Health, Safety & Reliability Report

Overview

This report reflects Spike's unwavering commitment to operational excellence, employee well-being, and mission-critical service delivery. With a strong foundation in safety performance, system reliability, and customer trust, we highlight progress in meeting our safety and reliability goals while setting the direction for the future. Guided by our values of service, integrity, and innovation, Spike continues to deliver reliable solutions that protect people, empower industries, and strengthen communities.

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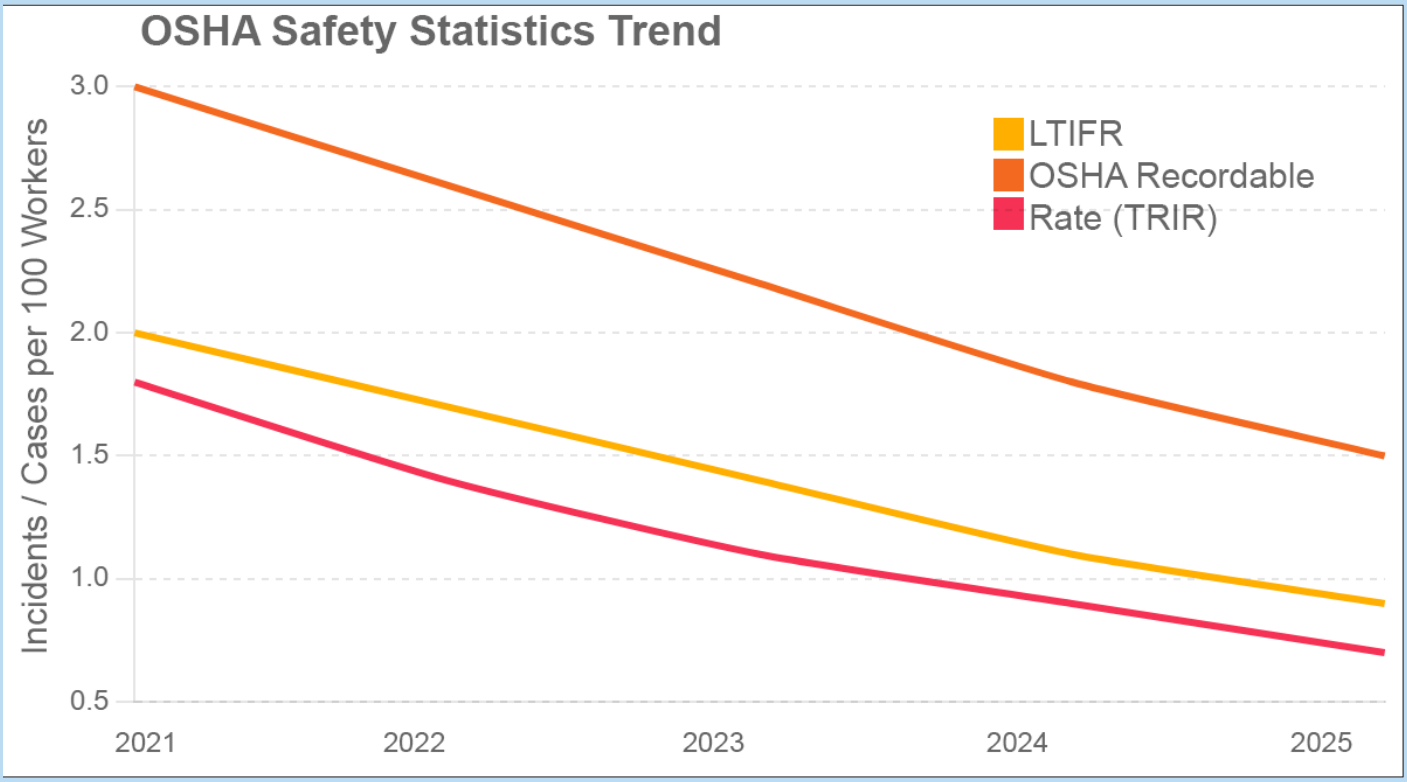
Introduction

At Spike, safety and reliability are integral to our identity as a trusted partner in the electrical manufacturing sector. We operate in industries where performance cannot fail, and people's well-being is always the top priority. This report presents our safety performance metrics, system reliability achievements, and future goals, reflecting our ongoing dedication to operational excellence.



OSHA safety statistics showing continual improvement.

Safety Performance

Spike's safety culture is built on proactive prevention, continuous training, and a commitment to ensuring that every team member returns home safely.

Up to Date Safety Metrics:

- Lost Time Injury Frequency Rate (LTIFR): 0.8 (improved from 1.2 in 2024).
- OSHA Recordable Incident Rate: 1.3 (industry average: 2.1).
- Days Away, Restricted, or Transferred (DART): 9 cases, a 15% reduction year-over-year.

Recent Safety Initiatives:

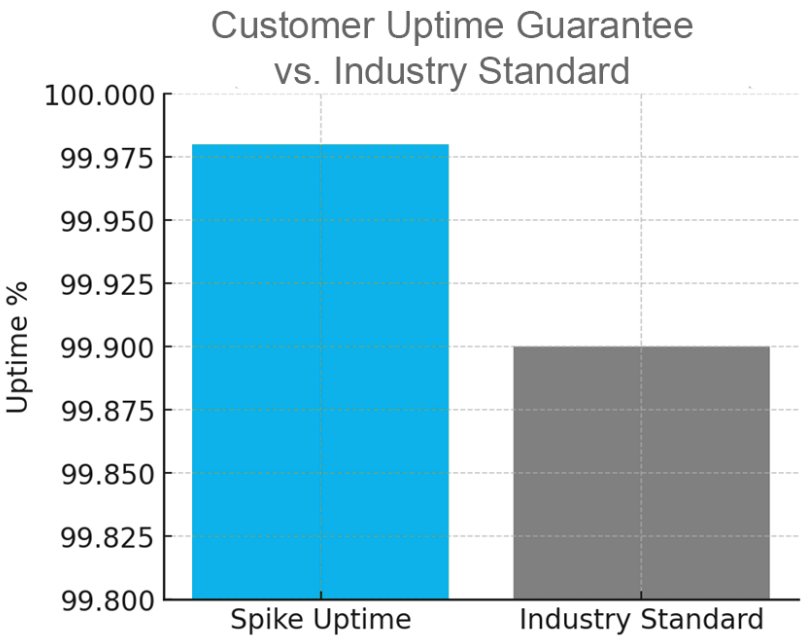
- Expanded hands-on training and hazard simulations for new hires.
- Quarterly site-wide safety drills with participation rates above 95 percent.
- Deployment of AI-driven predictive maintenance to reduce equipment-related risks.

Reliability and Operational Excellence

Reliability is the cornerstone of Spike's customer promise. Our systems and solutions operate in critical environments where uptime cannot be compromised.

System Reliability Metrics:

- Customer Uptime Guarantee: 99.98 percent average uptime across installations.
- Mean Time Between Failures (MTBF): 40,000+ operational hours for core equipment.
- Service Response Time: 90 percent of service tickets resolved within 24 hours.



Comparison of uptime performance benchmarks.

Reliability Enhancements in 2025:

- Expanded remote diagnostics capabilities to resolve issues faster.
- Strategic stocking of critical components to prevent downtime during supply chain disruptions.
- Predictive analytics integration across manufacturing lines to detect early signs of wear.

Employee Well-being and Safety Culture

Safety at Spike is more than compliance. It is about fostering a culture of awareness, ownership, safety, and support for all of our team members.

Well-being highlights:

- 100 percent of employees completed annual safety training.
- Employee wellness program expanded to include mental health support.
- Increased focus on second-chance employment programs, providing training and safe work opportunities for all employees.
- Company sponsored personal betterment and financial literacy programs

Forward-Looking Goals

As we look ahead, Spike is setting ambitious goals to advance both safety and reliability:

Safety Goals (2026–2028)

- Reduce LTIFR to below 0.5 through enhanced prevention programs.
- Achieve a recordable incident rate 50 percent lower than industry benchmarks.
- Expand digital safety tracking to achieve real-time reporting across all facilities.

Reliability Goals (2026–2028)

- Maintain customer uptime guarantee of 99.99 percent.
- Integrate full IoT-based monitoring for all critical systems.
- Further reduce mean time to repair (MTTR) by 20 percent.

Conclusion

Spike's leadership in safety and reliability reflects more than numbers; it represents our responsibility to employees, customers, and communities. With strong performance, proactive culture, and forward-focused goals, we are committed to setting the standard for safety and reliability in electrical manufacturing.

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