

SAFETY QUALITY FOCUS

OCT
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.

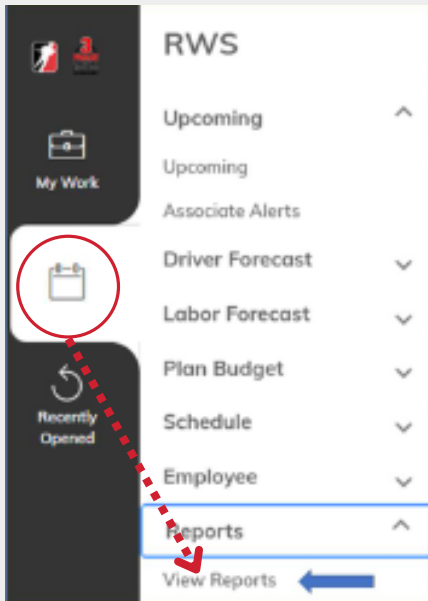
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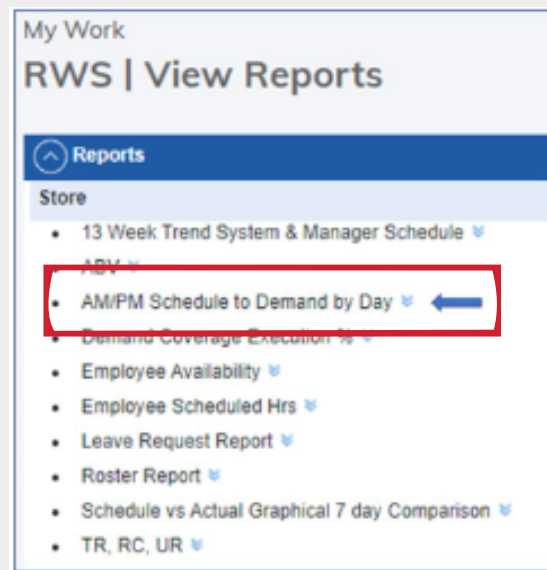
IS YOUR A.M. DEMAND COVERED?

Starting your day with the right number of qualified people to cover your demand is Critical to Safety and Quality. Too few people can create a stressful environment which can lead to accidents and injuries. The expectation is that your A.M. demand coverage is at least 100%. Most of you already know how to view your coverage but here's a quick refresher, with some additional tips.

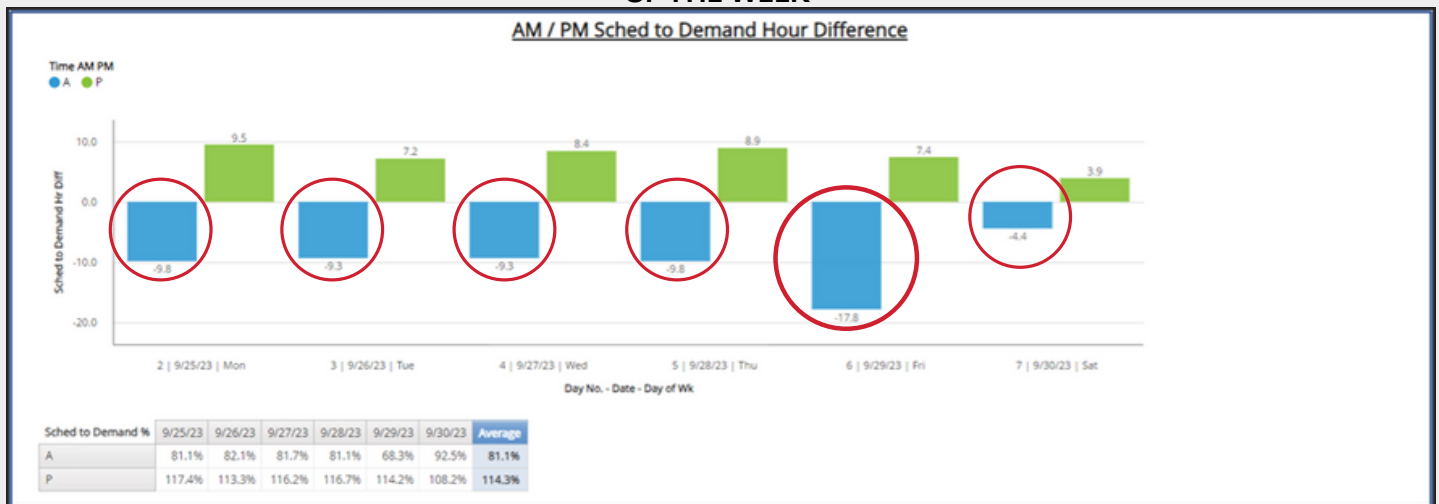
CLICK ON "VIEW REPORTS"



CLICK ON "AM/PM SCHEDULE TO DEMAND BY DAY"



IN THE EXAMPLE BELOW, YOU CAN SEE THAT THE STORE IS **NOT** COVERING A.M. DEMAND EVERY DAY OF THE WEEK





QUICK TIPS

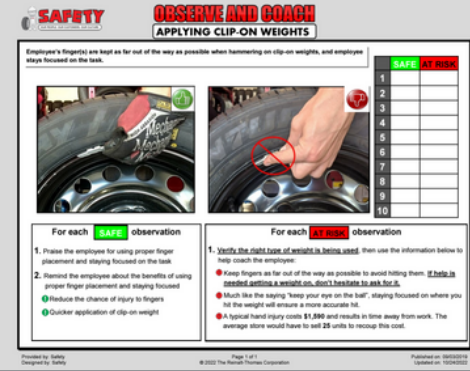
- ✓ **AVAILABILITY** - ALL OPENERS SET TO 7:30 A.M.
- ✓ **DAILY SCHEDULE VIEW** - ALL OPEN SHIFTS ASSIGNED (0 OPEN SHIFTS AND 0 REQUESTS). NO RED BOXES.
- ✓ **RECRUIT AND TRAIN** - SEEK OUT CANDIDATES THAT CAN COVER A.M. SHIFTS.

CONTINUE TO PAGE 3 >

OBSERVE AND COACH APPLYING CLIP-ON WEIGHTS

- STEP 1** Print your observation sheet Applying Clip-on Weights.  
- STEP 2** Observe **at least 10 Technicians** applying clip-on weights while referencing the observation sheet.
- STEP 3** **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 APPLYING CLIP-ON WEIGHTS

Employee's fingers are kept as far out of the way as possible when hammering on clip-on weights, and employee stays focused on the task.

	SAFE	AT RISK
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For each SAFE observation

- Praise the employee for using proper finger placement and staying focused on the task.
- Remind the employee about the benefits of using proper finger placement and staying focused.
 - Reduce the chance of injury to fingers.
 - Quicker application of clip-on weight.

For each AT RISK observation

- Verify the right type of weight is being used, then use the information below to help coach the employee.
 - Keep fingers as far out of the way as possible to avoid hitting them. **If help is needed, use a weight on, don't hesitate to ask for it.**
 - Watch like the saying "keep your eye on the ball", staying focused on where you hit the weight will ensure a more accurate hit.
 - A typical hand injury costs \$1,800 and results in time away from work. The average store would have to sell 28 units to recoup this cost.

Provided by: Safety
Designed by: Safety

Page 1 of 1
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Proper technique can save your hands from serious injury



EQUIPMENT MAINTENANCE (Tire Changer Clamps)

INSPECT

- ☒ Screws are tight
- ☒ Plastic inserts are not broken
- ☒ Plastic secures onto assembly
- ☒ Clamps are sliding properly



ORDER HERE

TIRE CHANGER CLAMP INSERTS



Call to Action: Replace clamp inserts that are either damaged or broken.

CONTINUE TO PAGE 4 >



SAFETY & QUALITY FOCUSED | OCTOBER 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.

MOVING VEHICLES IN & OUT

(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).

SPECIALTY TOOL BOARD

(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



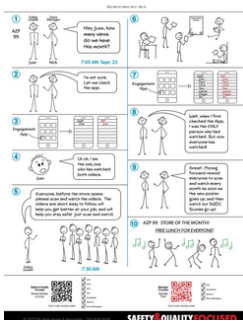
SQF & Manager Engagement



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

Large Poster

OCTOBER 2023



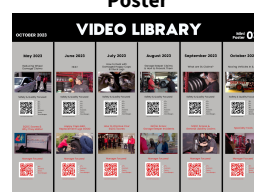
Manager's Mini Poster



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 Repairing the Injury Best Practice



CRITICAL TO SAFETY



CRITICAL TO SAFETY



CRITICAL TO SAFETY

- **ALL** tires below 15 PSI will be dismantled and inspected for injury
- **NEVER** repair a injury larger than 1/4 inches
- **NEVER** repair if DOT is 10 years or older
- During the repair process, the Quality Checkmark needs to be visible for future identification



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

USING THE BALANCER LIFT

SAFETY **OBSERVE AND COACH**
USING THE BALANCER LIFT

Employee uses balancer lift to lift the assembly on and off the balancer.

	SAFE	AT RISK
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For each SAFE observation

1. Praise the employee for executing this **CRITICAL TO SAFETY** Best Practice
2. Remind the employee about the benefits they get from using the balancer lift
 - 1 Less stress on the back and knees
 - 1 Prevents hand injuries
 - 1 More accurately centers the assembly
 - 1 Reduces fatigue

For each AT RISK observation

1. Use the information below to help coach the employee:
 - 1 Using the balancer lift is a **CRITICAL TO SAFETY** Best Practice. Which means it **MUST** be used every time. Employee safety is our top priority.
 - 1 In 2021, hand and back injuries resulted in 1999 days away from work!
 - 1 Average hand injury cost 2021—\$1,066
 - 1 Average back injury cost 2021—\$3,978
 - 1 Fractures and contusions can occur when a wheel slips and crushes hands between a wheel and the balancer spindle, resulting in **lost time and expenses**.
 - 1 Using the lift is easier on your back and knees and it lessens fatigue.

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Page 1 of 1
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Actual injury that

occurred in **SEPTEMBER**:

"Employee was balancing a tire in the service area. He was removing the wheel from the balancer when he pinched his left hand in between the balancer shaft and wheel."



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



CLICK HERE

Using the Balancer Lift

CONTINUE TO PAGE 7 >



MONTHLY SAFETY & QUALITY FOCUS

>>> HOW THE BEST DO IT <<<

1

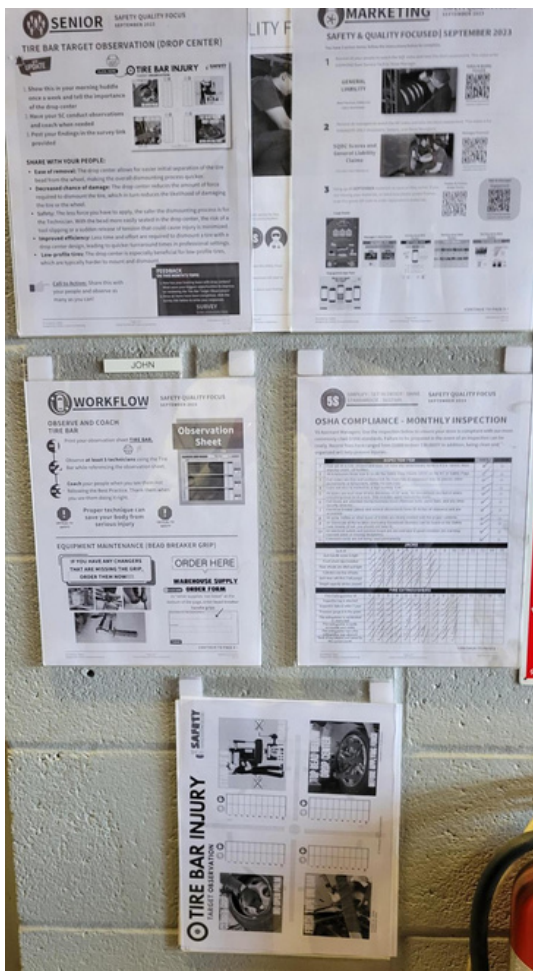
Complete these 4 things within the first week of the month:

- Print out the monthly Safety & Quality docs, including all observation sheets.**
- Share the information with all FT and PT team members in a morning huddle.**
- Delegate action items to the AORs with a clear expectation for what you want done and when you want it done by. Do not do everything on your own.**
- Complete the CTA Acknowledgement Survey only after you've complete a, b and c.**

2

By the 3rd week of every month, have the Survey and Feedback completed, which means:

- Confirm your AORs have their action items completed, including any observation sheets, and enter the info into the survey link at the end of the Safety Quality Focus document (bottom of this page).**
- Answer the Feedback questions on the Safety & Quality Focus KC Feedback link.**



Actions and Behaviors you can follow as a Safety Leader:

1. Work through your AORs to complete the monthly action items so all AORs share in the responsibility to keep Our People and Our Customers safe. Do not try to do everything on your own.
2. Speak up when you see something unsafe and fix the issue immediately.
3. Lead by example, and set a clear expectation that Best Practices are NOT OPTIONAL.
4. Regularly compliment your co-workers when you see them safely executing our Best Practices.



**MAKE IT
VISIBLE**

FEEDBACK ON THIS MONTH'S TOPIC

1. After reading through the "Actions and Behaviors of a Safety Leader, what would you say you do well and what would you say needs work. What, if anything, will you do differently this month?
2. Once all items have been completed, click the survey link below to enter your responses.

SURVEY
[Enter responses here](#)