

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF[®]

MARCH 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.

HAZARD COMMUNICATION

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.

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PPE BEST PRACTICE

Personal Protective Equipment (PPE) includes different forms of eye and face protection, hearing protection, and gloves.

Currently, wearing gloves is strongly recommended but not required.

In 2021 alone, hand injuries accounted for over \$1,000,000 in injury costs!

We are currently piloting a new glove program in a few regions and part of that pilot program is the requirement to wear gloves.

Below you will see the Best Practice that is already in place in the glove pilot regions. Before launching this requirement to the entire company, we want to hear from you and your people to make sure we do it right.



CALL TO ACTION:

Review the proposed Best Practice below with your Safety Leader and the rest of your people this month and share your thoughts in the feedback portal.

Proposed Glove Best Practice

Gloves

Must be worn when servicing vehicles, this includes air checks.

Gloves can be removed in the following five situations, only if absolutely necessary, but must be put back on immediately following completion of the task:

- 1. Threading on difficult lug nuts by hand (Gloves must be worn when using the impact gun)***
- 2. Rebuilding TPMS***
- 3. Removing backing from tape weights***
- 4. Removing backing from patch during a flat repair***
- 5. Using the dunk tank***

Fingerless gloves, latex or nitrile type medical gloves worn alone or gloves that do not cover the palm or top of hand do not meet the requirement.

2021 Hand, Finger, Thumb Injuries

1130
Total Injuries

289
Lost Days

7315
Light Duty Days

\$1066
Average Cost
Per Injury



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BEAD BREAKER OBSERVATION

In 2021 there were **607** bead breaker related injuries.

This month, you will focus on bead breaker observations. Make sure you coach your people on the correct processes to ensure no injury occurs. Hand injuries during this process are due to the rebound of the bead breaker shovel. This is mostly due to not completely deflating the assembly before breaking the bead, or forcing the bead breaker shovel.

Click here to open and print



OBSERVE AND COACH - BEAD BREAKER



Call to action: Complete as many observations as possible.

Observation Sheet

SAFETY OBSERVE AND COACH BEAD BREAKER

Employee completely deflates the tire before breaking the bead. Employee uses a light touch on the handle and does not force the bead breaker.

DO NOT FORCE

| SAFE | AT RISK |
|------|---------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |

For each SAFE observation

1. Praise the employee for executing this **CRITICAL TO SAFETY** Best Practice
2. Reinforce the employee about the benefits of safety using bead breaker
 - Less stress on equipment when assembly is fully deflated. An aired down tire breaks much faster
 - Reduced fatigue on hand and arm when allowing the machine to do it's job without forcing it
 - Less chance for injury from recoil

For each AT RISK observation

1. Use the information below to help coach the employee:
 - Completely airing down the assembly before breaking the bead is a **CRITICAL TO SAFETY** Best Practice. Which means it **MUST** be done every time
 - In 2021, bead breaker related injuries resulted in 607 lost duty days!
 - Average hand injury cost 2021—\$1,066
 - Accidents and citations to the hand and sprains and strains to the wrist can occur when the bead breaker shovel rebounds after breaking a hard to break bead
 - Using a light touch, completely deflating the assembly and not forcing the bead breaker, will prevent injuries and reduce equipment down time

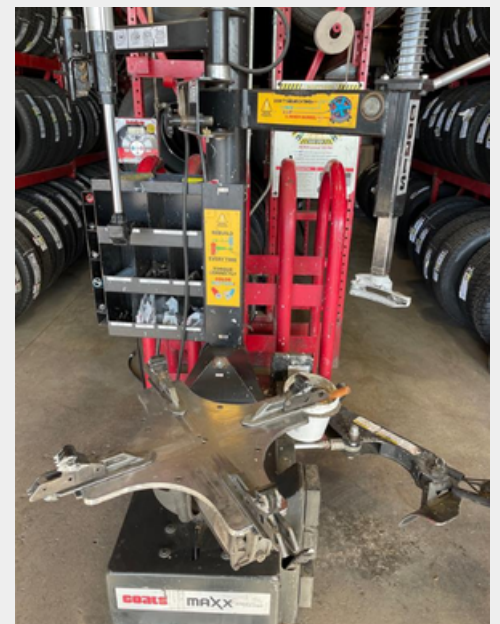
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INSPECTION READINESS

Below is one section taken from the Store Inspection.

Tire Changers

- ✓ Air pressure limiter is functioning properly (3 second pulse)
- ✓ Manual bead roller is in good condition
- ✓ Bead roller is in good condition
- ✓ No damaged or broken parts, see list below:
 - duck head
 - bead breaker
 - clamps
 - robo-arm
 - air gauge
- ✓ Visual management is present
 - "2 bars" sticker
 - "Don't scratch" sticker
 - "TPMS rebuild" sticker



Call to action: Place a Coats Service Request for damaged/broken parts
Order visual management through the Order Safety Materials link on the Safety page.

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SAFETY & QUALITY FOCUSED | March 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.

Body Mechanics

(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 Safety

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all March 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.

Poster & Frame Order Form



Large poster



Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



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 is one part taken from the Store Inspection focusing on tire bars. Carefully read through the descriptions provided and review the sample pictures of each.

Tire Bar

1. Gather all tire bars and line up on a flat surface
2. Compare the tire bars for bends and flattening tips
3. Discard any deformed/damaged tire bars
4. Return good tire bars to the Service Area (1 tire bar per changer)

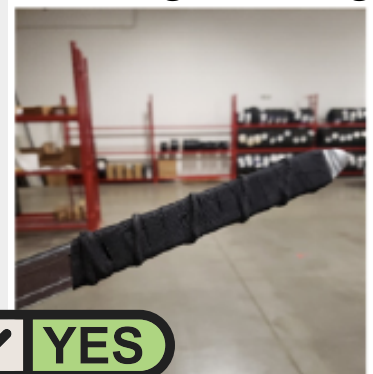


Order tire bar/hockey tape through EZGarage

Tire Bar (hockey) Tape

- ✓ Tire bar tape is present and in good condition

**DO NOT CUT THE OLD TAPE OFF
UNWRAP AND RE-WRAP**



CONTINUE TO PAGE 6 >

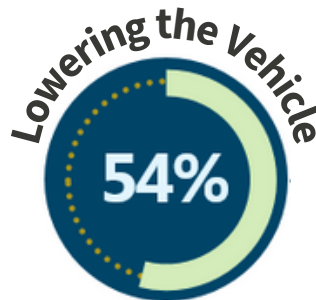


STAYING ENGAGED IN SAFETY

One of last month's observations was on Lowering the Vehicle.

Take a look at the observation results:

| |
|--|
| Walks around vehicle to ensure area is clear of tools or obstructions. |
| Confirms all assemblies have been pre-torqued with an impact wrench and torque stick. |
| Announces car is "coming down halfway in bay ____" and receives acknowledgement from another Service Tech. |
| Lowers the vehicle until the tires touch the ground. |
| Confirms each assembly has been torqued. |
| Announces car is "coming down all the way in bay ____" and waits for acknowledgement from another Service Tech. and lowers the vehicle completely. |
| Returns the lift blocks and/or jacks to storage and cleans up the floor around the lift. |



All 7 Steps completed
54% of the time

What are some things you can share with your peers about improving the Lowering the Vehicle processes?

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

Using the Balancer Lift

This month, you will focus on using the balancer lift observation sheet. Before you conduct the observations, share the average cost of hand and back injuries with your peers.

- Average **hand injury** cost in 2021 = **\$1,066**
- Average **back injury** cost in 2021 = **\$3,078**

Click here to open and print



OBSERVE AND COACH - USING THE BALANCER LIFT



Call to action: Complete as many Observations as possible.



Remember to use the balancer lift every time

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HAZARD COMMUNICATION

The OSHA Hazard Communication Standard was designed to inform employees of health and safety hazards and appropriate protective measures. In order to ensure chemical safety in the workplace, we ask that you speak to your people about the importance of staying compliant with this OSHA standard.

Review and Share:

Ensure your GHS poster is posted near the tire repair area

- If you need a replacement, order from DTPrints

Show all your people where the SDSs are located and how to access them

- On main KC page under Helpful Links
- On the Safety page under Quick Links

Make sure all chemicals are properly labeled

- All chemicals should have a proper label attached
- Should you need to use a secondary container for any reason, you must print a label from the SDS and attach to the chemical container



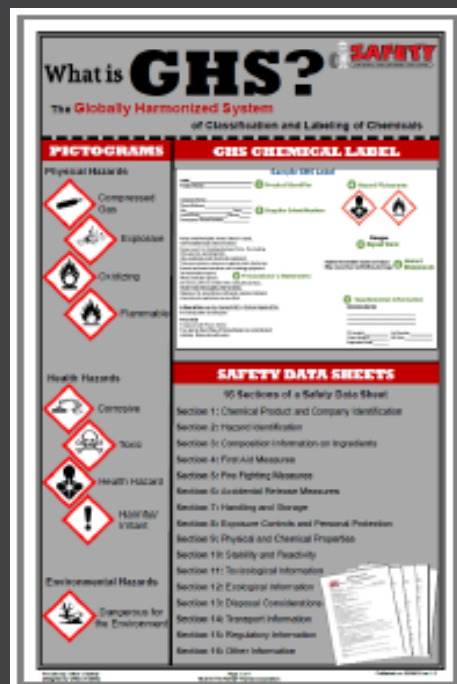
Call to action: Share this information with your people.

OSHA COMPLIANCE

Prepare yourself in the event of an OSHA inspection.

You and your people may be asked to show the inspector:

- Where Safety Data Sheets are found on the KC
 - On main KC page under Helpful Links
 - On the Safety page under Quick Links
- The Hazard Communication Program
 - In the Safety Tools Library under References, in the Safety Programs folder



FEEDBACK ON THIS MONTH'S TOPIC

1. Review the Proposed Glove Best Practice with your Manager and the rest of your team and provide feedback. Is there anything you would change about the proposed Best Practice? How did your people react to the idea of gloves being required?
2. Once all action items have been completed, click the survey link below to enter your responses.

SURVEY
[Enter responses here](#)