

Board of Directors' Meeting of January 26, 2010 Website Summary

2009 Corporate Performance

Decision

The Board of Directors approved the 2009 Corporate Scorecard as confirmation of the corporation's achievement of the 2009 corporate objectives.

Rationale

In 2009 WCB – Alberta continued its tradition of delivering on its commitments. The corporate scorecard confirms achievement of all four corporate objectives as follows:

2009 Corporate Objectives – Final	
Strategic Objectives	Performance Measures
Focus on Return-to-Work (RTW)	<p>Through timely service interventions, maintain 2008 performance by managing return-to-work outcomes on cases lasting longer than 3 months to an active claim count of 886 cases.</p> <p style="text-align: center;">★ 4% goal sharing</p> <p>2009 Result: 821 – Target Achieved</p>
Commitment to Fairness	<p>Maintain superior customer service by achieving a quality score of 85% on key decision communication letters.</p> <p style="text-align: center;">★ 4% goal sharing</p> <p>2009 Result: 90% - Target Achieved</p>
Leveraging Prevention	<p>Increase the number of Partners in Injury Reduction (PIR) companies covered by a Certificate of Recognition (COR) by 3%.</p> <p>2009 Result: 12.6% - Target Achieved</p>
Financial Stability *	<p>Through operational initiatives achieve:</p> <ul style="list-style-type: none"> ▪ Transaction year claim costs that do not exceed the 2009 budget by more than 5% <p>2009 Results: 0.03% - Target Achieved</p> <ul style="list-style-type: none"> ▪ 95% of the premium revenue target set for 2009 <p>2009 Results: 100% - Target Achieved</p>

* The financial numbers are preliminary and subject to change based on year-end reporting processes.