

SAFETY LEADER CTA

APR
2023

LET'S GET YOU TAKEN CARE OF®

APRIL ACTION ITEMS

DUE May 1st

1 CTA ACKNOWLEDGEMENT SURVEY

[Take Survey Now](#)

2 SAFETY FOCUS

Do only the Safety Focus listed below that pertains to your location:

- A) [Store](#)
- B) [Facilities](#)
- C) [DC](#)



INJURY TRENDS

OUR PEOPLE

TIRE BAR INJURY SURVEY-TOP RISKS

Over the last few months, we surveyed 40+ employees involved in tire bar injuries. Below are the 3 most common mistakes made that contributed to the tire bar injury:



Leaning over the assembly

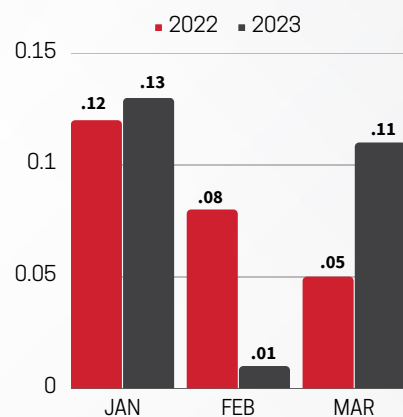


Standing at wrong position



Hand slipping off Bar

TIRE BAR INJURIES PER 30K HOURS



Call to Action: Share these 3 tire bar injury actions with your team in a morning huddle and continue holding each other accountable to follow Our Best Practices.



VEHICLE DAMAGE TRENDS

OUR CUSTOMERS

Broken/Cross Threaded Studs

SCENARIO 1



You're removing lug nuts and the first one comes off cross-threaded and cannot be saved. You continue to remove lug nuts and a second stud breaks off. You take off a third lug nut and it starts to come off rough. You finally stop and let the customer know they'll need to be towed. Understandably, the customer is upset and can't pay for the tow, so we have to pay the bill.

SCENARIO 2



You're removing lug nuts and the first stud snaps as you take it off. You stop, locate the customer and explain to them that you can continue to remove lug nuts but they may have to be towed if more break off. The customer decides to take their car to the shop next door and brings it back later that day. The customer is pleased that we involved them in the decision making process and prevented a poor experience.

STOP AND ASSESS- When you encounter a cross-threaded stud/lug the first thing you should do is stop and inform the customer. **DO NOT** continue removing lug nuts. By involving the customer early on in the process, you can avoid issues that often lead to costly repairs and upset customers.

INFORM AND OFFER SOLUTIONS- As a Trusted Expert, you can inform the customer of the potential outcomes and offer solutions associated with continuing to remove lug nuts after one breaks or comes off cross-threaded.



REGIONAL SAFETY COORDINATOR

SAFETY LEADER SPOTLIGHT

Leadership for Success

OUR CULTURE

This month, we interviewed Regional Safety Coordinator David Leppert in the TXD Region. We want to share this interview with you because we thought David provided some great responses we can all learn from.

How long have you been in your Regional Safety Coordinator position?

"I have been in my position for 3 years."

What advice would you give to a new Safety Leader?

"The advice I would give to a new Safety Leader would be to embrace change and be open to trying new ideas. You are the person that people will look up to for advice and do your best to make yourself available for your people as well as other stores around the region."

What would you say is your daily role in safety?

"My daily role in safety is to be available and understand it is important to make time even on the busiest of days for anyone. In my store I have a conversation daily with leadership in the backroom for the day about best practice execution and what they should be working on."

How can a Safety Leader be successful at the store level?

"The most impactful piece a Safety Leader can do to be successful in the store is to empower their people by having their Senior Assistant and Workflow Manager reporting to them daily on what they see, so that in turn the Safety Leader can coach and observe the same opportunities to help them see things the way that he or she may see them. Take safety all the way down your AOR levels even to your Service Coordinators and Crew Chiefs to complete observations."

How has the Safety Program helped in the region?

"The Safety program has helped our region tremendously. The fact that Managers and Seniors get to work with in their AVP groups to provide coaching and hold accountability to others in their group gives us a sense of importance. It has also allowed us to make more Dreams come true by reducing the COST of doing business and bringing awareness to making sure our people go home the same way they came in to work."

Why are you passionate about safety?

"I am passionate about safety because I know that without Safety at the forefront of my day, I will not be able to deliver a Perfect Service Experience to my customers. I want to help make dreams come true and deliver more profits for our people and myself to make more money and take care of our families."



David Leppert
Regional Safety
Coordinator

CONTEST WINNERS – MARCH



SAFETY & QUALITY FOCUSED VIDEO CONTEST

Marc Sergi
AZS_01 - Sierra Vista, AZ

➤ Don't forget to scan
and watch this month!

\$500 PRIZE

CLOSE CALL



David Garcia-Garnica
CAN Region - CAN 45 (3/06/23)

Kris King
FLP Region - FLP 01 (3/13/23)

Eric Ferris
CAN Region - CAN 32 (3/20/23)

Sean Dill
OKO Region - KSW 03 (3/27/23)

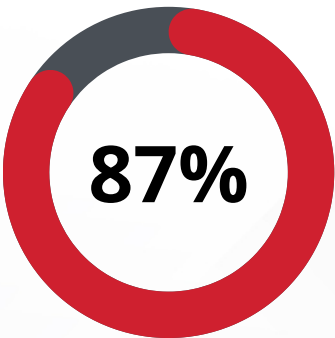
Don't forget: When you report a Close Call,
you are automatically entered to win a \$50 gift card!

OBSERVE & COACH RESULTS



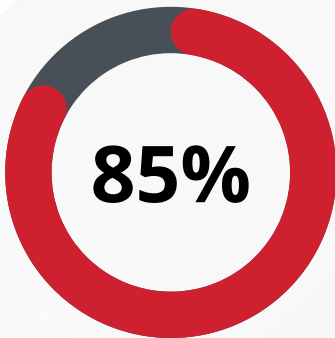
➤ Continue coaching your people to make
sure that BPs are being followed and
recognize when coaching is needed.

Moving Vehicles



87% Completed the
Observation Safely

Removing Lug Nuts



85% Completed the
Observation Safely

SAFETY ENGAGEMENT

Through MAR 31, 2023
(Last 6 Months)

