



Operational Safety & Risk Mitigation

WHY MOSAIC

Mosaic designs and implements integrated safety and competency frameworks that eliminate gaps created by siloed training, safety initiatives, and procedures—directly reducing operational risk. Through comprehensive training, governance, and oversight, we strengthen workforce capability, elevate safety performance, and enable proactive risk management while cultivating accountability, technical excellence, and continuous learning across employees and contractors.

Utility-specialized with deep expertise in regulated operations, safety, procedures, and supervisor enablement, our approach is grounded in real field constraints. We unify competency, safety oversight, contractor verification, and procedures within a single operating model—supported by clear governance, KPIs, and dashboards that enhance visibility, speed adoption, and measurably reduce risk.

KEY OUTCOMES



Fewer Incidents & Quality Escapes

Reduce safety and quality events through verified, observable competency and stronger procedure usability.



Consistent Execution Everywhere

Standardize work practices across internal crews and contractors to eliminate variability in the field.



Full Competency Visibility

Gain traceable, auditable insight into workforce and contractor qualifications and verification status.



Stronger Supervisors, Stronger Decisions

Elevate technical credibility, coaching, and judgment for supervisors from all pathways.



Efficient Adoption of Safer Methods

Speed uptake of procedures and safer work practices through operational reinforcement, observations, and field coaching

WHAT WE DELIVER

• Safety & Risk Mitigation Roadmap

- A prioritized plan sequencing actions across competency, safety oversight, contractor controls, union partnership, and procedure updates, informed by a gap analysis and risk heatmap.

• Role-Based Competency Framework, Assessments, & Training Plan

- Role profiles, competency models, assessment strategy, assessments, curricula, and training/tracking to define expectations and close gaps across critical roles.

• Contractor Competency Standards & Verification with Reporting

- Contractor standards, a verification process with portal/process and reporting, and a rollout plan to drive consistent oversight and traceability across contractors.

• Safety Oversight Program

- Field observation tools and forms, coaching guides, leading indicator metrics, and a defined coaching cadence to operationalize safe behaviors and improve observation quality.

• Procedure Evaluation Report & Field-Friendly Job Aids

- A usability and rigor review with change control recommendations and priority updates, paired with practical job aids.

• Non-Traditional Supervisor Development Program & Toolkit

- A development offering and toolkit focused on technical credibility, coaching, and judgment, supported by a diagnostic to identify gaps and sustainment through train-the-trainer/assessor preparation.

• Governance Charter & KPI Dashboard

- A governance charter covering RACI, cadence, and change control, and a KPI dashboard to track adoption and risk reduction.