

# SAFETY QUALITY FOCUS

JULY 2021



LET'S GET YOU TAKEN CARE OF®

## STORES

Working safely requires a commitment from every member of your team to hold themselves and each other accountable to execute Our Best Practices every time, without exception. To make this easier, we've split up the monthly safety action items by AOR to ensure your store leadership is directly involved in creating a safe work environment.

If your location does not have one of these AORs, please choose a substitute.

Instructions on working through the AORs to complete this Safety Quality Focus are listed below.



## INSTRUCTIONS

In the following pages, you will see an AOR icon that corresponds to the section for that AOR. We have set aside actions for the different AORs to complete in this communication. ➤



- 1** Print out this Focus, delegate, and **manage to completion**.
- 2** Each section has action items to help you and your team completed this Safety Focus. **Review each section carefully.**
- 3** Each AOR will need to complete action items for their sections. Responses will need to be **entered into the survey link at the end of this document.**
- 4** Once all the action items are completed, have a group discussion about your findings and **answer your feedback questions as a team.**

## FEEDBACK ON THIS MONTH'S TOPIC

All feedback must be submitted through the Safety Feedback Portal.

**Safety Leader:** Show your people where to go and how to leave safety feedback.

You will find the feedback questions at the end of this Safety Focus.

**CONTINUE TO PAGE 2 ➤**



## REMOVING THE ASSEMBLY OBSERVATION

In the month of June alone, there were 10 hand injuries when removing the assembly. Execution of our Best Practices is crucial to ensure the safety of Our People. Focus on the three items highlighted in red as these procedures, when not executed correctly, have the potential for cause employee injury.

Again, remind your people to properly follow the “Removing the Assembly” Best Practice, to not touch the socket/shaft on the impact gun, and to maintain hands away from the spokes at all times.

Remember to coach your people through the observation and praise them when they perform safely.



**Print:**

[Observe and Coach Removing the Assembly](#)

### Observe and Coach:

Each observation sheet has three identical checklists. Try to observe everyone at your location at least once this month on all steps in the process. Write the name of the employee being observed to the left of the checklist to keep track of who has already been observed.

- Observe each employee on all steps. Steps outlined in red are where injuries commonly occur
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed

Once you have completed each observation, tally up all the “Safe” items and write them on the Safe Score box to the right.

**OBSERVE AND COACH REMOVING THE ASSEMBLY** SAFETY

High risk of employee injury, if not done correctly

	SAFE	AT RISK
Gathers all necessary tools for removal and places them at the Assembly		
<b>Does not remove anything until the vehicle is lifted and checked for stability</b>		
Removes any wheel covers and checks for wheel locks; if found, removes locks first		
<b>Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning</b>		
<b>Removes wheel from the hub using proper body mechanics, lifts by tread, not by spokes and does not put feelings beneath the vehicle</b>		
Buff's hub, wheel mounting pad, and wheel pilot hole		
Inspects all lugs after removal		
Inspects studs		
Inspects lug seat of wheel		
Performs off the vehicle inspection		
Returns all tools to the tool stand after removal is complete		

Employee being observed: \_\_\_\_\_

Tally up all "Safe" processes and record the score below:

**SAFE SCORE** /11

	SAFE	AT RISK
Gathers all necessary tools for removal and places them at the Assembly		
<b>Does not remove anything until the vehicle is lifted and checked for stability</b>		
Removes any wheel covers and checks for wheel locks; if found, removes locks first		
<b>Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning</b>		
<b>Removes wheel from the hub using proper body mechanics, lifts by tread, not by spokes and does not put feelings beneath the vehicle</b>		
Buff's hub, wheel mounting pad, and wheel pilot hole		
Inspects all lugs after removal		
Inspects studs		
Inspects lug seat of wheel		
Performs off the vehicle inspection		
Returns all tools to the tool stand after removal is complete		

Employee being observed: \_\_\_\_\_

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Buff's hub, wheel mounting pad, and wheel pilot hole		
Inspects all lugs after removal		
Inspects studs		
Inspects lug seat of wheel		
Performs off the vehicle inspection		
Returns all tools to the tool stand after removal is complete		

Employee being observed: \_\_\_\_\_

Tally up all "Safe" processes and record the score below:

**SAFE SCORE** /11

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# MARKETING



**SAFETY & QUALITY  
FOCUSED**

## SAFETY & QUALITY FOCUSED | July 2021

You have 3 action items; follow the instructions below to complete.

- 1** Remind all your people to watch the SQF video and take the short assessment. This video is for **EVERYONE** from Service Tech to Store Manager.

### Jacks vs Lifts

(Best Practices, Safety & Injury Awareness)



**Safety & Quality  
Focused**



Scan to enter the voluntary contest for a chance to win!

- 2** Remind all managers to watch the MF video and take the short assessment. This video is for **MANAGERS ONLY** (Assistants, Seniors, and Store Managers).

### Mentorship Refresher

(Tips from Store Managers)



**Manager Focused**



Scan to enter the voluntary contest for a chance to win!

- 3** Hang up all July materials as soon as they arrive. If you are missing your materials or need new plastic poster frames, scan this green QR code to order replacement materials.

**Poster & Frame  
Order Form**



Large poster



Managers Mini Poster



Service Area Mini  
Poster

**SCAN, WATCH, WIN!**



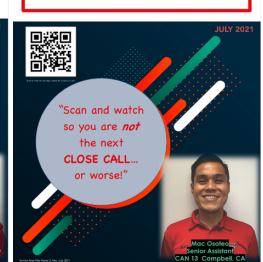
Service Area Mini  
Poster

**SCAN, WATCH, WIN!**



Service Area Mini  
Poster

**SCAN, WATCH, WIN!**



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# WORKFLOW



**SAFETY & QUALITY  
FOCUSED**

## LOWERING THE VEHICLE OBSERVATIONS

In the month of June, we saw an increase in injuries related to vehicle being raised or lowered while an employee's feet or hands were in the way. As you know, preventing these types of injuries is as simple as following Best Practices for raising and lowering. **If an employee is raising or lowering a vehicle without clearing it first, they are putting Our People at risk of being injured, and that is unacceptable.** Don't let this bad behavior become the norm at your store. Stop your people and coach them. When you see them doing it right, praise them.



Remember to coach your people through the observation and praise your people when they perform safely.



**Print:**

[Observe and Coach Lowering the Vehicle](#)

### Observe and Coach:

Each observation sheet has three identical checklists. Try to observe everyone at your location at least once this month on all steps in the process. Write the name of the employee being observed to the left of the checklist to keep track of who has already been observed.

- Observe each employee on all steps. Steps outlined in red are where injuries commonly occur
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed

Once you have completed each observation, tally up all the "Safe" items and write them on the Safe Score box to the right.

**OBSERVE AND COACH LOWERING THE VEHICLE** **SAFETY**

— High risk of employee injury, if not done correctly

	SAFE	AT RISK
Walks around vehicle to ensure area is clear of tools or obstructions.		
Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.		
Announces car is "coming down halfway in bay" and receives acknowledgment from another Service Tech.		
Lowers the vehicle until the tires touch the ground.		
Confirms each assembly has been torqued.		
Announces car is "coming down all the way in bay" and waits for acknowledgment from another Service Tech, and lowers the vehicle completely.		
Returns the lift blocks and/or jacks to storage and cleans up the floor around the lift.		

Tally up all "Safe" processes and record the score below:

**SAFE SCORE**  
/7

	SAFE	AT RISK
Walks around vehicle to ensure area is clear of tools or obstructions.		
Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.		
Announces car is "coming down halfway in bay" and receives acknowledgment from another Service Tech.		
Lowers the vehicle until the tires touch the ground.		
Confirms each assembly has been torqued.		
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**SAFE SCORE**  
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Returns the lift blocks and/or jacks to storage and cleans up the floor around the lift.		

Tally up all "Safe" processes and record the score below:

**SAFE SCORE**  
/7

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SIMPLIFY | SET IN ORDER | SHINE | STANDARDIZE | SUSTAIN



**SAFETY & QUALITY  
FOCUSED**

# FIRE EXTINGUISHER INSPECTION

Monthly fire extinguisher inspections are required by OSHA to ensure your extinguishers are in good working order in the event of a fire.

Inspect every fire extinguisher at your location this month using the checklist below.

For issues with a fire extinguisher, contact your regional maintenance for assistance



Need a new or replacement sign, order from the Order Safety Materials link



## Fire Extinguisher Checklist

	1	2	3	4	5	6	7	8	9	10
Inspection tag is attached										
Inspection date is within 1 year										
Pressure gauge is in the green										
Fire extinguisher is not blocked or obstructed										
Fire extinguisher is easily accessible and visible										
Fire extinguisher has a fire extinguisher sign above it										
Back of tag initialed and dated for the current month and year										

## Monthly Fire Extinguisher Inspections Cannot be Skipped

The Fire Extinguisher Checklist above is not only for you to inspect your fire extinguishers so they work in an emergency situation but it used as a compliance piece when OSHA requires additional documentation from an inspection. Without it, large fines will be assessed.

### 1. Visually check your fire extinguishers using the checklist above

According to OSHA, portable fire extinguishers shall be visually inspected monthly

### 2. Date and initial the back of the tag to log the monthly visual inspection

### 3. Put in a service request to your regional maintenance

If your fire extinguishers are not in compliance with the requirements on the inspection checklist



**Remember:** its better to be prepared and have all fire extinguishers properly inspected rather than to find out they are not ready when they are needed



## Tire Bar Tape



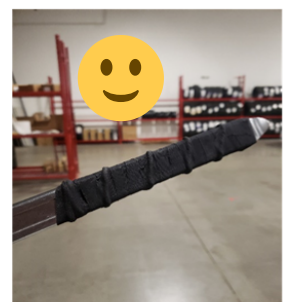
Inspect all tire bars for worn or damaged tape



Replace worn or damaged tape



**!!DO NOT CUT THE OLD TAPE OFF!!  
UNWRAP AND RE-WRAP**



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# SENIOR



## SAFETY & QUALITY FOCUSED

# HEAT STRESS PREVENTION

Review the  
**HEAT STRESS SAFETY AWARENESS**  
information and share with your people



## Heat Stress Safety Awareness



There have been **7 heat-related illnesses** in 2021. Most of them have occurred while employees were doing inventory or during air checks. The diagnosis of these heat-related illnesses was severe dehydration.

We must continue to ensure our people are being safe when working in the heat. Taking the necessary steps to prevent a heat-related illness is crucial. Physical activity and high heat can be dangerous and cause overheating of the body as well as dehydration.

## Water Bottles

Beginning July 7th, stores will be receiving Discount Tire water bottles. Once received please:

- ✓ **Distribute water bottles to your people**
- ✓ **Have your people write their name on their water bottle**
- ✓ **Fill Up & Drink Up**



## Are you Hydrated or Dehydrated?

It can be a little weird and uncomfortable to think of a urine chart when discussing hydration but this is the quickest way to assess whether you are hydrated or not.

- Take the time to discuss the content of the "Are You Hydrated" poster with your people
- Encourage you people to self-assess their hydration throughout the day



## FEEDBACK ON THIS MONTH'S TOPIC

## SURVEY ENTER RESPONSES HERE

1. What is something you can do differently to educate your people on the importance of executing all Best Practices everytime?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

