

## WCB Nova Scotia Balanced Scorecard

		2008 Results	2009 Results	2010 Targets
SERVICE	Worker Satisfaction Index <sup>1</sup>	73%	72%	70%
	Employer Satisfaction Index	79%	78%	70%
	Stakeholder Engagement Index <sup>2</sup>	64%	N/a	70%
OPERATIONS	Time loss injuries per 100 employees	2.48	2.26	2.48
	Duration (composite; in days)	95	98	95
	% RTW at 100 % pre-injury earnings	93%	95%	93%
	Cost of New Extended Earnings Replacement Benefits (EERBs) <sup>3</sup>	N/a	N/a	\$62.0M
	Average short-term disability payment per claim	\$3,992	\$4,438	\$4,140
EMPLOYEE	Employee Satisfaction Index	75%	72%	70%
FINANCIAL	Claims payments for the last 3 years per \$100 of payroll (excluding prevention costs)	\$0.872	\$0.803	\$0.8217
	Administrative costs per \$100 of payroll	\$0.34	\$0.35	\$0.41
	Five Year Rate of Return on Investment			
	Five Year Rate of Return	3.1%	3.9%	
	Five Year Target	3.9%	5.3%	Benchmark Portfolio Return + 0.85%

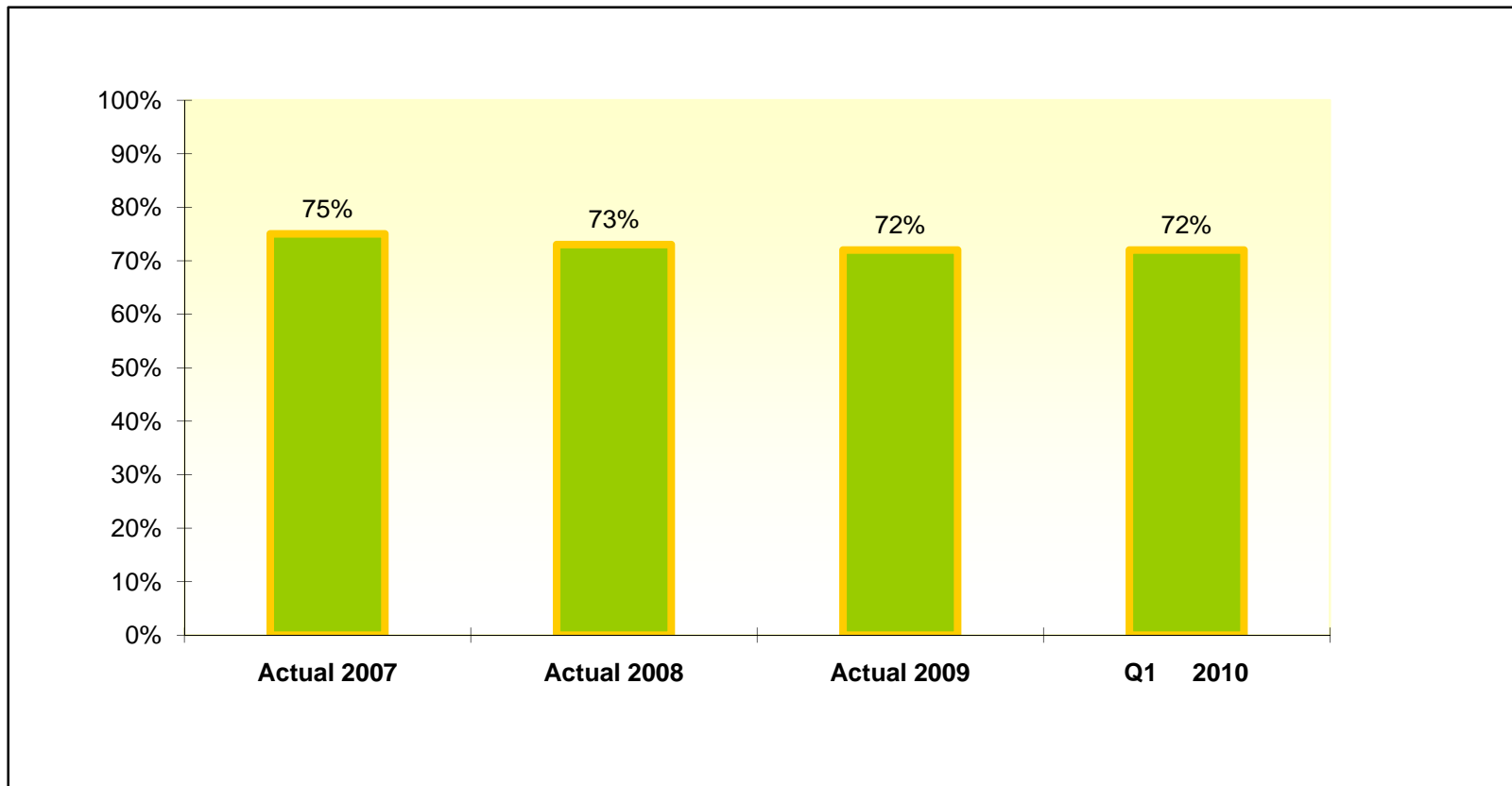
1 The worker Satisfaction index does not include workers on long term benefits or those for claims with little or no time loss.

2 Results for the Stakeholder Engagement Index will be reported biannually. Next index results are due in 2010.

3 This is a new measure that was added in 2010. No historical data is available.

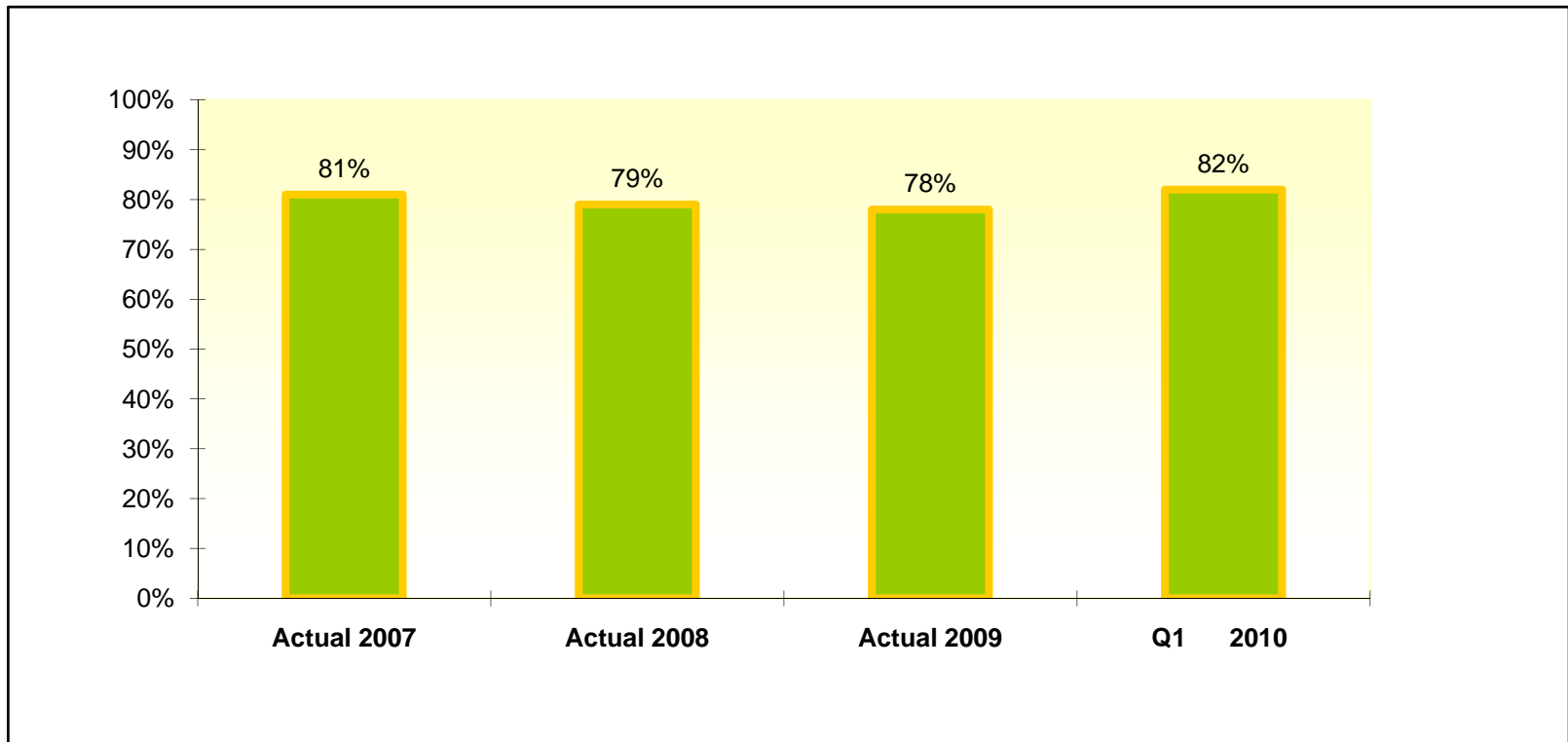
# Worker Satisfaction Index

Measures whether workers are satisfied with the service they receive from the WCB



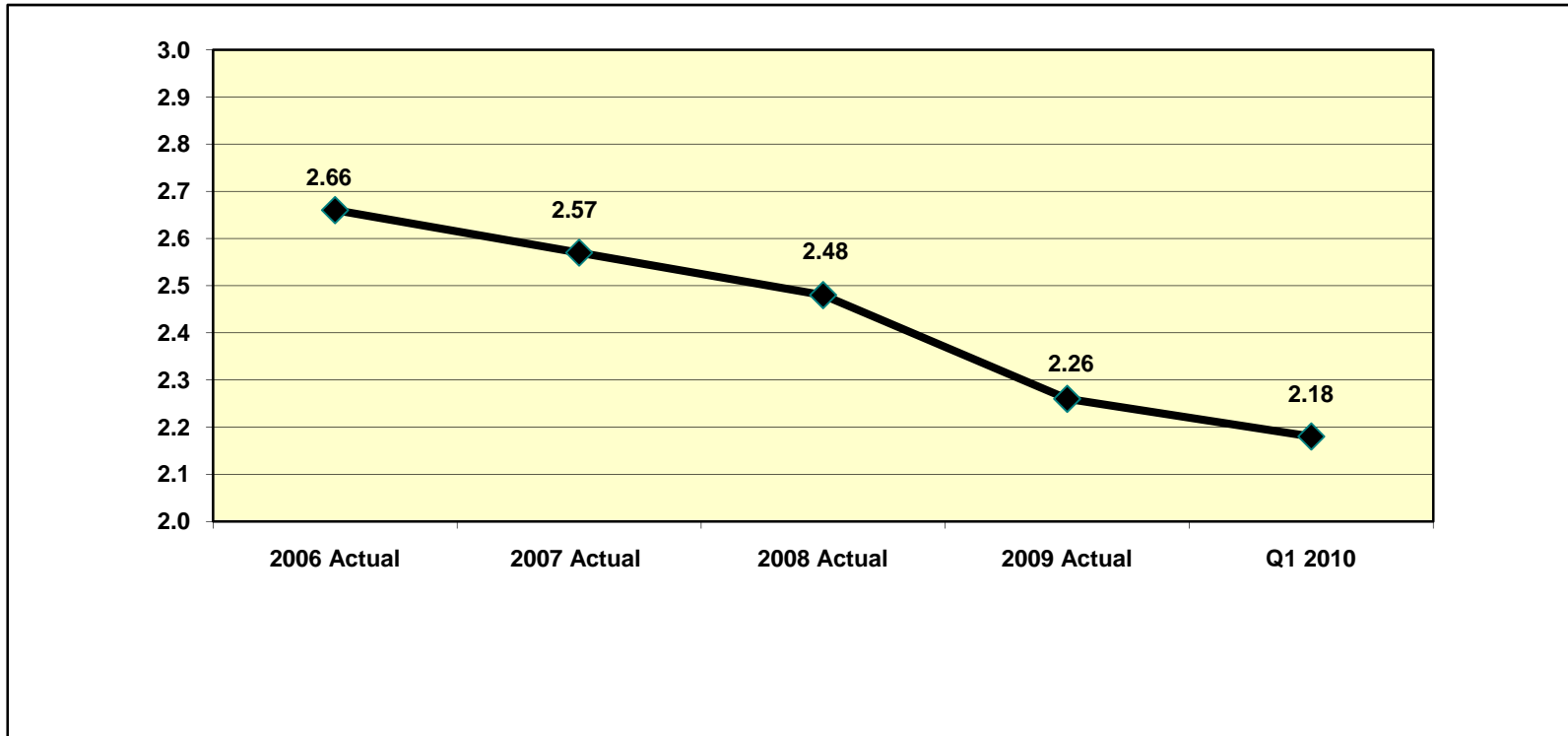
# Employer Satisfaction Index

Measures whether employers are satisfied with the service they receive from the WCB



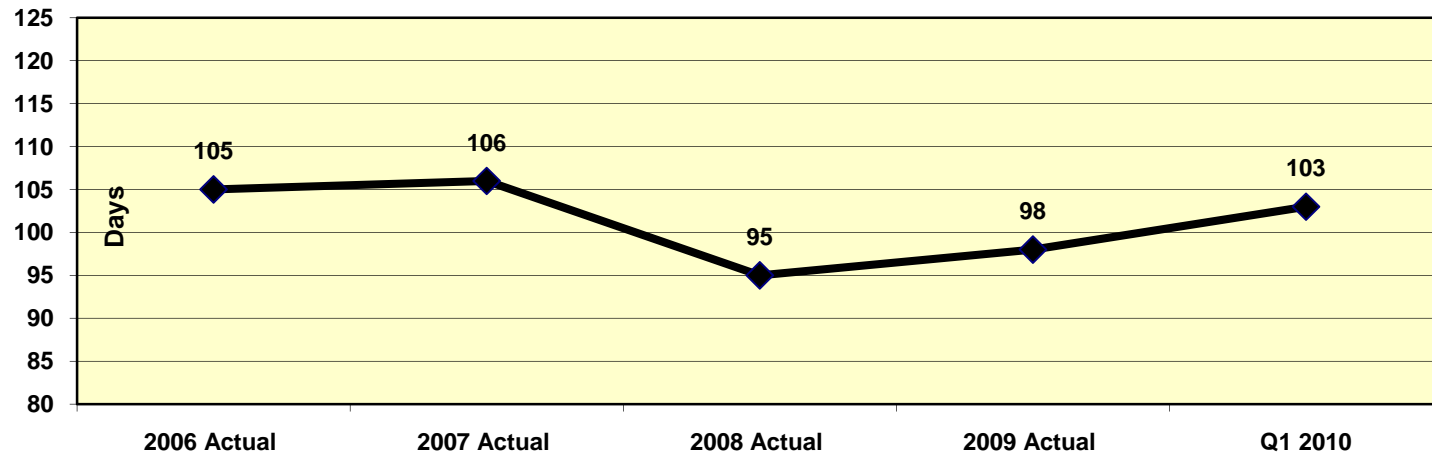
# Time-loss Injuries per 100 Employees

Number of time-loss claims per 100 covered employees for the 12-month period ending in the period shown



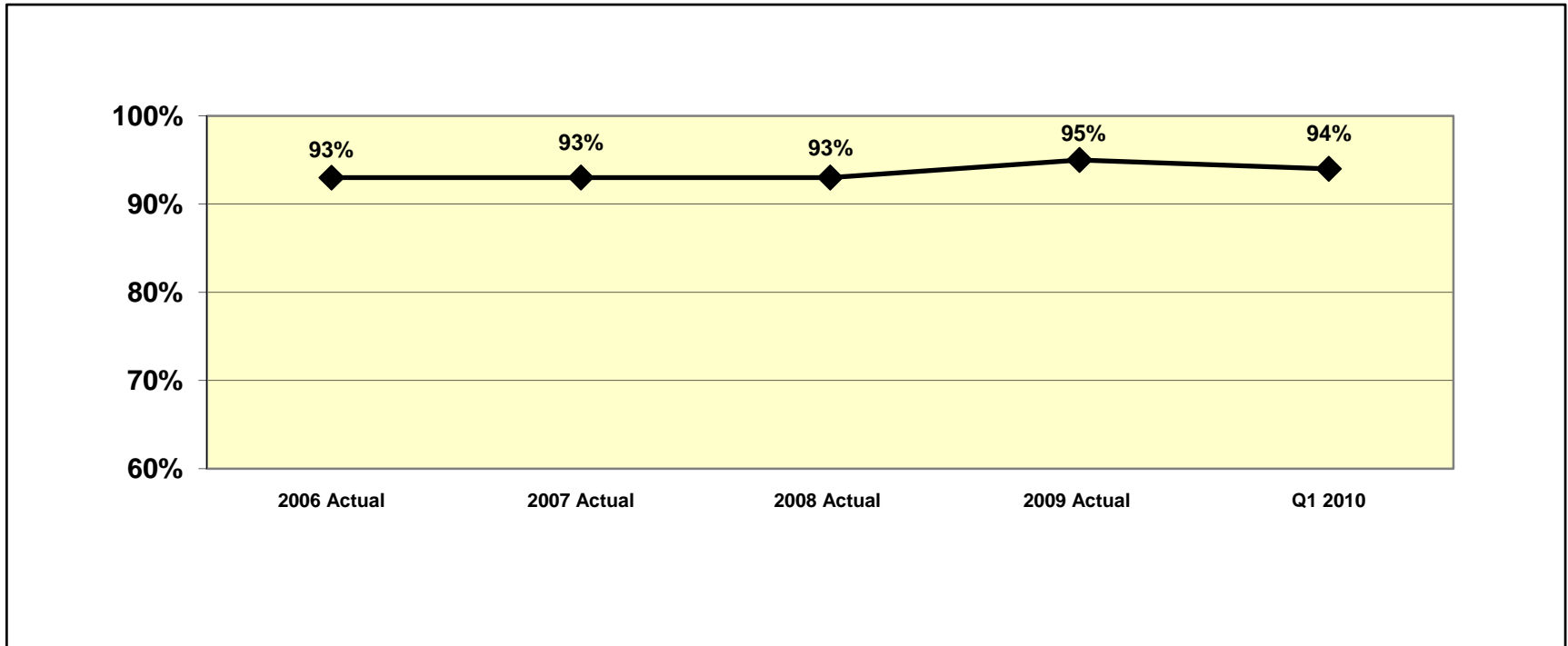
## Composite Duration Index

An estimate of the total number of compensable days for a typical time-loss claim



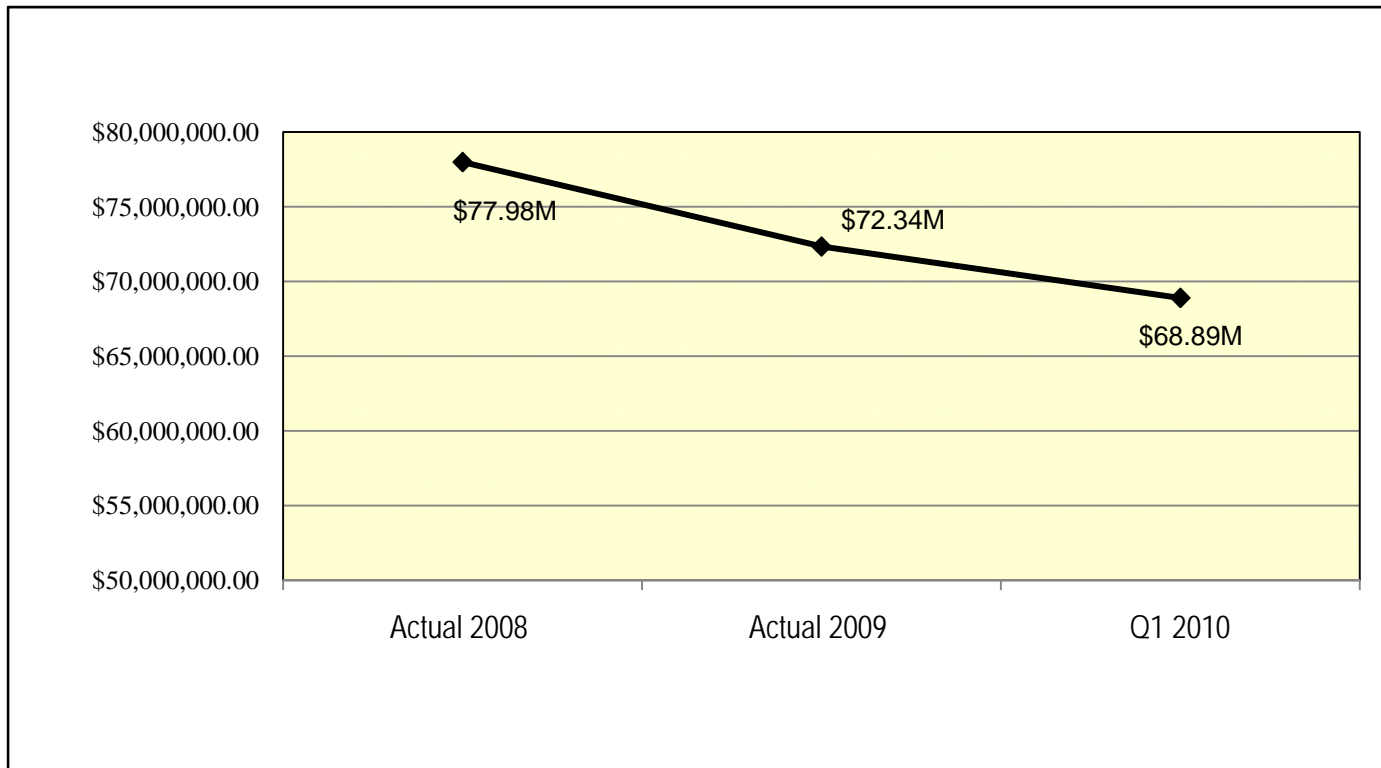
## % Return-to-Work at 100% Pre-Injury Earnings

Percentage of workers who return to work to 100% pre-injury earnings, for all time-loss claims



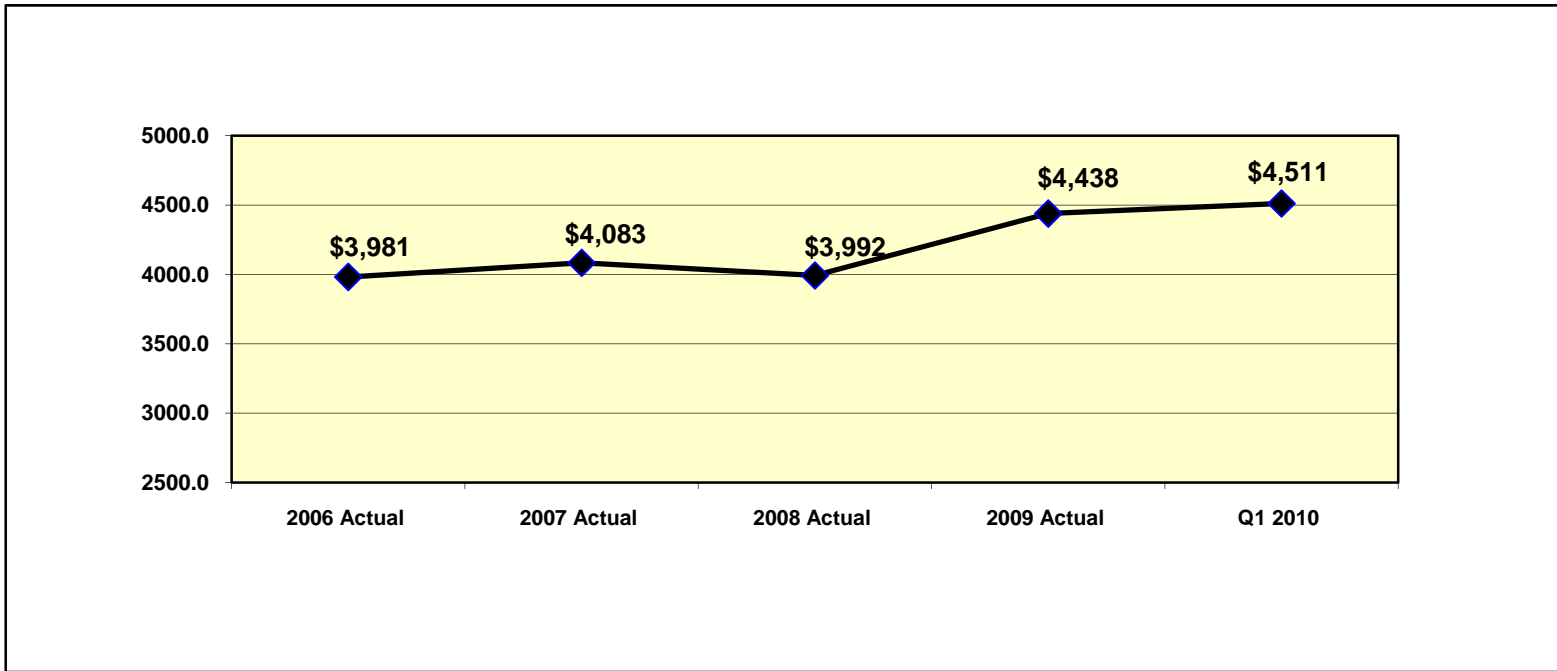
# Cost of New Extended Earnings Replacement Benefits (EERBs)

Estimate of long term disability costs related to EERBs for regular classified and self insured claims



# Average Short-Term Disability Payment per Claim

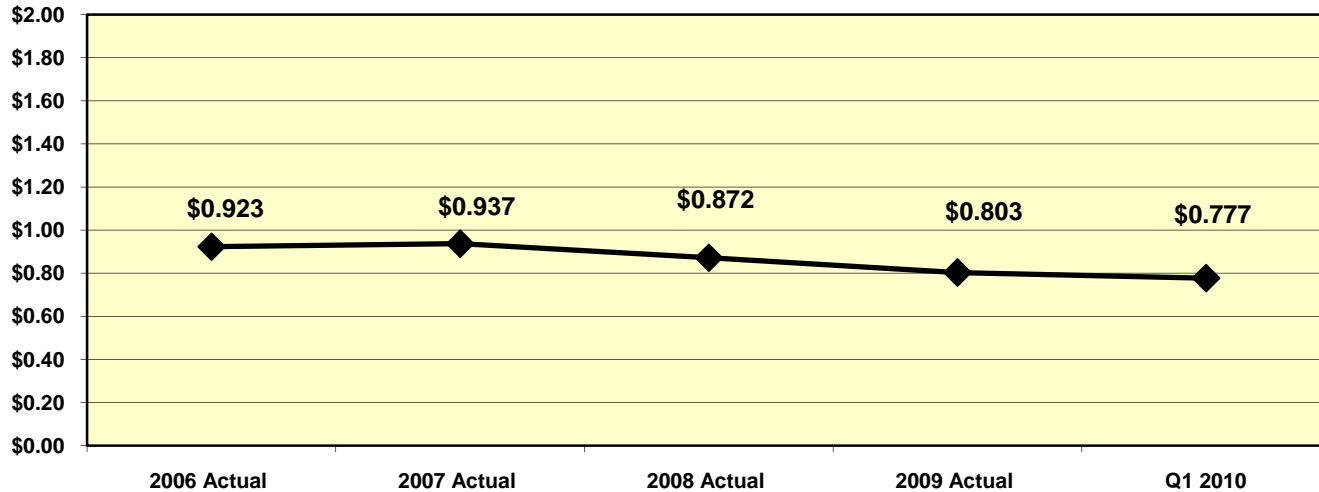
A measure of the average short-term disability claim costs in any past 12-month period





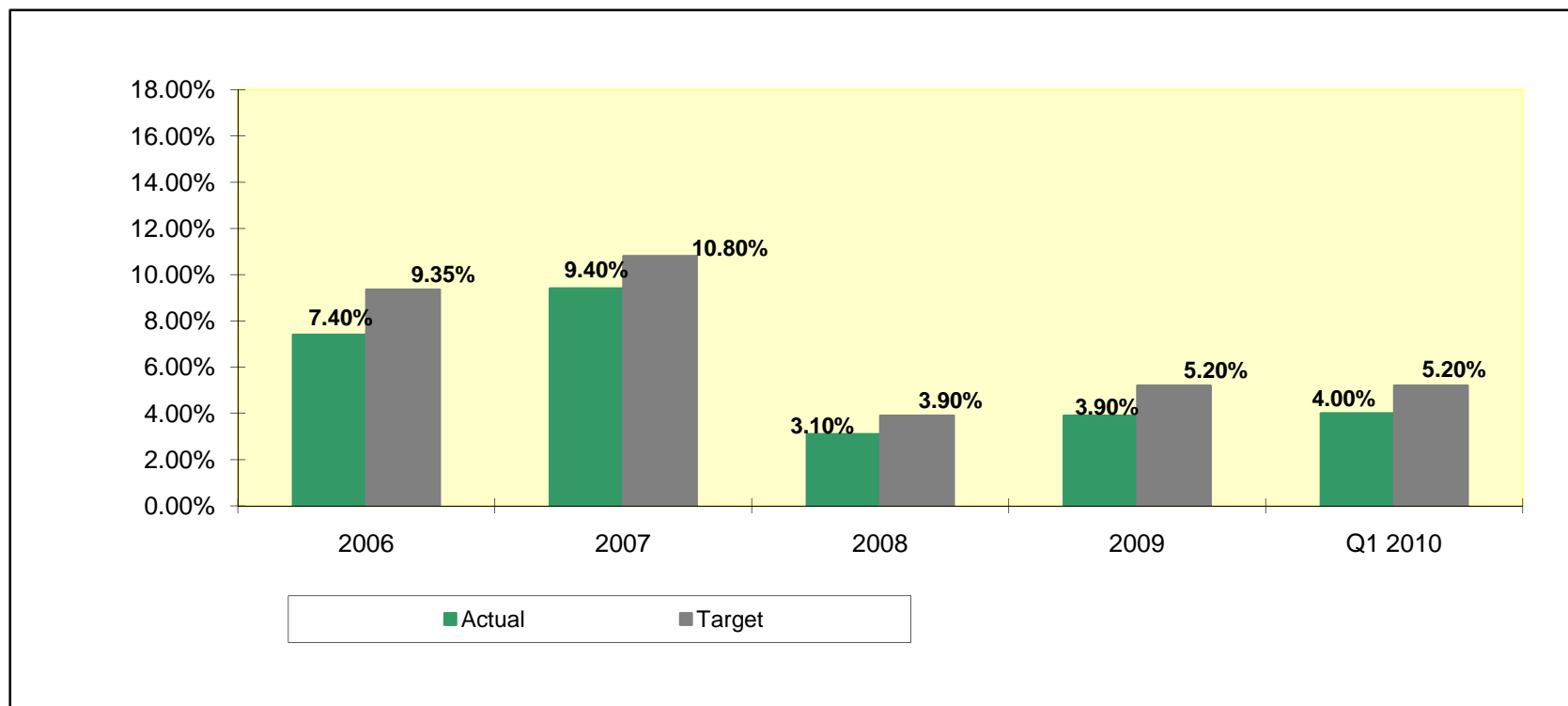
# Claims Payments for the last 3 years per \$100 of Assessable Payroll

A measure of overall claim costs relative to payroll for the last 3 years



# 5-Year Return on Investment (as measured by benchmark portfolio return)\*

Measures whether the WCB Investment Fund is able to generate a consistent, positive real rate of return on invested assets



\*Target before September 2005 = benchmark portfolio + 0.65%  
Target after September 2005 = benchmark portfolio + 0.85%