

WCB Nova Scotia Balanced Scorecard

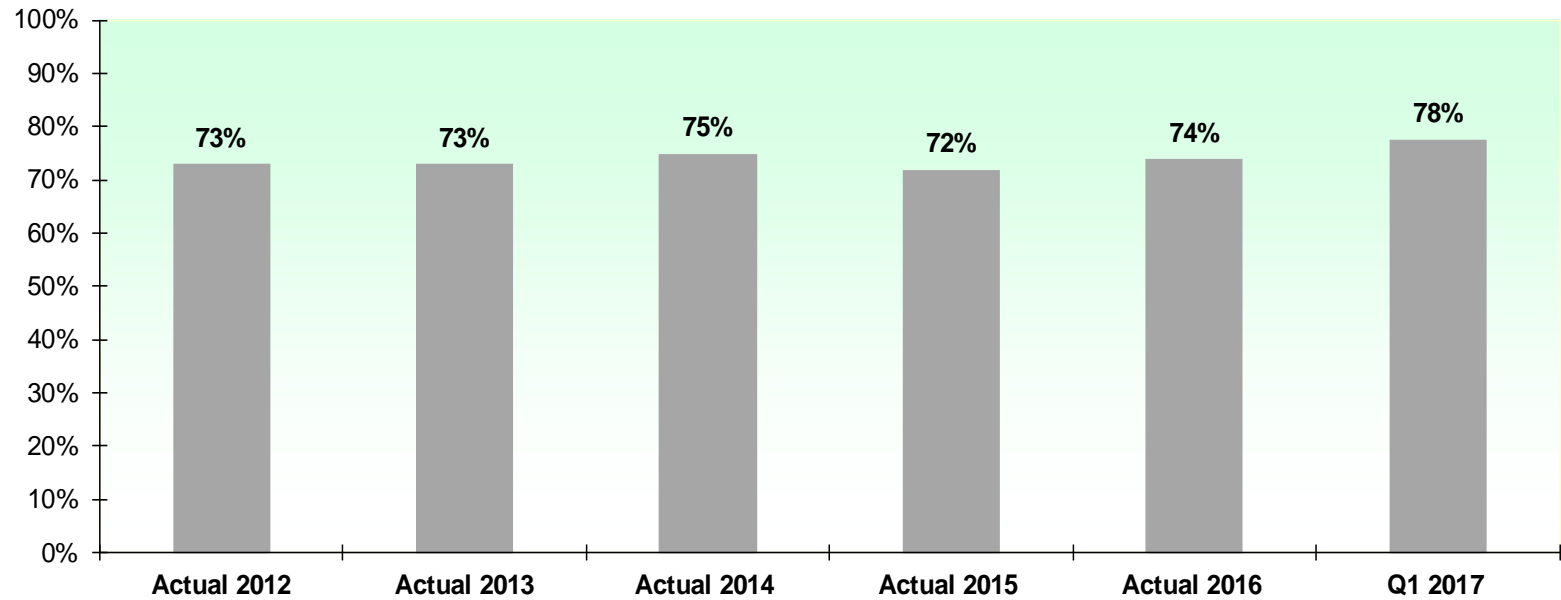
		2014 Results	2015 Results	2016 Results	2017 Targets
SERVICE	Worker Satisfaction Index ¹	75%	72%	74%	70%
	Employer Satisfaction Index	79%	81%	79%	70%
OPERATIONS	Time loss injuries per 100 covered workers	1.82	1.84	1.74	1.72
	Duration (composite; in days)	102	108	110	110
	Time loss days paid per 100 covered employees	226	236	232	229
	Return to Employability	96%	95%	95.2%	95.4%
	Cost of New Extended Earnings Replacement Benefits (EERBs) (\$M)	\$46.8	\$54.5	\$59.2	\$59.6
EMPLOYEE	WCB Employee Satisfaction Index	73%	73%	71%	70%
FINANCIAL	Claims payments for the last 3 years per \$100 of payroll (excluding prevention costs)	\$0.656	\$0.657	\$0.664	\$0.672
	Administrative costs per \$100 of payroll	\$0.38	\$0.38	\$0.40	\$0.45
	Five Year Rate of Return on Investment ² Five Year Rate of Return Five Year Target	9.6% 9.1%	8.8% 8.1%	9.8% 9.3%	Exceed Benchmark Portfolio Return

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

2 As of January 2013, this target was changed from Benchmark Portfolio Return +1% to Exceed Benchmark Portfolio Return.

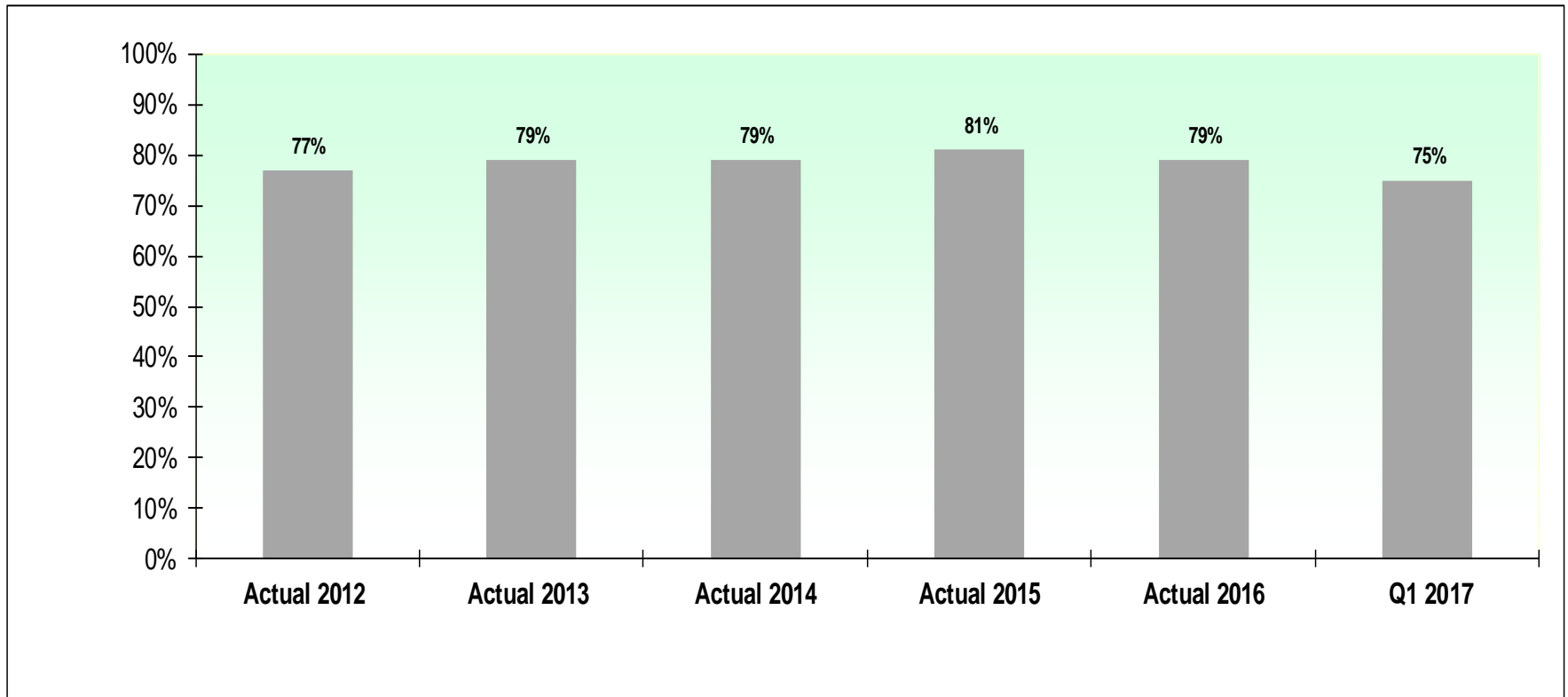
Worker Satisfaction Index

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



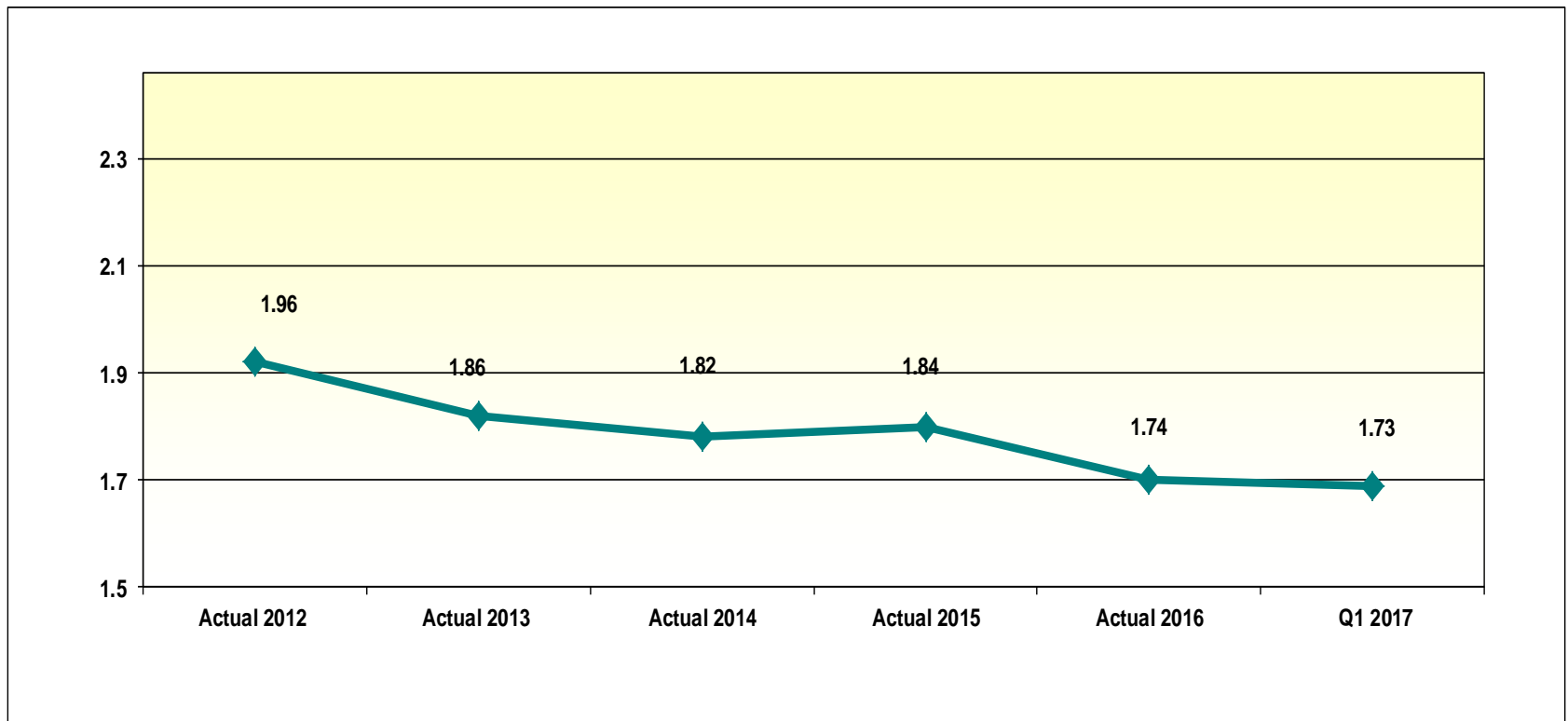
Employer Satisfaction Index

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



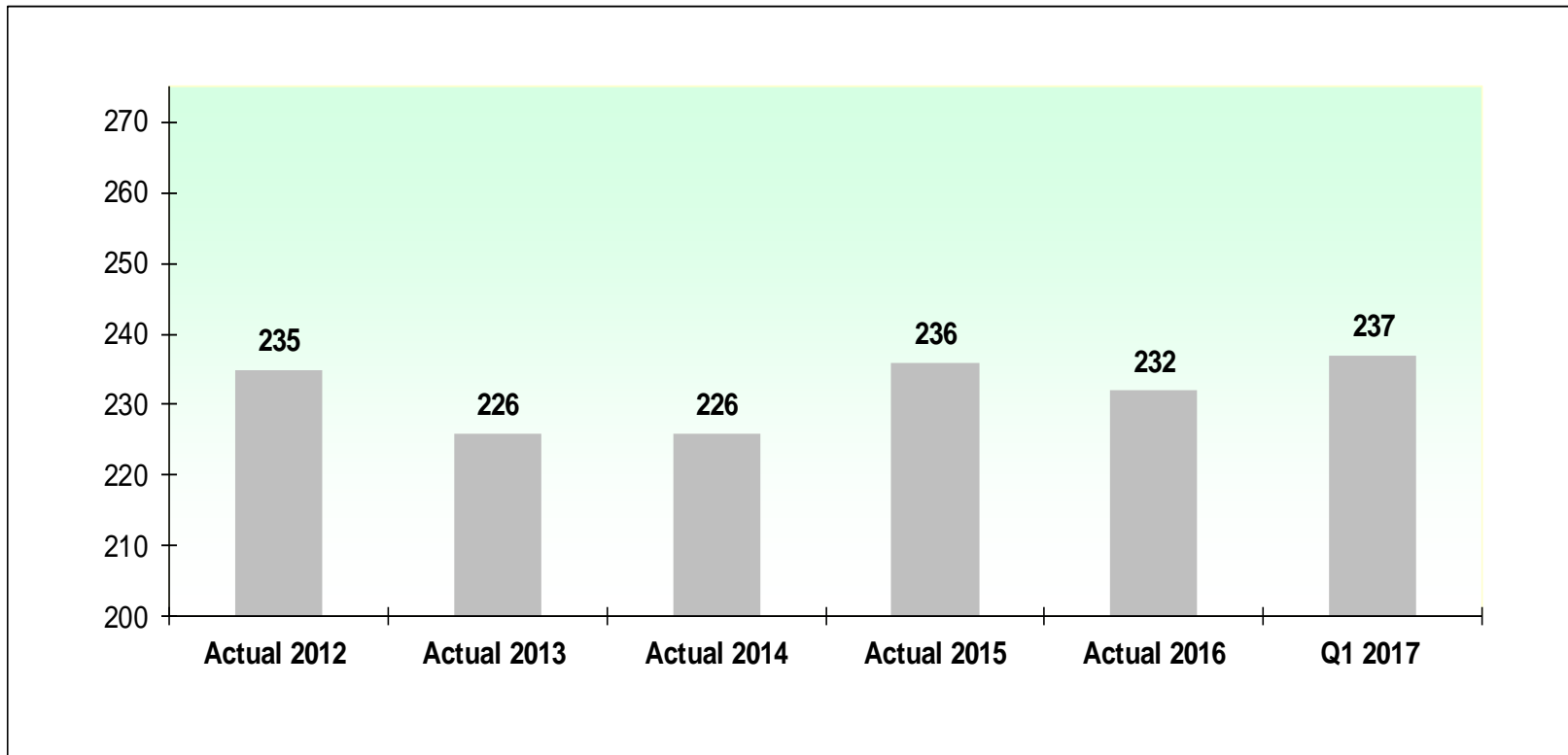
Time Loss Injuries per 100 Covered Workers

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



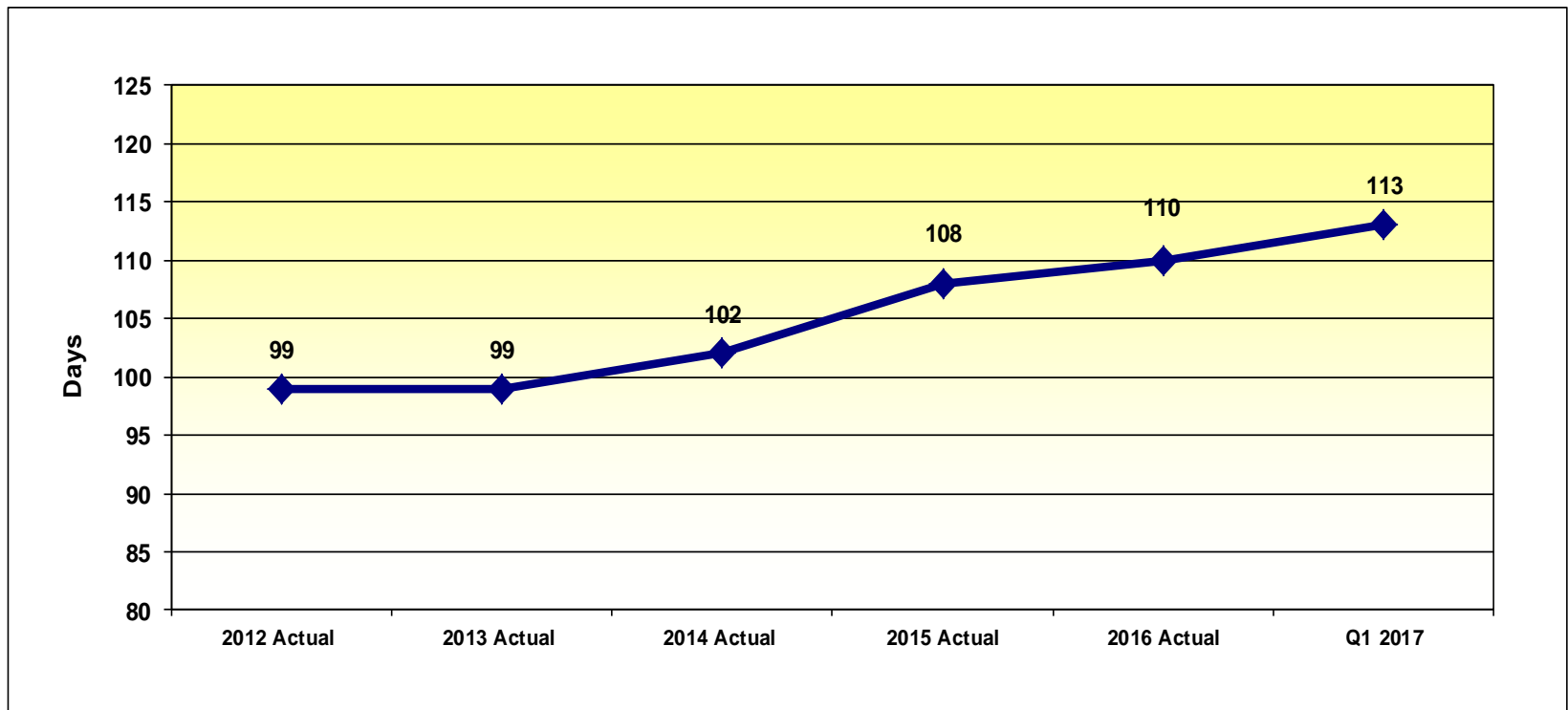
Time Loss Days Paid Per 100 Covered Employees

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



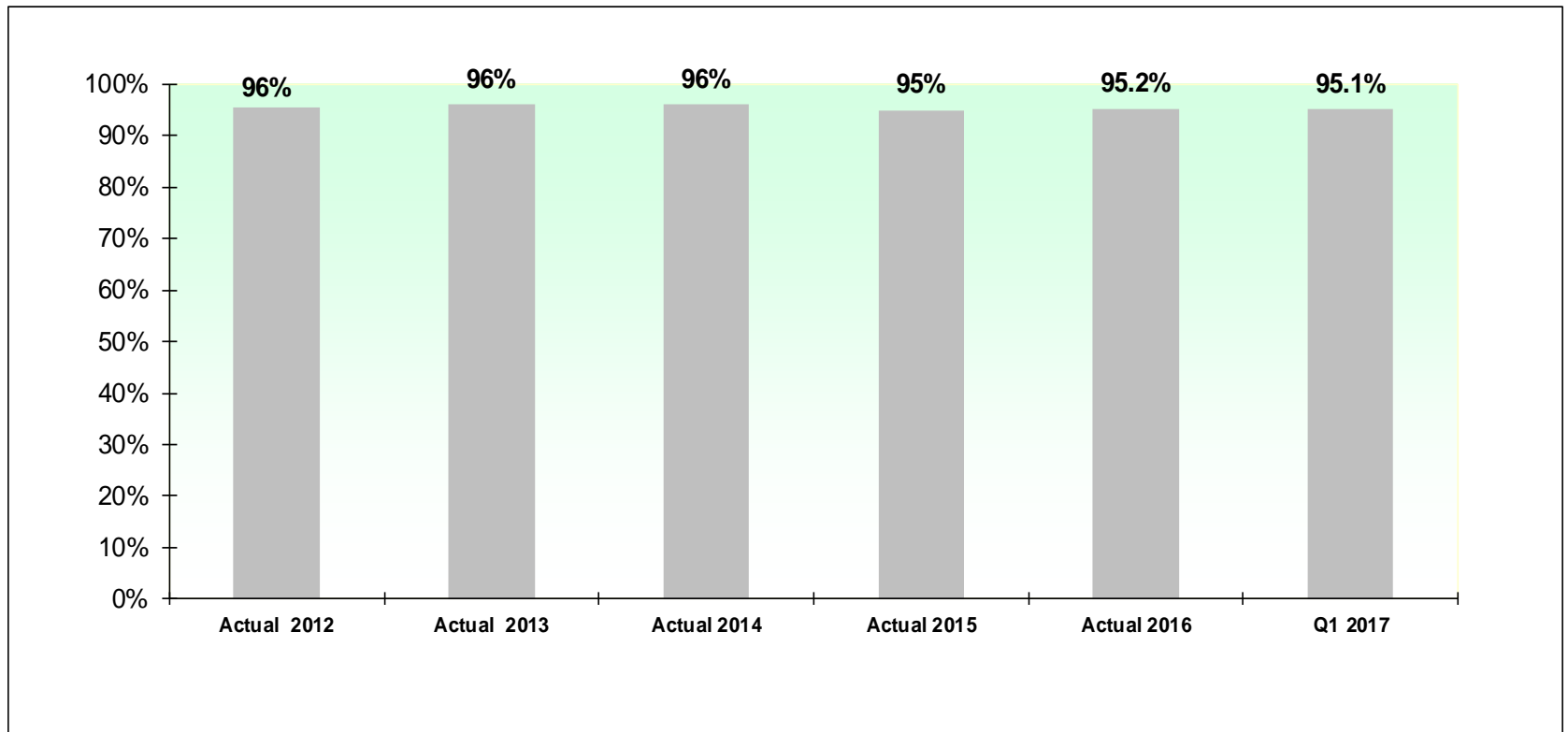
Composite Duration Index

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



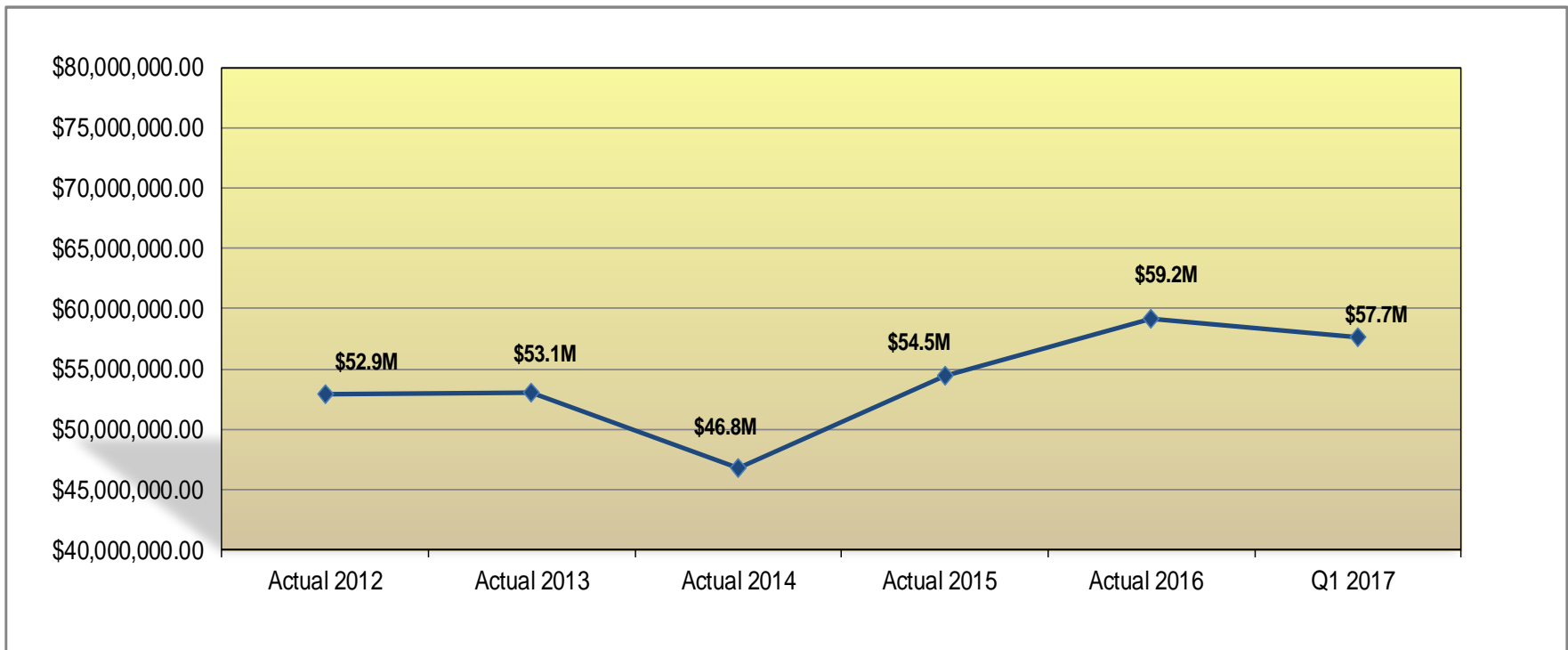
Return to Employability

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).



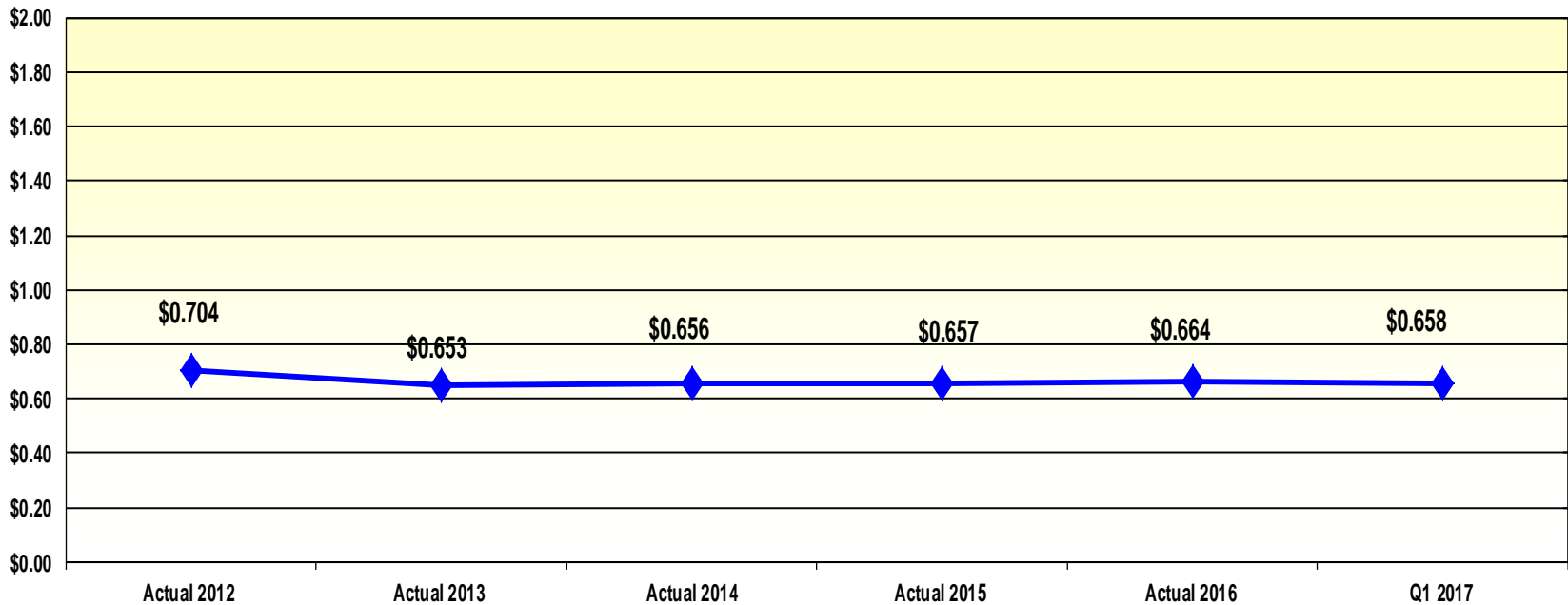
Cost of New Extended Earnings Replacement Benefits (EERBs)

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



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



5-Year Rate of 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

