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**30** YEARS OF SAFETY EXCELLENCE  
WORK SAFELY MHCA

MHCA/Colin Corneau photo



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## WCB EVOLVING

TO MEET CHANGING NEEDS OF EMPLOYERS AND WORKERS

**T**oday's workplaces are evolving at what seems to be an unprecedented pace - new technologies, flexible work arrangements and an increased focus on wellness are just a few drivers of this progress. Manitoba's workers compensation system is constantly modernizing to meet the changing needs of employers and workers.

Over the past five years, the Workers Compensation Board (WCB) has made investments to enhance this system. These efforts have increased our focus on injury and illness prevention, while maintaining the delivery of high-quality compensation and return-to-work services.

### Among the major achievements of these efforts are:

- We established SAFE Work Manitoba, along with a renewed emphasis on injury and illness prevention that included:
  - the expansion and enhancement of our province's safety infrastructure through industry-based safety programs
  - a new safety certification program for employers called SAFE Work Certified
  - a prevention rebate, rewarding employers who demonstrate commitment to safe and healthy workplaces

- We updated our rate model, customized to the needs of small, medium and large employers; this change provides for better protection against large rate increases while reducing rate volatility, more fairly balancing individual and collective risk
- Our new compliance framework helps workers and employers understand their rights and responsibilities in reporting workplace injuries, including a pilot program to work with employers who may be at risk of non-compliance
- We enhanced our focus on best practices in customer service and use of technology in new ways, including data analytics and business intelligence to identify employers who would benefit from personalized services

The positive effects of our efforts are evident. Most importantly, we are continuing to see a reduction in illness and injury in the workplace, including a steady decline in injuries that cause Manitobans to be off the job. The time-loss injury rate in 2018 was 2.6 injuries per 100 full-time workers, compared to five years earlier, when the rate was 3.2 injuries per 100 full-time workers. In the last year alone, time-loss injuries have dropped a total of eight per cent.

At the same time, we maintained our focus on reducing the WCB average assessment rate which is now the lowest in Canada at \$0.95 per \$100 of payroll. We expect the rate will remain stable at this level for at least the next five years. In addition, this year the WCB returned \$74

million in surplus funds to employers, which is further evidence of the results of strategic prevention and return-to-work efforts along with responsible financial stewardship.

Collectively, our changes have established a solid foundation for the next five-year plan, which incorporates a renewed focus on return to work, builds on our efforts in prevention and continues to place great value in providing high-quality customer service.

As we remain dedicated to working with employers and workers to create a world-class compensation system for Manitobans, our new plan will help us realize an even safer and healthier province.



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