Company Safety Plan

Mr. Handyman of South Charlotte — TimIng Services LLC

Draft — November 2026 · For review by Tim & Ingrid Steffens

1. Our commitment

Protecting the safety of our employees and our customers is the most important aspect of running our business. Every employee has the opportunity and the responsibility to contribute to a safe work environment — by using common-sense rules and safe practices, and by notifying the office whenever a health or safety issue is present. This plan puts most of its weight where most of our risk is: on our Service Professionals (technicians) working in customers' homes.

Two rules override everything else in this plan:

- STOP-WORK: Any employee who believes a task cannot be done safely must stop, make the area safe, and call the office. No one will ever be disciplined for stopping unsafe work. Ever.
- REPORT IT: Every injury — no matter how minor it seems — and every near miss and unsafe condition gets reported to the office the same day. In an emergency, call 911 first, then the office.

2. Every technician's responsibilities

- Follow this plan and the safety training you receive; ask the office before doing any task you have not been trained to do.
- Inspect every tool, ladder, and cord before use. Tag out and report anything damaged — never use damaged equipment.
- Wear the PPE the job calls for: safety glasses for cutting, grinding, drilling overhead, and chemicals; gloves for demolition, chemicals, and sharp materials; hearing protection for sustained loud tools; a dust mask or respirator for dusty work.
- Keep the work area clean as you go — cords routed, debris picked up, walkways clear for the customer, their kids, and their pets.
- Never work impaired. Our workplace is drug-free and alcohol-free (see the Employee Handbook).
- Fatigue is a hazard. If you are too tired to work safely, tell the office — we would rather reschedule than risk an injury.

3. Ladders and working at height

- Inspect the ladder before every use — rails, rungs, feet, locks.
- Set up on firm, level ground; extension ladders at the 4-to-1 angle, extending 3 feet above the landing, tied off or held where practical.
- Keep three points of contact climbing; face the ladder; never stand on the top two rungs of a step ladder or the top three of an extension ladder.
- Never overreach — climb down and move the ladder.
- No ladder work alone in high or awkward spots — call the office for a second set of hands.
- Roof work and anything beyond our trained scope: stop and call the office.

4. Power tools and equipment

- Guards stay on. Safety switches are never taped, tied, or defeated.
- Unplug the tool or pull the battery before changing blades, bits, or making adjustments.
- Clamp the work — never hold a piece by hand against a saw.
- Match the tool to the job, and never use a tool you have not been trained on.
- Watch cords for cuts and fraying; keep cords out of walkways and away from water.

5. Electrical safety

- Treat every circuit as live until you have turned it off at the breaker AND verified it dead with a tester. Every time.
- Water and electricity never mix — no electrical work with wet hands, wet floors, or in rain.
- Stay inside our scope: device and fixture swaps we are trained for. Panel work, new circuits, and anything you are unsure of — stop and call the office.

6. Plumbing and water

- Know where the shut-off is — and test it — before opening any line.
- Protect the customer's home: towels, buckets, and drop cloths down before the first fitting moves.
- Suspect mold, sewage backup beyond a simple stoppage, or a gas smell? Stop, leave the area safe, and call the office. A gas smell means leave the home and call 911 / the gas company from outside.

7. Driving and vehicle safety

- Seatbelts, always, for every occupant. No exceptions.
- No phone or tablet use while driving — calls, texts, check-ins, and estimates happen parked. (See the Company Device Agreement.)

- Secure tools and materials so nothing shifts or flies in a sudden stop; never overload the van.
- Back in or use a spotter where practical; walk the area behind the van before reversing.
- Any accident: check on people, call 911 if needed, then the office — before leaving the scene.

8. In the customer's home

- Protect floors and belongings — drop cloths, shoe covers, corner guards where the job calls for them.
- Keep tools, cords, and materials out of walkways; flag anything a customer could trip over.
- Be alert for children and pets around the work area; ask the customer to keep them clear of active work.
- Leave the area cleaner than you found it — a tidy site is a safe site, for the customer and for the next visit.

9. Heat, weather, and outdoor work

- Charlotte summers: hydrate before, during, and after the job; take shade breaks; know the signs of heat illness (dizziness, nausea, confusion, stopped sweating) — in yourself and your partner — and act on them immediately.
- Lightning: stop outdoor work and get inside at the first thunder; wait 30 minutes after the last thunder to resume.
- Cold and ice: slow down on ladders, roofs, and walkways; if it cannot be done safely, it gets rescheduled.

10. Chemicals and materials

- Read the label before you open it. Follow its PPE and ventilation directions; safety data sheets are available from the office.
- Never mix chemicals — especially anything containing bleach or ammonia.
- Store chemicals upright, sealed, and secured in the van; never in food or drink containers.

11. Reporting — injuries, near misses, hazards

- Injuries: notify the office immediately, regardless of how insignificant the injury may appear, so medical attention can be arranged if needed. (Employee Handbook — Commitment to Safety.)
- Near misses and hazards: same day, to the office. A near miss reported is an injury prevented.

- Emergencies: 911 first, then the office.
- No one is ever punished for reporting. Reporting is how we take care of each other.

12. Training and review

Safety is covered in onboarding and in the tech training modules (including Module 6 — Safety & Scope Limits), and in periodic refreshers. This plan is reviewed at least once a year by the owners and updated as our work changes. Questions, suggestions, and hazard reports go to the office — every one of them is welcome.

Employee acknowledgment

I have received, read, and understand the Company Safety Plan. I agree to follow its safe work practices, to stop work I cannot do safely, and to report injuries, near misses, and unsafe conditions to the office the same day.

Date _____ Employee _____

Date _____ Employer Location Manager _____