



# 2012 WCB ANNUAL REPORT





# SAFE Work Calendar LETTER TO THE MINISTER

The Honourable Jennifer Howard  
Minister Responsible for *The Workers Compensation Act*  
Room 357, Legislative Building  
Winnipeg, Manitoba  
R3C OV8

Dear Minister:

We are pleased to present our 2012 Annual Report in accordance with the provisions of *The Workers Compensation Act*. This report covers the 12-month period from January 1, 2012 to December 31, 2012. It includes the statements of accounts required to be kept under the *Act*.

Respectfully submitted,

Michael D. Werier  
Chairperson



# TABLE OF CONTENTS

About the WCB.....	5
Vision, Mission and Values .....	6
Message from the Chairperson.....	7
Message from the President and CEO.....	8
Board of Directors and Board Committees .....	10
Year at a Glance .....	12
WCB Themes .....	13
Prevention.....	14
Recovery.....	16
Service.....	18
Stewardship.....	20
Financial Report .....	22
Management's Responsibility for Financial Information .....	24
2012 Management Discussion and Analysis.....	25
Risk Management .....	30
Actuarial Opinion .....	31
Actuarial Review.....	32
Independent Auditors' Report.....	33
Consolidated Financial Statements.....	34
Statistics and Measures .....	67

To learn about the WCB's future plans, please refer to the 2013-2017 Five Year Plan at [www.wcb.mb.ca](http://www.wcb.mb.ca).

# ABOUT THE WCB

The Workers Compensation Board of Manitoba (WCB) is a mutual workplace injury and disability insurance agency funded by employer premiums. With a mandate to prevent workplace injuries and illnesses, the WCB is committed to building a culture of health and safety throughout Manitoba.

## Staff

The WCB workforce is made up of approximately 500 people, all dedicated to providing excellent service to Manitoba workers and employers. The organization's people represent a diverse cross section of Manitoba's cultural landscape. To help staff develop their skills and abilities, the WCB offers a wide range of professional development opportunities.

## Services and Benefits

The WCB is here to help Manitoba workers and employers prevent workplace illnesses and injuries from occurring. To achieve this goal, the organization has partnered with Workplace Safety and Health to strengthen the province's safety culture.

If people are hurt or become ill as a result of their work, the WCB is here to help, offering a wide range of benefits to assist injured workers in returning to health and meaningful work as soon as safely possible. Some of the benefits offered include:

- replacement of lost income
- healthcare treatments and payment of medication costs
- employment retraining
- lump sum payments for permanent impairments
- benefits to partners and children in the event of a workplace fatality.

As part of the WCB's commitment to quality service and fair process, injured workers and employers may also contact the Fair Practices Office. The Fair Practices Office is independent and impartial and will do everything possible to ensure that a fair, courteous and timely process occurs in the resolution of claims. The Fair Practices Office is not a level of appeal. Decisions are made by adjudicators and case managers and can be appealed to the Review Office of the WCB and the independent Appeal Commission.



# VISION, MISSION AND VALUES

## Vision

SAFE Work – A Way of Life

## Mission

Working with its partners, the Workers Compensation Board of Manitoba promotes safe and healthy workplaces, promotes recovery and return to work, provides compassionate and supportive compensation services for workers and employers, and ensures responsible financial stewardship.

## Values

We are committed to being a safe workplace that:

- operates with fairness, integrity and respect
- provides services that are fast, easy, caring, right and clear
- strives for excellence
- manages our resources efficiently and effectively
- operates in an open and transparent manner
- is accountable to the public and our partners
- develops our staff and provides a supportive, innovative and creative environment
- meets the diverse needs of our clients in a comfortable and welcoming way
- provides a respectful and diverse workplace reflective of Manitoba
- works collaboratively with our partners
- is a valued member of the community.





# MESSAGE FROM THE CHAIRPERSON



The Board of Directors establishes the WCB's strategic direction, approves the policies that guide the organization, and monitors the progress that the organization makes towards reaching its strategic goals. The work of the Board benefits from experienced and diverse representation of the interests of employers, workers and the public interest.

The Board's priorities, namely preventing workplace injuries, maintaining a strong service culture, supporting effective, safe and timely return to meaningful work, and ensuring fiscal responsibility, continue to be reflected in the framework of the WCB's strategic planning and reporting cycles.

The Board was pleased with the significant progress that was made in its priority areas in 2012 as our new President and Chief Executive Officer, Winston Maharaj, successfully completed his first full year at the WCB.

As noted throughout this Annual Report, the WCB improved its financial position in 2012 while continuing to achieve success in its Prevention, Recovery, Service and Stewardship goals.

The Board responded to its stakeholders in a number of important areas. In early 2012, we officially opened the Brandon Regional Office, which has quickly established itself while serving workers and employers in Brandon and surrounding areas. Also 2012 was the first complete year in which the WCB's policy on opioid medication was in place. The policy and associated guidelines helped to promote the safe and

effective prescribing of opioid medication to injured workers within the community. Preliminary results have indicated that the policy goals are being met.

In 2012, the WCB also hosted the Association of Workers' Compensation Boards of Canada (AWCBC) Congress in Winnipeg. We welcomed 89 delegates from across the country – at the board, executive and senior leadership levels – as well as 54 WCB staff who attended various sessions. The Board took advantage of the opportunity to showcase Manitoba initiatives and share best practices with other Canadian jurisdictions.

The Board's commitment to strong governance benefits from a balance of renewal and continuity. In 2012, Robert Plohman joined the Board as a new Public Interest Representative. Having been reappointed as Board Chair, I am honoured to have an opportunity to continue my service for three additional years.


I would like to acknowledge and thank our dedicated Board members for their active participation in guiding the organization.

On behalf of my colleagues, I would like to thank all of the staff for their hard work in 2012 in support of the Board's vision of SAFE Work – A Way of Life.

Michael D. Werier  
Chairperson



# MESSAGE FROM THE PRESIDENT AND CEO



Having completed my first full year at the WCB, I am pleased to be able to report significant progress on many of the WCB's key priorities in 2012.

Preventing workplace injuries and illnesses and helping workers return to health and meaningful work as soon as they can safely do so represent two important ways that the WCB improves the lives of Manitoba workers, their families and employers. Prevention efforts make workplaces safer and healthier and effective return to work programs minimize the impact of an injury, promote recovery and manage associated costs while benefiting both workers and employers. The success of our prevention and return to health and work efforts enabled the WCB to keep the average assessment rate stable at \$1.50 per \$100 of payroll.

Over the course of the year, the WCB has been taking stock and planning for the future. As part of this process, the WCB is partnering with the Province on a number of important reviews that will significantly change the environment for the prevention of injuries in Manitoba workplaces. These reviews include a review of the WCB's process for setting employer premiums – which will look for ways to strengthen employer incentives for injury prevention while discouraging claim

# SAFE Work Clear the Way Contest



suppression – as well as the new Chief Prevention Officer’s review of all prevention services and programs. To complement these reviews, the WCB is also conducting a project to design the future state of industry-focused prevention in Manitoba workplaces.

In early 2012, we officially opened our Brandon Regional Office. The office provides initial adjudication of new claims, case management of ongoing claims, healthcare examinations, vocational rehabilitation, and SAFE Work services. Over the past year, the new location has established itself while serving workers and employers in Brandon and surrounding areas. The WCB also expanded its assessment payment options to include credit cards and began communicating about FlexPay, a new and enhanced system that will soon make reporting payroll and paying premiums easier.

In 2012, the WCB continued to modernize its service offerings through technology and process improvements and reach out to stakeholders in new and innovative ways. This ranged from the development of an online SAFETY and Health Community to the implementation of online employer surveys to the launch of WCB Voice, a newsletter created specifically for organized labour stakeholders.

The WCB also continued to enrich our resources for French and other non-English speaking Manitobans with the development of additional publications in multiple languages and a French language portal on the WCB website.

The WCB is proud to have been named one of Manitoba’s Top 25 Employers for the second year in a row. This honour recognizes our commitment to supporting our staff, which is key to our strong service culture. We have worked together with our union for many years to create an environment that benefits both our employees and our stakeholders.

As I look back on the past year, I have enjoyed getting to know the people at the WCB and am both excited and encouraged by the dedication and commitment of WCB staff to provide Manitoba workers and employers with timely and compassionate quality service.

Winston Maharaj  
President and CEO



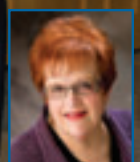
# BOARD OF DIRECTORS AND BOARD COMMITTEES

## Board of Directors

By statute, the Board of Directors consists of 10 members appointed by the Government of Manitoba after consultation with employers, labour and the public. The tripartite representation includes a neutral Board Chairperson, three representatives of workers, three representatives of employers, and three representatives of the public interest. The Chief Executive Officer is a non-voting member of the Board of Directors.

As stewards of the compensation system, the Board of Directors plans for its future. The Board sets the WCB's strategic direction, makes policies about compensation, rehabilitation, assessment and investment of the funds within the investment portfolio, and monitors progress in these areas.

Michael Werier	Chairperson
Robert Dewar	Worker Representative
Rob Labossiere	Worker Representative
Wendy Sol	Worker Representative
Paul Challoner	Employer Representative
Ron Hambley	Employer Representative
Jane MacKay	Employer Representative
Colleen Seymour	Public Interest Representative
Ken Sutherland	Public Interest Representative
Ilana Warner	Public Interest Representative (January to March 2012)
Robert Plohman	Public Interest Representative (from April 2012)
Winston Maharaj	President and Chief Executive Officer (non-voting member)



**Board of Directors** Standing (left to right): Jane MacKay, Employer Representative; Ron Hambley, Employer Representative; Wendy Sol, Worker Representative; Ken Sutherland, Public Interest Representative; Robert Dewar, Worker Representative; Robert Plohman, Public Interest Representative; Rob Labossiere, Worker Representative; Paul Challoner, Employer Representative. Sitting (left to right): Michael Werier, Chairperson; Winston Maharaj, President and Chief Executive Officer. Inset: Colleen Seymour, Public Interest Representative



**Executive Team** (left to right): Lorena Trann, Chief Financial Officer, Finance and Administration Services; David Scott, Vice President, People, Technology and Innovation Services; Stu Charles, Chief Information Officer; Darren Oryniak, Vice President, Compensation Services; Winston Maharaj, President and Chief Executive Officer; Lori Ferguson Sain, General Counsel and Vice President, Compliance and Corporate Services; Warren Preece, Director, Communications; Alice Sayant, Vice President, Strategy and Assessment Services.

### Policy, Planning, Governance and Service Committee

The Policy, Planning, Governance and Service Committee reviews and recommends changes to existing policy, initiates new policy through consultation with stakeholders, oversees strategic planning and governance, monitors service improvements and human resource activities, reviews injury prevention initiatives, and recommends approval of funding under the WCB's Research and Workplace Innovation Program.

Robert Dewar	Committee Chairperson and Worker Representative
Jane MacKay	Employer Representative
Ken Sutherland	Public Interest Representative
Michael Werier	Chairperson
Winston Maharaj	President and Chief Executive Officer (non-voting member)

### Investment and Finance Committee

The Investment and Finance Committee develops policies for the prudent investment of the WCB's investment portfolio, regularly reviews and advises the Board of Directors about the status of the WCB's investments and makes recommendations to the Board of Directors about the engagement of appropriate investment managers. The Committee is responsible for overseeing the WCB's financial position, including the annual budget, assessment rates, financial projections, and related accounting and financial policies. As well, the Committee monitors the performance of the WCB's employee pension plan and reviews and approves contracts of significant value.

Ken Sutherland	Committee Chairperson and Public Interest Representative
Rob Labossiere	Worker Representative
Paul Challoner	Employer Representative
Bob Darling	External Investment Member
Lisa Macdonald	External Investment Member (to May 2012)
Michael Werier	Chairperson
Winston Maharaj	President and Chief Executive Officer (non-voting member)

### Audit Committee

The Audit Committee assists the Board in fulfilling its oversight responsibilities and reviews and advises the Board of Directors about the annual report and audited financial statements. The Committee also reviews risk management systems, meets with external and internal auditors, approves internal audit activities and makes recommendations to the Board about the WCB's internal control procedures, standards of conduct, and conflict of interest guidelines.

Wendy Sol	Committee Chairperson and Worker Representative
Ron Hambley	Employer Representative
Robert Plohman	Public Interest Representative
Donald Sobkow	External Audit Member
Michael Werier	Chairperson
Winston Maharaj	President and Chief Executive Officer (non-voting member)

# YEAR AT A GLANCE

	2012	2011
Number of registered employers	32,548	31,532
Average assessment rate (per \$100 of assessable payroll)	\$1.51	\$1.51
Assessment revenue, Class E employers	\$240,175,000	\$227,494,000
Investment income	\$99,674,000	\$14,518,000
Investment rate of return (gross)	9.70%	1.80%
Total injury claims	31,018	31,707
Time loss injury claims	15,136	15,144
Fatality claims	36	22
Time loss injury rate (per 100 full time workers)	3.3	3.2
Average days paid for all wage loss claims	34.0	34.8
Claim costs incurred	\$216,021,000	\$195,235,000
Operating expenses	\$69,768,000	\$66,049,000
Funded position	\$282,004,000	\$213,545,000
Funded ratio	126.6%	121.3%

YEAR AT A GLANCE





**PREVENTION** Preventing Injuries and Illnesses through Promotion, Protection and Education



**RECOVERY** Returning Workers to Health and Work

# WCB THEMES

There are four themes that provide a framework for how the WCB conducts business and organizes activities to meet the needs of stakeholders:

**SERVICE** Continuously Improving Services to Workers and Employers



**STEWARDSHIP** Effectively Managing Human, Technological and Financial Resources







## PREVENTION

Preventing workplace injuries and illnesses is one of the most important activities the WCB engages in to improve the lives of Manitoba workers, their families and employers. The WCB's vision, SAFE Work – A Way of Life, reflects the importance of prevention and guides the work done to make workplaces safer and healthier.



## SAFE Work – A Way of Life

The WCB, in partnership with Workplace Safety and Health, promotes a culture of SAFE Work in Manitoba through an ongoing public awareness program. In 2012, the program began with the “SAFE Workers Aren’t Born, They’re Trained” campaign, which included the launch of the new “Test Your Training” tool. The campaign was one of the WCB’s most memorable ever in terms of public awareness with many Manitobans visiting the website and using the training tool.

The “Is your workplace SAFE enough to hire your kid?” campaign engaged Manitobans on an emotional level by asking if their workplace was safe enough for their child to work in. The campaign drew significant attention on social media sites and generated interactions on Facebook and Twitter. The “Employers Make Safe Workplaces” campaign emphasized the employer’s responsibility to make workplaces safe.

The most successful campaign of the year was “Spot the Zombie Manitoba”, which utilized social media channels to remind young workers of the risk of workplace injuries such as handling hazardous materials and the dangers of working alone. Using Facebook and television advertising, young people were directed to the website to download their “zombie apocalypse kit” to help them combat workplace injuries. The campaign generated a significant number of visits to the website.

## Building a Culture of Safety and Health

The WCB and its partners are continuing to lead workplace safety and health innovation through the safemanitoba.com website, a popular online SAFETY and Health resource. In 2012, the WCB completed a major revamp of the site that makes it easier to use. The new look is cleaner, more dynamic and more accessible and finding information is easier, thanks to an expanded search tool that allows users to identify their role, industry and choose the type of resource they are looking for. The site now offers a SAFE Leadership support page and an online SAFETY and Health Community which enables interested Manitobans to share ideas, knowledge, questions and information.

The WCB’s partnerships continued to flourish in 2012, including the launch of new SAFE Momentum campaigns with the Manitoba Federation of Labour and Manitoba Hydro. The WCB also began offering partnership opportunities to youth sport programs.

By supporting community sport programs through advertising support, SAFE Work is able to reach the networks of families, community organizations, coaches and teachers who play a key role in influencing youth. The WCB also created a new SAFE Youth Engagement Committee, which will work collaboratively to provide feedback to SAFE Work on safety and health matters pertaining to youth.

## SAFE Work Services

In 2012, SAFE Work Services became available directly from the Brandon Regional Office. Since its inception, the Partners in Prevention program has supported nearly 60 Manitoba companies in their efforts to improve their safety and health and return to work programs with the goal of reducing the impact of workplace injuries. In 2012, the Partners in Prevention program was enhanced to include musculoskeletal injury training and noise level testing. SAFE Work Services worked with a number of other organizations in 2012, including helping one client reduce the frequency and impact of work-related musculoskeletal injuries, completing a customized training program for another client and developing injury reporting and return to work training for new projects in northern Manitoba.

In 2012, SAFE Work Services and the Brandon Regional Office hosted a Safety Summit along with the Saskatchewan WCB and safety associations from Manitoba and Saskatchewan to discuss emerging issues, prevention strategies and resources.

SAFE Work Services also implemented a safety audit tool application for smart phones and tablets in 2012 that allows employers to customize or develop templates to assist in auditing and inspecting workplaces relative to provincial standards.

## Promoting SAFE Work in Manitoba Workplaces

Throughout the year, the WCB continued to work on a project to engage stakeholders from all sectors to design the future state of industry-focused illness and injury prevention in Manitoba workplaces. Market analysis was conducted to determine the opportunities and challenges workplaces face in preventing workplace injuries, what they would need in order to improve workplace safety and how they prefer to receive those services. Stakeholders were represented by a Stakeholder Advisory Committee comprised of representatives of employers, labour and service providers.





**SAFE**  
HEALTH CARE

**S** SPOT THE HAZARD  
**A** ASSESS THE RISK  
**F** FIND A SAFER WAY  
**E** EVERYDAY

**WCB**  
Workers Compensation  
Board of Manitoba

# REPORTING WORKPLACE INJURY CLAIMS

## RECOVERY

When a worker suffers a workplace injury or illness, the WCB is here to help. Effective return to work helps make recovery faster and more complete, which is why the WCB is committed to helping injured workers get back to health and meaningful work as soon as safely possible.

If you're  
hurt at work,  
we're  
here to help.

If you're  
hurt at work,  
we're  
here to help.

REPORT WORKPLACE INJURIES  
**IT'S THE LAW**  
204-954-4100 • [wcb.mb.ca](http://wcb.mb.ca)

### Return to Health and Work

Each year, the organization's dedicated staff supports thousands of injured workers through their recovery periods, helping them to return to meaningful work and become productive members of their workplace following work-related injuries and illnesses.

The WCB continues to promote activity as a vital component of a healthy recovery. In 2012, the WCB restructured the Return To Health & Work Committee. The committee – whose purpose is to ensure the organization is doing everything in its power to support workers and employers in an effective and safe return to health and meaningful work – oversaw projects such as developing a healthcare cost control framework, creating an enhanced system for monitoring claims duration, implementing improvements to hearing aid purchases and initiating a review of the costs paid on claims of a longer duration.

### Healthcare Delivery

In order to broaden its healthcare options, the WCB continues to seek out alternative methods of delivering healthcare services in a timely manner.

In 2012, the WCB completed its first full year in which the policy on opioid medication was in place. The policy and associated guidelines help to promote safe and effective prescribing of opioid medication to injured workers within the community. The goal of the policy is to support injured workers through their recovery by funding appropriate treatment and to ensure the benefits of treatment outweigh any associated risks. Preliminary results have indicated that the policy goals are being met. Measures have also been taken to offer resources to those individuals who have health issues as a result of longer term opioid use.

The WCB also introduced a new policy on the adjudication of psychological conditions to ensure the organization keeps pace with best practices. The WCB also developed training for staff in the Occupational

Disease Unit to ensure they are equipped to manage claims for psychological injuries and that workers with psychological conditions receive the appropriate benefits and services.

### Outreach Activities

Outreach plays a key role in educating stakeholders about issues surrounding return to health and work.

The WCB is committed to educating the medical community about the role of the WCB. In 2012, the WCB continued to pursue outreach activities and made presentations to stakeholders throughout the year. WCB healthcare consultants delivered presentations to their colleagues, university students and various other groups. Sponsorship of continuing education for healthcare professionals took place as in past years, including education sessions held with physicians working in northern Manitoba. Efforts to liaise with a number of key stakeholder groups within the healthcare community also continued. These included Doctors Manitoba, the Manitoba Physiotherapy Association, the Manitoba Chiropractic Association and representatives from the Manitoba Orthopaedic Society.

In addition, a WCB healthcare advisor began providing service out of the Brandon Regional Office. The WCB anticipates further expanding its healthcare services in Brandon and surrounding areas including the Parklands region.

### Focus on Quality

In 2012, the WCB approved a new quality policy to promote a cohesive organizational approach and a consistent quality methodology. The WCB is reviewing the purpose, scope and methodology of the current quality assurance program and has recommended new corporate measures for claim management processes. As part of the mandate, the WCB conducted an assessment to review the quality of the adjudication of claims and the claim management process.



## WCB INTRODUCES **FlexPay** More Choices, Better Options for You

## SERVICE

Providing superior service, both internally and externally, is at the root of all that the WCB does. Whether it's assisting workers or employers, the WCB is committed to living its value of providing service that is fast, easy, caring, right and clear.

if you're  
hurt at work,  
we're  
here to help.

# SHARE your Service Excellence

Let everyone know you  
received great service!

Send your kudos to  
[ServiceWall@wcb.mb.ca](mailto:ServiceWall@wcb.mb.ca)  
They'll be posted on WCB  
Service Wall located on  
the Intranet.



### **New Brandon Location**

The WCB's Brandon Regional Office was officially opened by the Premier of Manitoba in February 2012. The office provides initial adjudication of new claims, case management of ongoing claims, healthcare examinations, vocational rehabilitation, and SAFE Work services. Language services are provided in English, Spanish, Tagalog, Polish and Russian.

Over the past year, the new location has established itself while serving workers and employers in Brandon and surrounding areas. The new office minimizes the need for customers to travel to Winnipeg or WCB staff to travel to Brandon. The office will be expanding its catchment area further into the Parklands region and planning and staffing are already underway.

### **Improving Service to Injured Workers**

In 2012, the WCB continued to focus on its commitment to provide benefits to injured workers as quickly and accurately as possible.

Planning to renew the customer service agenda began, with consideration being given to advancing service to injured workers, including more seamless service delivery, online access and ensuring a compassionate approach to the provision of service.

The WCB also launched a campaign to increase awareness of the requirement to report workplace injuries and to improve the timeliness of claim reporting. The campaign focused on new Canadians, young workers and employers to increase awareness of the WCB claims process and ensure workers who suffer a workplace injury know and understand their rights.

In addition, the WCB launched a new newsletter, WCB Voice, created specifically for organized labour stakeholders. The publication features articles of interest to Manitoba workers.

### **Improving Service to Employers**

In 2012, the WCB continued to modernize its service which resulted in improvements in service delivery for employers.

The WCB focused on improving the effectiveness of employer feedback mechanisms. This included conducting focus groups, launching an online survey of employers with claims and conducting an annual survey of all registered

employers that can be completed online or by phone. Over the past year, the WCB expanded its employer pay options to include credit cards and also began communicating about FlexPay, a new and enhanced payroll reporting and payment system that will make payroll reporting easier for employers and provide more options for when and how payments are made with the convenience of 24/7 online access. The new system will require all employers to report their payroll only once a year. Making premium payments will also get easier, as employers will be able to set up pre-authorized payment plans to spread their payments out. In preparation for the launch of FlexPay in early 2014, an online calculator is now available on the WCB website that provides a quick snapshot of how much and when premium payments will be due.

### **Addressing Language, Culture and Literacy**

To enhance accessibility and service to all customers, the WCB continues to work on addressing the language, culture and literacy needs of its clients. In 2012, this included building relationships to enhance communication with the immigrant community in an effort to bridge cultural gaps and ensure that new Canadians understand their rights and responsibilities regarding reporting workplace injuries. In support of this initiative, material was produced in more than a dozen languages.

The WCB also strengthened its language services in other areas, as SAFE Work Services conducted assessments and interviews in multiple languages, fact sheets were made available in English, French, Tagalog and Spanish and a French language portal and additional publications in multiple languages were made available on the WCB website. The WCB also expanded its use of Language Line Services, which provides phone interpretation assistance in 174 languages. In the past year, Language Line assisted WCB staff nearly 800 times in 32 different languages to support injured workers.

### **Service Quality**

In 2012, the WCB held its annual Service Excellence Day to celebrate service accomplishments and launched a Service Wall on the intranet, to enable staff to recognize co-workers who provide exceptional service. The WCB also reviewed the organization's customer service relative to a third party standard in order to identify opportunities for further improvement.

who offers you  
a career with



# BoardTalk

security  
wellness  
engagement  
growth

**WCB**  
does.  
[WCBdoes.com](http://WCBdoes.com)



## STEWARDSHIP

The WCB provides prudent stewardship of its finances, technology, policies and people. As well, the organization is aware of its obligation to the larger Manitoba community, partnering every year with a variety of organizations to make a positive contribution to the province.



## Building Financial Strength

A continued commitment to the WCB's prevention and recovery goals provided important benefits to workers, employers and the WCB during 2012. The WCB achieved an operating surplus of \$91 million while maintaining the average assessment rate at \$1.50 for 2012. The WCB's assessment rate is the second lowest rate among Canadian WCBs. After recording a loss on the WCB Pension Plan, the funded position for the WCB increased to 126.6 per cent (121.3 per cent in 2011).

## Manitoba's Top 25 Employers

The WCB was honoured to be named as one of Manitoba's Top 25 Employers for the second year in a row. This special designation recognizes the Manitoba employers that lead their industries in offering exceptional places to work. A blue-ribbon panel, comprised of HR academics from across Canada, judged each entry on the workplace programs and initiatives outlined in their submission. Among the benefits noted in 2012 were the enhancements to the wellness program, which resulted in an increase in staff participation.

## Strength Through People

In 2012, the WCB continued to develop and enhance the WCB Does promotional campaign for recruitment and retention. The WCB places a high value on satisfying work experiences for its staff, based on the four pillars of the WCB Does campaign: security, wellness, engagement and growth. Following the 2011 employee engagement survey, the WCB continues to focus on enhancing and increasing staff engagement through comprehensive action plans for each department.

## Community Leadership

The WCB is committed to being a valued member of the community by partnering with and supporting organizations and initiatives such as the Information and Communication Technologies Association of Manitoba, the SAFE Roads partnership and the United Way of Winnipeg. In 2012, the WCB's employee United Way campaign had another successful year as donor participation continued to increase.

The WCB is a proud sponsor of the Manitoba Aboriginal Youth Achievement Awards, in addition to being a long term supporter of the Aboriginal Business Education Program at the University of Manitoba. As well, the WCB has a partnership agreement with Connect Employment Services, an organization that provides job

opportunities for persons with intellectual disabilities. The WCB continued to build its diverse workforce by providing internship and work experience opportunities and hiring candidates throughout the organization in full-time and summer positions.

## Achieving Operational Excellence

The WCB makes use of enabling technology and business process renewal to implement service improvements and enhance communications. In 2012, the WCB undertook projects to update and integrate systems and introduced enhanced data analysis and procedures. The WCB also began modernizing a number of older stand-alone applications and undertook a review of information technology resources with a focus on increasing its capacity for innovation.

The WCB also launched a revamped safemanitoba.com website in 2012 and created a number of enhancements to the WCB website, including a French language portal, additional fact sheets in multiple languages and a number of new publications in additional languages.

In 2012, the WCB continued to make progress towards completing rehabilitation of its office building exterior at 333 Broadway. The project includes removing the existing granite stones, performing asbestos abatement, installing a new building envelope, and reaffixing the granite stones. The project is scheduled to wrap up by spring 2013 and will result in greater energy efficiency and employee comfort.

## Whistleblower Legislation

In compliance with The Public Interest Disclosure (Whistleblower Protection) Act, the WCB has whistleblower disclosure procedures in place. There were no disclosures reported in 2012.

## Research and Workplace Innovation Program

The Research and Workplace Innovation Program (RWIP) provides an avenue for the WCB to undertake research and fund innovation programs on injury prevention, safety in the workplace, treatment of workplace injuries, and scientific, medical or other issues relating to workers compensation. The RWIP provides up to \$1 million annually, supporting research and workplace innovation activities that help keep Manitobans safe at work, or recover and return to meaningful work as soon as it is safe to do so if they are injured on the job.