

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF[®]

MAY 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.

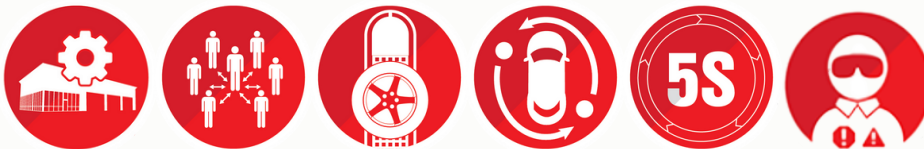
To make this easier, we have split up the monthly Safety Action Items by AOR to ensure your store leadership is directly involved in creating a safe work environment.

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

Know The Signs
BE PREPARED

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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HEAT ILLNESS PREVENTION

An average of about 650 people die in the United States every year from illnesses related to excess heat. Heat illness can occur if your internal temperature rises so fast that the body's sweating mechanism fails, making it difficult for your body to cool down.

Share the information below with your team

It contains the symptoms of heat stroke and heat exhaustion. Be sure to explain the importance of recognizing heat-related illness before it's too late.


Manager's Responsibilities

- Provide cold drinking water and cool shaded areas for employees
- Monitor the weather
- Make necessary adjustments to the schedule for the purpose of reducing the risk of heat-related illnesses
- Ensure that all employees receive proper information on heat illness prevention


HEAT RELATED ILLNESS

HOW TO PREVENT HEAT RELATED ILLNESS

- STAY COOL**
- STAY HYDRATED**
- STAY INFORMED**



HEAT STROKE	HEAT EXHAUSTION
<p>WHAT TO LOOK FOR</p> <ul style="list-style-type: none">• Confusion• Fainting• Body temp over 104°F• Hot, dry skin• Nausea• Rapid heartbeat• Quick, shallow breathing	<p>WHAT TO LOOK FOR</p> <ul style="list-style-type: none">• Heavy sweating• Cold, pale, clammy skin• Dizziness• Weakness• Headache• Nausea or vomiting
<p>WHAT TO DO</p> <ul style="list-style-type: none">• Call 911 right away - heat stroke is a medical emergency.• Move the person to a cool place.• Cool the person with cold, wet cloths or a cool bath.• Do not give the person anything to drink.	<p>WHAT TO DO</p> <ul style="list-style-type: none">• Move the person to a cooler place.• Loosen clothes.• Cool the person with cold, wet cloths or a cool bath.• Sip water. <p>Get medical help right away if the person is throwing up or if symptoms get worse or last more than 1 hour.</p>



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Air Check Best Practice OBSERVATION

Over the past few months, we have seen more and more air check incidents occurring. Let's make sure our people are following the Critical to Safety processes such as asking the customer to turn off their vehicle during an air check.

Click here to open and print



OBSERVE AND COACH AIR CHECK BEST PRACTICE



Call to action: Complete as many observations as possible.

Observation Sheet

SAFETY OBSERVE AND COACH AIR CHECK BEST PRACTICE UPDATE

Employee politely asks customer to turn off their engine before starting an air check.

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

For each SAFE observation

- Praise the employee for executing this **CRITICAL TO SAFETY** Best Practice.
- Remind the employee about the safety benefits of having the customer turn off their engine during an air check.
 - ① Customers need to walk in front of a running vehicle.
 - ② Less likely for an accident to occur.
 - ③ Engine noise can make it difficult to communicate, especially with a mask on.

For each AT RISK observation

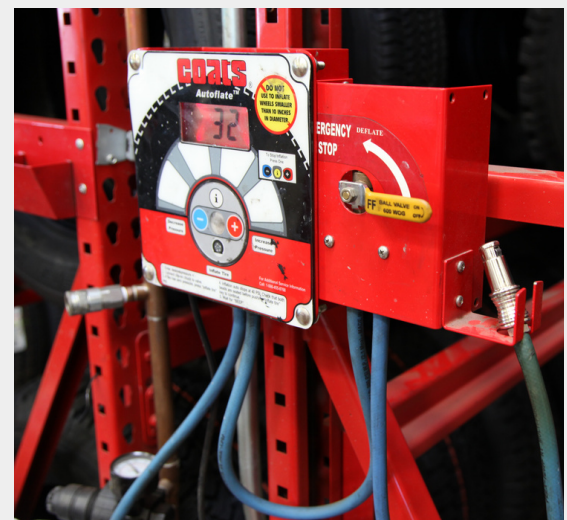
- Use the information below to help coach the employee:
 - ① Asking the customer to turn off their engine before beginning service is a **CRITICAL TO SAFETY** Best Practice. Which means it **MUST** be done every time.
 - ② Having the customer turn off their engine during an air check aligns with our Best Practice to never stand or work in front of or behind a running vehicle.
 - ③ Injuries and accidents occurred when customers have driven off or accidentally hit the equipment while their air was being checked.
 - ④ Asking customers turn off their engine during an air check was tested at several stores.
 - ⑤ In stores where the temperature was 100 degrees, customers responded positively to the request. Many customers turned their engines off without being asked.

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INSPECTION READINESS

Below is one section taken from the Store Inspection focusing on the air check station.

- ✓ Autoflate is “air check” style with autostop
- ✓ Air chuck is in good condition
- ✓ Hoses are in good condition
- ✓ Hose clamps must be “clamp style” (not gear screw-on type)
- ✓ Autoflate sign “setting the autoflate” is present
- ✓ Mobile autoflate sign “setting your air pressure” is present



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SAFETY & QUALITY FOCUSED | May 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.

Things that get stuck

(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).

Delivery

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all May 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



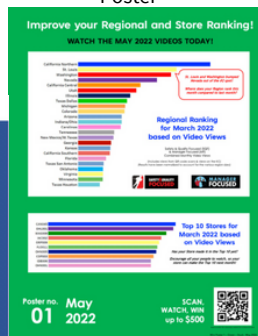
Large poster



Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



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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										

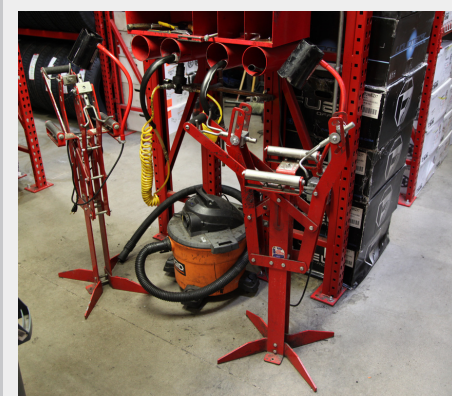


Call to action: Inspection must be completed monthly for fire extinguishers as this is an OSHA compliance item.

INSPECTION READINESS

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

- ✓ "Tire Repair Process" poster is displayed
- ✓ Face shield(s) are present and in good condition
- ✓ Trigger guards are present on air buffers and drills and are in good working condition
- ✓ Tire spreaders are in working condition
- ✓ All chemicals are labeled and closed when not in use
- ✓ Contour rasp has its own buffer
- ✓ Carbide cutter has its own buffer



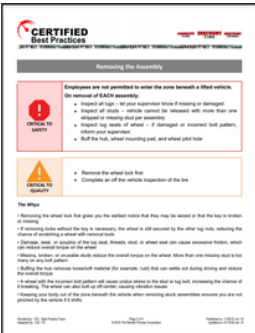
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Removing the Assembly Best Practice

Review the "Removing the Assembly" Best Practice 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 HERE

or go to the Certified Best Practices page on the KC to print out the Removing the Assembly Best Practice

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 the Assembly from the Hub

This month's observation will be on removing the assembly from the hub. Following the Best Practice when removing the assembly will help prevent unnecessary injuries. When conducting your observations, remember to praise your peers for following the proper Remove the Assembly Best Practice.

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 THE ASSEMBLY FROM THE HUB



Call to action: Complete as many Observations as possible.



✓ YES



✗ NO

CONTINUE TO PAGE 7 >



Safety Materials Update

Over the next few months, we will be moving the safety materials from the Order Safety Materials link on the Safety Page to DTPrints.

For this transition to take place:

1. we will be sending out some of those materials to your store
2. we will inform you when the Order Safety Materials link is no longer available
3. we will inform you of when all safety items have been moved to DTPrints and available to order

Best Practice Review

Seniors, this month we challenge you to choose 1 or 2 Best Practices that you believe you and your people would benefit from reviewing.

1. Discuss the Best Practice(s) of your choosing with your people
2. Make it a priority to ensure the Best Practice is being executed
3. Coach your people on the spot when a Best Practice is not executed correctly

Order the following heat illness prevention posters from DTPrints:

- Are You Hydrated
- Water Vs Energy Drinks
- Drink More Water

Work with your manager to discuss heat illness symptoms and share the information in the posters with your people.



Moving Safety Materials over to DTPrints

Quick Links

Order Safety Materials
Safety Data Sheets
Visit Management Order Form
Staff Poster & Frame Order Form

DTPrints

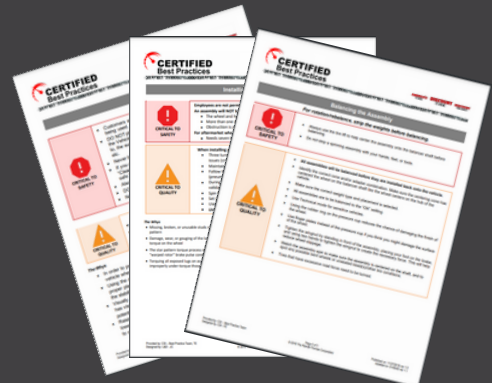
Login To Continue

User Name

Password

☐ Remember User Name

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FEEDBACK ON THIS MONTH'S TOPIC

1. Tell us what Best Practice you chose and why you chose it? How well did you and your people execute the Best Practice you chose?
2. What Best Practices do you struggle to execute on consistently and why?

SURVEY
[Enter responses here](#)