COMPLIANCE

REDUCE SAFETY RISK AND OSHA PROBLEMS

Your techs work on ladders, in attics, around live power and at the end of long days.

THE REAL REASON TO CARE

The main reason is simple: you want everybody to get home. The business case comes second, and it's still strong. An injury means a lost technician, higher workers' compensation costs and sometimes an OSHA inspection. OSHA's maximum penalties were $16,550 per serious violation and $165,514 for willful or repeated violations, according to the 2025 schedule. Reductions may be available to small employers with good records, and they're discretionary. Some states run their own OSHA programs with their own rules.

This is general information. For your specific operation, talk to a safety professional or your insurance carrier, which may offer help at no charge. OSHA's On-Site Consultation Program is another resource for small businesses.

KNOW THE MOST-CITED HAZARDS

Fall protection was again the most frequently cited OSHA standard in fiscal 2025, for the 15th straight year. Hazard communication, ladders, lockout/tagout and respiratory protection were also on the list. Those are the hazards trade techs see all the time.

Ladders and falls. Inspect ladders, use the right one for the job and tie them off where needed. Train people to refuse an unsafe setup. Roofs need a plan.

Electrical and lockout. De-energize whenever possible, and verify with a tester. Have written procedures for lockout/tagout. Electrical work has specific rules for live work and qualified persons.

Heat. Attics and rooftops can be dangerous during summer. There's no final federal heat standard, as of our last review, but OSHA continues to enforce against heat hazards through a National Emphasis Program it renewed in April 2026. Some states have their own rules. Provide water, rest and shade, plus acclimatization for new workers, and teach people the warning signs.

Hazard communication. Refrigerants, brazing materials, drain chemicals and solvents all need labels, safety data sheets and training.

Confined spaces and crawlspaces. Know what qualifies and what your rules are. Don't send someone alone into a space you haven't thought about.

Silica, asbestos and lead. Cutting concrete, disturbing old insulation or working on painted surfaces can create exposure. Teach your techs to stop and ask.

Driving. Vehicle crashes are a major hazard for service companies. Check driving records, ban handheld phone use and consider telematics. Keep trucks maintained.

KEEP THE REQUIRED RECORDS

Companies with 10 or fewer employees at all times during the previous year generally don't need to keep OSHA injury logs, unless OSHA or BLS asks in writing. Larger companies generally must, unless they're in a partially exempt industry.

All employers must report work-related fatalities to OSHA within 8 hours, and in-patient hospitalizations, amputations and eye losses within 24 hours. Put the number and the rule where your managers can find them. State plans may differ.

BUILD A PROGRAM PEOPLE ACTUALLY USE

- A short written safety plan, tailored to your trades
- Personal protective equipment that's provided and maintained, and that actually fits
- Equipment checks for ladders, meters, gas detection and recovery gear
- A brief safety topic at every weekly meeting
- A clear rule: anyone can stop a job they believe is unsafe, with no penalty
- A simple way to report near misses

PAY ATTENTION TO NEAR MISSES

A ladder that slipped but caught, or a breaker that wasn't locked out, is a free lesson. Encourage people to report them. Thank whoever does. Then fix the root cause, and share what you learned.

TRAIN ON THE JOB

Most safety training works better in short bursts with real equipment. Add safety to your weekly training rotation. Document who attended, what was covered and when.

WHEN SOMEONE GETS HURT

1. Get them care first.
2. Secure the scene.
3. Notify the right person at your company.
4. Determine whether OSHA reporting applies.
5. Report to your workers' compensation carrier.
6. Investigate what happened, without blame.
7. Follow up with the injured person, and keep in touch while they recover.

The way you treat an injured employee will be watched closely by everyone else who works for you.

Sources: NAHB on OSHA violations and penalties; Safety+Health, OSHA Top 10; Littler on the OSHA heat program; OSHA 1904.1; OSHA, reporting.

Published by Service ProCall. Last reviewed November 2026. General information, not legal advice.

BEST PRACTICES: CALLING RULES AND COMPLIANCE

MAKE IT A HABIT

What good looks like

> Consent recorded for every text and marketing call.

> Do-not-call lists checked before every campaign.

> Opt-outs honored right away, in every channel.

The habits

1. Scrub lists against the national and state do-not-call registries before calling.
2. Keep a record of consent for marketing texts and calls.
3. Honor opt-outs fast, however the customer asks.
4. Call only within allowed hours in the customer's time zone.
5. Watch the Updates page for rule changes and dates.
6. Ask your attorney when a rule is unclear.

Signs it's time to get help

- You don't know when your lists were last scrubbed.
- Opt-outs are tracked in someone's head.
- Marketing texts go out without recorded consent.

Where we fit: Service ProCall scrubs every list against the do-not-call registries before a single call, and follows a written calling policy.

More on calling rules and compliance