

# SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF®

FEBRUARY 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.

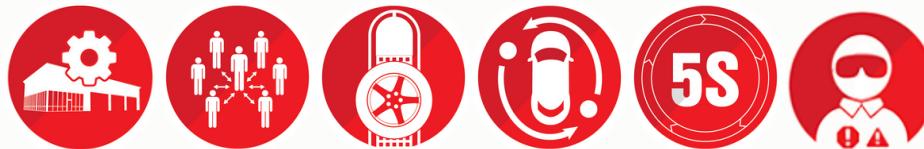
To make this easier, we have split up the monthly Safety Action Items by AOR to ensure your store leadership is directly involved in creating a safe work environment.

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

**OSHA Form 300A**  
**Posting Reminder**

## 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**



## STORE CLEANLINESS

### Have You Ever Heard The Saying "A clean workplace is a safe workplace?"

Keeping your store clean helps provide a safer working environment for your people, elevates your customers' experience and reduces the chances of an OSHA citation. If you look at your store, how well kept would you say it is?

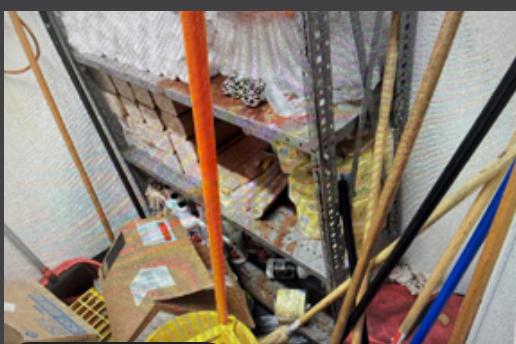
- Is your inventory organized and put away?
- Are your entrances and exits clearly marked and unobstructed?
- Are trash cans emptied regularly?
- Are your restrooms clean and well stocked?
- Are your floors clear of clutter and trip hazards?
- Is your breakroom a clean pleasant place your people go to relax and enjoy their break?



## OSHA COMPLIANCE

One of the areas that OSHA inspectors look at when visiting stores is the storage closet. The closet should be clean and organized. See OSHA standard below:

*29 CFR 1910.22(a)(1): The employer did not ensure that all places of employment, passageways, storerooms, service rooms, and walking-working surfaces are kept in a clean, orderly, and sanitary condition.*



**NO**



**YES**



**Call to action:** Plan out a daily checklist routine and share with your people. Tidy up as you go!

## BE IN THE KNOW

Review the Regulatory Agency Visit Guidelines and share with your people.

You and your Senior should also review the Regulatory Agency Visit Worksheet as this form should be filled out while you conduct your walkthrough with the inspector visiting your store.

You will find both of those files in the Safety Tools Library on the Safety Page.

## Safety Tools Library

### Forms and Manuals

Manuals  
[Regulatory Agency Visit Worksheet](#)  
[Store Inspection.pdf](#)  
[Regulatory Agency Visit Guidelines](#)



# RAISING THE VEHICLE OBSERVATION

## Observe and Coach - Raising the Vehicle

This month, you will be conducting the Observe and Coach - Raising the Vehicle. **This observation is focused on making sure Our People do not leave out the verbal commands as well as ensuring proper safety precautions.** Not having a verbal call out confirmed can end up with someone getting hurt. Not walking around the vehicle to ensure area is clear of tools or obstructions can lead to vehicle damage.

Click here to open and print



### OBSERVE AND COACH - RAISING THE VEHICLE

## Observation Sheet

OBSERVE AND COACH RAISING THE VEHICLE		SAFETY	
<p>→ High risk of employee injury, if not done</p> <p>Employee being observed:</p> <p>Please the lift or jack acknowledge acknowledgement of lifted vehicle position. Works around vehicle to ensure area is clear of tools or obstructions. Announces car is "Going up in here... and removes acknowledgement from greater Service Team why can see the other side of the vehicle. Raises the vehicle until all four being serviceable have been raised at minimum past the first locking point. Confirms the vehicle is secure and stable by gently pushing the rear tire.</p> <p>Employee being observed:</p> <p>Please the lift or jack acknowledge acknowledgement of lifted vehicle position. Works around vehicle to ensure area is clear of tools or obstructions. Announces car is "Going up in here... and removes acknowledgement from greater Service Team why can see the other side of the vehicle. Raises the vehicle until all four being serviceable have been raised at minimum past the first locking point. Confirms the vehicle is secure and stable by gently pushing the rear tire.</p> <p>Employee being observed:</p> <p>Please the lift or jack acknowledge acknowledgement of lifted vehicle position. Works around vehicle to ensure area is clear of tools or obstructions. Announces car is "Going up in here... and removes acknowledgement from greater Service Team why can see the other side of the vehicle. Raises the vehicle until all four being serviceable have been raised at minimum past the first locking point. Confirms the vehicle is secure and stable by gently pushing the rear tire.</p> <p>Employee being observed:</p> <p>Please the lift or jack acknowledge acknowledgement of lifted vehicle position. Works around vehicle to ensure area is clear of tools or obstructions. Announces car is "Going up in here... and removes acknowledgement from greater Service Team why can see the other side of the vehicle. Raises the vehicle until all four being serviceable have been raised at minimum past the first locking point. Confirms the vehicle is secure and stable by gently pushing the rear tire.</p>			
		Tally up all "Safe" processes and record the score below:	
		SAFE SCORE /5	

Provided by: Safety

Designed by: Safety

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Remember to wait on a verbal call out response or cleared vehicle by walking around



**Call to action:** Share this information with your people.

**CONTINUE TO PAGE 4 >**



# SAFETY & QUALITY FOCUSED | February 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.

### COVID-19 Prevention Best Practices

(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).

### COVID-19 Prevention Best Practices

(Tips from Store Managers)



**Manager Focused**



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

**3** Hang up all February 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

FEBRUARY 2022 | MANAGER'S MINI POSTER

These videos can be an incentive of you, if you have to do it remind ALL your people to wear & wash every mouth. Which we're going to win lots of the Month with the most views in February! - Give 100% appreciated!

This video is for **EVERYONE** (Service Techs, Seniors, Store Managers)

This video is for **MANAGERS** (Assistants, Seniors, Store Managers)

**SAFETY FOCUSED**

**SAFETY & QUALITY FOCUSED**

**COVID-19 Prevention Best Practices**

**Navigating the Pandemic**

Poster no. 01 February 2022

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Poster no. 02 February 2022

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Poster no. 03 February 2022

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Service Area Mini Poster

Because you care about your people

Your family, your friends, your coworkers, your customers...



Do your best to **PROTECT** them from getting COVID-19

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Service Area Mini Poster

PROTECT from getting the COVID-19 virus

YOURSELF YOUR FRIENDS & FAMILY YOUR COWORKERS YOUR CUSTOMERS

Get a COVID-19 vaccine Stay home if you are sick Complete a mask every day, necessarily after cooking in

Wash your hands frequently Cough or sneeze into your elbow Wear a mask, preferably a KN95 or N95

Maintain 6 feet distance No handshakes Avoid touching your eyes, nose, and mouth

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Poster no. 01 February 2022

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Poster no. 02 February 2022

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Poster no. 03 February 2022

Scan & Watch to learn how you can reduce the chances of passing or getting COVID-19.

Service Area Mini Poster

TOGETHER we can get through this...



If you see something, say something...

REMIND your coworkers to follow our Covid-19 prevention best practices to help STOP the spread!

**CONTINUE TO PAGE 5 >**



## 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 are two sections taken out from the Store Inspection. Carefully read through the descriptions provided and review the sample pictures of each.

### Repair Station

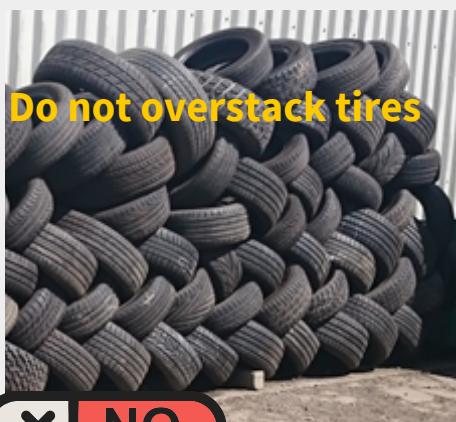
- Dunk tank water is changed regularly
- When raised, pinch point does not exist between the spider plate and cylinder nut

### Scrap Tire Room/Container

- Scrap tire room/container is swept regularly
- Scrap tires are not stored outside (contact scrap vendor for assistance)



**YES**



**NO**



**NO**



**YES**

**NEW**

# TECHNICIANS

## SAFETY QUALITY FOCUS

FEBRUARY 2022

**NEW**

## TALK TO YOUR PEERS

If you are a Service Tech that has done these observations, take the time to show a another tech how to conduct these observations.

**We do this together!**

**SAFETY FEEDBACK**

Select Feedback Type \*

- Safety/Quality Focus Feedback
- Question
- Comment/Concern (arrow pointing to this option)
- Close Call

**▶**

As a Service Tech you spend a lot of time in the Service Area. Identify some areas you think could use some improvement and share with your Safety Leader.

You can also share with your findings through the Safety Feedback portal on KC Safety Page.

### 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

**See something say something!**

**Let's identify safety hazards before they become an accident.**

## OBSERVE AND COACH

### Lowering the Vehicle

This month, you will be conducting the Observe and Coach - Lowering the Vehicle. **This observation is focused on making sure Our People do not leave out the "coming down in bay \_\_\_\_."** Not having a verbal call out confirmed or walking around the vehicle prior to lowering it can end up with someone getting hurt.

Click here to open and print



**OBSERVE AND COACH - LOWERING THE VEHICLE**

**OBSERVE AND COACH LOWERING THE VEHICLE**

High risk of employee injury, if not done correctly

Observation	Score
Conditions of surroundings have been checked off or verbal call out confirmed	1/7
Conditions of surroundings have been checked off or verbal call out confirmed	1/7
Conditions of surroundings have been checked off or verbal call out confirmed	1/7

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Remember to wait on a verbal call out response or cleared vehicle by walking around



# YOUR OSHA 300A FORM

Seniors, your OSHA 300A form was sent to your store email on **February 1st**. This is the first round of OSHA 300A forms that were sent out.

**A second email will be sent out on *February 10th*.**

The email was sent from **rk.smtp01@riskonnect.com** with the subject line below.

**COMMERCIAL: DO NOT DELETE: Your OSHA 300A Form. Print and Post.**

# Our Ask Of You Is That You:

- Print your store/location's OSHA 300A form
- Share the information with your team
- Post the 2021 OSHA 300A form in a place where it is visible to all employees (manager's office or Service Area)

**Call to action:** Share this information with your people and post your OSHA 300A form at your store/location.

OSHA's Form 300A (Rev. 1/2000)		Year 20																				
<b>Summary of Work-Related Injuries and Illnesses</b>		U.S. Department of Labor Occupational Safety and Health Administration																				
<p><b>Information to be Collected</b> This form is used to collect information on work-related injuries and illnesses that occur during the year. Information is collected on the following types of injuries and illnesses:</p> <p><b>Number of Cases</b></p> <table border="1"> <tr> <td>Total number of cases with days away from work</td> <td>Total number of cases with days away from work and restricted from work</td> </tr> <tr> <td>(1)</td> <td>(2)</td> </tr> <tr> <td>(3)</td> <td>(4)</td> </tr> </table> <p><b>Number of Days</b></p> <table border="1"> <tr> <td>Total number of days away from work</td> <td>Total number of days of job restriction or restriction</td> </tr> <tr> <td>(5)</td> <td>(6)</td> </tr> </table> <p><b>Injury and Illness Types</b></p> <table border="1"> <tr> <td>Total cases of:</td> <td></td> </tr> <tr> <td>(7) Aggravated</td> <td>(8) Preexisting</td> </tr> <tr> <td>(8) Disabling</td> <td>(9) Hearing loss</td> </tr> <tr> <td>(9) Non-disabling</td> <td>(10) All other illness</td> </tr> <tr> <td>(10) Respiratory</td> <td></td> </tr> </table> <p><b>Information to be Collected</b> This form is used to collect information on the following types of injuries and illnesses:</p> <p><b>Establishment Information</b></p> <p>Business name _____ Street _____, Suite _____, City _____, State _____, Zip _____</p> <p>Industry (check one): Manufacturing (M), Agriculture, Forestry, and Fishing (A), Construction (C), Services (S), Other (O)</p> <p>Seasonal industry (check one): Manufacturing (M), Agriculture, Forestry, and Fishing (A), Construction (C), Services (S), Other (O)</p> <p>Health Insurance (check one): Private (P), None (N), Public (G)</p> <p><b>Employment Information</b> (Use the following code numbers to code the data)</p> <p>Total number of employees _____ Total number of employees part-time _____</p> <p><b>Sign Here</b></p> <p>Knowledge: I certify that the information in this document is true and accurate to the best of my knowledge. The name, title, and company of the person signing this document are:</p> <p>Name _____ Title _____ Company _____</p>			Total number of cases with days away from work	Total number of cases with days away from work and restricted from work	(1)	(2)	(3)	(4)	Total number of days away from work	Total number of days of job restriction or restriction	(5)	(6)	Total cases of:		(7) Aggravated	(8) Preexisting	(8) Disabling	(9) Hearing loss	(9) Non-disabling	(10) All other illness	(10) Respiratory	
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(9) Non-disabling	(10) All other illness																					
(10) Respiratory																						

## FEEDBACK ON THIS MONTH'S TOPIC

1. Tell us about the conversations you had with your team once you've gone over the OSHA 300A form with them?
2. Once all action items have been completed, click the survey link below to enter your responses.

# **SURVEY**

Enter responses here

## OSHA 300A Request Form

**Note:** Requests will not be fulfilled until after the second email has been sent to stores/locations.