

## WCB Nova Scotia Balanced Scorecard

		2008 Results	2009 Results	2010 Results	2011 Targets
SERVICE	Worker Satisfaction Index <sup>1</sup>	73%	72%	73%	70%
	Employer Satisfaction Index	79%	78%	77%	70%
	Stakeholder Engagement Index <sup>2</sup>	64%	N/a	67%	N/a
OPERATIONS	Time loss injuries per 100 covered employees	2.48	2.26	2.13	2.12
	Duration (composite; in days)	95	98	98	98
	Time loss days paid per 100 covered employees <sup>3</sup>	N/a	N/a	N/a	249
	Return to Employability <sup>3</sup>	N/a	N/a	N/a	95%
	Cost of New Extended Earnings Replacement Benefits (EERBs) <sup>4</sup>	N/a	N/a	\$68.2M	\$63.6M
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	\$0.732
	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.

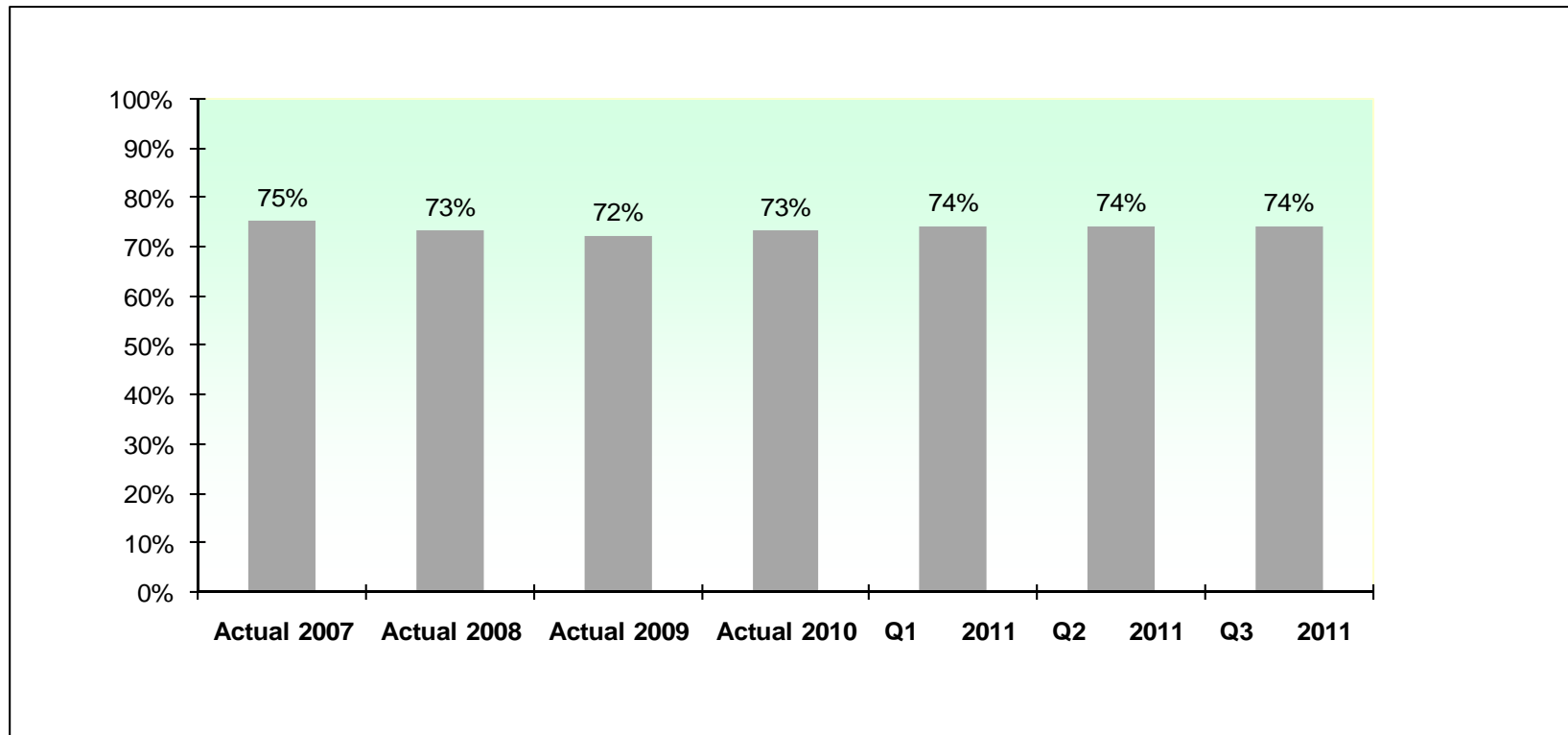
2 Results for the Stakeholder Engagement Index are reported biannually. No survey will be conducted in 2011.

3 These are new measures that were added in 2011. No historical data is available..

4This measure was adopted in 2010. No historical data is available.

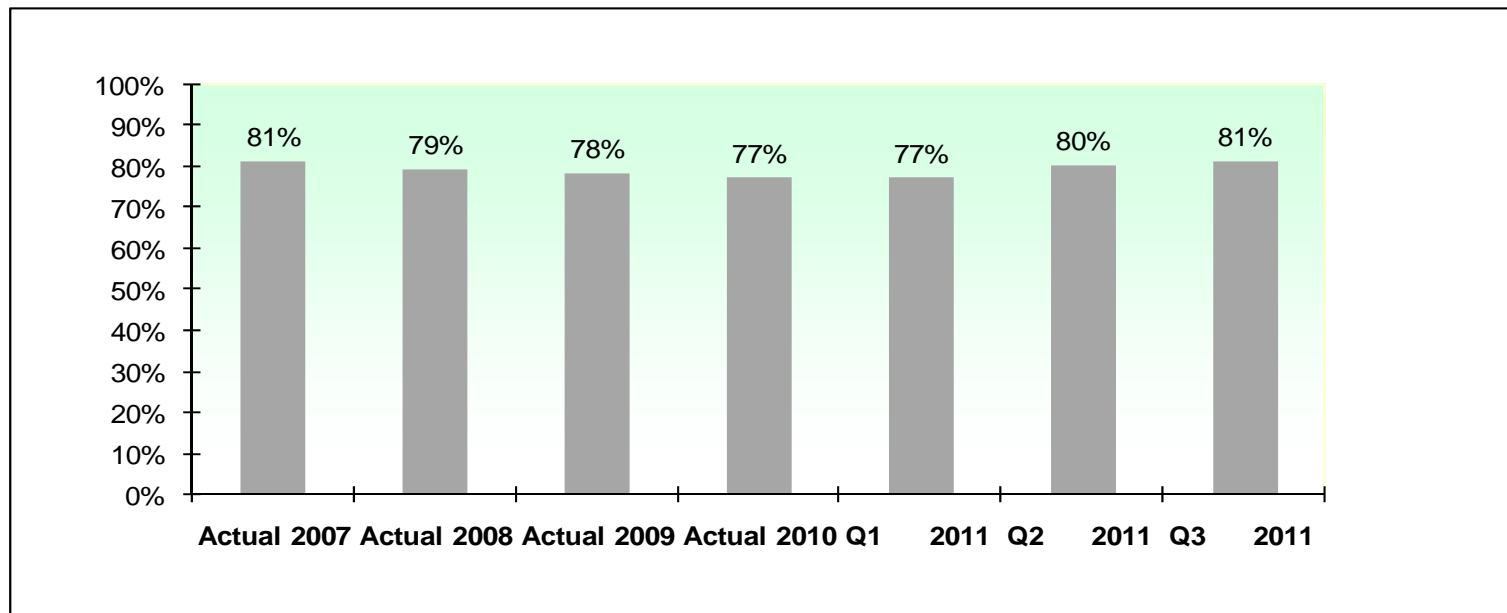
## Worker Satisfaction Index

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



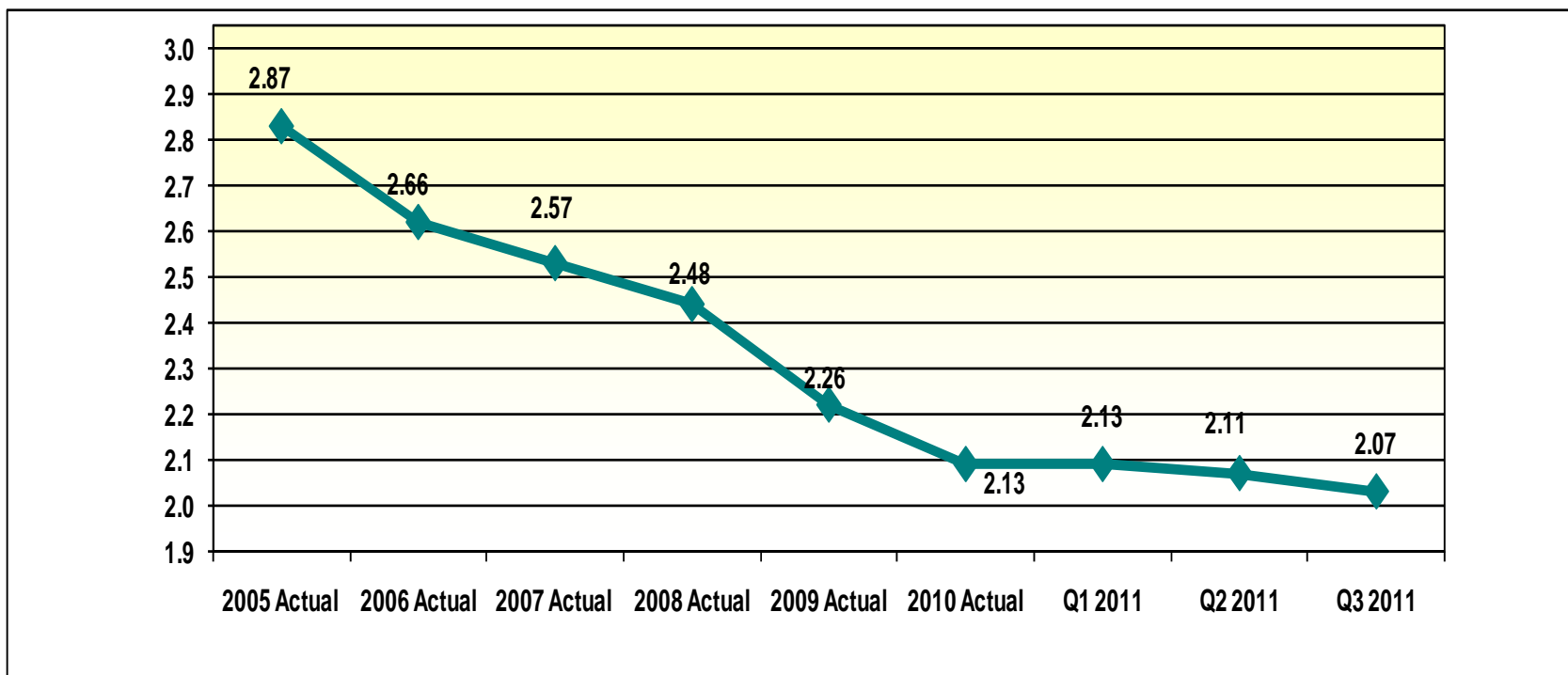
## Employer Satisfaction Index

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



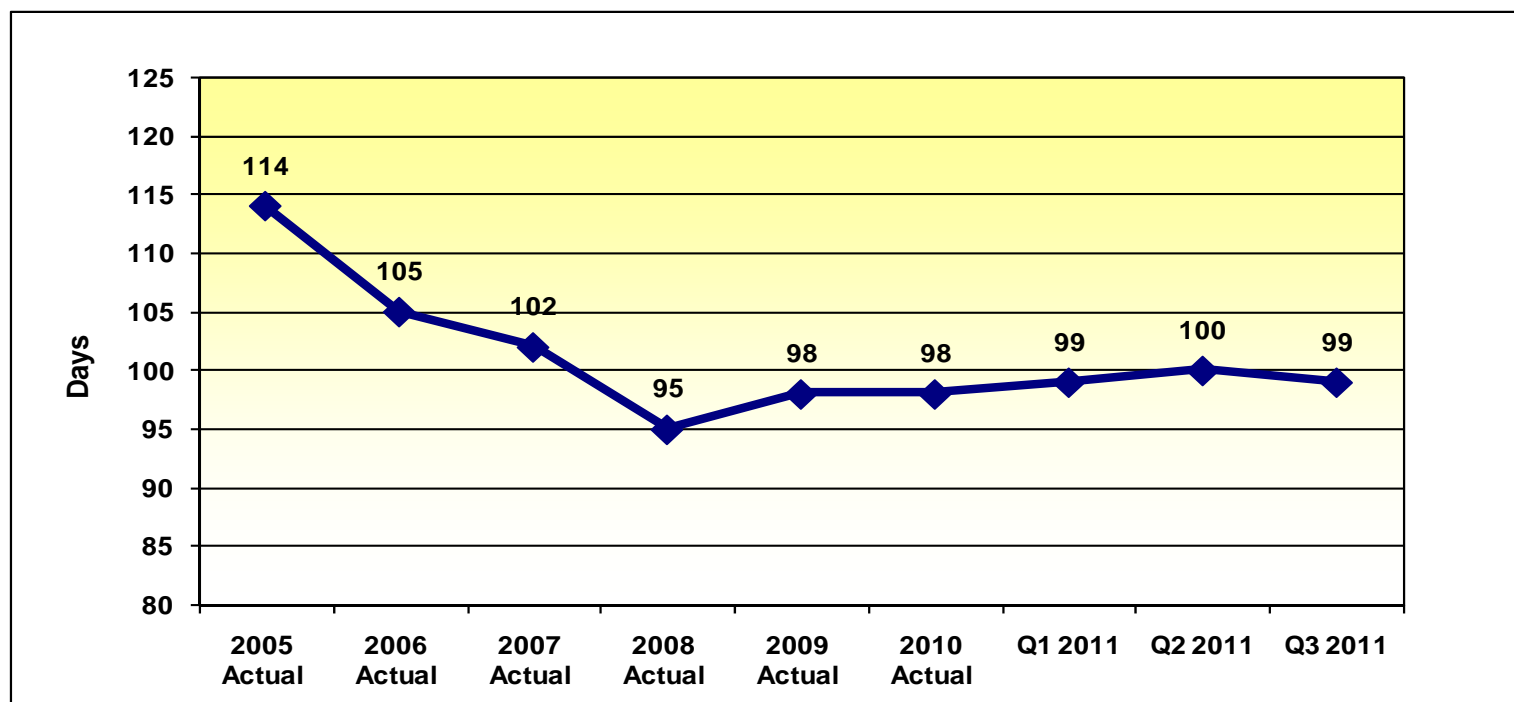
# Time Loss Injuries per 100 Covered Employees

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



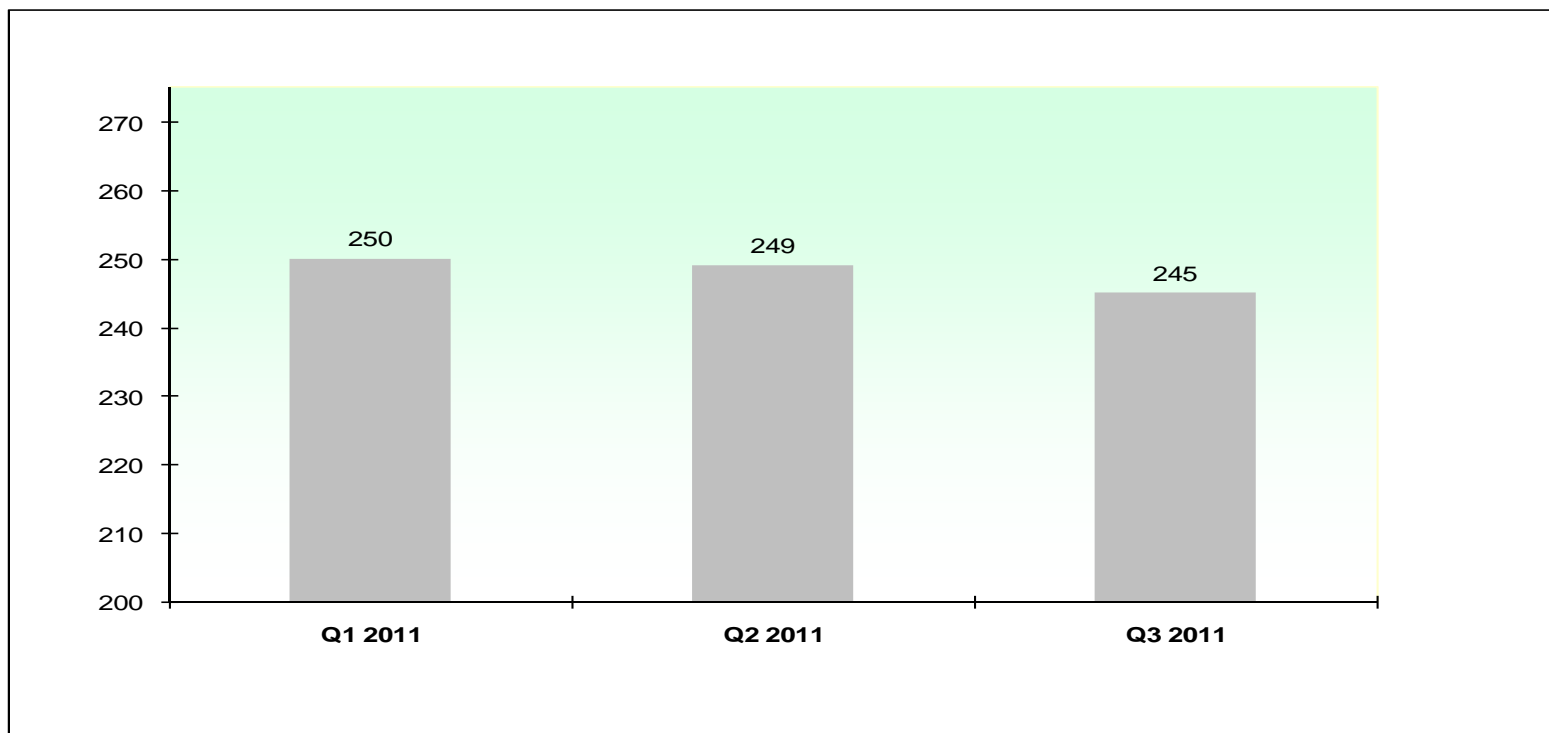
## Composite Duration Index

An estimate of the total number of compensable days for a typical time-loss claim paid in any past 12-month period for injuries in the most recent 5 year period



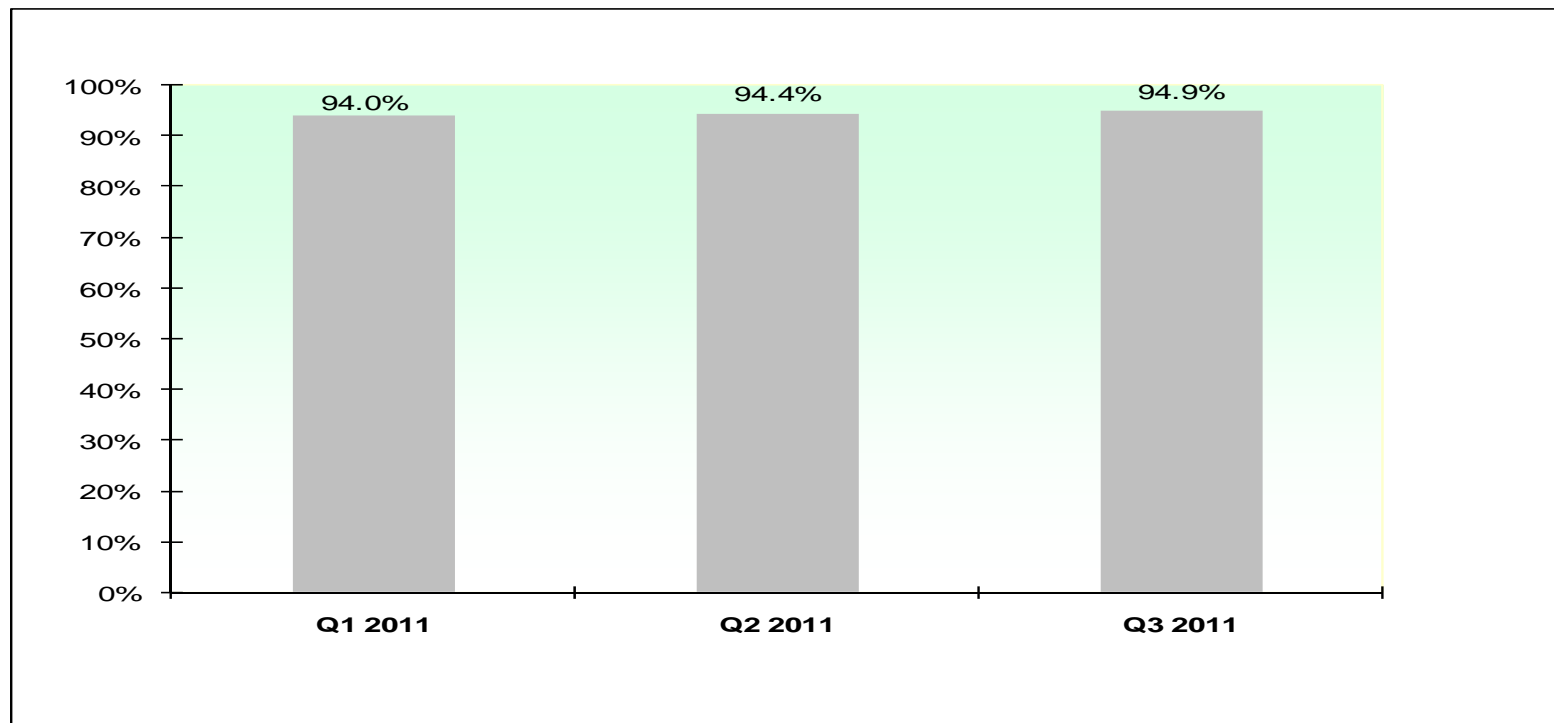
## Time Loss Days Paid Per 100 Covered Employees

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



\*Measure adopted January 2011

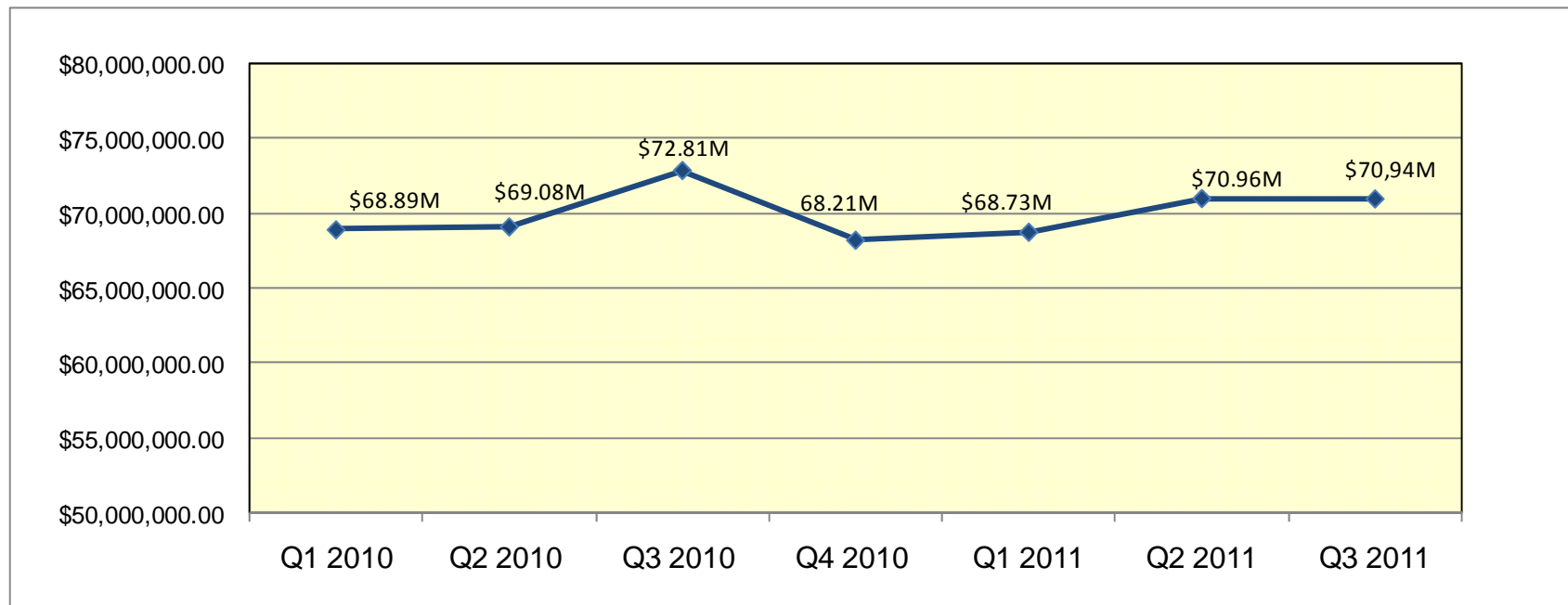
Percentage of time loss claims where an Extended Earnings Replacement Benefit (EERB) award was avoided (i.e., the entire earnings loss was fully mitigated with the injured worker earning at the pre-injury earning level or fully capable of doing so).



\*Measure adopted January 2011

## 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



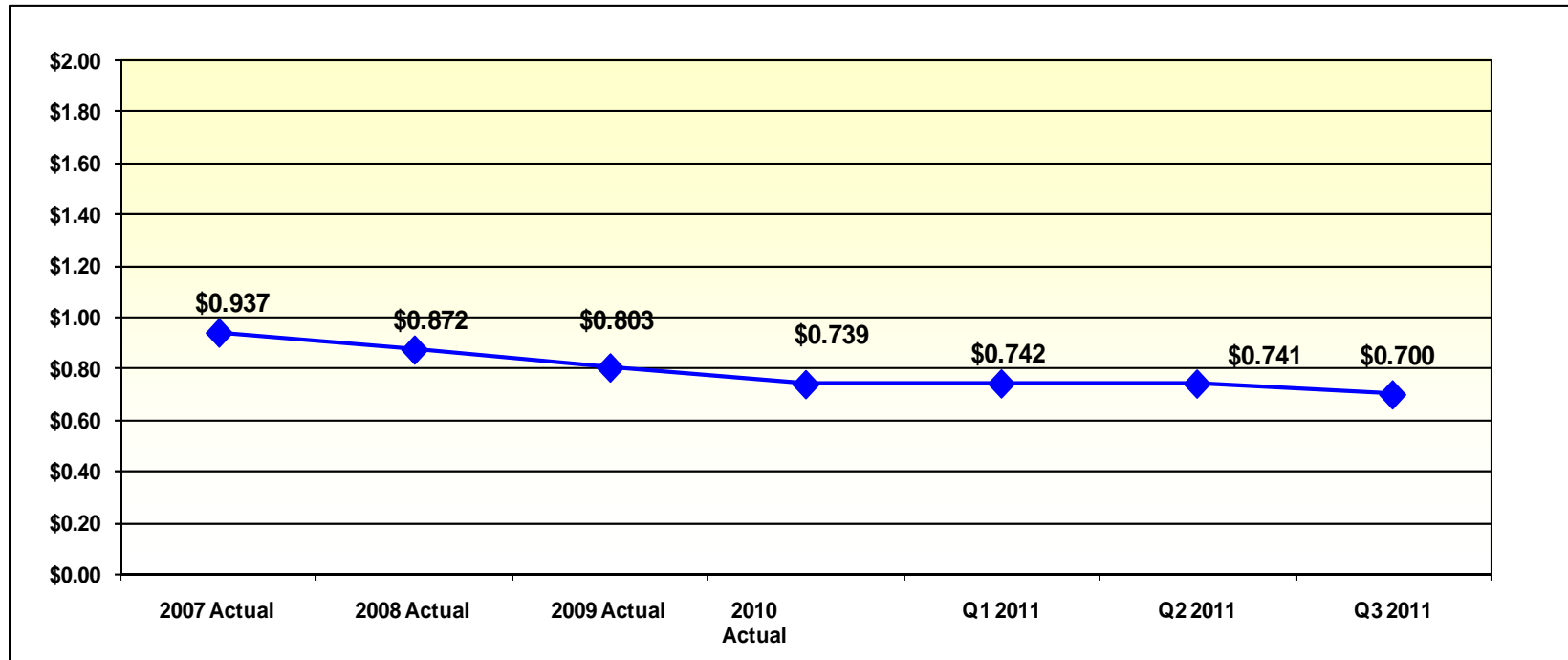
\*Measure adopted January 2010



## Financial Measures

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

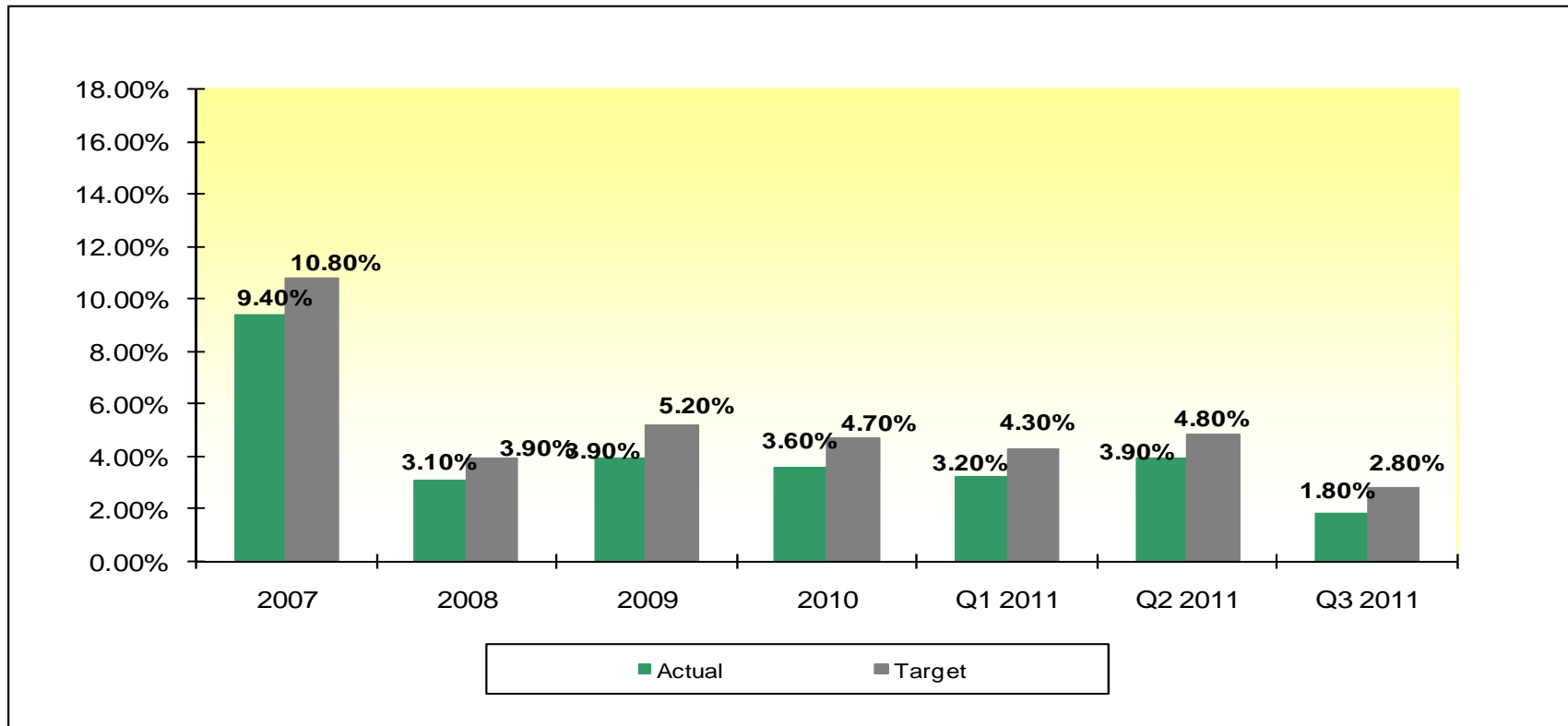
A measure of overall claim costs relative to payroll for the last 3 years in any past 12-month period



## Financial Measures

# 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%