

SAFETY LEADER CTA

DECEMBER 2021



LET'S GET YOU TAKEN CARE OF®

DECEMBER 2021 ACTION ITEMS

DUE JANUARY 1

- DEC 2021 CTA Acknowledgement survey



SURVEY

Do only the Safety Focus listed below that pertains to your location:

- DEC 2021 **Store** Safety Quality Focus
- DEC 2021 **Facilities** Safety Focus
- DEC 2021 **DC** Safety Focus



INJURY TRENDS | OUR PEOPLE

June vs. November 2021-Best Practice Related Injuries



TIRE BAR

JUN 20 NOV 30
↑



CLEARING LIFT

JUN 14 NOV 9
↓



BALANCER LIFT

JUN 12 NOV 21
↑



GRABBING SOCKET

JUN 10 NOV 6
↓

The Best Practices are our first line of defense against employee injuries. As you can see above, we have improved in 2 of the 4 categories but declined significantly in tire bar injuries and balancer lift related injuries. In the chart to the right is your region's Total Recordable Incident Rate, or TRIR, through November 2021. Remember, a lower number is better. Focusing on BP execution through training, observing, and coaching is the key to improving your TRIR.

TRIR		
Region	2020	2021
AZP	11.98	13.48
CAL	9.13	8.49
CAN	7.52	9.88
CAS	9.56	8.48
NCC	8.1	9.57
COD	10.83	13.6
DTD	7.33	7.76
FLO	9.49	9.27
GAA	9.4	11.74
ILC	11.01	10.25
INI	13.25	16.7
KSK	9.24	8.41
MIA	9.64	7.77

TRIR		
Region	2020	2021
MNM	12.3	5.8
NVL	5.51	9.27
NMA	9.3	7.5
OKO	10.82	8.16
MOS	16.9	14.75
TNN	10.98	12.05
TXD	9.33	8.96
TXH	8.41	6.99
TXS	10.72	10.45
UTS	8.29	6.16
VAB	13.34	14.48
WAS	9.12	9.96

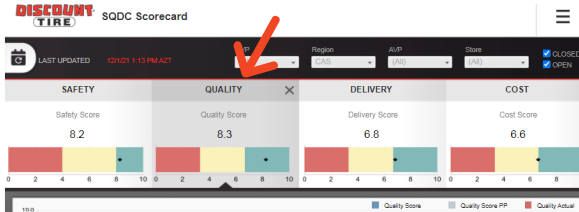


VEHICLE DAMAGE TRENDS | OUR CUSTOMERS

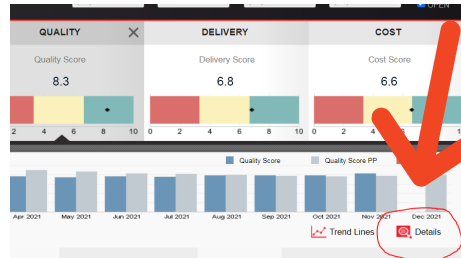
REVIEW THE VEHICLE DAMAGE CLAIMS AT YOUR STORE

Did you know you can see the vehicle damage claims that have happened at your store on the SQDC scorecard?

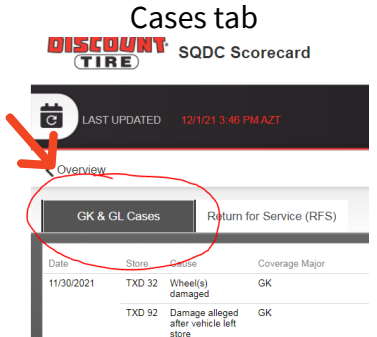
Step 1: Click on the Quality tab



Step 2: Click on the Details button



Step 3: Click on the GK/GL



TAKE ACTION NOW!

Review your GK/GL claims with your team in a morning huddle and talk about what you will do to prevent future incidents



SAFETY LEADER SPOTLIGHT | OUR CULTURE

Did You Check Before Lifting/Lowering a Vehicle?

Last month's feedback questions were "What prevents our people from properly clearing vehicles before lifting or lowering?" "What will you do to make sure this gets done every time?" Here are a few responses from Safety Leaders:

The only thing preventing our people from properly clearing a vehicle before lifting/lowering is accountability from us. We can make this a non-issue by having the right conversations and following the Best Practices as they have been laid out.

-TNK02

Communication is the biggest factor in vehicles properly clearing before lifting and lowering. The service coordinators will make sure to listen for and correct that behavior as needed.

- TXH43

There is no "valid" reason for NOT clearing a vehicle before lifting or lowering. However, getting in hurry putting speed over quality & safety can lead to our team doing something like this. I will lead by example when I am in the backroom - hold myself and others accountable for making sure this gets done.

- OK002

One thing that we noticed that prevents our team from clearing the vehicle while lowering/lifting is being in a hurry. We must understand that we are never too busy to skip best practices. As a team we must hold everyone responsible and accountable when it comes to best practices.

- COS04

What I think typically gets in the way of clearing bays is getting into a faster pace when it is busy. I've noticed when it gets busier, our people start getting into a faster pace and ignore this step. Our focus as mentors needs to be safety, and ensure our guys are being safe so nobody gets hurt.

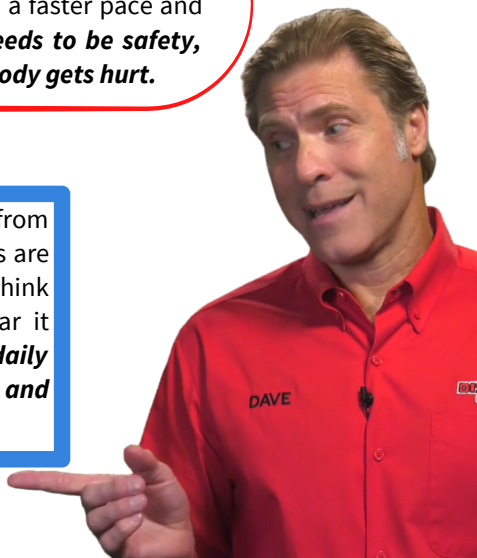
- NMH01

Our guys lower hundreds of cars each week without issues. I think it gets to a point where they get too comfortable for their own good. I will coach and train our guys on they why's to the what we do what we do.

- AZP33

The biggest thing which prevents employees from clearing vehicles properly is rushing. Employees are trying to go as fast as possible and do not think about what could happen if they do not clear it properly and someone is still working. I work daily with my staff to remind them of best practices and the importance of working safely.

- ILC04



CONTEST WINNERS – November



Safety & Quality Focused Video Contest

Zachariah Brown
ILR 01- Rockford, IL

Don't forget to scan and watch this month!

\$500 PRIZE

Close Call



Paul Church
WAS Region - WAS 12 - 11/01/21

Brad Edwards
CAN Region - CAN 11 - 11/08/21

Oz Palomino
CAN Region - CAN 33 - 11/15/21

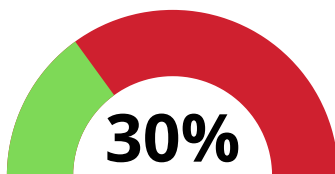
Joseph Olson
CAN Region - CAN 37 - 11/22/21

Axel Rodriguez
CAN Region - CAN 18 - 11/29/21

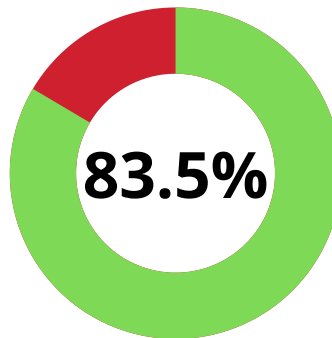
Don't forget: When you report a Close Call, you are automatically entered to win a \$50 gift card!

Raising the Vehicle & Moving Vehicles Observation Results

Raising the Vehicle



Performed all 5 steps correctly

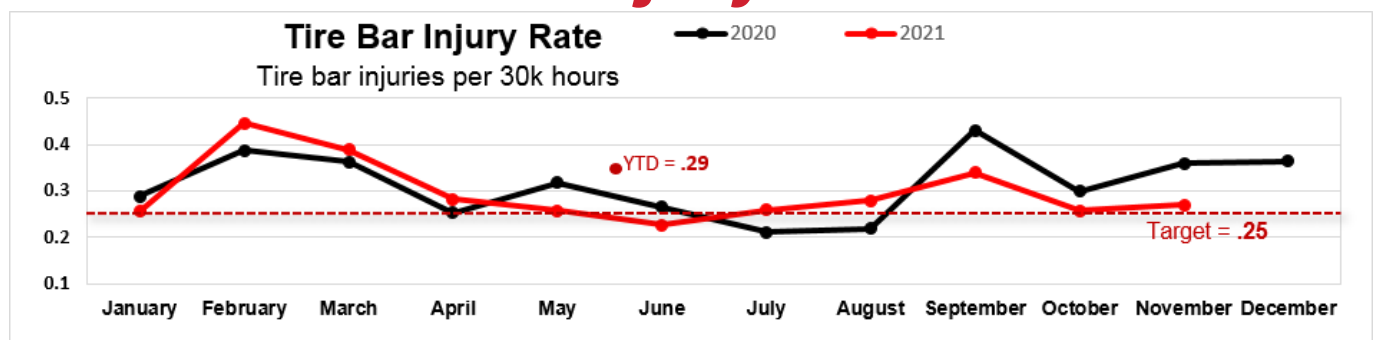


Moving Vehicles



83.5% of the time, the area in front of and behind the vehicle was cleared.

Tire Bar Injury Results



SAFETY ENGAGEMENT Through December 1st 2021

