

Stakeholder Focus

Healthy and safe workplace in the Northwest Territories and Nunavut.

- » Reduce workplace injuries and occupational disease through an injury prevention culture.
- » Develop partnerships in safety, prevention, and Return-to-Work.

Performance Highlights

- » WSCC sponsored the Don't be a Number Tour. Nick Perry traveled with Safety Officers to Yellowknife, Hay River, Inuvik, and Iqaluit to speak about his workplace injury. He made a total of 15 presentations and his message reached over 1200 people.
- » 111 Safe Advantage employers were visited by the end of Q4, 31 in Q4 alone.
- » Held two Permanent Medical Impairment (PMI) clinics, two Physical Medicine and Rehabilitation clinic, and two Orthopedic Surgery clinics.
- » 361 mining certificates and 20 permits issued.
- » 150 safety inspections completed.
- » 11 mine safety inspections completed.
- » 17 safety education courses were offered in Yellowknife. These courses included:
 - » WHMIS;
 - » Mould Awareness;
 - » Incident and Accident Investigations;
 - » Occupational Safety and Health Committees; and
 - » Safety Awareness.
- » Attended the annual Geoscience Forum in Yellowknife, NT.
- » Attended the Mine Rescue Summit and National Chief Inspectors of Mines meetings in Winnipeg, MB.

Upcoming Activities

- » Promote Don't be a Number website for young workers.
- » Launch new commercials and air on CBC North.
- » Our Successes, Our North Conference in Yellowknife.
- » Northern Territories Federation of Labour partnership launch.
- » Go Safe: Work Smart pilot program.



Organizational Excellence

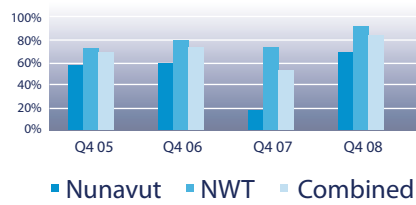
An efficient and adaptive organization.

- » Deliver timely, professional and client focused services.
- » Develop modern, effective, and comprehensive legislation and related policies.
- » Attract, retain, and develop a skilled workforce.

Performance Highlights

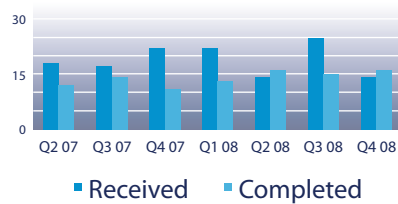
- » Revised two policies.
- » Attended AWCBC Learning Symposium in Vancouver, BC.
- » Plain language and customer service training delivered to WSCC employees.
- » WSCC employees raised over \$30,000 for northern charities in 2008, including Relay for Life and Salvation Army Christmas Families.
- » In Q4, 83% of injured workers received their first compensation payment within 25 days from date of registration.

Time to First Payment
Within 25 days



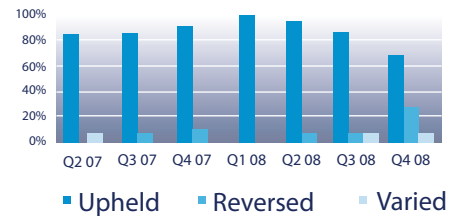
- » Review Committee reviews decreased by 37% (eight reviews) compared to Q4 2007.
- » Review Committee completed reviews increased by 45% (five reviews) for the same time period.

Review Committee
Reviews Received and Completed



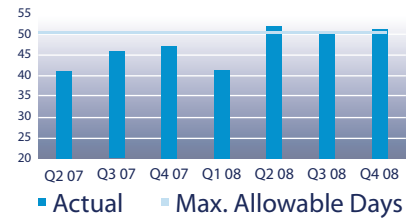
- » Decisions were upheld on 69% (11) of completed reviews.

Review Committee Outcomes



- » In Q4 the average number of days for review completion was 51 days. Four of the 16 reviews were heard were outside the 50 day benchmark.

Review Decision within 50 Days



Upcoming Activities

- » Continue internal plain language and customer service training.



Financial Sustainability

Meet the needs of workers and employers without compromising WSCC financial sustainability.

- » Maintain accountability for revenues and expenses through proper stewardship of the Workers' Protection Fund.
- » Provide fair and affordable benefits.

Performance Highlights

- » Monthly budget variances ongoing.
- » Completed 18 employer site visits.
- » Three-year Internal Audit Plan approved by the Governance Council.
- » 11 claimant investigations currently underway.

- » Hosted 2009 Assessment Rates public meeting in Yellowknife and Iqaluit.
- » Employer Payroll Statements (EPS) sent to employers.

Upcoming Activities

- » EPS due on February 28.

Effective Governance

Provide efficient, accountable leadership and governance that represents the interests of the northern workforce.

- » Meet transparency requirements and raise public confidence.
- » Educate, engage, and communicate with our stakeholders.

Performance Highlights:

- » Published November issue of Insight: A Look at Safety and Service.
- » 2008 Q3 Activities Report released.
- » Tabled 2007 Annual Report in the Northwest Territories Legislative Assembly.
- » Governance Council and Audit Committee meetings held in Yellowknife.
- » Attended Community Economic Development (CED) Career, Trade and Service Fair in Grise Fiord and Resolute Bay.

Upcoming Activities:

- » February issue of Insight: A Look at Safety and Service.
- » Distribute Winter '09 issue of Reflections.
- » Table Corporate Plan in respective legislatures.
- » Kitikmeot Trade Show in Cambridge Bay
- » Open new WSCC Library services.

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