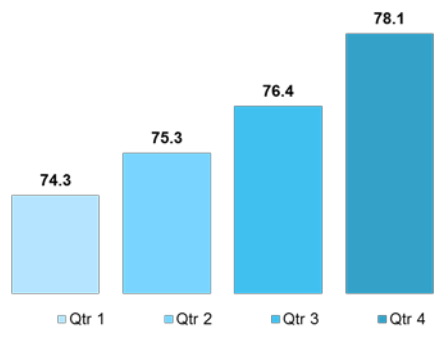


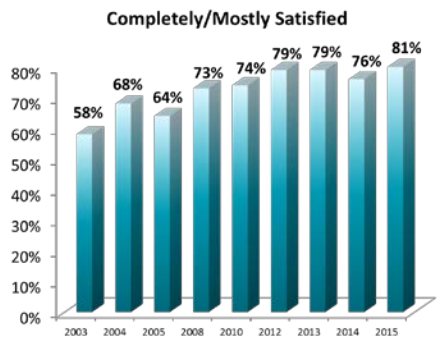
### Service Improvement Index 2015 Quarterly



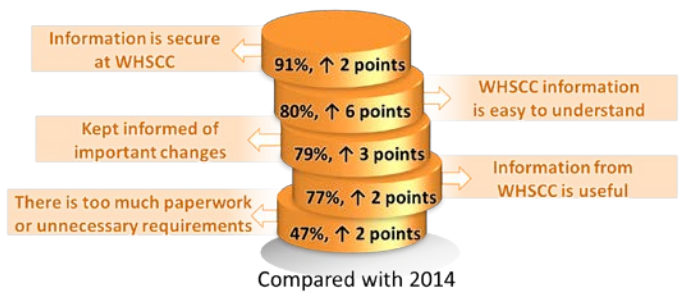
### Service Improvement Index



### Satisfaction with Overall WHSCC Experience

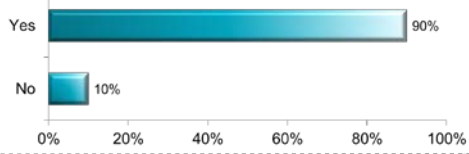


### Agreement that..... (% Agree 4,5 on a 5-point scale) 2015

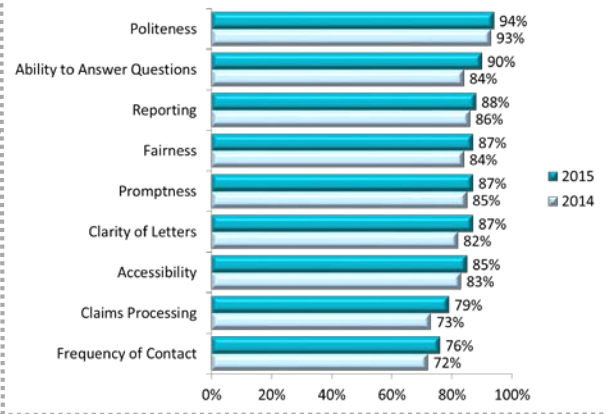


26% of employers say the overall quality of service has **IMPROVED**  
73% say it **STAYED THE SAME**

### Has the WHSCC Followed Through on Commitments? 2015 (excluding those reporting 'no commitments made')



### % Satisfied With Service Received From WHSCC Rating 4, 5 on a 5-Point Scale



### WHSCC is Fair to Employers



% Agree (4,5 on a 5-point scale)

84% of employers are satisfied with overall quality of service from the WHSCC, up from 82% in 2014.



90% are satisfied with general inquiry telephone line

42% HAVE USED THE GENERAL INQUIRIES TELEPHONE LINE

2015 results are based on 1,023 employers interviewed in Q1 2015 (n= 256), Q2 2015 (n=259) Q3 2015 (n= 256) and Q4 2015 (n=252), resulting in an overall margin of error of ± 3.1 percentage points, 19 in 20 times. The 2014 overall sample size is 1,000 respondents, resulting in an overall margin of error of ± 3.1 percentage points, 19 in 20 times.