

SAFETY LEADER CTA

SEPTEMBER 2021



LET'S GET YOU TAKEN CARE OF®

SEPTEMBER 2021 ACTION ITEMS

DUE OCTOBER 2

- SEP 2021 CTA Acknowledgement survey



SURVEY

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

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



INJURY TRENDS | OUR PEOPLE

Doctor/Urgent Care and ER Visits

Doctor/Urgent Care/ER Visits Per 30k Hours Worked			
Region	Visits Per Week (6 Week Average)	Region	Visits Per Week (6 Week Average)
AZP	2.96	MOS	3.17
CAL	1.43	NCC	1.90
CAN	2.41	NMA	1.33
CAS	1.83	NVL	3.48
COD	2.33	OKO	1.87
DTD	0.00	TNN	2.04
FLJ	2.71	TXD	1.47
GAA	3.14	TXH	1.67
ILC	2.50	TXS	2.31
INI	2.47	UTS	2.07
KSK	2.28	VAR	3.10
MIA	1.51	WAS	0.50
MNM	2.09		

When one of Our People is injured and has to leave the store for medical treatment, it negatively impacts everyone and everything. Check out your 6 week average rate for number of Doctor/Urgent Care or ER Visits per week.

As you are well aware, following our Best Practices is the first line of defense we have against accidents and injuries.

All employees are responsible for stopping immediately anyone who they see or hear about not following a Critical to Safety or Critical to Quality procedure or acting in a manner that would jeopardize the safety of our people or customers.

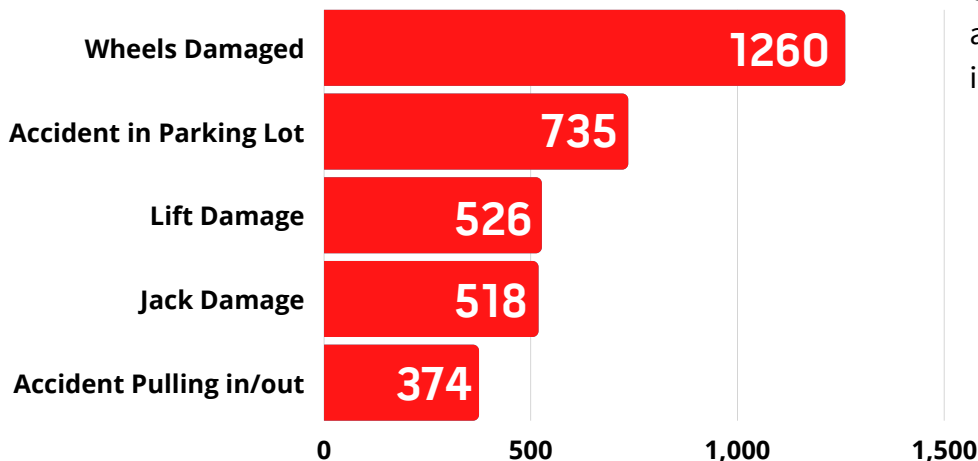
Everyone Deserves to Go Home Everyday Uninjured!



VEHICLE DAMAGE TRENDS | OUR CUSTOMERS

2021 Top 5 Vehicle Damage Claims

2021 NUMBER OF CLAIMS



Below, we've listed one key action to focus on for each of the top 5 claims. Use these as a starting point to identify areas for improvement.

Claim Type	Action
Wheel Damage	Use adjustment knob on changer everytime
Accident in Parking Lot	Walk around every car before getting in
Lift Damage	Look under every vehicle before lifting
Jack Damage	Look under every vehicle before lifting
Accident Pulling in/out of Bays	Slow Down!



SAFETY LEADER SPOTLIGHT | OUR CULTURE

Making a Plan to Prevent Tire Bar Injuries

Last month's feedback question was "Tell us how you plan to reduce tire bar injuries and what will you and your team will do differently to ensure that happens?"

Here are a few responses from Safety Leaders:

I have watched each Tire Tech and they all have used the bar properly. Each changer only has one bar so two bars are not an option, the only other additional tool available is the robo arm. I did like the Tire Bar video because it had some good tips especially the part about using a closed fist around the bead area. The video also showed how to use the manual bead roller and duck head roller.

- TXD48

Our plan to reduce tire bar injuries is to make sure that all tire bars before every shift are properly taped, and constant on the spot coaching and correcting when improper body mechanics are used when dismantling tires. To ensure that this happens, we will have a daily discussion during the morning huddle until this practice becomes habit.

- SCC05

To reduce tire bar injuries I will have my 5S Manager inspect tire bars weekly for damage or tape missing. I will also look for coaching opportunities when in the back room and stress them importance of using the bar correctly.

- TXD91

To reduce safety bar injuries it all comes down to just watching your people. It should be everyone's responsibility to watch out for each other so no one gets hurt. Make sure we are changing the tape bar tape more often and just help one another.

- AZP38

Doing the tire bar observation with my two techs this morning really opened our eyes to how unsafe we were being. The 1st two observations with my techs I was able to coach to the proper way of dismantling a tire and we were able to correct the issue and they started doing it correctly and it was awesome to see. There is a reason why we need to do it the proper way. They understand that now after I coached them in the moment and now we are able to praise our accomplishments for working more safely and efficiently.

- ALB01

To reduce tire bar injuries I am observing techs dismantling and mounting tires at least once in morning and afternoon daily to make sure everyone is using the tire bar correctly. My team watched the video and knows how to use the bar correctly when changing a tire, so now it is just a matter of holding themselves and each other accountable. My team will make sure they are standing at the 6 o'clock position when mounting or dismantling and make sure to use a close grip when using the bar.

- OHD03

Our plan is to make sure we keep all of our tire bars taped, and have daily inspections on our tire bars so we make sure they are safe to use. Every single tech has been trained on how to use the tire bars correctly and our work flow manager and 5's manager will ensure they keep an eye on our guys making sure they are using correct procedures and will coach in the moment when they see something that is a danger to them.

- TXE02



CONTEST WINNERS – August



Safety & Quality Focused Video Contest

Jack Morin
COD 25- Lone Tree, CO

Don't forget to scan and watch this month!

\$500 PRIZE

Close Call



Jesus Barajas
CAN Region - CAN 16 - 08/02/21

Edrick Calvert
CAN Region - CAN 11 - 08/09/21

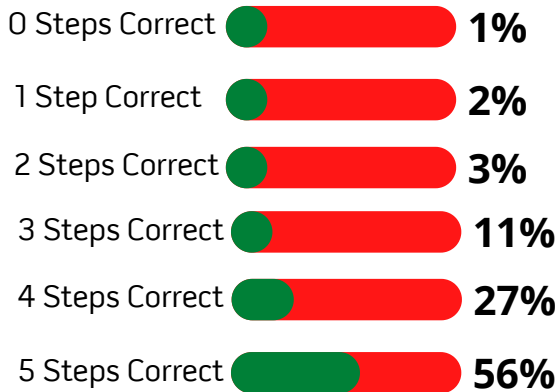
Jesus Barajas
CAN Region - CAN 16 - 08/16/21

Jareth Walters
CAN Region - CAN 53 - 08/23/21

Ryan Hover
CAN Region - CAN 24 - 08/30/21

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

Tire Bar Observation Results

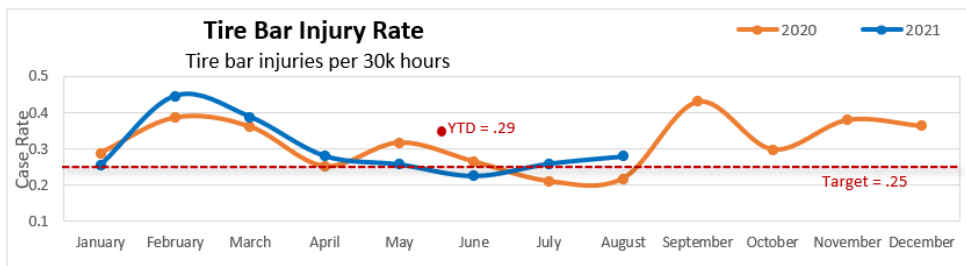


In August, you completed tire bar observations with your team. **Our People performed all 5 steps correctly only 56% of the time.** That leaves us with a huge opportunity to continue observing and coaching Our People to safely handle the tire bar. Every time it's done incorrectly, the employee puts themselves and others at risk for injury.



Tire Bar Injury Results

Tire Bar Injuries increased in August 2021 Compared to 2020



Tire bar injuries continue to increase compared to 2020. Tire bar tape was not present on the bar or in poor condition in nearly half of all the tire bar injuries that occurred this month. Make sure your bars are taped!!!

SAFETY ENGAGEMENT Through September 2nd 2021

