

SAFETY QUALITY FOCUS

JUNE
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 >



Prevent Heat Illness at Work

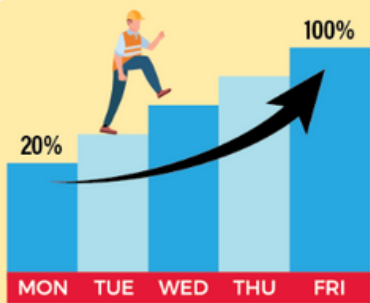
Manager's Responsibilities

2 Heat Hazard Areas - Pay CLOSE Attention!!

Inventory Storage Area - Do not have the same person put away inventory all day. Rotate people in and out of this role and have a plan to check on your inventory personnel regularly.



Air Check Area - Many of you have an air check area outside of your bays. You need to be rotating your people in and out of the air check role, especially if you have high air check demand.



Ease into Work. Nearly 3 out of 4 fatalities from heat illness happen during the first week of work.

Build a tolerance to heat by increasing intensity by 20% each day.



Drink cool water even if you are not thirsty



Rest for long enough to recover from the heat



Take breaks in a shady or cool area



Wear a hat and dress for the heat



Watch out for each other



Verbally check on workers wearing face coverings

What this means for you:

- OSHA can visit your store for heat-related inspections
- Be prepared to show them what you are doing to prevent heat illness

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** - Being delivered to stores
- **Sun Hats** - [Imagine Solutions](#)
- **Gatorade** - [Grainger](#)



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

CONTINUE TO PAGE 3>

OBSERVE AND COACH LOWERING THE VEHICLE



Print your observation sheet Lowering the Vehicle Observation.



Observe **at least 3 vehicles** being lowered 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.



CRITICAL TO
SAFETY

**No one is ever allowed to
be under the vehicle**

**This includes employees limbs, tools, and
equipment.**



CRITICAL TO
SAFETY

Observation Sheet

EQUIPMENT MAINTENANCE (Duck Heads)

Help your people stop scratching wheels
with a properly working duck head.

Inspect:



No deformities



Seats properly on the wheel



Bolt is tight and holds Duck Head in place



If you are looking for
replacement information

Store Orders



CONTINUE TO PAGE 4 >



Call to Action: If any duck heads are damaged and broken please order new ones.



Wiper Blade Install Target Observation

- STEP 1** Print your observation sheet Wiper Blade Install Target Observation.
- STEP 2** Observe **at least 10 Wiper Blades** being Installed while referencing the observation sheet.
- STEP 3** **Coach** your people when you see them not following the Observation. Thank them when you see them doing it right.



Observation Sheet



Chemical Labeling Recap




To ensure we are all following the OSHA Standard in chemical labeling, we have put together a quick guide to help you. Only chemicals listed on the SDS link are approved in your store.

1 Go to the SDS link which can be found on the:

 **Helpful Links** **Safety Data Sheets** or  **Quick Links** **Safety Data Sheets**

2 Click on "LABEL" of the chemical you are looking for, then select "GHS Workplace"

Secondary Container Summary/Hazard Flags Product Name/s

LABEL    A-100 Exterior A

GHS Shipping
GHS Work Place
GHS Equipment
WHMIS
DOT

3 Select the label option, then click "Create Label"

Avery 5164 Large Type

Print Labels From To
☒ PPE as Text
☐ QRCode
Create Label

4 Place label on your secondary bottle and attach with clear packing tape

SEE SDS FOR ADDITIONAL INFORMATION


Product Name
Clorox Regular-Bleach1

SDS ID: SDS0026

Manufacturer:
The Clorox Company
1221 Broadway
Oakland, CA
94612
USA

Signal Word: **Danger**

Emergency Phone:
1N/A



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 Changing Tires Best Practice



CRITICAL TO
SAFETY



CRITICAL TO
SAFETY



CRITICAL TO
SAFETY

- Use proper body mechanics when lifting
- Keep hands on top of assembly, away from clamps
- **NEVER** lean over assembly when demounting with a tire bar
- **NEVER** touch the foot of the robo-arm when mounting tires



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

Robo-Arm Observe and Coach

OBSERVE AND COACH

ROBO-ARM

Employee DOES NOT touch the foot of the Robo-Arm while raising it or lowering it

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

For each **SAFE** observation

1. Praise the employee for not touching the Robo-Arm foot while raising it or lowering it.
2. Remind the employee about the safety benefits of not touching the foot of the Robo-Arm while raising or lowering.
✔ Prevents crushing injuries to hands and fingers.

For each **AT RISK** observation

1. Use the information below to help coach the employee:

- Injuries have occurred where an employee's hand and fingers are crushed between the Robo-Arm foot and the wheel or tire.
- A pinch point is created between the Robo-Arm and the assembly as the Robo-Arm is being raised or lowered.
- In 2021, 124 employees were injured by the Robo-Arm with an average cost of \$593 per injury.
- Robo-Arm injuries resulted in 514 lost or restricted workdays.

Provided by: Safety
Designed by: Safety

Page 1 of 1
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Actual injury that occurred in **MAY**:

"Employee was changing a tire, when adjusting the Robo-Arm head while lowering it, Employee's hand slipped off and went underneath it causing hand to get crushed between wheel and Robo-Arm."



CLICK HERE



Robo-Arm Observe and Coach

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

CONTINUE TO PAGE 7 >



SAFETY & QUALITY FOCUSED | JUNE 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.

HEAT

(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).

HAPPY CAPS

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all **JUNE** 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



Manager's Mini Poster



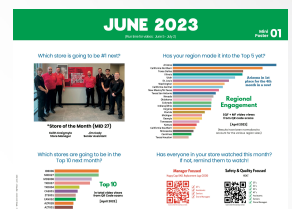
Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Engagement App Flyer



Poster & Frame Order Form



NEW!

SQF & Manager Engagement



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

FEEDBACK ON THIS MONTH'S TOPIC

1. What are some symptoms you should be aware of and what will you be looking for in these hot summer months to help reduce heat illness?
2. Once all items have been completed, click the survey link below to enter your responses.

SURVEY
[Enter responses here](#)