

# SAFETY QUALITY FOCUS

MAR  
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 >**



## Reporting Vehicle Damage Claims

OVER  
\$200

FILE AS A  
CLAIM IN THE  
CLAIMS  
PORTAL

SHOULD NOT  
BE PAID AT  
THE STORE

UNDER  
\$200

FILE AS AN  
INCIDENT IN  
THE CLAIMS  
PORTAL

CAN BE PAID  
AT THE STORE  
USING  
PAYMENT  
VOUCHER

SELECT "YES"  
IN CLAIMS  
PORTAL AND  
ENTER THE  
AMOUNT

IF YOU REQUIRE HELP FROM  
THE CLAIMS DEPARTMENT  
ON A REPAIR UNDER \$200,  
SELECT CLAIM, INSTEAD OF  
INCIDENT IN THE PORTAL

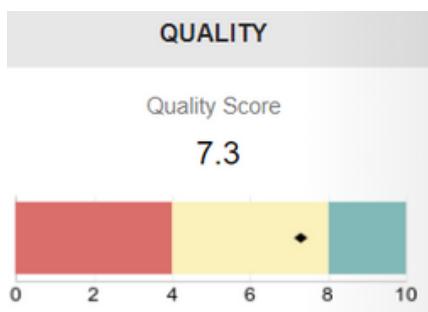
Were repairs paid out of the till? \*\*\$200 MAX PAYMENT LIMIT\*\*

Yes  
 No

How much was paid out of the till for repairs?

### Assessing Our Gauges

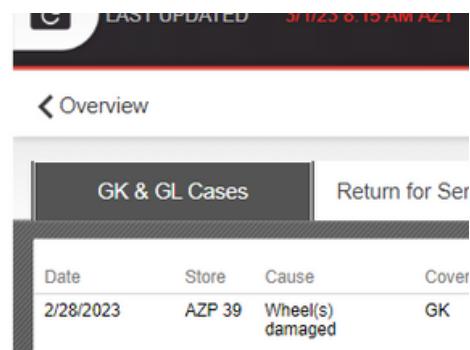
Review Your GK/GL Claims on the SQDC Scorecard



Click on the Quality Tab

Details

Click on Details



Click on GK/GL Cases

## What is your greatest opportunity?

CONTINUE TO PAGE 3 >



## MOVING VEHICLES OBSERVATION

Recently there have been multiple injuries related to moving vehicles in and out of the bays. Please review with your people and make sure everyone is on the same page and staying **SAFE!**

 **Call to action:** Complete as many observations as possible.

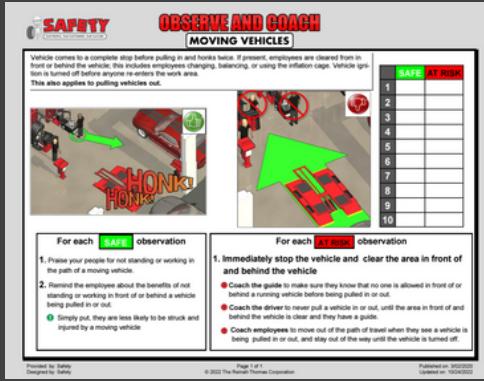
**Click here to open and print**

[Observe and Coach Moving Vehicles](#)

## Observation Review

**SAFETY** **OBserve AND COACH**  
**MOVING VEHICLES**

Vehicle comes to a complete stop before pulling in and honks twice. If present, employees are cleared from in front of the vehicle before it begins to move, changing, balancing, or using the inflation cage. Vehicle ignition is turned off before anyone re-enters the work area. This also applies to pulling vehicles out.



**For each SAFE observation**

1. Praise your people for not standing or working in the path of a moving vehicle.
2. Remind the employee about the benefits of not standing or working in front of or behind a vehicle being pulled in or out.
3. Simply put, they are less likely to be struck and injured by a moving vehicle.

**For each AT RISK observation**

1. Immediately stop the vehicle and clear the area in front of and behind the vehicle.
  - Coach the guide to make sure they know that no one is allowed in front of or behind a moving vehicle before being pulled in or out.
  - Coach the driver to never pull a vehicle in or out, until the area in front of and behind the vehicle is clear and no one is in a position to be struck.
  - Coach employees to move out of the path of travel when they see a vehicle is being pulled in or out, and stay out of the way until the vehicle is turned off.

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**NEW!**

## EQUIPMENT (Are your grips installed?) Shipped to your store last month

**GRIPS HAVE BEEN INSTALLED ON ALL  
CHANGERS**



**ADDITIONAL GRIPS HAVE BEEN REQUESTED  
FROM YOUR WAREHOUSE (IF NEEDED)**



[Installation QRG](#)

 **Call to Action:** Recommend install at the end of day to ensure the cement dries.

**CONTINUE TO PAGE 4 >**



## SAFETY & QUALITY FOCUSED | March 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.

### Get a Grip!

(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).

### Clean as you Go!

(Tips from Store Managers)



**Manager Focused**



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

**3** Hang up all March 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



#### Poster & Frame Order Form



**NEW!**

#### SQF & Manager Engagement



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

#### Service Area Mini Poster



**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 \$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 Pulling Vehicles Out Best Practice

Review the Pulling Vehicles Out 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

### Removing Lug Nuts

**SAFETY**  
EMPLOYEES OUR CUSTOMERS OUR CULTURE

**OBSERVE AND COACH**  
REMOVING LUG NUTS

Employee does not grab/touch impact gun shaft or socket while it is still spinning.

For each **SAFE** observation

- Praise the employee for using proper hand placement
- Remind the employee of the benefits of using proper hand placement when removing lug nuts
  - Lessens chance of hand and finger injuries
  - Less wear and tear on gloves so they will last longer

For each **AT RISK** observation

- Use the information below to help coach the employee:
  - Keep free hand away from the impact gun shaft while it is spinning.
  - Sharp lug nut caps and sharp edges on sockets can cause serious hand injuries when grabbed while spinning.
  - Hands and fingers can become entangled in the spinning shaft causing injuries.
  - A typical hand injury costs \$1,590 and results in time away from work. The average store would have to sell 25 units to recoup this cost.

SAFE AT RISK

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

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### Actual injury that occurred in FEBRUARY:

"Employee states he was taking a lug nut off of a car when the lug nut shot up and pushed his left thumb in to the tire causing pain and an obvious deformity."



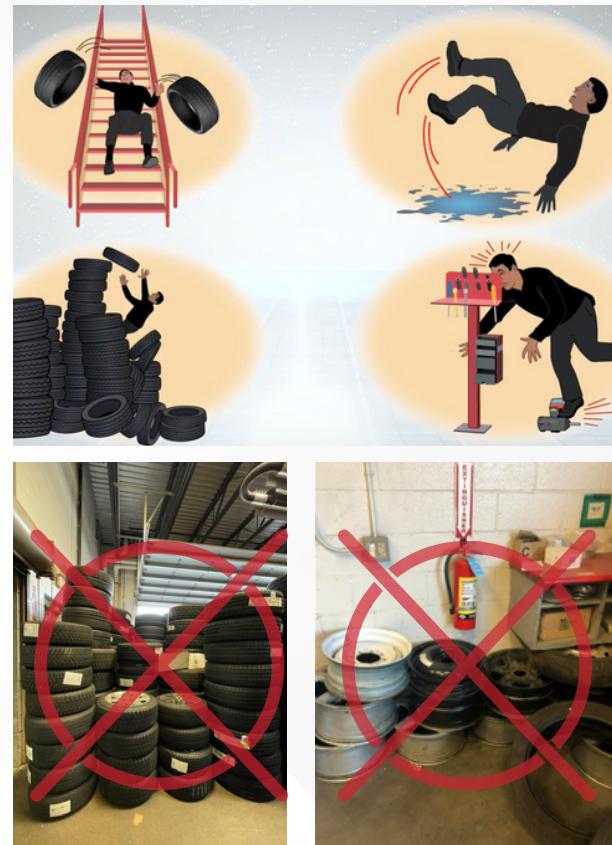
## REVIEW THE DIFFERENCE BETWEEN **SAFE & AT RISK**



# Environment Ready - Store Cleanliness

Occupational hazards (anything in the workplace that can cause harm) are much more common in a cluttered, dirty, and unorganized environment. The hazard(s) can easily go unnoticed and lead to serious injuries. You can even be cited by OSHA for having a disorganized or dirty store. Here are a few examples that we see on a daily basis:

- Tripping over loose objects on the floor, stairs, and platforms
- Being hit by falling objects
- Slipping on greasy, wet, or dirty surfaces
- Striking against projecting, poorly stacked items or misplaced materials
- Blocked exits, aisles and passageways



Seniors, this month we are asking you to focus on your store's general cleanliness. As a team, we need to always have a 360 awareness of our store environment to avoid these unnecessary injuries. Below is a checklist to help ensure that your cleaning initiative is easy, actionable, and highly adaptable. Work through your people to get it completed!

### Helpful Links:

- [Service Area 5S](#)
- [Showroom 5S](#)

## ESTABLISH A CLEAN AS YOU GO MENTALITY!

- Determine basic areas to clean/organize
  - Floors - keep free of debris/trash, sweep regularly
  - Exit doors - ensure nothing is blocking the exit doorway
  - Aisles/passageways - maintain a clear walkway without obstructions
  - Trash cans/recycle bins - empty trash before it is overflowing
- Set practical expectations and provide simple directions
- Lead by example
- Reinforce the reasons for keeping the workplace clean
  - For compliance
  - To reduce hazards and prevent injuries
  - Employee and customer experience

### FEEDBACK ON THIS MONTH'S TOPIC

1. What steps do you plan to take to make sure your store is OSHA compliant?
2. Once all items have been completed, click the survey link below to enter your responses.

**SURVEY**  
Enter responses here