



Driving Safety Performance Through Targeted Service Plans

In today's operational landscape, safety is not just a compliance requirement—it's a strategic imperative. Recognizing this, the Texas Water Association Risk Management Fund (TWARMF) has introduced a more focused and measurable approach to supporting member organizations in strengthening their safety programs.

To better align with each member's unique needs and risk profile, TWARMF Risk Control has developed a customized Service Plan for every member. These plans are designed to provide a clear, structured path for improving key safety components across the organization. The goal is to move beyond reactive safety practices and toward a proactive, data-informed culture of risk management.

Each Service Plan is built around six foundational elements:

1. Safety Committees and Safety Meetings
2. Accident Investigation
3. Hazard Identification
4. Claims Review
5. Written Safety Policies
6. Employee Safety Training

These elements are evaluated during a Risk Control audit, which includes in-depth discussions with member representatives and a walkthrough of facilities. The result is a comprehensive snapshot of where the organization stands and where improvements can be made.

To provide clarity and consistency, each of the six elements is rated on a four-level scale:

- **Level 1 – High Functioning**
- **Level 2 – Established and Improving**
- **Level 3 – Opportunity for Growth**
- **Level 4 – Just Started or Not Yet Started**

These ratings are reviewed with member representatives during each Risk Control visit. Based on the findings, targeted recommendations are made to help elevate each element to the next level.

How Risk Control Consultants Support Plan Development and Execution

A key strength of the TWARMF Service Plan lies in the hands-on support provided by Risk Control Consultants. These professionals work closely with each member organization to transform audit findings into a practical, phased roadmap for improvement.

After the initial Risk Control audit and evaluation of the six foundational safety elements, the consultant collaborates with member representatives to develop a tailored action plan. Each recommendation is assigned a realistic one-, two-, or three-year completion target based on the complexity of the task, available resources, and organizational readiness.

Here's how Risk Control Consultants assist throughout the process:

- **Strategic Planning:** Consultants help prioritize recommendations and sequence them in a way that builds momentum and ensures foundational elements are addressed first.
- **Resource Alignment:** They assist in identifying the tools, training, and personnel needed to meet each milestone within the designated timeframe.
- **Ongoing Guidance:** Through regular follow-ups, consultants provide coaching, answer questions, and adjust timelines as needed to keep progress on track.
- **Progress Monitoring:** Consultants help members track improvements and document achievements, ensuring that each step forward is measurable and meaningful.
- **Accountability and Motivation:** By maintaining consistent communication and offering encouragement, consultants help sustain engagement and drive long-term cultural change.

This collaborative approach ensures that Service Plans are not only well-designed but also effectively implemented—turning strategic goals into operational success.

How Members Can Use the Service Plan to Improve Safety

TWARMF members can use their Service Plan as a strategic roadmap to strengthen their safety culture and reduce risk exposure. Here's how:

- **Prioritize Resources:** Use the ratings to identify which areas need the most attention and allocate time, budget, and personnel accordingly.
- **Track Progress:** Monitor improvements over time and celebrate milestones as elements improve in rank.
- **Engage Leadership:** Share the Service Plan with executive teams to align safety goals with organizational priorities and secure buy-in for necessary changes.
- **Empower Safety Committees:** Use the plan to guide committee agendas, training needs, and hazard identification efforts.
- **Leverage Risk Control Support:** Collaborate with your Risk Control Consultant to clarify recommendations, access tools, and schedule follow-ups.

Conclusion: A Smarter Way to Manage Risk

The Service Plan initiative is more than a checklist—it's a strategic tool for building safer, more resilient organizations. By focusing on measurable progress and tailored support, TWARMF is helping its members turn safety into a competitive advantage. Whether you're managing risk on the ground or overseeing budgets and operations, this approach ensures that safety is not just a priority—but a performance driver.

For more information or support with your Service Plan, reach out to your Risk Control Consultant or contact Jeremy Wade at jeremy.wade@sedgwick.com.