

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF[®]

OCTOBER 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.

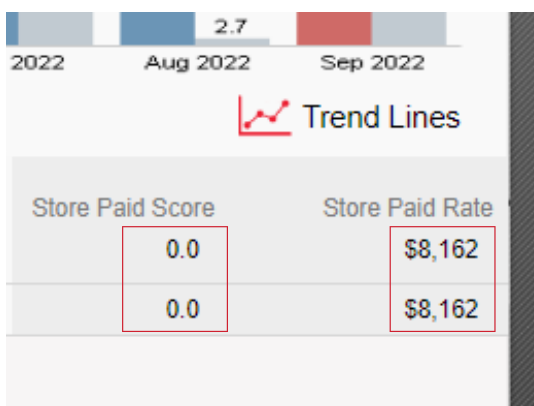
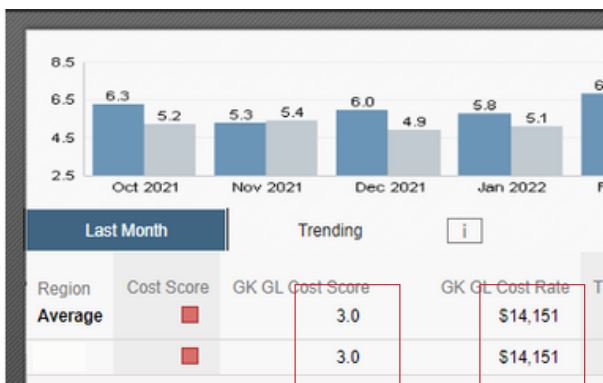
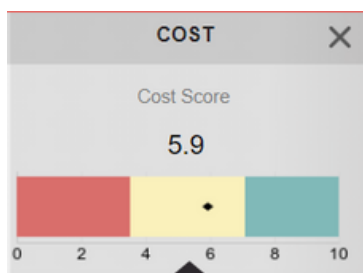
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CO\$T - Store Paid & GK/GL Cost Rates

In 2022 the average store is expected to pay about **\$13,878** in GK/GL Claims and **\$3852** in Store Paid Claims.

Do you know where your store is trending this year?



TIP: Make sure all Store Paid customer repairs are paid out using the customer repair category. Avoid using the miscellaneous category.

GK/GL Cost Rate

In the example shown, the GK/GL Cost Rate is \$14,151, which represents the amount this store is expected to pay in GK/GL claims over the next 12 months, based on their average GK/GL costs for the last 3 months. This rate is calculated using 30,000 hours worked to set all stores equal.

Example:

In July, August and September, your store spent \$1000 in GK/GL claims each month for a total of \$3000, which averages out to \$1000 per month or \$12,000 per year. To get the rate, factor in hours worked for the year so far.

$$\$12,000 \times 30,000 / \text{Hours worked} = \text{GK/GL Cost Rate}$$

GK/GL Cost Score

After the GK/GL Cost Rate is determined, all stores are compared against one another from 1-10 to determine the GK/GL Cost Score. In the example shown, the score is 3.0 out of 10.0. Based on this score you could say that about 70% of stores performed better than this store (10-3=7).

Store Paid Rate and Score

Store Paid Rate and Score are calculated and ranked the same way as GK/GL Rate and Score.

Store paid costs are pulled from "Customer Repair" and "Miscellaneous" payment voucher reports.



Assembly Lift Into Dunk Tank OBSERVATION

Review proper body mechanics and lifting techniques

Here's an actual incident description from last month.

Dunk Tank: "Employee states he was dunking a tire in their dunk tank, and as he took it out, it slipped out of his hands and bounced back up injuring his left hand wrist."

Click here to open and print



OBSERVE AND COACH ASSEMBLY LIFT TO DUNK TANK

Call to action: Complete as many observations as possible.

Observation Sheet

EQUIPMENT MAINTENANCE

BALANCER LIFT

Raise and lower each balancer lift to make sure the equipment is operational.



Equipment Service

Equipment Warranty Contact Information

Challenger Lift Service Request

No password needed.

For a simple repair such as a hose/reservoir leak or electrical issue, please contact your Regional Facilities Manager

Hennessy Service Request

Detailed Instructions

User Name: Store manager email prefix Ex: asp_5fmg

Password: Set up by the manager

Please Note: Equipment WILL NOT be repaired if over 5 years old

Hunter Service Request

Detailed Instructions

User Name: discountire

Password: Discount7

Please Note: Equipment WILL NOT be repaired if over 5 years old

SPECIAL TOOL REPAIR PROGRAM

WHAT TO DO IF YOU NEED A REPAIR

Batteries and other Milwaukee Products need to be sent back via Warranty Program

Chicago Pneumatic

For service or concerns of your Air Compressors

Please contact your Regional Facilities Manager

WE ARE HERE TO HELP!

If you have a piece of equipment that has had multiple issues

If service is not being provided in a timely manner (Response within 24 to 48 hours)

For compressors please contact your Regional Facilities Manager

On other major equipment follow the steps below:

1st Submit your Service Request Ticket.

2nd Email us at dtc_equipmentquality



If you are looking for warranty or replacement information.

Quick Link: Store Orders

2021-2022

Balancer Hand Injuries (Average) \$1,840

Lower Back Injuries (Average) \$2,194

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SAFETY & QUALITY FOCUSED | October 2022

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.

Assembly Removal

(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).

How to Standardize Your Workflow

(Tips from Store Managers)



Manager Focused



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

- 3** Hang up all October 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



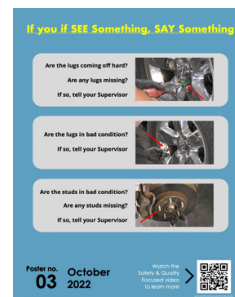
Manager's Mini Poster



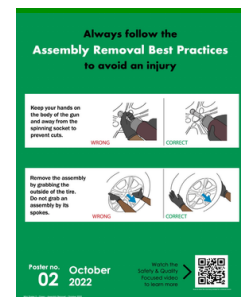
Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



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OSHA COMPLIANCE - MONTHLY INSPECTION

5S Assistant Managers: Use the inspection below to ensure your store is compliant with our most commonly cited OSHA standards. Failure to be prepared in the event of an inspection can be costly. Recent fines have ranged from \$1000 to over \$10,000!!! In addition, being clean and organized will help prevent injuries.

	INSPECTION ITEM	SAFE	AT RISK												
1	First aid kit is fully stocked and does not have any unnecessary items in it (i.e. razors, keys, shaving cream, pill bottles).	<input type="checkbox"/>	<input type="checkbox"/>												
2	All Employees know how to locate the Safety Data Sheets (SDS) on the KC or Safety Page.	<input type="checkbox"/>	<input type="checkbox"/>												
3	Exit routes are free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within the exit route.	<input type="checkbox"/>	<input type="checkbox"/>												
4	Each exit door is marked by a sign reading "Exit."	<input type="checkbox"/>	<input type="checkbox"/>												
5	All aisles are kept clear of tires (Minimum of 28" wide. No tires/wheels stacked in aisles, everything must be in a rack. This includes upper mezzanine level)	<input type="checkbox"/>	<input type="checkbox"/>												
6	Exit doors are unlocked during business hours (Remove locks, panic bars, and any other security devices)	<input type="checkbox"/>	<input type="checkbox"/>												
7	Electrical breaker panels and service disconnects have 36 inches of clearance and are accessible	<input type="checkbox"/>	<input type="checkbox"/>												
8	All spray bottles or other types of bottles are clearly marked with the proper contents	<input type="checkbox"/>	<input type="checkbox"/>												
9	All chemicals at the location (excluding household cleaners) can be found on the Safety Data Sheets (If not, you should not have it)	<input type="checkbox"/>	<input type="checkbox"/>												
10	All electrical outlets and junction boxes are secured and in good condition (no cracking, exposed wires or missing faceplates)	<input type="checkbox"/>	<input type="checkbox"/>												
11	Extension cords are not being used permanently	<input type="checkbox"/>	<input type="checkbox"/>												
JACKS															
Jack #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Jack handle screw is tight															
Front wheel clips installed															
Rear wheels are oiled and tight															
Cylinders are free of leaks															
Jack rises with first 2 full pumps															
Weight capacity sticker present															
FIRE EXTINGUISHERS															
Fire Extinguisher #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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															

CONTINUE TO PAGE 6 >



Review the Removing the Assembly Best Practice

Review the Removing the Assembly Best Practice with your peers. 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 THE IMAGE

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


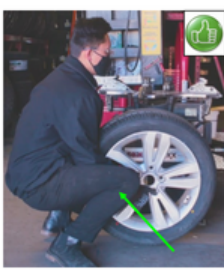
ASSEMBLY LIFT TO CHANGER



OBSERVE AND COACH

ASSEMBLY LIFT TO CHANGER

Employee lifts assembly up onto changer using proper body mechanics (Lifts with legs, not with back and holds assembly close to body).



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

For each SAFE observation

1. Praise the employee for using proper body mechanics
2. Remind the employee about the benefits of using proper body mechanics when lifting
 - ① Less stress on the back and knees
 - ① Prevents back injuries
 - ① Reduces fatigue

For each AT RISK observation

1. Use the information below to help coach the employee:
 - Bend at the knees and hold the assembly close to the body. Tighten stomach muscles during the lift **Do not twist. If help is needed, don't hesitate to ask for it.**
 - Leg muscles are much stronger than back muscles. Let your strength work
 - A typical back injury costs **\$5,961** and results in time away from work.

in your favor

Actual injury that occurred in September:

Employee states he was lifting a large assembly tire onto the changer and felt some pain in his lower abdomen.



Please review the difference between

SAFE vs AT RISK

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Safe Lifting Demonstration

1

In a morning huddle, **grab an assembly and demonstrate the safe lifting practices** listed below for your team.

✓ DO'S

KEEP BACK
STRAIGHT

KEEP STOMACH
MUSCLES TIGHT

ASSEMBLY
CLOSE TO YOUR
BODY

BEND AT THE KNEES
(SQUAT)



1

✗ DON'TS

ARCH YOUR
BACK

BEND AT THE
WAIST

TWIST AT THE
WAIST



2

After completing your demonstration, **have each team member demonstrate what a safe lift looks like.**

3

Gain your team's commitment to practice safe lifting this month.

4

Observe and coach your team all month. Stop when you see unsafe lifting and correct the behavior.

FEEDBACK ON THIS MONTH'S TOPIC

How did your safe lifting demonstration go? Did you notice a change in the way your people were lifting in the following days? How will you sustain safe lifting practices?

SURVEY

[Enter responses here](#)