

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF®

JUNE 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



HEAT CAN BE DEADLY

Awareness Can Save Lives

As of April 8, 2022, OSHA has launched a National Emphasis Program on outdoor/indoor heat hazards.

STAY INFORMED: You can read more on this topic by clicking on the image below.



**OSHA NATIONAL EMPHASIS PROGRAM ON
OUTDOOR AND INDOOR HEAT HAZARDS**



What this means for us:

- OSHA can visit your store for heat-related inspections
- Be prepared to show them what you are doing to prevent heat illness

2 Heat Hazard Areas - Pay Close Attention!!

Inventory Storage Area - Do not have the same person put away inventory all day. Rotate people in and out of this role, and have a plan to check on your inventory personnel regularly. The inventory area has less air flow and is typically much warmer than the bays. The majority of our heat illness cases are a result of exposure while doing inventory.

Air Check Area - Many of you have an air check area outside of your bays. The combination of direct sunlight and hot asphalt creates a higher risk for heat exposure. Just like inventory, you need to be rotating your people in and out of the air check role, especially if you have high air check demand.

Order, if you or your people need any of the following items:

Links on where to order the items from are provided below

- Cooling Towels - [EZGarage](#)
- Water Bottles - [DT Promotions](#)
- Sun Hats - [Imagine Solutions](#)



CALL TO ACTION: As a team, come up with a plan to prevent heat illness.

CONTINUE TO PAGE 3 >



CLAMPING THE ASSEMBLY OBSERVATION

This month, we are focusing on clamping the assembly. In order to prevent hand injuries, we need to focus on hand placement when operating the clamps. We also need to focus on correctly clamping the wheel to prevent it from falling/sliding off the tire changer.

Click here to open and print



OBSERVE AND COACH CLAMPING THE ASSEMBLY



Call to action: Complete as many observations as possible.

Observation Sheet

OBSERVE AND COACH																							
CLAMPING THE ASSEMBLY																							
 																							
<table border="1"> <thead> <tr> <th>SAFE</th> <th>AT RISK</th> </tr> </thead> <tbody> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>5</td><td></td></tr> <tr><td>6</td><td></td></tr> <tr><td>7</td><td></td></tr> <tr><td>8</td><td></td></tr> <tr><td>9</td><td></td></tr> <tr><td>10</td><td></td></tr> </tbody> </table>		SAFE	AT RISK	1		2		3		4		5		6		7		8		9		10	
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For each SAFE observation <ol style="list-style-type: none"> Praise the employee for using proper hand placement when operating the clamps Remind the employee about the benefits of proper hand placement <ul style="list-style-type: none"> Reduce the chance of injury to hands and fingers 	For each AT RISK observation <ol style="list-style-type: none"> Use the information below to help coach the employee <ul style="list-style-type: none"> Keep hands on top of the assembly when operating the table-top clamps. Serious injuries have occurred when an employee's hands or fingers are caught between the clamp and the wheel after attempting to clamp an assembly. A typical hand injury costs \$1,000 and results in time away from work. The average store would have to set 25 units to recoup the cost. 																						

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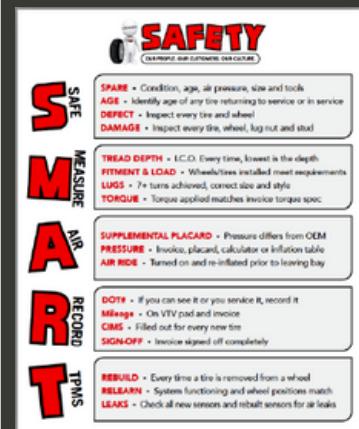
INSPECTION READINESS

Below is one section taken from the Store Inspection, focusing on the first aid kit.

- ✓ First aid kit is hung on the wall near the wash sink
- ✓ First aid kit is fully stocked and does not have any unnecessary items in it (i.e. razors, keys, shaving cream, pill bottles)



REMOVE THESE POSTERS AND DISCARD - THEY ARE OUTDATED



PLEASE TAKE THEM DOWN

Individual items can be ordered through [EZGarage](#)

CONTINUE TO PAGE 4 >



SAFETY & QUALITY FOCUSED | June 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.

Heat & Humidity

(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).

Inventory Management

(Tips from Store Managers)



Manager Focused



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

3 Hang up all June 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



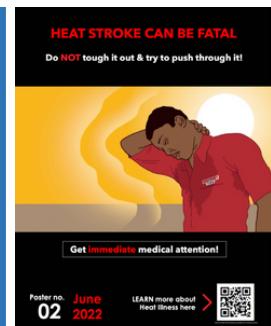
Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



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FIRE EXTINGUISHER INSPECTION

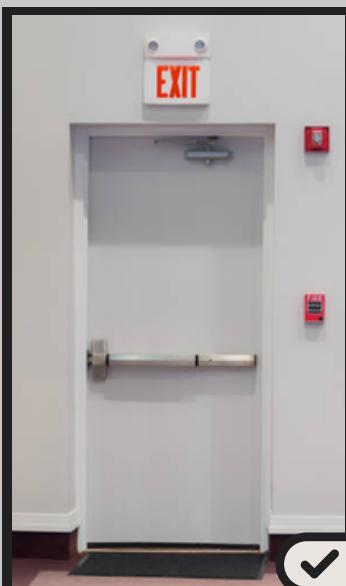
Fire Extinguisher	1	2	3	4	5	6	7	8	9	10
Inspection tag is attached										
Inspection date is within 1 year										
Pressure gauge is in the green										
Fire extinguisher is not blocked or obstructed										
Fire extinguisher is easily accessible and visible										
Fire extinguisher has a 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.

OSHA COMPLIANCE

This is a very big issue we see happening at our locations. Please take the time to ensure the following:



Exit Doors:

- **Must remain unlocked** from the inside at all times
- **Must not have any bars or locks** preventing exit doors to open in case of an emergency
- **Must not be obstructed** by tires, equipment, or anything else



YES



NO

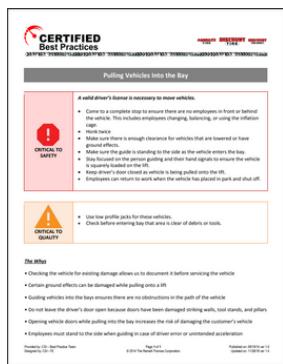
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Pulling Vehicles In/Out Best Practices

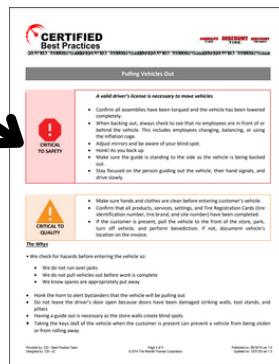
Review the "Pulling Vehicles Into the Bay" and "Pulling Vehicles Out" Best Practices with your peers. Use this tool to share with your people the observation you will be conducting for the month.

As you coach your people, remember to refer back to the Best Practice to ensure you are coaching with the most current information.



CLICK ON EACH IMAGE

or go to the Certified Best Practices page on the KC to print out these Best Practices



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

Moving Vehicles

This month's observation will be on moving vehicles. Remember to look back at the Best Practices and use them to coach when needed. When conducting your observations, remember to praise your peers for following the proper Pulling Vehicles In/Out Best Practices.

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



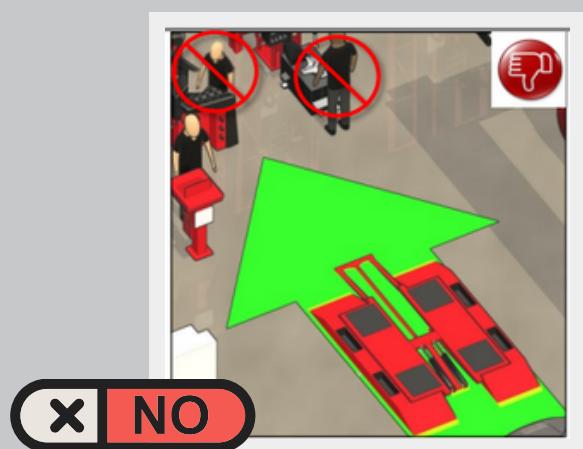
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OBSERVE AND COACH MOVING VEHICLES



Call to action: Complete as many Observations as possible.



CONTINUE TO PAGE 7 >



Safety Materials Update

Marketing Managers: We Need Your Help

We are still working with the vendors to transition from Dokshop to DTPrints. Our initiative is to get all safety products in one location for you.

In order to make this happen and have a smooth transition, we need to deplete our inventory from the current vendor. We are asking that you go to Dokshop and order any materials you need and/or may need in the near future. This will allow you to keep some product on hand for when you may need it.

Please log in using the Order Safety Materials link and order the following items for your store/location:

Fire Extinguisher signs

- Each fire extinguisher should have a sign above to identify its location

Emergency Exit Do Not Block sign

- Any door that is an exit door (has an exit sign above it) should have this sign on it

Emergency Control Procedures Reference Guide

(Lockout Tagout)

- At least one of these reference guides is required to be in your lockout tagout box

Lift Safety materials

(order one of each from this category)

- Dekra comes out to inspect your lifts annually; be prepared and replace these stickers/labels if worn or peeling off

AOR Binder Checklist refills

- Replace your checklists, no need to order the entire binder set, just order what you need

For those of you in California Only

- Prop 65 sign
 - Replace if damaged or order one if not present at your store (this is a CA compliance sign)
- Bureau of Automotive Repair sign
 - Replace if damaged or order one if not present at your store (this is a CA compliance sign)

Order Safety Materials link is on the Safety Page

Quick Links

- Order Safety Materials
- Safety Data Sheets
- Visual Management Order Form
- SQF Poster & Frame Order Form

FEEDBACK ON THIS MONTH'S TOPIC

1. What plan did you and your people come up with to keep everyone safe during the hot summer months? Include details about what you do for water, how you look out for one another (buddy system), and anything else you're doing to stay cool.

SURVEY

Enter responses here