

## WCB Nova Scotia Balanced Scorecard

		2009 Results	2010 Results	2011 Results	2011 Targets
SERVICE	Worker Satisfaction Index <sup>1</sup>	72%	73%	74%	70%
	Employer Satisfaction Index	78%	77%	79%	70%
	Stakeholder Engagement Index <sup>2</sup>	N/a	67%	N/a	N/a
OPERATIONS	Time loss injuries per 100 covered employees	2.26	2.13	2.02	2.12
	Duration (composite; in days)	98	98	98	98
	Time loss days paid per 100 covered employees <sup>3</sup>	N/a	N/a	238	249
	Return to Employability <sup>3</sup>	N/a	N/a	95%	95%
	Cost of New Extended Earnings Replacement Benefits (EERBs) <sup>4</sup>	N/a	\$68.2M	\$64.5M	\$63.6M
EMPLOYEE	Employee Satisfaction Index	72%	69%	73%	70%
FINANCIAL	Claims payments for the last 3 years per \$100 of payroll (excluding prevention costs)	\$0.803	\$0.739	\$0.701	\$0.732
	Administrative costs per \$100 of payroll <sup>4</sup>	\$0.35	\$0.39	\$0.39	\$0.41
	Five Year Rate of Return on Investment <sup>5</sup> Five Year Rate of Return Five Year Target	3.9% 5.3%	3.6% 4.7%	1.2% 2.1%	Benchmark Portfolio Return + 1%

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.

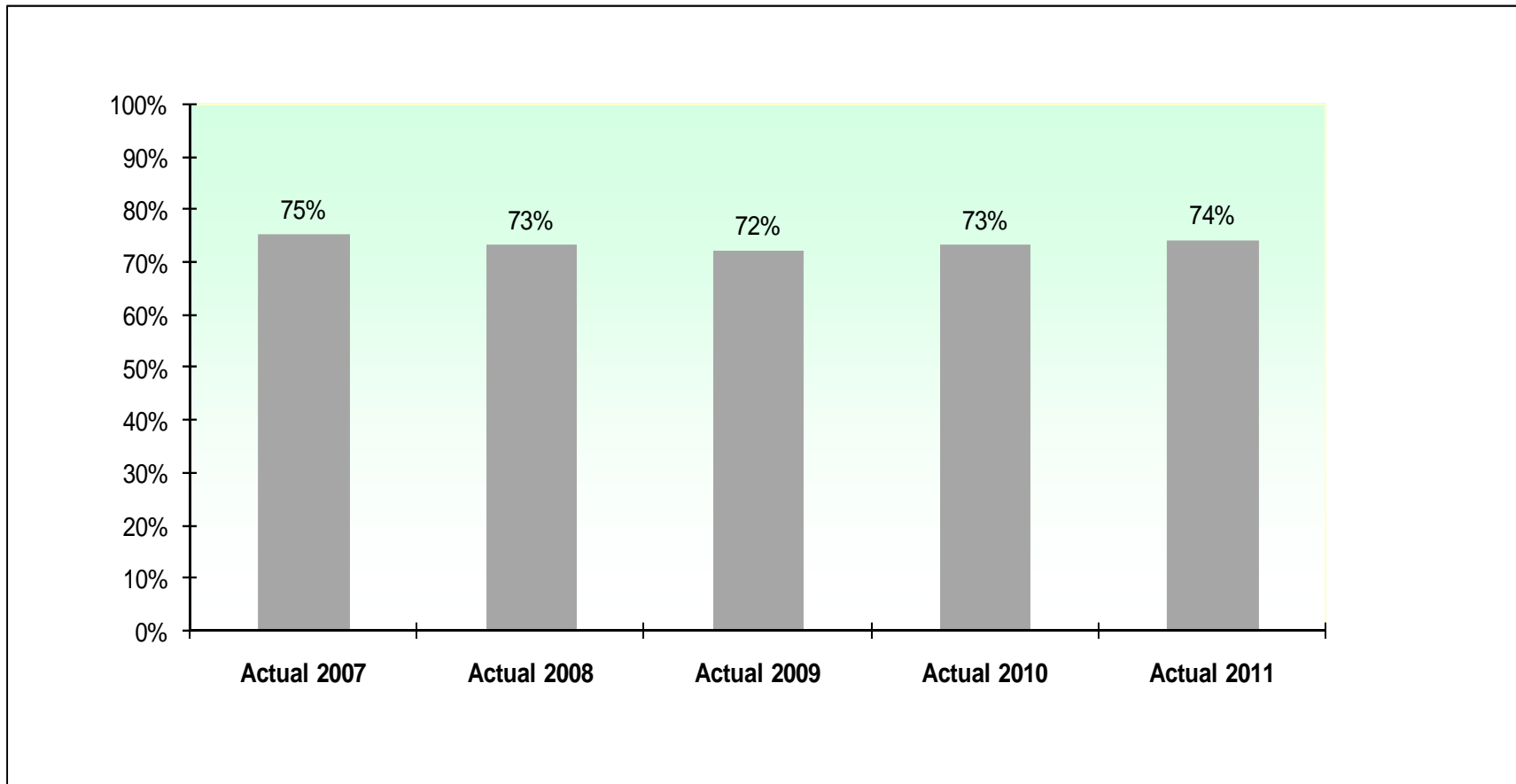
3 These are new measures that were added in 2011. No historical data is available..

4 2010 values restated due to the adoption of International Financial Reporting Standards

5 During 2011, this target was changed from Benchmark Portfolio Return + 0.85% to Benchmark Portfolio Return +1%.

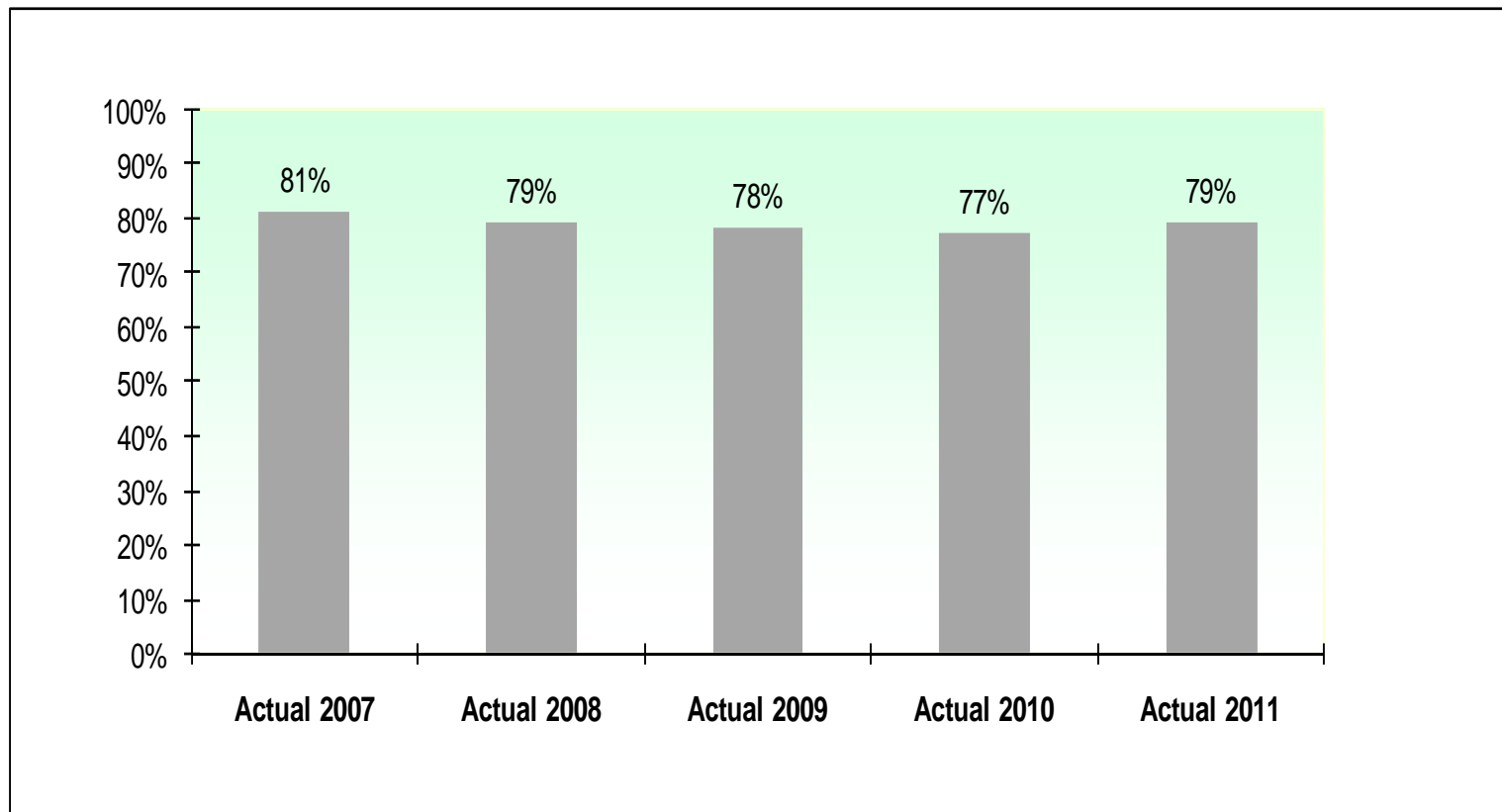
## **Worker Satisfaction Index**

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



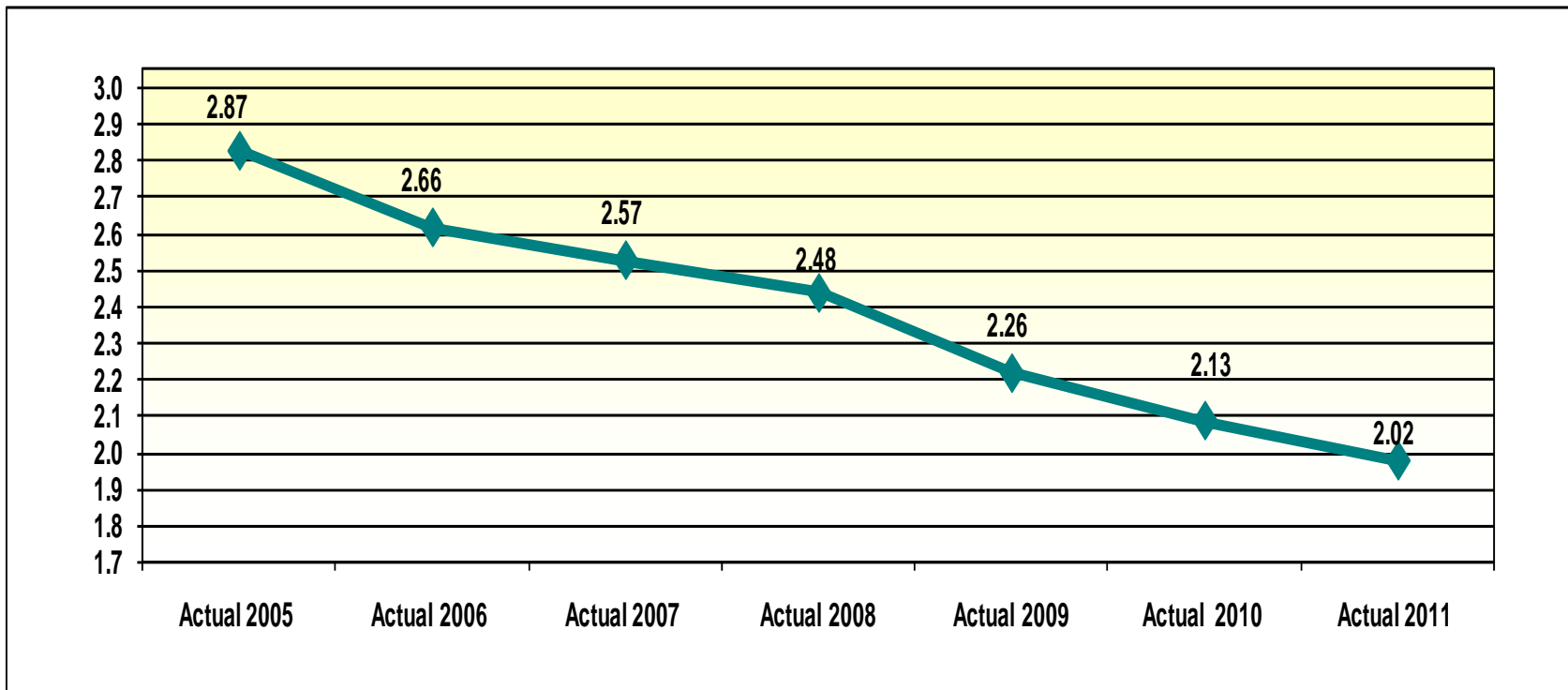
## Employer Satisfaction Index

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



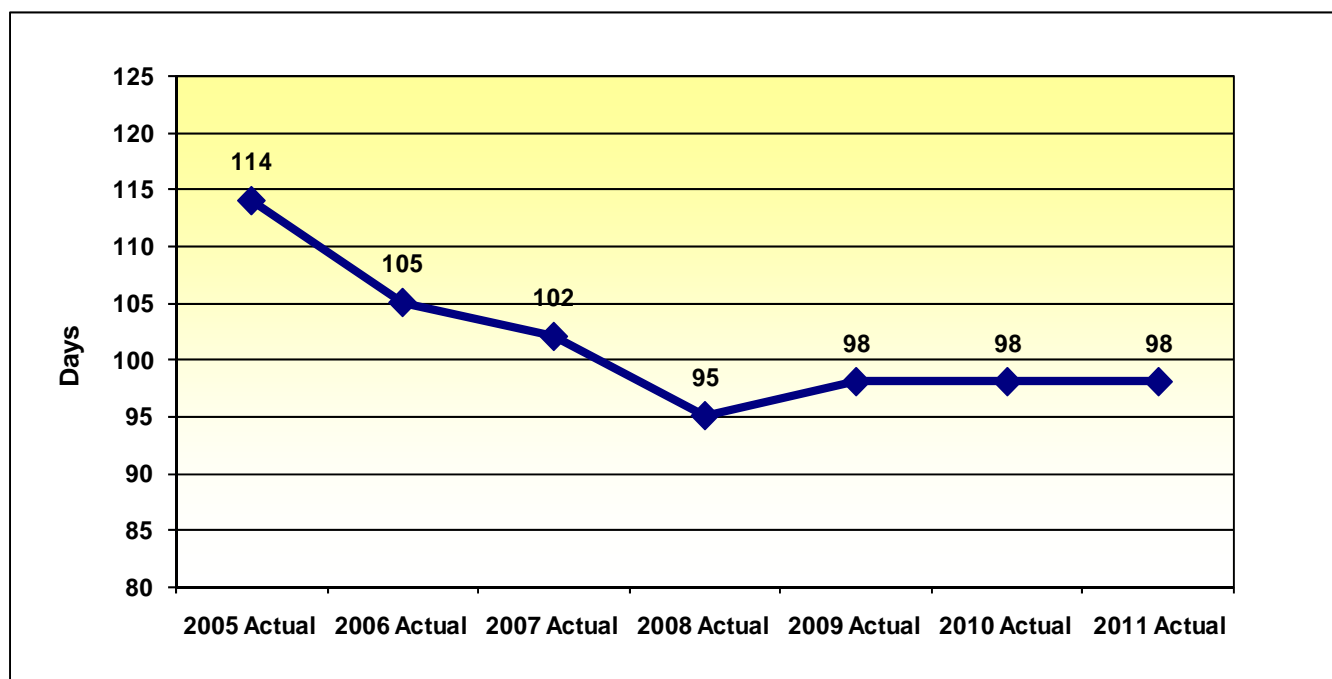
# Time Loss Injuries per 100 Covered Employees

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



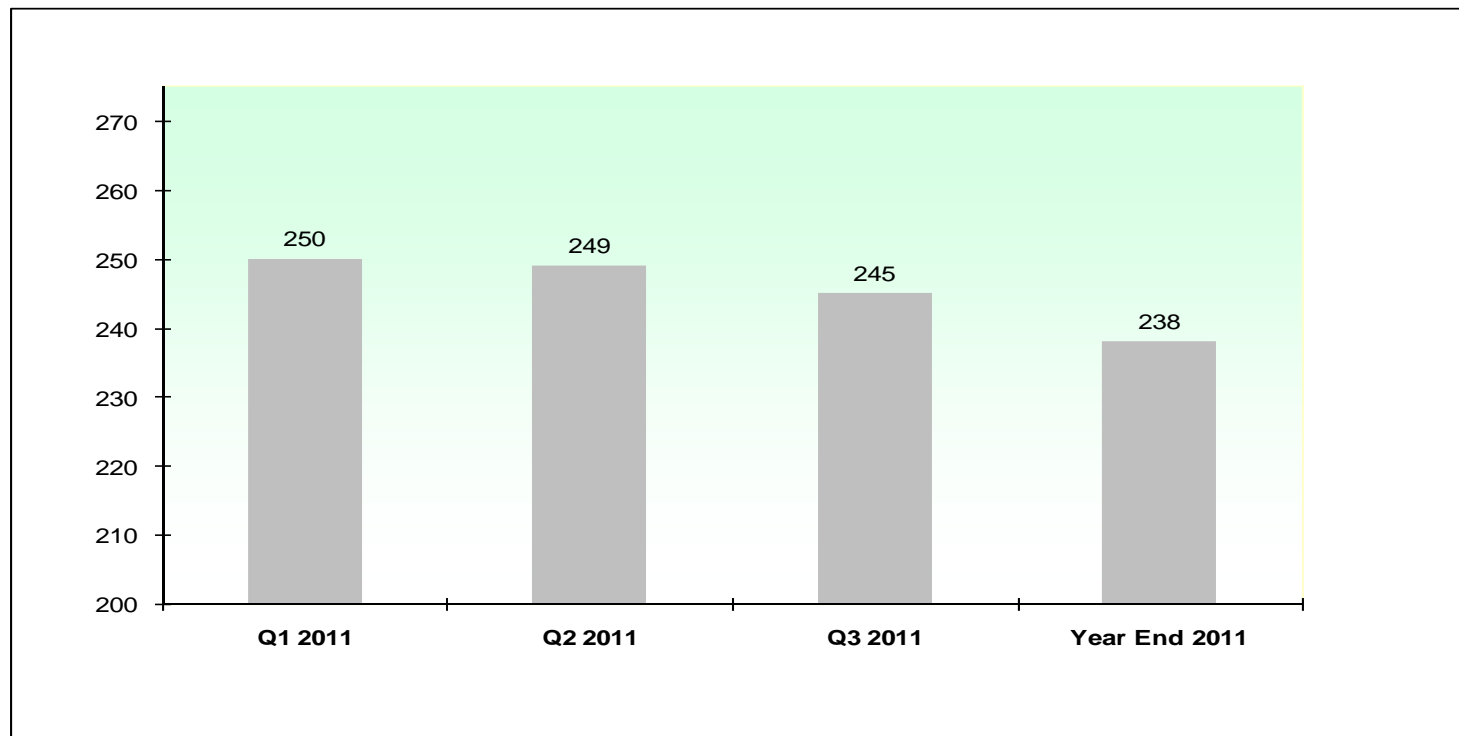
## Composite Duration Index

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

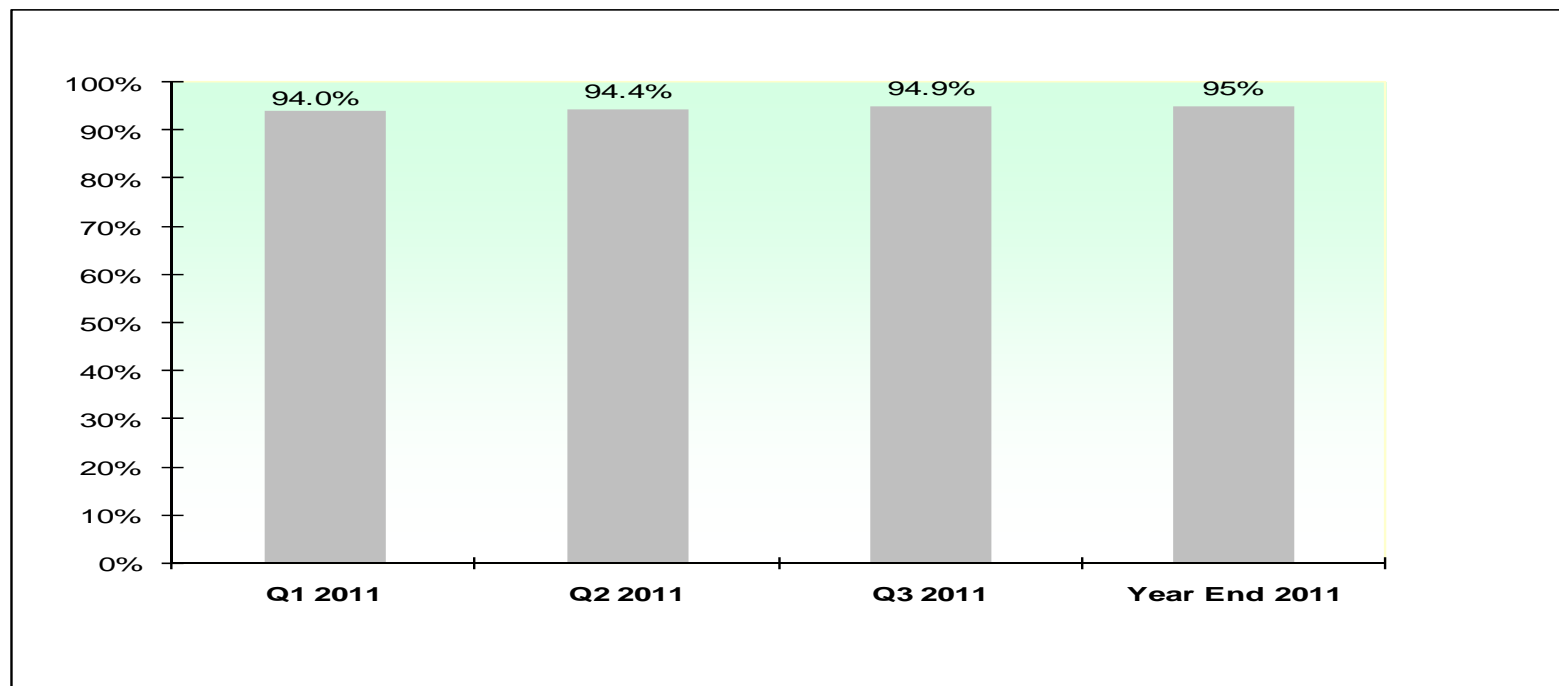
An estimate of the total number of compensable days for a typical time-loss claim in any past 12-month period for all injury/duration years



\*Measure adopted January 2011

## Return to Employability

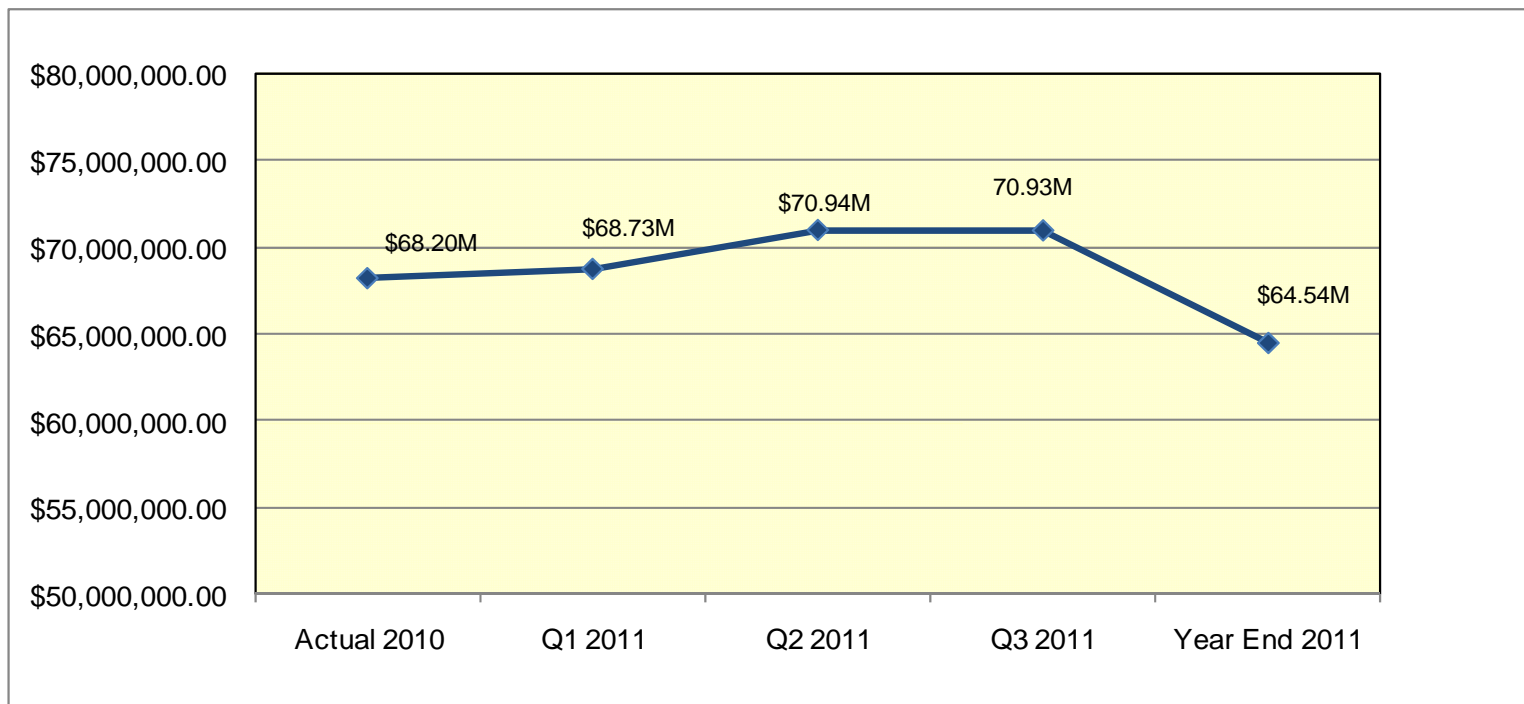
Percentage of time loss claims where an Extended Earnings Replacement Benefit (EERB) award was avoided (i.e., the entire earnings loss was fully mitigated with the injured worker earning at the pre-injury earning level or fully capable of doing so).



\*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

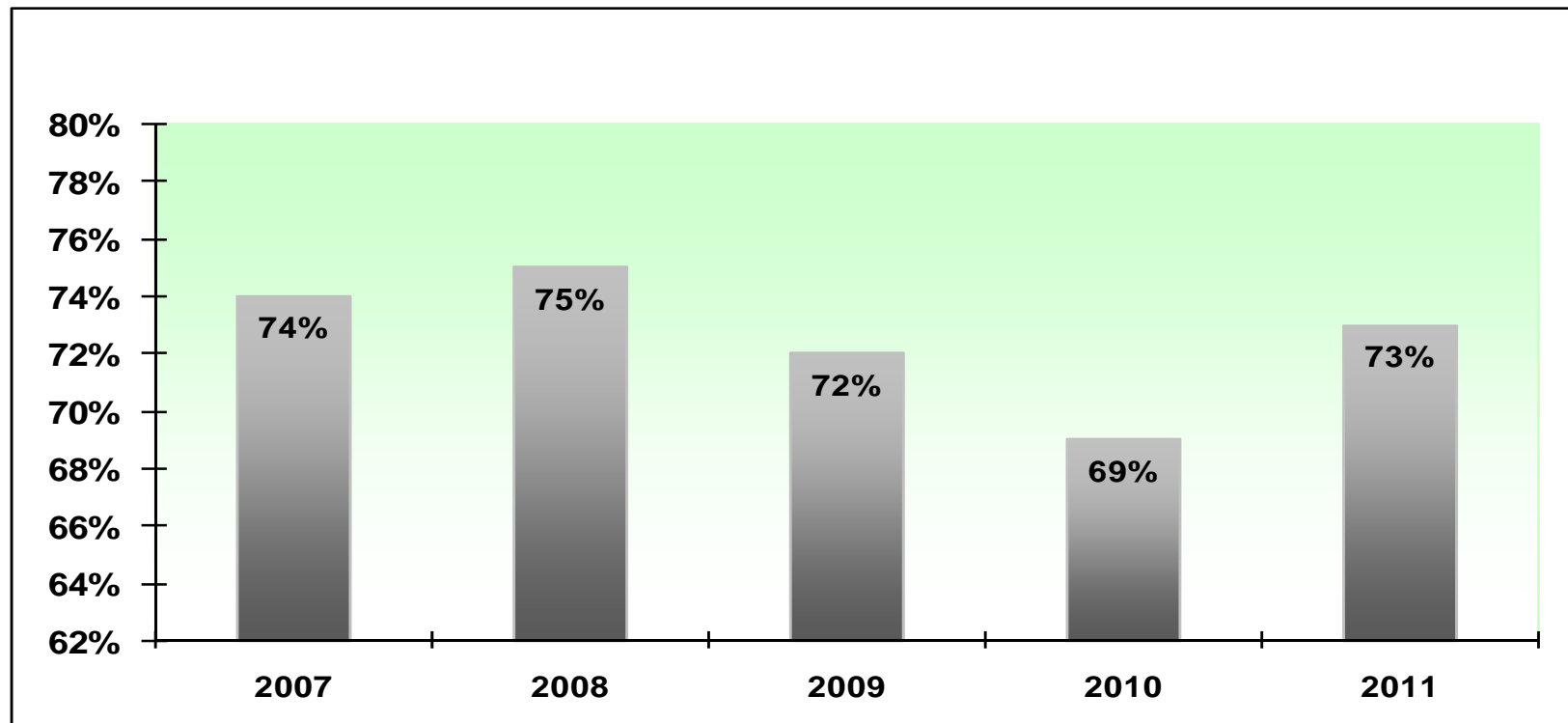


\*Measure adopted January 2010



# Employee Satisfaction Index\*

Measures WCB employees satisfaction with their engagement with the organization



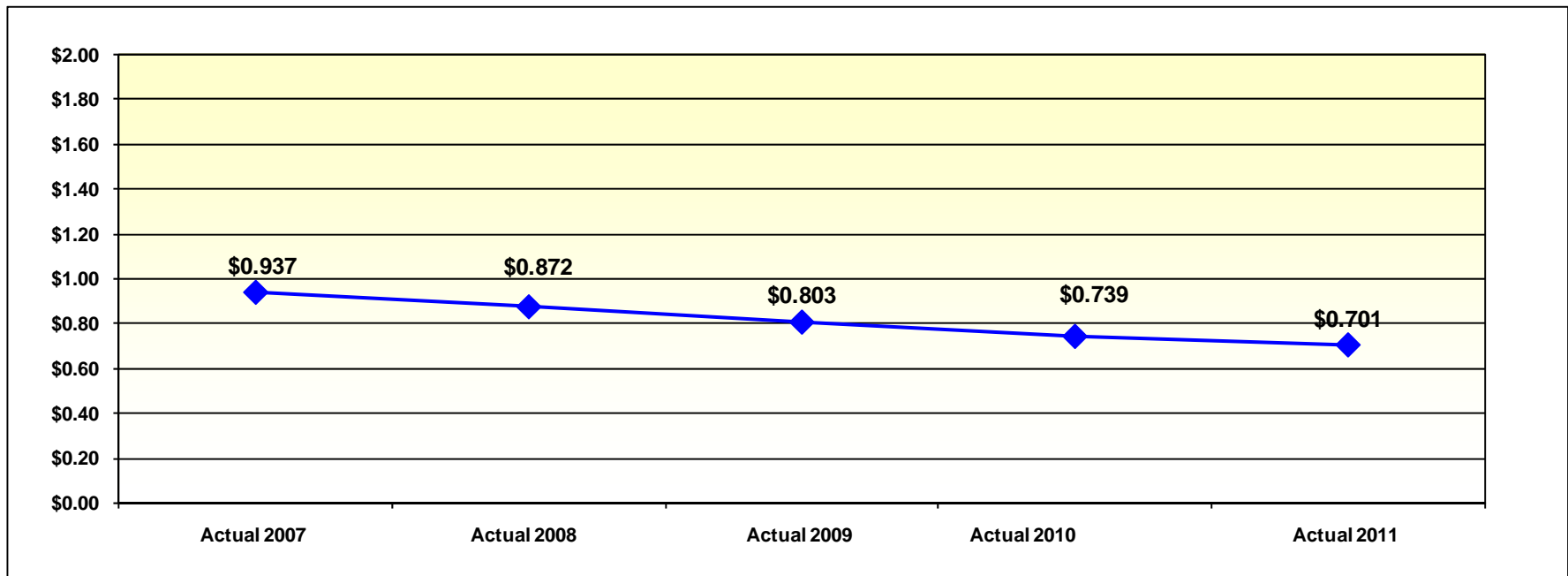
\*Measure adopted January 2007

Source: WCB Employee Survey, conducted annually

## Financial Measures

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

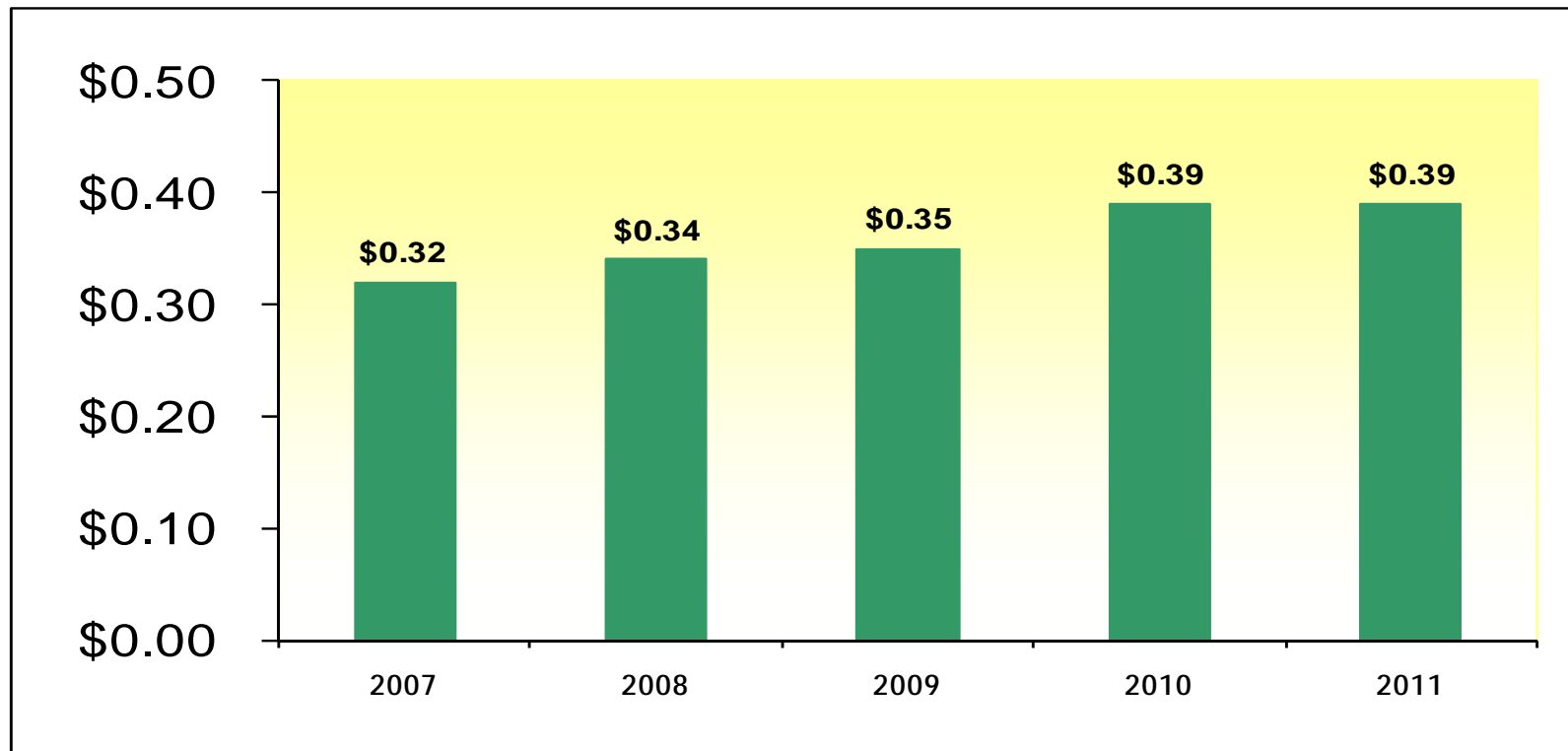
A measure of overall claim costs relative to payroll for the last 3 years in any past 12-month period



## Financial Measures

# Administrative costs per \$100 of payroll\*

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

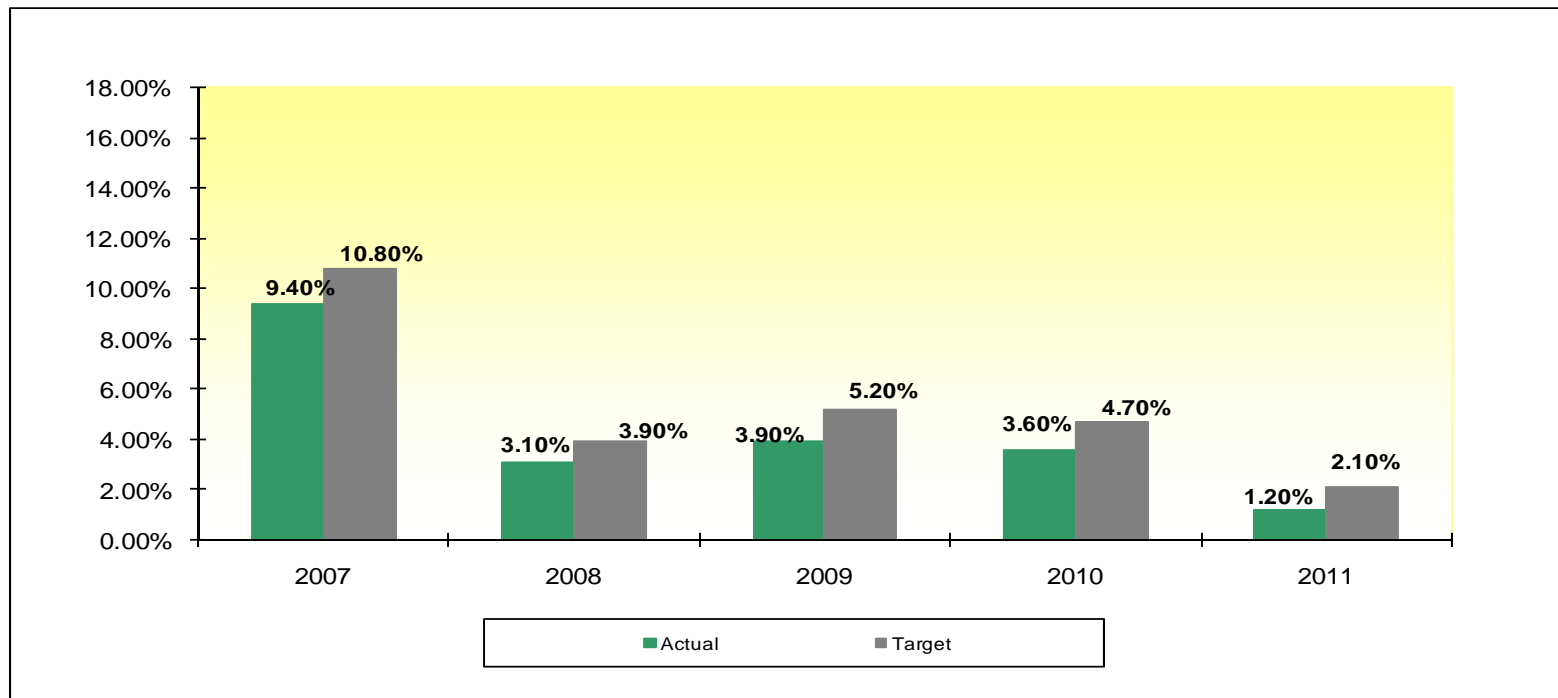


\*Measure adopted January 2007, excludes costs related to the temporary TST unit and prevention  
National average (2007): \$0.30

## 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 after September 2005 = benchmark portfolio return + 0.85%

\*Target after August 2011 = benchmark portfolio return + 1%