

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF®

APRIL 2022

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 have split up the monthly Safety Action Items by AOR to ensure your store leadership is directly involved in creating a safe work environment.

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



WORKPLACE CLEANLINESS IS KEY

Occupational hazards (anything in the workplace that can cause harm) are much more common in a cluttered, dirty, and unorganized environment. The hazard(s) can easily go unnoticed and lead to serious injuries. Here a few examples that we see on pretty much a daily basis:

- Tripping over loose objects on floors, stairs, and platforms
- Being hit by falling objects
- Slipping on greasy, wet, or dirty surfaces
- Striking against projecting, poorly stacked items or misplaced materials

Managers, this month we are asking you to focus on your store's general cleanliness. As a team, we need to always have a 360 awareness of our store environment to avoid these unnecessary injuries. Below is a checklist to help ensure that your cleaning initiative is easy, actionable, and highly adaptable. Work through your people to get it done.

- Determine basic areas to clean/organize
 - Floors - keep free of debris/trash, sweep regularly
 - Exit doors – ensure nothing is blocking the exit doorway
 - Aisles/passageways – maintain a clear walkway without any obstructions
 - Trash cans/recycle bins – empty trash before it is overflowing
- Set practical expectations and provide simple directions
- Lead by example
- Reinforce the reasons for keeping the workplace clean
 - For compliance
 - To reduce hazards and prevent injuries



CALL TO ACTION: Create a plan to maintain a clean and organized environment.

SAFETY FIRST

**KEEP THIS WORK AREA
CLEAN & TIDY
AT ALL TIMES**





MOVING VEHICLES OBSERVATION

Click here to open and print



OBSERVE AND COACH MOVING VEHICLES



Call to action: Complete as many observations as possible.

Bead breaker results from
March 2022



Observation Sheet

| OBSERVE AND COACH MOVING VEHICLES | |
|--|---|
| Vehicle comes to a complete stop before pulling in and honks twice. If present, employees are cleared from in front or behind the vehicle. If not, area is cleared before employees changing, balancing, or using the inflation cage. Vehicle ignites and is turned off before anyone enters the work area. This also applies to putting vehicles out. | |
| For each SAFE observation <ol style="list-style-type: none"> 1. Please your people for not standing or working in front of or behind a vehicle being pulled in or out. 2. Remind the employee about the benefits of not standing or working in front of or behind a vehicle being pulled in or out. Simply put, they are less likely to be struck and injured by a moving vehicle | For each AT RISK observation <ol style="list-style-type: none"> 1. Immediately stop the vehicle and clear the area in front of and behind the vehicle <ul style="list-style-type: none"> Coach the guide to make sure they know that no one is allowed in front of or behind a moving vehicle before being pulled in or out. Coach the driver to never pull a vehicle in or out, until the area in front of and behind the vehicle is clear and they have a guide. Coach employees to move out of the path of travel when they see a vehicle is being pulled in or out, and stay out of the way until the vehicle is turned off. |
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| <small>Page 1 of 1 ©2022 The Reinhardt Thomas Corporation Published on: 04/04/22 ver 1.0</small> | |

INSPECTION READINESS

Below is one section taken from the Store Inspection focusing on balancers.

- Balancer lift is attached and functional
- Balancer lift is clear of debris (under and around)
- Prep-N-Stick being used at balancer
- Wheel weight pliers are in good condition
- Orange wheel weight scraper is present
- Red dead blow hammer is in good conditions
- If equipped, heat gun must be the Milwaukee cordless tool
- Balancer (Critical to Safety) lift sticker is present
- Balancer sign (it's not ok if it's not ok) is present





SAFETY & QUALITY FOCUSED | April 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.

Balancing

(Best Practices, Safety and 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).

SQDC Quality

(Tips from Store Managers)



Manager Focused



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

3 Hang up all April 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



Manager's Mini Poster

Service Area Mini Poster

Service Area Mini Poster

Service Area Mini Poster

Poster & Frame Order Form





FIRE EXTINGUISHER INSPECTION

| Fire Extinguisher | 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 | | | | | | | | | | |



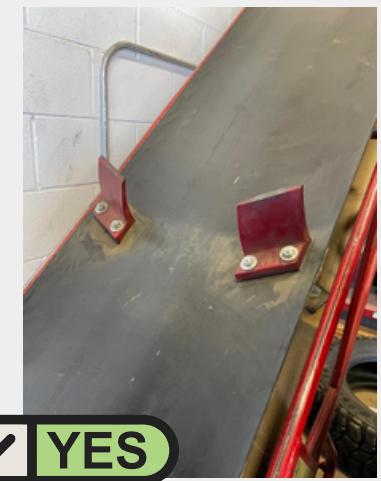
Call to action: Inspection must be completed monthly for fire extinguishers as this is an OSHA compliance item.

INSPECTION READINESS

Below is one part taken from the Store Inspection focusing on conveyors.

- All cleats are present and secured
- Emergency stop is working properly
- Both top and bottom controls are operational
- Conveyor is bolted to the ground
- Conveyor sticker "Do not ride or climb" is present

NO



YES



USING THE PROPER TOOLS

Below are the results from the Balancer Lift observations from last month. This shows that 80% of the time, our people were using balancer lifts rather than free lifting an assembly onto or off of the balancer.

Continue to share the results with your peers and discuss how this can help reduce back injuries (from lifting heavy assemblies) and hand injuries (from pinching or caught in between).



**Balancer lift
results from March
2022**

Service Techs & Safety Roles



Below are your responsibilities each month:

- Read through your section, which is posted on the 1st Monday of the month
- Complete the action item in your section
- Report to your Safety Leader (Senior Assistant) your findings or if you need further guidance

OBSERVE AND COACH

REMOVING LUG NUTS

This month's observation will be on removing lug nuts. When conducting your observations, remember to praise your peers for using proper hand placement.

If you jot down any AT RISK observations, make sure to coach your peers using the information listed on the observation sheet.

Click here to open and print



[OBSERVE AND COACH REMOVING LUG NUTS](#)



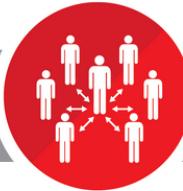
Call to action: Complete as many Observations as possible.



YES



NO



CRITICAL TO SAFETY BEST PRACTICE QUIZ

About 50% of all injury claims can be tied back to failure to execute a Best Practice. Best Practices call out specific “**Critical to Safety**” steps to emphasize their importance to ensure Safety and Quality and **MUST** be followed. **MUST** indicates a **MANDATORY** requirement; do it this way every time.

Quiz your team in a Morning Huddle. How well do you know these Critical to Safety Best Practices?

Use the information below to quiz your team on their BP knowledge. We picked out some of the Critical to Safety Best Practices that commonly lead to injuries or vehicle damage when not followed. This may seem oversimplified but use it as a quick refresher for your people.

**QUIZ**

| Best Practice | Question / Fill in the Blank / True or False | Answer |
|--|--|--|
| Air Check | Q: What must the customer do to their engine before you begin inspection or inflation during an air check? | A: Turn off their engine |
| Balancing | Q: The _____ must be used every time to lift the assembly on to and off of the balancer. | A: balancer lift |
| Changing Tires | Q: What should the air pressure be in a tire, prior to breaking the bead? | A: 0 psi |
| Changing Tires | Q: If you need to use your hand to press down on the sidewall during mounting, use a closed _____ rather than an open palm. | A: Fist |
| Installing/Removing the Assembly | Q: True or False - Legs and feet can be temporarily placed under a lifted vehicle while installing the assembly | A: FALSE! Employees are not permitted to enter the zone beneath a lifted vehicle |
| Raising & Lowering the Vehicle | Q: True or False - You must physically look around the vehicle before raising or lowering it to check for tools, debris, and your coworkers | A: TRUE! Never assume a vehicle is clear to raise or lower |
| Repairing the Injury | Q: A _____ and _____ must be worn before repairing the injury | A: Face shield and Gloves |
| Pulling Vehicles Into and Out of the Bay | Q: How many employees can safely be in front of or behind a running vehicle? | A: 0 employees |

New and Improved Thread Shaker - Available Soon

In the next couple of months, every store will be shipped a new thread shaker, equipped with a safety ring. The safety ring was designed by the manufacturer to prevent hand injuries, when the user misses hitting the head of the thread shaker. We'll send out a follow-up communication when these start shipping.



Best Practice Execution

While this quiz only covers a very small % of our Best Practices, it represents BPs that we often see skipped.

As a Safety Leader, you're responsible for holding Our People accountable to execute Best Practices. If you allow steps to be skipped, the risk for injury increases. Follow up on these BPs in the quiz throughout the month and make sure they are being done every time!

FEEDBACK ON THIS MONTH'S TOPIC

1. How well did your team do on the Best Practice Quiz?
2. What Best Practices do you struggle to execute on consistently and why?

SURVEY

[Enter responses here](#)