

WCB Nova Scotia Balanced Scorecard

		2008 Results	2009 Results	2010 Results	2010 Targets
SERVICE	Worker Satisfaction Index ¹	73%	72%	73%	70%
	Employer Satisfaction Index	79%	78%	77%	70%
	Stakeholder Engagement Index ²	64%	N/a	67%	70%
OPERATIONS	Time loss injuries per 100 employees	2.48	2.26	2.13	2.41
	Duration (composite; in days)	95	98	98	95
	% RTW at 100 % pre-injury earnings	93%	95%	95%	93%
	Cost of New Extended Earnings Replacement Benefits (EERBs) ³	N/a	N/a	\$68.2M	\$62.0M
	Average short-term disability payment per claim	\$3,992	\$4,438	\$4,539	\$4,140
EMPLOYEE	Employee Satisfaction Index	75%	72%	69%	70%
FINANCIAL	Claims payments for the last 3 years per \$100 of payroll (excluding prevention costs)	\$0.872	\$0.803	\$0.739	\$0.8217
	Administrative costs per \$100 of payroll	\$0.34	\$0.35	\$0.36	\$0.41
	Five Year Rate of Return on Investment Five Year Rate of Return Five Year Target	3.1% 3.9%	3.9% 5.3%	3.6% 4.7%	Benchmark Portfolio Return + 0.85%

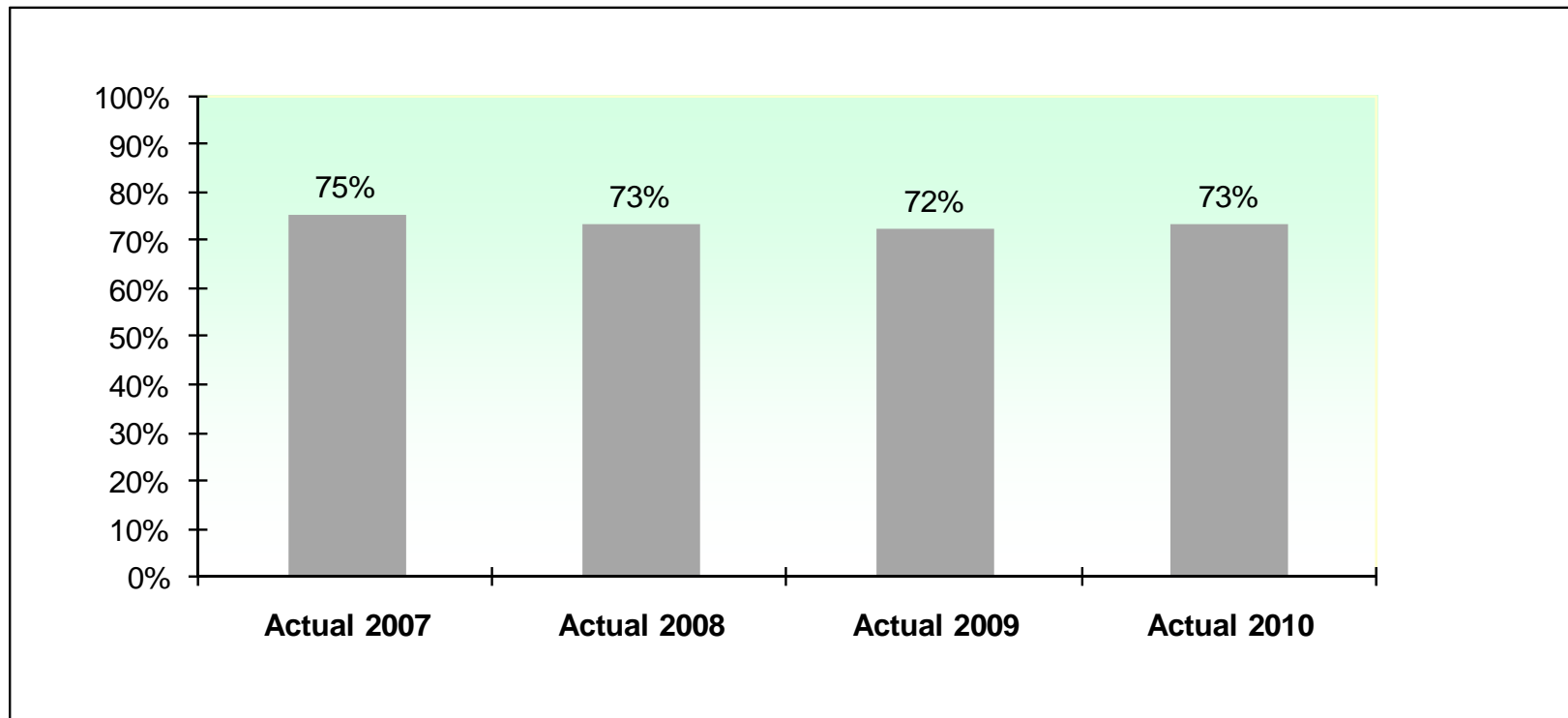
1 The worker Satisfaction index does not include workers on long term benefits or those for claims with little or no time loss.

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.

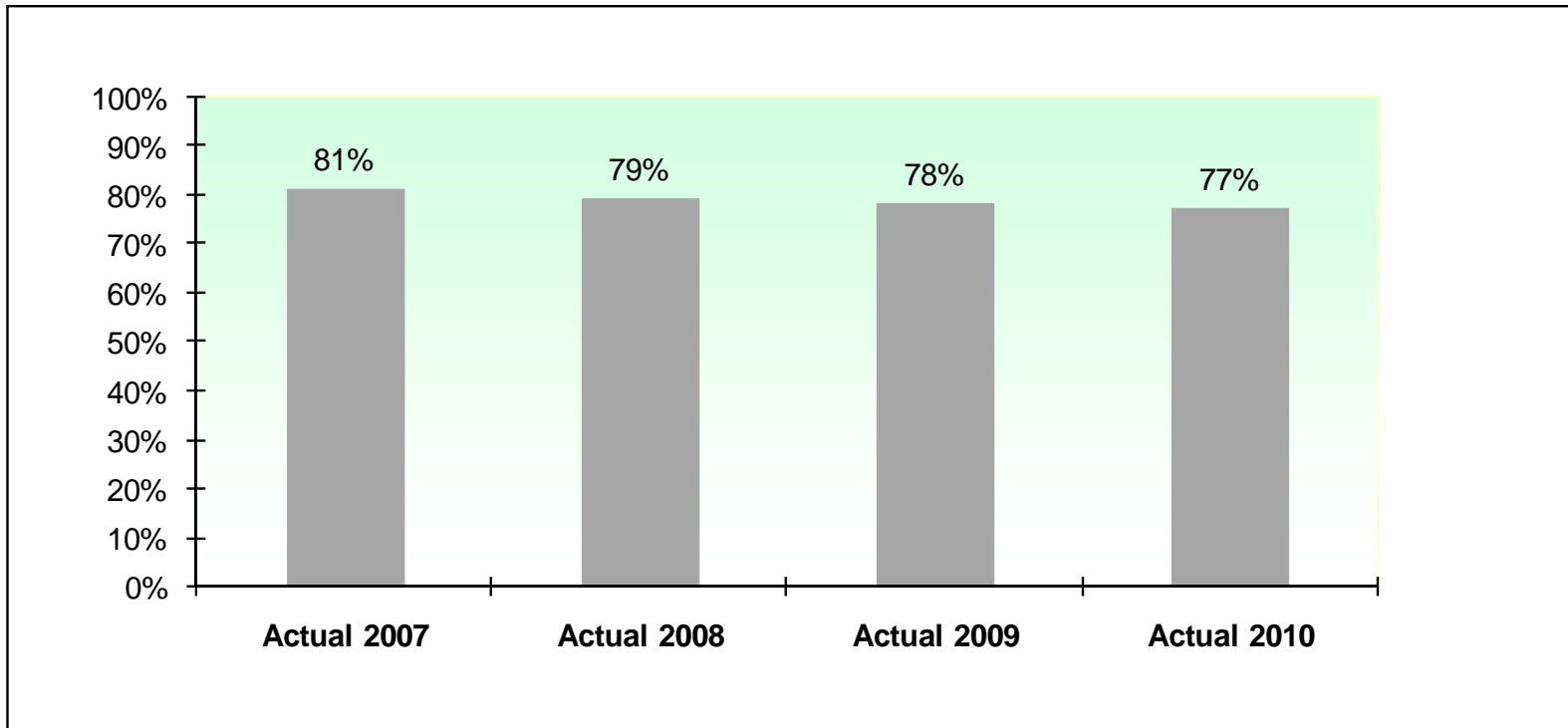
Worker Satisfaction Index

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



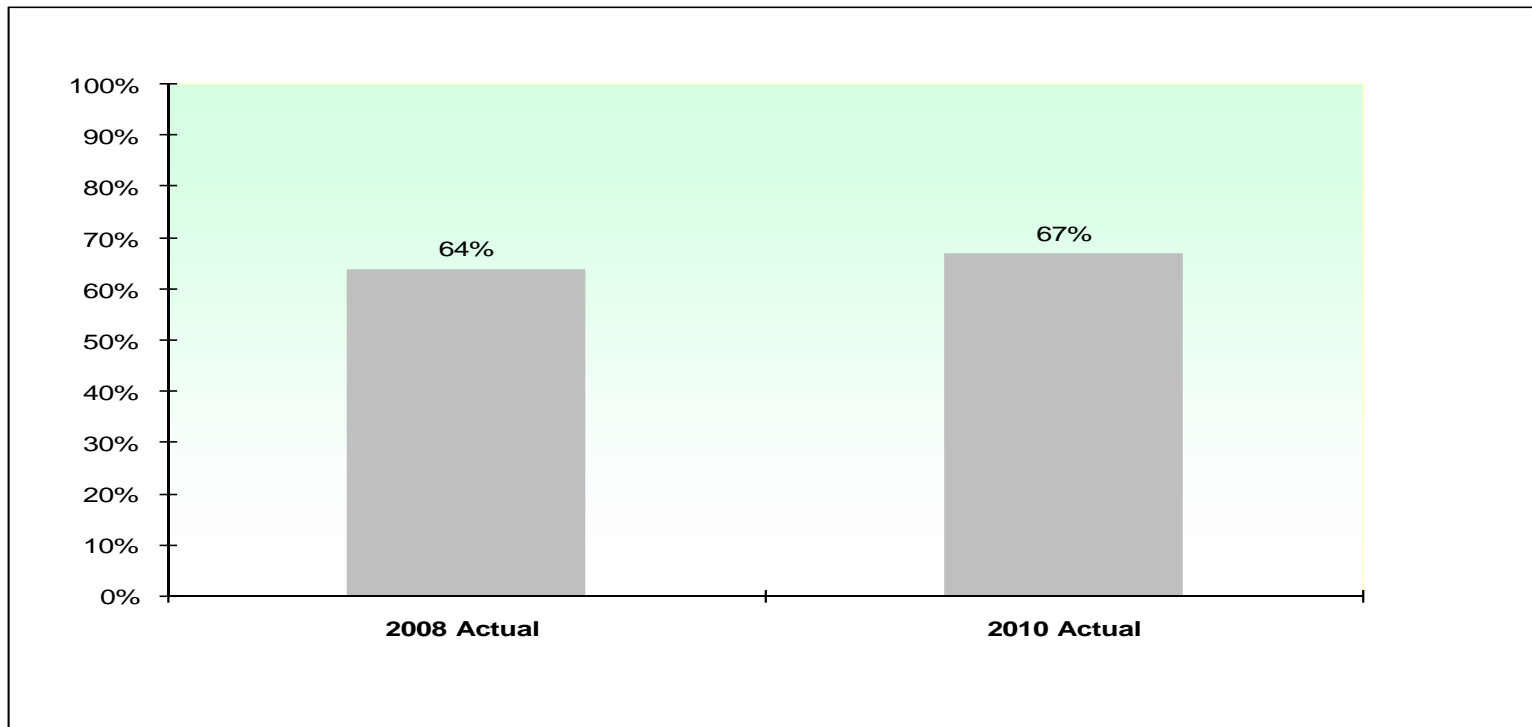
Employer Satisfaction Index

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



Stakeholder Engagement Index*

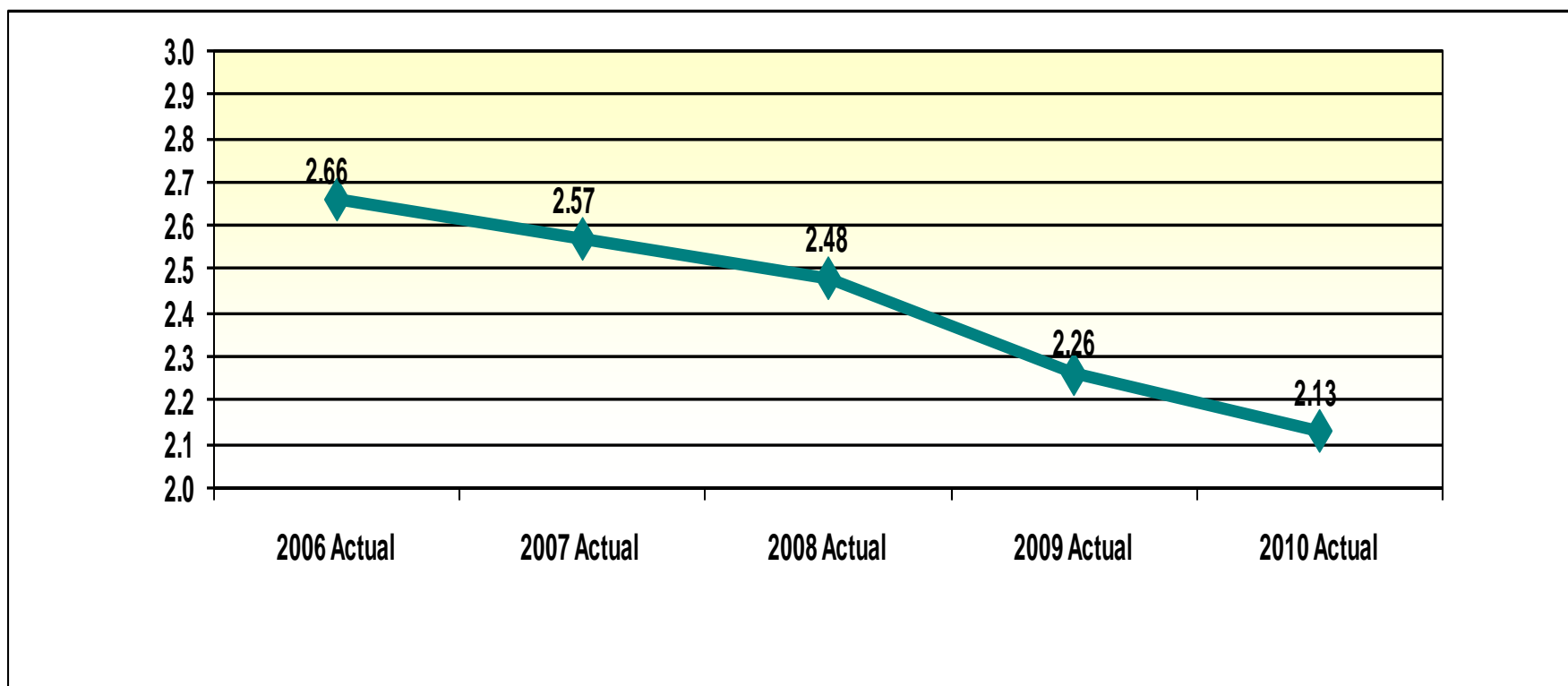
Measures whether stakeholders are satisfied with their level of engagement with the WCB



*Measure adopted January 2008

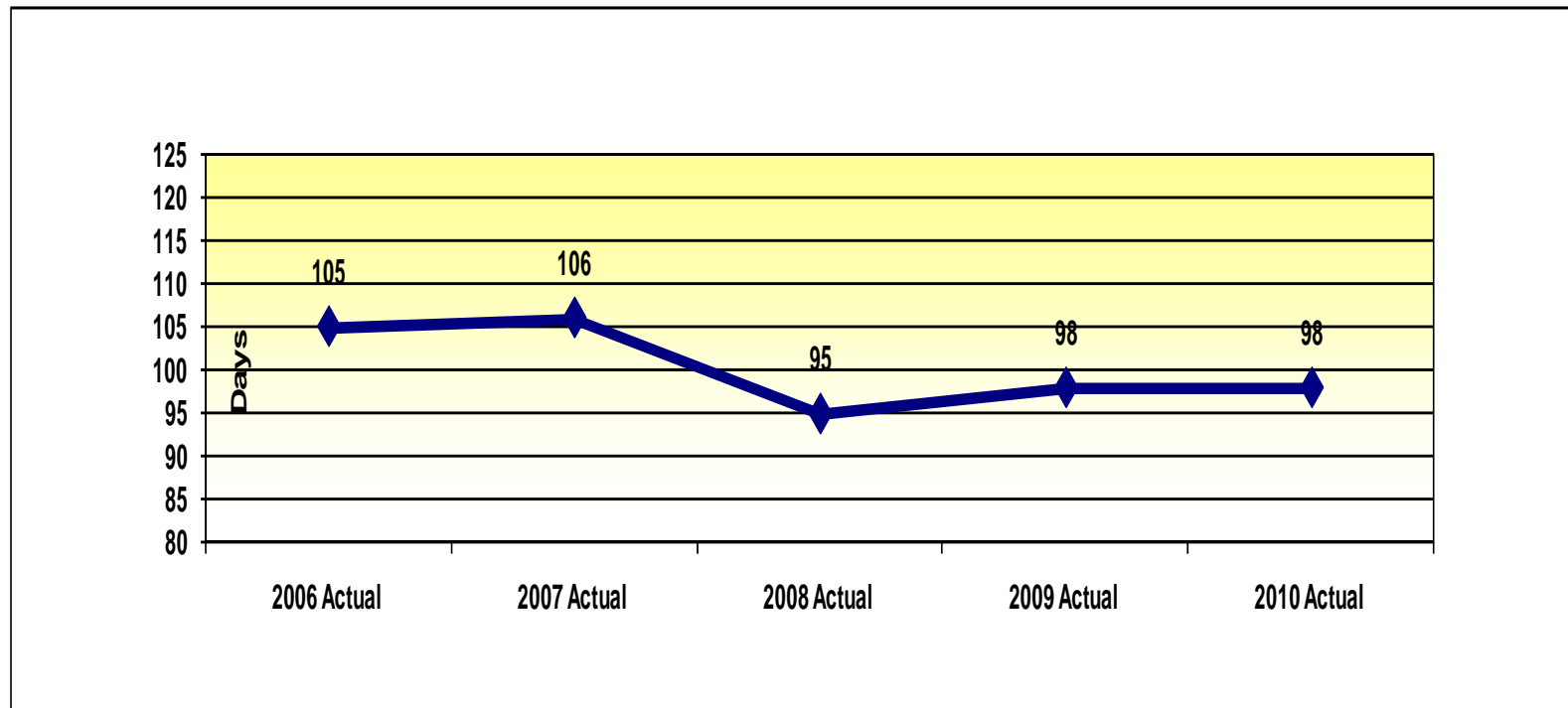
Time-loss Injuries per 100 Employees

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



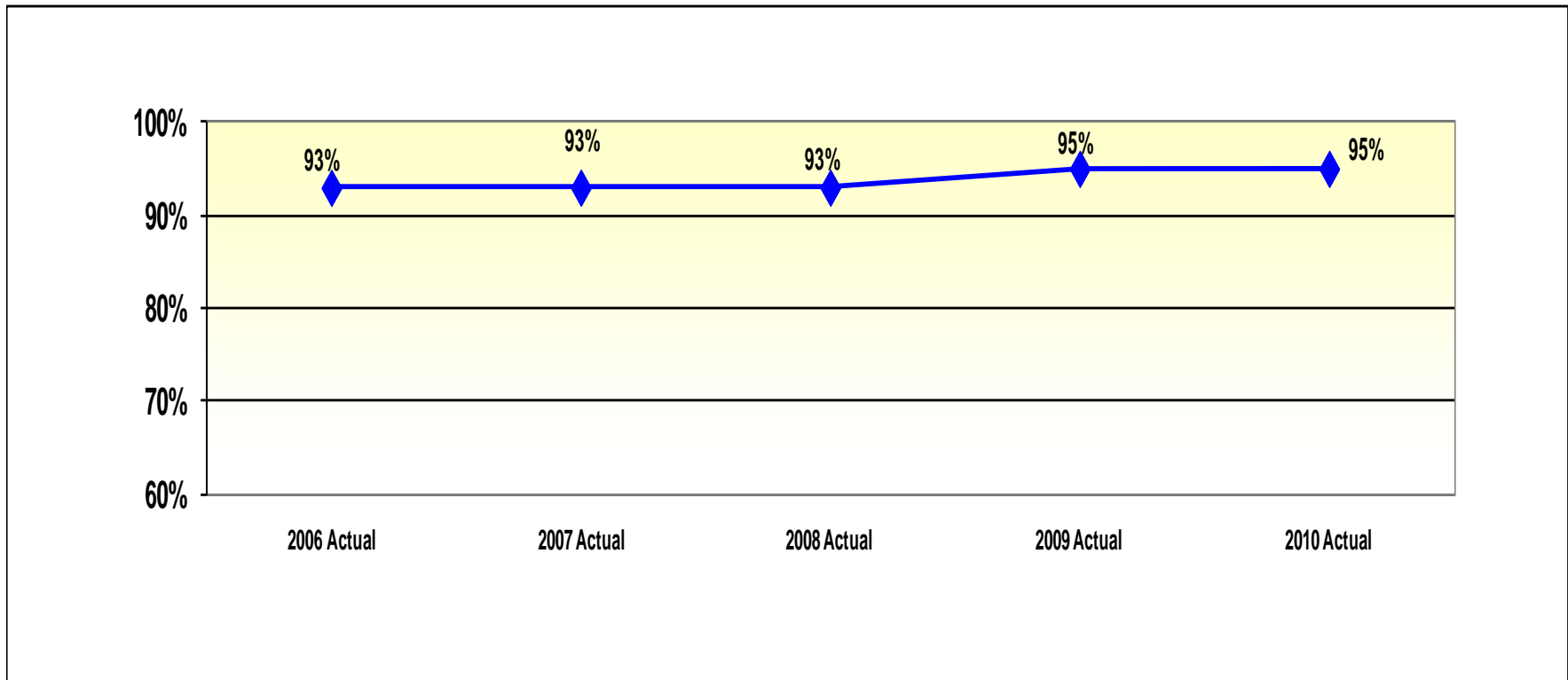
Composite Duration Index

An estimate of the total number of compensable days for a typical time-loss claim in any past 12-month period



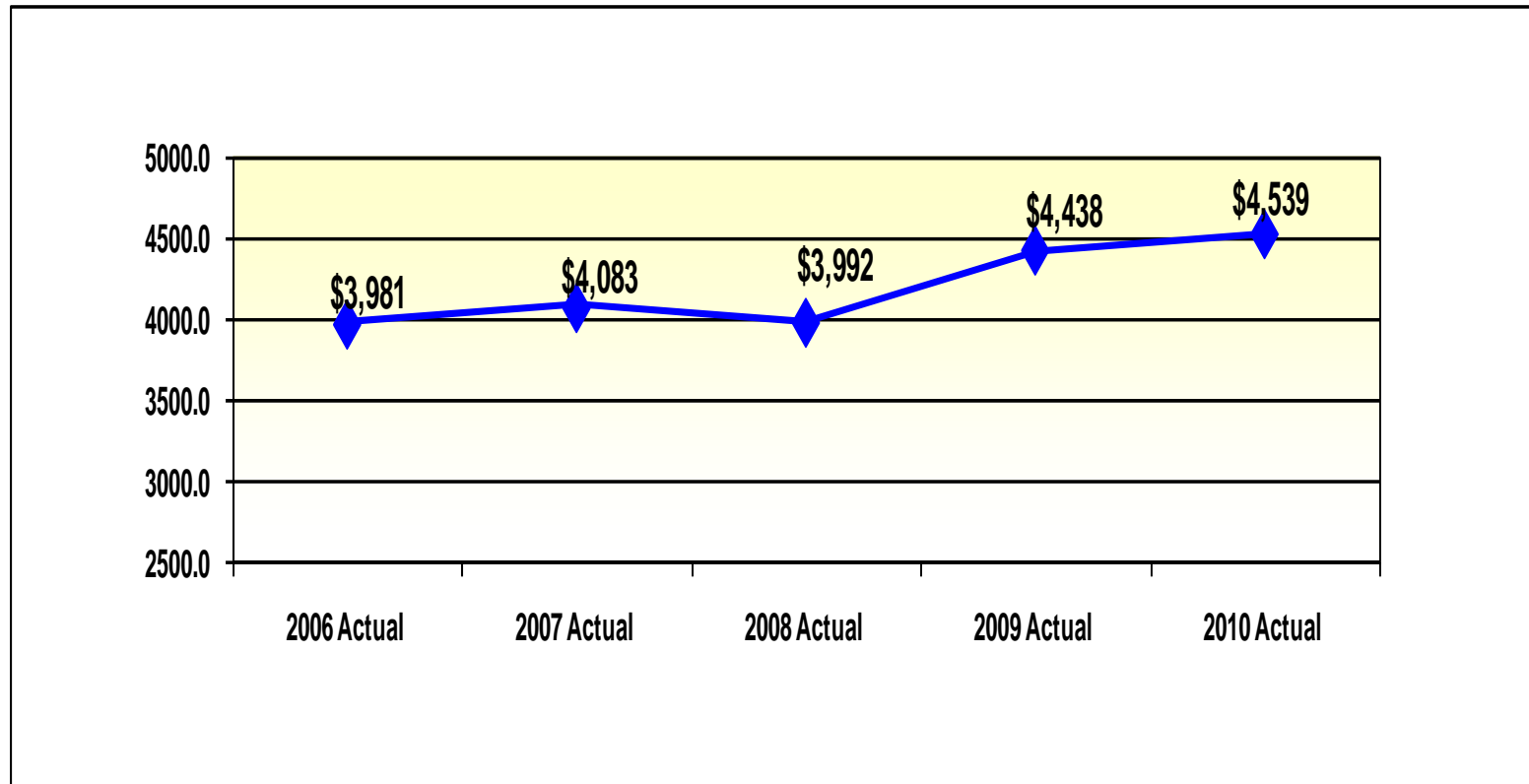
Return-to-Work at 100% Pre-Injury Earnings

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



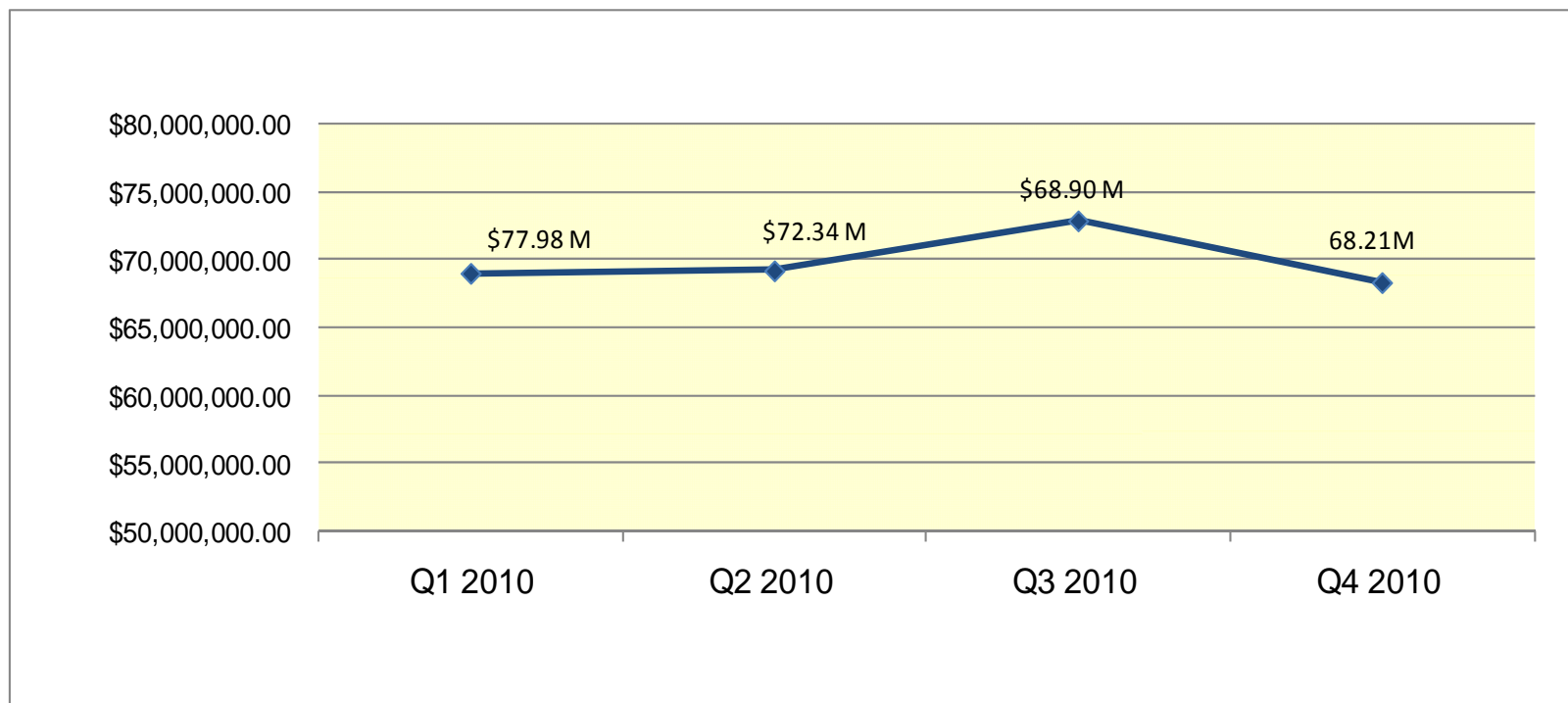
Average Short-Term Disability Payment per Claim

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



Cost of New Extended Earnings Replacement Benefits (EERBs)*

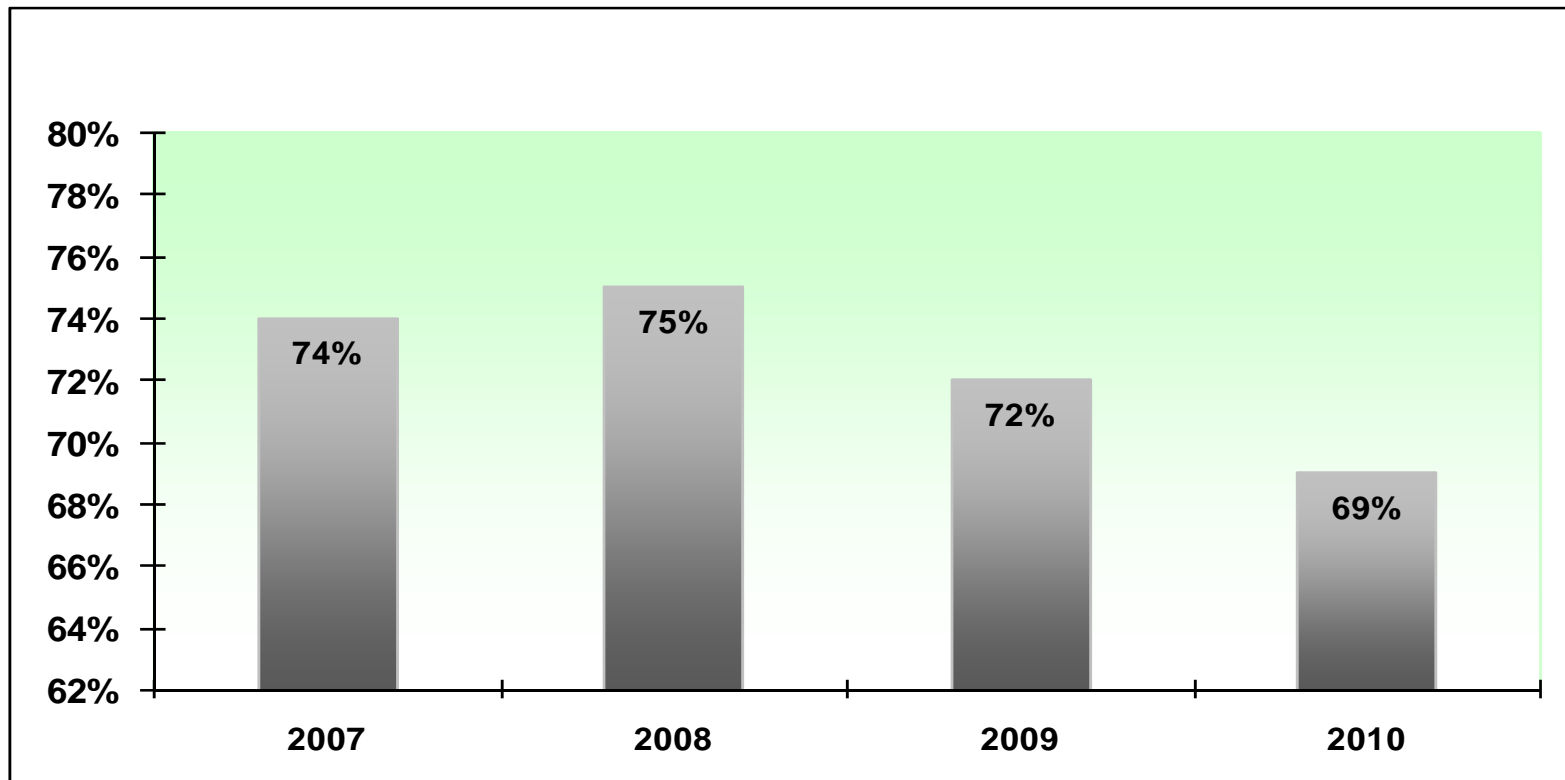
Estimate of long term disability costs related to EERBs for regular classified and self insured claims in any past 12-month period



*Measure adopted January 2010

Employee Satisfaction Index*

Measures WCB employees satisfaction with their engagement with the organization

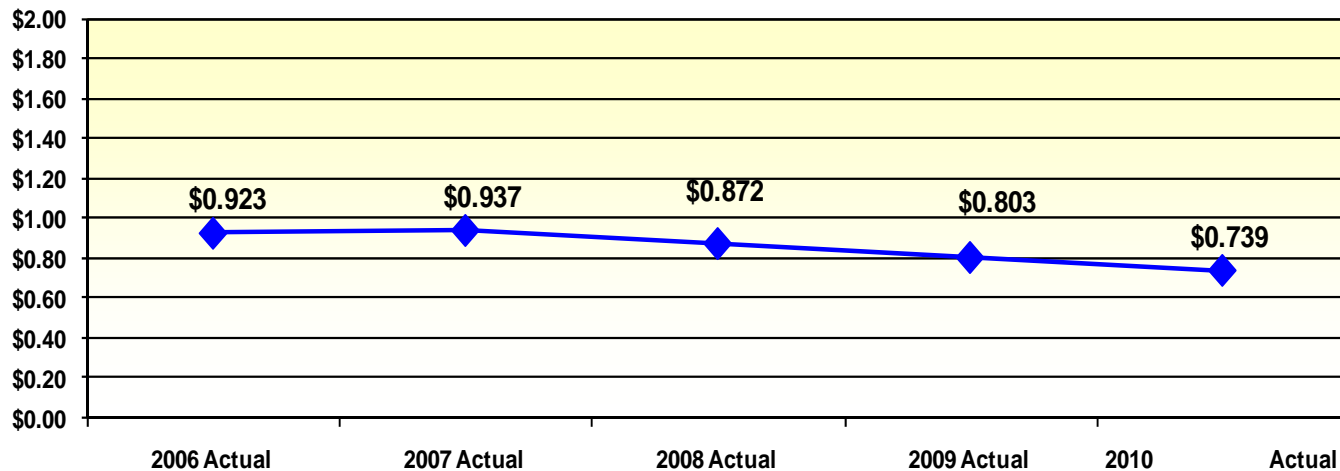


*Measure adopted January 2007

Source: WCB Employee Survey, conducted annually

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

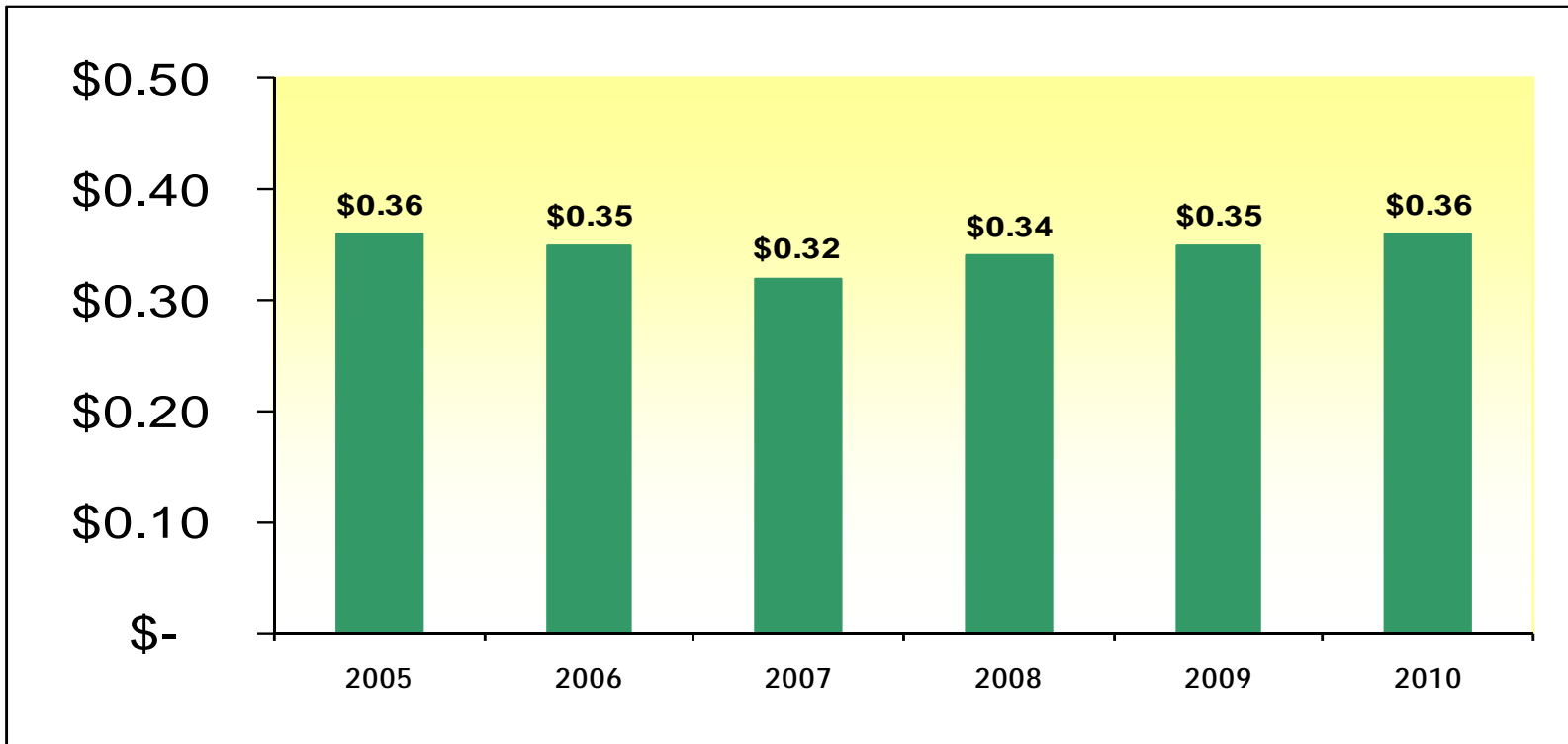
A measure of overall claim costs relative to payroll for
the last 3 years in any past 12-month period



Financial Measures

Administrative costs per \$100 of payroll*

Provides a ratio of annual administration costs per \$100 of assessable payroll

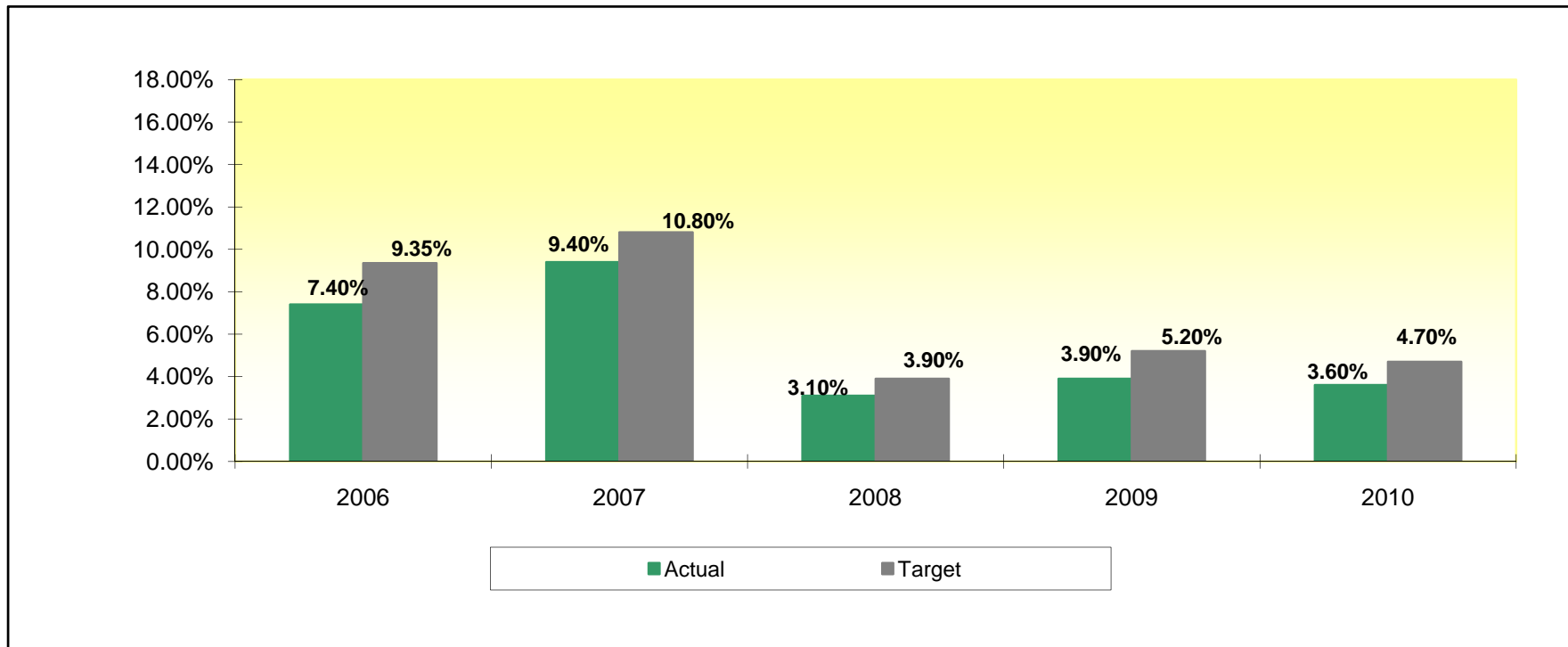


*Measure adopted January 2007, excludes prevention costs.
National average (2009): \$0.30

Financial Measures

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%