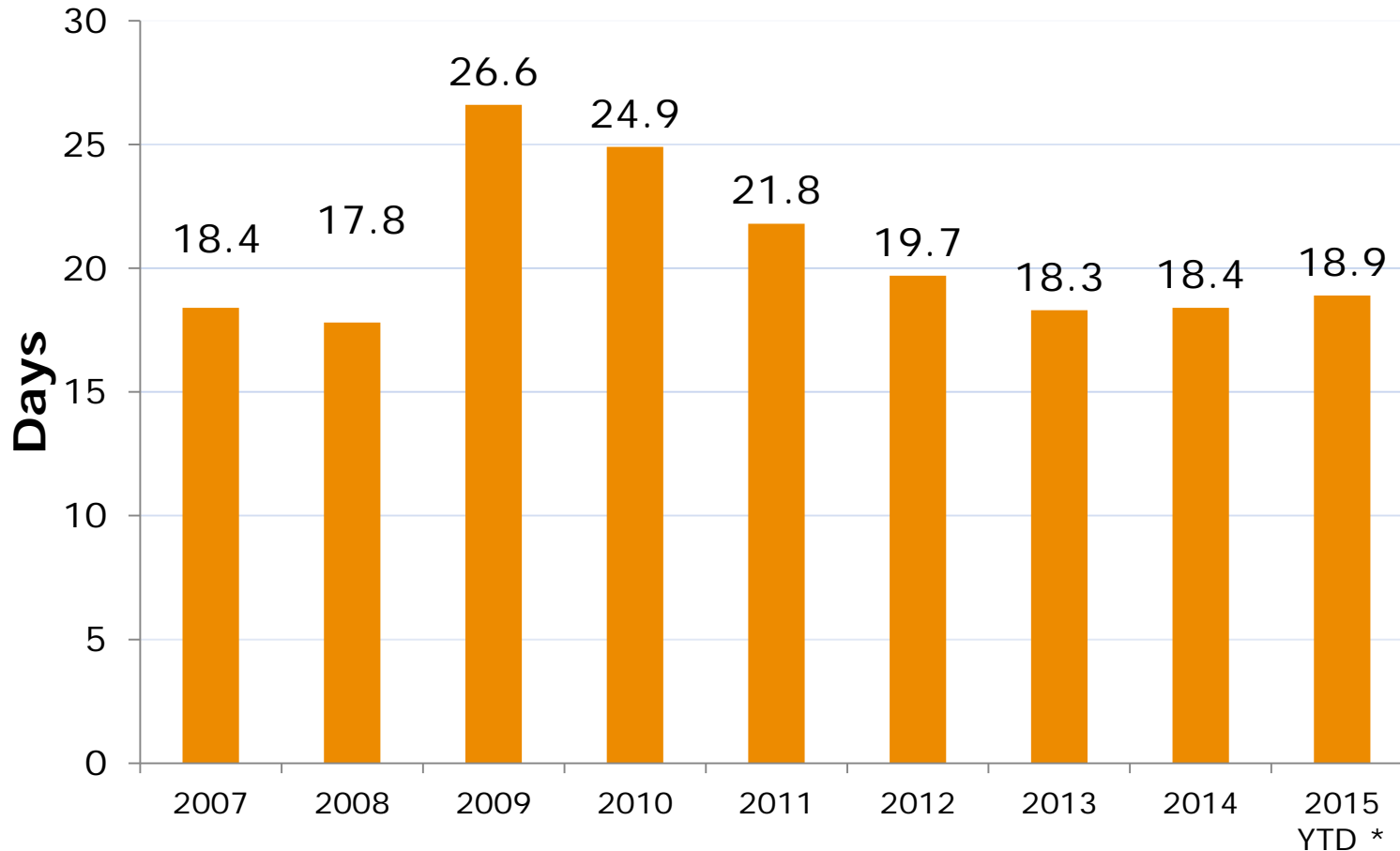


# Claims KPI Update

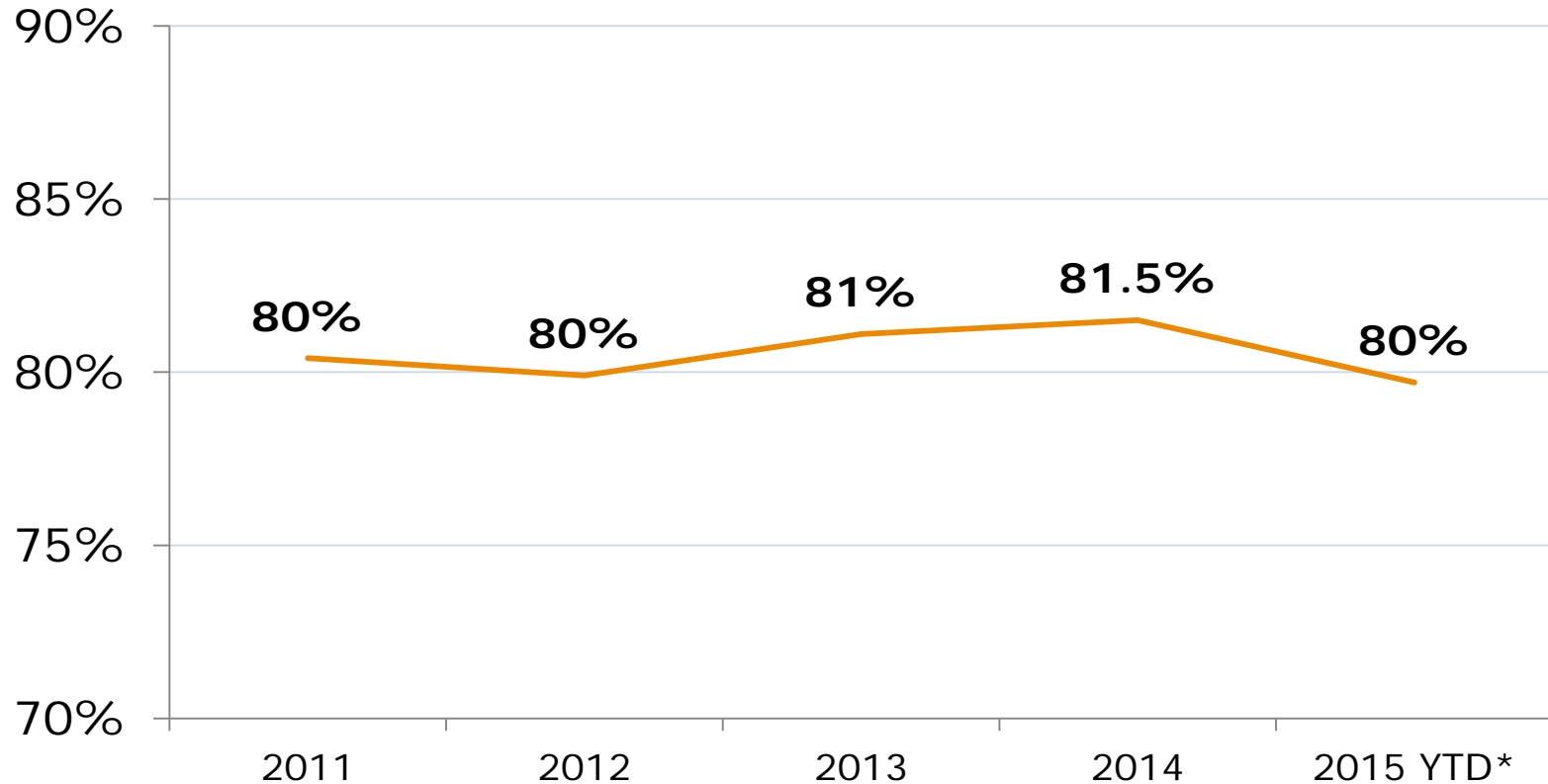
Results to March 31, 2015

# Short Term Disability Timeliness



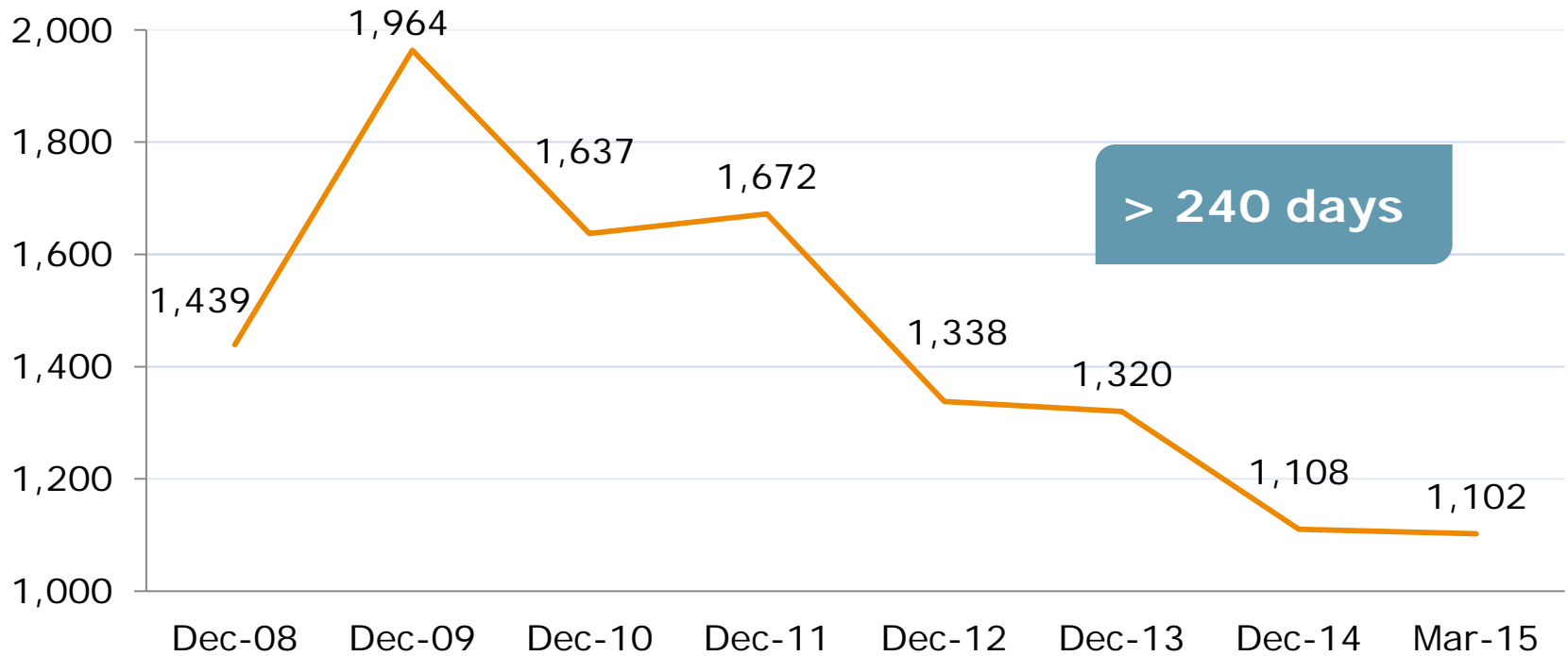
\* 2015 YTD is to the end of March

# Return-to-Work at 26 weeks



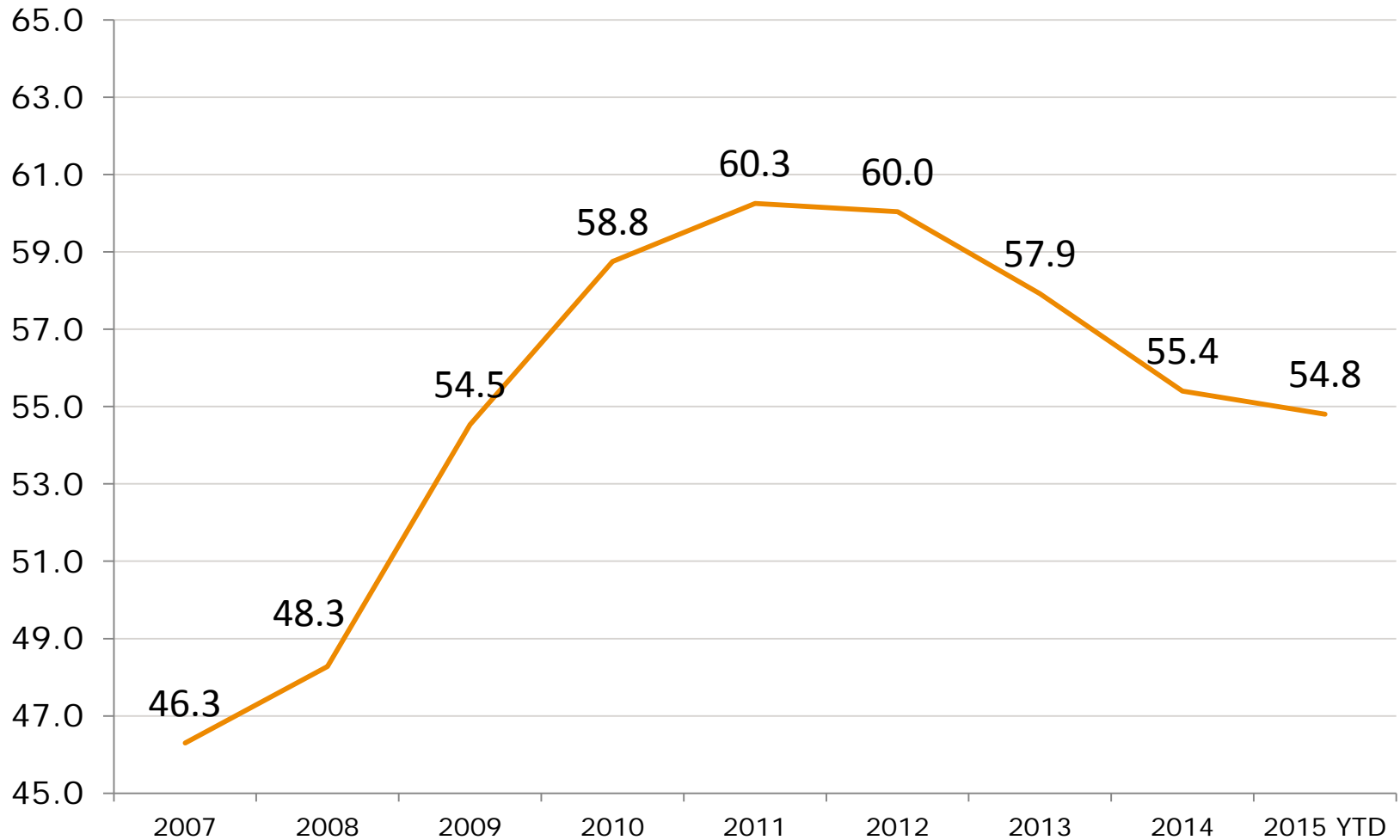
\*2015 YTD is to end of February; measure is lagged by one month; and the YTD measure is calculated differently than the annual calculation which is based on an accrual method

# Short Term Disability – Aged Inventory



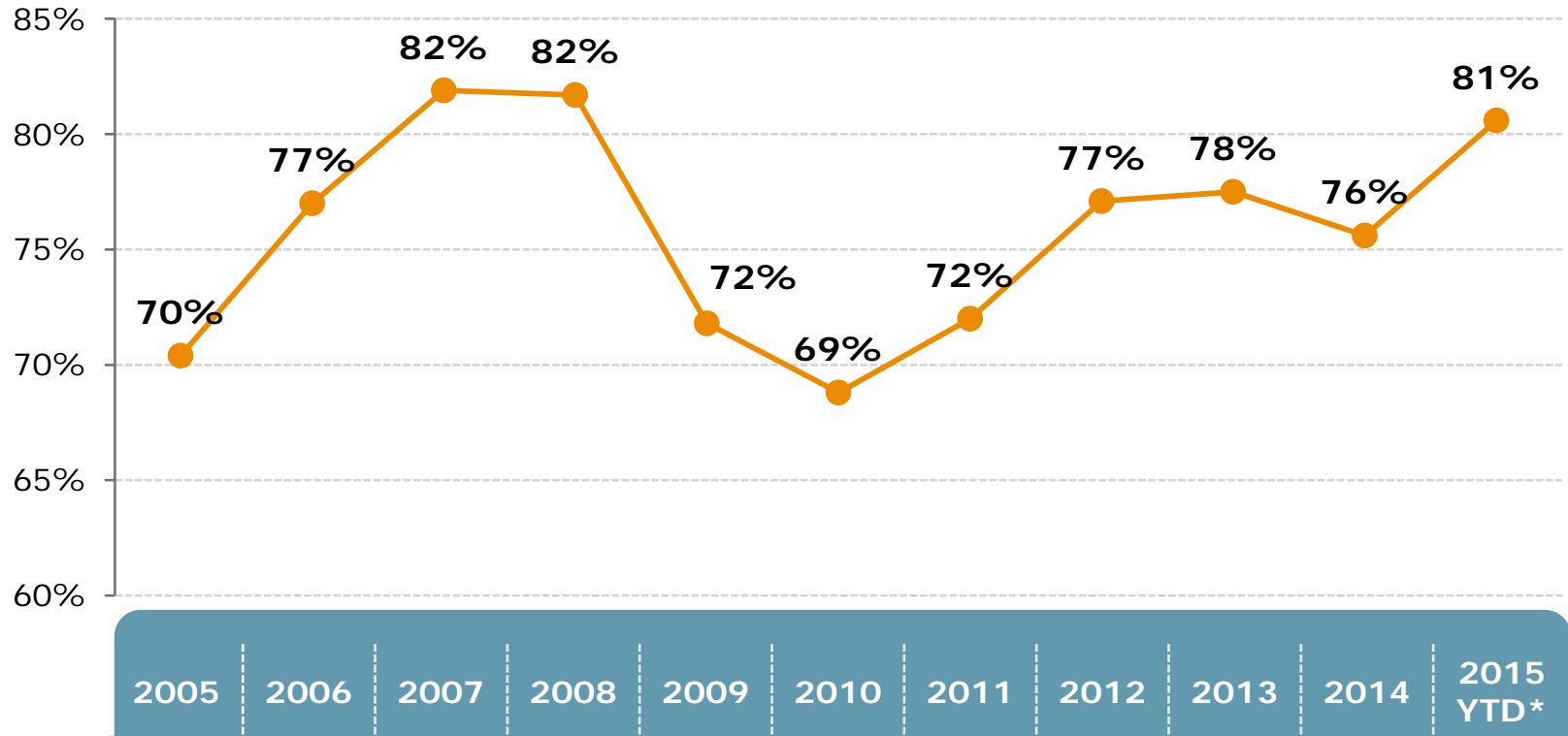
1 – 84 Days	4,223	3,283	3,669	4,079	4,115	3,935	3,938	3,853
> 85 Days	3,672	4,150	3,902	4,039	3,654	3,566	3,109	3,162

# STD Duration (12 month rolling) – All BC



\* 2015 YTD is to the end of March

# Vocational Rehabilitation RTW Outcomes

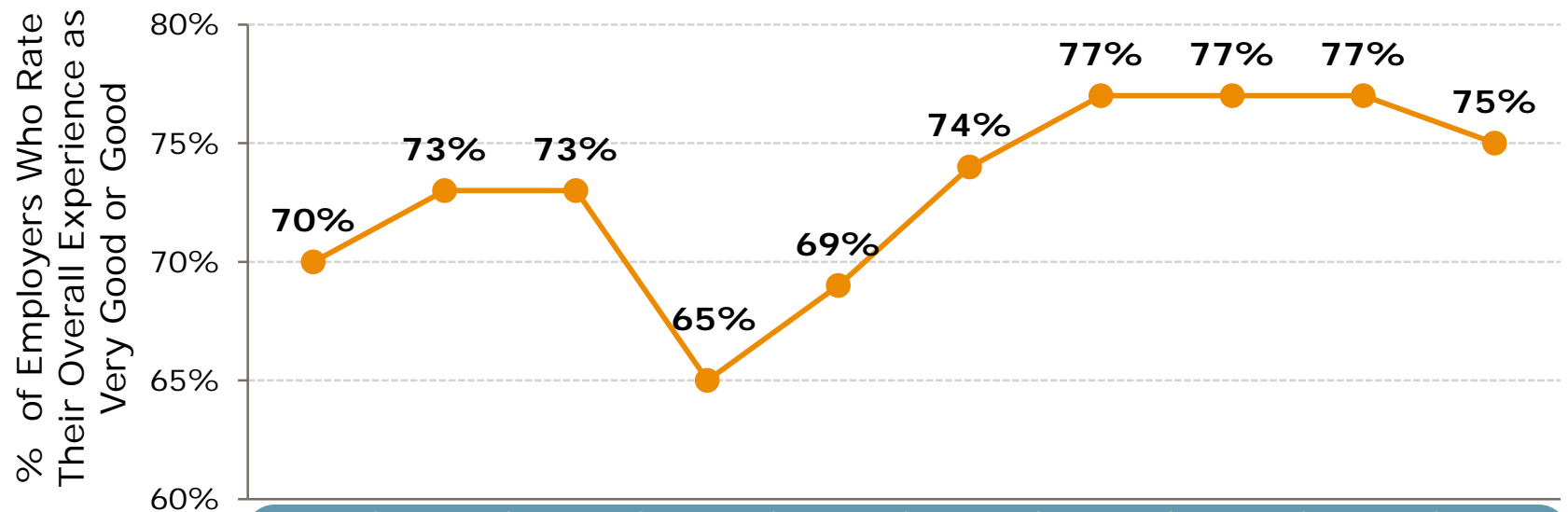


B.C.  
Unemployment  
Rate

2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015 YTD*
5.9%	4.8%	4.2%	4.6%	7.6%	7.8%	7.5%	6.7%	6.6%	6.0%	5.8%

\* 2015 YTD is to the end of March

# Injured Workers' Overall Experience with WorkSafeBC

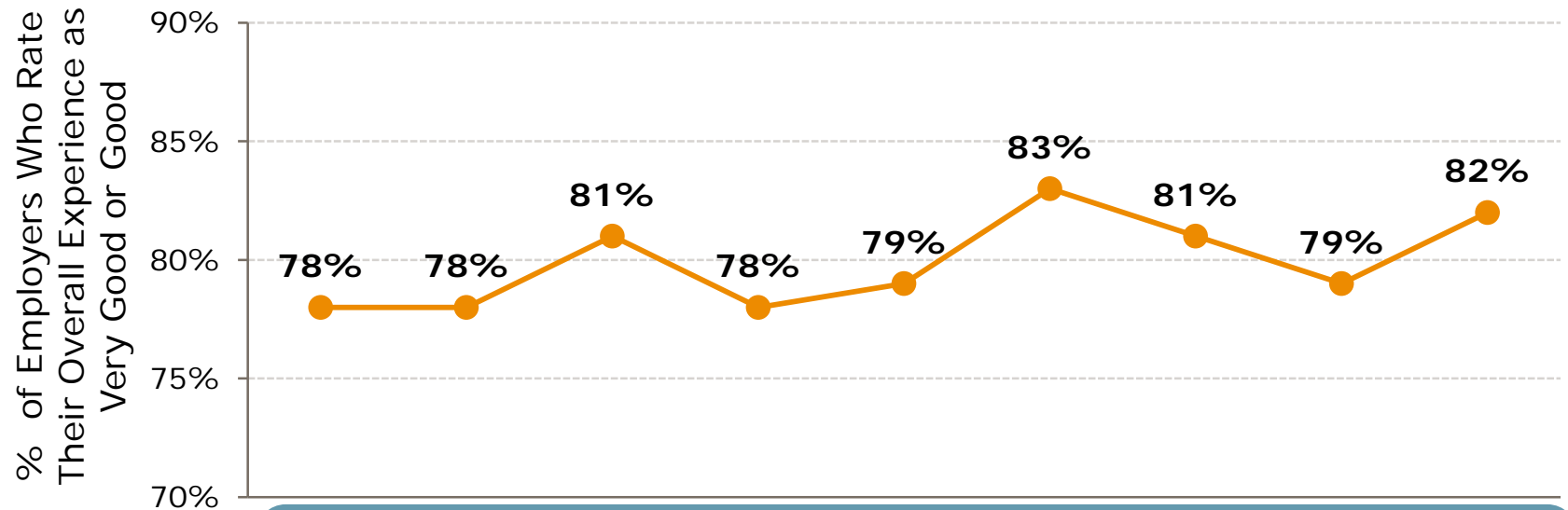


	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015 YTD*
<b>Very Good/Good</b>	70	73	73	65	69	74	77	77	77	75
Average	16	12	16	18	18	16	15	16	14	17
Poor/Very Poor	14	15	11	17	13	10	8	7	9	9

Columns may not add to 100% due to rounding

\* 2015 YTD is to the end of March

# Employers' Overall Experience with WorkSafeBC



	2006	2007	2008	2009	2010	2011	2012	2013	2014
<b>Very Good/Good</b>	<b>78</b>	<b>78</b>	<b>81</b>	<b>78</b>	<b>79</b>	<b>83</b>	<b>81</b>	<b>79</b>	<b>82</b>
Average	19	18	15	17	18	13	15	18	14
Poor/Very Poor	2	4	4	5	3	3	4	3	4

Columns may not add to 100% due to rounding