



BUILDING TO  
**CONNECT**  
AND **GROW**  
**SASKATCHEWAN**

Environmental, Social, and Governance Report  
2022/2023

SaskTel 

# Table of Contents

<b>2</b>	<b>President's Message</b>
2	Expanding Digital Inclusion
3	A Sustainable Future
3	Putting People First
<b>4</b>	<b>About this Report</b>
5	Oversight
5	Reporting Timelines
5	Format
5	Status as a Crown Corporation
5	Stakeholder Engagement
<b>6</b>	<b>Environmental Sustainability – Growing a Clean Green Saskatchewan</b>
6	Environmental Management System
9	SaskTel Environmental Impact Indicators
10	Going Green
11	SaskTel Phones for a Fresh Start – Contributing to Environmental Sustainability
11	EnviroCare – SaskTel Employee Green Team
12	Tackling E-Waste in Our Communities
<b>13</b>	<b>Social Impact</b>
13	SaskTel Cares
23	Investing in Saskatchewan Communities
25	Our People and Culture
34	A Royal Recognition
<b>35</b>	<b>Governance</b>
35	Ethical Governance
38	Governance of Suppliers and Procurement
39	Boosting Cyber Defenses on the Front Lines
<b>40</b>	<b>SaskTel Awards</b>
<b>41</b>	<b>Contact Us</b>

---

SaskTel recognizes that its work takes place on traditional and ancestral Indigenous lands of the Nehiyawak, Nakota, Lakota, Dakota, Anishinabek, and Metis communities across the province. We acknowledge that there are six numbered Treaties in the area that is now Saskatchewan. We are thankful to be able to work, live, and learn in this land and are committed to honouring the Treaties, as we continue the journey of truth and reconciliation.

---

# President's Message

At SaskTel, our passion for making a difference in the communities where we live and work compels us and continuously advances our efforts as Saskatchewan's leading telecommunications provider. From fostering community growth to widening our commitment to diversity, equity and inclusion, this past year we went further to drive progress in areas where we can have the biggest impact.

When Saskatchewan communities prosper, we all do. This key fact drives how we invest in our networks and infrastructure each year, as well as the way we create value for our employees, customers, and many partners throughout the province.

In 2022/23, we realized another successful year where we continued providing important communications services



to Saskatchewan while fulfilling and advancing our goals as an engaged and responsible community partner. This was executed through capital expenditures of \$354.3 million and an experienced and dedicated workforce that continues to create meaningful connections with Saskatchewan people every day.

For Saskatchewan communities to prosper, we also understand that our work must be carried out with the environment in mind. In 2022/23, we continued to grow as a force of sustainability by adhering to the highest modern standards for corporate environmental management and tackling the issue of e-waste through our Phones for a Fresh Start program. The long-term investments we're making to bring SaskTel infiNET™ service to more locations is also helping build a future where more of us will have our connectivity needs met by an eco-friendly, easily scalable, and low maintenance network.

Although the world continues to change all around us, SaskTel has maintained its commitment to delivering the best to Saskatchewan people. Our community focus remains steadfast.

## EXPANDING DIGITAL INCLUSION

We are here to connect and grow Saskatchewan and, after the end of another fiscal year, our strengthened networks added net value to Saskatchewan's economy while simultaneously providing our towns and cities the tools needed to grow as centres of prosperity and innovation.

During the year, SaskTel's infiNET network footprint grew by 4.3 per cent, speaking to our commitment to Saskatchewan's rural communities and their continued growth. The network now includes 38 communities, and our multi-phase Rural Fibre Initiative is on track to connect thousands more residents to the power of fibre optics by March 2025. As more of our lives take place online and more businesses support flexible working, we know the greater fibre coverage across Saskatchewan will set up our towns and smaller centres for greater success.

Efforts to close the digital divide and contribute to positive change in Saskatchewan's equity-deserving communities

also continued over the past year. In October, we were pleased to announce a strategic partnership with Beaver River Broadband which will help bring Internet solutions to underserved Indigenous and rural communities. We remain open to and welcome partnerships for new and innovative ways to give more of Saskatchewan access to today's latest Internet and technology offerings.

We also wrapped up the year with nearly 170 5G network towers bringing enhanced wireless connectivity to residents across Regina, Saskatoon, Moose Jaw, Swift Current, the Battlefords and several Indigenous and rural communities. With the ongoing expansion of our 5G network and its improved reliability and speeds, we look optimistically toward improved social, economic, and public safety outcomes for Saskatchewan people.

## A SUSTAINABLE FUTURE

SaskTel has a longstanding commitment to environmental sustainability, and, for many years, sustainability thinking has been part of every priority, project and initiative here within the company. We follow the stringent requirements set in the ISO 14001 Environmental Management Standard and support the implementation of approaches and tools that achieve efficiencies within our day-to-day operations.

Considering our role in environmental protection in the broader community, we pursued new collaborations and partnerships in 2022/23 to explore new ways to conserve vital resources in the province. On the Whitecap Dakota First Nation, for instance, the launch of SaskTel's LoRaWAN network paved the way for a smart metering pilot project that provides the community with up to date data on local water usage and a system to determine possible leaks.

The links we're forging with colleges and universities across the prairies including the University of Saskatchewan and Alberta's Olds College of Agriculture & Technology are also proving to be critical as we look to gain insights and explore new possibilities for Internet of Things (IoT) and 5G powered technologies for Saskatchewan's agricultural sector.

As our world becomes more connected, we believe that our networks and solutions can play an integral role in supporting Saskatchewan's climate initiatives and allowing our customers to reduce their carbon footprint.

## PUTTING PEOPLE FIRST

SaskTel is committed to the well-being of our greatest strength, our employees. Along with the variety of wellness and mental health programming made available, employee-based communities such as SEND (SaskTel Employee Network on Disability), SaskTel O.N.E. (Opportunities, Networking, and Events), SAEN (SaskTel Aboriginal Employee Network) and SERA (SaskTel Employee Rainbow Alliance) provide social connection, networking opportunities, as well as access to resources and tools to promote full inclusion of employees of diverse backgrounds and/or who have a disability.

To build up internal pipelines of future leaders, SaskTel also puts a significant amount of effort into attracting talent and developing employee skills. To this end, we strengthened our Indigenous recruitment strategy this year and now employ a leadership position within the company focused on moving Indigenous Engagement initiatives forward. These efforts to enhance diversity in the workplace, and others, helped to earn SaskTel a spot on Mediacorp Canada Inc.'s Canada's Best Diversity Employers list for 2023.

These are just some of this year's highlights. As you will read throughout this year's streamlined report, our Environmental, Social, and Governance (ESG) achievements in 2022/23 underscore how SaskTel is leading the way as a responsible and accountable business.

In closing, I would like to thank our employees for their efforts in helping SaskTel contribute to building Saskatchewan's vibrant future. Through our investments, innovation, and partnerships I am confident we will deliver even more for Saskatchewan people next year and in the years ahead.



**Doug Burnett**  
President and Chief Executive Officer

# About this Report

SaskTel's unique position within the telecommunications industry as both a provider and Crown corporation allows us to elevate our purpose and commitment to the people and province of Saskatchewan. We are dedicated to contributing to a sustainable and resilient Saskatchewan, where our residents and communities can prosper.

Since 1908, we have been here to serve the people of Saskatchewan and connect them to what matters most. Our Environmental, Social, and Governance strategy has five pillars that we strive to achieve every day at SaskTel.

## Environmental Sustainability

We are committed to a clean, green Saskatchewan.

**Our Focus:** We aim to reduce our environmental impact, the resources we use, and the waste we generate.

We are focused on waste minimization, fuel and energy use efficiency, reducing overall direct greenhouse gas emissions, biosecurity, and supporting employee-driven community greening initiatives.

We balance business priority with sustainability requirements to keep our customers connected with the latest technology and help our planet so that future generations can enjoy the benefits of a clean and healthy environment.

## Social Impact

Saskatchewan is our home. We are dedicated to making Saskatchewan better by investing in initiatives that positively impact our province as a whole.

**Our Focus:** We strive to improve the standard of living in the communities where we live and work, for all the people of Saskatchewan.

We continue to be a major contributor to the quality of life in this province. Whether that occurs 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, we remain committed to enhancing the quality of life for all.

**Our Focus:** We are here for our customers, neighbours and neighbouring businesses. With our customers at the centre of everything we do, we strive to increase access and deliver services that serve our customers' needs.

We are constantly working to expand and enhance our networks, improve the quality of our customer experience, increase accessibility across the province, listen to our customers and understand their needs, enhance and introduce new and innovative services that improve our customers lives responsibly and sustainably.

**Our Focus:** We believe our greatest strength is our people. We value our diverse workforce and are committed to employee standards that enable all to thrive.

We are focused on initiatives that drive inclusion, wellness, connectedness, and growth. These standards have helped develop a strong and inclusive culture with a sense of family and pride in what we contribute to Saskatchewan.

## Governance

We are accountable to uphold ethical standards throughout all levels of the corporation.

**Our Focus:** We are accountable and responsible to our customers, the people of Saskatchewan, and each other.

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. To ensure SaskTel meets its stringent ethical standards, a thorough set of policies and procedures, and

regular mandatory training are enforced. This impacts all employees from the senior leadership to the employee entrusted to keep our network secure, handle customer information, or enter homes and businesses.

## OVERSIGHT

The Board of Directors discharges its responsibilities directly, by delegation to management and through committees of the Board. Each committee plays a unique role in SaskTel's overall strategy.

- **Environment & Human Resources Committee:**  
Annually, the Environment & Human Resources Committee reviews SaskTel ESG related actions and activities and provides approval to the overall strategy. The committee monitors corporate activities related to environmental, health and safety, and human resource strategies.
- **Governance Committee:**  
The Governance Committee assists the board to implement effective corporate governance practices. This committee monitors compliance with donation and sponsorship policies.
- **Audit & Risk Committee:**  
The Audit & Risk Committee monitors the financial performance of the corporation and assists the Board to meet its responsibilities respecting financial reporting, risk management, internal controls, and accountability.
- **Corporate Growth & Technology Committee:**  
The Corporate Growth & Technology Committee works with management to develop a growth strategy and related policies that fit with the overall strategic direction of the corporation, reviews and recommends investments and divestitures, and monitors and reports to the board respecting the performance of investments.

In addition to the Board committees, a Management ESG Working Committee is in place to manage, evolve, report on, and measure our Environmental, Social Impact and Governance.

## REPORTING TIMELINES

Unless otherwise stated, the contents of this report cover the period of April 1, 2022 to March 31, 2023.

## 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](http://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. Visit [about us](#) for more information about SaskTel.

## STAKEHOLDER ENGAGEMENT

Information for this report was provided in-part 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 public, and the Government of Saskatchewan. The information used in this report was gathered and verified by key SaskTel subject matter experts from Business Sales and Solutions, Corporate Communications, Corporate Services, Consumer Sales and Solutions, Environment and Safety, Fibre to the Premises, Finance, Human Resources, Industrial Relations, Internal Audits, Regulatory Affairs, Strategic Planning and Analysis, and Technology.

# Environmental Sustainability – Growing a Clean Green Saskatchewan

SaskTel is committed to the environment in the many ways we embed a green mindset into our operations. We are focused on controlling the impact that SaskTel and its employees have on the environment because Saskatchewan is our home: it's where we live, work and raise our families.



Greg Hern, SaskTel Human Resources Manager - Environment

SaskTel has been recognized for 15 consecutive years as one of Canada's Greenest Employers by Mediacorp Canada Inc. for leading the nation in creating a corporate culture of environmental awareness. SaskTel met the criteria for this award based on its initiatives and programs focused

on waste minimization, fuel and energy use efficiency, reducing greenhouse gas emissions, biosecurity and supporting employee-driven community greening initiatives.

## ENVIRONMENTAL MANAGEMENT SYSTEM

The services SaskTel sells impact individuals and businesses across Saskatchewan. That is why our commitment to sustainability is a cornerstone of our business. SaskTel has organizational practices driven by our Environmental Policy, based on the most recognized Environmental Management System (EMS) framework in the world, the ISO 14001 standard. This framework enables us to manage environmental aspects of our business effectively and move sustainability initiatives forward through accurate measurement and identification of their impact. To ensure that we are doing our part, an in-house EMS audit is

completed annually (with the exception of 2021 due to the Covid-19 pandemic).

### SaskTel Environmental Policy

SaskTel is a leader in environmental sustainability so that future generations can enjoy the benefits of a clean and healthy environment. The company focuses on environmental sustainability to protect the natural environment and uphold social responsibilities while growing our business and connecting customers to their world.



SaskTel will:

- Continually improve our environmental performance.
- Prevent damage to habitat and conserve resources.
- Comply with all applicable compliance obligations.
- Maintain an environmental management system that is consistent with the ISO 14001 standard.
- Incorporate environmental management principles in its strategic plan.
- Encourage environmental innovation in all SaskTel activities, products, and services.
- Be a role model of sound environmental practices to all interested and affected parties.

Achieving SaskTel's environmental goals is a company-wide commitment either through employees' dedication to follow environmentally conscientious activities such as recycling, to corporate practices that address broader commitments such as green purchasing, preventing pollution with our buildings, or ensuring the compliance requirements of our network programs.

The roles and responsibilities for the EMS as described in the EMS manual include:

Environment & Human Resources Committee of the Board of Directors:

- Reviews compliance status and effectiveness of the EMS.

Executive Committee:

- Supports the implementation and maintenance of an effective EMS.
- Reviews the results of management reviews.
- Approves required resources.

Vice President - Human Resources and Corporate Services:

- Reports the results of the management review to SaskTel Executive and Board.
- Provides direction for the EMS to Environment Manager.

Directors and Managers:

- Ensure that SaskTel's daily operations uphold the requirements of EMS objectives and targets.
- Ensure procedures and instructions necessary to achieve improvements in environmental performance are available, understood and followed.
- Provide status reports on the performance of EMS objectives and targets within their areas.

- Environment Department (Acts as corporate EMS representative):
- Ensures the EMS is established, implemented and maintained.
- Reports on the performance of the EMS and recommends improvements to the Executive.
- Directs annual management review.
- Coordinates the development, implementation and maintenance of the EMS "Core Manual" and supporting documentation and programs.

Departmental EMS Contacts:

- Act as liaison between the corporate EMS representative and their own departments to ensure open communication of EMS information and help to establish, implement and maintain EMS requirements specific to their department.

Employees:

- Comply with the Environmental Policy and specific EMS program requirements.

SaskTel has a well-managed network of Information Communications Technology (ICT) infrastructure throughout Saskatchewan. With changing technological advancements, SaskTel continues to add to this infrastructure. The activities of building and maintaining this infrastructure consist of laying cables in the ground or overhead, placing cables under creeks and rivers through directional boring, installing communication towers, constructing equipment buildings, maintaining back up power diesel generators, and grounds maintenance of our buildings for vegetation and pest control purposes. These are the interactions with the environment that constitute the SaskTel environmental aspects which are elements of an organization's activities, products or services that interact with the environment.

SaskTel monitors its environmental impacts in many ways and communicates our results to all employees through our EMS Dashboard. SaskTel's 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, and Natural Gas Consumption. Targets are set and revisited during the annual management review process which reviews and evaluates environmental performance.

## 2022 Environmental Report Card - Based on EMS Driven Programs

Indicator	Objective	2022 Target	2018	2019	2020	2021	2022
Damage to Habitat <sup>1</sup>	To prevent damage to the environment from plowing and development	100% of applicable SaskTel network projects screened	99%	100%	100%	100%	100%
Release of Fuel <sup>1</sup>	To prevent leaks of fuel to the environment	100% tanks EMS managed and compliant with regulations	100%	98%	98%	100%	100%
Paper Use (Trees) <sup>1</sup>	To reduce consumption of natural resources (Equivalent Trees)	250 trees (5% annual reduction)	447 trees (Down 8%)	378 trees (Down 11%)	238 trees (Down 34%)	263 trees (Up 10%)	179 trees (Down 32%)
Paper Use (Sheets) <sup>1</sup>	To reduce consumption of natural resources (Sheets)	2.3 million sheets (5% annual reduction)	4.6 mil sheets (Down 12%)	3.7 mil sheets (Down 16%)	2.3 mil sheets (Down 34%)	2.4 mil sheets (Up 4%)	1.7 mil sheets (Down 29%)
Fuel Consumption <sup>2</sup>	To reduce consumption of fuel	2.21 mil L (2% reduction of non-renewable fuel consumed by fleet)	2,699,925 L (Up 4%)	2,652,932 L (Down 2%)	2,501,039 L (Down 6%)	2,255,177 L (Down 4%)	2,343,362 L (Up 3.9%)
Natural Gas Consumption <sup>2</sup>	To minimize the consumption of natural gas (m <sup>3</sup> )	1.92 mil m <sup>3</sup> (0% increase in m <sup>3</sup> consumed)	2,210,015 m <sup>3</sup> (Up 13%)	2,211,917 m <sup>3</sup> (Up 0.1%)	2,041,279 m <sup>3</sup> (Down 8%)	1,917,034 m <sup>3</sup> (Down 6%)	2,261,828 m <sup>3</sup> (Up 18%)
Natural Gas Consumption (weather adjusted) <sup>2</sup>	To minimize the consumption of natural gas (weather adjusted m <sup>3</sup> )	2.03 mil m <sup>3</sup> (0% increase in m <sup>3</sup> consumed)	2,083,431 m <sup>3</sup> (Down 0.2%)	2,116,212 m <sup>3</sup> (Up 1.6%)	2,087,967 m <sup>3</sup> (Down 1.3%)	2,029,172 m <sup>3</sup> (Down 3%)	2,219,515 m <sup>3</sup> (Up 9.4%)

Notes: mil = million

<sup>1</sup>**Significant Aspects** – Aspects that are considered material enough to be considered significant and have programs, plans, targets etc to manage the impacts.

<sup>2</sup>**Important Aspects** – Do not meet the threshold for being significant but are still tracked to drive continuous improvement.

There are several reasons SaskTel measures these environmental aspects:

- 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 fiber cable or developing new cell sites. It is imperative that projects, such as these, are screened for environmental and heritage issues.
- For Release of Fuel to prevent leaks of fuel into the environment, 100% 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.
- The less Paper Used by SaskTel, the fewer trees that would be required.
- Fuel Consumption monitors the amount of fuel used by the fleet to manage fleet-based consumption and emissions.
- Natural Gas Consumption provides the amount of natural gas consumed in SaskTel facilities to manage natural gas consumption and emissions.

# SASKTEL ENVIRONMENTAL IMPACT INDICATORS

To further demonstrate our commitment to ongoing reduction in energy intensity, we have incorporated an indicator on our Holdco Balanced Scorecard. This indicator includes a five-year target to improve energy efficiency, both electricity and natural gas energy usage, of our people buildings for which we have operational control (where we have practical control of systems, operations, and policies to manage use).

## 2022/23 ENERGY CONSUMPTION WITHIN THE ORGANIZATION



Natural Gas  
85,183 GJ



Fleet Fuel  
92,628 GJ



Electricity  
347,565 GJ

2022/23 TOTAL ENERGY CONSUMED = 525,376 GIGAJOULE (GJ)

## TOTAL NUMBER AND VOLUME OF SIGNIFICANT SPILLS



0

Significant Spills  
in 2022/23

## 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 2022/23



0

Nonmonetary  
Sanctions 2022/23

**SaskTel's Biosecurity Policy** was established as part of our commitment to protecting land and crops from soil-borne diseases such as clubroot when we're performing any services on agricultural land. The [Biosecurity Policy](#) summary can be found on [sasktel.com](https://www.sasktel.com).

## GOING GREEN

To identify and manage impacts of energy consumption and associated greenhouse gas emissions (GHG) an executive Energy Board was created with four vice presidents from areas in the corporation with significant energy use. The Board is tasked with identifying the steps to address the impacts of energy use, including the economic impact of a carbon taxes, rising costs of energy, and increases in energy consumption as well as the potential impacts these would have on our customers.

To assess and prioritize the opportunities, the Energy Board established a subject matter expert Energy Committee consisting of department primes to identify, manage and communicate energy management ideas in their respective areas. The Energy Committee meets to develop greening actions pertaining to policies and procedures, hardware, facilities, energy data management and assessment.

SaskTel greening actions consist of:

- Retrofitting existing incandescent and florescent lighting with LED.
- Air Conditioning Unit Replacements.
- Removal of Unused Servers from Data Centers.
- General move to laptops over desktops.
- Annual reporting of progress to SaskTel senior management.

Going paperless, is a priority for SaskTel and we work to further reduce our paper usage each year. Various internal and external processes are paperless including customer eBills to employee performance evaluation forms and digital expense claims.

Highlights of SaskTel's 2022/23 waste reduction programs include the following:

- All lightbulbs from SaskTel facilities are recycled. Approximately 6,300 bulbs were recycled.
- Approximately 1,200 kg of dry cell batteries were recycled.
- Paper recycling is an expectation at SaskTel. It is estimated that approximately 1,750 office size recycle containers worth of office paper were recycled in 2022. In addition, SaskTel has seen an approximately 90% reduction in the number of trees required to produce the office paper used since 2007 due to the reduction in the amount of paper used.
- Approximately 180,000 kg of electronics are recycled annually.
- SaskTel donates old furniture and office equipment to our volunteer organization, the SaskTel Pioneers, to refurbish and sell. Approximately 8,700 kg of furniture and office equipment were diverted from the landfill in 2022.
- Inside wire, cable, metal and aluminum is recycled, resulting in approximately 151,900 kg being diverted from landfills and saving new resource extraction in 2022.
- Computers are recycled through the Computers for Schools (CFS) Program. Since its inception in 1993, CFS has donated over 90,000 computers in Saskatchewan. In 2022, CFS donated 4,996 computers to schools, libraries, non-profit organizations, and low-income families in Saskatchewan.
- In 2022/23, 5,383 wireless devices were recycled through the SaskTel Phones for a Fresh Start Program.
- SaskTel works with startup tech companies to divert 13,000 Kg of used furniture and equipment annually, an initiative to contribute to resource waste repurposing.

## SASKTEL PHONES FOR A FRESH START – CONTRIBUTING TO ENVIRONMENTAL SUSTAINABILITY

The SaskTel Phones for a Fresh Start program is committed to minimizing Saskatchewan's environmental footprint while helping people in need. We collect and recycle old wireless phones from customers and use all the proceeds to buy and donate wireless phones and prepaid phone cards to support those fleeing domestic violence and youth transitioning out of care from the Ministry of Social Services.

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

Nearly 100% of the materials in a standard mobile device are recyclable.

Since the introduction of Phones for a Fresh Start, more than 135,783 wireless devices have been recycled.



In 2022/23 alone, 5,384 devices were recycled.

## ENVIROCARE – SASKTEL EMPLOYEE GREEN TEAM

EnviroCare is a volunteer initiative committed to providing rewarding opportunities for SaskTel employees (and their families) to participate in greening projects throughout the communities SaskTel serves. It offers a chance for employees to connect with each other and network with communities and organizations across Saskatchewan, as they unite forces to preserve and protect the amazing spaces that we share.



The EnviroCare committee engages SaskTel employees and their families in an annual greening activity. This year, EnviroCare volunteers assisted the South Zone Community Gardens in Regina with their annual event - Harvest with Heart - which collects produce harvested by its gardeners to provide to needy organizations. This year, the harvest was donated to the Regina Food Bank.

Volunteers spent a fall morning digging up potatoes and crating them for delivery. EnviroCare also presented a cheque for \$400 and a laptop to the Harvest with Heart program (with help from the SaskTel Pioneers) so they could purchase much needed supplies such as high-quality sprayers, bins for washing produce, sturdy tables for sorting vegetables.



The EnviroCare recycling program collects cans and bottles from SaskTel buildings throughout the province. The proceeds from this initiative are used to support important environmental causes in our communities such as the re-adoption of five Burrowing Owls. In eight years, EnviroCare has recycled over 73,300 bottles and raised over \$7,600 to put back into greening our communities.

Additionally, a special year-end donation of \$300 was made to Salthaven West to help raise funds for a new clinic which they desperately need as they have outgrown their current facilities as the patient intake has increased. This purchase was funded by the SaskTel Pioneers.

## TACKLING E-WASTE IN OUR COMMUNITIES

For over a decade, SaskTel's Phones for a Fresh Start program has been diverting unwanted cell phones from Saskatchewan landfills, helping to close the recycling loop in our province.



Smartphones make so many things in our lives easier, but what sort of impact do they have on the planet once their use has faded away? Today, electronic waste, or e-waste as its more commonly known, now stands as the fastest growing domestic waste stream in Canada, and its management poses significant challenges for both our environment and the health of our communities.

At SaskTel, we want to be part of the solution, which is where our Phones for a Fresh Start program comes into play. Created in 2009, the program has helped to save over 135,000 old cellphones from Saskatchewan from going to waste including 5,384 in 2022/23 alone. Once collected, SaskTel works with Electronic Distributors International Inc. (EDI), one of Canada's leading electronics recycling companies, to ensure all donated devices are responsibly recycled.

"Today, e-waste poses such a huge environmental challenge for jurisdictions across the country," said Norman Yorke, Managing Partner at EDI. "We have been pleased to work with SaskTel for many years now to process donated wireless devices and keep these items out of landfills."

Once received by EDI, every cell phone is examined for any remaining productive life. From there, broken, older and end-of-life items not suitable for refurbishment are promptly broken down into their individual components for recycling. These steps must be handled with care,

as e-waste contains a myriad of toxic chemicals such as cadmium, lead, mercury, arsenic, and even brominated flame retardants (BFRs).

Added Norman: "We are proud to use standardized processes that we've developed over 13 years here at EDI. Nearly 100% of the materials in a standard mobile device are recyclable and we are continually improving our processes as manufacturers update and release new models."

As another important benefit, proceeds from Phones for a Fresh Start help support survivors of intimate partner violence as well as youth transitioning out of foster care in the province. A new marketing campaign in 2022/23 helped generate renewed awareness about the many benefits of the program.

"One of the biggest problems with e-waste is that many people don't always know how to go about it or where to bring items," said Greg Hern, Human Resources Manager – Environment. "We're always looking at new ways to bring additional awareness on how easy it is to dispose of your unwanted devices here in Saskatchewan."

In 2022, SaskTel was pleased to bring on SaskPower, another Crown corporation, to contribute their used corporate phones to the program. SaskTel has other e-waste recycling initiatives as well. The SaskTel Pioneers, a network of current and retired employee volunteers, refurbish used computers and donate them to schools. SaskTel also recycles or repurposes its own equipment, such as cable boxes and telecom servers whenever possible.

At SaskTel, we strongly believe that we can all make greener choices in our daily lives about how we consume technology. Phones for a Fresh Start is one way we're helping to support Saskatchewan people make more sustainable choices.

# Social Impact

Through SaskTel's social impact, we strive to improve quality of life in the communities where we live and work, and for all residents across the province. We aspire to this by supporting the foundation of our social impact, which includes activities under the umbrella of SaskTel Cares; Investing in Saskatchewan Communities; and Our People and Culture.

SaskTel takes great pride in its sponsorships, employee-driven initiatives, meaningful local television programming, and seeing the connectivity and tangible economic impact felt across the province from our dedicated investments. We foster a diverse environment where employees are encouraged to take charge of their careers and perform the best they possibly can, resulting in a collective effort rooted deep in SaskTel's culture that's committed to positively influencing Saskatchewan as a whole.



## SASKTEL CARES

SaskTel Cares represents all SaskTel does for our community. We're dedicated to making Saskatchewan better by supporting non-profit organizations and investing in numerous initiatives that positively impact our province. However, our commitment to improving quality of life for all residents extends further than donations and sponsorships. Thanks to our dedicated employee volunteers and mindful selection of homegrown television programming we can connect with the communities SaskTel serves 365 days a year.

**SASKTEL CARES INITIATIVES**

<b>Sponsorships</b>	<b>\$2.9M</b>	850 Non-profit Organizations. 214 Communities
<b>SaskTel Pioneers</b>	<b>\$1.2M</b>	Donations & 31,860 Volunteer Hours.
<b>SaskTel TelCare Contributions</b>	<b>\$193K</b>	44 Charities
<b>SaskTel Be Kind Online Grants</b>	<b>\$28K</b>	20 Youth-led Kindness Initiatives
<b>SaskTel Phones for a Fresh Start</b>	<b>599 phones</b> <b>\$14.4K cards</b>	Assisting people fleeing domestic abuse and youth aging out of Ministry of Social Services care
<b>maxTV Local on Demand</b>	<b>\$2.5M</b>	Local television programming

**SaskTel Sponsorships**

By keeping people connected, SaskTel plays an integral role in the heart of our province. We're proud of our commitment to supporting our customers across Saskatchewan, and SaskTel sponsorships are just another way we're boldly driving meaningful impacts in the communities that sustain us.

In the 2022/23 fiscal year SaskTel contributed \$2,946,626 to 850 non-profit and charitable organizations, community associations, venues, events, and partnerships in 214 communities.

Through our Community Investment Program (CIP), we support non-profit and charitable organizations across the province that are working to make Saskatchewan healthier, more prosperous, and more inclusive. We also work closely with community organizations to determine how our involvement can help expand initiatives to reach more people, especially underrepresented or vulnerable groups.

SaskTel supports activities, programs, projects, and events related to the following criteria:

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





# SASKATCHEWAN SPORTS HALL OF FAME'S NEVER GIVE UP PROGRAM

With a focus on youth, diversity and its programming offered in rural communities, the Saskatchewan Sports Hall of Fame's Never Give Up Program was a clear choice to receive a SaskTel CIP sponsorship in 2022. Never Give Up is available to students in grades 4-8 across the province. The program encourages youth to

explore identity and understand how sport contributes to the identity of self and others. It also strives to help students understand what a positive role model is, all the while recognizing the special contributions that presenters have made to Saskatchewan athletics and our communities.



Lisa Franks says the Never Give Up program gives her an opportunity to share the story of how she became paralyzed and then went on to compete at the Paralympics. (Photo courtesy of the Saskatchewan Sports Hall of Fame.)

# SCOTT POLICE ACADEMY

SaskTel is proud to sponsor the Scott Police Academy (SPA) – an innovative program and the first of its kind in Canada, collaboratively created by Regina Public Schools and the Regina Police Service. The Academy gives high school students an understanding of law enforcement through expert speakers, adapted classroom material and hands-on experiences, all while learning and meeting the requirements for graduation.



Photo courtesy of Scott Police Academy

# SASKATCHEWAN ASSOCIATION OF SCIENCE FAIRS



SaskTel is proud to support the Saskatchewan Association of Science Fairs. Sponsorship funding helps support regional science fairs in 10 communities across the province. The organization is committed to promoting and encouraging Saskatchewan youth to develop scientific literacy as well as to demonstrate these ideas in the form of projects displayed at annual Regional and Canada-Wide Science Fairs.

## NOTICE NATURE 2022

Sponsored in-part by SaskTel, the Notice Nature 2022 initiative encourages youth to look at their natural surroundings to complete fun and educational bingo-style activity cards for prizes. While the program offers invaluable information about land and water stewardship, its shared focus is to thread connections

with our natural environment to youth leadership and wellbeing. Notice Nature is available to youth through schools and libraries within the three watersheds, inclusive of Lloydminster, the Battlefords, Saskatoon, Prince Albert, Kindersley, and surrounding rural and municipal communities.



Two youth participants exploring northern Saskatchewan nature while completing their Bird ID, Plant, and Tree and Shrub ID Notice Nature Activity Cards. (Photo credit: Robin Flicek).

## SaskTel Be Kind Online

Be Kind Online is an initiative to bring awareness and education to cyberbullying and cyber safety. It is also a reminder that everyone has an obligation to monitor their online behaviour and share in the opportunity to spread positivity. We all leave behind a mark online - a digital fingerprint - which is formed by our actions and behaviours. Be Kind Online asks today's youth to ensure the mark they leave online is a positive one. As an organization committed to diversity, inclusion, and acceptance, SaskTel is proud to lead this initiative and help empower those committed to changing online behaviour for the better.



The Ministry of Education has partnered with SaskTel Be Kind Online to provide program resources, supports, and funding related to Saskatchewan's Action Plan to Address Bullying and Cyberbullying.

## BE KIND ONLINE RESOURCES

From kids to teens, teachers to parents, Be Kind Online has resources available for everyone to learn how to stay safer online, find assistance for those in need, or simply how to be a better advocate for inclusion. For more information visit the Resources page at [bekindonline.com](https://bekindonline.com).

## BE KIND ONLINE GRANTS

Grants are awarded to people and groups who strive to be a positive force in our community. Be Kind Online believes in spreading kindness and empowering people to have their voice heard, and rally others to Be Kind Online (and in person). In 2022/23 Be Kind Online grants were increased to a maximum of \$1,500 for youth-led kindness initiatives. In 2022/23, 20 grants totaling \$28,000 were awarded.

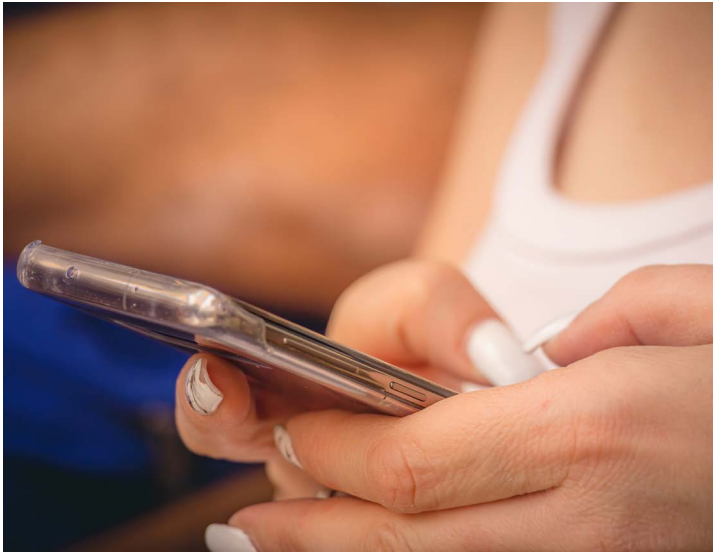
## BE KIND ONLINE GRANT HELPS STUDENTS CONNECT WITH LAND AND TRADITION

Thanks to a Be Kind Online grant, 48 students from Ecole Centennial School in Regina had the unique opportunity to learn first-hand about Indigenous history and culture through the school's Land-based Program. A Knowledge Keeper worked with students to scrape three raw hides with moose leg bones over the course of two days. The hides were then used to create hand drums, ribbon skirts and other traditional items. Students then visited each of the school's classrooms to give a presentation about the objects and what they represent in Indigenous culture. SaskTel is proud to support this initiative as it aligns closely with the Be Kind Online philosophies of inclusion, positivity, and influencing social change.



Traditional hand drums students created

## Phones for a Fresh Start - Social Impact



SaskTel distributes wireless phones and phone cards to Provincial Association of Transition Houses and Services Saskatchewan (PATHS) member agencies across the province to help people fleeing domestic abuse. Many people leave abusive situations without a phone. The donated phones help them stay in contact with loved ones, look for a job, and a new home. Most of all, the phone provides them safety. In 2022/23, SaskTel provided 499 cell phones and \$12,400 worth of phone cards to PATHS.

SaskTel Phones for a Fresh Start also supports youth transitioning out of permanent or long-term care from the Ministry of Social Services. In 2022/23, SaskTel provided the Ministry of Social Services 100 cell phones and \$2,000 worth of phone cards to assist youth in their progression to independence.

## SaskTel TelCare

TelCare launched in 1950 as a way for SaskTel employees to give back to their communities. Over 600 employees contribute regularly to the SaskTel TelCare fund through voluntary payroll deductions and SaskTel makes an additional donation of \$0.50 for every employee dollar donated.



Every year, TelCare members vote on which registered charities in their communities they would like to support. This means that all money raised in a community stays close to home where members can see how their support is making a difference.

This year the employee-driven program raised \$128,832, that when combined with SaskTel's commitment to match 50 percent of each donation, has allowed the fund to donate a total of \$193,250 to 44 charitable and non-profit organizations across Saskatchewan.

## VICTORIA HOSPITAL FOUNDATION RECEIVES 2022 TELCARE DONATION

For pediatric patients at the Victoria Hospital Foundation in Prince Albert, family support, presence and involvement are critical to their sense of comfort while hospitalized; however, the Victoria Hospital Foundation understands that self-care activities are also an important coping mechanism for sick kids. In 2022, the hospital received a TelCare donation that will supply pediatric patient comfort care items to help improve hospital stays for children. These items include baby swings, bouncy chairs, teddy bears, art kits and puzzles, among other items. In total, \$8,835 in TelCare funds were distributed across five non-profit and charitable organizations in the Prince Albert and District in 2022.



Jordan Weatherbee (r) SaskTel Customer Services Manager and President SaskTel TelCare presents TelCare cheque to staff from Victoria Hospital.

## The SaskTel Pioneers

SaskTel has always embraced giving back to the communities we serve through the SaskTel Pioneers. Comprised of a network of both current and retired SaskTel employee volunteers, the Pioneers' mission is to effect immediate, tangible change in Saskatchewan. The SaskTel Pioneers have a membership of 3,743 within 12 different clubs.

In 2022/23 the SaskTel Pioneers contributed \$273,937 in financial donations to organizations including the Regina Cancer Patient Lodge and the Central Butte Community Day Care. In addition, the Pioneers provided \$902,116.55 of in-kind donations such as the Hug-a-Bears, Heart Pillows, and Computers for Schools. Total volunteer hours equated to 31,860.



The SaskTel Pioneers continue to operate several charitable programs including:

### THE SASKTEL PIONEERS SALVAGE PROGRAM

Salvage Sales is the result of a partnership between SaskTel and the SaskTel Chapter #59 Pioneers. The Pioneers work to dispose of salvage computers and equipment for SaskTel, with proceeds from sales distributed to support Pioneer projects in various communities.

### 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 90,000 computers to Saskatchewan, and part of more than 1.5 million computers nationally. In 2022, CFS donated 4,996 computers to schools, libraries, non-profit organizations, and low-income families across the province.

CFS operates two volunteer repair and refurbishing centers in Saskatoon and Regina where surplus computers are cleaned, refurbished, and prepared for delivery. Volunteer workshops are staffed by SaskTel Pioneers and interns from the Technical Work Experience Program. The Technical Work Experience Program is a federal program offering a broader array of digital and soft skills to youth drawn from diverse communities and backgrounds. All federal government departments contribute their surplus equipment to CFS as part of the Treasury Board Directorate. In addition, several Saskatchewan Crown corporations, private companies, and personal donations continue to make this program successful.

## SaskTel Pioneers Host Free Personal Income Tax and Benefit Filing Clinics



The Community Volunteer Income Tax Program (CVITP) works with community organizations like the SaskTel Pioneers to host free personal income tax and benefit filing clinics across the country.

CVITP presented by the Canada Revenue Agency (CRA), works with community organizations like the SaskTel Pioneers to host free personal income tax and benefit filing clinics for low-income individuals or families across the country. In Regina, the SaskTel Pioneer Volunteer Tax Clinic assisted with 2022 tax returns by offering in-person service via appointment or via drop-in as well as a drop-off service. An appointment only CVITP Clinic was also hosted by the Melfort Chapter of the SaskTel Pioneers at the Melfort Public Library. Since 2013, the Regina clinic has completed more than 40,000 tax returns resulting in about \$100,000,000 of benefits from those returns.

# SASKTEL PIONEERS IN SASKATOON AND REGINA CREATE QUILTS FOR GOOD CAUSES

Since 2004, members of the Pioneer HAD Allen Club in Regina have been making quilts and donating them to individuals in-need throughout the community – such as patients at the Allan Blair Cancer Centre. This year Jolene Norlene from the Regina Pioneers expanded the initiative’s reach and taught quilting skills to members of the Bridge City Pioneers in Saskatoon. After five days of quilting, the Saskatoon group was able to donate two quilts to Hyde Park, a Saskatoon retirement home, and 12 to Saskatoon Interval House, a safe house for women and children leaving violent situations.



Karen Skwark (l) and Cheryl Laliberte work on quilts at a recent quilting bee in Saskatoon.

## SaskTel maxTV Local on Demand

SaskTel is proud to provide diverse and unique television programming featuring Saskatchewan stories and people on maxTV Local on Demand. In 2022/23, \$2,501,199 was invested directly towards the creation and acquisition of local programming featuring community-based sports, athletes, artists, businesses, musicians, and events.

The programming featured on maxTV Local on Demand is another strong example of SaskTel’s commitment to Saskatchewan as we feature content that allows us to connect people across the province in a unique way – through the camera lens.

We are steadfast in offering content that is relevant and of interest to both urban and rural residents. The maxTV Local on Demand team is continuously working to add value for our maxTV customers and we encourage viewers to submit recommendations for future video content through our website.



Italian Star Deli owner Carlo Giambattista featured in maxTV Local on Demand’s Behind the Menu: Italian Star Deli.

## Connecting with Community Challenge

Each year, the Connecting with Community Challenge allows SaskTel and its employees to raise funds for an organization in-need – such as the Food Banks of Saskatchewan or those that work directly with homeless individuals.

In April 2022, SaskTel, its employees and the SaskTel Pioneers took on the ‘Plant a Seed for Peace’ challenge and collectively raised a total of \$50,000 to help support displaced Ukrainian families who resettled in Saskatchewan to escape the conflict in their home country. All donations went directly to the Ukrainian Canadian Congress of Saskatchewan (UCC). The organization provides programs

and services for the Saskatchewan community to maintain, develop and share its Ukrainian Canadian identity and aspirations.

As a ‘thank you’, each employee received a package of sunflower seeds – Ukraine’s national flower – to plant in their gardens, representing a message of support for the country and its people.

## Economic Impact of SaskTel Cares Contributions

With the use of Statistics Canada Input-Output Economic Multipliers for the Saskatchewan economy, the impacts of SaskTel’s community contributions result in direct and indirect economic changes<sup>1</sup>. Direct impact from SaskTel Cares initiatives is defined as production changes in the economy as a direct result of these community

contributions. Indirect means production changes in the economy due to the receiving organizations re-spending the community investment from SaskTel. Induced impact is production changes in economic activity resulting from household spending of incomes earned from directly and indirectly affected organizations.

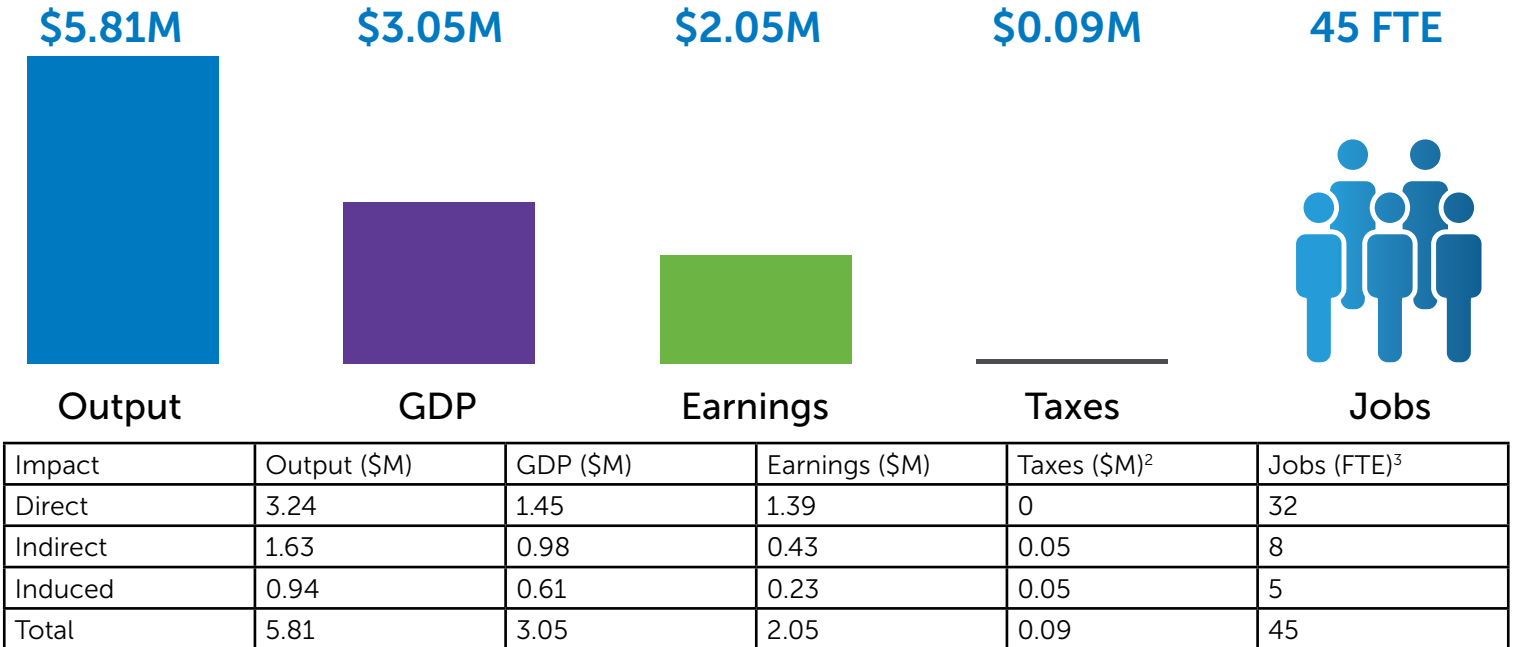
### SPONSORSHIPS, BE KIND ONLINE GRANTS, SASKTEL PHONES FOR A FRESH START AND SASKTEL TELCARE

SaskTel provided \$3,243,945 in community investment including:

- \$2,946,626 in sponsorship funding.
- \$28,000 SaskTel Be Kind Online grants.
- \$76,319 worth of phones and phone cards through SaskTel Phones for a Fresh Start.
- \$193,000 in donations through SaskTel TelCare funding.

This produced the following economic impact:

### Total Sponsorship, Be Kind Online Grants, Sasktel Phones for a Fresh Start & Sasktel Telcare Economic Impact



<sup>1</sup>The economic impact estimation is based on Statistics Canada’s most recent (2019) Input-Output Economic model. Expenditures were classified using NAICS (North American Industry Classification System) codes, including Radio and Television Broadcasting [BS515100], Telecommunications [BS517000], Grant-Making, Civil, and Professional and Similar Organizations [NP813A00]. Validity of the estimates are dependent on an accurate classification of the expenditures, and the assumption of a static relationship between the sectors.

<sup>2</sup>Government tax revenues arise from personal income taxes, corporate income taxes, taxes on products (e.g., PST and GST), and taxes on production (e.g., property taxes, permits and licenses, etc.)

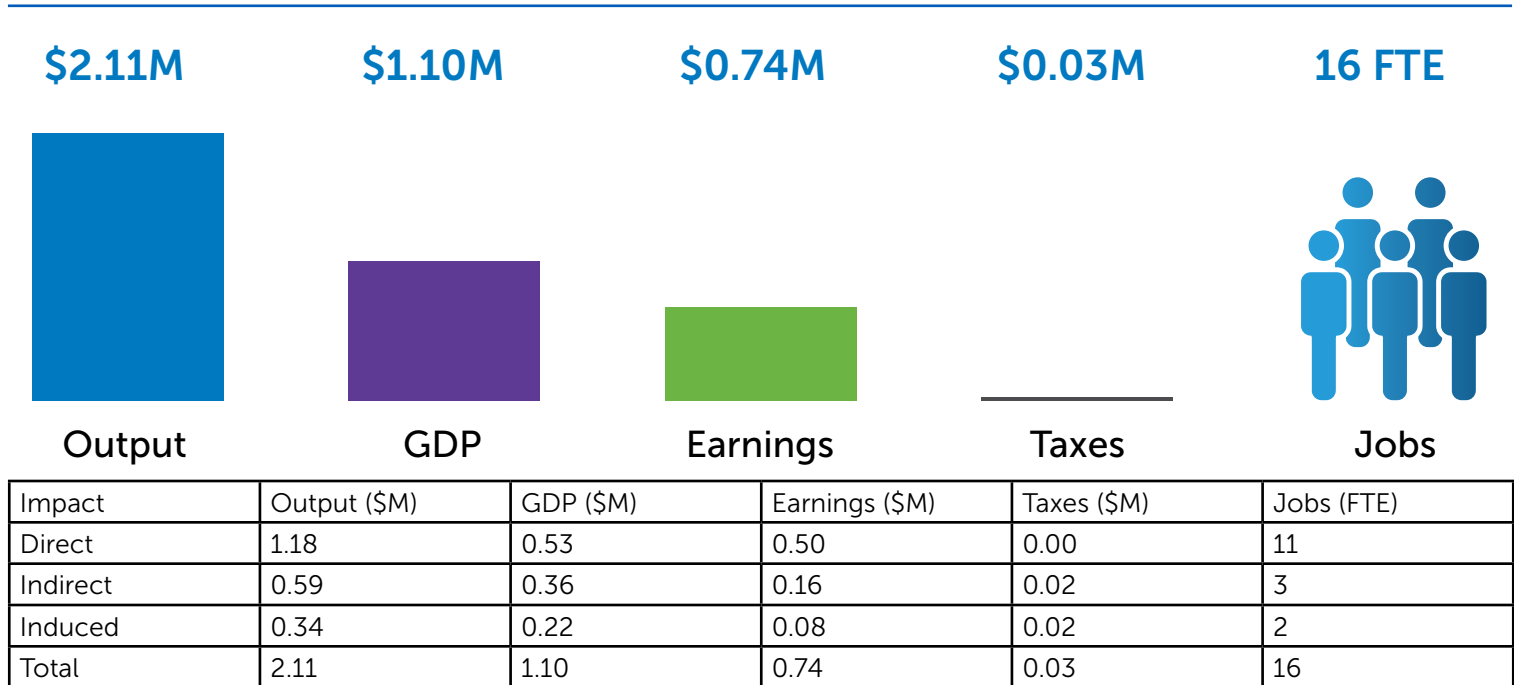
<sup>3</sup>One FTE is the equivalent of one person working full time for a full year. One FTE is also the same as one “person year” of employment.

## SASKTEL PIONEERS

The SaskTel Pioneers contributed \$273,973.37 in financial donations and \$902,116.55 in in-kind donations to Saskatchewan charitable causes for a total of \$1,176,089.92.

This produced the following economic impact:

### Total SaskTel Pioneers Economic Impact

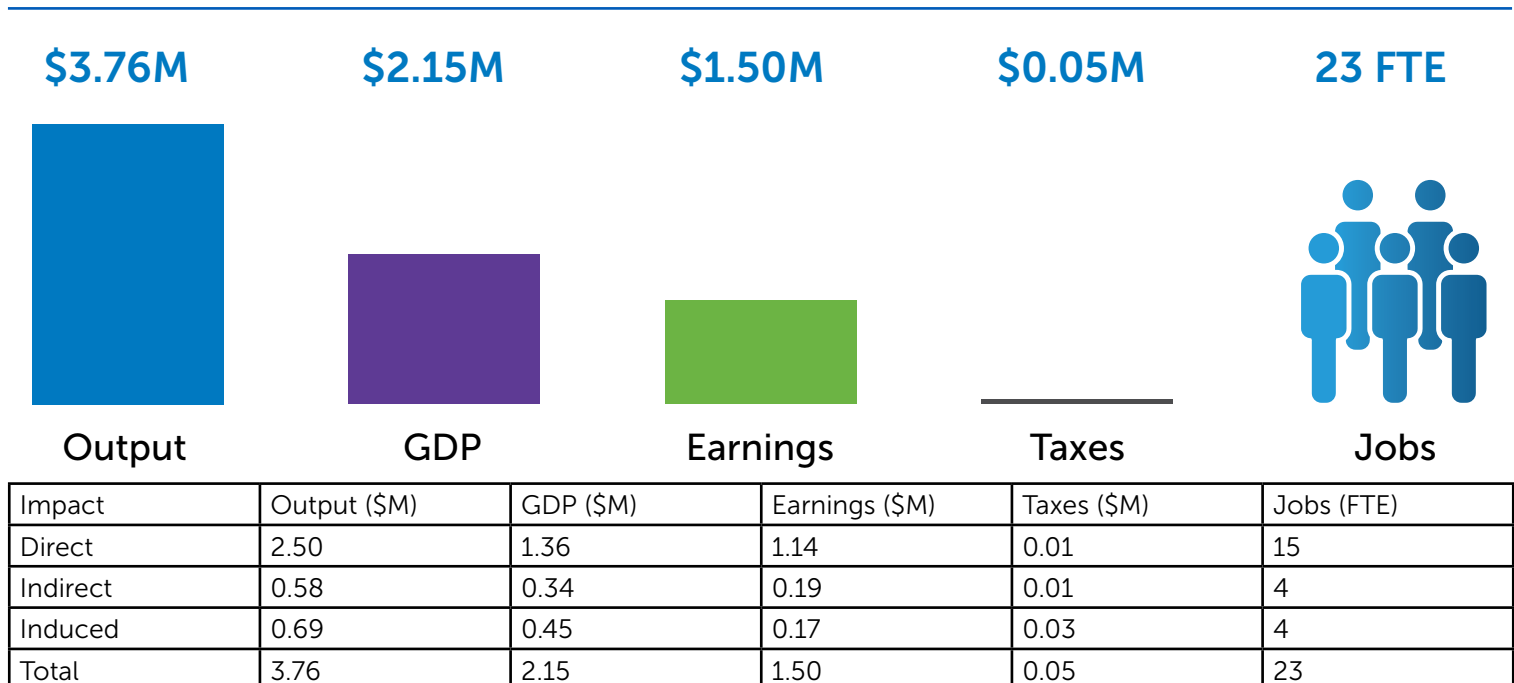


## MAXTV LOCAL ON DEMAND

SaskTel invested \$2,501,199 directly towards the creation and acquisition of local television programming covering community-based sports, artists, musicians, and events on maxTV Local on Demand.

This produced the following economic impact:

### Total maxTV Local on Demand Economic Impact





## INVESTING IN SASKATCHEWAN COMMUNITIES

At SaskTel, we are here to serve our customers well and help Saskatchewan communities prosper. As we continue to strengthen our networks to deliver world-class connectivity to more people, we are also pushing ourselves to innovate and constantly improve the performance of our operations using local talent and goods purchased from companies across the province.

SaskTel invested **\$354.3 million in capital** during 2022/23 delivering the fastest Internet, Wi-Fi and 5G mobile technologies in Saskatchewan. This investment will continue to improve the coverage, capacity, reliability, and speed of our networks while creating opportunities to provide additional enhancements and capabilities in the future

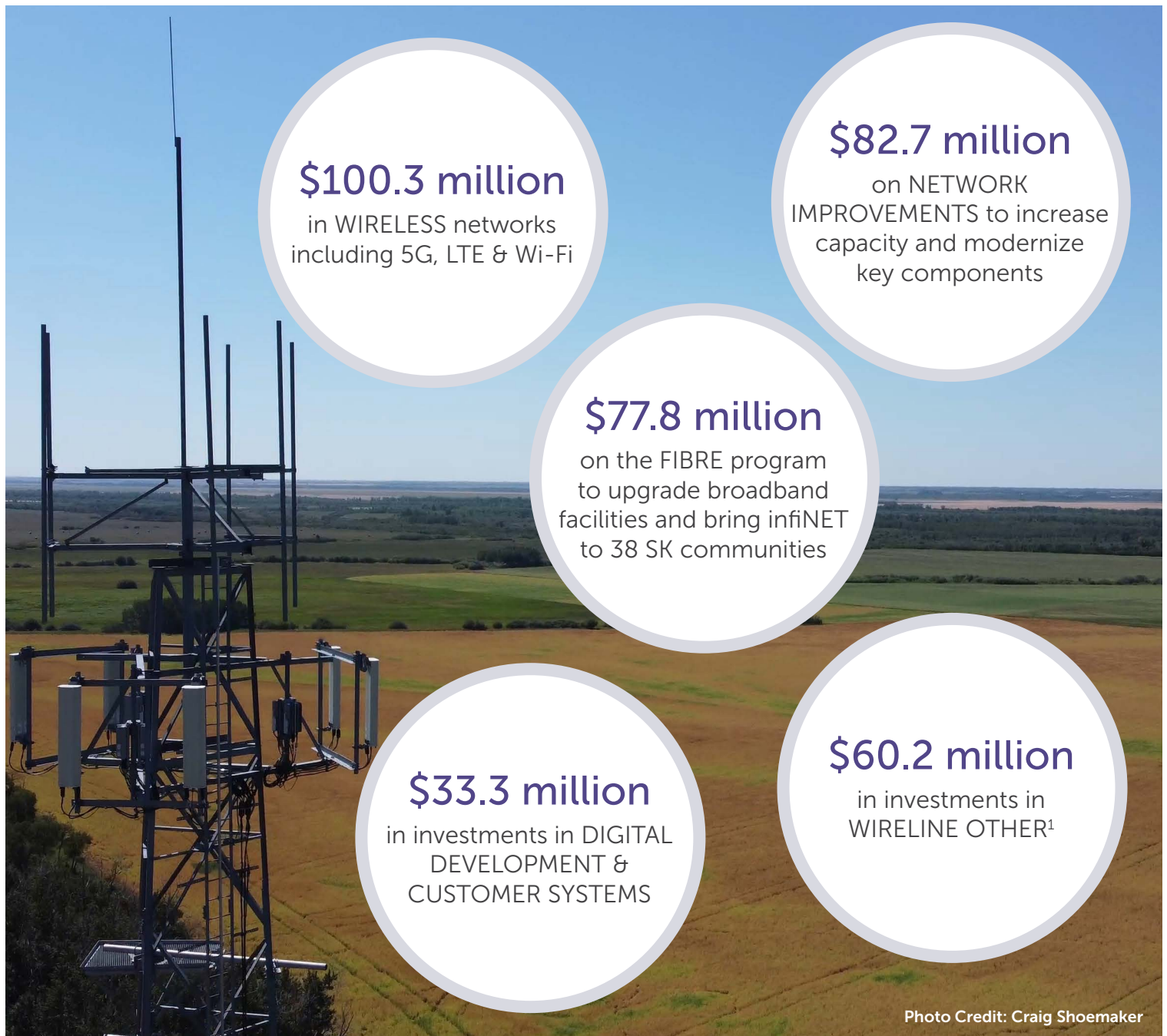


Photo Credit: Craig Shoemaker

<sup>1</sup>The \$60.2 M investment in wireline other is mainly made up of:

- Investments in buildings and operations to perform necessary installations, repair and construction services.
- Investments in data centres to meet customer demand and increased growth.
- Investments in projects with the objective of expanding SaskTel's product and service offering.
- Purchase of materials and supplies to support ongoing projects such as 5G and expanded fibre offerings.

## Economic Impacts of SaskTel Investments

The goal of any economic impact analysis is to help quantify the economic contributions of an industry, business, or project to the broader community or, in this case, province. In general, economic impacts are estimated utilizing well-established quantitative measures of economic activity such as output, jobs, or GDP.

With the use of Statistics Canada Input-Output Economic Multipliers for the Saskatchewan economy, the impacts of SaskTel's community contributions result in direct and indirect economic changes. Direct impacts are defined as changes in the economy that occur as a direct result of SaskTel expenditures and the businesses that would initially receive income from our operations. Indirect impacts arise from changes in the economy due to the recipient businesses and suppliers re-spending the revenue they receive from SaskTel. Induced impacts are changes in economic activity resulting from household spending on goods and services from the incomes earned from directly and indirectly affected businesses. Total impact refers to the sum of the direct, indirect, and, if applicable, induced impacts.

With the use of this model for the Saskatchewan economy, we can determine that SaskTel's capital investments have resulted in direct and spinoff economic impacts across the province<sup>1</sup>.

While an economic analysis provides valuable insight into the effects of a business or industry, it is important to be mindful of some of its key features and limitations. For one, the results of an economic analysis must be understood as estimates, not precise figures.

Secondly, economic impact analyses do not address all aspects of economic contribution. For example, SaskTel's potential impact on community reinvigoration or development, as well as broader societal contributions, cannot be adequately captured. The focus here is on the economic impact of SaskTel. Additionally, the method used to produce this year's results can be repeated in subsequent years for comparison.

### HIGHLIGHTS OF SASKTEL'S ECONOMIC IMPACT IN 2022/23

In 2022/23, SaskTel invested a total of \$354.3 million in capital across the province. Using Statistics Canada's Input-Output economic model, the total estimated economic impacts created by SaskTel project investment and operations spending to March 31, 2023, are:

Impact	Output (\$M)	GDP (\$M)	Earnings (\$M)	Taxes (\$M) <sup>2</sup>	Jobs (FTE) <sup>3</sup>
Wireless	132.5	79.2	33	2.6	454
Network Improvements	109.2	65.3	27.2	2.2	374
Fibre	102.8	61.5	25.6	2	352
Digital Development & Customer Systems	44	26.3	11	0.9	151
Wireline Other	79.5	47.6	19.8	1.6	272
<b>Total Impact (Direct, Indirect, and Induced)</b>	<b>468</b>	<b>279.9</b>	<b>116.6</b>	<b>9.2</b>	<b>1602</b>

A value of \$468.0 million summarizes the overall economic impact, or total impact, of SaskTel in the provincial economy. We can also determine that SaskTel's activities generate a total of \$9.2 million in tax revenues.

The full publication of [SaskTel's Annual Report](#) expands on SaskTel's capital investments.

<sup>1</sup>Statistics Canada's most recent (2019) Input-Output Economic model utilizes reported, industry-wide data and reflects the structure of the economy in the particular year data was collected. As such, the model's economic impact multipliers represent average effects estimated across entire industries which may or may not reflect the activities or a specific organization or business. Expenditures were classified using NAICS (North American Industry Classification System) codes, including Radio and Television Broadcasting [BS515100], Telecommunications [BS517000], Grant-Making, Civil, and Professional and Similar Organizations [NP813A00]. Validity of the estimates are dependent on an accurate classification of the expenditures, and the assumption of a static relationship between the sectors.

<sup>2</sup>Government tax revenues arise from personal income taxes, corporate income taxes, taxes on products (e.g., PST and GST), and taxes on production (e.g., property taxes, permits and licenses, etc.)

<sup>3</sup>One FTE is the equivalent of one person working full time for a full year. One FTE is also the same as one "person year" of employment.

## OUR PEOPLE AND CULTURE

At SaskTel, our greatest strength is our people. We value our diverse workforce and are committed to employee standards that enable all to thrive. Our core values of Honesty, Integrity and Respect are the foundation for how we work.

As one of Saskatchewan's largest employers, we are committed to fostering a healthy work environment that supports opportunities for all. As an organization, we are continually working to expand and strengthen corporate-wide initiatives that drive inclusion, wellness and safety, connectedness, and growth. To drive our innovative culture, we are also pushing boundaries and learning new ways to support our employees' development and advancement. Today, and into the future, we want to be

an employer of choice for both Saskatchewan's current workforce and our province's next generation of leaders.

During the past year, we took additional steps to foster an inclusive and collaborative culture across our business that encourages employees to pursue new challenges, express their authentic selves, and find balance in both work and life.

What does our culture mean to us?

**At SaskTel, our culture means everything.**

SaskTel thrives because our employees thrive and feel supported by the quality, quantity and accessibility of programs and policies that support their growth and success. No matter where our employees are located or the size of their department, they have access to tools and resources to remain engaged and feel connected to the business.



Our culture is driven by three guiding principles:

### **Our People are Our Strength:**

Our people are the foundation of our success. Our people are inclusive, talented, dedicated, caring, and have a passion for our province and our company.

### **We Deliver Exceptional Customer Experience:**

We care about our customers. We are focused on our customers and make their overall experience one that sets us apart from others.

### **We are Accountable and Responsible:**

We hold ourselves and others accountable, as we know we are responsible to the people of Saskatchewan financially, environmentally, and through our social impact.

# Workforce Diversity



Roberta Williams, SaskTel Service Representative

As of March 31, 2023, SaskTel employed 3,103 employees across a wide range of ages fostering collaboration between generations. Our employees’ diverse cultural backgrounds also help us to mitigate bias and better understand the experiences and wishes of our customers.

## Total Employees by Age

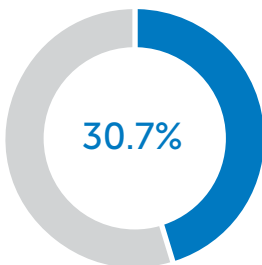
Age Demographic	Permanent	Temporary	Part-time	Total
Under 30	100	65	124	289
30-50	1427	116	176	1719
51 and over	1049	11	35	1095

Through our diversity and inclusion initiatives and representative workforce strategy we aim to have a workforce that is representative of the province that we serve. Our executive and management teams are engaged in advancing inclusion, recruiting and retaining diverse talent, and promoting a sense of belonging among teams. For over forty years, we have also worked diligently to meet the expectations and standards set by the Saskatchewan Human Rights Commission’s Equity Program.

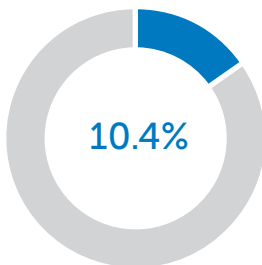


## SaskTel Employees by Designated Groups

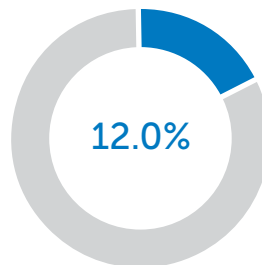
Women in Underrepresented Roles



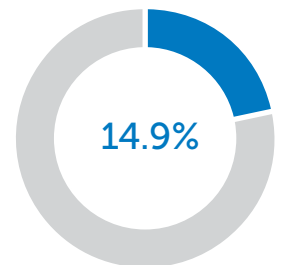
Indigenous Peoples



Persons who Experience Disabilities



Visible Minorities



To enable employees with diverse backgrounds, knowledge, and experiences to bring their whole selves to work, SaskTel supports four distinct employee network groups focused on driving understanding and connectedness. Some of their achievements in 2022/23 include:



The SaskTel Aboriginal Employees Network (SAEN) is the longest-standing employee network in the Crown corporations, celebrating 28 years in 2022. SAEN continues to impact SaskTel and our

collective understanding of Indigenous culture through a series of events and activities, including Lunch and Learn events and meetings that include Elder teachings and the sharing of cultural information. A few highlights from this past year include a session on Cultural Engagement with Dakota/Lakota Artist Holly Rae Yuzicapi and Medicine Walk/Sage Picking event led by SaskTel's Indigenous Engagement Manager, Fawn Redwood.

One program of great pride for SAEN is the Greeting Card Program. Each year, artwork for the cards is chosen through a competition open to Indigenous students attending participating high schools in the province. All profits from this annual initiative support the purchase of new art supplies and help to strengthen art programs in our community schools.

To connect in the community, SAEN members also attended the 2022 Miyo-wīciwītowin Day event held at Mosaic Stadium and volunteered at the National Indigenous People's Day event in Regina. SAEN also worked with a local Indigenous artist to create a new shirt in honour of Orange Shirt Day, otherwise known as the National Day for Truth and Reconciliation. Thanks to employee purchases, a total of \$500 was raised for Chili for Children.



SaskTel Employee Network on Disability (SEND) is a proactive group of employees who work collectively to support the inclusion of people who experience a disability at SaskTel. Since its inception 10 years ago, SEND

members have continued to use their voice to ensure people who experience disabilities are represented, valued and respected for their contributions across SaskTel. SEND's mission is to provide a forum to support all people at SaskTel who experience a disability, whether visible or non-visible, and to act as a resource for SaskTel to understand disability issues and help to implement inclusive programs, products, and services.

In 2022, SEND commemorated the International Day of Disabled Persons by hosting a Lunch and Learn on rare diseases. During the event, a SEND member shared their experience and the challenges they faced in getting access to revolutionary medicine for their child with a rare disease. A SaskTel retiree and former SEND member also provided insight into their lived experience as a person living with Multiple Sclerosis.

SEND members also helped to inform and design SaskTel's new disability awareness course which provides employees with communications tips, examples of inclusive language, and education on recognizing unconscious biases.

group of employees who believe in the future of SaskTel and shaping generations of leaders through networking opportunities, social events and community engagement. They also strive to create a supportive environment for all employees no matter where they are on their career journey. In 2022/23, SaskTel O.N.E. members were able to return to a large variety of in-person events and activities that had been on hold due to the COVID-19 pandemic restrictions, including:

- Social events, such as Summer Student Send Off and Crown Connections Networking Event.
- Sports & Recreation Activities, such as the KidSport Corporate Challenge, Crown Slo-pitch Tournament, and Annual Ice Breaker Classic (Curling Tournament).
- Education and Learning Events, such as Lunch and Learns on a variety of different topics (e.g., Telco Cloud Lunch and Learn, Cybersecurity Awareness Month Discussion Panel, and a Meet the SaskTel Innovation and Collaboration Team event).



SaskTel Employee Rainbow Alliance (SERA) is a 2SLGBTQI+ employee advisory committee formed in 2019 to provide input, guidance and education on key

issues impacting the 2SLGBTQI+ community. In 2022/23, the committee:

- Offered learning opportunities, such as a virtual Lunch and Learn on the topic of Understanding Gender, presented by the Pride Alliance Network (PAN). The presentation explored the topic of gender with a focus on transgender identities.
- Helped promote and raise awareness of Pride Month. Members helped to design a special edition rainbow SaskTel Proud shirt that was available for purchase during the month of June.
- Compiled a list of Pride events happening throughout the province which was communicated corporately.

## GROWING OUR DIVERSE WORKFORCE

We grow our workforce by building relationships, actively supporting employment opportunities, working with educational institutions, and working with agencies focused on diversity.

### INDIGENOUS RECRUITMENT INITIATIVES

SaskTel is committed to taking positive steps to advance truth and reconciliation in tangible and meaningful ways. As part of our efforts, we established a new Indigenous Engagement Management role at SaskTel in 2022 to promote Indigenous recruitment and retention efforts and to implement new engagement approaches tailored to the specific contexts of Saskatchewan's Indigenous communities.

We continue to grow and develop relationships with Indigenous candidates by attending career fairs, participating in pre-employment workshops, and through career counselling initiatives. This past year, we continued relationship building with the Indigenous Student Success Centre at the First Nations University of Canada (FNUniv), conducted mock interviews with high potential students, and carried out employment workshops and presentations about SaskTel being an employer of choice where attendees could access resume writing support. After the hiring process, Indigenous employees also have access to career coaching and guidance to help them manage their careers and develop professionally.

### NEW CANADIANS RECRUITMENT INITIATIVES

SaskTel is committed to helping newcomers succeed in the provincial labour market and integrate into their new home communities. As many newcomers immigrate to Canada to further their education, SaskTel works to recruit these skilled graduates from our post-secondary institutions. SaskTel also maintains productive relationships with organizations that provide settlement and integration services such as the Regina Open Door Society and Saskatoon Open Door Society. Finally, SaskTel also works with the Saskatchewan Immigrant Nominee Program to vet and expedite the immigration process for qualified candidates for in-demand and hard-to-fill vacancies. In 2022, we nominated eight employees.

### 2SLGBTQI+ RECRUITMENT INITIATIVES

SaskTel is committed to ensuring that our hiring process is inclusive and welcoming for all. To be better allies to current and future 2SLGBTQI+ colleagues, our Selection and Staffing team attended a "Understanding Gender" Lunch and Learn event put on by SERA and have adjusted the hiring process to include more inclusive language and non-binary pronoun options.

## PEOPLE WHO EXPERIENCE DISABILITY RECRUITMENT INITIATIVES

---

SaskTel's goal is to remove employment barriers and enable individuals who experience disability to move into meaningful and fulfilling roles that allow them to build relationships and independence in the community. To achieve this, we work with organizations such as Saskatchewan Abilities Council, Partners in Employment (Regina and Saskatoon), Autism Resource Centre, Inclusion Saskatchewan, Creative Options Regina, Saskatchewan Association of Rehabilitation Centres (SARC), and Campus for All to support the following programs:

- **4to40:** This initiative connects people experiencing disability with employers who embrace a flexible 4 to 40-hour work week, and we proudly employ three employees through this program.
- **Supported Employment:** In 2012, SaskTel and the Saskatchewan Abilities Council took this ground-breaking initiative a step further and developed a formal commitment to work together to support employment opportunities for individuals that experience cognitive disabilities. All of SaskTel's 17 supported employees are provided job aids relevant to their workspace, as well as access to a job coach for as long as needed through the program.

## THE EQUITY HIRING PROGRAM

---

To be competitive with other employers and improve diversity representation at all levels, the Equity Hiring Program was created at SaskTel. It allows for proactive hiring of equity candidates when a vacancy is not available. The Equity Hiring Program has funding for approximately 10 full-time positions for one year.

## Supported Employee Showcases Many Talents

Shea Mueller – who is diagnosed with a form of autism spectrum disorder and employed at SaskTel under SaskTel's Supported Employment Program - placed first in his division for the Intermediate Slalom, Intermediate Giant Slalom and Intermediate Super Gravity Slalom (Super G) events at the Special Olympics Manitoba 2023 Winter Games.

Shea is just one of several individuals employed at SaskTel under the Supported Employment Program. It provides employment opportunities at SaskTel for individuals with a developmental disability in a manner that meets the skill set of the individual through the already established job-carving process.

Shea, like those employed under the program, brings a lot of value to our organization. Not only is Shea skilled in athletics, but he also has a knack for creative flair that is recognized by his colleagues.



Shea Mueller (c) receiving one of his three medals at the Special Olympics Manitoba 2023 Winter Games in Winnipeg.

## Next Generation Workforce



Poojan Vyas, SaskTel Engineer

Getting the next generation of workers excited and interested in working at SaskTel is something we are passionate about. We believe that one of our greatest assets is the ingenuity and energy of our next generation workforce.

- **High School Engagement:** SaskTel partners with numerous high schools as part of our long-term recruitment strategy. We provide industry-specific resources, mentors, coaching, and technology to stoke interest in STEM (science, technology, engineering, and mathematics)-related fields and promote future pipelines of talent. This year, SaskTel provided students enrolled in the Electrical & Electronics program at Yorkton Regional High School and Campus Regina Public with enhanced training resources and support in basic telephony and fibre installation. We also worked with the Regina District Industry Education Council on career spotlight events.
- **Work Placements:** The Work Placement Program provides non-paid opportunities for young people and new workers to develop job skills through job shadowing or participating in hands-on work within SaskTel for a five to six-week period. Each individual is sponsored by a partner high school or local organization that delivers adult learning and/or career services. There was a total of four work placements brought into SaskTel for 2022.
- **Post-Secondary Internships:** SaskTel continues to create and enhance relationships with students and educators alike at Saskatchewan's universities and technical colleges including the Saskatchewan Indian Institute of Technology (SIIT), University of Saskatchewan,

University of Regina, and Saskatchewan Polytechnic. In 2022, SaskTel hired a total of 49 summer students and provided 31 Co-operative education internship opportunities.

- **Junior Engineer Excellence Program (JEEP):** SaskTel was pleased to re-launch this program for 2022/23 which targets new Bachelor of Engineering (BE) grads who have specialized in an electrical or computer-related field and are qualified to register as a Professional Engineer or Member in Training. All junior engineers are paired with a SaskTel Senior Engineer and team of technologists who provide mentorship and direction. SaskTel successfully hired five new Junior Engineers this year who are serving in our Technology Division.



Braden Masse, SaskTel Engineer



- Scholarships: SaskTel’s Scholarship program is designed to encourage Saskatchewan youth to pursue full-time post-secondary education in fields directly related to the telecommunications industry. The following scholarships were awarded this year:
  - » Eight SaskTel scholarships are awarded annually at \$3,000 each.
  - » Three SaskTel / SIIT scholarships are awarded to students annually attending Saskatchewan Indian Institute of Technologies at \$1,500 each.
  - » Nine SaskTel Metis Scholarships are awarded annually to Metis students at \$2,000 each. This is a partnership with Gabriel Dumont Institute – Training & Development.

## Enabling our People to Thrive



Darryl Koszman, SaskTel Service Representative

The work that we do at SaskTel matters. It is about securing a better quality of life for all Saskatchewan people and making a difference in our customers’ lives.

As an employer, we want to ensure that our people can thrive. We are committed to providing a physically and psychologically safe workplace through prevention, promotion of health, and assisting with resolution of incidents and concerns. We also engage and seek feedback from our team members to prioritize opportunities and gain insight on issues that are top of mind and impacting their ability to thrive.

To us, employee well-being means many different things. It is about investing in our employees’ growth and development, recognizing their efforts through our Connections rewards program, partnering with Unifor, promoting safe practices and wellness activities, and providing them with support when and if they need it.

## ANNUAL ENGAGEMENT SURVEY

The development of an engaged, talented, and inclusive workforce is a key goal for SaskTel. Every year, our annual engagement survey invites all employees to provide their

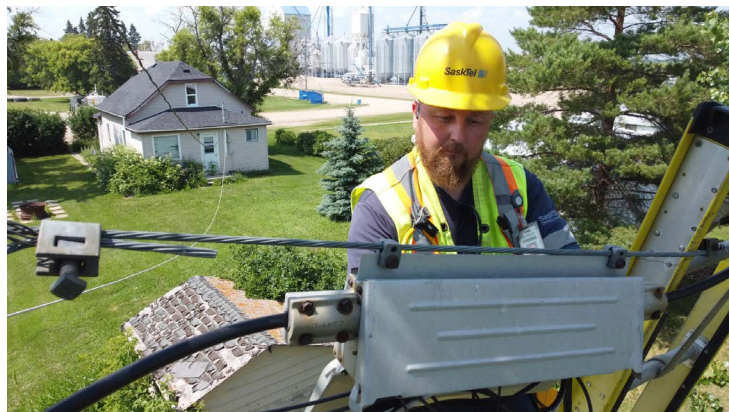
feedback and ideas so we can continue to evolve the employee experience and improve our work environment.

The survey is conducted in partnership with TalentMap, a Canadian company that has helped many organizations measure and manage employee engagement. We are proud to say that 78% of employees voluntarily took part in the survey in 2023, and our overall engagement score remained steady year over year at 72%.

## Physical Safety

SaskTel is committed to creating a work environment focused on safety and employee well-being and recognizes that all employees have the right to work in a safe and healthy work environment.

As part of this commitment, SaskTel provides employees with all resources required to perform work safely while complying with or exceeding all regulatory requirements and industry standards. We also work to ensure a commitment to safety is shared among all employees, contractors and other third parties working on behalf of SaskTel. Our safety focus flows into every aspect of the business.



Craig Shoemaker, SaskTel Field Services Technician.

Photo credit – Craig Shoemaker.

Our safety focus has the following objectives:

- To ensure a safe and healthy work environment based on employee engagement and communication of SaskTel’s safety program. To promote ongoing consultation, cooperation and information sharing across the business to promote improvements and faster responses to concerns. To meet or exceed regulatory requirements of the Canada Labour Code and applicable provincial legislation and regulations.
- To eliminate or minimize hazards and risks that may result in injuries or illnesses, service interruptions, property damage or property loss.
- To ensure employees, contractors, agents, and other third parties working on behalf of SaskTel understand

and apply all safety standards and practices.

- To cooperate with all levels of government and relevant organizations concerning health and safety matters.

Our Record:

- ▶ Total injury frequency rate (per 100 employees) - 1.57
- ▶ Fatalities – 0
- ▶ Time loss severity rate – 8.2 days lost per recordable incident

## Employee Health and Well-Being

SaskTel has built a reputation as a respected employer of choice in Saskatchewan, and one of the ways we differentiate ourselves is in how we support the mental and physical health and well-being of our employees. In addition to supporting flexibility for our employees, we believe that empowering people with resources, support, and knowledge is key to finding life satisfaction and a healthy work-life balance.

Recognizing that each employee has different and ever-changing personal and family needs, we offer a variety of services that can be accessed by employees at any point in their career. SaskTel operates six Lifestyle Centers in the province which can be accessed by all SaskTel employees, their spouses, and dependent children. Each year, employees are also provided with a flexible spending account that can be used toward the reimbursement of certain fitness and wellness expenses including home fitness equipment, gym memberships and activity lessons.

Since 1983, we have also operated the SaskTel Employees' Personal Problem Program (STEPPP), an employee assistance program that can be considered part of the fabric of SaskTel. This unique onsite program now in its fortieth year provides clinically educated staff who deliver immediate support and referral services for employees and their family members when they need it most, including when they are dealing with grief, trauma, addiction, or mental health challenges.

STEPPP also established an internal site for employees called Take a Moment that strengthens awareness of the resources available to employees and provides information on topics as diverse as mindfulness, understanding and promoting mental health, elder care, addictions, parenting tips for ADHD, and supporting employees in distress.

SaskTel provides several other resources to support our employees' well-being:

- **Helping Our Own People (HOOP):** This program assists employees whose needs cannot be adequately addressed by traditional assistance programs. Any SaskTel permanent employee, dependent, spouse or SaskTel Pioneer member in Saskatchewan can apply to receive assistance from HOOP. Examples of what HOOP can assist with include travel expenses for employees who require medical treatment out-of-province, medical costs not covered by insurance, or extra childcare required by employees recovering from a complex surgery. HOOP is funded by an annual contribution from SaskTel and receives donations from numerous employee groups and fundraisers. Since its inception, HOOP has allocated over \$1,000,000 to assist employees in times of need.
- **Maternity, Parental and Adoption Leave:** As a family-friendly employer, SaskTel provides a maternity leave top-up for employees for the first 17 weeks of maternity leave. New parents can also access parental or adoptive leave to help them take the time needed to adjust to their new roles.
- **Psychological Safety and Well-Being Training:** All employees have access to online education resources focused on the importance of mental health, well-being, and emotional intelligence.
- **SaskTel Wellness Team:** This employee-driven team actively works to ensure that wellness is kept top of mind in all corners of the province. With an equal emphasis on physical, emotional, mental, and organizational well-being, the SaskTel Wellness Team implemented many successful initiatives throughout the year including focused communications and events on topics such as nutrition, financial wellness, growing meaningful relationships and showing gratitude. They also kicked off 2023 with a corporate-wide stairs and steps challenge to get everyone active.
- **Telework:** Recognizing that SaskTel is made up of diverse teams that must develop and implement suitable workforce strategies to meet their goals, SaskTel offers permanent work from home or hybrid options to eligible employees. Following positive lessons learned from the COVID-19 pandemic and temporary work from home arrangements used during the 2020-21 period, SaskTel now counts approximately one third of employees in the formal Telework program.
- **Other Flexible Work Arrangements** such as voluntary reduced hours, leaves of absence, and job sharing that can help promote a better work-life balance.

## Helping Employees Grow and Develop

At SaskTel, we continuously invest in training and encourage employees to pursue educational opportunities both within the workplace and beyond to grow their knowledge and abilities. SaskTel offers an educational assistance program, the Voluntary Out of Hours Education (VOOHE) program which allows employees to take undergraduate courses, post-graduate degrees, and certifications/micro-credentials to develop for future positions. In 2022/23, SaskTel approved 165 VOOHE applications associated with a total spend of over \$110,000.

Through our e-learning portal, employees can also access thousands of specialized articles, videos, podcasts and training modules no matter where they are, at any time of day, so they can develop and master new skills at their own pace to stay ahead of the curve.

This past year, our employees embraced all types of learning and demonstrated their commitment to lifelong learning through active participation. In 2022/23, an astounding 97% of employees participated in training and courses offered by SaskTel. Employees also took advantage of career path planning and innovative new digital tools to help them evolve their skill sets while simultaneously helping SaskTel respond to business demands.

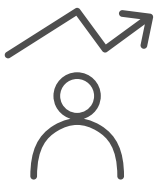
We know that fostering a culture of lifelong learning is critical to SaskTel's future success, for this reason, SaskTel Learning and Development continues to update training opportunities with the latest and most relevant content from across the business world and our industry. Backing these efforts, our annual survey results showed that 84% of our employees felt confident in their current and evolving skillsets to meet the demands of the business.

Ways that SaskTel builds the capabilities of its employees include:



### Aspire

SaskTel's learning portal for employees offers online courses on a variety of topics including technical issues, crisis communications, safety, and customer service excellence. This year, SaskTel also implemented a series of training courses around new leadership characteristics.



### Career Path Programs

SaskTel offers a Technical Career Path which provides career guidance and resources for technical management employees to ensure they are equipped with the technical competencies required for success in our competitive industry. Employees designated in this program receive sponsorship by their Director and are encouraged to pursue challenging areas of new learning including emerging technologies. Our Project Management Career Path provides challenging opportunities for project and program managers within a framework of progression. SaskTel also offers career path and knowledge map resources for employees looking to move into other in-demand areas.



### Digital Coaching

A pilot project was launched in 2022/23 to offer personalized, one-to-one digital coaching to select managers and senior leaders. After a positive first year, the program has been expanded and will be offered to additional managers throughout the company. An upcoming review of the offering will determine whether it is opened across the organization.



### Partnership for Excellence

To help employees achieve their potential, 100% of our employees engage in our Partnership for Excellence (PFE) process. It is a participative process which encourages all employees to take responsibility for continuous improvement in their jobs and their own personal development. It is not simply an annual review of an individual's achievements and successes – it is a continuous two-way process involving communication, goal setting, coaching, recognition, measurement, and development.

## A ROYAL RECOGNITION



Bonny Stevenson, an Executive Administrator with SaskTel Customer Services (Sales & Operations), received the Queen Elizabeth II's Platinum Jubilee Medal (Saskatchewan) in recognition of her significant achievements and community involvement.

SaskTel employees donate tens of thousands of volunteer hours every year supporting valuable initiatives, activities, and events throughout Saskatchewan communities. For their contributions, a group of exceptional employees were recognized and awarded Queen Elizabeth II Platinum Jubilee Medals earlier this year.

Every day, SaskTel employees make meaningful impacts in the lives of Saskatchewan people and communities as part of a strong, province-wide workforce of over 3,000 employees. Outside of working hours, however, you can find many of our employees volunteering their time selflessly for a wide variety of causes and activities.

In January 2023, fourteen very deserving SaskTel employees were presented with the Queen Elizabeth II's Platinum Jubilee Medal (Saskatchewan) in recognition of their significant achievements and community involvement. The medal was created to mark the 70th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne, as well to provide the Province of Saskatchewan a way to honour deserving individuals who embody and demonstrate the ideals of community service.

Bonny Stevenson, an Executive Administrator with SaskTel Customer Services (Sales & Operations), was one recipient. Bonny donates her time generously as a volunteer director for the SaskTel Pioneers and as President of MADD Saskatoon (MADD Canada) and was nominated for the award by fellow employees who continue to be inspired by her naturally giving spirit.

"Volunteering has always been important to me," said Bonny. "I grew up in Rural Saskatchewan where volunteering wasn't an option, you just did it. It is always nice to be recognized but no volunteer ever steps up hoping to be recognized. Without a doubt though, it is a

great honour and a humbling recognition especially when it comes from your peers."

Her involvement with MADD Canada began soon after losing her 17-year-old son Quinn to an impaired driver in 2013. In the ensuing years, she has connected with hundreds of students and families throughout the province and has led important and inspiring conversations on the topic of impaired driving. The difficult and life-changing experience continues to guide her work to raise awareness on the issue.

She added: "My husband and I really want to make sure everyone knows that Quinn's life was important. Death by impaired driver is not an accident, but a choice you make to get behind the wheel. We hope that when people hear Quinn's name, they associate it with the message of always planning a safe ride home before you leave the house."

Reflecting on what has been most memorable about her involvement with the SaskTel Pioneers (Bridge City), she points to the opportunities it has provided to better connect with and support initiatives that make community life brighter.

"One of the Bridge City projects I work on is Families to the Forest. We invite community schools to fill a bus and we take them through the BHP Enchanted Forest in Saskatoon. It is an amazing project and one I'm very proud to be a part of."

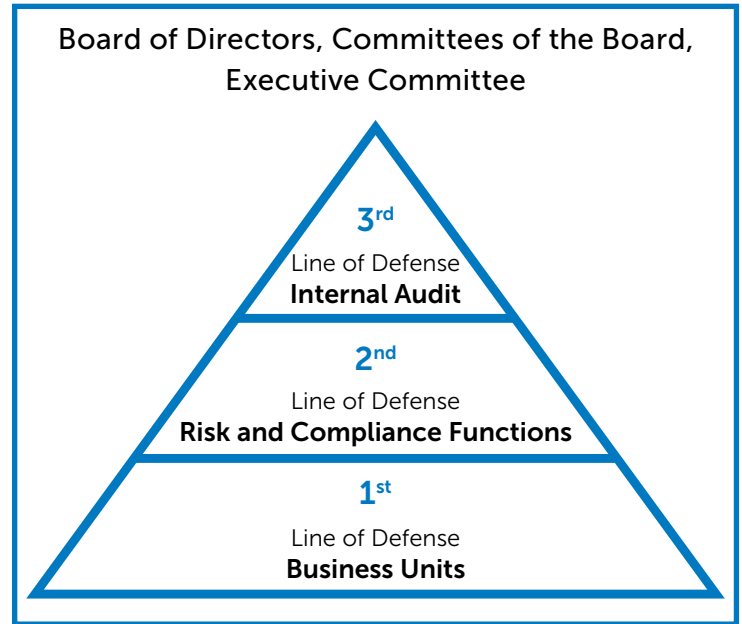
All SaskTel employees are able to take advantage of volunteer opportunities through the SaskTel Pioneers, SaskTel EnviroCare, and other employee groups. In forging stronger community relations beyond workplace boundaries, employee volunteers also benefit in other ways such as improved well-being and social connections.

"We are tremendously thankful to have such committed employees intent on making a positive impact in the community," said Jodine Smith, SaskTel Communications Manager. "We want employees to feel that they can grow outside of their careers and bring their volunteerism to life."

# Governance

SaskTel uses the Institute of Internal Auditor’s Three Lines Model to facilitate strong governance and apply an integrated approach that places accountability for effective risk management and internal control across the organization. Governance and oversight are provided by SaskTel’s Board of Directors, Audit & Risk Committee, Corporate Growth & Technology Committee, Governance Committee, Environment & Human Resources Committee and Executive Committee.

All employees play a role in understanding and managing risk within the scope of their responsibilities. Management and operational leaders, including risk and compliance functions, perform the first- and second-line roles while independent assurance is provided through internal audit (third line). External assurance providers give additional assurance to satisfy legislative and regulatory expectations and complement internal sources of assurance.



## ETHICAL GOVERNANCE

SaskTel’s Board of Directors has set a priority that ethical business behaviour is an expectation incorporated throughout all levels of SaskTel. Ethical conduct is reflected in our corporate values of Honesty, Integrity and Respect providing a basis for decision-making and behavioral standards. A thorough set of policies and procedures, and regular training ensures SaskTel meets its stringent ethical standards of performance, effectiveness, efficiency, and quality. This impacts all employees from the senior leadership to the employee entrusted to handle customer information or entering customer homes.

All employees at SaskTel have a responsibility to understand SaskTel’s ethical business expectations, not only for our customers but also for ourselves. Adhering to SaskTel’s Code of Business Conduct, ethical behaviour and privacy should remain top of mind for everyone.

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

government, with our competitors, and with SaskTel agents and contractors.

At SaskTel, business practices and ethical principles are communicated to employees through the Code of Business Conduct and SaskTel’s Corporate Values. By making both the Code of Business Conduct and our Corporate Values an integral part of our working lives we ensure that SaskTel continues to earn and keep the trust of its employees, customers, shareholders and all others with an interest in the company.

SaskTel’s Partnership for Excellence (PFE) process reinforces ethical expectations by including several key elements to support employee ethical behaviour:

- Communication of SaskTel’s corporate vision and values.
- Annual review of the SaskTel Code of Business Conduct – including Handling of Company Information and Conflict of Interest Policy.
- Review of the SaskTel Privacy Policy – including Treatment of Personal Information and General Tariff

Item 69 pertaining to the confidentiality and privacy of customer information.

- Review of the Master Agreement for Local Interconnection (MALI) – the importance of maintaining confidentiality with respect to information belonging to customers who are also SaskTel’s competitors.

As a Crown corporation, it is critical to maintain the trust placed in us by our customers. To ensure we are meeting these expectations, we engage in routine training around ethical issues such as proper handling of customer information, authorizing and signing authority, and the procurement policies that ensure SaskTel receives the best value by maintaining the fairness of the process. Ethics policy training that was completed in 2022/23 included:

- 2022 Don’t Take the Bait! - Cybersecurity Awareness
- Business Collections Policies I
- Business Collections Policies II
- Collections Policies I
- Collections Policies II
- Conflict of Interest
- Credit Policy: Security Deposits and Conditions of Service
- Final Authorization and Signing Authority Policy
- Management Development Academy
- Performance Management - Four Modules
- Policy and Procedure Changes from In-Scope to Out-of-Scope
- Privacy Matters at SaskTel: What You Need to Know
- SaskTel Privacy Refresher
- SaskTel Procurement Basics



Ethic-focused employee communication occurred throughout the 2022/23 fiscal year. SaskTel issued 96 employee messages related to ethical policies. Topics included:

- Code of Conduct
- Personal Information
- Security Awareness
- Fit for Work
- Respectful Workplace
- Whistleblower
- Conflict of Interest
- Customer Information
- Personal Awareness
- Policies
- Secure Desktop

---

## Code of Business Conduct

SaskTel’s Code of Business Conduct provides various rules and guidelines for ethical behaviour based on the company’s mission and values, as well as applicable laws and regulations. The Code is intended to provide both general and specific guidelines to protect and guide SaskTel employees faced with ethical, moral and legal circumstances during the course of their employment. The Code also applies to all contractors working on behalf of SaskTel.

SaskTel employees are accountable to SaskTel’s customers, communities in which SaskTel operates, and SaskTel’s shareholders (the people of Saskatchewan). SaskTel expects all employees to uphold the corporate values in their work

activities regardless of the work location including while they travel on business. The Code of Business Conduct is reviewed annually with SaskTel’s Executive Committee, and with SaskTel employees through the annual performance review process to ensure continued awareness.

The Code of Business Conduct covers all aspects of our business and guides employees on what is appropriate whether it is related to a key area of conduct (i.e., respectful workplace), conflict of interest, handling company information or assets, how they conduct themselves with customers and external clients, or on social media.



## 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.

---

## Privacy

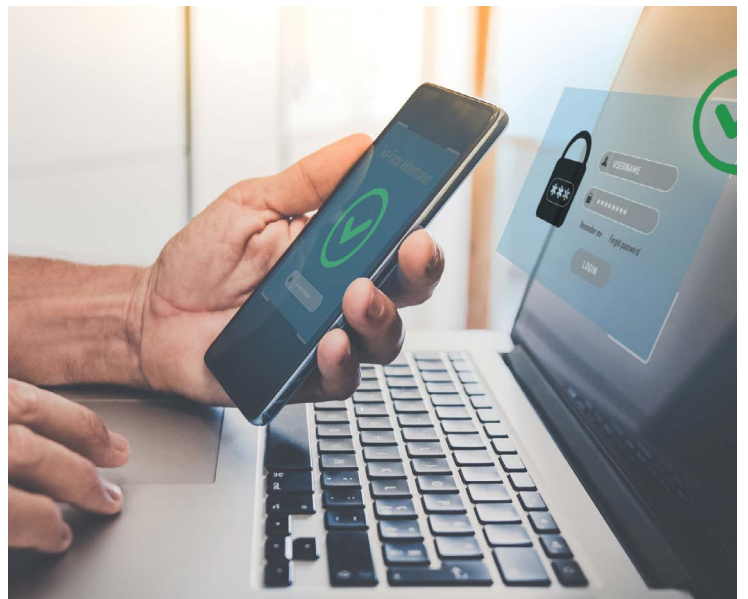
SaskTel is steadfast in respecting customers' privacy. As part of our commitment to ensuring personal information is safeguarded, SaskTel has a Privacy Policy that identifies the information we collect, how it's used, and customers' choices when using SaskTel's online services.

Respecting customers' privacy is an important part of our commitment to service excellence. We action this by keeping customers up to date on their rights as a consumer and providing information on how personal information is used.

Implemented and enforced by SaskTel's Chief Privacy Officer (CPO), SaskTel's policies and procedures are in place to support employees in their daily work activities. Mandatory formal training is required to be completed by all staff to effectively identify potential problems and the remedial action required to be applied when non-compliant activity is observed.

In 2022, in addition to delivering information to employees through emails, internal advertisements, and a Lunch and Learn presentation, SaskTel launched a new internal Privacy

Sharepoint Site, a new "Privacy Refresher" course, an online Privacy Impact Assessment tool and ran a privacy contest to help raise awareness and vigilance levels regarding privacy and personal information.



# GOVERNANCE OF 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 allow the consideration of factors beyond price in determining which supplier proposal in a particular procurement transaction will provide the greatest overall value to SaskTel.

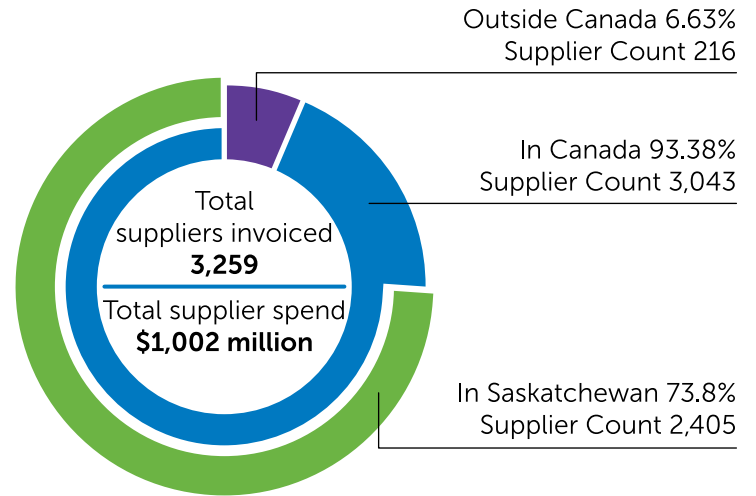
These factors consist of a supplier’s financial and non-financial capabilities such as people, products, quality, services, and transition plans, but also, their business practices related to ESG. Suppliers are given the option to answer questions related to diversity and inclusion, health, environment, and safety. While these questions are required, suppliers may or may not be rated on their responses (dependent on individual RFP requirements) as the information gathered is utilized to help SaskTel understand their supplier network. 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 2022/23 period, over 73% of our suppliers were located in Saskatchewan.

SaskTel intends 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); or awards non-Indigenous owned businesses who demonstrate a commitment to Indigenous employment, retention, reconciliation, and the contracting of Indigenous-owned subcontractors.

## Supplier Spend by Category

Category	Spend
Marketing & Sales	\$237,849,684
Network & Hardware	\$191,205,662
IT (IS & Technology)	\$125,167,889
Business & Consumer Products	\$79,366,138
Customer & Construction Services	\$51,744,887
Taxes & Miscellaneous Financial	\$50,339,520
Intra - Carrier Services	\$45,247,821
Professional Services & Contingent Labour	\$44,133,174
General Telecommunication Services	\$43,697,279
Facilities & Land	\$35,255,364
Unclassified	\$32,125,678
Utilities	\$18,530,941
Logistics, Warehouse & Transportation	\$17,910,075
Inter Company	\$10,831,535
Human Resources / Corporate Services	\$10,514,715
Tools & Consumable Materials	\$7,876,034
<b>Grand Total</b>	<b>\$1,001,796,399</b>

## Supplier Spend by Location



SaskTel’s full [Corporate Governance Statement](#) expands on governance at SaskTel.



## BOOSTING CYBER DEFENSES ON THE FRONT LINES

As ransomware, malware, spear-phishing and other cyberattacks continue to make headlines, SaskTel is taking steps to ensure our employees are up to date with the latest cybersecurity knowledge to recognize and prevent threats.

As SaskTel moves through our digital transformation, the need for bolstering cybersecurity capabilities becomes increasingly important. We know that any cyberattack on our infrastructure could inflict painful service interruptions on Saskatchewan communities, as well as put valuable intellectual capital and customer data at risk.

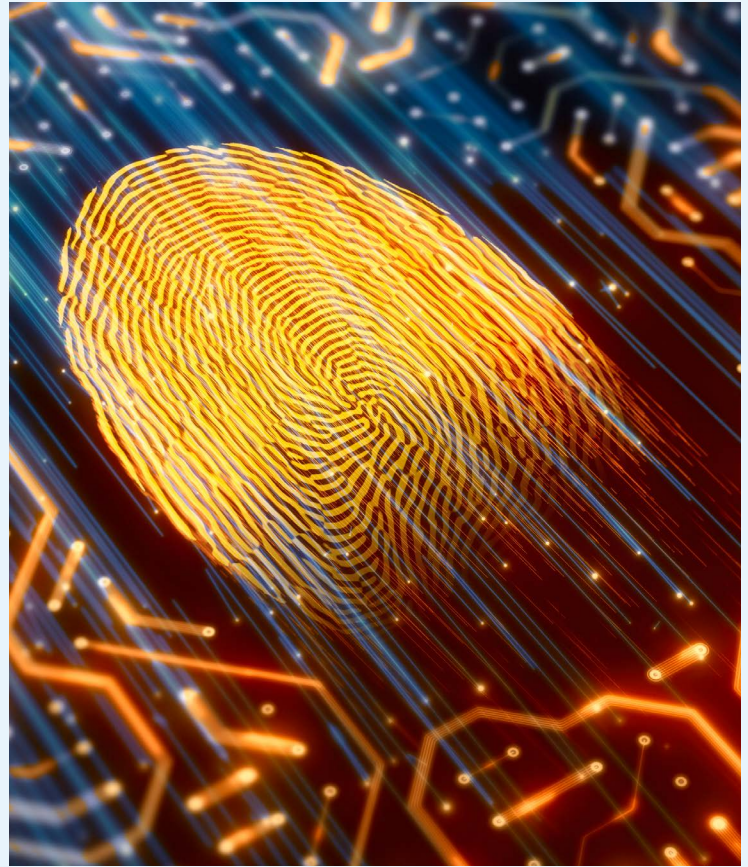
To address this complex challenge, SaskTel and its enterprise cybersecurity team take a proactive approach by continually implementing technological enhancements while keeping an eye out for new threats. But technology alone isn't enough. To stop cybercriminals right in their tracks, employees remain in the front lines of our defense strategy.

"At SaskTel, we recognize the critical role our employees play as the first line of defense against cyber threats. They are the everyday heroes who safeguard our digital realm," said Nathan Kirkham, Chief Information Officer. "By fostering a culture of security awareness and providing them with the necessary knowledge and tools, we empower our team to protect our valued customers and communities."

With the threat landscape constantly evolving, all SaskTel employees are required to take mandatory learning on SaskTel's cybersecurity capabilities and risks each year. To stem the tide against increasingly sophisticated email-based attacks as well, SaskTel also regularly conducts phishing simulations to test employees on how they would respond to a real-life scenario.

"Now, more than ever, cyber-attacks are being triggered through human behaviours," added Nathan. "Every SaskTel employee must play a role in ensuring we create a cyber-defensible position."

To drive home the importance of data security, this year all employees were also encouraged to refresh their knowledge on SaskTel's customer data handling policies and how privacy applies to their day-to-day work in a new "Privacy Refresher" course hosted on Aspire, SaskTel's employment learning portal. The course complements an



existing required learning course that all employees take within their first year of employment.

To make it as easy as possible to report data breach incidents or find information on emerging security issues including generative AI (such as ChatGPT), a new internal SharePoint site was also launched in early 2023.

"Privacy and security go hand-in-hand as both deal with protecting personal information," said Joren Burton, SaskTel Regulatory Affairs Manager. "Both the new training and the privacy and security SharePoint site equip our employees with skills and knowledge to protect SaskTel's assets and the personal information of our customers."

SaskTel's privacy and cybersecurity efforts begin and end with our customers top of mind. And, by promoting employee knowledge and leadership, we can create positive ripple effects that will help to make the entire telecommunications industry stronger and safer for all.

# SaskTel Awards



**SASKATCHEWAN'S  
TOP EMPLOYERS**



**CANADA'S BEST  
DIVERSITY EMPLOYERS**

# Contact Us

Website: [sasktel.com](https://sasktel.com)  
Phone: 1-800-SASKTEL (1-800-727-5835)  
Email: [sasktel.com/about-us/contact-us](mailto:sasktel.com/about-us/contact-us)  
Twitter: [@SaskTel](https://twitter.com/SaskTel)  
Facebook: [facebook.com/SaskTel](https://facebook.com/SaskTel)  
Instagram: [@SaskTel](https://instagram.com/SaskTel)



Environmental, Social and Governance Report  
2022/2023