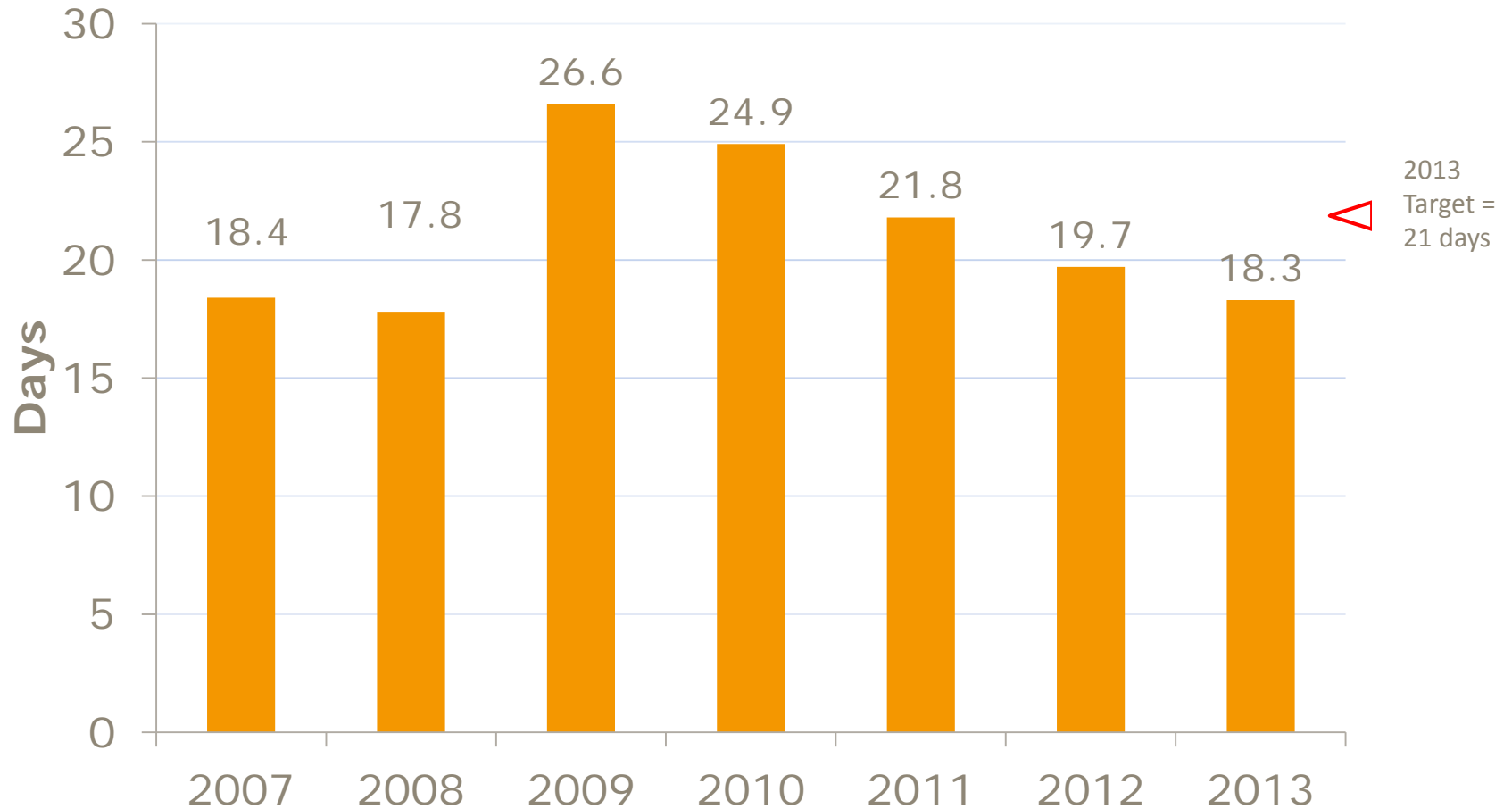
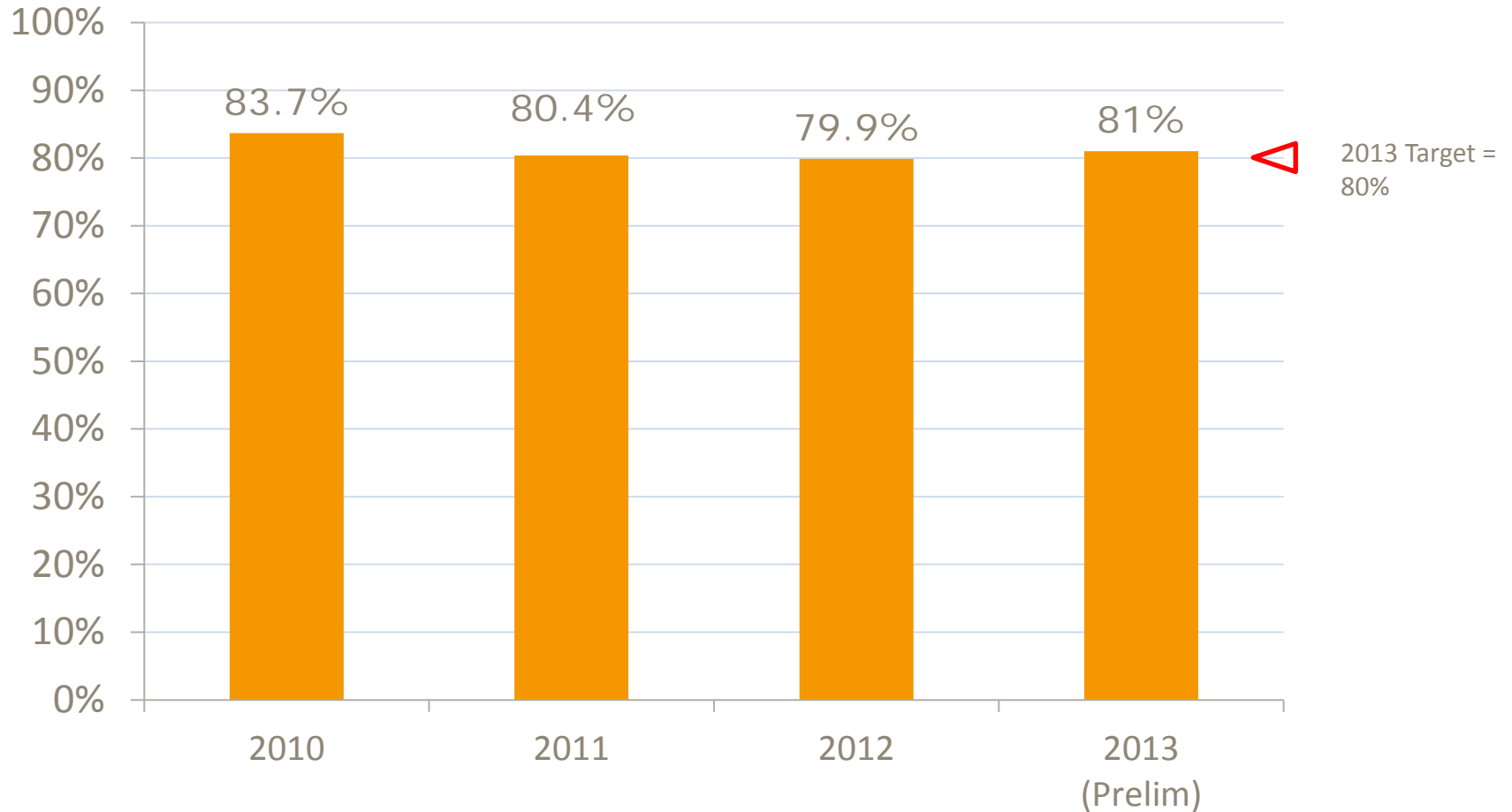


# Claims Update 2013 Results

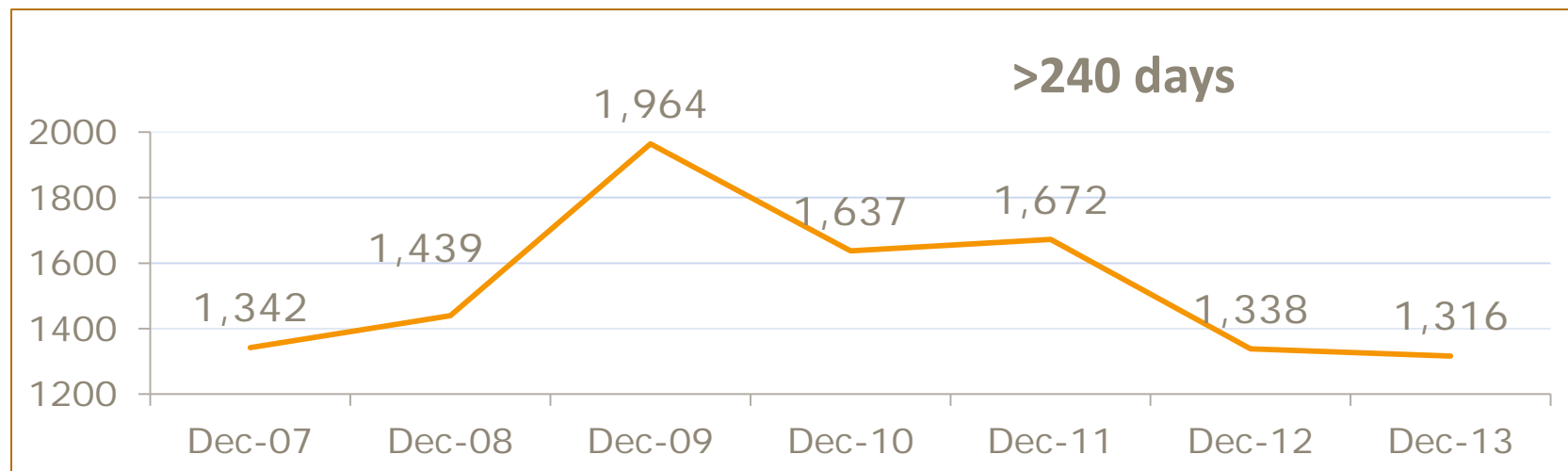
# Short Term Disability Timeliness



# Return-to-Work at 26 weeks (YTD)

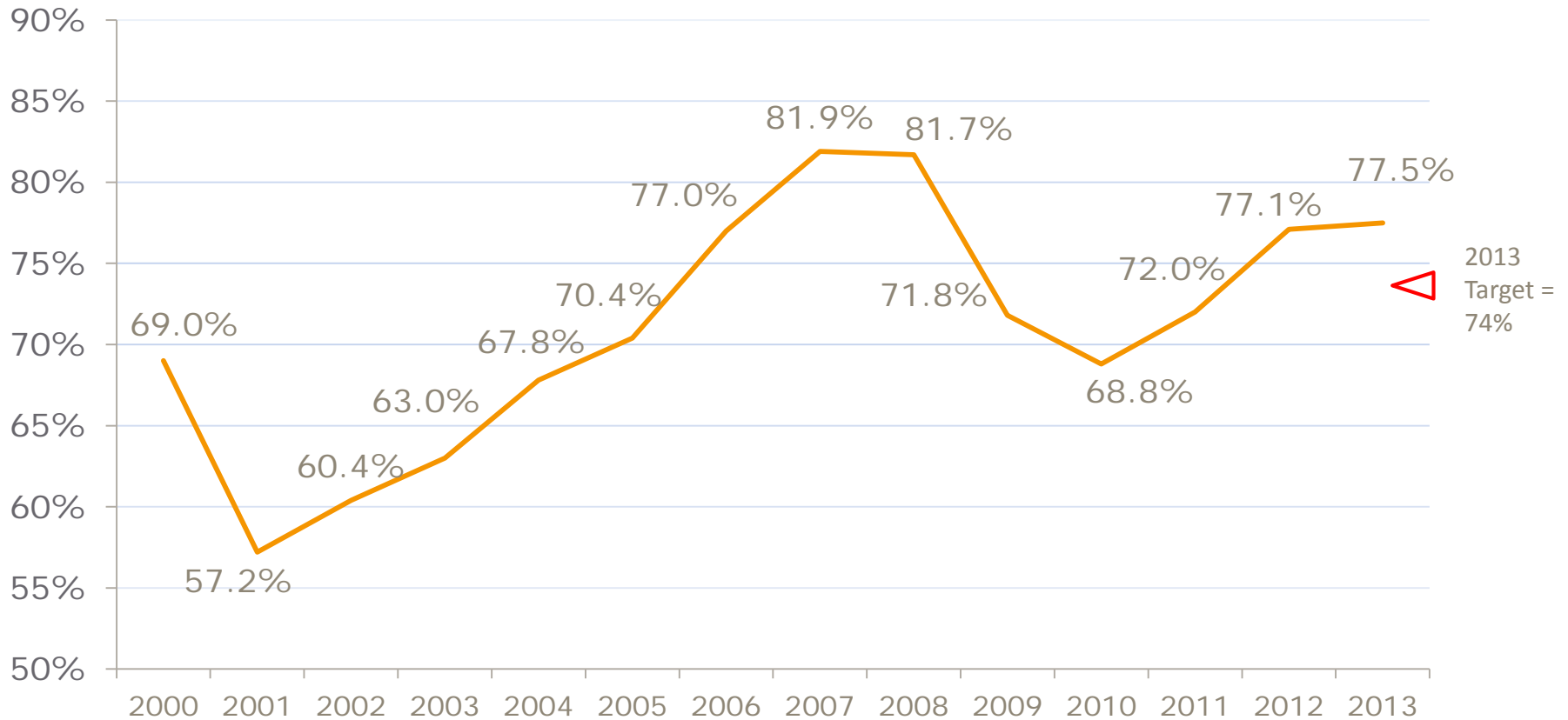


# Active Claims Inventory



	1 – 84 Days	85 - 120 Days	121 - 240 Days	>240 Days
Dec. 2009	3,283	747	1,439	1,964
Dec. 2010	3,669	785	1,480	1,637
Dec. 2011	4,079	842	1,525	1,672
Dec. 2012	4,115	819	1,497	1,338
Dec. 2013	4,076	859	1,417	1,316

# Vocational Rehabilitation - RTW Outcomes

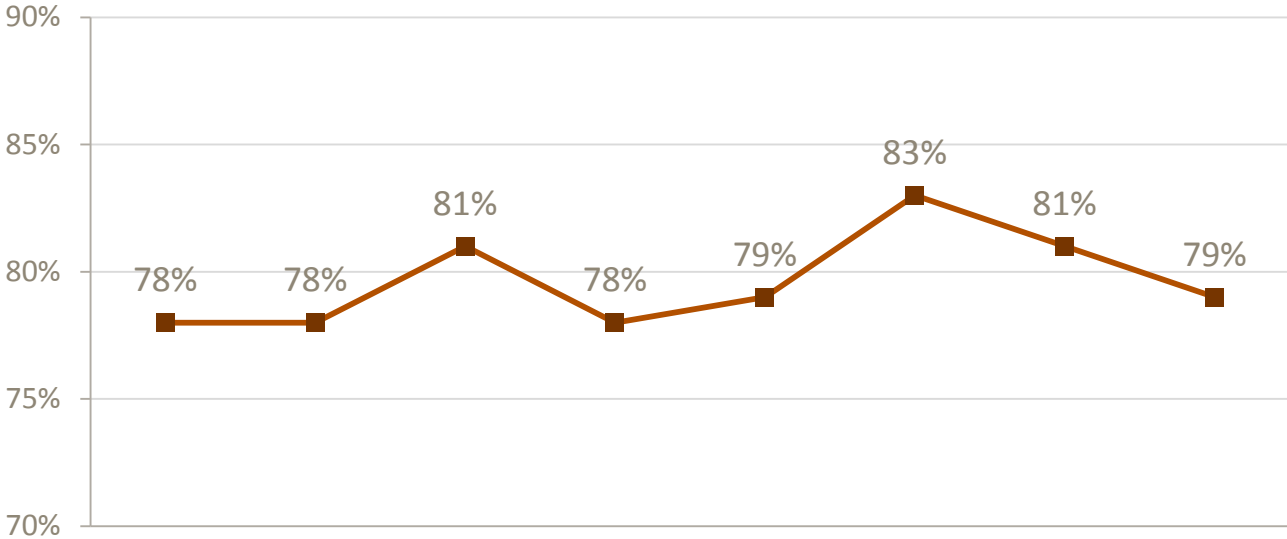


# VR – RTW Outcomes

	2005	2006	2007	2008	2009	2010	2011	2012	2013
RTW Outcomes	70.4%	77.0%	81.9%	81.7%	72.7%	68.8%	71.7%	77.1%	77.5%
BC Unemployment Rate	5.9%	4.8%	4.2%	4.6%	7.6%	7.6%	7.5%	6.7%	6.6%

# Employers' Overall Experience with WorkSafeBC

% of Employers Who Rate Their Overall Experience as Very Good or Good

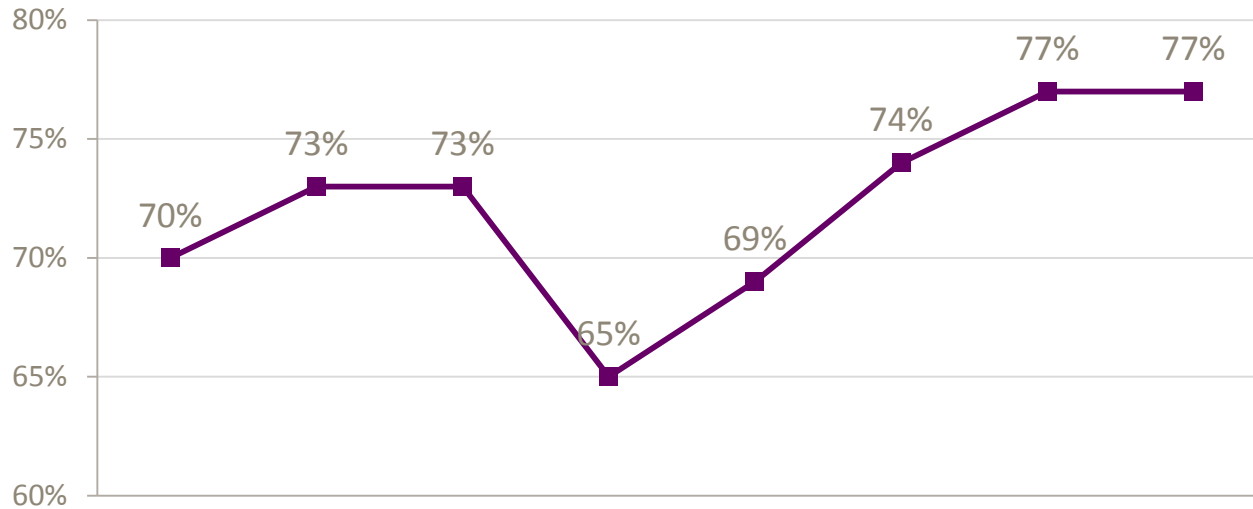


2013 target = 81%

	2006	2007	2008	2009	2010	2011	2012	2013 YTD
Very Good/Good	78	78	81	78	79	83	81	79
Average	19	18	15	17	18	13	15	18
Poor/Very Poor	2	4	4	5	3	3	4	3

# Injured Workers' Overall Experience with WorkSafeBC

% of Injured Workers Who Rate Their Overall Experience as Very Good or Good



2013 target = 77%

	2006	2007	2008	2009	2010	2011	2012	2013 YTD
Very Good/Good	70	73	73	65	69	74	77	77
Average	16	12	16	18	18	16	15	16
Poor/Very Poor	14	15	11	17	13	10	8	7