

SAFETY QUALITY FOCUS

**NOV
2025**

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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MANAGER

CREW TIME UPDATES

SAFETY QUALITY FOCUS
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CREW time creates a schedule based on forecast data specific to your store and creates shifts for each role to meet your store's forecasted demand. The updated document has easy broken down expectations for you to have schedule success! Please read through each section and reach out if you have any further questions.

EXPECTATIONS

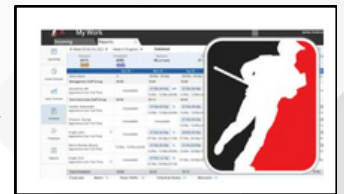
1. Maintain Employee Availability (inside or outside of the system)
2. Review Time Off Requests in a timely manner
3. Fill all Open Shifts – continue editing by using features such as clicking and dragging or splitting shifts (Do not modify roles within a shift)
 - a. Schedule to Demand by Role set to 100% (All roles aside from Floater (lunch coverage))
4. Add Floater Hours for Lunch Coverage
 - a. AM and PM Schedule to Demand between 100-102%
5. Add Manager, Training and Receiving Shifts
6. Print and Post the ABV Report Daily



CREW Time Manager Guide

CREW Time: Unassigned to Role and Reporting

CREW Time: Floater Role



Self-Paced CREW Time

MANDATORY

Please complete this course if you haven't already to better yourself in creating accurate schedules

!! PSE CONTEST !! (NOV 3RD - NOV 30TH)

WAMs – 1 PSequence & 1 TTCL observation submission per day for 15 consecutive days (By highest score and quickest time)

SCs – 1 PSequence submission per day for 15 consecutive days



Who	Prizes
WAMs	1 st – 2021 Macbook Air 2 nd – \$100 Visa gift card 3 rd – \$50 Visa gift card
SCs	Chance to win 1 of 5 \$50 Visa gift cards



TTCL Observations



PSequence



1. Participation in **PSequence** results in between 2.3% to 4.3% decrease in bay time average.
2. Participation in **Task Timing Observations** results in between 3.3% to 3.5% decrease in bay time average.

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WORKFLOW

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OBSERVE AND COACH **TIRE BAR TARGET** **OBSERVATION**



STEP 1 Print your observation sheet **Tire Bar Target Observation.**

STEP 2 Observe at least **10** employees properly using the Tire Bar 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



**CRITICAL TO
SAFETY**

**HELP PROTECT OUR PEOPLE FROM
SERIOUS INJURY FROM TIRE BARS**



**CRITICAL TO
SAFETY**

EQUIPMENT MAINTENANCE (**FLOOR JACKS**)

The New Jack Maintenance and Troubleshooting QRG is HERE!

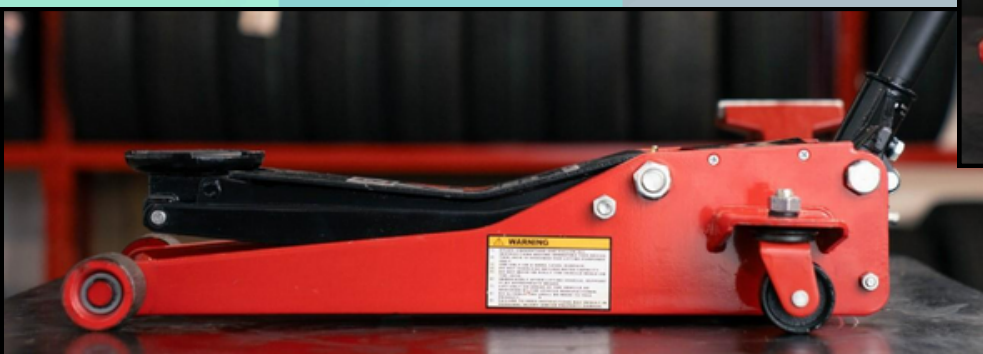
Our Ask: Always perform the daily, weekly and monthly maintenance steps on the new jacks before putting them into service.



Print and use daily. Keep it close by!



Floor Jack Maintenance and Troubleshooting QRG



THANK YOU!

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TIRE BAR INJURY

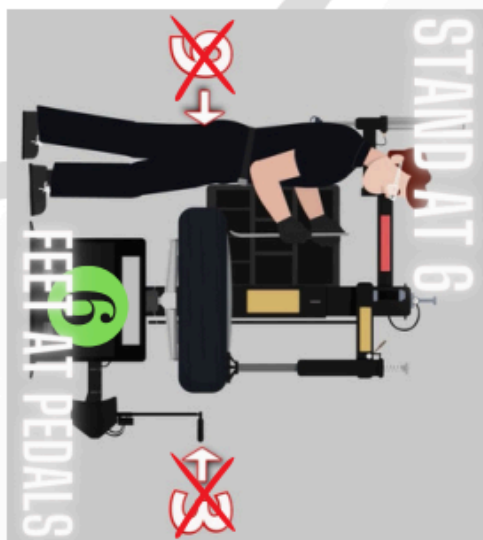


TARGET OBSERVATION



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Marketing Manager,

1. Please hang up the **new November posters** as soon as they are delivered.
2. Ensure you have the large poster & infographic hung up side-by-side at eye level.
3. Ensure all your people watch the videos!

New Videos!

(Videos available to watch from November 3rd - November 30th)



Preventing Jack Damage



SCAN NOW

- ✓ AT's
- ✓ Assistants
- ✓ Seniors
- ✓ Store Managers



Jack Damage Cash Cab



SCAN NOW

- ✓ ST's
- ✓ CC's
- ✓ SC's
- ✓ AT's
- ✓ Assistants
- ✓ Seniors
- ✓ Store Managers

Engagement App



SCAN NOW

Check your store stats!

CONTINUE TO PAGE 6>



OSHA COMPLIANCE - MONTHLY INSPECTION

5s Assistant Managers: Use the inspection below to ensure your store is compliant with most commonly cited OSHA standards. Failure to be prepared in the event of an inspection can be costly!!

If any item on the OSHA checklist is marked **"At Risk"**, the issue should be addressed promptly. For any findings related to **electrical systems or equipment**, a **service ticket must be submitted to the Regional Facilities Team** to ensure proper repair or replacement.

	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).	☐	☐
2	All Employees know how to locate the Safety Data Sheets (SDS) on the KC or Safety Page.	☐	☐
3	Exit routes are free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within the exit route.	☐	☐
4	Each exit door is marked by a sign reading "Exit."	☐	☐
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)	☐	☐
6	Exit doors are unlocked during business hours (Remove locks, panic bars, and any other security devices)	☐	☐
7	Electrical breaker panels and service disconnects have 36 inches of clearance and are accessible	☐	☐
8	All spray bottles or other types of bottles are clearly marked with the proper contents	☐	☐
9	All chemicals at the location (excluding household cleaners) can be found on the Safety Data Sheets (If not, you should not have it)	☐	☐
10	All electrical outlets and junction boxes are secured and in good condition (no cracking, exposed wires or missing faceplates)	☐	☐
11	Extension cords are not being used permanently	☐	☐
12	Extension Cord for mobile air check unit is in good condition	☐	☐
13	All balancer lifts are in working condition	☐	☐

Jack #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
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															

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TECHNICIANS

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REVIEW THE UPDATED **RAISING VEHICLES** BEST PRACTICE



CRITICAL TO
SAFETY

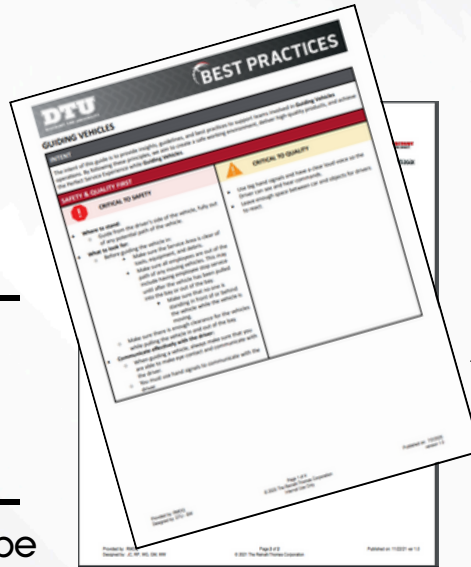


CRITICAL TO
QUALITY

Review the new **Critical to Safety and Quality** section.

Always confirm the vehicle is secure and stable by gently pushing the rear tire.

The area around the vehicle about to be lifted **MUST** be clear of obstacles, hazards, and personnel.

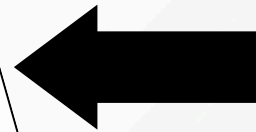


SERVICE TECHS & SAFETY ROLES



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

CLAMPING THE ASSEMBLY

SAFETY
OBSERVE AND COACH
CLAMPING THE ASSEMBLY

Employees hands/fingers are kept clear of opening and closing tire changer clamps.

	SAFE	AT RISK
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For each **SAFE observation**

1. Praise the employee for using proper hand placement when operating the clamps
2. Remind the employee about the benefits of proper hand placement
 - ➡ Reduce the chance of injury to hands and fingers

For each **AT RISK observation**

1. Use the information below to help coach the employee
 - Keep hands on top of the assembly when operating the tabletop clamps.
 - Serious injuries have occurred when an employee's hands or fingers are crushed between the clamps and wheel when attempting to clamp an assembly.
 - 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.

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Updated on: 10/24/2022



CLAMPING THE ASSEMBLY

CLICK HERE

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

ACTUAL CLAIM THAT OCCURRED IN **OCTOBER**:

“

He was clamping the wheel on the tire changer when his R hand got caught in the clamp causing an open wound on his R hand.

”



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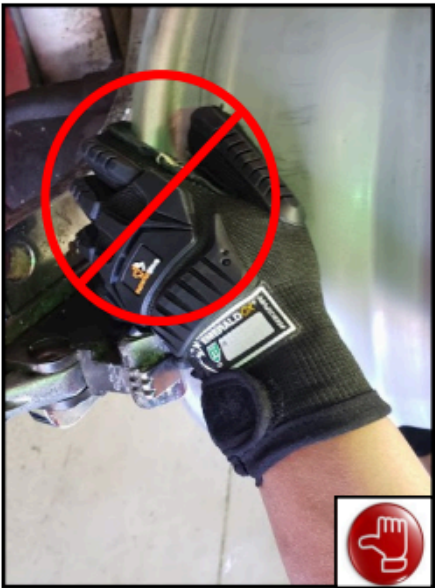
OBSERVE AND COACH CLAMPING THE ASSEMBLY

Employees hands/fingers are kept clear of opening and closing tire changer clamps.



For each **SAFE** observation

1. Praise the employee for using proper hand placement when operating the clamps
2. Remind the employee about the benefits of proper hand placement
 - ➊ Reduce the chance of injury to hands and fingers



For each **AT RISK** observation

1. Use the information below to help coach the employee
 - ➊ Keep hands on top of the assembly when operating the tabletop clamps.
 - ➋ Serious injuries have occurred when an employee's hands or fingers are crushed between the clamps and wheel when attempting to clamp an assembly.
 - ➌ 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
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SENIOR

SAFETY QUALITY FOCUS
NOVEMBER 2025

ONLY YOU CAN PREVENT TIRE BAR INJURIES!

#1 MOST COMMON INJURY FOR 60+ YEARS!!

(well, at least the last 10)

37 Tire Bar injuries last year in November.

CAN WE BEAT IT?

OUR ASK: BE A LEADER! Follow up at least 6 to 7 times this next week with your people properly using the Tire Bar.



FEEDBACK ON THIS MONTH'S TOPIC

Please tell us your best ideas to help prevent Tire Bar injuries in your store? Also, what topics would you like to see in the upcoming SQF/MF videos for 2026?

 **FEEDBACK**

Once all items have been completed, click the survey link below to enter your responses.

SURVEY

ENTER RESPONSES HERE



SAFETY

OUR PEOPLE. OUR CUSTOMERS. OUR CULTURE.