

SAFETY QUALITY FOCUS

MAY 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.

Prevent Heat-Related Illnesses Know the signs and act



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 ➤



MANAGER



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LOWERING THE VEHICLE OBSERVATION

Since the beginning of 2020, there have been **29** serious injuries related to lowering the vehicle, with an average cost of **\$2708** per incident. Nearly all of these injuries involved the vehicle being lowered onto an employee's foot because it was not properly cleared prior to lowering. Use the observation this month to coach your people on the importance of clearing the vehicle before lowering and not putting feet under the assembly.



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 7 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 7 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 (see example below).

NEW Observation Sheet

Click the link on the left to PRINT

OBSERVE AND COACH LOWERING THE VEHICLE		SAFETY	
<p><small>= High risk of employee injury, if not done correctly</small></p> <p><small>Tally up all "Safe" processes and record the score below:</small></p> <p>SAFE SCORE /7</p>			
Employee being observed:	Walks around vehicle to ensure area is clear of tools or obstructions.	SAFE	AT RISK
	Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.	SAFE	AT RISK
	Announces car is "coming down halfway in bay ___" and receives acknowledgement from another Service Tech.	SAFE	AT RISK
	Lowers the vehicle until the tires touch the ground.	SAFE	AT RISK
	Confirms each assembly has been torqued.	SAFE	AT RISK
	Announces car is "coming down all the way in bay ___" and waits for acknowledgement from another Service Tech, and lowers the vehicle completely.	SAFE	AT RISK
	Returns the lift blocks and/or jacks to storage and cleans up the floor around the lift.	SAFE	AT RISK

OBSERVE AND COACH LOWERING THE VEHICLE		SAFETY	
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	Lowers the vehicle until the tires touch the ground.	SAFE	AT RISK
	Confirms each assembly has been torqued.	SAFE	AT RISK
	Announces car is "coming down all the way in bay ___" and waits for acknowledgement from another Service Tech, and lowers the vehicle completely.	SAFE	AT RISK
	Returns the lift blocks and/or jacks to storage and cleans up the floor around the lift.	SAFE	AT RISK

OBSERVE AND COACH LOWERING THE VEHICLE		SAFETY	
<p><small>= High risk of employee injury, if not done correctly</small></p> <p><small>Tally up all "Safe" processes and record the score below:</small></p> <p>SAFE SCORE 6/7</p>			
Employee being observed: Dwight Schrute	Walks around vehicle to ensure area is clear of tools or obstructions.	SAFE	AT RISK
	Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.	SAFE	AT RISK
	Announces car is "coming down halfway in bay ___" and receives acknowledgement from another Service Tech.	SAFE	AT RISK
	Lowers the vehicle until the tires touch the ground.	SAFE	AT RISK
	Confirms each assembly has been torqued.	SAFE	AT RISK
	Announces car is "coming down all the way in bay ___" and waits for acknowledgement from another Service Tech, and lowers the vehicle completely.	SAFE	AT RISK
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CONTINUE TO PAGE 3 >



HEAT-RELATED ILLNESS PREVENTION AND AWARENESS

Review and Share:

Review and share the information on this page with your people to learn about the warning signs and actions to follow if a heat illness should occur in your store/location.

- Ensure your people know the signs and actions to take when a heat-related illness occurs
- Check the weather daily and make it a habit to share with your team
- Maintain a fully stocked fridge or cooler with water at all times
- Review the safety posters listed below

Order:

Order your posters through **DTPrints**
(available to order on 5/4)

***NOTE:** they come in a package of 3 posters

- (NEW) Are You Hydrated poster
- (NEW) Energy Drinks vs Water poster

Order cooling towels for your people through **EZGarage**

- article # 91048



Display Your Posters:

- **Are You Hydrated** posters - display one poster in each restroom (both customer & employee restrooms)
- **Energy Drinks vs Water** posters - display posters in high traffic areas



CONTINUE TO PAGE 4 >



MARKETING



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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.

Hand Injuries

(Best Practices, Safety, Injury & Damage 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).

Secrets for Success

(and Tips from Store Managers)



Manager Focused



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

3 Hang up all May 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.

Large poster



Managers Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster

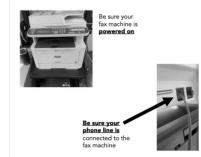


Poster & Frame Order Form



Please make sure your fax machine is operational

Faxes are sent every week with more opportunities for you and your people to Scan, Watch & Win! Don't miss out!



CONTINUE TO PAGE 5 >



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										

BLOCKED AISLES

Some of the most common violations found by OSHA have been blocked aisles or exits. This could lead to preventing access to exits in the event of an emergency. Aisles and passageways should be kept clear with no obstructions that could potentially create a hazard.



Please check that:

- All aisles and passageways are clear and have sufficient clearance (meet the 28 inch width requirement)
- Tires are not blocking the aisles
- All exits are unlocked and can be open from the inside
- All exit access must be at least 28 inches wide

ELECTRICAL SAFETY

Hazards related to electricity are often quite different than other types of workplace dangers. Electrical hazards are not something that you should be fixing on your own, which is why it is critical you contact your regional maintenance department for any electrical repairs. **DO NOT attempt to do the work yourself.**

Below are some electrical safety tips:

- **De-energize equipment/tools and use lockout/tagout procedures.**
Lockout/tagout and submit a work order to your regional maintenance team
- **Ensure safe use of electrical equipment.** Unplug cords from the plug rather than the cord, inspect for frayed/damaged cords, do not use extension cords for permanent fixtures
- **Check proper barriers around electrical hazards.** Electrical panels should always be closed and free of any obstructions, must have at least 36 inches of clearance

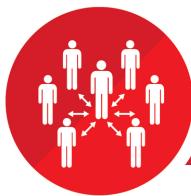
1 Go to the Store Inspection and print out the electrical checklist (page 14 of the [Store Inspection](#))

ELECTRICAL		Caution:		
		Do not attempt to repair any damaged electrical equipment. Contact maintenance for all electrical repairs needed.		
		Safe	All Risk	Description
All electrical outlets and extension hoses are secured and in good condition (no cracking, wear, or damage)				N/A
Circuit breakers are present on all grounded plugs				
Extension cords are not being used permanently				
Cords do not have any damage, exposed wiring or insulation				
All service area lights are working properly				
Portable tool cords are not damaged				
Electrical breaker panels and service disconnects have covers and are not damaged or incomplete				
All emergency lights are working and not damaged				
Electric garage door controls are constant pressure type (require user to hold down button to open door and release to close door if it is obstructed)				
Battery charging stations are off the ground				

2 Walk through your store marking "safe" or "at risk" for each of the items listed

3 If you need electrical repairs, submit a work order to your regional maintenance department

CONTINUE TO PAGE 6 >



TIRE BAR GRIP IMPROVEMENT

A while back, one of our wonderful Safety Leaders introduced us to the idea of using hockey tape to improve grip on the tire bar. Over the last few months, we tested several brands of tape in several of our stores across the country and came back with some pretty great results.

This month, you will receive 5 rolls of black hockey tape to use to wrap your tire bars. Our goal is to prevent injuries that occur when grip is lost on the tire bar. After your initial shipment of 5 rolls of tape, you will be able to re-order this product on EZ-Garage.

We have also created a tire bar injury rate that we'll be tracking and sharing with you every month to see if the tape is making a positive impact. As you can see, we had 2.76 tire bar injuries for every 200,000 hours worked in March 2021.



DID YOU KNOW?

In 2020, 91% of tire bar injury descriptions contained some variation of the words "lost grip" or "slipped." As you already know, when you lose grip on the tire bar, it can cause serious injuries, like facial lacerations, concussions, and chipped teeth.

2020 Tire Bar Injury Summary

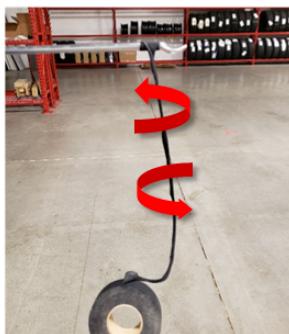
TOTAL # OF EMPLOYEES INJURED	331
% OF INJURIES THAT OCCURRED WHILE DISMOUNTING	89%
LOST DAYS	200
LIGHT DUTY DAYS	583
TOTAL DIRECT COST	\$287,008



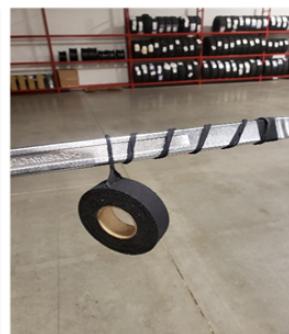
Preferred Method for Wrapping the Tire Bar (the hockey stick grip method)



Step 1: Start on the end of the tire bar that is designed to change motorcycle tires and wrap the tape around 1 or 2 times



Step 2: Pull the roll of tape so you have about an 8-inch portion and wind the tape up into a small tight rope.



Step 3: Wind the tape rope around the bar to give yourself enough space for a nice gripping surface



Step 4: Wrap the tape back up the bar covering the tape rope.

FEEDBACK ON THIS MONTH'S TOPIC

1. Make a plan with your team on how you will prevent heat-related illnesses during the summer months. What other resources or processes do you and your team utilize to prevent heat illness?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

SURVEY ENTER RESPONSES HERE

