

JPIASource

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ACWA JPIA Risk Management for the Water Industry



**The Benefits of the Commitment
to Excellence Program**



The Benefits of the Commitment to Excellence Program

The ACWA JPIA developed the [Commitment to Excellence \(C2E\) Program](#) in 2013. After conducting a seven-year review of claims, five categories with a high frequency of losses were identified. To combat these high loss drivers, the JPIA implemented a Loss Reduction Emphasis Program to develop best practices for these five categories. The program was aimed at influencing members to implement best practices to control their exposures. Since then, the C2E Program has evolved into a tool designed to help JPIA members reduce the frequency and severity of workers' compensation, property, and liability losses. This program helps members to develop policies and procedures to keep employees safe and assets protected.

Categories	Loss Reduction Focus Areas	
Vehicle Operations	<ul style="list-style-type: none"> *Driver Review/Qualification *Accident Investigation Reporting *Cell/Texting/Electronic Devices 	<ul style="list-style-type: none"> *Defensive Driver Training *Backing Accident Avoidance *Safe Driver Award/Recognition
Construction	<ul style="list-style-type: none"> *USA/Line Location *Contractor Qualification *Traffic Control 	<ul style="list-style-type: none"> *Risk Transfer *Third Party Exposures
Infrastructure	<ul style="list-style-type: none"> *Water Line Failure *Canal Failure/Flooding *Fire 	<ul style="list-style-type: none"> *Sewer Backup *Theft/Vandalism *Equipment Failure
Employment Practices	<ul style="list-style-type: none"> *Appropriate Documentation *Promoting Staff Development *Effective Communication 	<ul style="list-style-type: none"> *Effective Hiring *Utilizing Professional Resources
Ergonomics/Falls	<ul style="list-style-type: none"> *Ergonomic Program *Ergonomic Operations Equipment *Fall Protection PPE *Claims Reporting *Return-to-Work Program 	<ul style="list-style-type: none"> *Ergonomic Training *Work Environment *Fall Protection Training *Job Descriptions *Aging Workforce Considerations
Wildfire Prevention (Added in 2020)	<ul style="list-style-type: none"> *Planning and Coordination *Facility Protection and Readiness 	<ul style="list-style-type: none"> *Staff Training *Response and Recovery

The C2E Program asks members to review their current risk control practices to see where improvements could be made related to loss history and exposures. Members who adopt the C2E Program are asked to look beyond the basic/minimum risk control measures and implement sustainable best practices. To assist a member with developing or updating their risk management program, the C2E Program now provides six categories with specific loss reduction focus areas shown previous page.

Each focus area includes several best practices that members can incorporate. Each best practice provides a detailed explanation as to what and how the member can incorporate it into its policy. Several best practices provide additional resources members can review or use as models for their programs.

Knowing which program and/or procedure needs to be updated or developed can at times be a daunting task. To help members identify programs that need to be updated, the JPIA created the "[Opportunity Review](#)" tool to assist in identifying gaps based on the loss reduction focus areas. The Opportunity Review allows a member to prioritize which program to work on first. It allows members to self-evaluate and provide performance benchmarks on their current programs. The JPIA Risk Control Advisors can provide support to JPIA members as they look to adopt specific best practices.

The JPIA's Risk Control team reviews its C2E Program regularly and categories are updated as needed. For example, a category on Drones was developed and will include focus areas that provide best practices in staff training and operating procedures.



The C2E Program is not all-inclusive, nor are members asked to adopt every best practice of the C2E. The Program is designed to help member agencies with both long-term and short-term goals. The purpose of the C2E Program is for members to review the best practices and incorporate what is practical. JPIA members can commit to participating in the Commitment to Excellence Program by having the agency's leadership team and board of directors sign the C2E agreement. The support of the agency's leadership team in identifying loss reduction activities and implementing proper controls is critical to the success of the organization. By signing a C2E agreement, members are also eligible for a Risk Control Grant to help with implementing best practices. Also, several of the C2E best practices have been developed into training modules that are offered through the Professional Development Program's three specialty areas.

In the end, the goal is for member agencies to always look for the best solution in correcting any issue. The C2E Program is a guide that should hopefully help in implementing a sustainable corrective action.



Did You Know?

Risk Control Grant Program

The JPIA's [Risk Control Grant Program](#) will begin accepting applications on October 1, 2021. The Grant Program stimulates the implementation of best practices by the member that will prevent or mitigate losses in the Workers' Compensation, Liability, and Property Programs. In 2020/21, ten grants were awarded up to \$10,000 each. The Grant Program incentivizes members to renew their Commitment to Excellence and add best practices applicable to their operations. To qualify for a grant, JPIA members must be in two pooled programs and have a signed Commitment to Excellence certificate.

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The *JPIASource* is not intended to be exhaustive. The discussion and best practices suggested herein should not be regarded as legal advice. Readers should pursue legal counsel or contact their insurance providers to gain more exhaustive advice.

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