



# Statistical Review

## 2023 Service Industry

**WorkplaceNL**

Health | Safety | Compensation

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# Service Industry Indicators

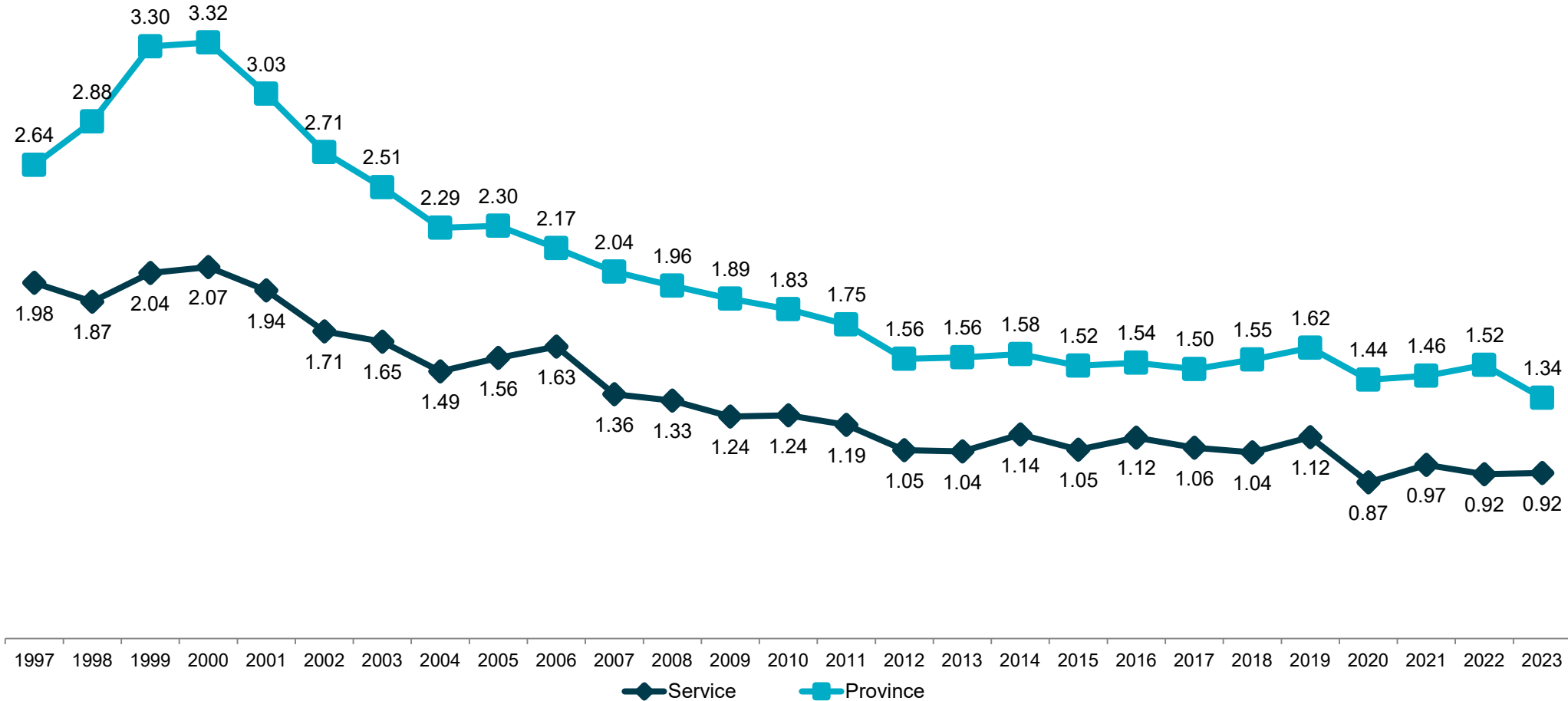
# Percentage of injury-free employers by industry

Newfoundland and Labrador, 2023



# Lost-time incident rate per 100 employees

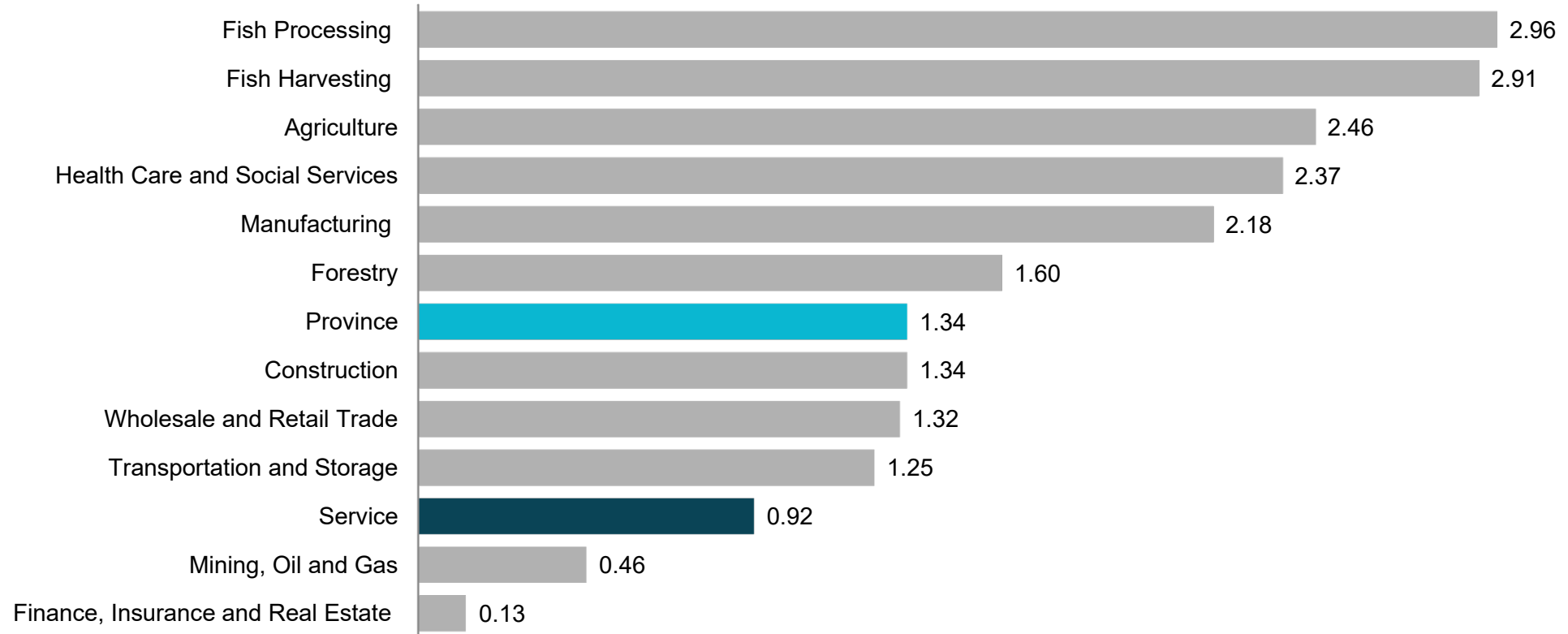
Service Industry, Newfoundland and Labrador, 1997-2023



54% drop in the last 27 years

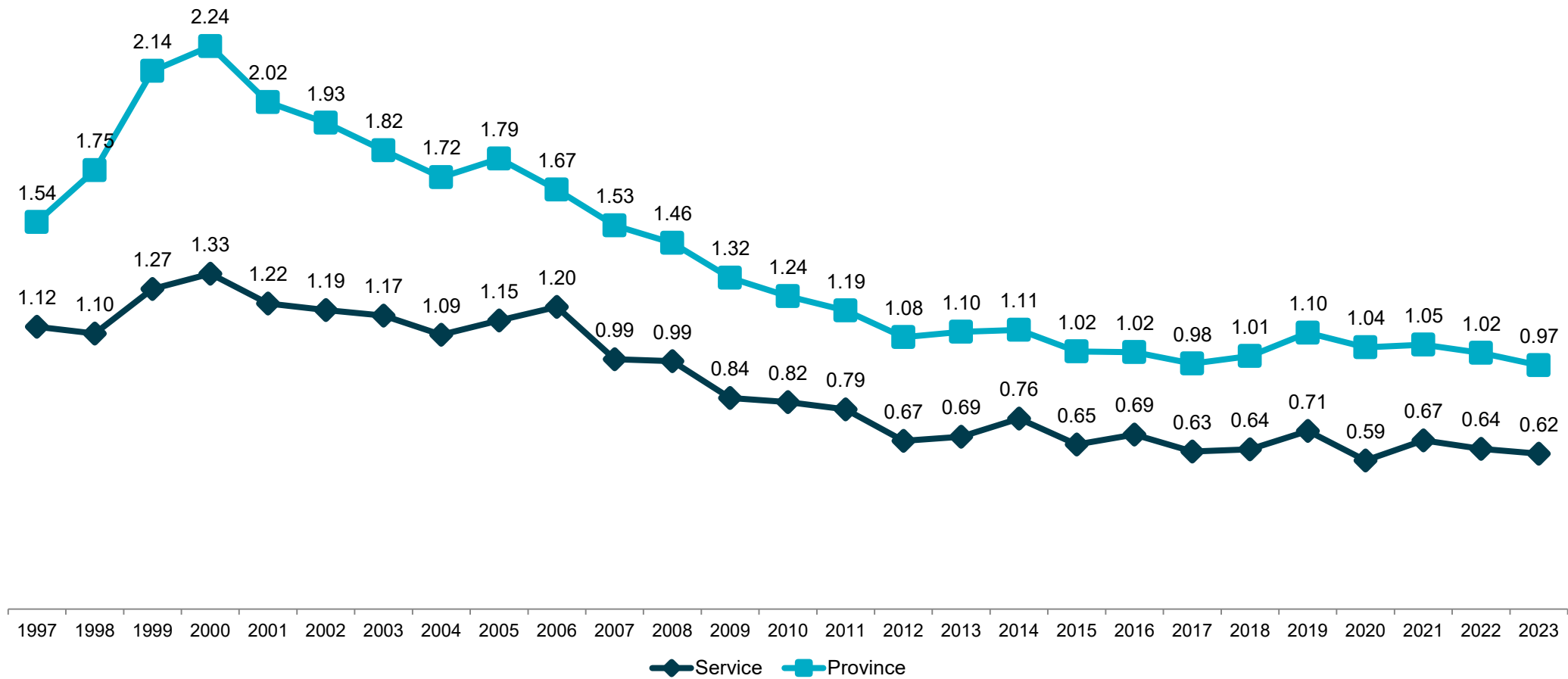
# Lost-time incidence rate per 100 employees

Industry Comparison, Newfoundland and Labrador, 2023



# Soft tissue incidence rate per 100 employees

Service Industry, Newfoundland and Labrador, 1997-2023

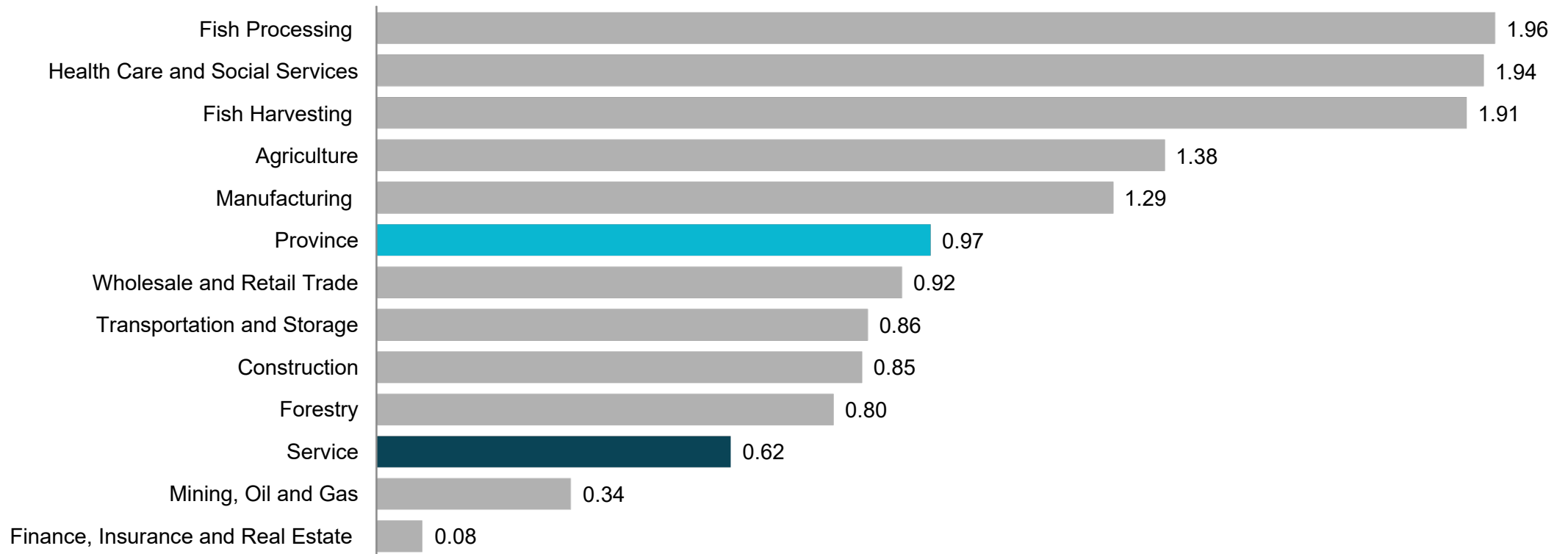


45% drop in the last 27 years

2023 soft tissue rate is the second lowest in history

# Soft tissue incidence rate per 100 employees

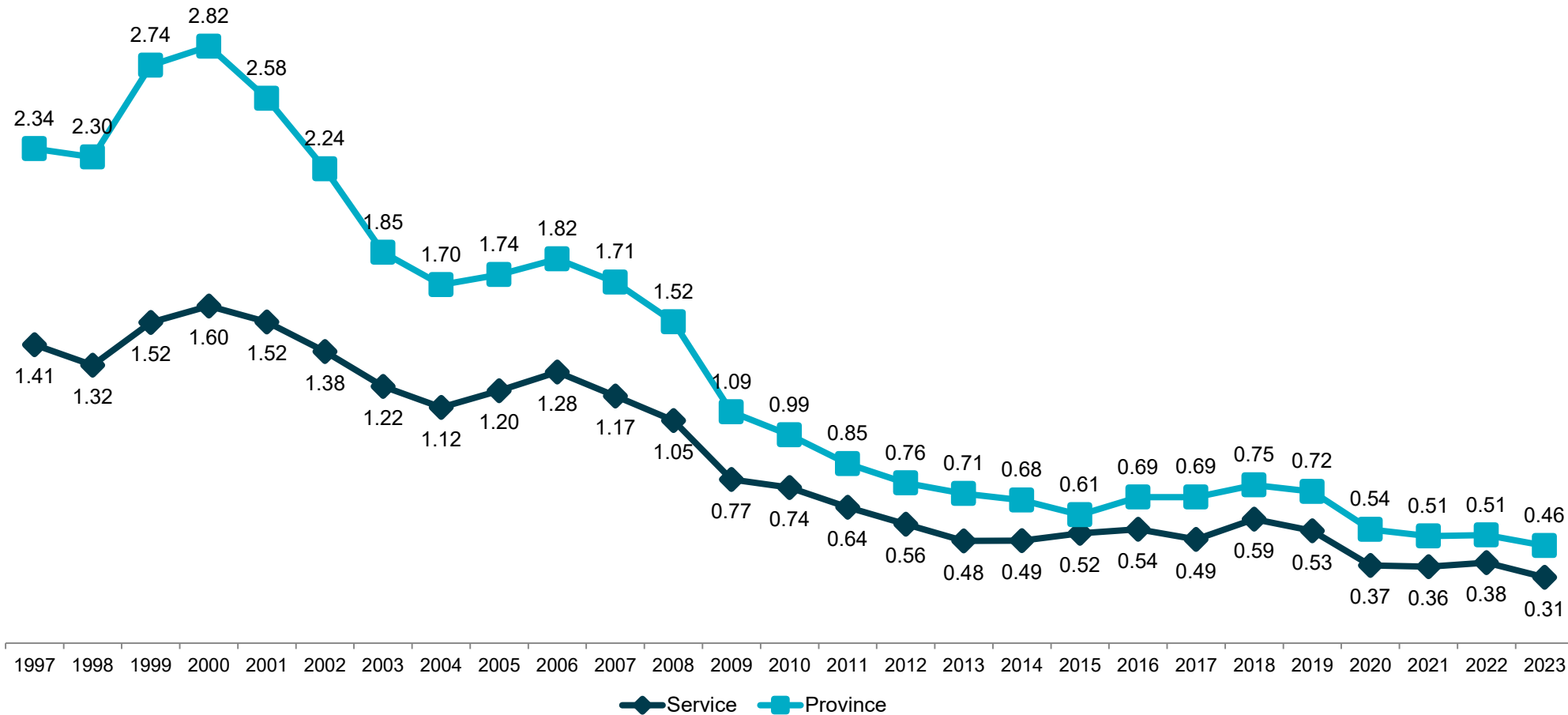
Industry Comparison, Newfoundland and Labrador, 2023





# Health care only incidence rate / 100 employees

Service Industry, Newfoundland and Labrador, 1997-2023

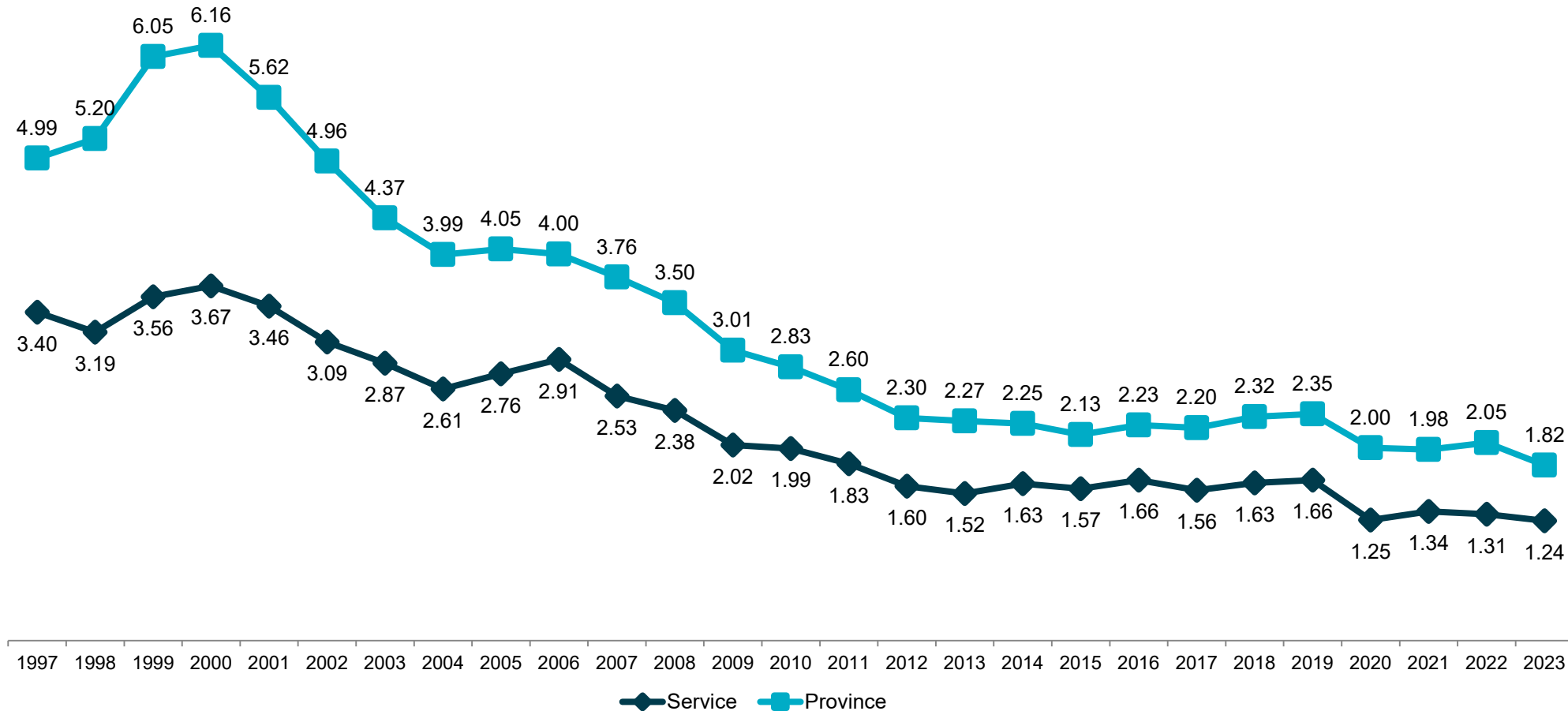


78% drop in the last 27 years

Health care only incidence rate in 2023 is the lowest in 27 years

# All claims incidence rate / 100 employees

Service Industry, Newfoundland and Labrador, 1997-2023

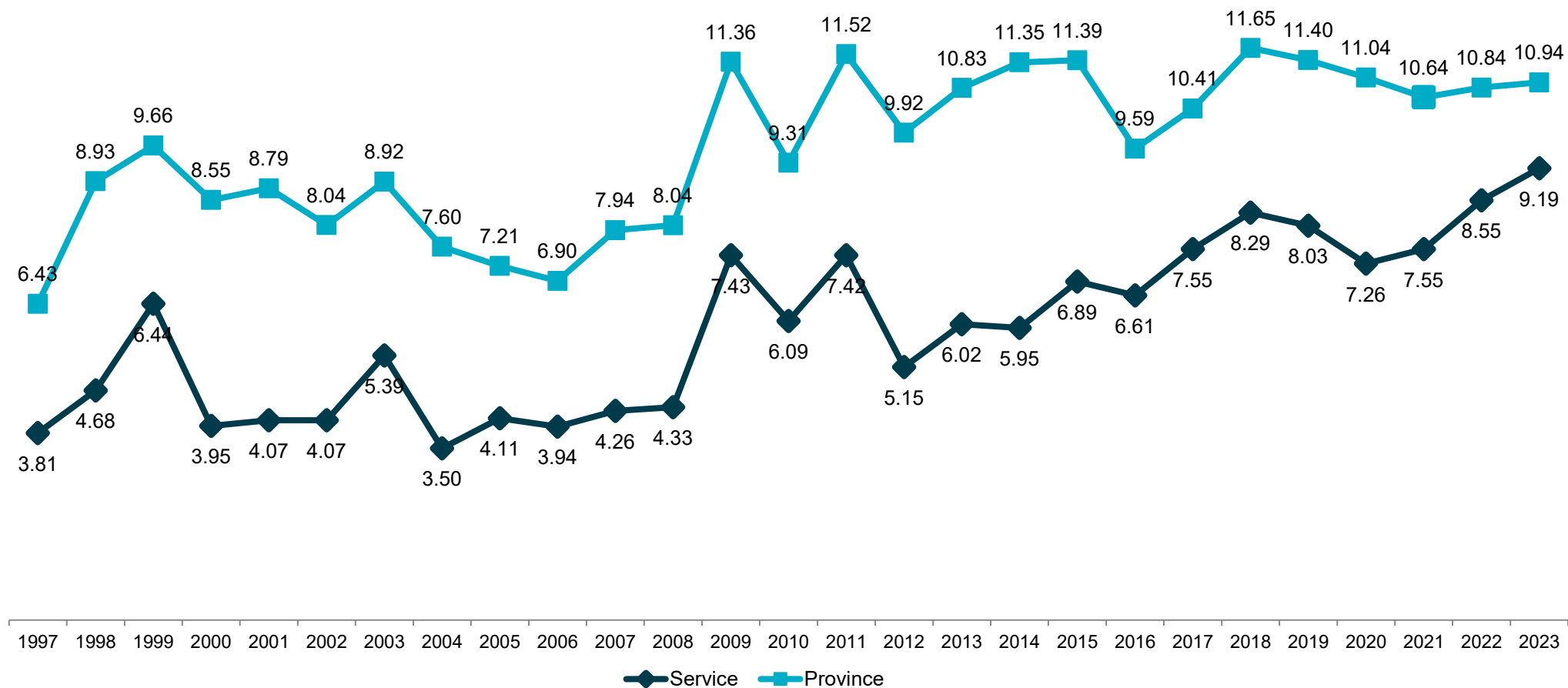



64% drop in the last 27 years

All claims rate in 2023 is the lowest in 27 years

# Serious injury rate / 10,000 employees

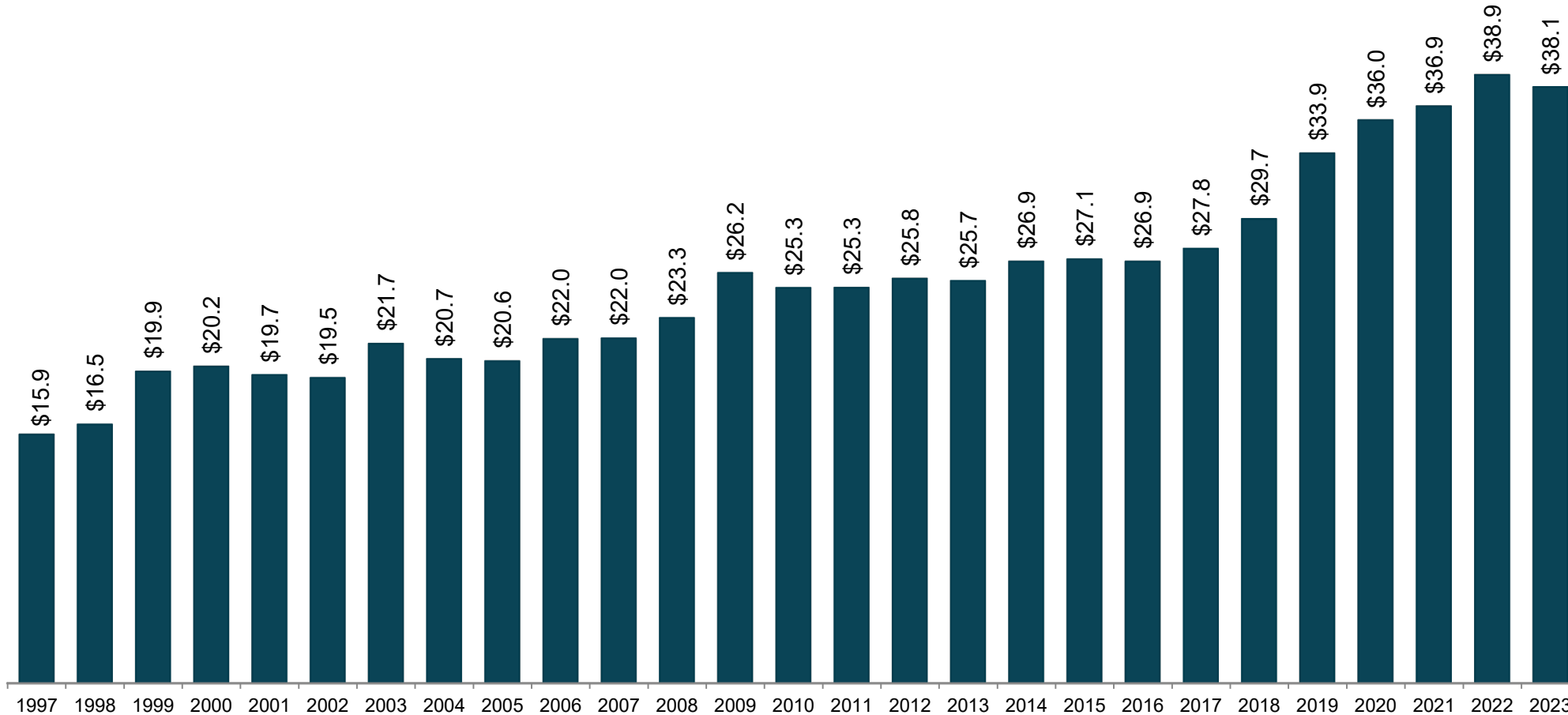
Service Industry, Newfoundland and Labrador, 1997 - 2023



  
141% increase  
since 1997

# Total claim costs (millions) by payment year

Service Industry, Newfoundland and Labrador, 1997-2023

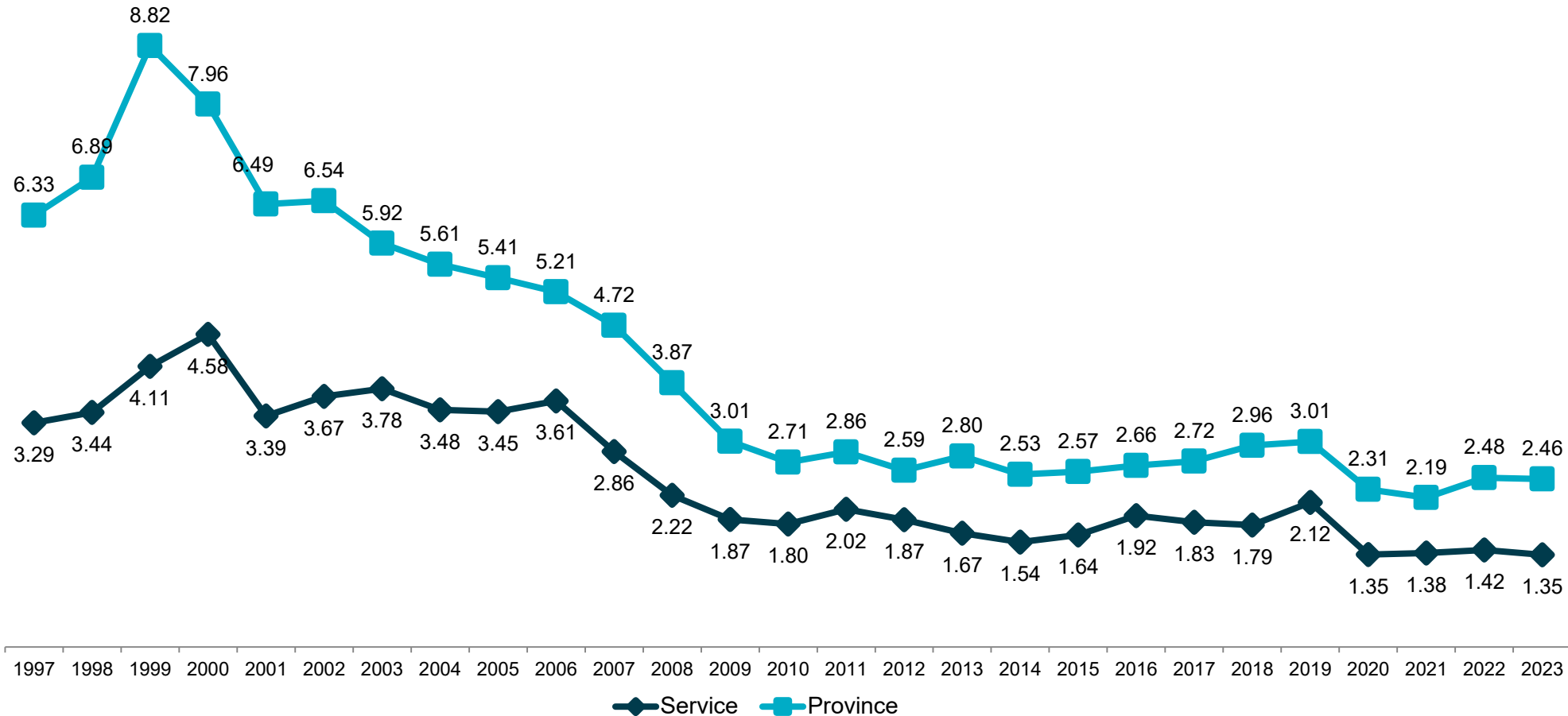


140% increase  
since 1997

# Body Parts Metrics

# Head injury rate / 1,000 employees

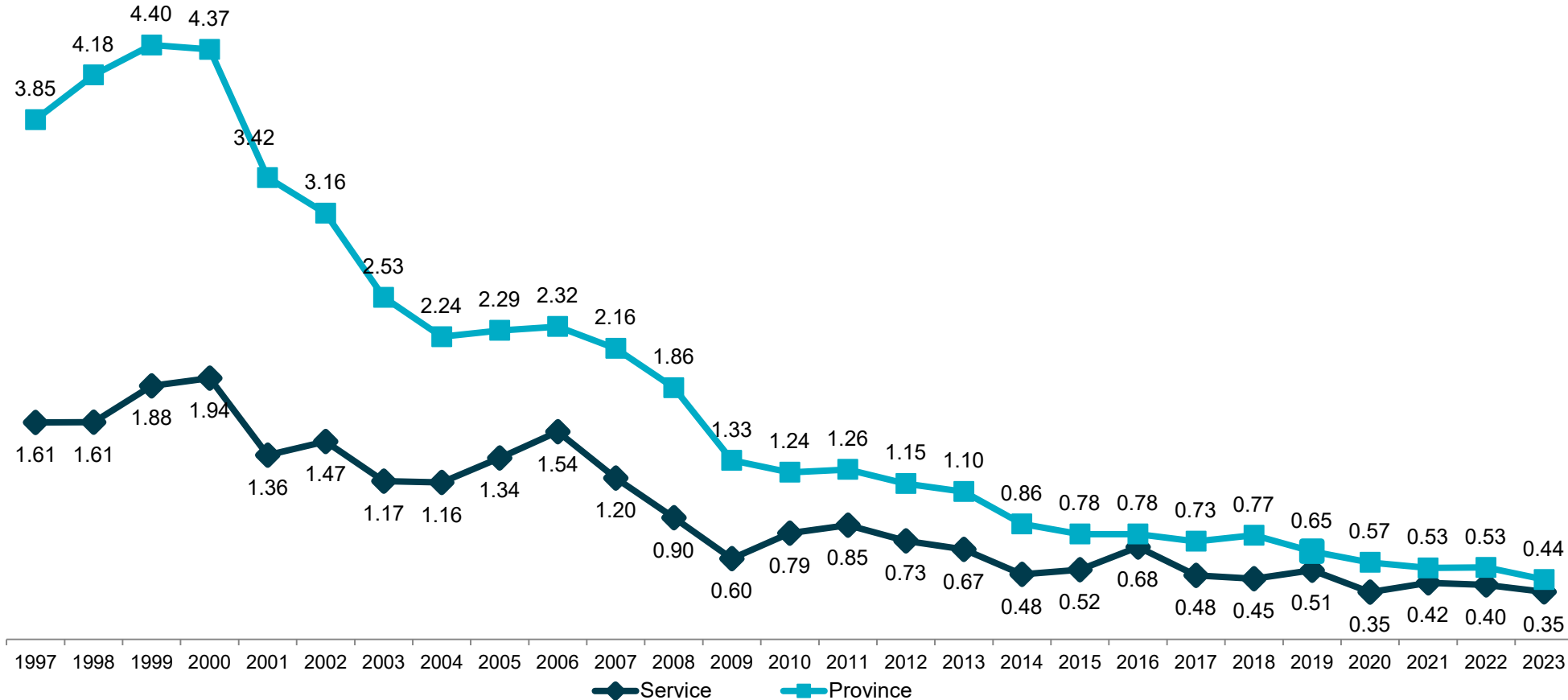
Service Industry, Newfoundland and Labrador, 1997-2023



59% drop in the last 27 years

# Eye injury rate / 1,000 employees

Service Industry, Newfoundland and Labrador, 1997-2023

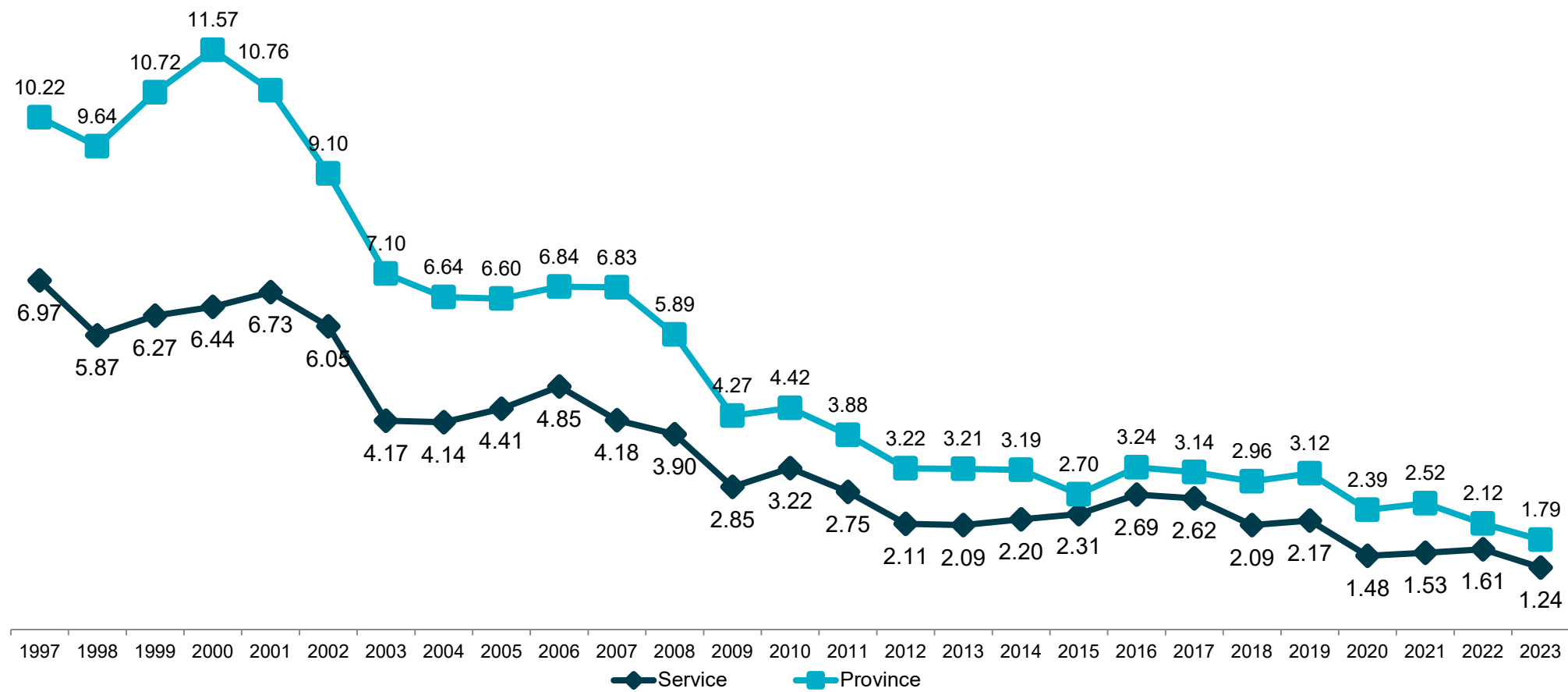



78% drop in the last 27 years

Second lowest eye injury rate in 27 years

# Hand injury rate / 1,000 employees

Service Industry, Newfoundland and Labrador, 1997-2023

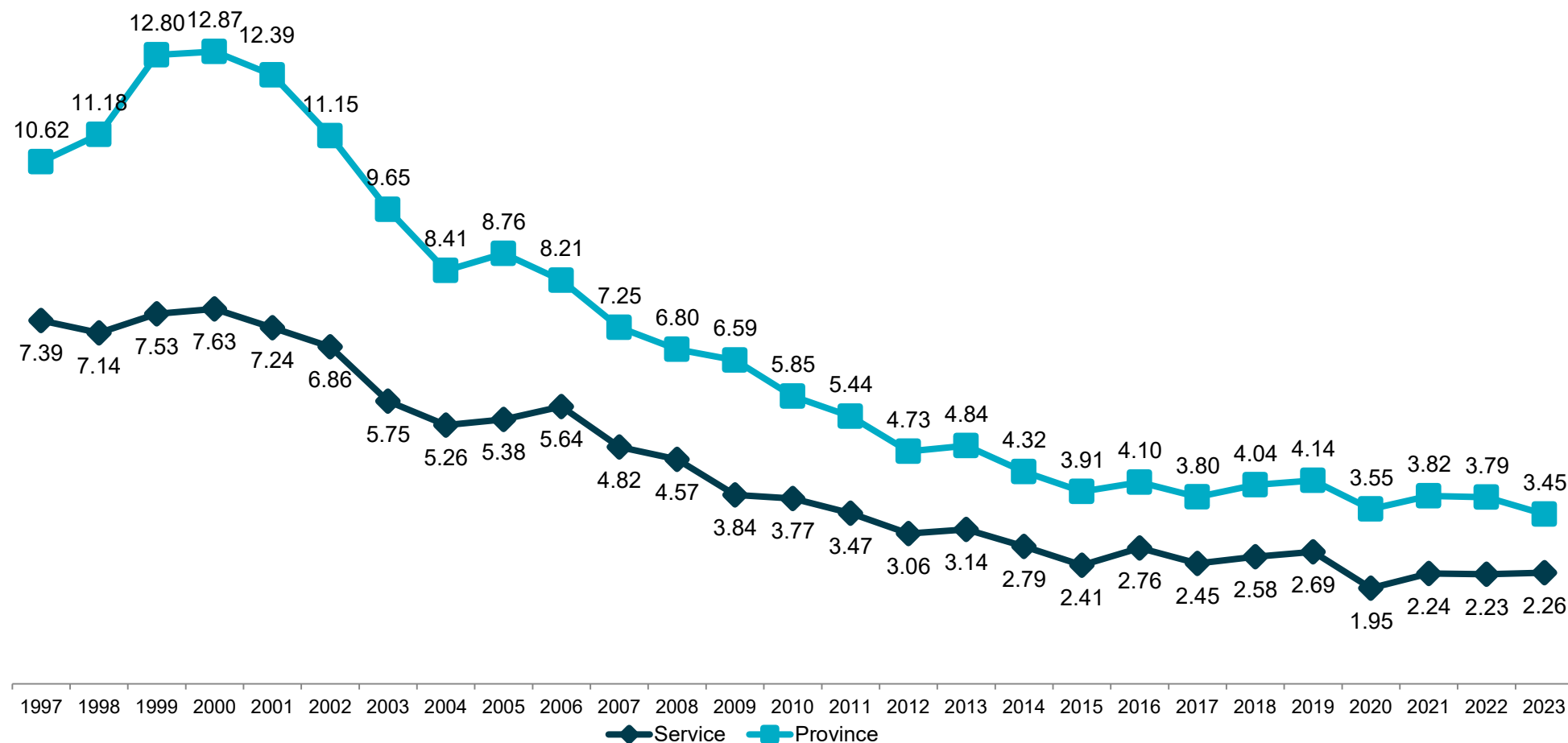


  
82% drop in the last 27 years  
  
Lowest hand injury rate in 27 years



# Back injury rate / 1,000 employees

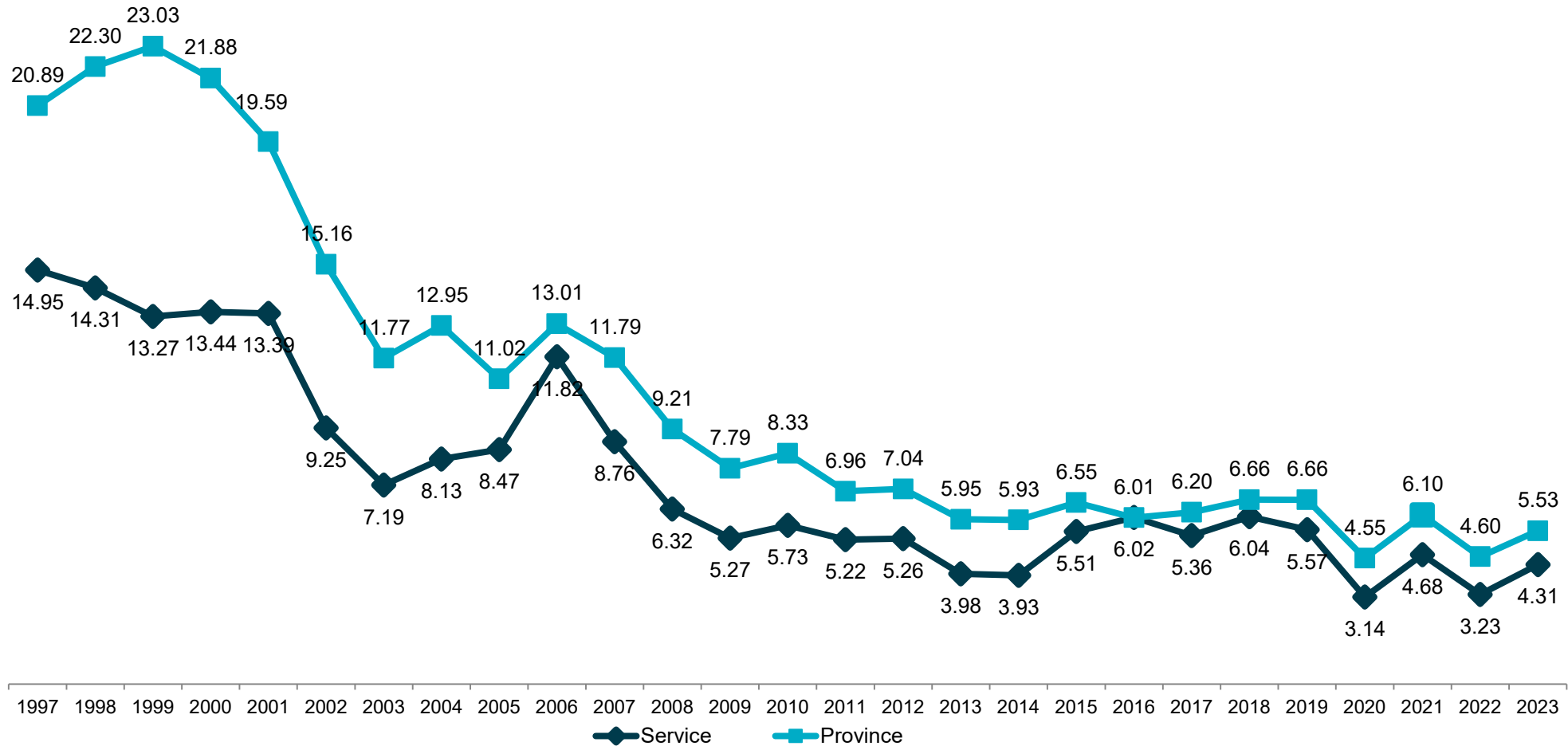
Service Industry, Newfoundland and Labrador, 1997-2023



69% drop in the last 27 years

# Foot injury rate / 10,000 employees

Service Industry, Newfoundland and Labrador, 1997-2023

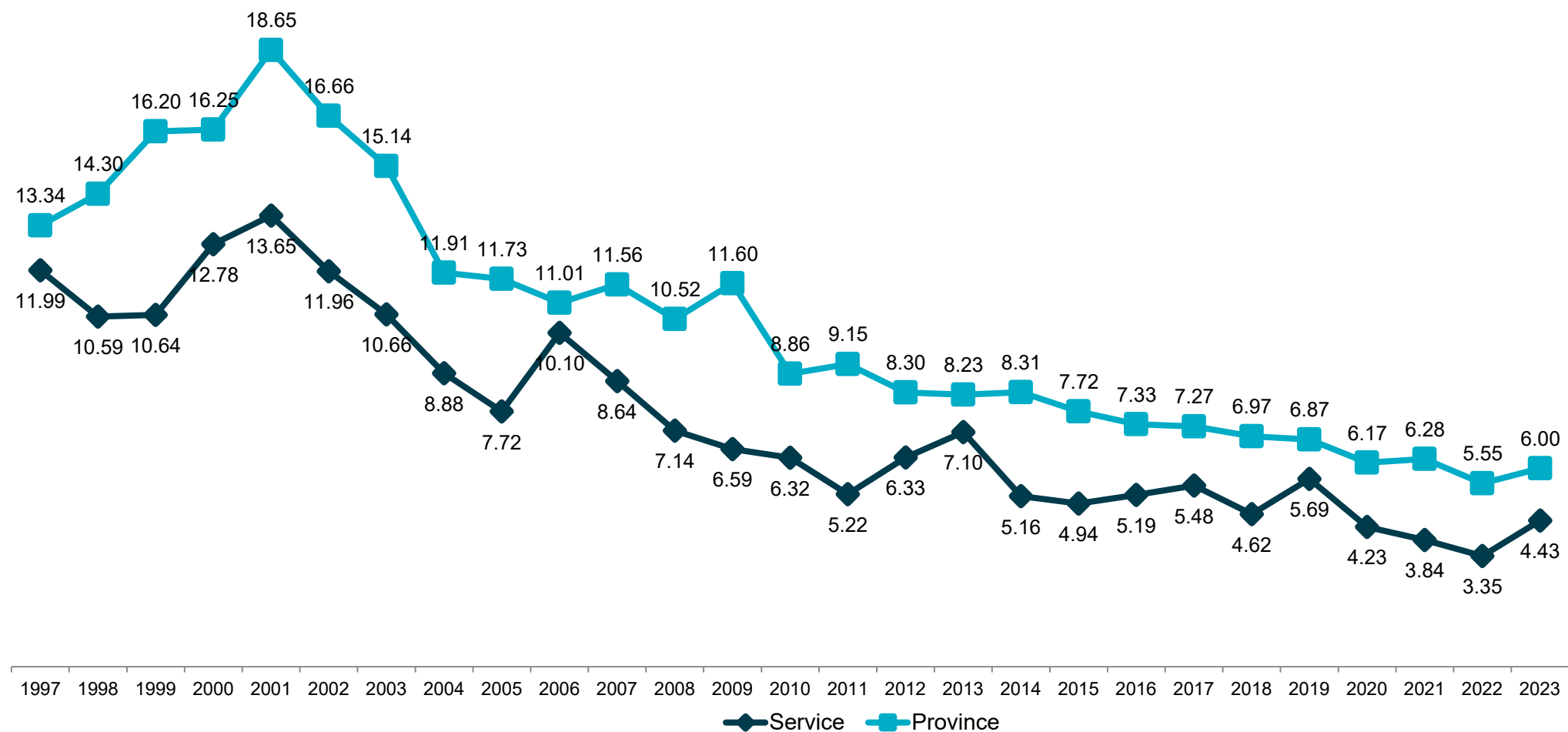



71% drop in the last 27 years

# Type of Accidents Metrics

# Falls from heights injury rate / 10,000 employees

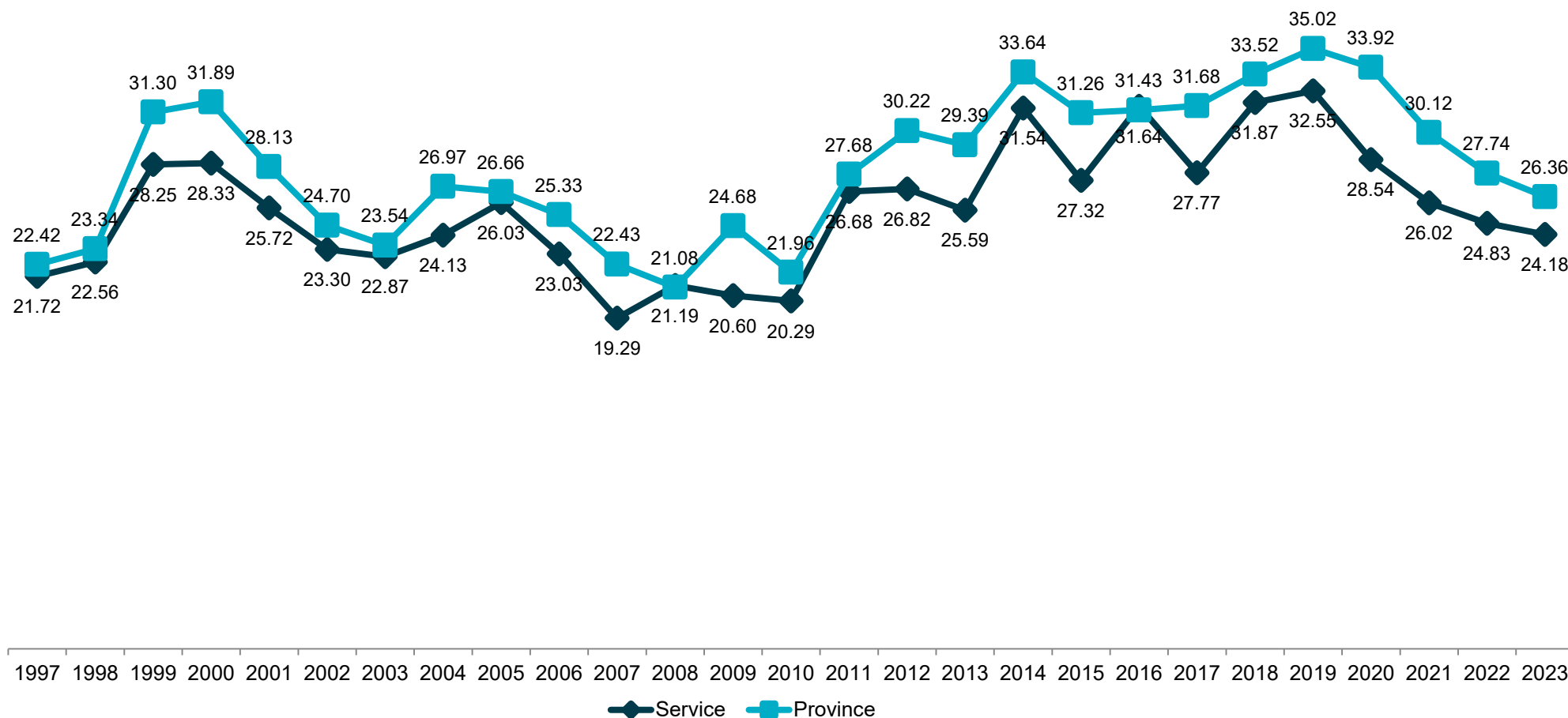
Service Industry, Newfoundland and Labrador, 1997-2023



  
63% drop in the last 27 years

# Slips, trips and falls injury rate / 10,000 employees

Service Industry, Newfoundland and Labrador, 1997-2023



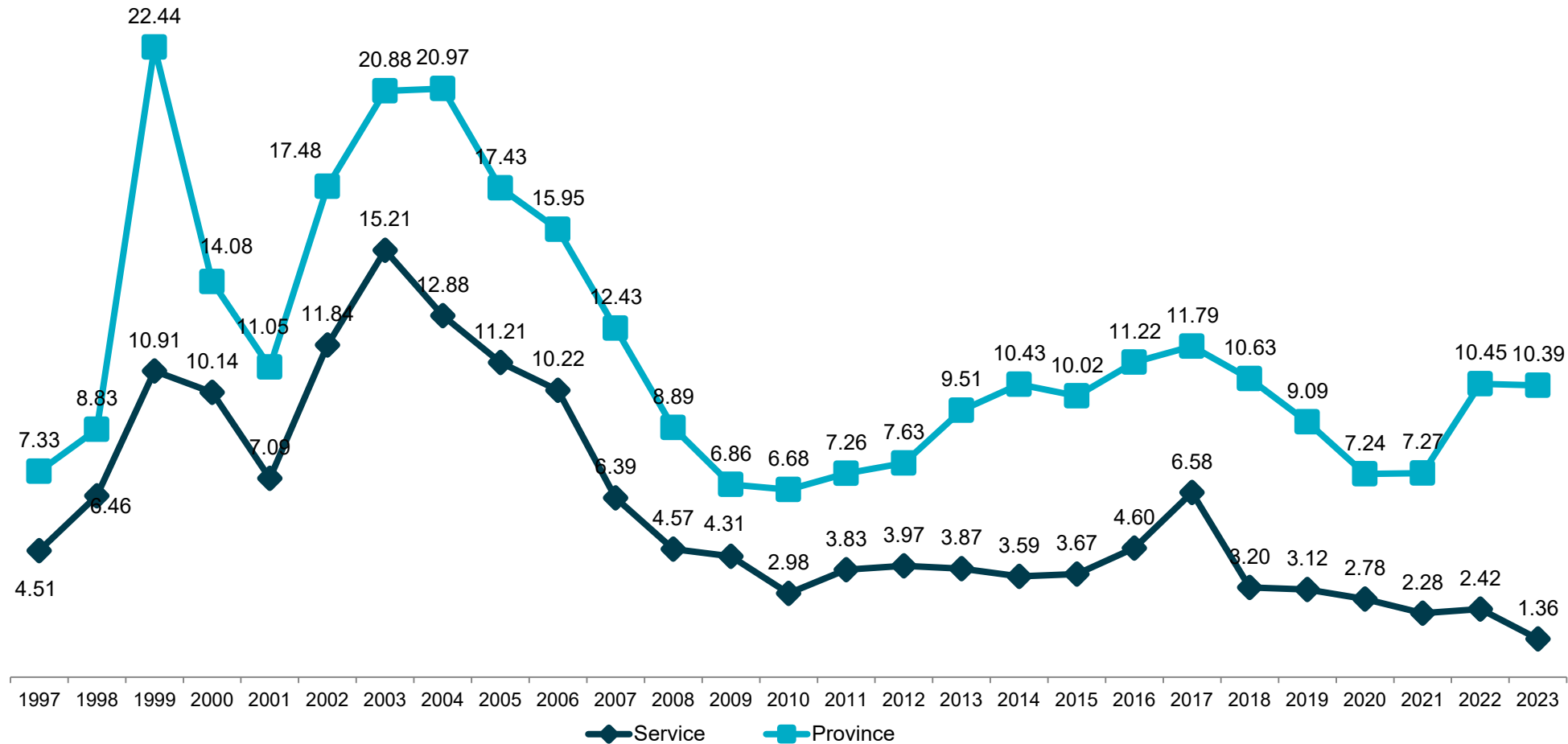
11% increase  
since 1997

However, Slips,  
trips and falls  
rate has  
dropped 26% in  
the last  
five years

# Occupational Disease Indicators

# Hearing loss injury rate / 10,000 employees

Service Industry, Newfoundland and Labrador, 1997-2023

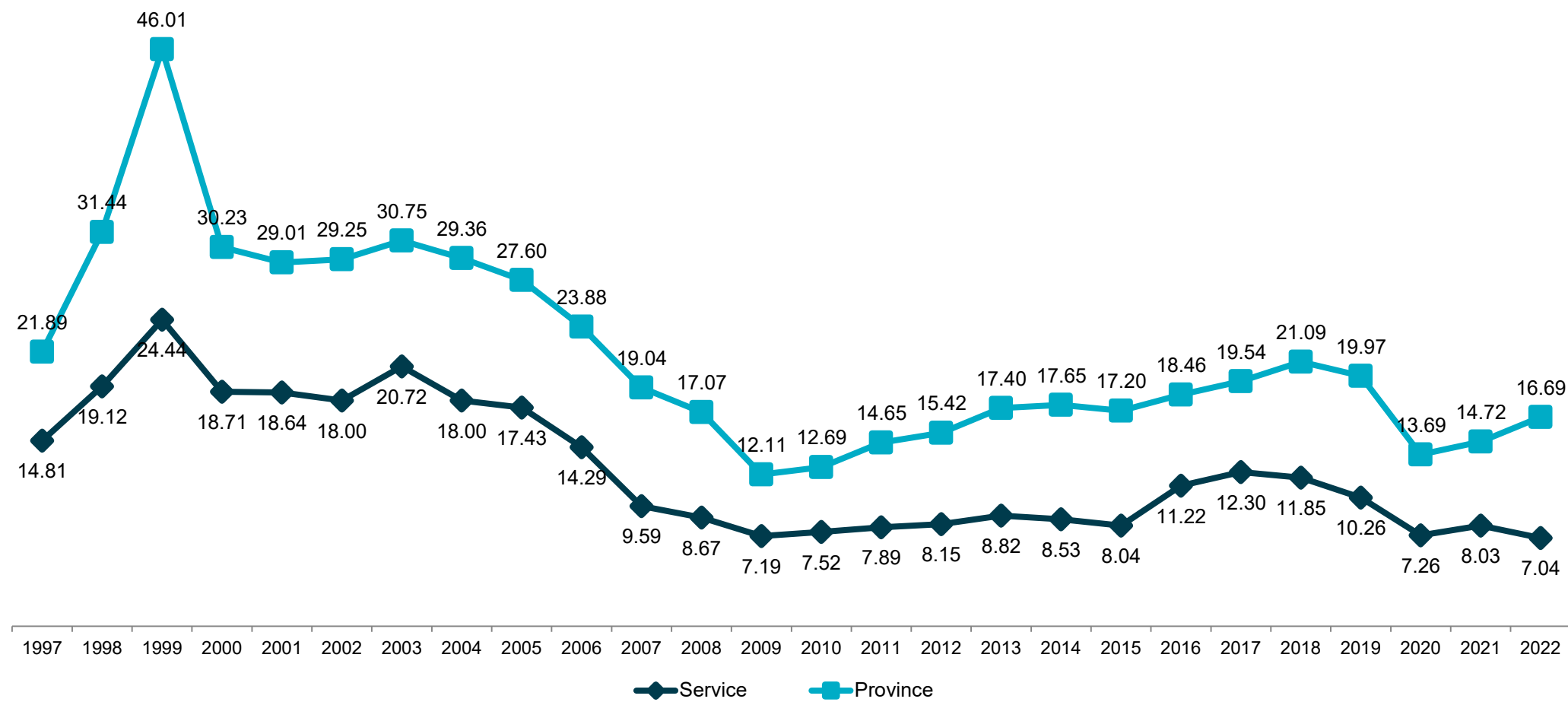



70% drop in the last 27 years

Lowest hearing loss injury rate in 27 years

# Occupational disease incidence rate / 10,000 employees

Service Industry, Newfoundland and Labrador, 1997-2023



  
52% drop in the last 27 years  
  
Lowest injury rate in 27 years



# Definitions

- **Annual Average Employment:** Annual average employment levels are used in all WorkplaceNL calculations of its injury rates. This is based on Statistics Canada Labour Force Survey (LFS) estimates.
  - “The Labour Force Survey (LFS) provides estimates of employment and unemployment, which are among the most timely and important measures of the performance of the Canadian economy.” Statistics Canada.
  - Annual average employment captures those aged 15 and older who are employed at the time of the Labour Force Survey.
- **Injury Rates:** All injury rates are presented as per either 100 employees, 1,000 employees, 10,000 employees or 100,000 employees. These various dimensions are used to make the injury rates meaningful statistics as a proportion of workers employed.
  - Employment levels used in the calculations are based on Statistics Canada, Labour Force Survey. Supplied by the Newfoundland and Labrador Statistics Agency.
  - Injury rate calculation example:  $(\text{Claims} \times 100) / \text{Employment Level}$
- **Claims Costs by Payment Year:** Claims costs by payment year are claim costs that are paid out in a given year irrespective of the injury date.