equity Program since 1982 and is recognized as an equity partner.

A Representative Workforce Strategy (RWS) was developed to achieve the desired outcome of representation throughout the organization, across all job classifications and equity categories. To support having a workforce that is reflective of the province we serve, SaskTel continues to focus on the four equity groups identified by SHRC:

1. Persons reporting an Indigenous identity;
2. Members of a visible minority group;
3. Individuals reporting a disability; and
4. Women in underrepresented occupations.

SaskTel Representation Workforce Actuals

Equity Group	March 2021
Indigenous People:	10.10%
Visible Minority:	12.30%
People with Disabilities:	11.90%
Women in Underrepresented Occupations:	33.12%

EQUITY HIRING PROGRAM

SaskTel continues to have aggressive hiring goals to meet the targets established, primarily focusing on the recruitment of Indigenous people and people with disabilities. The Equity Hiring Program allows SaskTel to be competitive with other employers, through the ability to offer positions to potential candidates by creating opportunities proactively, rather than having to wait for actual vacancies.

Hiring managers have two options for leveraging the program, an overhire into a permanent position with SaskTel Human Resources funding provided for 12 - 18 months, or a temporary Career Launch position for up to one year. The Career Launch Program gives an employee the opportunity to gain relevant SaskTel experience and provides managers a chance to evaluate the employee's long-term potential.

SUPPORTED EMPLOYMENT PROGRAM

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 SaskTel hiring manager to provide support to the employee through establishing routines and job aids that aid in a successful transition into their position.

SaskTel currently employs 15 individuals under the Supported Employment Program.

SaskTel Employee Networks

SaskTel's employee networks promote diversity and inclusion and are a major contributing factor to a positive cohesiveness and connection among our employees. Employees from across the organization with diverse backgrounds, knowledge and experiences are able to form new and meaningful connections with one another through a variety of activities. They provide a great way to meet other employees, learn new skills and participate in fun events. Joining a SaskTel network helps to foster a sense of belonging and promotes a healthy and supportive company culture. Corporately this strengthens communication and collaboration, which increases productivity.

There are several employee networks at SaskTel that allow employees to bring different insight and information to our business and the people working here. Our employee networks offer a respectful environment to ensure all employees feel valued.

SASKTEL ABORIGINAL EMPLOYEES NETWORK (SAEN)



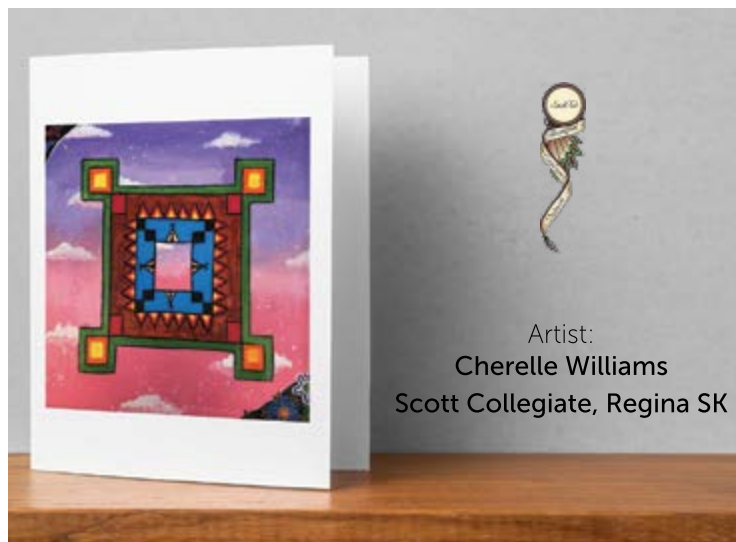
SAEN is a network of Indigenous employees working to bring to SaskTel their collective experience concerning relevant issues affecting them. The group encourages a work environment that values and supports Indigenous employees and promotes SaskTel as an employer of choice among Indigenous peoples. SAEN is SaskTel's longest running Employee Network, celebrating 26 years in 2020.

One program of pride for SAEN is the Greeting Card Program. The Ogiya Committee is a subcommittee of SAEN that focuses on fellowship and holds an annual art contest with SaskTel's partner high schools. The committee chooses pieces of art from Indigenous students that are turned into art cards and sold with 100% of the profits going back to the school's art programs for supplies.

SAEN members also get involved in educating SaskTel employees on Indigenous culture through Lunch 'n Learn events. Members are active in the community participating in events such as National Indigenous Peoples Day and Orange Shirt Day.



Artist:
Minh Cao
Scott Collegiate, Regina SK



Artist:
Cherelle Williams
Scott Collegiate, Regina SK

SASKTEL EMPLOYEE NETWORK ON DISABILITY (SEND)



SEND is a network of SaskTel employees who work collectively to support the inclusion of people affected with a disability at SaskTel. Their mission is to provide a forum to support all people at SaskTel affected by a disability. SEND strives to assist in attaining a representative, inclusive and respectful work environment. SEND acts as a resource for SaskTel to understand disability issues helping to implement inclusive programs, products, and services. SEND has been in existence for over 10 years.



SASKTEL EMPLOYEE RAINBOW ALLIANCE (SERA)

In 2019, a Gay Straight Alliance (GSA) Advisory Committee was formed to provide input and guidance around LGBTQ2S+ education and barriers to inclusion. In 2020, the committee was renamed SERA – SaskTel Employee Rainbow Alliance. The group provides direction on how to educate employees, advise on barriers, ideas for speakers, and generally how to advance LGBTQ2S+ inclusiveness at SaskTel. The group provides a safe space for individuals to support and learn from each other. SERA members worked hard over 2020 to establish a Purpose, Vision, Mission and Values as shown below.

Purpose

A fundamental component of diversity and inclusion is the ability to share thoughts and feelings in an open and safe environment. Open ears, open mindset, everyone deserves to be heard and respected.

Mission

To promote acceptance and inclusivity as well as a safe, supportive, and welcoming environment for all LGBTQ2S+ employees through alliance and advocacy for positive change, and a shared vision for social equality.

Vision

The SaskTel Employee Rainbow Alliance (SERA) intends to learn and grow, share with, and care for all employees, to achieve our purpose as outlined in the mission statement.

Values & Principles

- Advocacy, inclusivity and empathy
- Foster a safe and supportive environment
- Desire to seek and share knowledge and understanding
- Caring for and respecting others
- Recognition of everyone's unique path in life

SASKTEL NEXTGEN

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 Learn events and the opportunity to interact with senior managers. The events are open to all employees, in person or virtually from district locations around the province.

NextGEN
A SaskTel Employee Network

Indigenous Engagement Charter and Strategy

The Indigenous Engagement Charter is an initiative put forth by the Saskatchewan Chamber of Commerce to enhance Indigenous engagement for Saskatchewan businesses. In August of 2020 SaskTel became a Signatory of the Indigenous Engagement Charter. As such, a three-year Indigenous Engagement Strategy was developed. It includes goals and objectives that contribute to increased opportunities and building Indigenous relationships supported through sound business and economic targets.

Becoming a Signatory demonstrates that SaskTel is interested in evolving Indigenous engagement and is committed to an overarching strategy that recognizes the importance we play in reconciliation.

The strategy includes five specific components as well as supporting initiatives:

- Strategy
- Education
- Hiring & Retention
- Procurement Practices, Actions and Partnerships
- Reinforce Relationships/Community Support & Involvement

Employee Education

The development of a well-educated and inclusive workforce is a key goal for SaskTel. We strive to develop an employee base that is capable of not only recognizing and embracing diversity as a business advantage but facilitating cultural change that can spark innovation and create inclusion.

In 2020, The Indigenous Awareness eLearn module was made available to all employees to coincide with Orange Shirt Day. It provides employees with a high-level understanding of Indigenous relations at SaskTel, the history of Indigenous Peoples, and importance of developing effective relationships with our Indigenous communities.

As well, SaskTel continued to promote the Indigenous Cultural Awareness Program that is offered by Crown Investments Corporation to Crown employees.



Indigenous Procurement

In January 2020 an Indigenous Procurement section was added to SaskTel's existing Procurement Policy and we have been working to incorporate it into our procurement practices. SaskTel endeavors to promote Indigenous economic development by looking to increase contracting opportunities and access to procurement opportunities by First Nation, Metis, and Inuit people.

SaskTel promotes procurement from Indigenous businesses by seeking out opportunities for Saskatchewan Indigenous businesses. Tactics include evaluation criteria for Indigenous ownership and/or Indigenous employment in sourcing events and creating competitive events where Indigenous ownership and/or Indigenous employment is a requirement to participate. SaskTel also shares upcoming procurement opportunities with Indigenous vendors.



Advancement of LGBTQ2S+ Inclusiveness at SaskTel

Another area of focus for diversity at SaskTel is the advancement of LGBTQ2S+ inclusiveness. Our goal is to have a workplace culture that is safe and supportive of all its employees. By dispelling myths and providing more understanding around terminology and barriers faced, SaskTel can better support LGBTQ2S+ employees, remove barriers and create a more welcoming and inclusive work environment for all employees irrespective of their sexual orientation or gender identity.

In addition to creating the SaskTel Employee Rainbow Alliance to foster LGBTQ2S+ inclusiveness, SaskTel became a regional partner with Pride at Work Canada. This leading national organization promotes workplace cultures that are inclusive of LGBTQ2S+ people. As a regional partner, employees have access to various benefits such as webinars, online events and best practice research which helps gain increased knowledge and understanding that promotes building a more diverse and inclusive workplace.

Community Partnerships

FIRST NATIONS EMPLOYMENT CENTRE (FNEC)

SaskTel's relationship with the FNEC in Regina has given us the opportunity to connect with potential Indigenous candidates seeking employment in service-oriented positions. SaskTel has developed a relationship with the FNEC that allows SaskTel to post positions at their office, access the FNEC candidate database, and host information sessions about upcoming employment opportunities for potential candidates.

IGNITE ADULT LEARNING CORPORATION

SaskTel has been a strong supporter and partner of the Ignite Learning Centre for several years, primarily through the Business Advisory Council and the Apprenticeship Mentorship Program. The Ignite program prepares young adult students with the basic educational requirements that are needed for a variety of jobs as well as instills initiative, passion, and a strong team-oriented work ethic. Many of the students enrolled at Ignite are from diverse backgrounds and have experienced a compromised and often difficult journey in their young life which has resulted in them facing many challenges and barriers to furthering their education.

The Benefits of Workplace Diversity

First Nations communities are an integral part of Saskatchewan's cultural fabric, and we are proud of the strong relationships SaskTel has created across the province.

With nearly 25 years at SaskTel, Indigenous Market Account Executive Colleen Cameron – a member of the Beardy's Okemasis First Nation – continues to offer her extensive business expertise and cultural knowledge to help build Indigenous community relationships.



Colleen Cameron

"At SaskTel, our strength is our people and I cannot stress enough how all the relationships we've created would not be possible without teamwork and the input of our First Nations employees over the years," Colleen said. "The quality of our relationships is measured by the effort we invest and the integrity of our team. If there's one thing we can attribute to our success, it's that we are committed to understanding the needs of the Indigenous communities we serve."

This acknowledgement gives SaskTel a competitive advantage, allowing us to benefit and learn through their involvement with the company.

As an organization, it is always our goal to move towards recognition of individual differences. Groups like the Indigenous Business Development Team and the SaskTel Aboriginal Employee Network help us attain our objective.

"It is important to understand that the relationship to land and resources hinges on the spiritual, social, cultural, economic and political nature of First Nation communities," she said. "When it comes to our Indigenous business relationships, it's vital that we are conscious of these things."

Today, Indigenous communities are growing and embracing their increasing capacity for technological advancement as it offers more opportunities for economic and educational success.

Statistics Canada reported from 2006 to 2016 the First Nations population, in our province alone, grew by 22.8 per cent. The report projects by 2036 Indigenous Peoples will represent one in five Saskatchewan residents.

While infrastructure and service expansions play a major role in our Indigenous business development, SaskTel understands that our province's First Nations youth are vital to shaping a successful future in Saskatchewan. We are proud to recognize First Nations youth achievements through sponsorships and events like the SaskTel Indigenous Youth Awards of Excellence.

Colleen has been involved with the awards since its humble beginnings in 1997 and has also been the chair for the awards for over a decade.

"It truly takes a village to raise a child, and it's extremely important for companies like SaskTel, as well as organizations and educational institutions, to be part of any event or endeavour that focuses on our youth to find their path and assist them in achieving their goals," she said.

By continuing to improve Indigenous communities' engagement with SaskTel and its employees, Colleen said there will be more potential for innovative and empowering approaches to business development in the future.

"If there's one thing we can attribute to our success, it's that we are committed to understanding the needs of the Indigenous communities we serve."

"My role at SaskTel has allowed me to truly understand the power of technology," she said. "From the time SaskTel started to implement our Digital Subscriber Line services in First Nations communities to where we are today, it's really incredible to see the value of technology and how far it has come. It's ever increasing and continues to offer opportunities for them to grow and thrive."

SaskTel by the Numbers

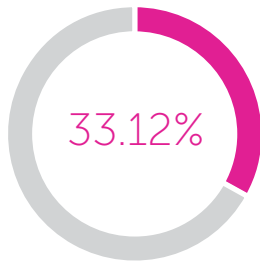
In 2020/21 SaskTel continued to work on attracting and recruiting a representative workforce that mirrors the ever-changing demographics of our province.

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

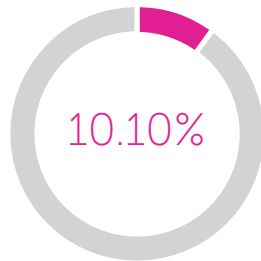
SaskTel continues to ensure proper due diligence in terms of talent sourcing, and that each opportunity to increase representation within the organization is fully explored and evaluated.

SASKTEL'S REPRESENTATION BY EQUITY GROUP

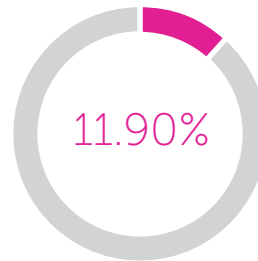
Women in Underrepresented Roles



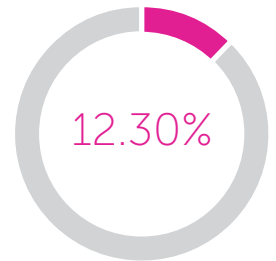
Indigenous Peoples



Persons with Disabilities



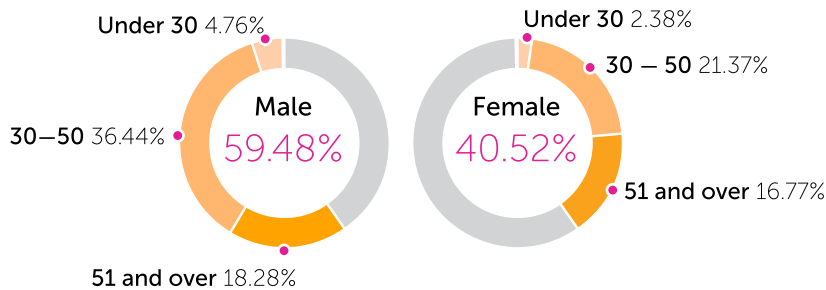
Visible Minorities



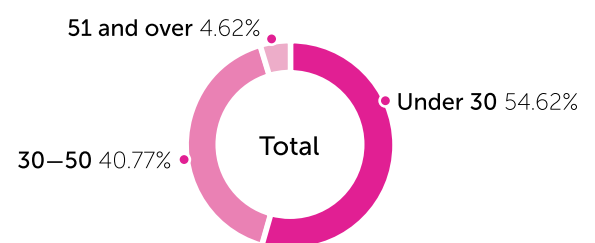
NUMBER OF EMPLOYEES

Management		Union		Management		Union		Management		Union	
Permanent		Temporary		Part-time		Total		Permanent		Total	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
469	278	0	0	3	13	1,454	1,021	472	291	1,926	1,312
1,181	771	62	40	211	210						
1,650	1,049	62	40	214	223			1,926	1,312		

AGE OF EMPLOYEES AS A PERCENTAGE OF TOTAL WORKFORCE



TOTAL HIRES AS A PERCENTAGE OF ALL HIRES



	Permanent		Temporary		Part-time	
	Male	Female	Male	Female	Male	Female
Under 30	2.20%	0.46%	0.43%	0.40%	2.13%	1.52%
30 - 50	31.13%	16.28%	1.29%	0.77%	4.02%	4.32%
51 and Over	17.63%	15.66%	0.19%	0.06%	0.46%	1.05%
Total	50.96%	32.40%	1.91%	1.23%	6.61%	6.89%

	Permanent	Temporary	Part-time
Under 30	10.77%	13.85%	30.00%
30 - 50	12.31%	1.54%	26.92%
51 and Over	2.31%	1.54%	0.77%
Total	25.39%	16.92%	57.69%

Partnership for Success: SaskTel and Unifor

The Collective Agreement between SaskTel and Unifor expires on March 16, 2024 and represents more than 2,700 unionized employees at SaskTel. SaskTel is committed to working through the ongoing collective bargaining process.

Our long-standing partnership with Unifor is important in a highly competitive industry and is reflected in both organizations' willingness to work together. Collaboration with Unifor is facilitated through ongoing discussions and joint committee meetings such as Labour/Management, Occupational Health and Safety Policy, Employment Equity, Outside Craft and Business & Consumer Sales, to name a few. During the meetings dialogue is promoted, ideas can be shared, and our partnership continues to cultivate.

In a year with uncertainty and disruptions brought on by the COVID-19 pandemic, our province-wide team of employees work together to help keep our customers and communities connected and together we continue to work toward achieving our goals and strengthen the communities we serve.



UNIFOR
theUnion | lesyndicat



SaskTel Store Service Representative — Yemisi Abayomi-Adeyemi



SaskTel Customer Service Technician — Justin Sidloski

Employee Well-being

Employee well-being took on a whole new meaning as the world navigated the COVID-19 pandemic. At the early onset of the outbreak, SaskTel, through its Pandemic Response Team and Crisis Management Team, planned for the safety of SaskTel employees, our customers, and our communities.

With the health and well-being of our customers, employees, and communities a top priority, SaskTel:

- Planned for employees to work remotely where possible
 - ▶ Offered training to assist with the adjustment to working from home including topics on setting up a remote workspace, ergonomics, managing teams remotely, and how to use virtual software tools
 - ▶ Implemented additional health and safety measures for roles that could not be performed remotely
- Provided safety training around COVID-19 protocols for additional Personal Protective Equipment (PPE) such as the proper fit for N95 masks
- Developed additional health and safety protocols for the safe return to the office for employees
- Introduced new customer interaction options keeping both our customer and employees safe, including:
 - ▶ Curbside pick-up and appointment options at SaskTel Stores. These options continued to be offered once stores were permitted to re-open
 - ▶ The temporary introduction of residential self-install and repair processes. Customer pre-screening measures were also established to determine the appropriate precautions SaskTel needed to take when completing onsite work
 - ▶ Prescreened customers to determine the appropriate precautions our technicians need to take when completing onsite appointments






A commitment to an employee's physical safety is important, but equally significant is taking care of our employees' psychological and mental health. SaskTel has a long-established commitment to providing employees with training, resources, tools, and programs such as our SaskTel Employees' Personal Problem Program (STEPPP) and Helping Our Own People (HOOP). In response to the unique needs brought on by the pandemic, we augmented our programs to provide enhanced resources relating to COVID-19, we heightened our communications internally updating employees on a frequent basis throughout the pandemic and focussed on recognizing our employees for all they do to connect our communities throughout the pandemic:

- SaskTel's Wellness Team championed various internal wellness campaigns over SaskTel's internal social media tool encouraging employees to maintain their well-being
- Through our annual employee engagement survey conducted in January/February 2021, SaskTel asked employees for feedback about the COVID-19 pandemic and how we are responding to it for our employees and our customers
- Increased recognition of employees for all they do to connect people to their world during a pandemic
- Provided video updates from our President and CEO updating employees on a frequent basis through the pandemic



Outside of the extraordinary events of this past year, SaskTel has also been committed to creating a work environment that focuses on safety and employee well-being. 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
1.96	0.2	18.8	0



SASKTEL EMPLOYEES' PERSONAL PROBLEM PROGRAM (STEPPP)

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

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. In 2020/21 resources were created on a variety of topics, including:

- Shifting the Weight of Negativity into the Power of Positivity
- Building Resiliency and Managing Stress Through Change
- Combatting Loneliness & Restlessness through COVID-19
- Managing Wellness Through COVID-19
- Managing COVID-19 Fatigue and Staying Well Throughout the Winter'

The "Take a Moment Campaign" is one example of the programs run by STEPPP. Launched in 2020, this initiative ensured our employees, while managing the pandemic and working from home or onsite, were aware that SaskTel cared about their well-being. The program's objective was to have employees feel connected with the workplace and the supports, services, and organizational benefits and resources available.

Additionally, STEPPP launched a three-month wellness challenge called "Step or Stairs Winter 2020 Challenge" in 2020/21. Employees were encouraged to record either steps or stairs to be eligible for biweekly and grand prizes. Intent was to provide a healthy outlet for our employees managing pandemic fatigue, the cold Saskatchewan winter, and working from home.

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.

Take a Moment to Check in with Your Team

Educate yourself:
Take the free training on Aspire:

- Managers Leading Teams Remotely
- Being a Mindful Employee
- Understanding and promoting mental health

Additional resources are available on [The Source](#)

Check in:

- Reinforce that during challenging times whatever your team is feeling is okay.
- Express your concern and ensure your team knows support is available.
- Ensure your team knows about the safety measures that are in place.
- Ask what additional supports you can provide.

Reach out:
If you feel a team member may need more support, **please reach out to STEPPP**.
Book a STEPPP consultation or team workshop on managing stress and wellbeing

SaskTel

Take a Moment poster

Steps or Stairs Winter 2020 Challenge

Kilimanjaro (24,915 stairs)
Mont Blanc (19,200 stairs)
Mount Kenya (11,885 stairs)
Ben Nevis Mountain (6,550 stairs)
Mount Snowden (4,610 stairs)

TAKE THE CHALLENGE & WIN
See Wellness SharePoint Site for Challenge details
Contest runs
23 November 2020 to 16 February 2021

Remember Maintain Physical Distancing and Wear a Mask

SaskTel

Step or Stairs Winter 2020 Challenge Poster

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:

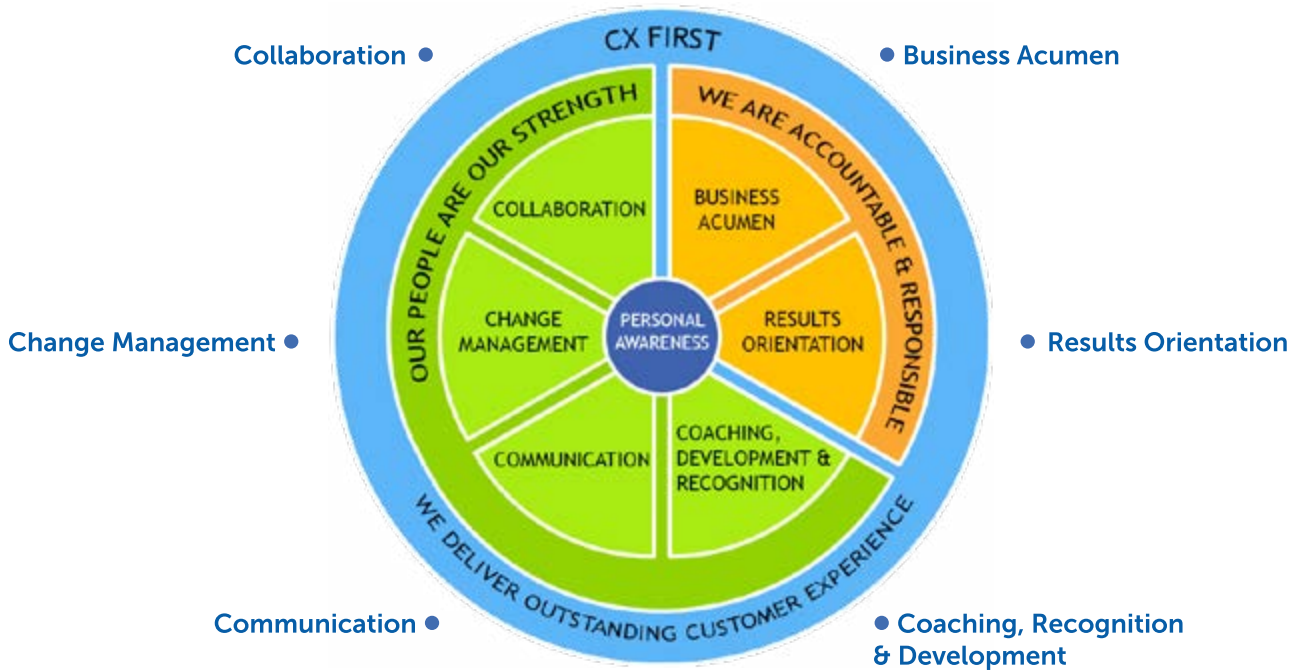
- Great companies are built through great leadership
- Great leaders are central to our organization’s success
- Leaders are not leaders because of their title but what they do from any role
- Leaders are needed at all levels of the organization
- Developing leaders at all levels of the organization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

SaskTel firmly believes that strong leadership skills at all levels of the organization are essential to our business achievements. Leaders at all Levels 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:



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.

As 2020 saw the COVID-19 pandemic surge, SaskTel made the decision to move all instructor-led courses to a virtual delivery format. This enabled employees throughout the company access to leadership and business courses resulting in well-rounded and effective leaders in the workplace.



Partnership for Excellence

At SaskTel, all employees participate in the Partnership for Excellence (PFE) process to encourage employees to take responsibility for continuous improvements in their job and personal development. This important, ongoing process involves goal setting, coaching, recognition, and development ensuring our employees and our company have a solid framework to reach 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.

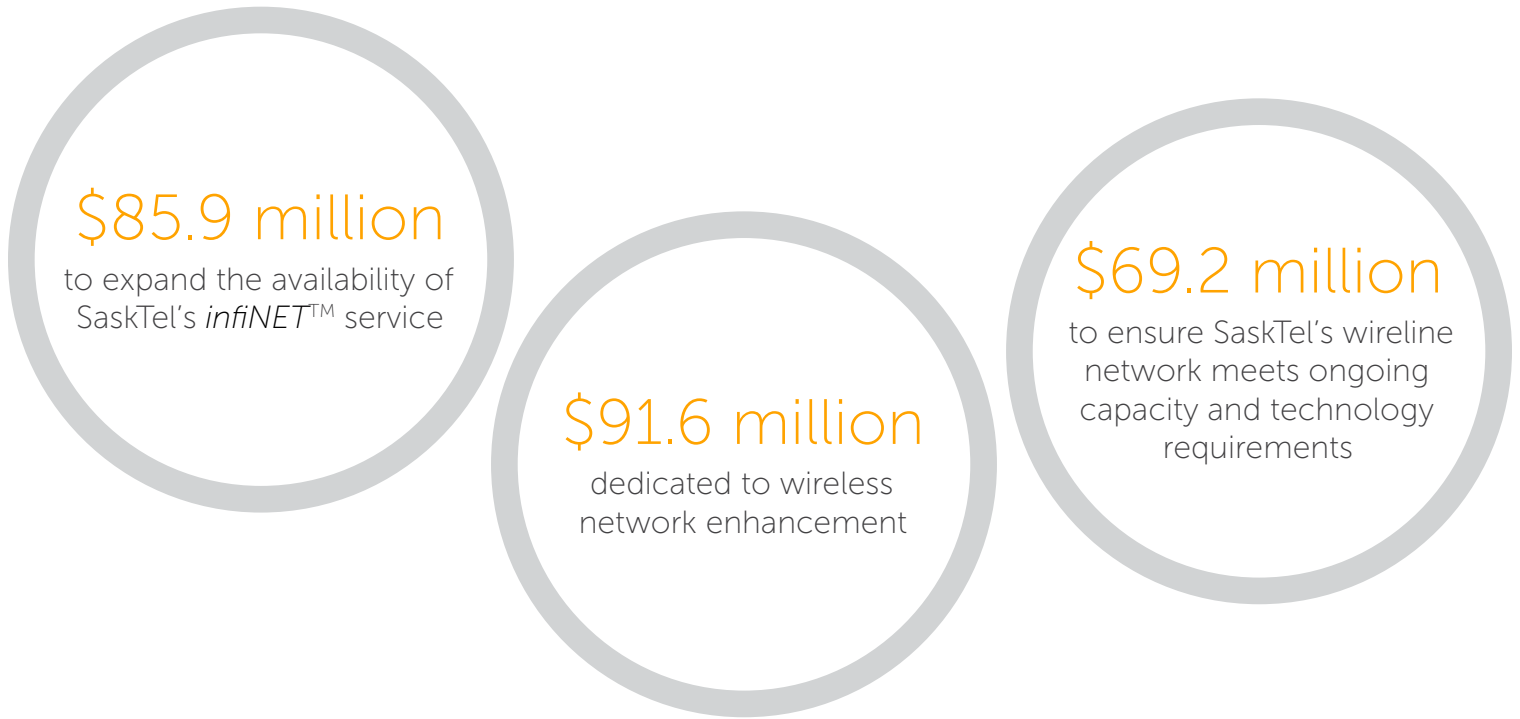
The annual PFE process includes the following components:

- 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.

Investing in Saskatchewan Communities

COVID-19 underscored the critical role that communications technologies and networks play in the modern world. How we connect and interact with one another has dramatically changed in a very short time and thanks to SaskTel's investments, our advanced and robust networks will continue to keep our customers connected to what matters most to them today and well into the future.



SaskTel Fibre-to-the-x (FTTx) Program

SaskTel's Fibre-to-the-Premises (FTTP) and Fibre-to-the-Business (FTTB) initiatives, collectively known as FTTx, continues to bring the fibre-optic infrastructure powering SaskTel *infiNET*TM service directly to homes and businesses in communities across the province. 2020/21's investments expanded the *infiNET* network allowing SaskTel to bring dramatically faster Internet to more communities across the province. This expansion comes as SaskTel also accelerates its investments in the FTTB initiative to help more businesses modernize their operations.

Investments for 2020/21 included:

- \$74.5 million - Fibre to the Premises (FTTP)
- \$11.4 million - Fibre to the Business (FTTB)
- The FTTx program passed 36,604 homes while connecting 28,735. The program also passed 1,326 businesses and connected 1,096.

The fibre optics technology powering *infiNET* allows SaskTel to deliver amazingly fast speeds that reach up to 940 Megabits per second (Mbps), while also having the capacity to significantly increase speeds over time as customers' needs evolve. With these speeds, customers can surf, stream, and share digital content like never before without having to worry about usage limits. In addition, *maxTV* gets even better with *infiNET*, delivering a truly immersive entertainment experience that allows subscribers to connect up to seven set-top boxes – all with HD and recording capabilities.

Wireless Network Enhancement

SaskTel's 4G Long Term Evolution (LTE) network provides service to more than 99% of Saskatchewan's population, and includes over 1,000 cell sites throughout the province. The 4G LTE network provides data speeds approximately 10 times faster than 4G allowing customers to stream HD movies, high quality video and music, share pictures and videos, game faster than ever before and download applications lightning fast.

2020/21 wireless investment highlights include:

- \$39.0 million - LTE enhancements
- \$1.0 million - SaskTel *selectWI-FI* expansion
- \$1.1 million - Wireless network demand and growth
- \$50.5 million - rural wireless enhancements to provide rural communities with improved access to reliable cellular and highspeed internet services

Wireline Network Enhancement

Wireline network expenditures ensure SaskTel's extensive wireline networks remain flexible and able to meet ongoing needs for capacity expansions and technology updates. Specific wireline network investments include:

- \$28.3 million - Network modernization
- \$30.1 million - Access and core demand and growth
- \$3.6 million - Community Participation Programs and Partnerships
- \$2.2 million - *maxTV* growth
- \$5.0 million - Customer Premise Equipment (CPE)

For a full accounting of SaskTel's 2020/21 capital investments, please refer to [SaskTel's 2020/21 Annual Report](#).



Wireless Saskatchewan

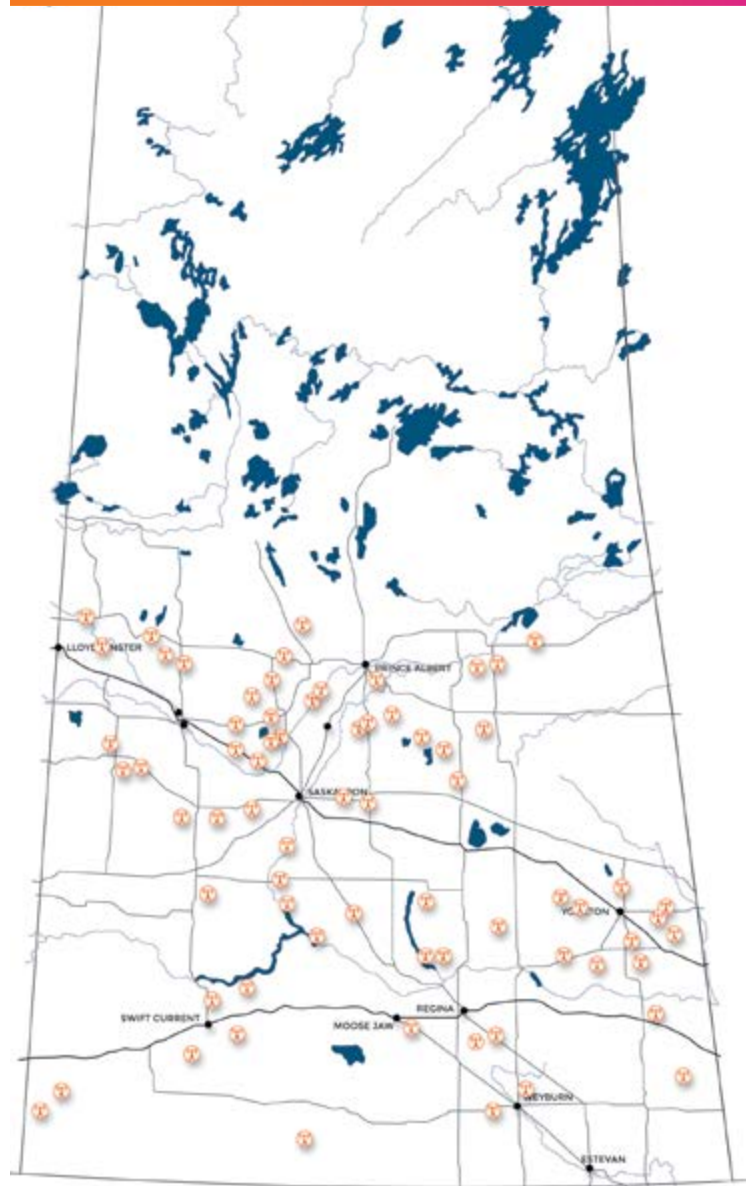
Having access to advanced and reliable communications services has become increasingly important to succeed in the modern world, especially in rural areas. SaskTel has done an excellent job bringing world-class communications technologies to residents throughout our province, covering 99% of the population with wireless and internet services. To further improve access to these services, the Wireless Saskatchewan initiative continues to invest in rural Saskatchewan.

In 2020/21, SaskTel completed construction on 71 macro towers and two small cell sites in rural towns across Saskatchewan. 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.

Locations of macro towers deployed in 2020/21

Arlington Beach Tower	Gledhow	Muddy Lake
Arran	Glen Harbor Tower	Murphy Creek
Beresina	Glentworth	Neudorf East
Broderick North East	Govan East	Park Bluff
Burnham	Gray	Parkerview North
Clayridge	Great Deer	Petaigan
Crescent Lake	Hendon West	Petrofka
Damour	Jedburgh Tower	Phippen
Danielson Prov Park Tower	Jumping Lake	Pontrilas
Davidson West (McWilldale)	Juniata	Ranch Lake
Davis	Keppel	Simmie
Downie Lake	Kessock	Sokal
Duncairn	Krydor	South Star
Duperow North	Lajord RDO South	South Touchwood
Ebenezer	Leinan North	Spalding East
Emma Lake Murray Point	Lorenzo	Speers
Fairlight	Lorlie West	St.Denis
Fielding	Main Centre	Swanson
Filion Lake	Marie Hill	Trossachs
Fort Walsh	Maude lake	Vera East (Vera Unity North)
Frenchman Butte	Meacham East	Wandsworth
Garthland South	Minnehaha	Worcester
Gibbs	Mont Nebo	Wroxton North
Glamis	Msjw Pasqua	

MACRO TOWER SITES



SaskTel Cares

2020/21 saw the introduction of SaskTel Cares, a campaign that gives the company a cohesive approach when it comes to communicating our accountability to social and environment initiatives in Saskatchewan. SaskTel does more for the province than any other carrier - this includes the work of SaskTel Pioneers, TelCare, Phones for a Fresh Start and Be Kind Online programs, our commitment to building networks across the province, as well as our environmental work and numerous sponsorships. SaskTel Cares creates a strong brand that amplifies the emotional connection we have with our customers.

Positive Programs in our Community

SaskTel's continued commitment to supporting Saskatchewan remains an integral part of our culture, especially throughout the pandemic. One way we do this is through our Community Investment Program which allows us to give back to local organizations where our employees live and work. The Community Investment Program supports non-profit and charitable organizations across the province who are working together to make Saskatchewan an even better place to live.

There are four key areas we have chosen to focus our investments:

- 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 2020/2021, SaskTel contributed \$2,502,632 million to 308 non-profit and charitable organizations, community associations, venues, events, and partnerships in 70 communities across the province.

Although the COVID-19 pandemic created challenges when it came to organizing events, SaskTel was proud to help organizations continue to support their communities when they needed it most. Highlights from sponsorships this year include:

- **National Indigenous Peoples Day (NIPD)** – SaskTel and SaskTel's Aboriginal Employee Network celebrated NIP by sponsoring Four Seasons of Reconciliation and hosting two powerful online videos.
- **SaskInteractive Media Association** – SaskTel *infiNET* was title sponsor of the virtual LEVEL UP Webinar Series targeting Saskatchewan game developers.
- **Jim Pattison Children's Hospital Foundation** – SaskTel was recognized as the Radiothon's matching sponsor on a designated 'Miracle Story' of a hospitalized child.
- **Campbox YXE** – SaskTel supported the program's projects facilitating an engaging and educational environment at home for children in grades 4-6.
- **Saskatchewan Hockey Association** – SaskTel supported minor hockey in the province and provided key Be Kind Online messaging to the organization's members.
- **Saskatchewan Make-A-Wish Foundation** – SaskTel sponsored the foundation's virtual Lemonade for Wishes charity fundraiser.
- **Saskatchewan 4-H Council Inc.** – SaskTel is a Provincial Program sponsor which includes local webinars and workshops.





Northern Support

SaskTel Supports Program that Accommodates Physical Distancing

As a good corporate citizen, SaskTel has a proud track record of commitment to social responsibility in communities across our province.

As we all make our way through COVID-19 and the challenges it brings, SaskTel has adjusted our sponsorships towards virtual programming to accommodate the need for physical distancing.

One of the latest examples of this type of community support is our sponsorship of Children North: Early Childhood Intervention Program (ECIP), which is part of the La Ronge Community Clinic COVID-19 Family Support Program.

Children North: ECIP hosts virtual clinics in Northern Saskatchewan for the communities of Stanley Mission, Wollaston, Pinehouse, Grandmother's Bay, Sucker River and the La Ronge area.

"I think this new virtual program really provides an example of our commitment for sponsorship support in the province during the COVID-19 situation," said Reba O'Watch of SaskTel Community Relations. "This program touches on our four pillars of sponsorship; Rural, Youth, Diversity and Technology."

ECIP organizations share the vision that all families have the capacity to meet the developmental needs of their children within the community of their choice. ECIP families have children with special and specific needs and who are not yet enrolled full time in school.

ECIP's support to families is based on the families' needs and

"The physical distancing it allows will keep these communities safe while permitting the clinics to continue effectively."

may include things like access to information about children with disabilities, developmental delays and or behavioural concerns; coaching on strategies to enhance the child's development, and the relationship between parent and child and community; and service coordination, case management and referral to other supports.

The goals for ECIP are to:

- enhance childhood development;
- identify family needs and strengths;
- support and empower families;
- and to provide links to community service.

"SaskTel is proud to support this program that uses technology to make a difference for children and families in northern communities," said Reba. "The physical distancing it allows will keep these communities safe while permitting the clinics to continue effectively."

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 SaskTel Pioneers presently have a membership of 3,899 within twelve different clubs across the province.

The Pioneers had a successful year, despite not being able to accumulate the usual volunteer hours due to the pandemic. The members contributed \$281,313 in financial donations and \$1,065,250 in-kind donations for programs such as Hug-A-Bears and books for literacy.

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.

Increased demand for computers and equipment during the pandemic resulting in the program's busiest year to date.

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.

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 2020, 4,652 computers were donated through the Computers for Schools program.

FirstBooks Canada

The great work of the SaskTel Pioneers can also be seen in the partnerships they have with schools across the province. One of these programs includes a partnership with FirstBooks Canada. The non-profit organization works with schools, libraries, and other partners across the country to ensure that all children can have access to new, high-quality books.

According to statistics from FirstBooks Canada 25% of Canadian households don't own a single book. Additionally, studies show that poor educational outcomes, including low literacy rates, are tied to future poverty, unemployment, illness, and crime.

The SaskTel Pioneers recognizes the value in youth having books to read at home and are committed to providing educational opportunities to help them succeed.

SaskTel 

pioneers 
a volunteer network

This was the seventh year the SaskTel Pioneers in Regina worked together with FirstBooks Canada to help donate new resources to Saskatchewan youth. The books were distributed to registered organizations from around the province, representing both the Public and Catholic School Boards, as well as some private schools, in addition to many service organizations the support finance challenged families such as United Way and KidsFirst. The SaskTel Pioneers also purchased books from FirstBooks Canada and donated them to schools throughout the province who were still in need.

A Vital Donation!

Pioneers Make Donation Towards New Vital Signs Monitors for Hospital

At SaskTel, one of our most important traditions as a company is coming together to support the communities we serve during times of need.

We are proud to say that since the beginning of the COVID-19 crisis, this important tradition has only grown and gotten stronger. Showing support to our health care workers and collaborating to help protect patients, care home residents and their families has become a priority for many current and retired employees, and for the SaskTel Pioneers this is no different.

For several weeks, Pioneers have been stepping up to be a force for good, making non-medical protective masks for care home employees and community members across Saskatchewan.

To date, over 1500 masks have already been distributed. However, as a group, the Pioneers knew that they wanted to do something more to support our critical health care workers and the general delivery of health care in the province.

Darrell Liebrecht, SaskTel Pioneer Manager, explained that after some discussion, the decision was made to direct donations toward medical equipment to help improve patient care.

After identifying an urgent need with their long-time partner, the Hospitals of Regina Foundation, the Pioneers were able to organize two generous gifts equaling nearly \$10,000 to support the purchase of two vital signs monitors for the Regina region. A cheque presentation occurred on May 6, 2020.

The much-needed monitors will be used to support care in the Ambulatory Care Unit at Regina's General Hospital.

"This equipment can change lives and help ensure patients receive the care they need. It's a great feeling for all of us

at the Pioneers to know we can help improve health care delivery in the community."

Vital signs monitors help to track and display a patient's vital signs such as body temperature, blood pressure, heart rate and rhythm, and blood oxygen saturation. The tool gives doctors and nurses the information they need quickly, and accurately, and can help ensure they can continue to deliver the safest, most accurate and efficient care possible.

"Thanks to the support of dedicated community partners like the SaskTel Pioneers, Hospitals of Regina Foundation is able to invest in the highest priority needs of our hospitals and help our health care teams deliver the best care possible, right here at home," said Dino Sophocleous, President and CEO of Hospitals of Regina Foundation.

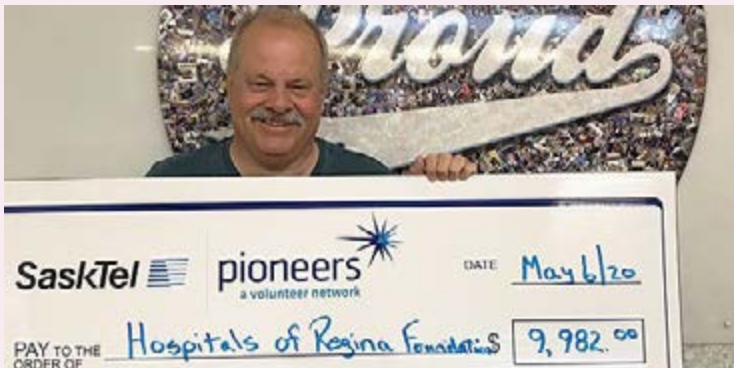
"It's a great feeling for all of us at the Pioneers to know we can help improve health care delivery in the community."

SaskTel Pioneers have contributed more than \$660,000 since 1983 to Regina hospitals to priorities such as the NICU, Rawlco Centre for Mother Baby Care, Mosaic Heart Centre, Palliative Care Unit, and the Wolfe Stroke Care Unit at Wascana Rehab, just to name a few.

Since the onset of the outbreak, Pioneers have also pursued opportunities to support essential workers and vulnerable people in the community who may be facing additional challenges, with generous donations to the Regina Food Bank, Carmichael Outreach, Salvation Army and Souls Harbour Rescue Mission all made in the past month.

"During these difficult times, Pioneers are doing everything possible to contribute meaningfully to our communities and to help those on the frontlines," added Darrell. "While the virus has changed how we work and how we live, we can still help those in our community who are working to keep us safe and healthy."

There is no question that there are a lot of fundraisers and activities going on all around us to support those affected by the pandemic. Across SaskTel, we extend our deepest appreciation to the Pioneers for coming together and finding yet another way to help Saskatchewan take on this unprecedented challenge.



Pioneer Manager Darrell Liebrecht with the cheque for the Hospitals of Regina Foundation.



SaskTel
Be kind
online

bekindonline.com

SaskTel 

SaskTel Be Kind Online

SaskTel Be Kind Online (BKO) is an initiative that aims to eliminate cyberbullying in Saskatchewan and promotes kindness by providing grants to youth-led initiatives that benefit both young people and the community as a whole. As an organization committed to diversity, inclusion and acceptance, SaskTel is proud to lead this initiative through the SaskTel Cares platform and help empower those committed to changing online behaviour for the better.

During the COVID-19 pandemic the BKO initiative took on a wider scope and importance. While its focus on the prevention of bullying and cyberbullying continued, the initiative moved online, providing additional support in a time where kindness matters more than ever.

With pandemic stressors affecting the mental health of Saskatchewan residents, a video series specifically focusing on anxiety was created. The intention of the series is to educate the audience about anxiety - what it can look like, how it feels and methods that can be used to reduce the uncomfortable experience.

As COVID-19 restrictions did not allow SaskTel to hold its annual in-person Pink Shirt Day rally, this year's challenge was to virtually-engage people with the campaign. In response, BKO relied heavily on social media platforms to carry its vital components, including the Pink Shirt Challenge and Contest as well as the Keep On campaign.

Additionally, BKO was featured in key sponsored events and projects including the Covid-Friendly Trick or Treating event at Regina's outdoor stadium and Face Masks for Saskatchewan Hockey Teams, providing 236 Saskatchewan minor hockey teams

and almost 5,000 players with BKO masks.

Throughout the year, BKO continued to provide grants of up to \$1,000 for youth-led initiatives to address bullying and cyberbullying within the province. During the 2020/21 fiscal year, a total of 11 grants were awarded totaling \$10,500. The goal is to empower youth to act in their communities to spread kindness, positivity, and connectedness. Grants provide youth the opportunity to collaborate with others to find solutions to stop bullying while inspiring others to do the same. To date, the BKO program has given 114 grants totaling over \$100,000 to youth across the province to implement their kindness and anti-bullying initiatives.

Further, BKO's website provides a variety of tools, tips, and resources where youth can search for valuable information to respond to bullying within their communities.

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. The 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.

COVID-19 Kindness

SaskTel Be Kind Online (BKO) initiatives across the province carried on in the face of COVID-19 to emphasize that spreading kindness, positivity, and connectedness is more important than ever.

While many BKO initiatives moved online with pandemic restrictions in place, 3 and 4 -year-old students at Biggar's Tiny Tot Nursery School still managed to find fun and creative ways to promote kindness throughout the community thanks to their grant.

"After all the challenges we've encountered during the pandemic, the kids wanted to show everyone in the community that we still care about each other," said Demonda Evanisky, Tiny Tots Nursery School Teacher. "I think it really provided some relief for the disconnect that many of us experienced during the pandemic."

"We thought it was important to give thanks to front line workers since COVID has been especially hard on them,"

With the help of Demonda, the children decided one of the ways they would show kindness was to make and distribute friendship bracelets.

"This was a great idea for the kids because it also taught them fine motor skills, and they loved seeing



Biggar's Tiny Tot Nursery School students present kindness messages to the EMS and RCMP.

people smile when they gave them away," she said.

Additionally, the class made sun catchers, gifted flowers, and created supportive posters for front line workers in the community.

"We thought it was important to give thanks to front line workers since COVID has been especially hard on them," Demonda said.

The kids placed their painted handprints on big pieces of cardboard, and we wrote messages that read "With these hands we give thanks."

"This grant made it possible to teach my preschool students about giving and caring," she said. "One of my students summed it up the best by saying 'This has made my heart be in love.' It has left a lasting impression on my students and for that I would like to thank SaskTel from the bottom of my heart."

Although grants provide monetary support to spread BKO's message, there are several ways for everyone to participate for free. Regular check-ups and positive interactions both online and in-person are just a few ways you can ensure you're spreading kindness and staying connected with friends, family, and coworkers.

"We want to show how Saskatchewan is being kind during these unique times. We want to encourage folks to keep helping, caring, and connecting with each other," said Jodine Smith, SaskTel Communications Manager.

As always, Saskatchewan youth can apply for Be Kind Online grants at [bekindonline.com](https://www.bekindonline.com).



SaskTel maxTV Local on Demand


As part of SaskTel's commitment to promoting local events, people and communities, SaskTel works with local producers to create television programs to tell Saskatchewan stories on *maxTV* Local on Demand. In addition, individuals can submit their own programming to SaskTel to be featured on the service.

SaskTel invested \$2,067,151 directly on the creation of local community programming that provided opportunities for everyday citizens to tell the stories unique to Saskatchewan and its people. The service offered 527 programs featuring musicians, artists, attractions, sports teams, charities, and non-profits in the province.

SaskTel also provides financial support through Creative Saskatchewan and the SaskTel Max Equity Fund to Saskatchewan producers of audiovisual productions for the creation of programming demonstrating economic, cultural, and employment benefit to the Saskatchewan Film and Television Industry.

In Her Veins



 **School of Journalism**
University of Regina

In 2020/2021, SaskTel *maxTV* Local on Demand worked with the University of Regina School of Journalism to provide a platform to showcase fifteen student-made documentaries covering topics such as the pandemic, animal rights, and child welfare.

 Saskatchewan Stock Growers Association
10m · 🌐

SaskTel Max recently filmed a short video about stewardship in the ranching community. The video features some of the conservation projects that we have been involved in through our SARPAL and NFWF funding.

Environment and Climate Change Jonathan Wilkinson

Saskatchewan Stock Growers Association



 KAWS Animal Rescue
September 25 at 8:29 AM · 🌐

We were so happy and appreciative to SaskTel for coming to Kindersley and meeting with our president Jaisee to interview her and get more of the word on rescue out there! Watch the interview below!!! ❤️

<https://youtu.be/XIs3OXjd68h0>

KAWS Animal Rescue



Red Door Craftworks
May 19 at 9:15 AM · 🌐

Remember a little while ago when I got to do a Sask artist profile interview for MaxTV on my front step??!

Well... It's now LIVE and you can check it out on MaxTV Local on Demand / SK Stories! Or mark your calendar for Thursday, May 27, when it will be featured on channels 46/346.

I have to admit that I was way too nervous to actually watch it for the first few days that it was live, but Bamboo Shoots did such a great job with the shoot and the editing that I even watched it a second time 😊



maxTV / Local on Demand

Regina Musicians Association
45m · 🌐

A great concert, well worth watching. And if you want to be featured on SaskTel MAX on demand, especially if you will be performing outside Saskatoon and Regina...contact MAX.

MAX pays musicians. This is not a free performance by the musicians. To quote the late Al Cherry, "All free gigs get you is more free gigs." Another Cherry nugget. "I don't do exposure gigs...you can die from exposure..."

MAX pays, and one of our members told me that she has used her MAX performance, worldwide, during the pandemic, to solicit gigs...and it's working.

Jeffery Straker with the RSO



maxTV / Local on Demand

YOUTUBE.COM

Jeffery Straker with the Regina Symphony Orchestra

Jeffery Straker performs with The Regina Symphony Orchestra as p...

Vera Saltzman
November 6 at 12:19 PM · 🌐

Big thank you to Max TV for this.

Slate Fine Art Gallery
November 6 at 11:04 AM · 🌐

Great feature on Slate Gallery artist Vera Saltzman!

<https://www.youtube.com/watch?v=ZShiGwaqdXY&feature=youtu.be>

Photographer Vera Saltzman



maxTV / Local on Demand

YOUTUBE.COM

Photographer Vera Saltzman

Vera discovered photography as a way to communicate with others...

👍👎👉 111

129 Comments 9 Shares

Eli Barsi
December 15 at 3:07 PM · 🌐

BIG THANKS TO MaxTV SaskTel!!! We are super thrilled that Max TV / Local On Demand is featuring my Christmas show everyday on their network from today until Sunday Dec.20. channels 45/345 .. After that customers can order it - Local on Demand!! . If this isn't available to you it can easily be found by clicking on the link below. Also, BIG THANKS to COWTOWN Regina for jumping on board as a sponsor!!

<https://www.elibarsi.com/christmas-show-2020>

#overwhelmed #merryprairiech... See More

Eli Barsi's A Merry Prairie Christmas



maxTV / Local on Demand

SaskTel TelCare

In 1950, SaskTel employees created a fund to give a helping hand to people in their communities. The fund, now called SaskTel TelCare, assisted 65 locally operated charities and non-profit organizations in Saskatchewan in 2020.



Over 800 SaskTel employees contribute regularly to SaskTel TelCare through payroll deduction and SaskTel makes an additional donation of 50 cents for every employee dollar donated. In 2020, employees donated \$153,176.33 and with SaskTel's additional donation of 50 cents for every employee dollar gifted, the final total raised for donation was \$229,764.50.

Employees are involved in choosing the charities supported. TelCare have established district assemblies throughout Saskatchewan. Within each assembly, there are executives who make the decisions as to where and how the money is spent that is fundraised to help make Saskatchewan better.

2020 SASKTEL TELCARE DONATIONS BY DISTRICT

Estevan & District	\$5,400
Moose Jaw & District	\$3,150
North Battleford & District	\$10,950
Prince Albert & District	\$12,450
Regina	\$122,001
Saskatoon	\$60,068
Swift Current & District	\$6,296
Weyburn & District	\$4,950
Yorkton & District	\$4,500

2020 SASKTEL TELCARE RECIPIENT ORGANIZATIONS

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



Supporting charities.

New Hope Dog Rescue

SaskTel
cares

SaskTel 
Today is the day

TelCare Cares!

SaskTel TelCare Brings Hope to Worthy Organizations

SaskTel TelCare is a very special program.

One of the things that makes the program special is the variety of organizations the group supports every year.

In 2020, our employee-driven charitable donation program contributed nearly \$230,000 to 65 locally operated charities and non-profit organizations.

One of those organizations is the New Hope Dog Rescue (NHDR) organization, which received \$1,500 from TelCare.

NHDR is a focus of SaskTel Cares, a new campaign that gives the SaskTel a cohesive approach when it comes to communicating our commitment to our Corporate Social Responsibility in Saskatchewan. They are a Saskatoon-based registered non-profit and foster-based organization that has been rescuing and re-homing dogs in need since 2003. The group addresses the problem of dog overpopulation and promotes responsible dog ownership.

“We truly appreciate the support we have had from the SaskTel team.”

“We try to ensure all the dogs who join our program are partnered with loving foster parents who take dogs that are in need into their homes,” said Tami Vangool, Executive Director of NHDR. “Foster families also help provide the care the dogs require until they can be matched with adoptive, permanent homes.”

Dogs that are with the organization receive proper medical care, ranging from basic care like vaccinations and spay/neutering to more extensive care such as corrective surgery.

The organization is grateful for the funding they have received from TelCare over the years.

“We truly appreciate the support we have had from the SaskTel team,” said Tami. “This past year’s TelCare grant is being used for our Animal Safekeeping program (ASK).”

The ASK program provides free care for pets owned by the victims of interpersonal violence. Pets will be cared for in foster homes for up to 90 days. The foster homes have received specialized training to meet the needs of pets coming from homes where there has been violence or abuse. Veterinary care is also available.

“This program has a number of people who have said they would not have left their violent home if they had to leave their pets behind,” said Tami. “We strive to keep the animals with their family, with a goal of reuniting them with their pets when the timing is appropriate and safe.”

Twelve Days of Caring

SaskTel launched a new initiative in December of 2020 called 12 Days of Caring. As part of the initiative, employees were asked to simply show some kindness by conducting an ‘act of care’ and sharing it with SaskTel along with submitting their Saskatchewan non-profit or charitable organization of choice.

Participants were automatically entered for the chance to have SaskTel make a one-time \$500 donation to that organization. The employees were selected randomly, and in total, SaskTel made donations to 25 worthy causes, all chosen directly by the employees!

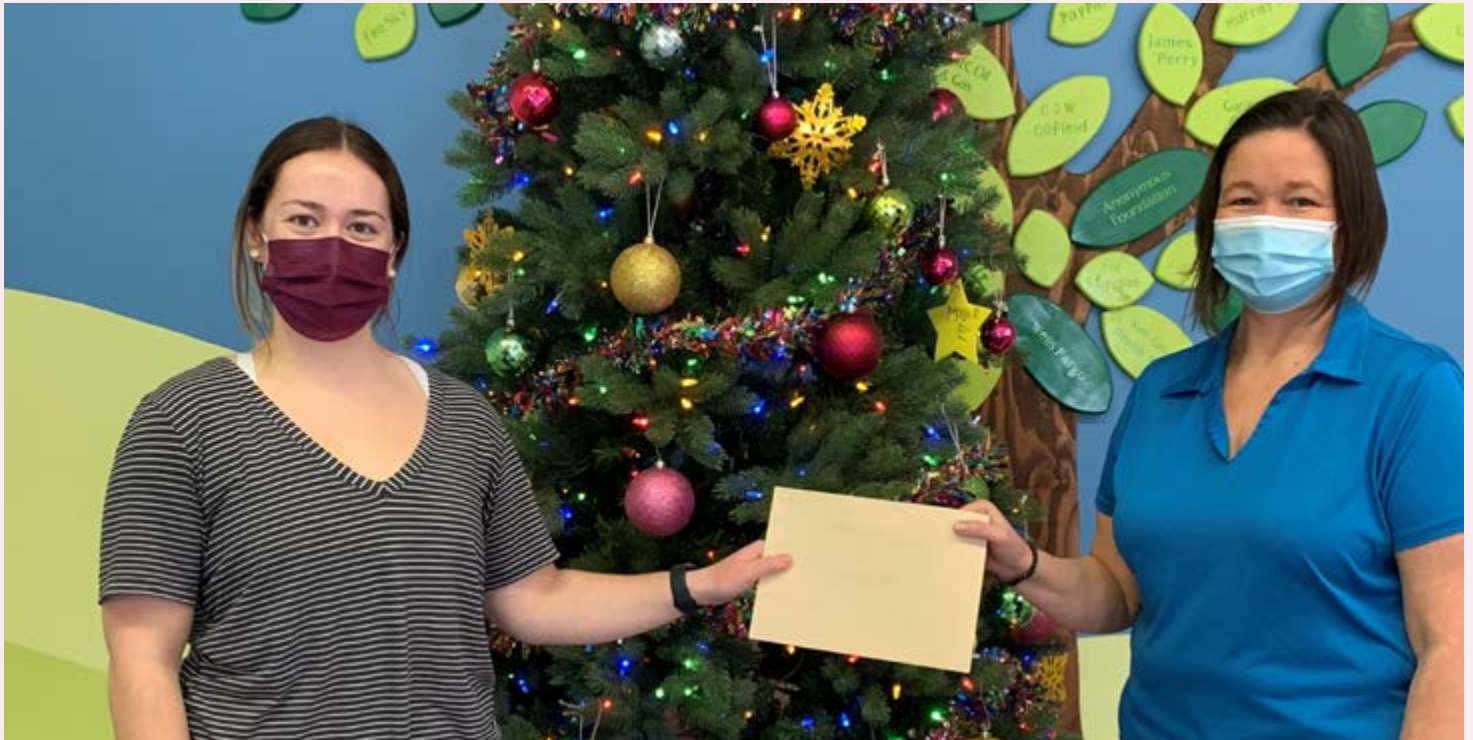
In total SaskTel donated \$12,500 to the following 25 organizations:

Name of non-profit organization:	Name of non-profit organization:
Big Brothers Big Sisters of Saskatoon	Regina Cat Rescue
Bright Eyes Dog Rescue	Regina Food Bank <i>(received two donations)</i>
Canadian Mental Health Association Saskatchewan	Regina Highland Festival Association Inc
Chep Good Food Inc.	Regina Humane Society
Crohn’s and Colitis Foundation of Canada	Sanctum Care Group Saskatoon
Estepan Family Resource Centre	Saskatoon Food Bank <i>(received two donations)</i>
Food Banks of Saskatchewan	Saskatoon SPCA
Friendship Inn Saskatoon	Teddy Bears Anonymous
Josh Mutafya Foundation	Warman Food Bank
Leadership Saskatoon	Wascana Rhythmic Gymnastics Club
Mobile Services Incorporated	YWCA Regina
MS Society	



SaskTel Cares About You!

SaskTel Donates to Community Initiatives Employees Care About



Tracy Gervais (r) presents SaskTel's donation on her behalf to Hannah Olfert of the Estevan Family Resource Centre.

It's the most wonderful time of the year with kindness in the air. And SaskTel has made it even more special for 25 employees and 25 community organizations that are meaningful to them as part of our new 12 Days of Caring initiative, which is in alignment with our SaskTel Cares program.

"It was all about kindness and giving back to our communities -- SaskTel's way of showing that the company cares about our employees and the things that matter to them," said Amy Richardson, HR Manager - Strategic Workforce Planning. "We were very happy with the way employees responded!"

As part of the initiative, employees were asked to simply show some kindness by conducting an 'act of care' and sharing it with SaskTel along with submitting their Saskatchewan non-profit or charitable organization of choice.

Participants were automatically entered for the chance to have SaskTel make a one-time \$500 donation to that organization. The employees were selected randomly, and in total, SaskTel made donations to 25 worthy causes!

One of the employees who took part was Tracy Gervais, a Service Representative from Estevan.

Tracy and her husband were fortunate to win a 50/50 prize this year and decided to

do something kind with their winnings.

"We decided to pay it forward by donating some funds to the Estevan Family Resource Centre, a place that has been special to me," said Tracy. "When our children were little, we spent many hours at the Centre enjoying all the programs provided to the children and parents. The friendships made, the parenting tips learned – the Centre has been invaluable for me and my family."

"I'm so excited that SaskTel will be contributing an additional \$500 to the Centre on my behalf!"

"I'm so excited that SaskTel will be contributing an additional \$500 to the Centre on my behalf!"

"To have SaskTel make an additional contribution to the Saskatoon Food Bank on my behalf is extra special!"

For Glenda Moffatt, Senior Clerical Associate (Assistant Accountant), her act of care happened unexpectedly while on a shopping trip.

"While picking up an on-line purchase from Walmart, my husband and I noticed a woman with a heaping grocery cart trying to steer the cart and get out the door and to her car," said Glenda. "Her bags were falling everywhere and she was almost in tears."

"We decided to help her pick up the packages and helped her take them to her car. One little act of kindness goes a long way and if I can make someone's day a little better by giving a little of my time I will!"

Glenda asked for SaskTel to donate to the MS Society, a cause that has deep meaning for her.

"My sister has had MS for several years," said Glenda. "Saskatchewan has a very high number of MS cases and SaskTel's donation will help in the research to find a cure for this disease."

Helen McHattie has made a habit of showing her act of care.

"Every week when grocery shopping, I use my Air Miles at Safeway to purchase food items for the Food Bank Box at the store," said Helen, who is a Trunking & Switching Technician. "It's especially important to help out during this pandemic time when there are many families struggling to make ends meet. I am very fortunate to have a steady, essential, well-paying job at SaskTel so the least I can do is help those less fortunate than myself."

"I'm proud to work for a company that cares about their employees but also values the causes they support in our communities."

"To have SaskTel make an additional contribution to the Saskatoon Food Bank on my behalf is extra special!"

For Sales Associate Jennifer Zary, being a part of the Big Brothers Big Sisters of Saskatoon organization is her way of sharing kindness.

"I mentor a child through Big Brothers Big Sisters of Saskatoon," said Jennifer. "The kids are really struggling through this pandemic and they really look forward to having some one-on-one time where they get to be the center of attention."

Jennifer is appreciative of the donation SaskTel is making to Big Brothers Big Sisters of Saskatoon on her behalf.

"I'm proud to work for a company that cares about their employees but also values the causes they support in our communities."

A big SaskTel thank you goes out to all participants in the 12 Days of Caring initiative, and to all our employees whose kindness and caring make a difference in our communities throughout the year.

SaskTel's Future Leaders

The ingenuity and energy propelled by Saskatchewan's youth will undoubtedly drive the province's next generation workforce. With labour shortages projected and valued employees retiring, attracting the next generation of SaskTel's workforce is top of mind. Not only do we want them to consider SaskTel as an employer of choice, but we also want to get them excited and interested in the type of careers found at SaskTel.

That philosophy has driven our focus to develop strategies and programs targeted at Saskatchewan youth and evaluate what we have to offer employees in comparison to other employers across Canada. We are proud to say that we are recognized as a top employer in Canada and have developed several opportunities for Saskatchewan youth such as partnerships, campus recruitment, intern hires, and scholarship programs.

High School Partnerships

SaskTel's partnerships with numerous high schools enhances our long-term recruitment strategy, providing us with the opportunity to build a pipeline of talent. We can build and maintain long term relationships as students move through the different phases of their education by having them engage directly with employees from individual departments and recruiters from SaskTel.

MOUNT ROYAL COLLEGIATE AND CAMPUS REGINA PUBLIC PARTNERSHIP



In partnership with Mount Royal Collegiate in Saskatoon and Campus Regina Public, SaskTel developed the Electrical & Electronics course. Accessible to all students, the course counts as two credits toward graduation and includes mentorship and practical experiences to better support them in an interest-based and like-minded environment as they prepare for the transition to post-secondary studies and the workplace.



As an industry partner, SaskTel provides:

- 20% classroom instruction by current SaskTel Customer Service Technicians
- Lab equipment
- Pre-employment and career workshops

PRAIRIE SOUTH SCHOOL DIVISION / INFORMATION COMMUNICATIONS TECHNOLOGY COUNCIL (ICTC) / SASKTEL PARTNERSHIP



SaskTel's partnership with Prairie South School Division and the Information Communication Technology Council delivers the Focus on Information Technology (FIT) Program to secondary students in select schools within the school division.

The FIT program is an innovative,

two-year program that teaches Canadian high school students essential Information Communications Technology (ICT) and business skills through employment and empowerment.

As a supporter and partner, SaskTel contributes by:

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

YORKTON REGIONAL HIGH SCHOOL PARTNERSHIP



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 basic telephony and fibre installation, mirroring

core functions of SaskTel's business with real-world applications in the classroom.

SaskTel is committed to providing YRHS with the following:

- Financial, training and/or technical support
- Career Development
- Staff Development

Post-secondary Partnerships

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

SASKATCHEWAN INDIAN INSTITUTE OF TECHNOLOGY (SIIT)

SaskTel's partnership with the Saskatchewan Indian Institute of Technology creates opportunities for students to earn supplemental income through the joint scholarship program and provides summer employment opportunities. Through SIIT, SaskTel currently participates in:



- Pre-employment workshops
- Career and job promotion presentations
- Relationship building with students and faculty
- Scholarship Program

UNIVERSITY OF SASKATCHEWAN



SaskTel is an active partner with the University of Saskatchewan (U of S), connecting with students in learning disciplines that match the current and future needs of the organization. Most of SaskTel's engagement with the student faculties and support services transitioned to virtual platforms in 2020 due to the pandemic and included the following:

- Employment postings specifically for U of S students
- Career fairs/events
- Indigenous Student Centre - pre-employment workshops, employer of choice and recruitment presentations
- An established relationship with the Edward School of Business Indigenous Centre
- Provided internship opportunities through the Co-operative Education (Co-op) Program
- SaskTel scholarships

UNIVERSITY OF REGINA



SaskTel's excellent relationship with the University of Regina (U of R) ensures that our organization is well represented on campus throughout the school year, ultimately allowing us to connect frequently with students. Most of SaskTel's engagement with the students and faculty staff transitioned to virtual platforms in 2020 due to the pandemic.

Our programs at the U of R include:

- Strong relationships with staff at the Hill Business Office and Professors at the Hill School
- Sponsorship of the U of R Career Day
- Internship opportunities through the Co-operative Education (Co-op) Program
- SaskTel scholarships

SASKATCHEWAN POLYTECHNIC INSTITUTE



SaskTel continues to build on its longstanding relationship with all campuses of Saskatchewan Polytechnic.

In the past year SaskTel:

- Attended a virtual career fair for all campuses
- Sponsored the online orientation and Welcome Week
- Supported the cooperative education program by providing practical work experience for students in programs related to the information, communication, and technology (ICT) industry
- Sponsored the Indigenous Students virtual Honouring Ceremony
- Provided students Co-operative Education (Co-op) opportunities



Paid Internships - Co-operative Education (Co-op) Employment

SaskTel actively supports the engagement and development of students through Co-operative Education programs (four, six, or eight-month terms). Co-op students' work includes experience related to project work, strategy, analysis, programming, and finance.

In 2020/21 the number of paid internships was greatly reduced because of the impacts of the pandemic on the workplace. A total of 18 students participating in the Co-operative Education program were hired in either a four-month 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 (U of R)
- Saskatchewan Polytechnic Institute
- University of Saskatchewan (U of S)



SaskTel Scholarships

With the rising cost of tuition, books and housing, Saskatchewan youth are presented with a financial burden that can potentially hinder their access to post-secondary education. Fortunately, each 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.

In 2020/21, SaskTel awarded eight Scholarships to students attending post-secondary institutions in Saskatchewan who are studying in a field directly related to information and communications technology. Annually, several scholarships are awarded to individuals from groups designated in SaskTel's Employment Equity Program.

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.



Growing a Clean Green Saskatchewan

At SaskTel, we take careful consideration of the environment by making it a priority factor in all our strategic business decisions. We are Saskatchewan's homegrown communications provider, and we recognize that our products and services have an impact on virtually every resident and business across the province. As a sustainable company, we continue to educate departments, employees, and consumers about how they can have a more positive impact on the environment and reduce their collective footprint.

To ensure the company's development as a leader in sustainability the SaskTel Eco(logical) Strategy was introduced in 2005. Recognized as one of Saskatchewan's Crown corporations first sustainability strategies, it was innovative in its approach to a greener Saskatchewan with its clear foundation and goal-oriented strategy.

Since implementing the strategy, the environmental sustainability field continues to be ever-changing. Significant impacts have been noted in many areas including: Greenhouse Gas (GHG) emissions, carbon footprints, carbon credits, and carbon off-set programs. Green and bio-energy technology advancements are critical in our modern world and SaskTel is committed to monitoring the possible environmental impacts where we offer our products and services – most importantly in their early design phases.

The current SaskTel Environmental Strategy was released publicly in 2014 and acts as a foundation for the future by implementing measurement and monitoring systems. The company developed initiatives and recommendations to manage its consumption of non-renewable resources through evaluation of internal processes, placement of more efficient equipment alternatives and education to alter employee usage habits.

SaskTel's organizational practices are aligned to environmental policies and an Environmental Management System (EMS) based on the International Standard ISO 14001. This leads SaskTel in managing environmental aspects of its business effectively and moving sustainability initiatives forward through accurate legal measurement and identification of their impact. These actions assist SaskTel in being a more efficient and socially responsible corporate citizen.

2020 Environmental Report Card - Based on EMS Driven Programs

Indicator	Objective	2020 Target	2016	2017	2018	2019	2020
Damage to Habitat	To prevent damage to the environment from plowing and development	100% of applicable SaskTel network projects screened	99%	99%	99%	100%	100%
Release of Fuel	To prevent leaks of fuel to the environment	100% tanks EMS managed and compliant with regulations	94%	98%	100%	98%	98%
Paper Use	To reduce consumption of natural resources (Equivalent Trees)	359 trees (5% annual reduction)	591 trees (↓23%)	515 trees (↓13%)	447 trees (↓8%)	378 trees (↓11%)	238 trees (↓34%)
	To reduce consumption of natural resources (Sheets)	3.5 million sheets (5% annual reduction)	6.4 mil sheets (↓21%)	5.5 mil sheets (↓14%)	4.6 mil sheets (↓12%)	3.7 mil sheets (↓16%)	2.3 mil sheets (↓34%)
Fuel Consumption	To reduce consumption of fuel	2.60 mil L (2% reduction of non-renewable fuel consumed by fleet)	2,868,629 L (↑15%)	2,658,000 L (↓7%)	2,699,925 L (↑4%)	2,652,932 L (↓2%)	2,501,039 L (↓3.9%)
Natural Gas Consumption	To minimize the consumption of natural gas (m3)	2.21 mil m3 (0% increase in m3 consumed)	1,848,769 m3 (↓14%)	1,951,000 m3 (↑5%)	2,210,015 m3 (↑13%)	2,211,917 m3 (↑0.1%)	2,041,279 m3 (↓7.7%)
	To minimize the consumption of natural gas (weather adjusted m3)	2.12 mil m3 (0% increase in m3 consumed)	2,152,274 m3 (↓10%)	2,087,000 m3 (↓3%)	2,083,431 m3 (↓0.2%)	2,116,212 m3 (↑1.6%)	2,087,967 m3 (↓1.3%)
Notes			Significant Aspects		Important Aspects		
mil = million							

The SaskTel Environmental policy was updated in July 2019 and outlines the company's commitment to:

- Continually improving our environmental performance
- Preventing damage to habitat and conserve resources
- Complying with all applicable compliance obligations
- Maintaining an environmental management system that is consistent with the ISO 14001 Standard
- Incorporating environmental management principles in the strategic plan
- Encouraging environmental innovation in all company activities, products, and services
- Being a role model of sound environmental practices to all interested and affected parties

General environmental education and awareness efforts continue at SaskTel through training sessions, videos, presentations, president's tours, event days and numerous internal communications. The future looks even brighter as the company and its employees adapt environmental responsibility into everyday business and everyday life

Additionally, SaskTel employees are encouraged to participate in several company recycling and waste reduction programs.

Highlights of SaskTel's waste reduction programs include the following:

Light bulb recycling

Initiated in 2007, ensures all lightbulbs from SaskTel facilities are recycled. Approximately **7,500** bulbs are diverted annually from the landfill.



Paper recycling

Paper recycling is an expectation at SaskTel. It is estimated that approximately 1,575 office size recycle containers worth of office paper were recycled in 2020. In addition, SaskTel has seen an approximately 70% reduction in the number of trees required to produce the office paper used since 2007 due to reduction in the amount of paper used and the increased amount of recycled content.

Furniture and office equipment salvage

SaskTel donates old furniture and office equipment to our volunteer organization, the Pioneers, to refurbish and sell. Approximately **5,000 kg** of furniture and office equipment are diverted from the landfill annually.

Inside wire and cable recycling

Inside wire and cable recycling results in approximately **7,200 kg** annually diverted from landfills while saving new resource extraction.

Dry cell battery recycling

A Province-wide recycling program for dry cell batteries. Approximately **2,000 kg** of batteries are recycled annually.



Computer recycling

Computers are recycled through the Computers for Schools (CFS) Program. CFS distributes over **4,000 computers each year**. Since its inception in 1993, CFS has donated more than 70,000 computers in Saskatchewan.



Service Rep Cassidy Todd displays SaskTel reusable bags at the Harbour Landing Store.

SaskTel Stores Reusable Bags

The company stores' initiative to contribute to resource waste reduction.

Phones for a Fresh Start Program

Since 2009, the SaskTel Phones for a Fresh Start program has recycled **124,813 wireless devices** (to March 31, 2021).



LEED Building - Saskatoon 140 1st Avenue North

The major renovation of the second floor of SaskTel's building located at 140 1st Avenue North in Saskatoon involved the renovation of approximately 1,500 m2 of office space as well as showers, washrooms, a lounge, and a fitness centre. This project achieved a certification level of Silver in November 2014 for LEED Canada for Commercial Interiors 1.0 (LEED CI 1.0) and is SaskTel's first certified green building. The project is the first project in Saskatchewan to be certified under LEED CI 1.0.

SaskTel Environmental Impact Indicators

2020 ENERGY CONSUMPTION WITHIN THE ORGANIZATION



Natural Gas
81,156 GJ



Fleet Fuel
92,092 GJ



Electricity
335,952 GJ

2020 TOTAL = 509,560 GIGAJOULE (GJ)

TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS



0

Significant Spills
in 2020

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 2020



0

Nonmonetary
Sanctions 2020

Environment On Par

Environment Management System Dashboard Shows SaskTel on Track

As a responsible corporate citizen, SaskTel constantly monitors our environmental footprint. One way we do this is with our Environmental Management System (EMS).

“EMS is an important part of our overall management system,” said Henry Mutafya, Environmental Specialist. “It provides a framework which allows us to identify, monitor and control our potential impact on the environment.”

SaskTel updates our EMS performance annually to reflect the results from the previous year. You may have seen these results displayed on the Environmental Management System Dashboard poster in SaskTel offices across the province.

“These ‘dashboards’ provide a summary which includes a scorecard of our EMS performance for the past year,” said Henry. “By placing them in our buildings and on The Source, it’s a way of building awareness with our employees so they can have an idea about how we’re doing.”

The EMS Dashboard tracks SaskTel’s objectives and progress on five important and significant environmental aspects: Damage to Habitat, Release of Fuel, Paper Use, Fuel Consumption & Natural Gas Consumption. Three Significant Environmental Aspects (significant activities interacting with the environment) SaskTel monitored closely this past year were Damage to Habitat, the Release of Fuel and Paper Use.



Henry Mutafya holding an Environmental Management System Dashboard poster

“As a major company in our province, EMS helps to ensure we are constantly improving our environmental performance through more efficient operations.”

The management objective of Damage to Habitat is to prevent damage to the environment due to ploughing and development done by SaskTel when expanding our network services such as laying fibre cable or developing new cell sites. SaskTel successfully reached our 2020 target of 100% of applicable SaskTel network projects screened for environmental and heritage issues.

For Release of Fuel to prevent leaks of fuel into the environment, 98% of diesel fuel tanks which exist in SaskTel locations to provide back-up generator power across the province for example, were managed and compliant with regulations. That is an increase from 94% in 2016 indicating SaskTel is going in the right direction.

Regarding Paper Use, obviously the less paper used by SaskTel, the less trees that would be required. In 2020, the equivalent of 238 trees or 2.3 million sheets of paper (a reduction of 34%) were saved. Quite a significant change from a few years earlier (2016) when 6.4 million sheets (the equivalent of 591 trees) were used!

“EMS enables SaskTel to minimize environmental liabilities and maximize the efficient use of our resources, all while we are reducing waste,” said Henry. “As a major company in our province, EMS helps to ensure we are constantly improving our environmental performance through more efficient operations.”

“That’s something that’s very important for SaskTel and for our commitment to Saskatchewan.”

Phones for a Fresh Start

As a proud leader in Saskatchewan's environmental policies and sustainability, SaskTel's Phones for A Fresh Start Program (PFFS) helps keep our planet green and assists people fleeing domestic violence.

Since 2009, SaskTel has partnered with the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS) to provide cellphones and prepaid phone cards to individuals in 23 participating member agencies. These phones and cards are purchased with the proceeds from recycling old phones. Additional funds are contributed by SaskTel.

Wireless devices and accessories can be dropped off in collection bins found at approximately 80 SaskTel Stores and participating dealers across the province.

The vital need to recycle cell phones is reflected in the numbers. On average, 96% of the materials in a standard mobile device are recyclable. However, only 12% of used mobile devices in Canada are currently being recycled – the rest are stored, sold, gifted or thrown out. As a result, 20 to 50 million metric tonnes of e-waste are disposed of worldwide each year.

In the 2020/21 fiscal year a total of 4,185 devices were recycled, with 300 phones and \$5,000 worth of phone cards sent to PATHS.

Since the program's induction, a total of 124,813 wireless devices have been recycled. With the proceeds, SaskTel was able to finance the purchase of \$101,000 in prepaid phone cards and more than 4,070 cellphones.

PFFS works to help rebuild lives; however, safety is always the priority. If you think you may be the victim of abuse, please visit <https://pathssk.org/get-help-now/> 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.



SaskTel's Phones for a Fresh Start Program Continues to Support Vulnerable Saskatchewan Residents



Domestic violence is often challenging to overcome, but thanks to a partnership with the Provincial Association of Transition Houses and Services of Saskatchewan (PATHS), SaskTel's Phones for a Fresh Start (PFFS) program continues to help individuals find the support they need to break the cycle.

In 2020/21, PFFS provided 300 phones and \$5,000 worth of phone cards to individuals feeling domestic violence across 23 Saskatchewan agencies, including the Regina YWCA.

"When we provide women with a Fresh Start phone, they are immediately very grateful and happy," said Haley Clubb, Outreach Coordinator with YWCA Regina. "It often allows the women to be more connected with friends and family, but it also lets them connect with us. This allows us to work together to help them out of homelessness and domestic violence."

In November 2020, Haley began supporting a client referred to her from the Isabel Johnson Shelter for Domestic Violence. She said the client disclosed to her that she had no way of contacting anyone for help and she did not feel safe leaving the shelter.

That's where PFFS stepped in to help.

"The Fresh Start phone allowed her to start making the appropriate calls for housing, connecting with her kids who were out of the city, and finally feeling confident enough to leave the shelter," Haley said. "I am happy to say that this client has been safely housed for 8 months and is doing incredibly well. What I take from this story, is that something as simple as a phone

can have huge impacts, including feeling safe."

Each year, YWCA Regina serves over 7,000 vulnerable women and children in the community. The organization relies on year-round gifts – like PFFS devices – to sustain the programs and services they provide.

For some clients, the phones can also offer vital support in medical emergencies.

Katie Boulanger is also an Outreach Coordinator at the Regina YWCA and supplied a PFFS phone to one of her clients in July 2020.

"Shortly after I began working with one of my clients, she suffered a heart attack and was hospitalized. Because she had the phone, she was able to communicate with her family and stay in contact with her support workers," Katie said. "While she was in hospital, they discovered she had cancer. And, throughout the following months that phone was her lifeline for doctor appointments, chemo, and surgery. It has been over a year now and her Fresh Start phone is still in use, helping to keep her life organized."

As a major contributor to the quality of life in Saskatchewan, SaskTel is proud to continue offering the PFFS program.

"Many of us take our basic human needs for granted. But the reality is there are thousands of women in Saskatchewan who struggle to achieve those needs due to domestic violence," said Jodine Smith, SaskTel Communications Manager. "Phones for a Fresh Start enables vulnerable individuals to find a new lease on life and have the support they need in order to regain their independence and thrive."

What I take from this story, is that something as simple as a phone can have huge impacts, including feeling safe."

Formal Employee Green Team – EnviroCare

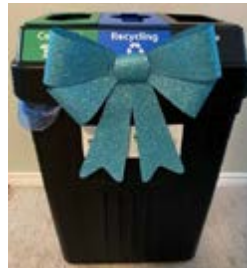
A not-for-profit volunteer network called SaskTel EnviroCare was formed by employees in 2014, with a mission to 'create a greener community and promote environmental awareness and initiatives through the collaboration and engagement of SaskTel employees.'

EnviroCare is committed to providing rewarding opportunities for SaskTel employees and their families to participate in greening initiatives throughout the communities we serve. Truly a collective organism, EnviroCare invigorates connections between SaskTel employees and the people of Saskatchewan as we unite forces to preserve and protect the amazing spaces that we share.

In addition to collecting cans and bottles at SaskTel locations for recycling, EnviroCare began offering an easy and convenient way for employees and their families to take part in greening our Saskatchewan communities through SARCAN's Drop & Go Service. Once the bottles are counted by SARCAN, the refund is directed to SaskTel EnviroCare via e-Transfer, keeping recyclables out of our landfills, and raising funds for more projects dedicated to sustaining our Saskatchewan communities.

SaskTel EnviroCare is committed to providing rewarding opportunities for SaskTel employees and their families to support greening initiatives throughout the communities we serve. Despite the pandemic, EnviroCare safely focused on several projects and donations in 2020/21:

- Promoted the SaskTel EnviroCare Contest, asking all employees to share their greening projects on SaskTel's internal social media application.
- Donated a compost/recycling/garbage bin to Douglas Park School's Green Team to recognize the award-winning students' recycling efforts.
- Renewed the symbolic adoption of five burrowing owls from the Saskatchewan Burrowing Owl Interpretive Centre in Moose Jaw.
- Adopted nine red fox kits from Living Sky Wildlife Rehabilitation in Saskatoon.
- Donated 50 Siberian Larch seedlings to the Town of Balgonie.



The Green Team at Douglas Park School in Regina was created by 20 students in 2018. They give up their afternoon recess every day to collect the school's recyclable plastics and paper. Since its formation, the Green Team has diverted an estimated 4,077 pounds of recyclable plastics and paper from the landfill. They also manage a vermicompost bin for food scraps.

The Green Team also took on the task of educating fellow students, developing videos on how to recycle properly, visiting classrooms at luncheon and giving out rewards for recycling. They are also working on recruiting Grades 1-4 students to join the Green Team so that their legacy and efforts will be carried on.



SaskTel Awards

SaskTel receives several awards each year for its involvement in the community and the way it runs its business.



Canada's Greenest Employers – 2020

SaskTel was named one of Canada's Greenest Employers for the twelfth year in a row by Mediacorp Canada Inc. This special designation recognizes the employers that lead the nation in creating a culture of environmental awareness. Employers are evaluated using four main criteria; (1) the unique environmental initiatives and programs they have developed; (2) the extent to which they have been successful in reducing the organization's own environmental footprint; (3) the degree to which their employees are involved in these programs and whether they contribute any unique skills; and (4) the extent to which these initiatives have become linked to the employer's public identity, attracting new employees and clients to the organization.



Canada's Top 100 Employers – 2021

SaskTel was named one of Canada's Top 100 Employers for the third consecutive year by Mediacorp Canada Inc. This is a national competition to determine which employers lead their industries in offering exceptional workplaces for their employees. Employers are evaluated by the editors using eight criteria, which have remained consistent since the project's inception: (1) Physical Workplace; (2) Work Atmosphere & Social; (3) Health, Financial & Family Benefits; (4) Vacation & Time Off; (5) Employee Communications; (6) Performance Management; (7) Training & Skills Development; and (8) Community Involvement. Employers are compared to other organizations in their field to determine which offers the most progressive and forward-thinking programs.



Canada's Top Employers for Young People – 2021

SaskTel was recognized as a Top Employer for Young People for the ninth time by Mediacorp Canada Inc. This special designation recognizes the employers that offer the nation's best workplaces and programs for young people just starting their careers. The employers on this list are Canada's leaders in attracting and retaining younger employees to their organizations.



Saskatchewan's Top Employers – 2021

SaskTel was named one of Saskatchewan's Top Employers by Mediacorp Canada Inc. for the fifteenth consecutive year. This award recognizes Saskatchewan employers that lead their industries in offering exceptional places to work. Employers are evaluated by the editors of Canada's Top 100 Employers using the same eight criteria as the national competition: 1) Physical Workplace; 2) Work Atmosphere and Social; 3) Health, Financial and Family Benefits; 4) Vacation and Time Off; 5) Employee Communications; 6) Performance Management; 7) Training and Skills Development; and 8) Community Involvement. Employers are compared to other organizations in their field to determine which offers the most progressive and forward-thinking programs.

Saskatchewan's Top 100 Companies of 2020

Every year, SaskBusiness Magazine releases the official list of the Top 100 Companies in Saskatchewan. First published in 1984, the Top 100 List is a tribute to the province's leading companies. Based on total sales revenue, participants of the Top 100 represent the most prominent businesses in Saskatchewan.



Canada's Best Diversity Employers – 2021

SaskTel was recognized as one of Canada's Best Diversity Employers by Mediacorp Canada Inc. for the eleventh consecutive year. The award recognizes employers across Canada that have exceptional workplace diversity and inclusiveness programs. This competition recognizes successful diversity initiatives in a variety of areas, including programs for employees from five groups: (a) women; (b) members of visible minorities; (c) persons with disabilities; (d) Indigenous peoples; and (e) lesbian, gay, bisexual and transgender/transsexual (LGBT) peoples.

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