



# STATISTICS AND MEASURES

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In addition to the statistical information provided in this annual report, a *Manitoba Workplace Injury and Illness Statistics Report* is published annually. This document is a joint publication of the WCB and Workplace Safety and Health (WS&H). To obtain a copy of the report, please call (204) 954-4760, toll free 1-800-362-3340 or visit [www.wcb.mb.ca](http://www.wcb.mb.ca).

# Introduction

The WCB operates according to the four strategic priorities that were established with the adoption of our new strategic plan in 2013. The WCB's organizational goals are built upon these four priorities: Our People, Our Customers, Our Partners and Our System.

In conjunction with the new strategic plan, the WCB is reviewing its entire measurement framework to ensure measures and targets are aligned with its strategic priorities and goals. In some cases, measures and targets have yet to be established.

These statistics and measures enable the WCB to analyze and report on its current performance and in some cases measure progress from previous years.

## Our People

The WCB is committed to engaging our employees to harness their commitment and passion. As an organization, we are committed to developing our capabilities and our capacity to excel.

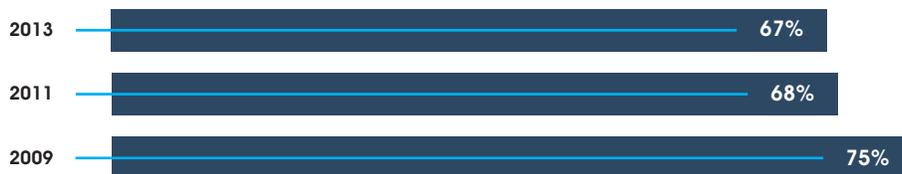
The WCB's goals are to support staff and enhance their ability to provide excellent customer service, increase staff commitment and engagement and build a culture that supports innovation.

### Five Year Targets:

In conjunction with the new strategic plan, the WCB is reviewing its measurement framework to ensure the measures and targets for the Our People priority are aligned with its strategic goals. For information purposes, the previous targets related to Our People are included below:

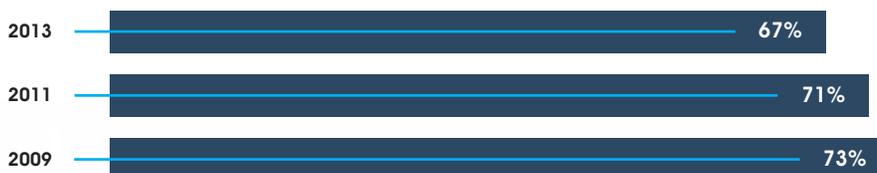
Achieve an average of 80 per cent on WCB employee engagement measures.

### Employee Engagement



Achieve at least 80 per cent on the WCB service culture index.

### Service Culture



Results in the key target areas, Employee Engagement and Service Culture, are measured in the bi-annual employee survey.

# Our Customers

The WCB is committed to understanding the diverse needs and expectations of workers and employers while providing proactive and relevant services.

The WCB's goals are to enhance our culture to ensure our customers and their needs are at the centre of all we do, to leverage information and technology to make it easy to do business with us and to deliver excellent services and programs to meet the diverse needs and expectations of our customers.

## Five Year Targets:

In conjunction with the new strategic plan, the WCB is reviewing its measurement framework to ensure the measures and targets for the Our Customers priority are aligned with its strategic goals. For information purposes, the previous targets related to Our Customers are included below:

Achieve at least 80 per cent in injured worker and employer satisfaction.

### Injured Worker Satisfaction



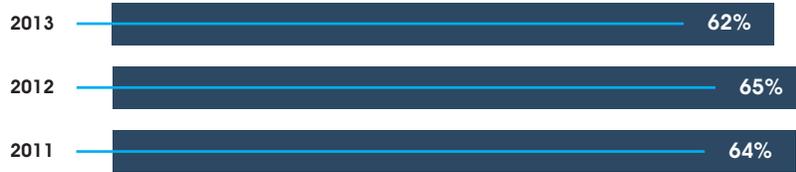
### Employer Satisfaction



Achieve at least 80 per cent in injured worker satisfaction with return to work support.

Over the years, the WCB has implemented a variety of initiatives to ensure the WCB is doing all it can to support workers' timely and safe return to health and meaningful work. The WCB will continue to work with employers to encourage best practices for disability management and return to work.

### Worker Satisfaction with WCB Support for Return to Work



85 per cent (unchanged since 2010) of injured workers returned to work after sustaining a time loss injury.

Pay at least 70 per cent of injured workers within 14 days of injury.

### Percentage of Claims Paid Within 14 Days of Injury Date



Achieve an average claim duration of 34 days or less.

Duration of claims measures the number of days that injured workers receive wage loss replacement. In 2013, the WCB achieved and surpassed its goal, with duration decreasing to 32.7 days against the target of 34 days.

### Average Days Paid for All Wage Loss Claims

	2009	2010	2011	2012	2013
Claims from All Years	41.0	37.4	34.8	34.0	32.7

## Our Partners

The WCB is committed to collaborating with our partners to deliver superior services and build a safer Manitoba.

The WCB's goals are to facilitate collaboration with our partners, to build community capacity to promote safe workplaces and to enhance our public reputation and increase stakeholder confidence.

### Five Year Targets:

In conjunction with the new strategic plan, the WCB is reviewing its measurement framework to ensure the measures and targets for the Our Partners priority are aligned with its strategic goals. For information purposes, the previous targets related to Our Partners are included below:

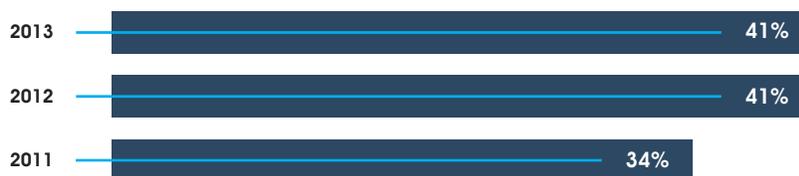
Achieve a reduction in the time loss injury rate to 3.0 per 100 full time workers and a reduction in the number of serious injuries and fatalities.

	2009	2010	2011	2012	2013
<b>Injury Rate</b>					
Time loss injury rate	3.5	3.3	3.2	3.3	3.2*
<b>Claims</b>					
Time loss injury claims	15,508	15,039	15,144	15,136	14,979
No time loss injury claims	16,222	15,932	16,563	15,882	14,798
Total injury claims	<b>31,730</b>	<b>30,971</b>	<b>31,707</b>	<b>31,018</b>	<b>29,777</b>
<b>Fatalities</b>					
Fatalities	28	16	22	36	24

\*The 2013 time loss injury rate is an estimate and will be confirmed in mid-2014.

Increase the number of Manitobans who reject the notion that workplace injuries are inevitable to 70 per cent.

### Manitobans Who Reject The Belief That Workplace Injuries Are Inevitable



Increase the number of Manitobans who believe the WCB makes a positive contribution to the province to 70 per cent.

- 69 per cent (unchanged since 2010) of Manitobans surveyed said they believe the WCB is making a positive contribution to the province.

## Our System

The WCB is committed to protecting the integrity of the compensation system, honouring our governing principles and delivering on our mandate.

The WCB's goals are to continuously improve system performance, to maintain a balanced and financially sound system and to ensure all workplace partners in the compensation system — the WCB, workers and employers — understand and act on their rights and responsibilities.

### Five Year Targets:

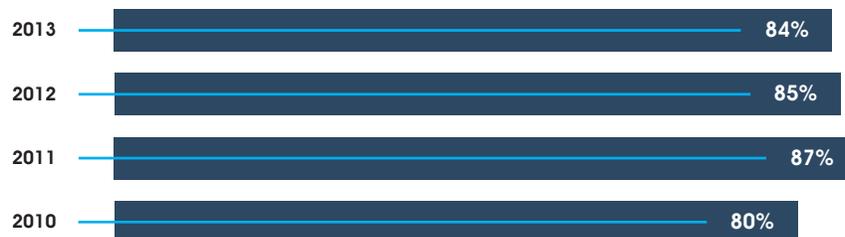
In conjunction with the new strategic plan, the WCB is reviewing its measurement framework to ensure the measures and targets for the Our System priority are aligned with its strategic goals. For information purposes, the previous targets related to Our System are included below:

#### Build total reserves toward the funding policy target level.

- The WCB's accident fund reserve balance as at December 31, 2013 was \$416 million (\$338 million as of December 31, 2012) exceeding the funding policy target level of \$357 million (\$327 million as of December 31, 2012).
- The WCB's funding ratio as at December 31, 2013 was 134.0 per cent (126.6 per cent as of December 31, 2012). The funding ratio target is 130.0 per cent.

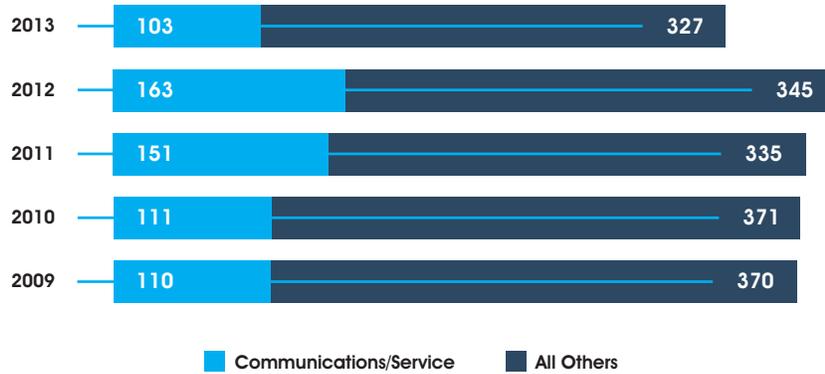
#### Achieve at least 95 per cent in quality of claim management.

### WCB Met Quality Expectations



The WCB also looks to referral activity from the Fair Practices Office and the Review Office to monitor progress. The Fair Practices Office referrals have totaled between 400 and 500 per year and Review Office referrals have averaged around 1,400. The percentage of adjudicative decisions confirmed by the Review Office was 73 per cent (71 per cent in 2012, 68 per cent in 2011, 69 per cent in 2010), which indicates steady improvement in claim management.

### Fair Practices Issues Raised



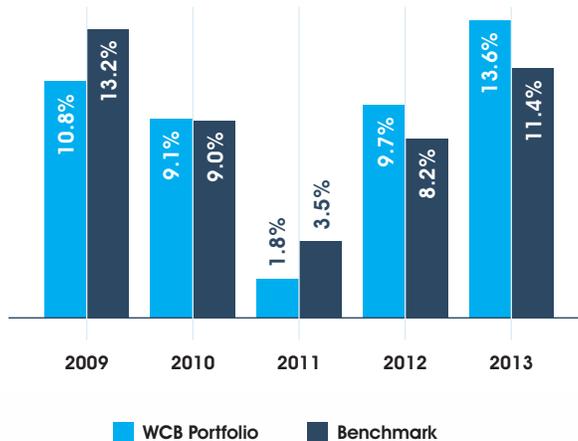
### Other Indicators of Our System Performance

The WCB is committed to managing its resources in a responsible manner, ensuring an affordable and financially strong compensation system is maintained for Manitoba workers and employers. Financial indicators provided in this report to illustrate resource management are as follows.

### Investment Results

Investment revenue is a significant revenue stream for the WCB. The investment portfolio is carefully managed by adhering to the WCB’s Statement of Investment Policies and Objectives and by monitoring portfolio performance against appropriate benchmarks. The following chart shows the gross investment rate of return and the benchmark rate of return. The WCB achieved actual returns that were better than benchmark in three of the past five years.

### Investment Rate of Return, Gross



## Employer Assessments and Average Assessment Rate

Maintaining a competitive average assessment rate (per \$100 of payroll) is paramount when it comes to the WCB's fiduciary management. In 2013, Manitoba's average assessment rate continued to be one of the lowest when compared to other Canadian jurisdictions. Employers experiencing higher claim costs pay higher rates.

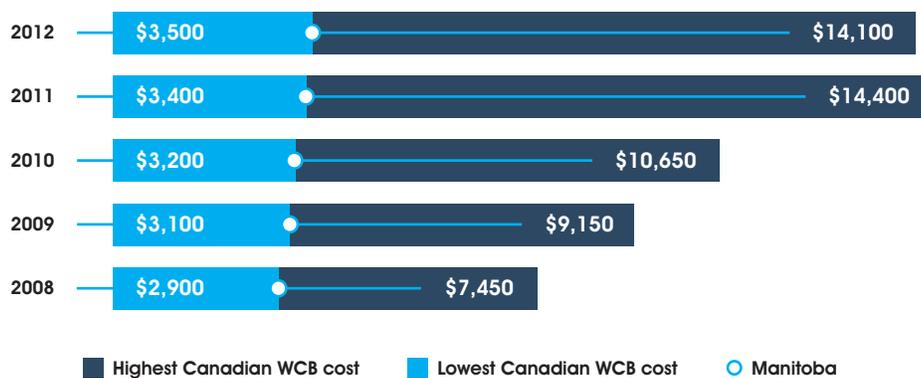
	2009	2010	2011	2012	2013
<b>1. Assessments*</b>					
Assessable payrolls (\$ millions)	13,394	13,946	14,726	15,595	16,288
Assessment revenue (\$ millions)	217	228	228	240	246
<b>2. Employers</b>					
Number of registered employers at December 31	29,970	30,762	31,532	32,548	33,352
New registrants in-year	3,747	3,158	3,122	3,350	3,385
<b>3. Rates (per \$100 of Payroll)</b>					
Average – actual	\$1.59	\$1.61	\$1.51	\$1.51	\$1.50
Lowest	\$0.14	\$0.14	\$0.14	\$0.14	\$0.14
Highest	\$35.57	\$32.94	\$26.98	\$37.08	\$23.99

\*Assessment revenue is a subset of premium revenue from Class E employers.  
(See Note 15 in the Notes to Consolidated Financial Statements section.)

## Administration Cost Per Time Loss Claim

One way to measure the efficiency of the WCB system is to review the administration cost per time loss claim. Manitoba has had one of the lowest administration cost per time loss claim across Canada for the five years shown below and expects to maintain this status for 2013 (data for 2013 is not available until mid-2014).

### Administration Cost Per Time Loss Claim



## Reserves and Funding

The WCB’s reserves protect the organization and its ratepayers from general business risks and catastrophic events. The WCB endeavours to maintain its reserves at a target set by policy. The value of the reserves drives the strength of the funding ratio (ratio of total assets to total liabilities). Manitoba has been in a fully funded position (above 100 per cent) since 1996.

### Funding Ratio

