Vision Statement
To excel in the development and delivery of both workers’ compensation and prevention programs and services.

Mission Statement
We will be a customer-centric organization that continuously seeks to add value for our customers through a culture of continuous process improvement.

Corporate Beliefs
Our corporate beliefs enable a culture of continuous process improvement and are core to creating a customer-centric organization.

Customer Experience – workers and employers expect and deserve excellent service. That’s what employers pay for.
Balanced Scorecard
The WCB’s balanced scorecard uses targets and metrics to track and analyze our performance. Each year the Board reviews and affirms the corporate strategic map and the balanced scorecard. The balanced scorecard shows how the four perspectives on the map link to our overarching vision to excel in the development and delivery of both workers’ compensation and prevention programs and services.

CUSTOMERS’ PERSPECTIVE
- Excel at serving injured workers
  - Worker service satisfaction score: Target 4.20
  - 2016 Performance: 4.20
- Excel at serving employers
  - Employer service satisfaction score: Target 4.20
  - 2016 Performance: 4.19

INTERNAL PERSPECTIVE
- Excel at compensation programs and services
  - Duration of Time Loss claims: 35.5 days
  - Total injury rate: 5.90% (2015: 5.55%)

ENABLERS’ PERSPECTIVE
- External relationships
  - Speaking engagements: ≥60
- Engaged workforce
  - Engaged workforce: 95% (2015: 95.6%)
- Continuous process improvement
  - Effective process index: 95% (2015: 89%)

FINANCIAL PERSPECTIVE
- Optimize costs
  - Optimize cost index: 99%
  - 2016: 99% (2015: 97%)
- Ensure financial stability
  - Funded position: 105-120% (2015: 118.7%)

CUSTOMERS’ PERSPECTIVE
- Worker satisfaction declined year over year. We believe this can be largely attributed to delays in delivery of service as we experienced backlogs in some critical service areas.

Internal Perspective
- Ninety-six percent of injured workers sustaining a Time Loss injury returned to work, achieving the WCB’s 95 percent objective, which is the same as 2015. Average duration, the measure of timeliness of Return to Work, increased 4.15 days to 43.07 days per Time Loss claim.

Statement of Financial Position
As at December 31, 2016

<table>
<thead>
<tr>
<th>Measure</th>
<th>Target</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Stability</td>
<td></td>
<td>118.7%</td>
</tr>
<tr>
<td>Employee Engagement</td>
<td></td>
<td>80%</td>
</tr>
</tbody>
</table>

Statement of Operations & Other Comprehensive Income
Year ended December 31, 2016

Throughout 2016, we continued to improve processes based on specific process reviews and events driven by a new continuous improvement approach. We shifted our focus from improvement initiatives, to a more holistic approach of creating a culture of continuous improvement throughout every department within the organization.

For details, including a full set of audited financial statements, visit www.wcbsask.com.