

# 2025 Strategy Map & Objectives

Our strategy is focused on delivering **caring service** and **successful return-to-work outcomes** for our clients. Our path to success will be enabled by **empowering our people** to do their best work, **embracing technology** that improves service delivery and **maintaining the financial sustainability** of our system.



Strategic priority:  
**Health care**

**2025 goals:**

Expand our contracted clinical provider networks to ensure continued high-quality care for injured workers.

Develop an online reporting tool for return-to-work service providers to enhance collaboration and timely information sharing for return-to-work planning.



Strategic priority:  
**Changing nature of claims**

**2025 goals:**

Partner with employers to develop effective return-to-work plans for injured workers with compensable psychological injuries.

Collaborate with community partners to deliver services, tools and/or resources for injured workers and employers to mitigate the impact of compensable psychological injury.



Strategic priority:  
**Service journey**

**2025 goal:**

Expand self-service and customized service offerings, enabling clients to access the support and information they need when they need it.



Strategic priority:  
**Changing nature of work**

**2025 goals:**

Enhance employability for workers 50 and older to help them reintegrate into the workplace.

Define re-employment services that meet the evolving needs of workers in this new world of work.



Strategic priority:  
**Technology and innovation**

**2025 goals:**

Enhance our long-term technology roadmap by prioritizing the modernization of critical legacy systems.

Deepen our maturity and governance of artificial intelligence (AI), machine learning (ML) and advanced analytics.



Strategic priority:  
**People and culture**

**2025 goals:**

Enhance our succession and talent development programs to support our people and boost performance.

Respond to evolving employee wellness needs through meaningful practices and programs.



Strategic priority:  
**Financial sustainability**

**2025 goals:**

Leverage evolving actuarial data intelligence capabilities to further mitigate claim cost risks.

Explore opportunities for funding policy enhancements to mitigate funding level volatility.

## Key performance indicators



Make quick decisions and timely payments

**Service commitment:**  
We will issue wage loss benefits to ≥83% of workers within 14 days of claim registration.



Reduce prolonged disability

**Service commitment:**  
We will ensure ≥85% of workers achieve their fitness to work within four months.



Find realistic and accessible jobs

**Service commitment:**  
We will provide job placement or a viable job lead to ≥85% of workers needing re-employment assistance.



Achieve successful return to work

**Service commitment:**  
We will ensure ≥93% of workers achieve a successful return to work.



Work together towards success

**Service commitment:**  
We will ensure ≥83% of workers and employers are satisfied with the timeliness, transparency and respect of WCB.

The most important thing we do is collaborate with workers and employers to support return to work. We regularly measure and monitor these results to ensure we're on the right track.