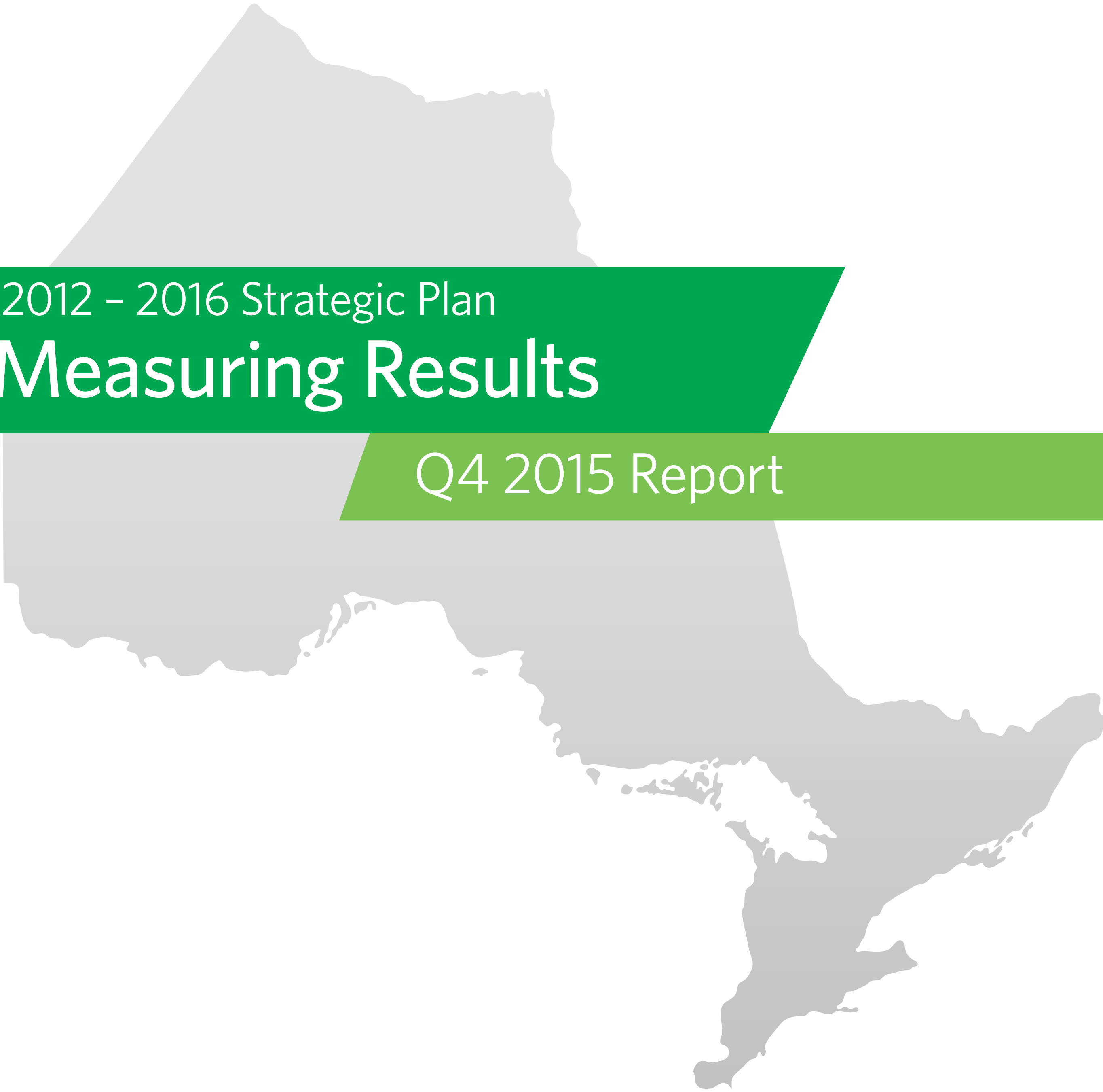


2012 - 2016 Strategic Plan

Measuring Results

Q4 2015 Report

Workplace Safety & Insurance Board
Commission de la sécurité professionnelle et de l'assurance contre les accidents du travail
Published: April 21, 2016

Assessment of Q4 2015 Results

Return to Work and Fair Benefits ✓

Fewer registered claims, improved duration

Sufficient Funding ✓

Funding position improves despite more conservative assumptions

Revenue Must be Fairly Assessed and Cover Costs ✓

Revenue exceeds costs for quarter and year

Service Excellence and Efficient Administration ✓

Ongoing customer satisfaction and fewer incoming appeals

Stakeholder Relationships ✓

Incorporating feedback on the proposed new Rate Framework

LEGEND:

- Performance meeting or exceeding target
- Performance off target
- Positive change
- Performance marginally off target
- For tracking purposes only
- Negative change

Discussion & Analysis

This Measuring Results is the final report to assess the WSIB's performance in meeting its strategic objectives under the 2012 – 2016 Strategic Plan. The Plan evolved from the original Corporate Business Plan first launched in 2011 in response to concerns raised by the Auditor General regarding the sustainability of the system. Since that time, the WSIB's performance has improved both operationally and financially, and this trend is once again reflected in the 2015 results.

The strong operational and financial results achieved under the 2012 – 2016 Strategic Plan have positioned the WSIB well to take on new challenges. In 2016, the WSIB will embark on its new Strategic Plan, which sets out aspirational new objectives for becoming an even more customer service-driven organization while finding new and innovative ways to improve outcomes for workers and employers.

This discussion and analysis provides management's perspective on the key results for 2015.

Small decrease in claim volume

After a marginal increase in registered claim volume last year, the first in more than 10 years, volume has once again decreased in 2015. Registered claims totaled 192,168 in 2015 compared to 195,554 in 2014, a decrease of 1.7 per cent. Volume declined for both lost-time (down 1.6 per cent) and no-lost-time (down 1.8 per cent) claims compared to 2014. The decrease in lost-time claims, combined with an increase in insurable earnings, resulted in a lost-time injury rate of 0.87 for 2015, 5.4 per cent lower than the previous year.

Fewer lost-time claims than last year were registered from each of the WSIB's largest industry sectors except for health care (up 1.9 per cent) and services (up 1.3 per cent). However, as a result of increased insurable earnings, all sectors experienced a decline in their LTI rates.

Lost-time injury rates – top six sectors

Sector	2014	2015	Change	% Change
Automotive	1.07	0.91	-0.16	-15.0%
Construction	1.14	1.11	-0.03	-2.6%
Health Care	1.34	1.27	-0.07	-5.2%
Manufacturing	0.65	0.59	-0.06	-9.2%
Services	0.81	0.79	-0.02	-2.5%
Transportation	1.84	1.62	-0.22	-12.0%

Insurable earnings ($M) – top six sectors

Sector	2014	2015	Change	% Change
Automotive	7,288	7,508	220	3.0%
Construction	19,601	20,053	452	2.3%
Health Care	23,108	24,100	992	4.3%
Manufacturing	37,723	39,205	1,482	3.9%
Services	47,638	49,729	2,091	4.4%
Transportation	10,187	10,472	285	2.8%

Another strong year in recovery and return to work

In 2015, 91.8 per cent of injured and ill workers returned to work with no wage loss within 12 months of their injury. Correspondingly, all short and long-term durations have improved or held steady compared to last year, levels which were already at historic lows. For instance, 12-month duration decreased from 4.0 per cent to 3.7 per cent. The WSIB's Work Transition (WT) program also continues to yield positive results for workers who require additional support. Over 80 per cent of injured and ill workers were employed upon completion of their WT plan in 2015, consistent with the 2014 result.

Behind improved return-to-work results is the WSIB's continued emphasis on specialized medical assessment and treatment services. In 2015, two in five claims (40.0 per cent) received treatment through the WSIB's integrated healthcare programs such as our Specialty Clinics and Programs of Care, up from 35.6 per cent in 2014. The percentage of injured and ill workers who experience a permanent impairment was up slightly compared to last year's historic low, from 5.6 per cent of claims in 2014 to 5.9 per cent in 2015.

Discussion & Analysis

Appeal volumes are declining

Appeal volumes decreased in 2015; there were 8,063 new appeals in 2015 compared to 9,995 in 2014, a drop of 19 per cent. The decrease is due to lower claim volumes, better return-to-work results overall and efforts by our Operations team to ensure that cases are more "appeal ready" before they are referred to the Appeals Services Division.

Despite changes to the process to allow additional time for appeal forms and submissions, 87 per cent of appeals were resolved within six months and 99 per cent were resolved within nine months.

The Appeals Services Division is resolving more appeals than it receives; 8,728 cases were resolved in 2015, 665 more than received. As of December 31, the active inventory of appeal cases was 2,088, the lowest level on record.

Of total appeal resolutions in 2015, 16 per cent were allowed in full and 13 per cent were allowed in part / denied in part. These percentages are in line with last year's experience.

Ongoing satisfaction among injured workers and employers

The percentage of injured workers and employers who are satisfied overall with how claims are handled by the WSIB remained high in 2015. Approximately three-quarters of injured workers (74 per cent in Q4) and more than eight in ten employers (85 per cent in Q4) were satisfied. Levels of satisfaction with claims management were down slightly compared to Q4 2014, when 77 per cent of injured workers and 89 per cent of employers reported satisfaction with WSIB services.

With regard to the WSIB's account management, 88 per cent of employers were satisfied in Q4 2015, consistent with Q4 2014 results (89 per cent satisfied).

The WSIB has continued to make service improvements during 2015 to better meet the needs of injured workers and employers. In 2015, we moved all employer accounts, approximately 300,000, over to our new Accounts and Claims Enterprise System (known as ACES) without any significant change in the high employer satisfaction with account services. As just one example of improvements made possible by ACES, WSIB staff now have faster access to employer information when assisting employers by phone. In 2015, we also improved the look and clarity of Schedule 1 monthly statements.

Core Earnings continue to be strong

The WSIB's Core Earnings for 2015 were $1,229M, up 20 per cent compared to 2014 ($1,028M) and 26 per cent higher than budgeted. With this result, 2015 marks the sixth time in a row that year-over-year Core Earnings have increased.

2015 Financial Results

	2014	2015	Variance
Premium Revenue ($M)	4,504	4,684	180
Net Investment Income ($M)	1,927	1,199	(728)
Benefit Payments ($M)	2,420	2,332	(88)
Total Admin. Expenses ($M)	702	784	82
Core Earnings ($M)	1,028	1,229	201
UFL (sufficiency basis) ($M)	(8,697)	(6,984)	1,713
Sufficiency Ratio	71.6%	77.9%	6.3%

Discussion & Analysis

Growth in Core Earnings can be explained by increased premium revenue, which was $4,684M for 2015 compared to $4,504M in 2014 (an increase of 4.0 per cent). Premium revenues, in turn, were up largely due to increased insurable earnings (up 2.9 per cent from last year).

Also contributing to strong Core Earnings were benefit payments and total administrative costs. Benefit payments totaled $2,332M in 2015, compared to $2,420M in 2014, reflecting fewer new lost-time claims and ongoing improvements in recovery and return to work.

Total administrative costs were up 12 per cent year over year, which can be explained in part by the following three reasons. First, bad debts increased, partly from an initiative to review chronically non-compliant accounts. Second, salaries and short-term benefits increased due to inflationary pressures and higher costs for temporary staff to support our business transformation efforts. Third, long-term employee benefit plans increased primarily due to a 70 basis point decrease (from 4.7 per cent to 4.0 per cent) in interest rates used to value our pension and other post-retirement obligations. These increases were anticipated and total administrative spend, at $784M, was 1 per cent lower than budget.

Positive returns for Q4 and the year

The WSIB investment portfolio earned a 3.2 per cent return in the fourth quarter and a 5.8 per cent return for the full year in 2015. Economic growth was below expectations in 2015 in emerging and resource-based markets, causing the International Monetary Fund to reduce its 2015 estimate for global GDP growth to its lowest rate since 2009.

Portfolio returns were driven mostly by foreign equities which benefitted as the Canadian dollar fell. Furthermore, private market and bond returns remained steady, offset by commodities which were sharply down.

For the fourth quarter, the investment portfolio increased to $26B.

Increased prudence in economic assumptions

In light of recent economic conditions, the WSIB has determined that it is necessary to lower our long-term investment return target and the discount rate used to calculate long-term liabilities. Our discount rate has been reduced to 4.75 per cent from 5.15 per cent, which has added $1,026M to benefit liabilities. We have also increased our benefit liabilities (by $948M) to reflect a change in regulation over how benefits for some claims will be indexed to inflation.

These changes, off-set by experience gains, contributed to a $1,030M net increase in our long-term liabilities. As a result, the Q4 Sufficiency Ratio is 77.9 per cent, down from 78.5 per cent in Q3 2015, but still well above the Q4 2014 level of 71.6 per cent. Similarly, the Unfunded Liability (sufficiency basis) increased, from $6,584M in Q3 to $6,984M in Q4. Despite the revised assumptions, the UFL has decreased by $1,713M since the end of 2014 (was $8,697M).

Schedule 2 results

Among Schedule 2 employers, registered claim volume was down slightly in 2015 (2.4 per cent or 909 fewer claims). The LTI rate improved 3.6 per cent, from 1.95 in 2014 to 1.88 this year. The rate has not been this low since 2012.

Short-term durations for Schedule 2 claims continue to increase and are once again higher than 2014 levels. Three-month duration, which increased for the fourth quarter in a row, was 8.6 per cent in Q4 compared to 7.5 per cent in Q4 2014. Six-month duration increased from 3.6 per cent to 4.2 per cent and twelve-month duration went from 1.9 per cent to 2.1 per cent in Q4 2015. The WSIB is in the process of discussing these duration results with Schedule 2 employers to try to improve return to work and recovery. Longer-term durations have so far remained stable.

Improving recovery and return to work through innovative research

In December 2015, the WSIB launched an enhanced Grants Program that will support research and training intended to improve recovery and return to work for injured or ill workers. The program targets highly practical, professional research studies and training initiatives. Proposals for research or training will be accepted starting in early 2016. Grants will be awarded through a transparent proposal selection process including peer reviews by external researchers.

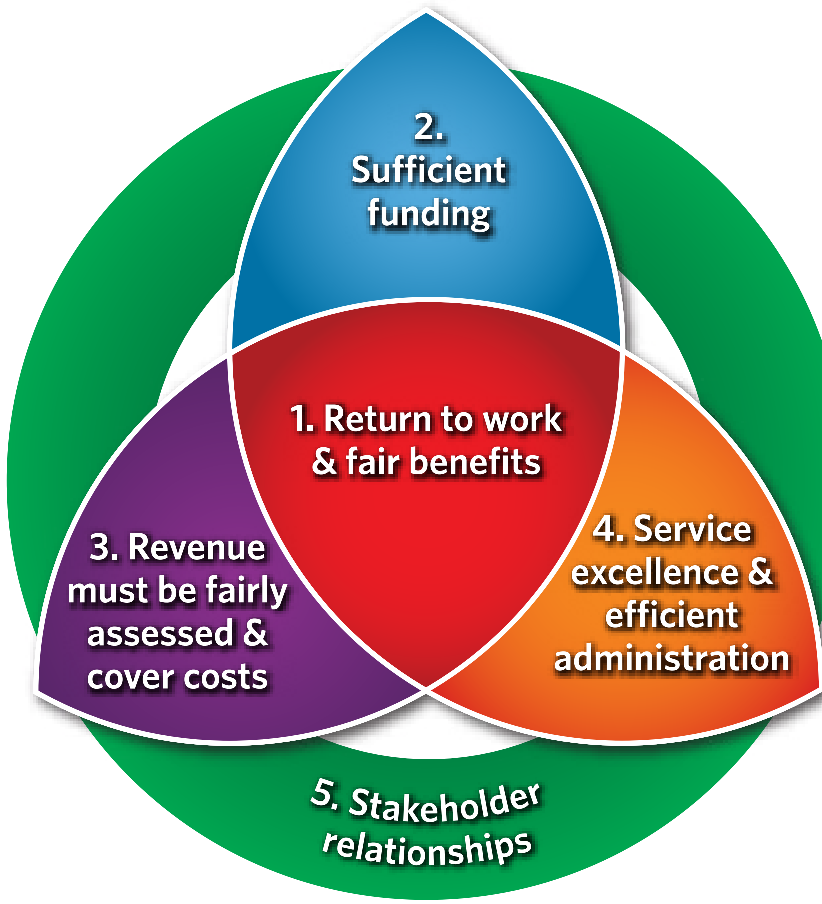
Possible subjects that may be investigated through research include:

- Addressing barriers to successful return-to-work and recovery outcomes;

Discussion & Analysis

- Identifying best practices to improve return-to-work and recovery programs;
- Applying behavioural economics to Ontario's workplace compensation system.

Proposals will be accepted until March 4, 2016 and the proposal selection process is expected to be completed, with funds awarded, by fall 2016.



Schedule 1 Results by Pillar

Pillar 1: Return to Work and Fair Benefits

Fewer registered claims, improved duration

In Q4 2015, registered claims decreased by 3.0 per cent (-1,450 claims) from Q4 2014. The decrease was a result of declines in both lost-time (down 2.1 per cent or 284 claims) and no-lost-time claims (down 3.3 per cent or 1,166 claims).

The percentage of workers on benefits after each point in time measured has improved or held steady compared to Q4 2014. However, shorter-term durations (three and six-month) increased slightly in Q4 compared to the prior quarter for the first time since 2013.

OBJECTIVES

1-1 We will work with the Chief Prevention Officer and the Ministry of Labour to promote healthy and safe workplaces.

1-2 We will support injured workers and employers in Return to Work.

1-3 We will administer benefits and services, for work-related injuries or illnesses, in a fair and equitable manner.

1-4 We will focus on improving recovery and Return to Work outcomes to reduce the incidence of permanent impairment caused by all injuries.

1-5 We will approach health care as an investment on behalf of injured workers, and manage medical recovery and Return to Work together.

New Claims

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Registered	49,126	45,789	48,161	50,676	47,676	192,168
Pending	3,975	4,255	4,323	4,242	4,175	5,261
Allowed	35,809	32,593	34,738	37,209	34,608	145,617
	79.3%	78.5%	79.2%	80.1%	79.6%	77.9%

YTD Lost-time Injury/Illness Rate

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
Result	0.92	0.90	0.83	0.85	0.87
Prior Year	0.98	0.98	0.91	0.90	0.92
Variance	(6.1%)	(8.2%)	(8.8%)	(5.6%)	(5.4%)
Assessment	✓	✓	✓	✓	✓

Total Wage Loss Claims Inventory

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Assessment
Total Claims	164,444	162,834	161,248	159,831	159,312	✓
Locked-in Claims	150,477	149,372	148,473	147,493	146,520	✓
Non-locked-in Claims	13,967	13,462	12,775	12,338	12,792	✓

Pillar 1: Return to Work and Fair Benefits

Benefit Payments

($M)	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	610	592	575	574	591	2,332
Prior Year	629	612	612	586	610	2,420
Variance	(19)	(20)	(37)	(12)	(19)	(88)
Assessment	✓	✓	✓	✓	✓	✓

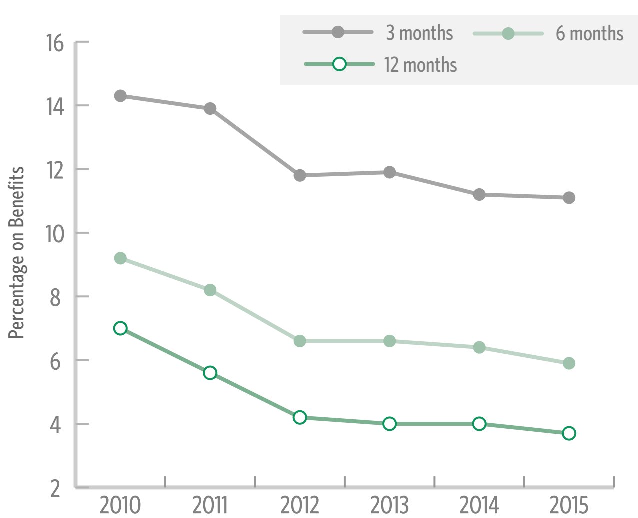
RTW at 100% Pre-Injury Earnings at 12 Months (Allowed Lost-time Claims)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	91.0%	91.0%	92.0%	92.4%	91.7%	91.8%
Target	92.0%	92.0%	92.0%	92.0%	92.0%	92.0%
Variance	(1.0%)	(1.0%)	0.0%	0.4%	(0.3%)	(0.2%)
Assessment	▽	▽	✓	✓	▽	▽

Duration

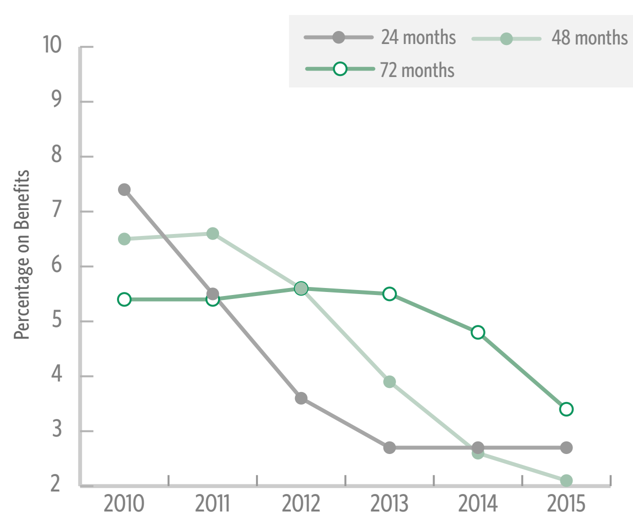
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Target	Assessment vs Prior Year
3 months	11.2%	11.0%	10.8%	10.8%	11.1%	11.0%	▽
6 months	6.4%	6.1%	6.0%	5.8%	5.9%	5.9%	✓
12 months	4.0%	3.9%	3.8%	3.6%	3.7%	3.8%	✓
24 months	2.7%	2.8%	2.7%	2.7%	2.7%	2.7%	✓
48 months	2.6%	2.4%	2.3%	2.2%	2.1%	2.6%	✓
72 months	4.8%	4.4%	4.2%	3.8%	3.4%	4.8%	✓

Measuring Short-term Duration



3 months	14.3	13.9	11.8	11.9	11.2	11.1
6 months	9.2	8.2	6.6	6.6	6.4	5.9
12 months	7.0	5.6	4.2	4.0	4.0	3.7

Measuring Long-term Duration



24 months	7.4	5.5	3.6	2.7	2.7	2.7
48 months	6.5	6.6	5.6	3.9	2.6	2.1
72 months	5.4	5.4	5.6	5.5	4.8	3.4

Pillar 1: Return to Work and Fair Benefits

Both the percentage of workers who experience a permanent impairment (6.4 per cent) and the average PI award (9.5 per cent) were up in Q4 2015 compared to Q4 2014, but both remained within target levels.

Average PI Award Percentage

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	9.2%	9.6%	9.5%	9.4%	9.5%	9.5%
Benchmark	10.0%	9.5%	9.5%	9.5%	9.5%	9.5%
Variance	(0.8%)	0.1%	0.0%	(0.1%)	0.0%	0.0%
Assessment	✓	▽	✓	✓	✓	✓

Percentage of Workers with a PI

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	5.9%	5.6%	5.8%	5.7%	6.4%	5.9%
Benchmark	8.0%	7.0%	7.0%	7.0%	7.0%	7.0%
Variance	(2.1%)	(1.4%)	(1.2%)	(1.3%)	(0.6%)	(1.1%)
Assessment	✓	✓	✓	✓	✓	✓

Average LOE Entitlement Award at Lock-in

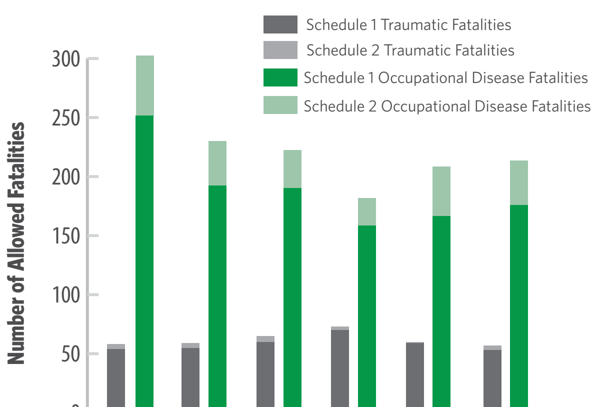
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	46.6%	44.6%	45.1%	44.8%	45.0%	44.8%
Prior Year	46.9%	46.0%	45.8%	45.6%	46.6%	46.0%
Variance	(0.3%)	(1.4%)	(0.7%)	(0.8%)	(1.6%)	(1.2%)
Assessment	✓	✓	✓	✓	✓	✓

Note: A correction has been made to the calculation of the "Average LOE Entitlement Award at Lock-in" metric (see page 26 for details). Historical results shown here may differ from previously published reports.

Percentage of Claims in Integrated Health Care Programs

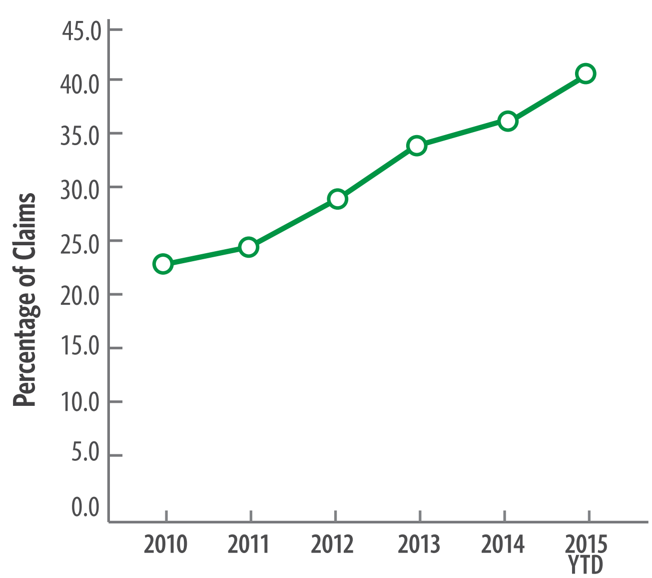
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	36.9%	40.6%	41.2%	39.2%	40.6%	40.0%
Prior Year	33.5%	35.4%	36.4%	35.4%	36.9%	35.6%
Variance	3.4%	5.2%	4.8%	3.8%	3.7%	4.4%
Assessment	✓	✓	✓	✓	✓	✓

WSIB – Allowed Traumatic & Occupational Disease Fatalities



	2010	2011	2012	2013	2014	2015 YTD
Schedule 1 Traumatic Fatalities	54	55	60	70	59	53
Schedule 2 Traumatic Fatalities	4	4	5	3	1	4
TRM Fatalities Total	**58**	**59**	**65**	**73**	**60**	**57**
Schedule 1 Occupational Disease Fatalities	250	191	189	159	167	175
Schedule 2 Occupational Disease Fatalities	51	38	32	23	42	38
OD Fatalities Total	**301**	**229**	**221**	**182**	**209**	**213**

Percentage of Claims in Integrated Health Care Programs



	2010	2011	2012	2013	2014	2015 YTD
-O-	23.2%	24.3%	28.9%	32.8%	35.6%	40.0%

Pillar 2: Sufficient Funding

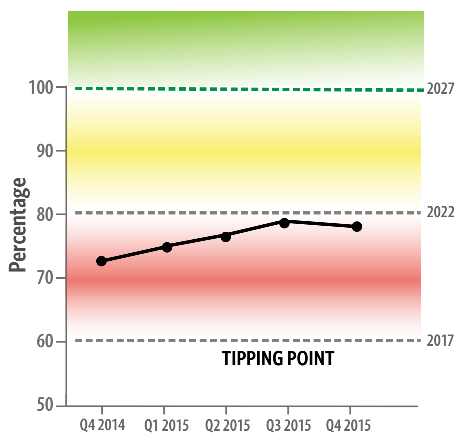
Funding position improves despite more conservative assumptions

In Q4 2015, the WSIB lowered its long-term investment target and, correspondingly, the discount rate it uses to calculate its long-term liabilities. These changes were in light of recent economic conditions and contributed to a net increase of $1,030M in the WSIB's long-term liabilities. As a result of these one-time changes, the WSIB Sufficiency Ratio decreased from 78.5 per cent in Q3 2015 to 77.9 per cent in Q4. The UFL (sufficiency basis) also increased marginally, by $400M. The WSIB continues to be ahead of its legislated sufficiency targets.

OBJECTIVES

2-1 We will achieve funding requirements as prescribed in regulation.

Sufficiency Ratio Trend



Sufficiency Ratio	71.6%	73.5%	76.3%	78.5%	77.9%

Sufficiency Ratio

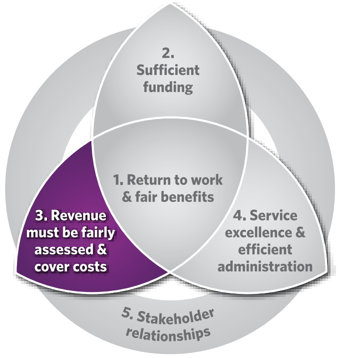
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
Result	71.6%	73.5%	76.3%	78.5%	77.9%
Budget	64.3%	69.7%	71.4%	73.1%	74.3%
Variance	7.3%	3.8%	4.9%	5.4%	3.6%
Assessment					

Unfunded Liability (Sufficiency Basis)*

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
Result	(8,697)	(8,105)	(7,331)	(6,584)	(6,984)
Budget	N/A	N/A	N/A	N/A	N/A
Variance	N/A	N/A	N/A	N/A	N/A
Assessment					

*The UFL is reported on a sufficiency basis (defined in the glossary).

Revenue		Costs	
Premiums	Investments	Benefit Costs	Administrative Expenses



Pillar 3: Revenue Must be Fairly Assessed and Cover Costs

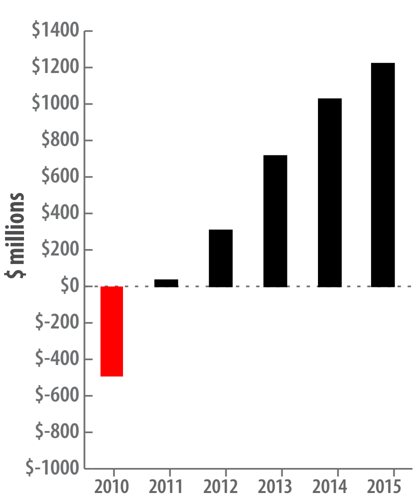
OBJECTIVES

3-1 We will collect premium revenue each year at a level that ensures all required payments can be made as they become due, and the UFL can continue to be retired.

3-2 We will continue to manage the Investment Fund with prudence and due regard for risk management and liability structures.

3-3 We will ensure a fair and transparent rate setting framework.

Core Earnings Trend



Core Earnings	(493)	34	307	715	1,028	1,229

Revenue exceeds costs for quarter and year

Q4 2015 premium revenue of $1,177M was up 1.1 per cent ($13M) compared to Q4 2014. Core Earnings ($290M) were also up, by 2.1 per cent or $6M. Both measures exceeded budget for Q4. With positive Core Earnings for the quarter and the year, revenue continues to exceed operating expenses.

Q4 Core Earnings are higher than last year despite increased administrative expenses in Q4 2015 ($215M) compared to Q4 2014 ($180M). Administrative expenses for the full year 2015 were within budget.

In the fourth quarter, the WSIB investment fund earned a return of 3.2 per cent, which brought the size of the investment portfolio to $26B. Returns for the full year 2015 were 5.8 per cent while 10 and 15-year returns were 6.0 and 5.5 per cent, respectively, compared to the long-term investment target of 6.0 per cent annually. Starting in 2016 the WSIB's revised long-term investment target will be 5.25 per cent.

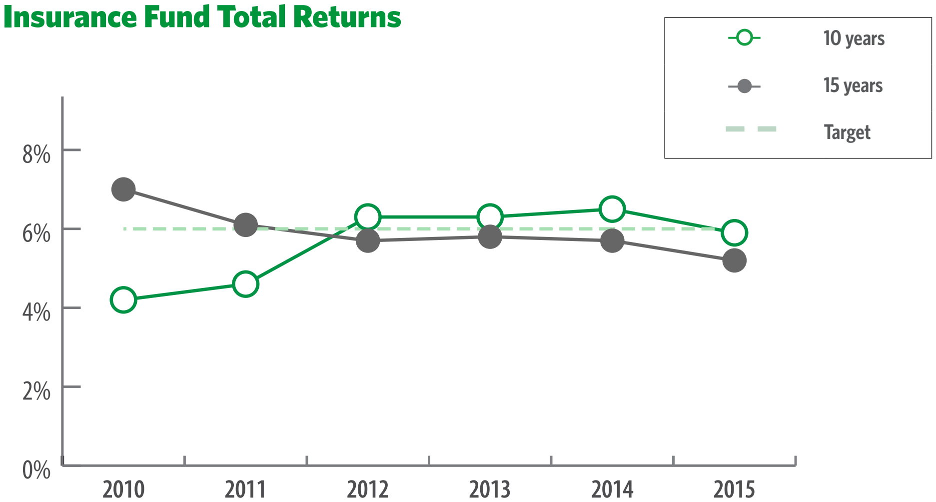
Core Earnings

($M)	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	284	271	334	334	290	1,229
Budget	144	215	294	279	187	975
Variance	140	56	40	55	103	254
Assessment	✓	✓	✓	✓	✓	✓

Premiums

($M)	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	1,164	1,134	1,202	1,171	1,177	4,684
Budget	1,045	1,122	1,182	1,164	1,086	4,554
Variance	119	12	20	7	91	130
Assessment	✓	✓	✓	✓	✓	✓

Insurance Fund Total Returns



10 years	4.2%	4.6%	6.3%	6.3%	6.5%	6.0%
15 years	7.0%	6.1%	5.7%	5.8%	5.7%	5.5%

Pillar 4: Service Excellence and Efficient Administration

Ongoing customer satisfaction and fewer incoming appeals

Based on the results of the Q4 2015 customer satisfaction survey, a strong majority of injured workers and employers continue to be satisfied overall with the service they receive from the WSIB. This quarter, 74 per cent of injured workers and 85 per cent of employers expressed satisfaction with the service they received on claims. In addition, nine in ten employers (88 per cent) were satisfied with the way in which the WSIB manages their account.

OBJECTIVES

4-1 We will update policies so that they are clear and provide appropriate guidance to staff and customers.

4-2 We will ensure every interaction with customers is based on the values of trust, integrity and fairness.

4-3 We will enhance our ability to deliver excellent customer service.

4-4 We will administer an effective Appeals Resolutions process that efficiently responds to workers and employers.

4-5 By improving efficiencies, we will reduce the cost to administer the system.

Service Excellence Index (Schedule 1 & 2)

		Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Assessment vs. Prior Year
Claims – Employers	% Very Satisfied or Somewhat Satisfied	89%	86%	85%	85%	85%	
Claims – Injured Workers	% Very Satisfied or Somewhat Satisfied	77%	73%	80%	76%	74%	
Account Management	% Very Satisfied or Somewhat Satisfied	89%	88%	90%	89%	88%	

Pillar 4: Service Excellence and Efficient Administration

In Q4 2015 incoming appeals (1,880) were down 18 per cent compared to Q4 2014 (2,279). 87.3 per cent of appeals were resolved within six months, a slight improvement from 86.1 per cent of appeals in Q4 2014.

Total Administrative Expenses

($M)	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	180	179	208	182	215	784
Budget	201	200	201	197	196	794
Variance	(21)	(21)	7	(15)	19	(10)
Assessment	✓	✓	▽	✓	▽	✓

Administrative Expenses per $100 of Insurable Earnings

($ / $100)	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	$0.45	$0.37	$0.44	$0.41	$0.51	$0.43
Budget	$0.50	$0.42	$0.42	$0.44	$0.49	$0.44
Variance	($0.05)	($0.05)	$0.02	($0.03)	$0.02	($0.01)
Assessment	✓	✓	▽	✓	▽	✓

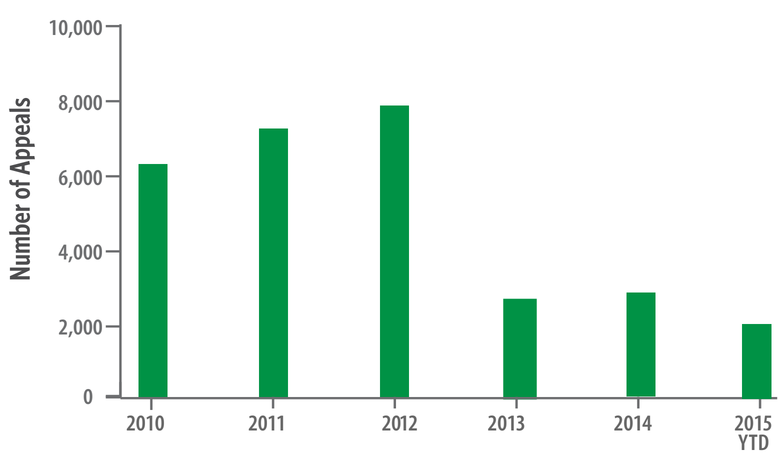
Appeals (Schedule 1 & 2)

		Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
# of Appeals Received		2,279	2,270	2,015	1,883	1,880
# of Appeals Resolved		2,392	2,390	2,304	1,983	2,043
% of Resolved Appeals	Allowed	16%	16%	17%	14%	17%
	Allowed/Denied in Part	14%	12%	13%	14%	12%
% Appeals Resolved in 6 months		86.1%	87.1%	88.9%	85.0%	87.3%
Target – % Appeals Resolved in 6 months		N/A	85.0%	85.0%	85.0%	85.0%
Assessment		✱	✓	✓	✓	✓

Percentage of Eligibility Decisions Made within Two Weeks from the Claim Registration Date

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	94.7%	92.2%	91.5%	92.4%	93.7%	92.4%
Target	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Variance	4.7%	2.2%	1.5%	2.4%	3.7%	2.4%
Assessment	✓	✓	✓	✓	✓	✓

Appeals Year-End Inventory



	2010	2011	2012	2013	2014	2015 YTD
Appeals	6,222	7,140	7,958	2,519	2,646	2,088

Pillar 5: Stakeholder Relationships

Incorporating feedback on the proposed new Rate Framework

Work on the WSIB's proposed new Rate Framework continued in Q4. October 2 marked the formal close of the 2015 phase of consultations on rate framework modernization. Then, on December 1, the WSIB held an in-person session with interested stakeholders in Toronto to share an updated framework that incorporates feedback received from stakeholder consultations and submissions completed in 2015.

In October 2015, the WSIB took part in Canada's Healthy Workplace Month (CHWM), a national initiative aimed at increasing the number of healthy workplaces in Canada by raising awareness and offering supportive resources. The WSIB sponsored the CHWM website, a year-round resource to encourage healthy workplace practices.

OBJECTIVES

5-1 We will develop and implement a proactive Communication Strategy that includes stakeholder engagement.

5-2 We will operate in a transparent manner.

5-3 We will build stakeholder confidence by promptly responding to stakeholder needs and concerns, and provide opportunities for engagement.

5-4 We will engage with the Chief Prevention Officer and the Ministry of Labour to ensure accountability for funding of Ontario's occupational health and safety system.

2015 Annual Reputation Index

	Injured Workers	Employers
% Very or Somewhat Favourable	N/A	N/A

Legislated Obligations (Schedule 1 & 2)

($M)	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015	2015 YTD Budget	Assessment
Prevention	64	68	63	57	56	244	266	✓
Non-Prevention	11	10	8	9	12	39	39	✓
Total	75	78	71	66	68	283	305	✓

Schedule 2 Results

Pillar 1: Return to Work and Fair Benefits

Fewer registered claims

The volume of registered Schedule 2 claims decreased by 3.0 per cent between Q4 2014 and Q4 2015, from 9,564 to 9,365 claims. Both lost-time and no-lost-time claims declined, by 2.6 and 3.3 per cent respectively.

As emphasis on recovery and safe return to work continued, the percentage of workers using integrated health care programs grew 6.2 per cent over last year, from 40.1 to 46.3 per cent.

OBJECTIVES

1-1 We will work with the Chief Prevention Officer and the Ministry of Labour to promote healthy and safe workplaces.

1-2 We will support injured workers and employers in Return to Work.

1-3 We will administer benefits and services, for work-related injuries or illnesses, in a fair and equitable manner.

1-4 We will focus on improving recovery and Return to Work outcomes to reduce the incidence of permanent impairment caused by all injuries.

1-5 We will approach health care as an investment on behalf of injured workers, and manage medical recovery and Return to Work together.

New Claims

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Registered	9,564	10,257	9,260	8,444	9,365	37,275
Pending	1,334	1,397	1,169	1,096	1,073	1,327
Allowed	6,435	6,854	6,343	5,535	6,540	27,204
	77.3%	77.4%	78.4%	75.3%	78.9%	75.7%

YTD Lost-Time Injury/Illness Rate

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015
Result	1.95	2.50	2.03	1.91	1.88
Prior Year	1.90	2.84	2.22	2.02	1.95
Variance	2.6%	(13.6%)	(9.4%)	(5.9%)	(3.6%)
Assessment	▽	✓	✓	✓	✓

RTW at 100% Pre-Injury Earnings at 12 Months (Allowed Lost-time Claims)

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	94.4%	95.1%	95.2%	95.1%	94.9%	95.1%
Prior Year	94.7%	94.4%	95.0%	95.3%	94.4%	94.8%
Variance	(0.3%)	0.7%	0.2%	(0.2%)	0.5%	0.3%
Assessment	▽	✓	✓	▽	✓	✓

Pillar 1: Return to Work and Fair Benefits

Benefit Payments

($M)	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	59	63	64	59	64	250
Prior Year	62	60	62	60	59	240
Variance	(3)	3	2	(1)	5	10
Assessment	✓	✗	✗	✓	✗	✗

Average LOE Entitlement Award at Lock-in

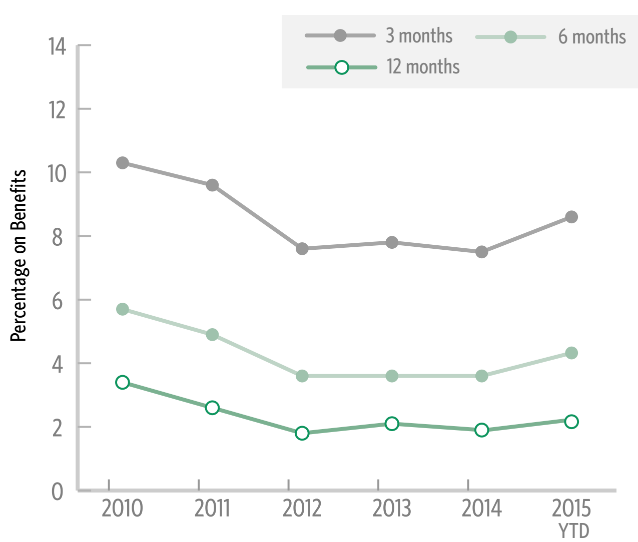
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	44.0%	49.1%	41.6%	50.7%	37.3%	44.7%
Prior Year	47.3%	40.7%	45.0%	46.6%	44.0%	44.1%
Variance	(3.3%)	8.4%	(3.4%)	4.1%	(6.7%)	0.6%
Assessment	✓	✗	✓	▽	✓	▽

Note: A correction has been made to the calculation of the "Average LOE Entitlement Award at Lock-in" metric (see page 26 for details). Historical results shown here may differ from previously published reports.

Duration

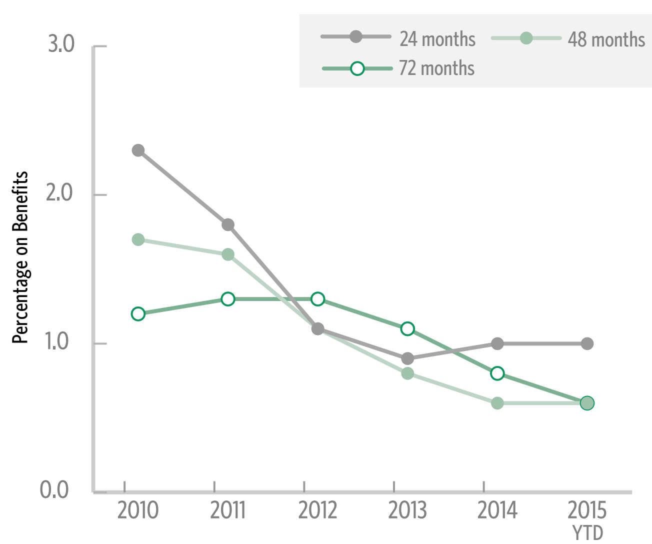
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Assessment
3 months	7.5%	7.8%	8.0%	8.2%	8.6%	▽
6 months	3.6%	3.7%	3.9%	4.1%	4.2%	▽
12 months	1.9%	1.8%	1.9%	1.9%	2.1%	▽
24 months	1.0%	1.1%	1.0%	1.1%	1.0%	✓
48 months	0.6%	0.6%	0.6%	0.5%	0.6%	✓
72 months	0.8%	0.8%	0.7%	0.7%	0.6%	✓

Measuring Short-term Duration



—●—	10.3	9.6	7.6	7.8	7.5	8.6
—●—	5.7	4.9	3.6	3.6	3.6	4.2
—○—	3.4	2.6	1.8	2.1	1.9	2.1

Measuring Long-term Duration



—●—	2.3	1.8	1.1	0.9	1.0	1.0
—●—	1.7	1.6	1.1	0.8	0.6	0.6
—○—	1.2	1.3	1.3	1.1	0.8	0.6

Pillar 1: Return to Work and Fair Benefits

While long-term durations have improved or held steady year over year, shorter-term durations are up slightly in Q4 compared to the same quarter last year. Three and six-month durations were 8.6 per cent and 4.2 per cent in Q4 2015 up from 7.5 per cent and 3.6 per cent. These durations are still considerably lower than Schedule 1 results.

Higher Schedule 2 benefit payments in Q4 2015 compared to Q4 2014 can be explained in part by payments made to firefighters under presumptive legislation as well as increased short-term claim durations.

Percentage of Claims in Integrated Health Care Programs

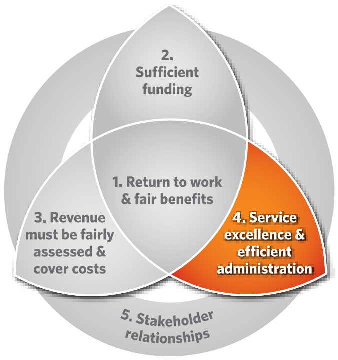
	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	40.1%	45.1%	48.4%	46.9%	46.3%	49.1%
Prior Year	35.2%	34.9%	38.0%	38.3%	40.1%	39.4%
Variance	4.9%	10.2%	10.4%	8.6%	6.2%	9.7%
Assessment	✓	✓	✓	✓	✓	✓

Average PI Award Percentage

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	12.0%	10.3%	11.0%	12.1%	11.4%	11.2%
Prior Year	8.6%	10.5%	11.2%	12.0%	12.0%	11.4%
Variance	3.4%	(0.2%)	(0.2%)	0.1%	(0.6%)	(0.2%)
Assessment	▽	✓	✓	▽	✓	✓

Percentage of Workers with a PI

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	1.6%	1.9%	2.5%	2.7%	2.4%	2.4%
Prior Year	2.3%	1.9%	1.9%	1.9%	1.6%	1.8%
Variance	(0.7%)	0.0%	0.6%	0.8%	0.8%	0.6%
Assessment	✓	✓	▽	▽	▽	▽



Pillar 4: Service Excellence and Efficient Administration

Timely decision making on eligibility of claims

As of Q4 2015, the percentage of eligibility decisions made within two weeks was back above the 90 per cent target at 93.7 per cent. This level represents a slight decrease compared to Q4 2014 (94.5 per cent of decisions made within two weeks) but matches decision timeliness for Schedule 1 claims in Q4.

OBJECTIVES

4-1 We will update policies so that they are clear and provide appropriate guidance to staff and customers.

4-2 We will ensure every interaction with customers is based on the values of trust, integrity and fairness.

4-3 We will enhance our ability to deliver excellent customer service.

4-4 We will administer an effective Appeals Resolutions process that efficiently responds to workers and employers.

4-5 By improving efficiencies, we will reduce the cost to administer the system.

Percentage of Eligibility Decisions Made within Two Weeks from the Claim Registration Date

	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	YTD 2015
Result	94.5%	91.0%	89.9%	89.3%	93.7%	91.0%
Target	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Variance	4.5%	1.0%	(0.1%)	(0.7%)	3.7%	1.0%
Assessment	✓	✓	▽	▽	✓	✓

OVERALL RESULTS Q4 2015: Schedule 1 and 2

The tables below present results for Schedule 1 and 2 claims combined and allow for a complete view of all claims coming in to the WSIB. The current quarter is compared to the previous quarter and to the same quarter last year. When Schedule 1 and 2 claims are viewed together, Q4 performance has improved on all but four measures compared to last year.

- The combined percentage of claims on benefits three months post-injury is up 0.2 per cent compared to last year, to 10.5 per cent in Q4 2015. Schedule 1 three-month duration improved slightly over last year, while Schedule 2 claims showed an increase.
- The percentage of claims experiencing permanent impairments increased this quarter compared to Q4 2014 due to increases among both Schedule 1 and Schedule 2 claims.
- The average permanent impairment award percentage is also up over last year, but due only to an increase among Schedule 1 claims; the average percentage has come down for Schedule 2.
- The percentage of eligibility decisions made within two weeks for all claims was 93.7 per cent, well above the 90 per cent target for the year and an improvement compared to Q3 2015.

Return to Work & Fair Benefits

		Q4 2014	Q3 2015	Q4 2015	Assessment
Registered Claims		58,780	59,120	57,041	
Pending Claims		5,309	5,338	5,248	
Allowed Claims		42,244	42,744	41,148	
YTD Lost-Time Injury/Illness Rate		1.06	0.98	1.00	
RTW at 100% Pre-Injury Earnings at 12 Months (Allowed Lost-Time Claims)		91.8%	93.1%	92.4%	
Duration	3 months	10.3%	10.2%	10.5%	
	6 months	5.7%	5.4%	5.5%	
	12 months	3.5%	3.2%	3.3%	
	24 months	2.3%	2.3%	2.3%	
	48 months	2.1%	1.8%	1.7%	
	72 months	3.9%	3.1%	2.8%	
Percentage of Workers with a PI		4.9%	5.1%	5.4%	
Average PI Award Percentage		9.5%	9.8%	9.8%	
Average LOE Entitlement at Lock-In		45.9%	44.9%	44.8%	
Percentage of Claims in Integrated Health Care Programs		39.1%	40.3%	41.4%	
Benefit Payments		$669M	$633M	$655M	

Service Excellence & Efficient Administration

	Q3 2014	Q2 2015	Q3 2015	Assessment
Percentage of Eligibility Decisions Made within Two Weeks from the Claim Registration Date	94.7%	92.1%	93.7%	

Quarterly Focus

WSIB's 2012 - 2016 Strategic Plan: How Did We Do?

In 2016, the WSIB will take a new step on the path of improving the organization to better serve the needs of Ontarians and ensure the long-term sustainability of our workplace compensation system. This step is the launch of our 2016 - 2018 Strategic Plan, which sets the direction of the WSIB for the next three years and which will be a critical guide as we develop and prioritize efforts to continue to deliver better outcomes and service.

Before moving ahead with our new Strategic Plan, this Quarterly Focus takes a close look at our performance on the 2012 – 2016 Strategic Plan: what objectives were set for the organization and to what extent has the WSIB succeeded in delivering on them.

Addressing the key drivers of the UFL became the main focus of the 2012 - 2016 Strategic Plan.

How We Got Here: the Development of the 2012 - 2016 Strategic Plan

The 2012 - 2016 Strategic Plan was developed at a time when the WSIB was still trying to move beyond a financial "tipping point" and the future sustainability of the workplace compensation system continued to be very much in question. The greatest challenge for the WSIB at the time was considered to be the Unfunded Liability (UFL)—essentially, money that we owe to injured workers for future benefits that we do not currently have. Improving recovery and return-to-work outcomes for injured workers and addressing the key drivers of the UFL became the main focus of the 2012 - 2016 Strategic Plan.

Recalling the 2012 – 2016 Strategic Plan Pillars

The 2012 – 2016 Strategic Plan was built around the following strategic "pillars". Each pillar includes at least one objective and at least one metric through which we have been able to monitor our performance in that area, making course corrections when needed. The pillars are interconnected, meaning that the WSIB could not make gains in one area without also making significant progress in each of the others.

Return to Work and Fair Benefits

This pillar represents the core of our business: supporting workers and employers with recovery and return to work while ensuring fair benefits to injured workers. The objectives for this pillar reflected our commitment to further enhancing that support to ensure the best possible recovery and return-to-work outcomes.

Sufficient Funding

This second pillar is about ensuring that the WSIB has adequate funds to cover the future cost of all existing claims in the system, not currently the case given the size of the organization's UFL. The WSIB had, and continues to have, one of the lowest funding ratios of any Canadian jurisdiction and only with steady, concerted effort can the goal of sufficient funding be achieved. Sufficient funding means a fair system for all: secure benefits for workers, stable and competitive premiums for employers and a solid foundation for service excellence.

The success of this pillar relies on the WSIB successfully meeting the objectives of three other pillars: return to work and fair benefits, revenue must be fairly assessed and cover costs, and service excellence and efficient administration.

Revenue Must be Fairly Assessed and Cover Costs

The WSIB ran annual operating deficits every year between 2001 and 2011. Premium revenue did not keep pace with benefit costs, and investment returns were not able to make up the shortfall. Insufficient revenue to cover annual system costs was a significant contributor to the growth of the UFL leading up to the 2012 – 2016 Strategic Plan. To ensure a fair system, inter-generational equity, and the reduction of the UFL, we were determined to ensure that premium rates matched costs.

Service Excellence and Efficient Administration

The WSIB has sought to keep administrative costs in line with comparable organizations and external benchmarks through increased efficiency, while achieving the highest level of service excellence. As an agency of the Ontario Government, we understand the importance of providing excellent service to our customers and have worked hard to keep pace with increasing expectations for customer service. We have been streamlining our processes, soliciting customer feedback and enhancing the customer experience across our services.

Stakeholder Relationships

Under this fifth pillar, the WSIB has been working hard to listen to worker and employer concerns, appreciate the challenges that they face and incorporate their feedback into our planning for the future. We have been, and will continue, engaging our stakeholders using a range of channels, including web-based communications. We have relied on our relationships with our stakeholders to enable and support our work to transform the WSIB, and we will ensure that stakeholders continue to have the opportunity to be involved in all significant changes to their workplace safety and insurance system going forward.

Our Performance on the 2012 – 2016 Strategic Plan

Since 2012, we have used a series of carefully selected measures to monitor our performance on meeting strategic plan objectives. As shown in the table on pages 24-25, improvements have been made under each pillar and against nearly all corresponding measures. For many measures, the change has been dramatic.

Some of the WSIB initiatives that have helped drive positive results and the achievement of our 2012 - 2016 strategic objectives include:

- Collaboration with, and financial support for, external groups (e.g., health and safety associations) towards making Ontario workplaces safer and reducing the number of injuries and illnesses that occur.
- Continued implementation of our enhanced health care strategy, including an integrated, province-wide network of expert, specialized medical assessment and treatment services.
- Our integrated recovery and return-to-work efforts based on a "better at work" philosophy.
- The creation of an in-house, comprehensive Work Reintegration Program to replace the previously out-sourced Labour Market Re-entry Program including the development of the Work Transition Specialist role. The switch allowed the WSIB to regain control of this core work.
- Careful management of our investments, including further diversifying holdings to better withstand volatility in the market.
- Modest annual increases in premium rates over a three-year period which raised the WSIB's revenues to levels required to meet costs.

Our Performance on the 2012 – 2016 Strategic Plan

Pillar	Objectives
Return to Work and Fair Benefits	**1-1** We will work with the Chief Prevention Officer and the Ministry of Labour to promote healthy and safe workplaces. **1-2** We will support injured workers and employers in Return to Work. **1-3** We will administer benefits and services, for work-related injuries or illnesses, in a fair and equitable manner. **1-4** We will focus on improving recovery and Return-to-Work outcomes to reduce the incidence of permanent impairment (PI) caused by all injuries. **1-5** We will approach health care as an investment on behalf of injured workers, and manage medical recovery and Return to Work together.
Sufficient Funding	**2-1** We will achieve funding requirements as prescribed in regulation.
Revenue Must be Fairly Assessed and Cover Costs	**3-1** We will collect premium revenue each year at a level that ensures all required payments can be made as they become due, and the UFL can continue to be retired. **3-2** We will continue to manage the Investment Fund with prudence and due regard for risk management and liability structures. **3-3** We will ensure a fair and transparent rate setting framework.
Service Excellence and Efficient Administration	**4-1** We will update policies so that they are clear and provide appropriate guidance to staff and customers. **4-2** We will ensure every interaction with customers is based on the values of trust, integrity and fairness. **4-3** We will enhance our ability to deliver excellent customer service. **4-4** We will administer an effective Appeals Resolutions process that efficiently responds to workers and employers. **4-5** By improving efficiencies, we will reduce the cost to administer the system.
Stakeholder Relationships	**5-1** We will develop and implement a proactive Communication Strategy that includes stakeholder engagement. **5-2** We will operate in a transparent manner. **5-3** We will build stakeholder confidence by promptly responding to stakeholder needs and concerns, and provide opportunities for engagement. **5-4** We will engage with the Chief Prevention Officer and the Ministry of Labour to ensure accountability for funding of Ontario's occupational health and safety system.

Metrics	2011	2015	Assessment
New claims registered	196,449	192,168	✓
Lost-time injury/illness rate	1.07	0.87	✓
Non-locked-in claims inventory	26,574	12,792	✓
Benefit payments	$2,850M	$2,332M	✓
RTW at 100% pre-injury earnings at 12 months	90.5%	91.8%	✓
Duration: 3 months	13.9%	11.1%	✓
Duration: 12 months	5.6%	3.7%	✓
Average PI award percentage	13.1%	9.5%	✓
Percentage of workers with a PI	10.3%	5.9%	✓
Average loss-of-earnings (LOE) entitlement award at lock-in	56.0%	44.8%	✓
Percentage of claims in integrated health care programs	24.3%	40.0%	✓
Funding/Sufficiency Ratio	52.2%	77.9%*	✓
Unfunded Liability	$14,199M	$6,984M*	✓
Core Earnings	$34M	$1,229M	✓
Premiums	$3,876M	$4,684M	✓
Investment portfolio	$15.6B	$26.3B	✓
Service Excellence: claims, employers	86%	85%	▽
Service Excellence: claims, injured workers	68%	74%	✓
Service Excellence: account management	88%	88%	✓
Total administrative expenses	$692M	$784M	▽
Administrative expenses per $100 insurable earnings	$0.40	$0.43	▽
Appeals received	11,382	8,063	✓
Appeals year-end inventory	7,140	2,088	✓
Percentage of appeals resolved in six months	43%	87%	✓
Percentage of eligibility decisions made within two weeks	86.9%	92.4%	✓
Legislated obligations	$264M	$283M**	✓

*on a sufficiency basis

** The Prevention function was moved to the Ministry of Labour in 2012 resulting in increased legislated obligations.

Glossary

Measure	Definition	Notes	Page
Administrative Expenses per $100 of Insurable Earnings	The administrative costs to operate the system per $100 of insurable payroll (applicable payroll required by legislation to determine premiums submitted by employers to the WSIB)	Includes operating expenses and project costs prior to the allocation of administrative costs associated with claims administration and Schedule 2 reimbursements	14
Appeals Received	The volume of appeals received by the Appeals Services Division in the denoted period.	Schedule 1 and 2	14
Appeals Resolved	The volume of appeals resolved by the Appeals Services Division in the denoted period.	An appeal resolution includes an appeal decision, a return or a withdrawal of an appeal Schedule 1 and 2	14
Appeals - % of Resolved Appeals Allowed / Allowed/ Denied in Part	The percentage of resolved appeals allowed, in full or in part	Represents a percentage of total appeal resolutions Schedule 1 and 2	14
Appeals - % of Appeals Resolved in 6 Months	The percentage of appeals resolved by the Appeals Services Division within six months of receipt.	An appeal resolution includes an appeal decision, a return or a withdrawal of an appeal Schedule 1 and 2	14
Annual Reputation Index Employers or Injured Workers	The percentage of registered employers or injured workers that have a positive perception of the WSIB in the specified year. Average rating of the questions in the index.	External survey results: index calculated using a straight average of six measures equally weighted Schedule 1 and 2	15
Average LOE Entitlement Award at Lock-in	The average entitlement per cent for workers having reached Loss of Earnings (LOE) lock-in in the denoted period.	By quarter of lock-in decision for Bill 99 claims This measure does not use a lag period In reviewing the calculation for Average LOE Entitlement Award at Lock-in, the WSIB discovered that some of the lock-in percentages were being inappropriately rounded. A correction was made in Q4 2015 to appropriately reflect the actual lock-in amounts.	10, 18
Average PI Award Percentage	The average NEL award quantum (permanent impairment %) for awards made in the specified period	By NEL award year, including lost-time and no-lost-time claims This measure does not use a lag period	10, 19
Benefit Payments	Benefit costs paid (or Benefit payment) represent the amount paid to or on behalf of injured and ill workers	Includes LOE, Workers' Pension, Health Care, Future Economic Loss (FEL), Survivor Benefits, External Providers and NEL Excludes changes in benefit liabilities and claims administration costs	9, 18

Measure	Definition	Notes	Page
Core Earnings	The total comprehensive income excluding the impacts of investment income, changes in actuarial valuation and any items that are considered as material and exceptional in nature		12
Duration	The year-to-date percentage of injured or ill workers that continue to receive full or partial LOE benefits on the specified anniversary		9, 18
Insurance Fund Total Returns	The total compounded annual returns for the Insurance Fund as at the end of the reporting period over one, five, 10- and 15- year periods		12
Legislated Obligations	Reimbursement to the Government of Ontario for Prevention (all administrative costs of the Occupational Health and Safety Act and Ministry of Labour prevention costs) and non-prevention (the Workplace Safety and Insurance Appeals Tribunal, the Office of the Worker Adviser and the Office of the Employer Adviser).		15
New Claims	The distribution of new registered claims by allowed and pending status that were registered in the specified period % allowed excludes pending	By registration year (regardless of injury year) Includes lost-time injuries (LTIs), no-lost-time injuries (NLTIs), fatalities and abandoned claims Pending claims are claims for which a decision has not yet been made Excludes amalgamated and PEIR (Program for Exposure Incident Reporting) claims	8, 17
Occupational Disease Fatalities	The number of allowed occupational disease fatal claims by decision date	By year of entitlement (regardless of injury year) Data is un-matured	10
Percentage of Claims in Integrated Health Care Programs	The percentage of claims that received a service from an integrated Health Care program versus all claims that received a direct Health Care service.	Integrated Health Care programs include: Low Back Examinations, Physician Case File Reviews, Programs of Care, RECs, Shoulder Assessments, and Specialty Clinic Programs Direct Health Care Services includes services that are provided directly to injured workers.	10, 19
Percentage of Eligibility Decisions Made within Two Weeks from the Claim Registration Date	The percentage of claims where eligibility decisions are made within the targeted timeframe of 10 business days after their registration date	Excludes occupational disease, pre-1990, serious injury, fatality, withdrawn, abandoned and re-opened claims	14, 20

Measure	Definition	Notes	Page
Percentage of Workers with a PI	The percentage of allowed lost-time cases with a non-economic loss (NEL) award	By injury year Data has a three year lag	10, 19
Premiums	Premiums that are charged to Schedule 1 employers to cover the cost of the current year's claims, the future cost of administering these claims, overhead expenses and the cost of incentive programs	Excludes Schedule 2 Reimbursement of benefits paid	12
RTW at 100% Pre-injury Earnings at 12 months (Allowed Lost-time Claims)	The percentage of allowed lost-time claims returned to work with no wage loss within 12 months of injury date	Data is matured three months	9, 17
Service Excellence Index – Account Management	The percentage of registered employers that are very satisfied or somewhat satisfied with their interactions relating to their account management	External survey results: index calculated using a straight average of nine measures equally weighted Schedule 1 and 2	13
Service Excellence Index – Employers **Service Excellence Index – Injured Workers**	The percentage of registered employers and injured workers that are very satisfied or somewhat satisfied with their interactions relating to claims	External survey results: index calculated using a straight average of 12 measures equally weighted Schedule 1 and 2	13
Sufficiency Ratio	The ratio of total assets of the WSIB, less non-controlling interests, to the total liabilities of the WSIB, as presented in the Sufficiency Statement, and is expressed as a percentage.		11
Total Administrative Expenses	Total cost of administering the Workplace Safety and Insurance Act (WSIA).	Includes operating expenses, project costs, and administrative costs associated with claims administration allocated to benefit costs Excludes Schedule 2	14
Total Wage Loss Claims Inventory	The distribution of wage loss claims	Includes Schedule 1 locked-in and non-locked-in claims Includes claims from all legislations (Pre-1990, Bill 162, Bill 99) Excludes health care claims and no lost-time claims	8
Traumatic Fatalities	The number of allowed traumatic fatal claims in the period specified	By year of death Data is un-matured	10

Measure	Definition	Notes	Page
Unfunded Liability (Sufficiency Basis)	The deficiency of net assets attributable to WSIB stakeholders as at the end of the reporting period. Valuations of assets and liabilities are based on actuarial valuations that are consistent with accepted actuarial practices for going concern valuations.	Reflects the WSIB's ability to meet all future payment obligations based on existing assets and liabilities, expressed as an absolute dollar value Excludes Schedule 2	11
YTD Lost Time Injury/ Illness Rate **Schedule 1**	The year-to-date number of allowed lost-time injury and illness claims per 100 Full-Time Equivalent (FTE) workers for the injury year specified	A calculation based on total allowed lost-time injuries/illness/fatalities and derived FTE Derived FTE is based on employer's insurable earnings and average hourly wage defined by the WSIB's Actuarial Services	8
YTD Lost-time Injury/ Illness Rate **Schedule 2**	The year-to-date number of allowed lost-time injury and illness claims per 100 Full-Time Equivalent (FTE) workers for the injury year specified	A calculation based on total allowed lost-time injuries/illness/fatalities and derived FTE Since the WSIB does not collect Schedule 2 payroll information, the same methodology cannot be used to derive Schedule 2 FTE. The Schedule 2 FTE is an estimate based on data from Statistics Canada's Survey of Employment, Payrolls and Hours (SEPH).	17

Workplace Safety & Insurance Board
Commission de la sécurité professionnelle et de l'assurance contre les accidents du travail
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