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| IWAC MEETING                       |                                                                                                                                                                                                              |               |                   |
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| April10, 2026                      |                                                                                                                                                                                                              | 9 a.m. – Noon | Delta Fredericton |
| Meeting called by                  | Jarrod Yeo                                                                                                                                                                                                   |               |                   |
| Type of meeting                    | IWAC meeting                                                                                                                                                                                                 |               |                   |
| Note taker                         | Jarrod Yeo                                                                                                                                                                                                   |               |                   |
| Attendees                          | Jarrod, Paula Garant, Pam Baker, Kirk Westfield, Lee Russell, and André Jobin (Regrets – Leica Gahan, Norma Doucette)                                                                                        |               |                   |
| Agenda Topic 1                     |                                                                                                                                                                                                              |               |                   |
| Welcome and Opening Remarks        | Jarrod                                                                                                                                                                                                       |               |                   |
| Discussion                         | Jarrod thanked the committee for their flexibility in postponing the original meeting date following the recent arrival of his child.                                                                        |               |                   |
| Action                             | N/A                                                                                                                                                                                                          |               |                   |
| Agenda Topic 2                     |                                                                                                                                                                                                              |               |                   |
| Safety Share                       | Paula                                                                                                                                                                                                        |               |                   |
| Discussion                         | Paula shared a safety talk on slips and falls on ice, drawing from her recent experience breaking her ankle. Key reminders included awareness of icy conditions and taking precautions during winter months. |               |                   |
| Action                             | N/A                                                                                                                                                                                                          |               |                   |
| Agenda Topic 3                     |                                                                                                                                                                                                              |               |                   |
| Review of December Meeting Minutes | Jarrod                                                                                                                                                                                                       |               |                   |
| Discussion                         | The December meeting minutes were reviewed and approved.                                                                                                                                                     |               |                   |
| Action                             | Minutes to be sent for translation.                                                                                                                                                                          |               |                   |
| Agenda Topic 4                     |                                                                                                                                                                                                              |               |                   |
| What’s new since we last met?      | All                                                                                                                                                                                                          |               |                   |
| Discussion                         | Members reflected on the December meeting with the Board of Directors and expressed appreciation for the opportunity                                                                                         |               |                   |

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|                                      | <p>to engage. The committee welcomed the decision to establish IWAC as a regular group that the Board will meet with annually.</p> <p>Members were provided with copies of the IWAC 2025 Annual Report and the accompanying memo submitted to the Board.</p> <p>Jarrold shared that the Occupational Disease position paper has been published. A new “What We Learned” report will be published alongside consultations to improve transparency and show how feedback is being used.</p> <p>Jarrold also provided an update on work to improve the first communication with new employers, including efforts to modernize and strengthen the initial touchpoint.</p> <p>Lastly, André and Roscoe had photos taken and his bio on our website has been updated accordingly.</p> |
| Action                               | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Agenda Topic 5</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Vision and Mission Statements</b> | Jarrold                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Discussion                           | <p>The committee reviewed draft Vision and Mission statements.</p> <ul style="list-style-type: none"><li>• Vision statement was approved.</li><li>• Further clarity is needed for the Mission statement, particularly around the interpretation of “system-level” issues and how to distinguish these from individual experiences.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Action                               | Refine Mission statement for further review.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Agenda Topic 6</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Terms of Reference Review</b>     | Jarrold                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Discussion                           | <p>The committee reviewed proposed updates to the Terms of Reference.</p> <p>Members supported:</p> <ul style="list-style-type: none"><li>• Establishing a regular review cycle</li><li>• Clarifying term lengths</li><li>• Providing greater clarity on meeting formats, including virtual and ad hoc meetings</li><li>• Defining roles and responsibilities more clearly</li></ul>                                                                                                                                                                                                                                                                                                                                                                                            |

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|                                                 | <ul style="list-style-type: none"> <li>Adjusting honorarium</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Action                                          | Updates to be incorporated into revised Terms of Reference.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Agenda Topic 7</b>                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Critical Incident and Fatality Pamphlets</b> | Jarrold                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Discussion                                      | <p>The committee reviewed draft “Critical Incident” and “Fatality” pamphlets developed in collaboration with Mike Cyr.</p> <p>Lee noted that materials like these would have been helpful during her own experience.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Action                                          | Jarrold to compile feedback and submit for translation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Agenda Topic 8</b>                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Service Delivery Feedback</b>                | All                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Discussion                                      | <p>Kirk shared ongoing concerns with the current service delivery model, noting that some clients are experiencing extended periods without communication from WorkSafeNB. Members also discussed perceived inconsistencies in service and access to benefits, depending on the assigned case manager.</p> <p>The Committee highlighted challenges experienced by long-term disability (LTD) claimants, including the use of standardized annual attestation forms that are not tailored to their circumstances. Members noted that these forms often require workers to re-confirm information already on file and do not reflect the realities of long-term, stable claims.</p> <p>In addition, the current process requires forms to be printed, completed by hand, and returned via scan or photograph, creating unnecessary administrative burden and accessibility challenges for injured workers.</p> <p>Members noted that these types of processes may contribute to frustration and may not align with modern service expectations. Lee indicated that, based on her professional experience working with digital forms, she</p> |

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|                       | <p>would be willing to support review and improvement of these materials.</p> <p>Kirk also raised questions regarding the availability and timing of supports related to WorkSafeNB's partnership with Wounded Warriors Canada, specifically when workers experiencing PTSD may be able to access these services.</p>                              |
| Action                | Jarrold to include a summary of these observations in a report to management for further consideration.                                                                                                                                                                                                                                            |
| <b>Agenda Topic 9</b> |                                                                                                                                                                                                                                                                                                                                                    |
| <b>Looking Ahead</b>  | Jarrold                                                                                                                                                                                                                                                                                                                                            |
| Discussion            | <p>Upcoming priorities:</p> <p>Next meeting scheduled for June 19 in Grand Falls.</p> <p>Tentative future meetings:</p> <ul style="list-style-type: none"><li>• September – Miramichi</li><li>• December – Saint John</li></ul> <p>IWAC will lay wreaths at Day of Mourning ceremonies. Kirk to represent in Saint John. Leica in Fredericton.</p> |
| Action                | Continue exploring participation options for Day of Mourning.                                                                                                                                                                                                                                                                                      |
| <b>ADJOURNMENT</b>    | <b>Meeting was adjourned</b>                                                                                                                                                                                                                                                                                                                       |