

WCB-Alberta 2017 highlights

WCB's vision: Albertans working—a safe, healthy and strong Alberta

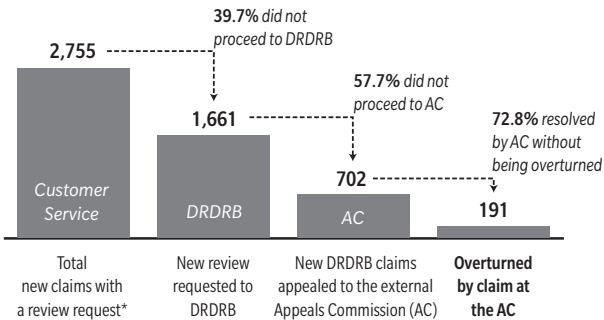
Commitment to Fairness

	Satisfaction with fairness of decisions*		Overall satisfaction with WCB*	
	Workers	Employers	Workers	Employers
2013:	84.9%	67.0%	79.6%	90.2%
2014:	84.4%	72.6%	79.3%	93.8%
2015:	86.4%	68.1%	82.8%	92.6%
2016:	85.3%	74.2%	84.5%	80.4%**
2017:	86.2%	71.4%	84.6%	82.2%

* Numbers reflect combined results for the two highest response scores in each category. Neutral responses are not included.

** Changes were made to the response scale for this question in 2016 (a 'neutral' option was added). This change applies to 2016 onwards.

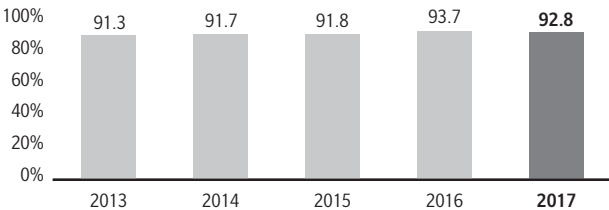
2017 claim review request life cycle



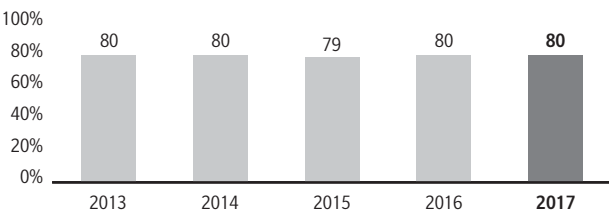
*A claim may have more than one request for review.

Return to Work

• Return to work with accident employer

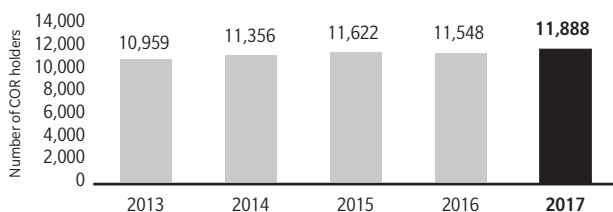


• Modified work performed as percentage of disabling injury claims



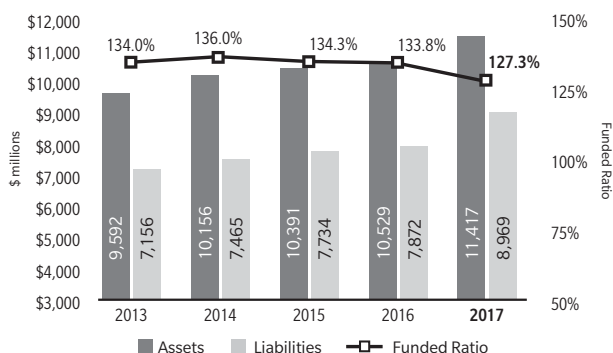
Leveraging Prevention

- **Employers registered with WCB:** 162,531 (2016: 162,334)
- **2017 Partnerships in Injury Reduction (PIR) program:**
 - PIR employers with a Certificate of Recognition (COR) have a 33.18% lower loss ratio than non-participants.
 - PIR employers received \$72.2 million in PIR rebates.
 - 46.4% of all workers in 2017 worked for an employer with a Certificate of Recognition (COR).
- **PIR employers with Certificate of Recognition (COR)**



Financial Sustainability

- **2017 deficit from customer operations of \$91.8 million** (deficit of \$64.2 million in 2016).
- **2017 surplus from financial (investment) management of \$236.7 million** (surplus of \$38.2 million in 2016).
- **Funded Position, 2013-2017**



Alberta's Workers' Compensation System

	2017	2016	2015
• Total claims administered:	168,848	163,718	180,922
• Ineligible lost-time claims:	9.3%	9.1%	9.2%
• Fatality claims accepted:	166	144	125

	Workers covered	New claims reported	Lost-time claims	Lost-time claim rate*	Disabling-injury rate*
2013:	2,028,306	149,281	28,400	1.4	2.7
2014:	2,103,029	149,701	29,100	1.4	2.7
2015:	2,028,592	133,437	26,500	1.3	2.4
2016:	1,885,552	118,969	24,800	1.3	2.4
2017:	1,862,169	125,432	26,800	1.4	2.7

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