





## What is Engagement?

Engaged employees consistently exceed expectations.

They are energized and passionate about their work, leading them to exert discretionary effort to drive organizational performance.

	Response Rate	Engaged	Almost Engaged	Indifferent	Disengaged
External Benchmark		46.6%	23.7%	13.8%	15.9%
WorkSafeNB 2015	94% (Best in class)	47.4%	28.8%	14%	9.8%
WorkSafeNB Target 2016		52.4%			

## The Client is the Priority