

WCB Nova Scotia Balanced Scorecard

		2006 Results	2007 Results	2008 Results	2009 Targets
SERVICE	Worker Satisfaction Index ¹	n/a	75%	73%	70%
	Employer Satisfaction Index	n/a	81%	79%	70%
	Stakeholder Engagement Index ²	n/a	n/a	64%	70%
OPERATIONS	Time loss injuries per 100 employees	2.61	2.57	2.48	2.48
	Duration (composite; in days)	105	102	95	93
	% RTW at 100 % pre-injury earnings ³	93%	93%	93%	93%
	Average short-term disability payment per claim	\$3,981	\$4,083	\$3,992	\$3,870
EMPLOYEE	Employee Satisfaction Index	74%	74%	75%	70%
FINANCIAL	Claims payments for the last 3 years per \$100 of payroll (excluding prevention costs)	\$0.923	\$0.961	\$0.872	\$0.8722
	Administrative costs per \$100 of payroll	\$0.35	\$0.32	\$0.34	\$0.39
	Five Year Rate of Return on Investment Five Year Rate of Return Five Year Target	7.4% 8.5%	9.4% 10.1%	3.1% 3.9%	Benchmark Portfolio Return + 0.85%

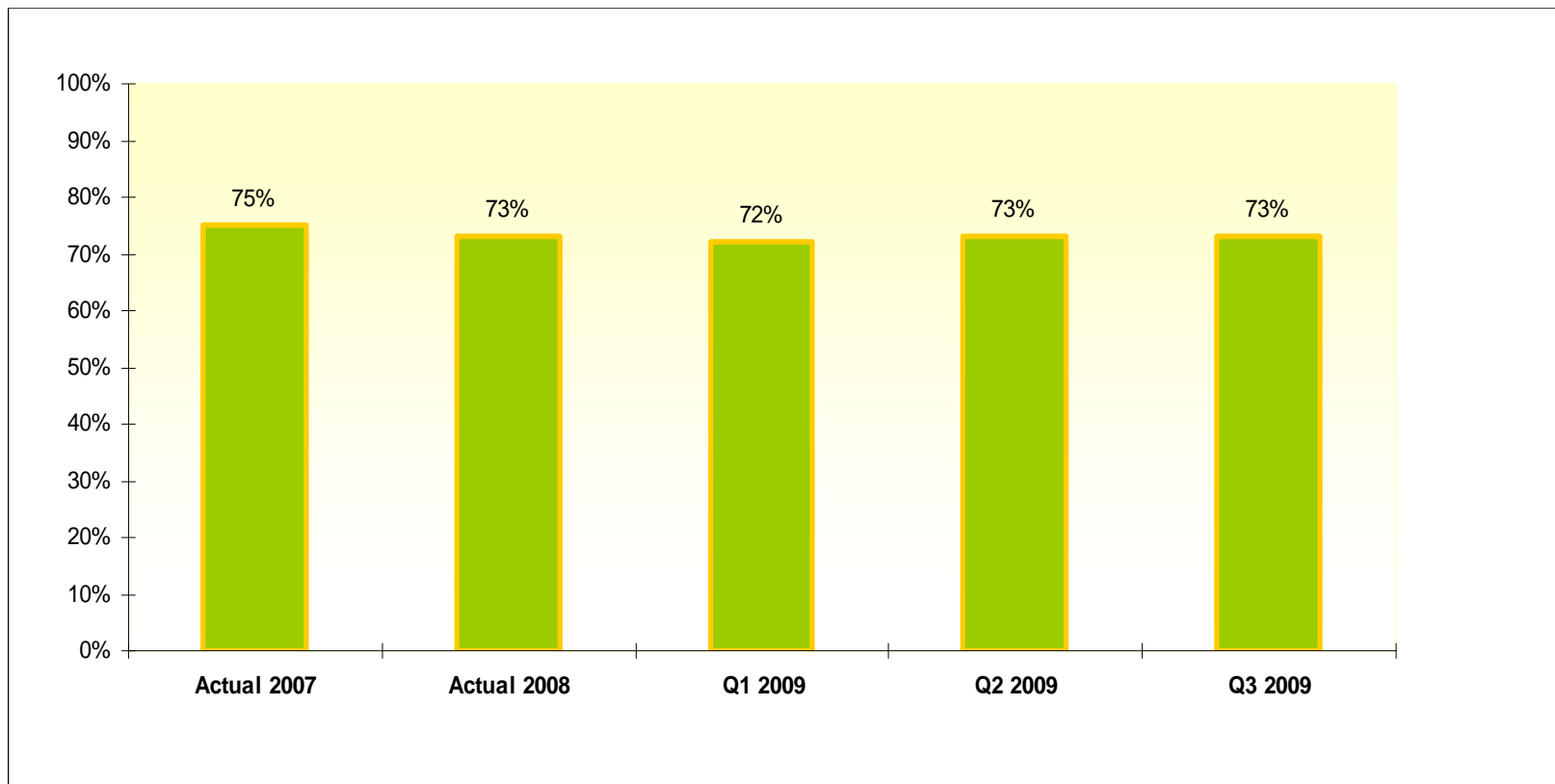
1 The worker Satisfaction index does not include workers on long term benefits or those for claims with little or no time loss.

2 This is a new performance indicator that was adopted in 2008. No historical data is available.

3 Where return to work is not the goal, some claims exceeding 12 months in duration are excluded.

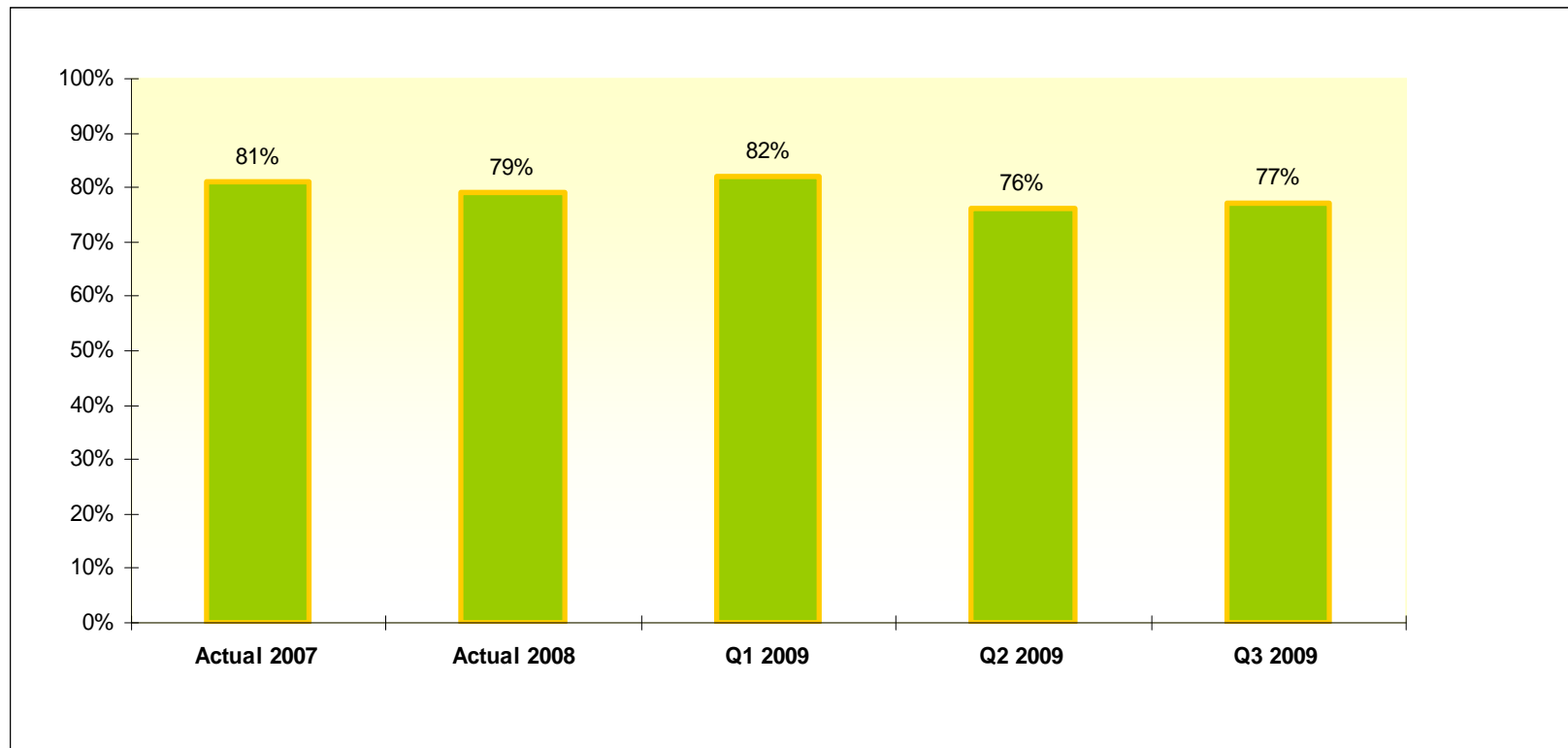
Worker Satisfaction Index

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



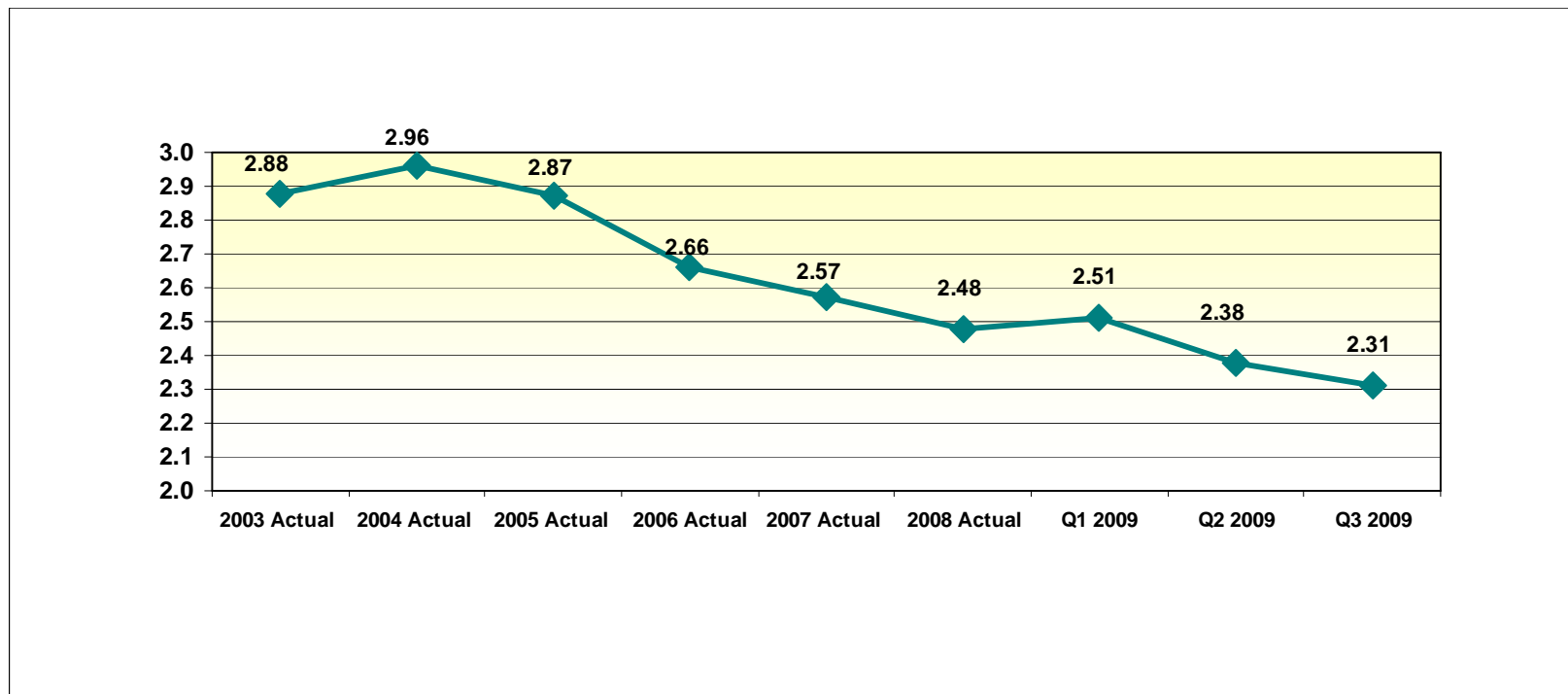
Employer Satisfaction Index

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



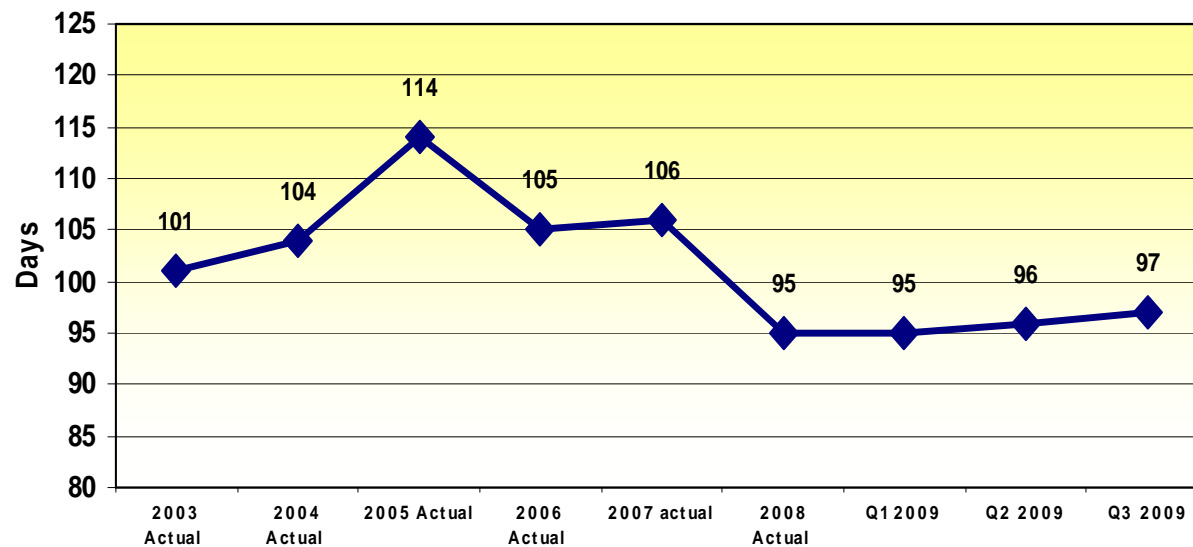
Time-loss Injuries per 100 Employees

Number of time-loss claims per 100 person-years of employment, for the 12-month period ending in the period shown (cumulative average)



Composite Duration Index

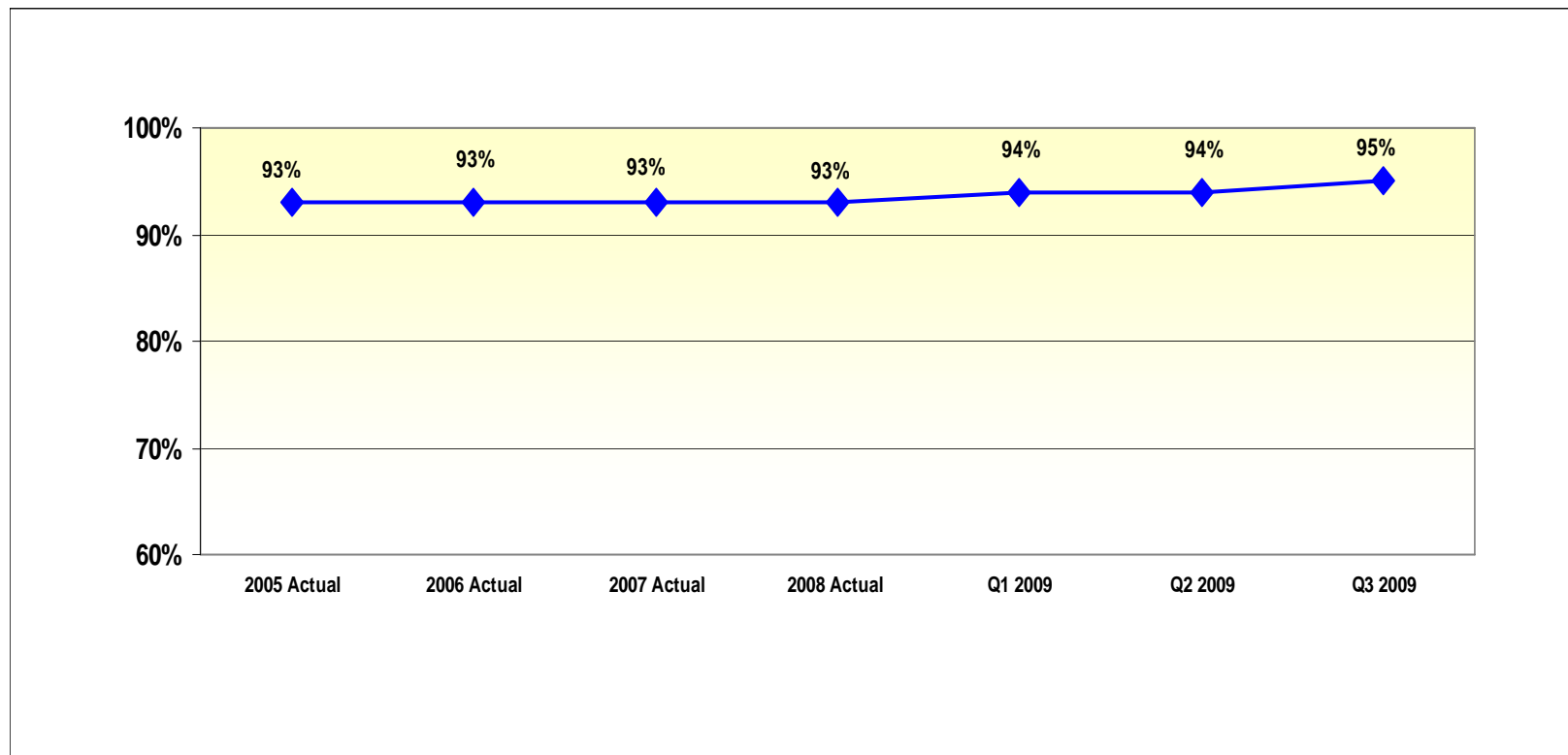
An estimate of the total number of compensable days for a typical time-loss claim



Operations

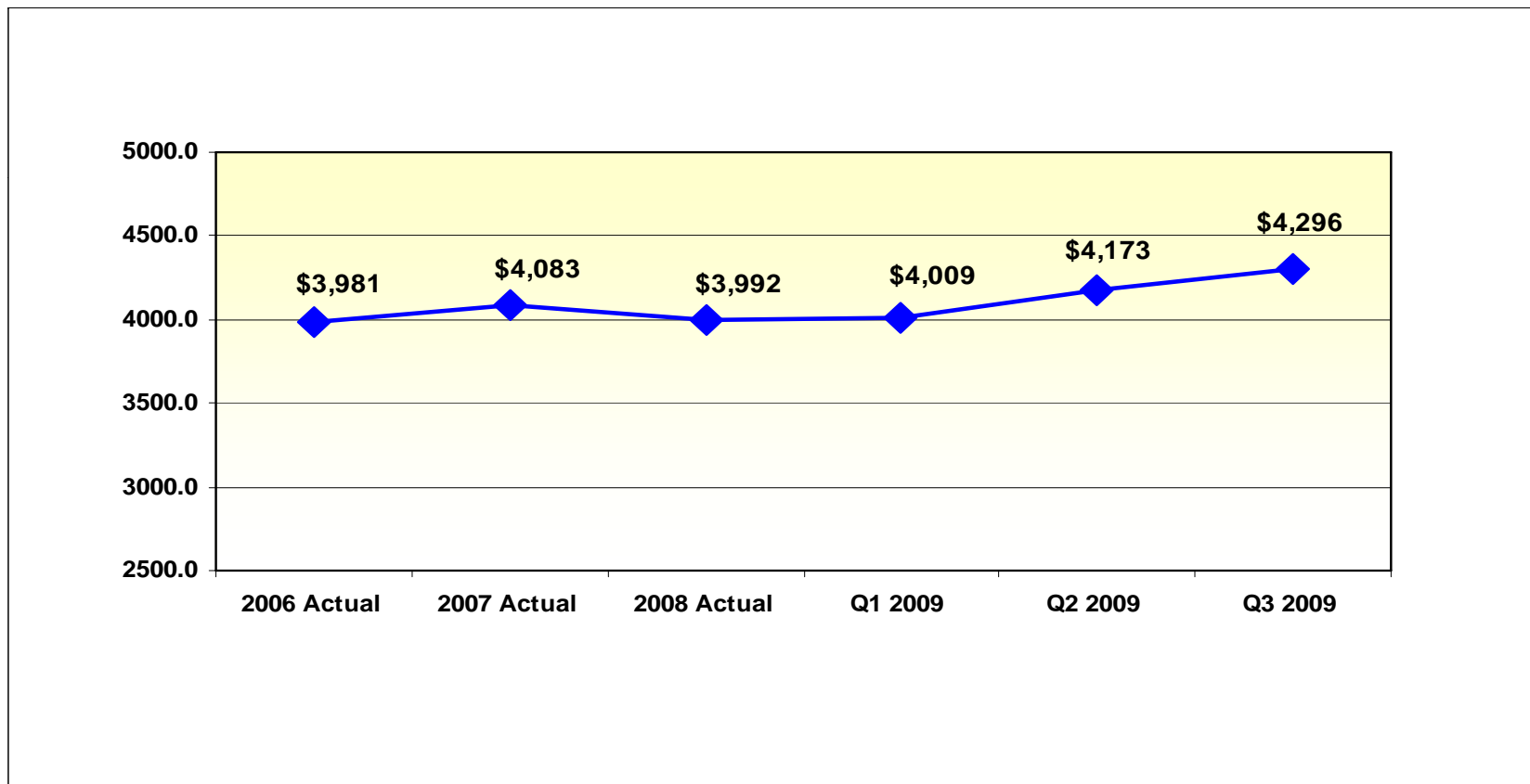
% Return-to-Work at 100% Pre-Injury Earnings

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



Average Short-term disability payment per Claim

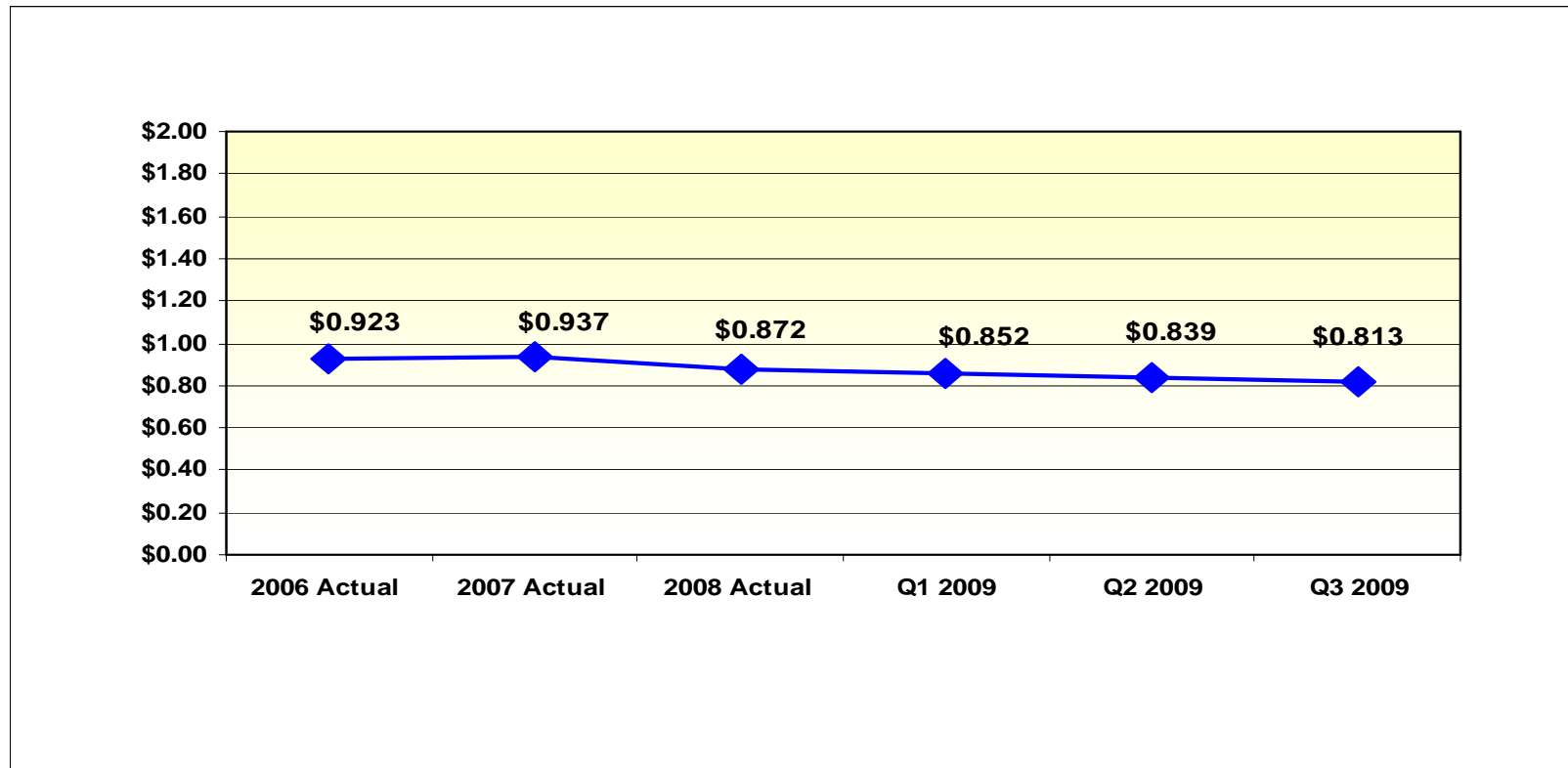
A measure of the average short-term disability claim costs in any past 12-month period



Financial Measures

Claim payments for the last 3 years per \$100 of payroll

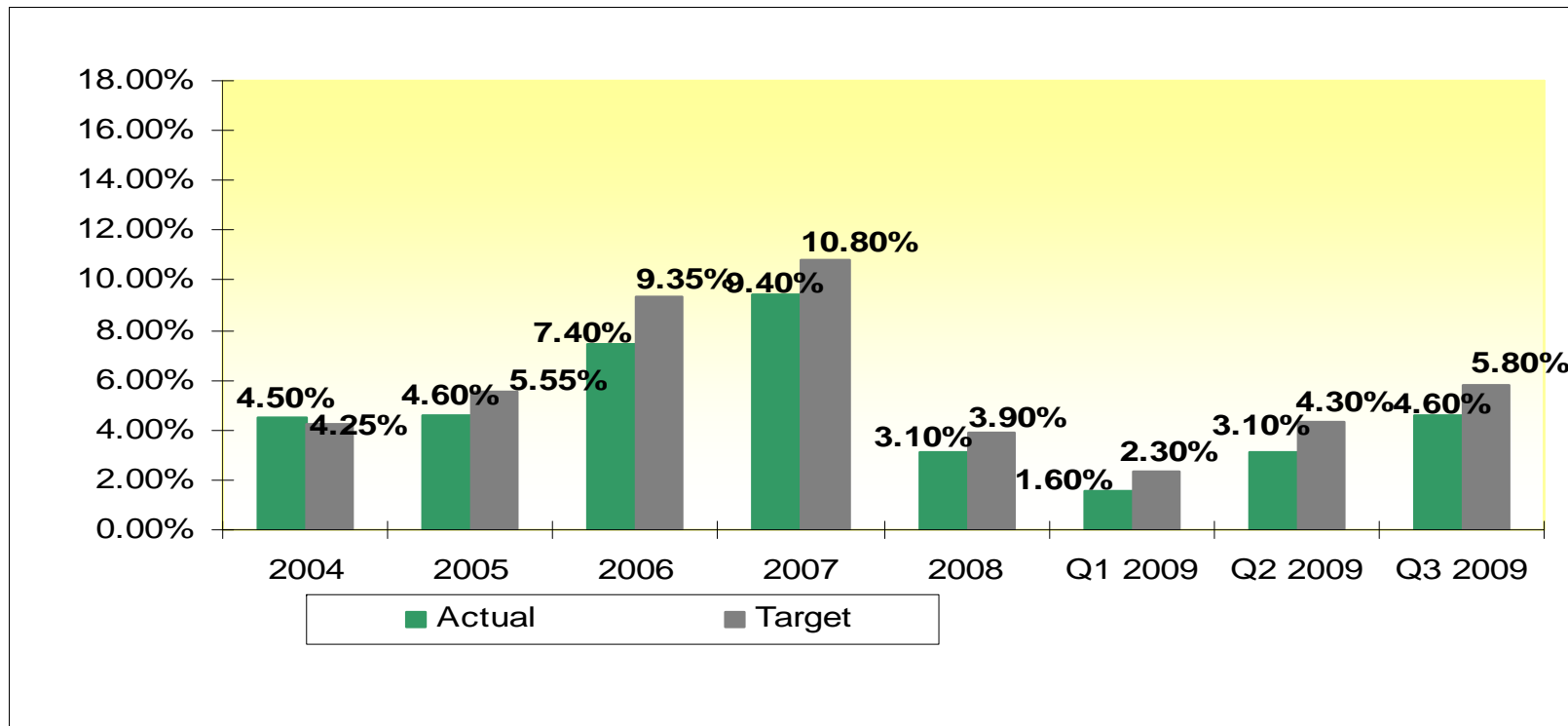
A measure of overall claim costs relative to payroll for the last 3 years



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%