

SAFETY QUALITY FOCUS

AUG
2023

LET'S GET YOU TAKEN CARE OF®

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.

The monthly safety action items are split up by AOR to ensure your store leadership is directly involved in creating a safe work environment.

If your location does not have one of these AORs, please choose a substitute.



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 >

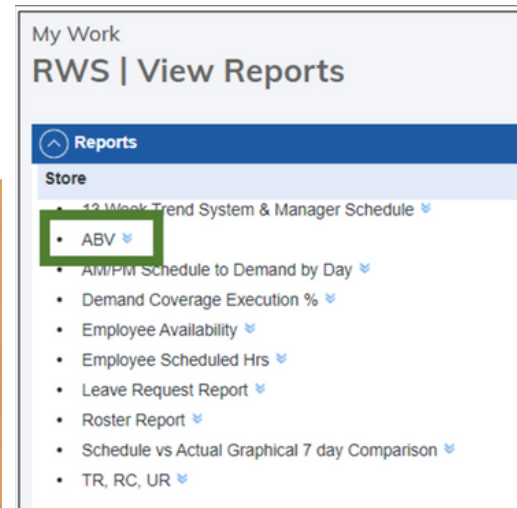


ABV REPORT

The ABV report will help Store Managers by providing visual management of the daily workflow plays at the store and will help ensure we have the right people in the right place at the right time to serve our customers.

This report should be printed and posted daily.

Area	Role	Staff Name	7:45 AM	11:15 PM	6:15 PM
Cell 1	Service Coordinator	Ivan D.			
	Crew Chief	Colton Q.			
	Tech	Roberto C.			
Cell 2	Service Coordinator	Joshua K.			
	Crew Chief	Charles A.			
	Tech	Spencer B.			
Cell 3	Service Coordinator	Ronan D.			
	Tech	Noel G.			
	Floater	Lenon P.			
Sales	Sales	Traylan B.			
	Sales	Brook C.			
	Sales	Dillon B.			
Air Checks	Air Checks	Ryan G.			
	Air Checks	William R.			
	Air Checks	William R.			



CLICK FOR MORE INFO: [ABV QRG](#)



- If there is an Open Shift, an empty box highlighted in **RED** will appear to show the lack of headcount in this role during that daypart.
- Once the schedule is complete and published, the manager can run the report for each day of the week, then print and save them to post.

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](#)
- **Gatorade** - [EZGarage](#)



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

CONTINUE TO PAGE 3>

OBSERVE AND COACH Assembly Lift to Changer



Print your observation sheet **Assembly Lift to Changer.**

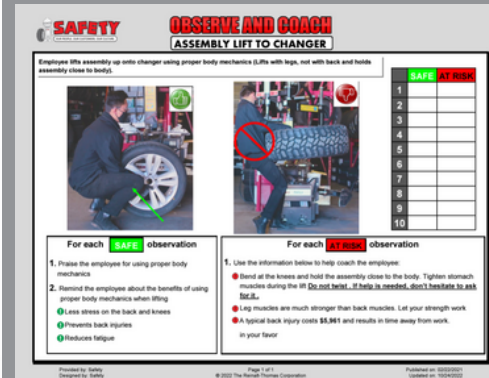


Observe **at least 10 technicians** raising assemblies while referencing the observation sheet.



Coach your people when you see them not following the Best Practice. Thank them when you see them doing it right.

Observation Sheet



SAFETY OBSERVE AND COACH ASSEMBLY LIFT TO CHANGER

Employees lift 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.
 - ② Use stress on the back and knees
 - ③ Prevents back injuries
 - ④ 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 in your favor.
 - ⚠ A typical back injury costs \$5,961 and results in time away from work.

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Designed by: Safety

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CRITICAL TO SAFETY

Proper lifting technique can save your body



CRITICAL TO SAFETY

EQUIPMENT MAINTENANCE (10 Ton Jack Snap Ring)



- ☒ Immediately inspect all 10 ton jacks at your location for missing snap rings
- ☒ If you find a missing snap ring, immediately tag out the jack and discontinue use
- ☒ Send in a repair request to your facilities manager to have the snap ring replaced



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SAFETY & QUALITY FOCUSED | AUGUST 2023

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.

GK CLAIMS AND HOW TO PREVENT THEM

(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).

GK/GL SCORES: Garage Keeper Incidents

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all **AUGUST** 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



Poster & Frame Order Form



NEW!

SQF & Manager Engagement



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

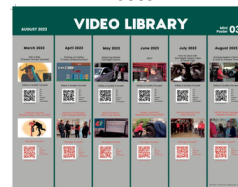
Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Engagement App Flyer



CONTINUE TO PAGE 5 >



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 \$30,000!!! 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 Pulling Vehicles into Bay Best Practice



CRITICAL TO SAFETY



CRITICAL TO SAFETY



CRITICAL TO SAFETY

- Be sure there is enough clearance for vehicle to enter
- **NEVER** enter bay without honking twice
- **NEVER** pull forward if a coworker is in front of you
- Always have a guide present when entering



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



CLICK ON THE IMAGE

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

OBSERVE AND COACH ASSEMBLY LIFT TO DUNK TANK

Actual injury that occurred in JULY:

"While putting a tire and wheel into the dunk tank, the employee suffered a back strain."



SAFETY		OBSERVE AND COACH	
ASSEMBLY LIFT INTO DUNK TANK			
Employee lifts assembly into dunk tank using proper body mechanics (Lifts with legs, not with back and holds assembly close to body).			
For each SAFE observation		For each AT RISK observation	
<ol style="list-style-type: none">1. Praise the employee for using proper body mechanics2. Remind the employee about the benefits of using proper body mechanics when lifting<ul style="list-style-type: none">① Less stress on the back and knees① Prevents back injuries① Reduces fatigue		<ol style="list-style-type: none">1. Use the information below to help coach the employee:<ul style="list-style-type: none">● 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 \$5,941 and results in time away from work.	

**CONDUCT AT LEAST 10
OBSERVATIONS BEING AWARE OF
SAFE AND AT RISK PRACTICES**



CLICK HERE

Assembly Lift to Dunk Tank

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SAFE LIFTING DEMONSTRATION **DO** AND **DONT'S**

- 1** In your morning huddle, please **grab an assembly and demonstrate the safe and proper lifting practices** listed below for your team!

DO KEEP BACK STRAIGHT

**DO KEEP STOMACH
MUSCLES TIGHT**



**DO KEEP
ASSEMBLY CLOSE
TO YOUR BODY**

**DO BEND AT THE
KNEES (SQUAT)**



DON'T ARCH YOUR BACK

**DON'T BEND AT
THE WAIST**

**DON'T TWIST AT THE
WAIST**



- 2** After completing your demonstration, please **have each team member demonstrate what a safe individual and team lift looks like!**

- 3** Strive to gain your team's commitment to practice safe lifting this month. **Accountability is KEY!**

- 4** **Observe and coach your team throughout the month.** Stop them when you see any unsafe lifting techniques and correct the behavior.

FEEDBACK ON THIS MONTH'S TOPIC

1. How did your safe lifting demonstration go? Could you notice a change in the way your people lift? Do they know to ask for help with heavy wheels and tires?
2. Once all items have been completed, click the survey link below to enter your responses.

SURVEY
[Enter responses here](#)