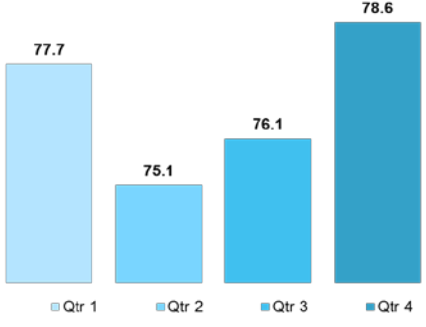


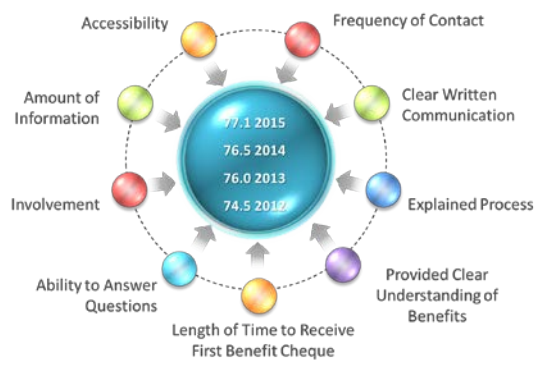
## Injured Workers Survey

81% ARE SATISFIED WITH THE GENERAL INQUIRIES PHONE NUMBER

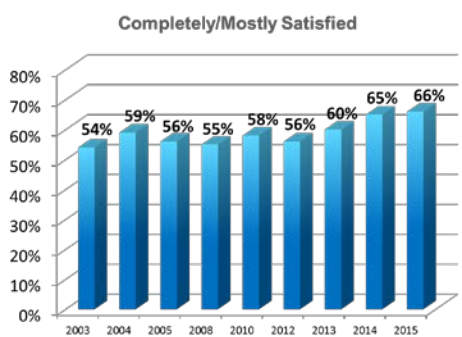
### Service Improvement Index 2015 Quarterly



### Service Improvement Index



### Satisfaction with Overall WHSCC Experience



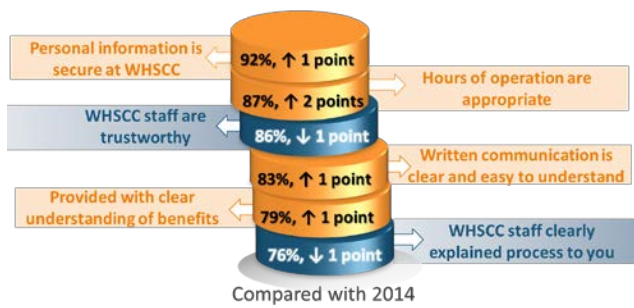
**77%** of injured workers are satisfied with the amount of information they received about their claim, up from 73% in 2014



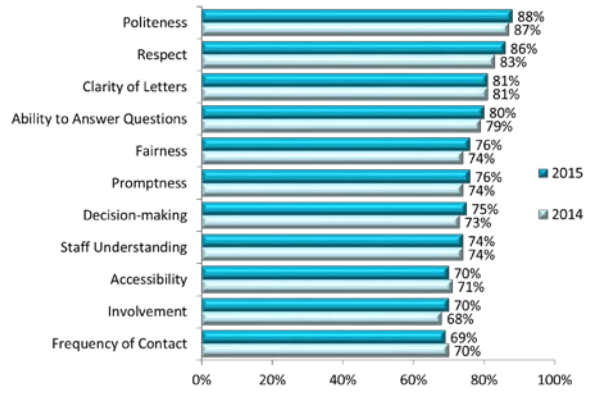
**76%** are satisfied with the overall quality of service they received, up 3 points compared with 2014



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



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



**35%** of injured workers say the overall quality of service has **IMPROVED**.  
**57%** say it **STAYED THE SAME**

**74%** of injured workers were satisfied with their WHSCC contacts this past year, up from 71% in 2014



### Satisfaction with Overall Outcome of Claim



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

2015 year end results are based on 1000 injured workers interviewed in Q1 2015 (= 250), Q2 2015 (n= 250), Q3 2015 (n= 250), and Q4 2015 (= 250) resulting in an overall margin of error of ± 3.1 percentage points, 19 in 20 times. The 2014 overall sample size is 1,045 respondents, resulting in an overall margin of error of ± 3.0 percentage points, 19 in 20 times.