

## *Risk Assessment Survey and Workers' Compensation Best Practices*

Preface: The following information outlines the primary Risk Control activities anticipated within a standard automobile dealership. The information is outlined showing preferred practices first, followed by acceptable practices, and finally, practices that require improvement. The categories described above will be titled: Exceeds Expectations, Meets Expectations, and Below Expectations.

Please note: Not all of the items in each category must apply, but the overall picture of a particular activity should closely describe the chosen category.

<b>Category</b>	<b>Exceeds Expectations</b>	<b>Meets Expectations</b>	<b>Below Expectations</b>
<b>Administrative Commitment to Risk Control Activities</b>	<ul style="list-style-type: none"> <li>• Management commitment towards Risk Control activities is proactive</li> <li>• A safety manager "may" be on staff</li> <li>• Risk Control philosophy is filtered from management to line-level staff</li> <li>• Employee morale is high</li> <li>• Employees are paid higher than the average wage within this industry</li> </ul>	<ul style="list-style-type: none"> <li>• Management recognizes the financial benefits associated with a safe workplace</li> <li>• Risk Control activities are adequately managed by supervisors and monitored by management</li> <li>• Management supports Risk Control efforts and is open to financial investments in safety where economically feasible; OR,</li> <li>• Management is responsive to Risk Control suggestions and interested in strengthening their programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Management philosophy towards the financial benefits of Risk Control is light</li> <li>• Management's support of Risk Control activities is weak</li> <li>• Risk Control activities are largely considered unproductive time and therefore, little time is extended to staff for this purpose</li> <li>• Overall attitude by supervisor/staff is: "nothing will change so why bother"</li> </ul>

<b>Employee Hiring &amp; Screening Activities</b>	<ul style="list-style-type: none"> <li>• Information collected from interview process establishes applicant's ability to perform in "all" functions of the job applying for (including review of safety expectations &amp;/or simulation of work capabilities)</li> <li>• Criminal background checks, MVR reviews, credit checks, employer reference checks, employment profiling tests on "all" applicants.</li> <li>• Job descriptions are developed which clearly explain each position's tasks, including manual lifting requirements and other fundamental components necessary to perform the job applying for</li> <li>• Post-offer medical exams &amp;/or medical questionnaire to confirm that new hires can perform the essential functions of a particular job applying for</li> <li>• Signed, written safety policy in handbook that establishes employee commitment to safety rules/procedures and disciplinary action</li> </ul>	<ul style="list-style-type: none"> <li>• Interview process outlines the fundamental job components required of the applicant</li> <li>• Criminal background checks preferred on all applicants, but only required for salespersons</li> <li>• MVR reviews completed for all applicants who may operate a vehicle</li> <li>• Multiple interviews &amp; reference checks are a consistent procedure for screening "all" applicants</li> <li>• Written job descriptions developed for screening applicant job qualifications</li> <li>• Signed statement by applicant acknowledging their understanding of company safety policies &amp; expectations</li> </ul>	<ul style="list-style-type: none"> <li>• No MVR review</li> <li>• No reference check</li> <li>• Interview process is weak</li> <li>• No job descriptions, OR job descriptions do not include safety requirements for the position</li> </ul>
<b>Drug Testing Program</b>	<ul style="list-style-type: none"> <li>• Drug testing program and written policy with disciplinary actions are in place including pre-hire, post-accident, &amp; random testing of all staff</li> </ul>	<ul style="list-style-type: none"> <li>• Drug testing program with written disciplinary actions in place</li> <li>• Pre-hire and post accident testing only</li> </ul>	<ul style="list-style-type: none"> <li>• No drug testing OR;</li> <li>• Drug testing "for cause" only</li> </ul>

<b>Employee Orientations</b>	<ul style="list-style-type: none"> <li>• Orientation process includes review of workplace safety rules to be followed and formal safety &amp; technical training</li> <li>• Copy of written safety program is provided to employee or will be readily available from any workstation</li> <li>• Company safety policy acknowledgement form is completed and kept in personnel file, along with records of orientation activities</li> <li>• Technical training includes review of job descriptions &amp; technical requirements</li> <li>• Formal OJT process</li> </ul>	<ul style="list-style-type: none"> <li>• Company handbook contains sufficient safety rules</li> <li>• Safety rules and operational procedures reviewed, with a signed acknowledgement form that is completed by the new employee &amp; kept in personnel file</li> <li>• Brief review of technical job requirements with OJT for an initial employment period</li> </ul>	<ul style="list-style-type: none"> <li>• Employee given company handbook, but management does not review handbook contents with new hire</li> <li>• No safety rules in handbook</li> <li>• Safety rules in handbook are insufficient</li> <li>• No handbook provided</li> <li>• No review of technical job requirements</li> </ul>
<b>Employee Incentives &amp; Supervisor Accountability</b>	<ul style="list-style-type: none"> <li>• All “meets expectations”, plus</li> <li>• Managers are held accountable for safety results</li> <li>• Safety is included in performance reviews</li> <li>• Financial incentive/discipline may be included in accountability program</li> </ul>	<ul style="list-style-type: none"> <li>• Employee incentives/rewards offered to staff for positive safety behaviors (i.e. zero &amp;/or minimal lost workdays, prompt claim reporting timeliness, hazard recognition, team safety project, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• No safety incentive plans to motivate safe working behaviors among employees</li> </ul>
<b>Claim Reporting Practices</b>	<ul style="list-style-type: none"> <li>• Employees are given specific instruction on claim reporting procedures</li> <li>• Training on this topic is updated annually with all staff</li> <li>• Designated person who reports all claims to PMA</li> <li>• All claims are reported to PMA within 3 days of occurrence</li> </ul>	<ul style="list-style-type: none"> <li>• Account has an effective claims handling process</li> <li>• Majority of claims are reported to PMA within 3 days</li> <li>• Claim reporting procedures are reviewed with staff at hire, and procedures are referenced in employee handbook</li> </ul>	<ul style="list-style-type: none"> <li>• No process flow for reporting claims; OR</li> <li>• Current flow for reporting claims is ineffective (due to size or dealership complexity)</li> <li>• Claim reporting timeliness is consistently beyond 3 days of occurrence</li> <li>• Supervisors are not familiar with claim reporting procedures</li> </ul>

<p><b>Accident Investigation Procedures</b></p>	<ul style="list-style-type: none"> <li>• Accident investigations are conducted on all accidents (even near-misses) to identify &amp; control preventable injuries</li> <li>• JSA's conducted to identify injury source, correct the safety problem, &amp; establish new safety procedures</li> <li>• Management discusses preventable measures with staff &amp; adjusts safety policies/procedures as needed to strengthen their safety program</li> </ul>	<ul style="list-style-type: none"> <li>• Injuries are reviewed for serious or unusual circumstances</li> <li>• Management discusses results with employees as deemed necessary</li> <li>• No formal accident investigation process, but a more thorough evaluation of injuries is conducted on an individualized basis</li> </ul>	<ul style="list-style-type: none"> <li>• No follow-up on accidents</li> <li>• Only 1<sup>st</sup> report of injury is completed and submitted to HR, but no review of accidents with staff, &amp; no corrective actions</li> </ul>
<p><b>Physician Panel Network (PPN)</b></p>	<ul style="list-style-type: none"> <li>• All factors under “meets expectations” plus, claim coordinator has consulted with the physicians listed on the panel and established a partnership to insure quality medical treatment &amp; prompt RTW</li> <li>• Physicians are encouraged to visit the dealership to understand job descriptions and workplace activities</li> <li>• Frequent communication between the claim coordinator, employee, physician, and claim adjuster regarding status with medical services and rehab. progression</li> </ul>	<ul style="list-style-type: none"> <li>• Listing of at least 3 physicians on a panel</li> <li>• WC physician selection procedures are reviewed with staff annually</li> <li>• Panels are posted in conspicuous location and staff is familiar with the panel's purpose and location if asked.</li> <li>• Managers' are trained in purpose behind physician panels and RTW needs</li> </ul>	<ul style="list-style-type: none"> <li>• No panels posted; OR</li> <li>• Panels posted, but no further action taken to educate staff</li> </ul>

<p><b>Return to Work Program</b></p>	<ul style="list-style-type: none"> <li>• Designated claim coordinator (for multi-location dealerships) who oversees claim progress, medical treatment, and communication with the injured employee</li> <li>• Job descriptions are available and used by physicians to accommodate work restrictions in order to return injured employee to work promptly</li> <li>• Physician packets created and sent with injured employee (includes items like: letter to physician, RTW restrictions form, job description, worker release form, company/claims contact information)</li> </ul>	<ul style="list-style-type: none"> <li>• Modified work duties are accommodated whenever possible in order to return injured employees to work</li> <li>• Claim management is mostly reactive, rather than proactive, but management certainly encourages the RTW process</li> </ul>	<ul style="list-style-type: none"> <li>• No procedures in place, but management is interested in improvement; OR,</li> <li>• Management is not convinced that bringing employee back for restricted duty will benefit the company's insurance expense; OR</li> <li>• Management's attitude is that there are no jobs that can be found to accommodate the injured worker (especially technicians)</li> </ul>
<p><b>Subcontracted Employees</b></p> <p>(i.e. DX drivers, washers, or other subcontracted staff &amp;/or services like building maintenance, equipment maintenance, etc.)</p>	<ul style="list-style-type: none"> <li>• All of "Meets Expectations", plus all subcontractors (regardless of services) must meet dealership safety rules, and be included in dealership safety orientation before working on-site (where applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Certificates of Insurance are required from all subcontractors and vendors</li> <li>• Certificates are updated annually</li> <li>• Certificates denote coverage of Worker's Compensation and minimum liability of \$500,000 per incident.</li> <li>• Individuals who are not on a payroll, but provide services to the dealership (i.e. DX drivers) must sign a "dealership waiver of liability" agreement</li> </ul>	<ul style="list-style-type: none"> <li>• No controls over subcontractors or subcontracted employees</li> </ul>

**Programs and Procedures**

<p><b>OSHA Hazard Communication Program</b></p>	<ul style="list-style-type: none"> <li>• Written policy in place</li> <li>• Documented employee training (for new hire and annually)</li> <li>• Training provided by a qualified subcontractor is acceptable as long as it covers OSHA regulations and effectively encompasses all program requirements</li> <li>• All chemical substances are labeled</li> <li>• Inventory of chemical substances and corresponding MSDS' are on-site</li> <li>• Staff is proficient in reading MSDS'</li> <li>• MSDS' are updated on all products regularly</li> </ul>	<ul style="list-style-type: none"> <li>• Written policy in handbook is reviewed with staff at hire and annual refresher meeting is conducted</li> <li>• Chemical substances are labeled with minor improvement noted</li> <li>• MSDS' available, but may not be updated regularly</li> </ul>	<ul style="list-style-type: none"> <li>• No procedures in place, OR,</li> <li>• Procedures do not meet OSHA requirements</li> </ul>
<p><b>OSHA Forklift Safety Program</b></p>	<ul style="list-style-type: none"> <li>• All of "Meet Expectations", plus</li> <li>• Written forklift safety policy included in safety manual</li> <li>• All employees are trained on safety hazards of forklifts in the workplace</li> <li>• Forklift and other powered industrial moving equipment are inspected and serviced on a routine basis</li> </ul>	<ul style="list-style-type: none"> <li>• Forklift operators are limited to designated staff only.</li> <li>• Forklift operators are certified</li> <li>• Forklift maintenance is conducted as needed</li> </ul>	<ul style="list-style-type: none"> <li>• No procedures in place; OR,</li> <li>• Procedures do not meet OSHA requirements</li> </ul>

<b>OSHA Lock Out/Tag Out Program</b>	<ul style="list-style-type: none"> <li>• Written LO/TO procedure is in place</li> <li>• Documented employee training (training can be provided by qualified subcontractor as long as it covers OSHA regulations and effectively encompasses program requirements)</li> <li>• JSA's have been conducted on all machinery related functions to identify situations where LO/TO would apply</li> <li>• No tags are used, only locks</li> <li>• All vehicle lift repairs and dislodgement are handled by subcontractor</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluations have been made to identify any situations where LO/TO would apply, and it is found that applicable situations are handled by subcontractor (i.e. lifts, compressors, tire balancers, etc.)</li> <li>• Any inoperable equipment is tagged and removed from service immediately until a subcontractor repairs the equipment, or until equipment is replaced</li> <li>• There may be no repairs of any kind, in which case there may be no annual training provided (be sure they make notation of this fact in their company policies)</li> </ul>	<ul style="list-style-type: none"> <li>• If any of the above do not apply; OR,</li> <li>• Vehicle lifts are serviced or repaired (jambs) by in-house staff</li> </ul>
<b>Emergency/ Disaster Preparedness Plan</b>	<ul style="list-style-type: none"> <li>• All of "Meets Expectations" plus,</li> <li>• Emergency Coordinator (&amp; backup coordinator)</li> <li>• Written emergency/disaster plan is developed and reviewed with staff annually</li> <li>• Trained, first aid responder available</li> <li>• Emergency drills</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency procedures are provided to employees at orientation (procedures are also included in company handbook)</li> <li>• Emergency evacuation routes are posted</li> <li>• Designate a reassembly location for all employees</li> <li>• Egress capabilities are satisfactory</li> <li>• Emergency lighting is available</li> </ul>	<ul style="list-style-type: none"> <li>• Inadequate emergency procedures; OR,</li> <li>• No emergency procedures</li> <li>• No emergency lighting</li> <li>• Exits are obstructed</li> <li>• No evacuation posters &amp;/or exit signage</li> </ul>
<b>First Aid Capabilities</b>	<ul style="list-style-type: none"> <li>• All of "Meets Expectations" plus,</li> <li>• First aid responder available</li> <li>• All employees trained in OSHA Bloodborne Pathogen controls</li> <li>• Hospital/medical facility is located within 5 minutes of site</li> </ul>	<ul style="list-style-type: none"> <li>• First aid kits available (including backboard &amp; burn blanket)</li> <li>• Eye wash station in service and body shop areas</li> <li>• Emergency medical care &amp;/or ambulance service nearby</li> </ul>	<ul style="list-style-type: none"> <li>• Inadequate first aid capabilities</li> </ul>

<b>Safety Training Activities</b>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations” Plus</li> <li>• Safety topics discussed by supervisors on a scheduled basis (monthly to quarterly, depending on dealership size)</li> <li>• Periodic review of technical manuals to reinforce warnings and safe work practices</li> <li>• Periodic review of tool choices and tool usage (discuss right tool? right job?)</li> <li>• Uses self-inspection tools to identify future safety training needs</li> </ul>	<ul style="list-style-type: none"> <li>• Annual OSHA mandated training</li> <li>• Supervisor reviews safety topics, hazards, or recent injuries on an as needed basis</li> <li>• Annual review of safety policies and procedures</li> <li>• Technical training is provided per manufacturer request</li> <li>• Training logs &amp; attendance records maintained</li> </ul>	<ul style="list-style-type: none"> <li>• Little to no safety training provided OR,</li> <li>• May have the OSHA mandated training programs administered by subcontractor, but no further safety training provided</li> </ul>
<b>Self-Inspection Activities</b>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations”, Plus</li> <li>• Inspections are conducted monthly to quarterly (depending on size of dealership &amp; need)</li> <li>• Inspections are reviewed by safety committee &amp;/or management, with findings discussed in routine meetings with staff</li> <li>• Corrective actions promptly addressed upon conclusion of inspection</li> <li>• Uses self-inspection process as a means of identifying future safety training needs</li> </ul>	<ul style="list-style-type: none"> <li>• Self-Inspection procedure is in place with written inspection format, and sign-off</li> <li>• Inspections are conducted at least semi-annually (monthly-quarterly is preferred depending on size of dealership)</li> <li>• Department supervisors review inspection results and are responsive to findings</li> <li>• Corrective actions are addressed promptly</li> <li>• No discussion with staff on inspection results unless supervisor deems it necessary</li> </ul>	<ul style="list-style-type: none"> <li>• No self-inspection activity; OR,</li> <li>• Self-inspection activities are ineffective</li> <li>• Management is not responsive to needed safety corrections OR,</li> <li>• Management is slow to respond to inspection findings</li> <li>• Inspections that aren’t documented</li> </ul>



<b>Driver Safety Practices</b>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations”, Plus</li> <li>• No personal use permitted; OR,</li> <li>• Personal use restricted to designated personnel only</li> </ul>	<ul style="list-style-type: none"> <li>• MVR’s are reviewed on all employees at hire and annually for existing drivers</li> <li>• Driving privileges are directed towards key sales/management staff</li> <li>• Periodic driving by technicians (on customer test drives only)</li> <li>• MVR’s reviewed against acceptable criteria</li> <li>• Written vehicle use policy with restricted usage procedures in company handbook (i.e. no spousal/child use, no non-business use, no drinking/drug use, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• No MVR reviews on drivers</li> <li>• No restrictions on vehicle use</li> <li>• No written vehicle use policy; OR,</li> <li>• Existing policies are not enforced</li> </ul>
<b>Driver Security Procedures</b>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations”, Plus</li> <li>• Signed Liability Waiver by customer</li> <li>• Verify Identification with Signed DMV dealer tag permission slip</li> </ul>	<ul style="list-style-type: none"> <li>• Drivers License &amp; 2<sup>nd</sup> ID required for sales test drives</li> <li>• Driver security procedures reviewed with salesmen during orientation</li> <li>• Pre-planned routes for test drives by sales &amp; service technicians (i.e. all right turns)</li> </ul>	<ul style="list-style-type: none"> <li>• No procedures in place</li> </ul>
<b>Personal Protective Equipment (PPE)</b>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations”, Plus.</li> <li>• Management has reviewed all job functions to determine where PPE is necessary</li> <li>• Management enforces PPE use and staff utilizes PPE consistently</li> <li>• Written policy in place for PPE and staff incentives in place to encourage compliance</li> <li>• Slip resistant shoe policy in place</li> </ul>	<ul style="list-style-type: none"> <li>• Basic PPE available</li> <li>• Staff training sessions annually to re-emphasize PPE needs</li> <li>• PPE required under specific conditions (i.e. working under vehicle, painting, brake removal, etc)</li> <li>• PPE use encouraged regularly by managers</li> </ul>	<ul style="list-style-type: none"> <li>• No PPE policy</li> <li>• Inferior observance of PPE use during consultant inspection</li> <li>• Management does not conscientiously encourage PPE usage by staff</li> <li>• Staff is required to purchase their own PPE</li> <li>• No controls on shoe use (at least tennis shoe soles)</li> </ul>

### General Dealership Conditions

<b>Building Conditions</b>	<ul style="list-style-type: none"> <li>• New building; OR,</li> <li>• Newly renovated building meeting current building codes</li> <li>• Housekeeping is excellent</li> <li>• Lighting is good</li> <li>• Good spacing throughout the property with designated traffic flow patterns</li> </ul>	<ul style="list-style-type: none"> <li>• Building is less than 30 years old and well maintained ; OR,</li> <li>• Building may be older than 30 years, but well maintained with NO major outdated building codes</li> <li>• Lighting is satisfactory</li> <li>• Housekeeping is satisfactory</li> <li>• Moderate spacing throughout the property with occasional traffic build-ups</li> <li>• Waste products are stored in a designated areas, under cover, and diked to contain spillage</li> <li>• Waste products are removed by subcontractor on a frequent basis (i.e. used oil/ antifreeze, used batteries, vehicle body parts, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Building is older than 30 years with signs of deterioration</li> <li>• Building is not well maintained</li> <li>• Housekeeping is poor</li> <li>• Lot &amp; building interior is tight (limited space availability);</li> <li>• General waste disposal procedures are inadequate</li> </ul>
<b>Life Safety- Exits, Egress Accessibility</b>	<ul style="list-style-type: none"> <li>• All “Meets Expectations”, Plus</li> <li>• Facilities equipped with sprinkler system</li> <li>• Facilities equipped with fire alarm system connected to central station monitoring company</li> <li>• Compressors, compressed gas cylinders and bulk gasoline are stored outside the building</li> </ul>	<ul style="list-style-type: none"> <li>• Building conditions meet NFPA 101 requirements</li> <li>• Exterior doors open freely without blocking, locking, or jamming</li> <li>• Exits &amp; egress passageways are not obstructed</li> <li>• Sufficient exits available</li> <li>• Emergency lighting &amp; lighted egress signage are tested monthly</li> </ul>	<ul style="list-style-type: none"> <li>• Building life safety codes are grandfathered &amp; conditions indicate significant hazard to occupants</li> <li>• Exit doors are blocked, damaged, or jammed</li> <li>• No emergency lighting or exit signage</li> <li>• Not enough exits to meet load</li> </ul>

<b>Steps, Ramps, General Walking Surfaces</b>	<ul style="list-style-type: none"> <li>• Interior floors have good slip resistance</li> <li>• Housekeeping is good</li> <li>• Management enforces immediate spill clean-up procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Steps, ramps, curbs &amp; exterior walkways are well maintained</li> <li>• Conditions inspected periodically, repaired in a timely manner</li> <li>• Housekeeping is acceptable</li> <li>• Water drainage on parking areas is satisfactory</li> <li>• Walking surfaces are clearly marked, with minimal potholes or heaving surfaces</li> <li>• Handrails &amp; stair treads are sufficient</li> </ul>	<ul style="list-style-type: none"> <li>• Steps, ramps, curbs &amp; walkways are in deteriorating condition</li> <li>• Conditions are not inspected regularly for maintenance/ repair</li> <li>• Pedestrian walkways cross significant vehicular traffic</li> <li>• Floors have waxy sealant increasing slipperiness</li> <li>• Water drainage from parking area is poor</li> </ul>
<b>Elevation Changes</b>	<ul style="list-style-type: none"> <li>• Employees are subcontracted for all work at heights (i.e. light-bulb changes, decorating, sign hanging, etc.)</li> <li>• Accessibility to alignment machine is satisfactory</li> <li>• Stairways are in good condition with good treading &amp; secure handrails</li> <li>• Safety training and safety rules include appropriate use of alignment machine &amp; scissor lifts</li> </ul>	<ul style="list-style-type: none"> <li>• Designated, trained staff responsible for conducting work at heights (explicitly informed of safety controls &amp; PPE)</li> <li>• Stairways are routinely inspected for deterioration</li> <li>• Good lighting in stairway &amp; landings are free of obstructions</li> </ul>	<ul style="list-style-type: none"> <li>• Employees work at heights with unsatisfactory controls</li> <li>• Unacceptable stairway conditions</li> </ul>
<b>Electrical Systems</b>	<ul style="list-style-type: none"> <li>• NO EXCEEDS EXPECTATIONS</li> </ul>	<ul style="list-style-type: none"> <li>• All wiring meets building codes &amp; are periodically inspected for arcing</li> <li>• No obvious evidence of wiring deterioration</li> <li>• GFCI's in wash bays</li> <li>• Powered tools &amp; equipment are inspected for signs of deterioration or damage (frayed cords, plug disconnection, overheating, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of wiring deterioration or old electrical breakers/fuses</li> <li>• Circuit breakers are overloaded</li> <li>• Extension cords are used in place of permanent wiring</li> <li>• No GFCI's in wash bays</li> </ul>

<b>Lighting</b>	<ul style="list-style-type: none"> <li>• Lighting is excellent throughout the dealership</li> <li>• Good lighting in every service bay</li> <li>• Walls &amp; ceiling are painted light colors to promote good luminescence</li> <li>• Ample retractable, fully enclosed lighting fixtures gives good viewing to technicians working under vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• All work areas have acceptable lighting features with only minor improvements noted</li> </ul>	<ul style="list-style-type: none"> <li>• Primary work areas service/body/showroom are dark &amp; lighting is limited</li> <li>• Walls are dark or dirty &amp; don't offer sufficient light reflection</li> <li>• No corded lighting available to promote sufficient visibility for technicians to work under vehicles</li> </ul>
<b>Environmental/ Inclement Weather Conditions</b>	<ul style="list-style-type: none"> <li>• Snow/ice removal is subcontracted with a pre-arranged contract established</li> <li>• Walking surfaces &amp; parking lots are pre-treated before inclement weather strikes</li> <li>• Employees are instructed to use a designated entrance to access the building (this exit is completely cleared of any possible icy conditions)</li> </ul>	<ul style="list-style-type: none"> <li>• No subcontracted plan for snow/ice removal, but pre-determined designated staff members remove snow &amp; treat ice with appropriate equipment available</li> <li>• Sufficient slip-resistant mats &amp; wet floor signs are applied during rainy conditions</li> </ul>	<ul style="list-style-type: none"> <li>• No pre-planned snow/ice treatments</li> <li>• Snow/ice removal is addressed after the inclement weather strikes</li> <li>• Plans that are in place are ineffective</li> </ul>
<b>Spill Control Procedures</b>	<ul style="list-style-type: none"> <li>• Immediate spill clean-up procedure</li> <li>• Deep cleaning of floors conducted on a scheduled basis</li> </ul>	<ul style="list-style-type: none"> <li>• Floor cleaning is conducted daily, with periodic deep cleaning of floors when build up begins</li> </ul>	<ul style="list-style-type: none"> <li>• Floor cleaning methods &amp;/or frequency are inferior</li> </ul>

**Service Department**

<p><b>General Housekeeping Conditions</b></p>	<ul style="list-style-type: none"> <li>• Floors very clean</li> <li>• Trash removal on a continual basis</li> <li>• Tools kept in tool boxes</li> <li>• Porter on site for immediate spill clean-up</li> </ul>	<ul style="list-style-type: none"> <li>• Floors in average condition &amp; cleanliness is satisfactory</li> <li>• Trash receptacles placed throughout the dealership &amp; emptied daily</li> <li>• Majority of hoses are kept off the floor, &amp; no significant trip/fall hazards were present</li> </ul>	<ul style="list-style-type: none"> <li>• Floors in deteriorating condition</li> <li>• Floors are dirty &amp;/or greasy</li> <li>• Trash removal is not consistent</li> <li>• Hoses left loose on the ground, presenting trip/fall hazard</li> <li>• Excessive trash &amp;/or parts &amp; equipment storage throughout the building</li> </ul>
<p><b>Vehicle Storage (Vehicular Flow)</b></p>	<ul style="list-style-type: none"> <li>• All of "Meets Expectations", Plus</li> <li>• New/Used car storage is very good</li> <li>• Pre-determined vehicle traffic pattern for customer vehicles being serviced (both incoming vehicles &amp; vehicles waiting for service)</li> <li>• Clearly marked thoroughfares for pedestrians separated from vehicle traffic flow</li> </ul>	<ul style="list-style-type: none"> <li>• New/Used car storage is acceptable (a little tight, but well organized)</li> <li>• Traffic flow for service vehicles does not produce a hazard with pedestrians</li> <li>• Posted speed limits (5 mph max)</li> </ul>	<ul style="list-style-type: none"> <li>• Disorganized vehicle traffic patterns</li> <li>• Very tight parking capabilities that produce risk for injuries to pedestrians</li> </ul>

<p><b>Procedures for Lifting Transmissions/ Engines</b></p>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations”, Plus</li> <li>• Medical evaluations conducted (post-hire) to qualify lifting capabilities in relation to job function</li> <li>• Lifting transmissions &amp; engines via a transmission jack that has the following features: extra-wide saddle, securement brackets that adjust &amp; tilt backward/forward, double chain/strap, hydraulic foot pedal that fully extends load, wide floor base (this style jack allows the part to be lowered to work-table height, &amp; tilting the brackets permits easy sliding for part transfer)</li> <li>• Material handling training to staff regarding proper equipment &amp; parts transfer</li> </ul> <p>NOTE: Staff will use whatever tools are available...The key is “Does Management have the right tools available for the right job?”</p>	<ul style="list-style-type: none"> <li>• Standard transmission jack (single saddle with single securement chain),</li> <li>• Hydraulic or manual crank height adjuster on jack that fully extends the load to eliminate any manual lifting</li> <li>• Training to staff on team lifting when part is transferred to work table OR,</li> <li>• If chain hoists are used, the hoists should be mobile with rotating adjustable arm to accommodate full rotation to the work table (minimal lifting or carrying of part should be necessary)</li> <li>• Load capacity is clearly acknowledged &amp; rules are followed</li> <li>• Daily inspection of slings, latches, etc.</li> <li>• Training to staff regarding gantry crane/hoist safety</li> </ul>	<ul style="list-style-type: none"> <li>• Controls do not meet OSHA standards OR,</li> <li>• Adequate equipment is available, but employee training &amp; safety awareness is inferior</li> <li>• Equipment inspections not conducted</li> </ul>
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<p><b>Procedures for Moving Tires &amp; Brake Drums</b></p>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations”, Plus</li> <li>• Tires are carried to/from storage via a tire cart, wheel creeper, etc.</li> <li>• Brake drums are transported via mechanical devices like pallet jacks, forklifts, rolling jacks, or brake drum carriers</li> <li>• Wheel dolly used to mount/dismount tires on vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• Handcart used to transport tires to/from parts storage (preferred method- Tires stored upright on lowest level storage rack &amp; rolled onto carts)</li> <li>• Team lifting utilized when transporting Brake Drums (avg. weight is 40-70 lbs)</li> <li>• Training regarding proper lifting techniques on a scheduled basis</li> <li>• Technician lifts vehicle to appropriate height (waist height) to mount/dismount tires from vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• No controls in place, AND</li> <li>• No training on proper lifting techniques</li> </ul> <p>NOTE: If low volume store, lack of material handling devices is acceptable as long as training on proper lifting techniques is provided &amp; staff understands that team lifting is required where necessary</p>
<p><b>Procedures for Pushing Stalled Vehicles</b></p>	<ul style="list-style-type: none"> <li>• Inoperable cars are pushed via car pushers (also called mules, motorized tugs, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle moving jacks (i.e. go-jacks, auto jacks) are used to aid in pushing cars into service bays</li> </ul>	<ul style="list-style-type: none"> <li>• Inoperable cars are pushed manually by one or more employees</li> </ul>
<p><b>Vehicle lifts</b></p>	<ul style="list-style-type: none"> <li>• All of “Meets Expectations”, plus</li> <li>• Lifts are inspected daily before use</li> </ul>	<ul style="list-style-type: none"> <li>• Lifts are inspected by a qualified contractor;</li> <li>• Automatic chocks are operative on all lifts</li> <li>• Safety pins are provided to prevent dropping of lift in event of pressure failure</li> <li>• Strict enforcement of employee policy prohibiting dislodgement of jammed equipment OR,</li> <li>• Lifts are inspected by a designated, trained employee who is the only person permitted to repair lifts or dislodge jams</li> <li>• Full compliance with LO/TO</li> </ul>	<ul style="list-style-type: none"> <li>• No controls in place</li> <li>• No enforcement policy acknowledged by staff that dislodging of jammed lifts is prohibited</li> <li>• Double Loading-servicing vehicles (one vehicle on lift, while servicing another vehicle underneath lift)</li> </ul>

<b>Brake/Clutch Repair</b>	<ul style="list-style-type: none"> <li>• “Negative Pressure” Enclosure &amp; HEPA Vacuum System used to contain contaminated dust generated from brake lining &amp; clutch facing repairs (mostly large truck dealers)</li> </ul>	<ul style="list-style-type: none"> <li>• Controlled “Wet-Down” Method used to contain contaminated dust generated from brake lining &amp; clutch facing repairs</li> <li>• Brake Clean or Water sprayed on part before removing (should have hood &amp; bucket to contain the brake-technician may only use bucket-</li> <li>• In reference to above-bucket only is acceptable if using car disc brakes</li> <li>• In reference to above-hood &amp; bucket should be used for wet-down process if removing brake drums</li> <li>• Dust Masks should be encouraged</li> </ul>	<ul style="list-style-type: none"> <li>• No controls in place OR,</li> <li>• Technicians (Dry Wipe) wipe down brakes &amp; clutches before removal with dry towel OR,</li> <li>• Technicians use air hose to blow down the brakes before removing</li> </ul>
<b>Tool Use-Machine Guarding</b>	<ul style="list-style-type: none"> <li>• Machine guarding is satisfactory (i.e. grinders, band saws, table saws, lathes, etc)</li> <li>• Safety glasses &amp; other applicable PPE is used by “all” persons in Service Department (including bystanders or visitors)</li> </ul>	<ul style="list-style-type: none"> <li>• Machine guarding is satisfactory, with minor improvements warranted</li> <li>• Employees clearly understand the concept of eye protection &amp; utilize safety glasses when flying debris may be present</li> </ul>	<ul style="list-style-type: none"> <li>• Machine guarding is inadequate</li> <li>• Use of safety glasses &amp; other personal protection is sporadic &amp; not enforced by management</li> </ul>
<b>Indoor Air Quality</b>  <b>(Overhead &amp;/or In-Ground CO Removal System recommended)</b>	<ul style="list-style-type: none"> <li>• All “Meets Expectations”, Plus</li> <li>• System is new, or in “like-new condition</li> <li>• System is serviced regularly &amp; well maintained</li> </ul>	<ul style="list-style-type: none"> <li>• Idle running engines that must run inside the building are attached to a mechanical exhaust ventilation system, and system is in satisfactory condition</li> <li>• No maintenance plan, but management monitors condition &amp; makes repairs promptly</li> </ul>	<ul style="list-style-type: none"> <li>• Inadequate ventilation controls</li> <li>• No mechanical exhaust ventilation in place</li> <li>• Mechanical exhaust ventilation system in place, but not used by staff</li> </ul>



<p><b>Testing Vehicle on Operating Load</b></p>	<ul style="list-style-type: none"> <li>• Dynamometer (typically used for emissions testing) is used to test vehicle operating conditions while running under its load</li> </ul>	<ul style="list-style-type: none"> <li>• Procedure in place &amp; trained to staff regarding procedures for testing vehicle under its load and,</li> <li>• Procedures should include, at a minimum: <ul style="list-style-type: none"> <li>-Parking brake engaged</li> <li>-Driver behind controls of vehicle with foot on brake at all times</li> <li>-The diagnosing technician does not stand in front of running vehicle</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Anything that does not meet "Meets Expectations or better"</li> </ul>
<p><b>Shop Floor Surface Conditions- Slip Resistancy</b></p>	<ul style="list-style-type: none"> <li>• Floors have good slip resistance, with "non-slip" surfacents applied</li> <li>• No standing water</li> <li>• Floor slope in wash bays</li> </ul>	<ul style="list-style-type: none"> <li>• General concrete floor conditions with no special "non-slip" surfacents applied</li> <li>• Spill clean-up not enforced, but generally, staff is conscientious about removing spills</li> <li>• May have a non-slip shoe policy, but otherwise, tennis shoe soles are required</li> <li>• Floors in wash bays either offer proper drainage; or, excess water is squeegeed after each vehicle detail</li> </ul>	<ul style="list-style-type: none"> <li>• Floors in poor condition</li> <li>• Sealants applied that make floors slippery</li> <li>• Excess standing water observed on floors</li> <li>• Wash bays located in middle of corridor in service bays (indicating overflow issues)</li> <li>•</li> </ul>

**Paint & Body Department**

<p><b>Flammable Liquids Storage</b></p>	<ul style="list-style-type: none"> <li>• No Exceeds Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Flammable liquids are stored in one of the following:               <ul style="list-style-type: none"> <li>UL Flam. liquids storage cabinet meeting NFPA 30 requirements</li> <li>- Outside storage building with ventilation meeting NFPA 30</li> <li>- Electrical wiring meets NPA 30</li> </ul> </li> <li>• Flammable liquids must meet all characteristics noted above; and</li> <li>• Bonding/grounding is conducted during transfer or mixing of flammable liquids</li> <li>• Mixing room must meet NFPA 33 requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Anything that doesn't meet "Meets Expectation" matrix</li> </ul>
<p><b>Respiratory Protection</b></p>	<ul style="list-style-type: none"> <li>• No Exceeds Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Written respiratory protection program in place</li> <li>• Medical evaluations &amp;/or medical questionnaires completed on all painters &amp; undercoaters</li> <li>• Annual refresher training &amp; fit-testing per OSHA requirements</li> <li>• Respiratory storage &amp; filter change is satisfactory</li> <li>• Eye protection required in the body shop</li> <li>• Eyewashes available</li> </ul>	<ul style="list-style-type: none"> <li>• No respirators</li> <li>• Respiratory protection procedures do not meet OSHA requirements</li> </ul>

<b>Spray Booth Fire Protection</b>	<ul style="list-style-type: none"> <li>• No Exceeds Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Spray booth equipped with fire protection, serviced every 6 months by a qualified contractor</li> <li>• Local exhaust ventilation system installed within spray booth with adequate controls</li> <li>• Explosion-proof wiring &amp; lighting meeting NFPA 33 requirements</li> <li>• Spray booth filters changed on a frequent basis</li> <li>• Paint guns are interlocked with ventilation controls</li> <li>• Only explosion-proof tools &amp; equipment are permitted in spray booth</li> </ul>	<ul style="list-style-type: none"> <li>• Anything that doesn't "Meet Expectations" matrix</li> </ul>
<b>Undercoating</b>	<ul style="list-style-type: none"> <li>• No Exceeds Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Undercoating with a flammable product takes place inside an approved spray paint booth; OR, outside the building</li> <li>• Respiratory protection is utilized (most common product contains MEK)</li> <li>• See respiratory protection matrix</li> <li>• See spray booth matrix</li> </ul>	<ul style="list-style-type: none"> <li>• Anything that doesn't "Meet Expectations" matrix</li> </ul>
<b>Explosion Proof Electrical Wiring &amp; Fixtures</b>	<ul style="list-style-type: none"> <li>• No Exceeds Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• All electrical wiring &amp; lighting meets class 1, division 1 electrical, according to NFPA 33 requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Anything that doesn't "Meet Expectations" matrix</li> </ul>

<p><b>Housekeeping</b></p>	<ul style="list-style-type: none"> <li>• All “Meets Expectations”, Plus</li> <li>• Excellent housekeeping</li> <li>• Light trash accumulation, and all trash located in receptacles</li> <li>• Aerosol containers are kept in flammable liquid storage cabinet</li> <li>• Only a 1 day supply of paints kept outside of UL approved flammable liquids storage cabinets</li> </ul>	<ul style="list-style-type: none"> <li>• Housekeeping is satisfactory</li> <li>• Staff is moderately conscientious about controlling trash accumulation</li> <li>• Minor issues with paint storage &amp; overspray cleanup</li> <li>• No standing water</li> <li>• No hoses or electrical cords on floor</li> <li>• Oily rags stored in acceptable UL approved oily waste cans</li> </ul>	<ul style="list-style-type: none"> <li>• Housekeeping is poor</li> <li>• Paint accumulation is heavy</li> <li>• Poor storage of equipment &amp; supplies</li> <li>• Paint disposal activities are insufficient</li> </ul>
<p><b>Frame Straightening</b></p> <p>NOTE: Older equipment may not be as automatic as newer models, thus requiring some team work among multiple staff-members (use your judgment on whether the controls in place will adequately minimize risk of injury)</p>	<ul style="list-style-type: none"> <li>• State of the art frame straightening equipment (generally less than 10 years old) OR,</li> <li>• No Frame Straightening</li> </ul>	<ul style="list-style-type: none"> <li>• Frame straightening equipment is well maintained &amp; generally less than 15 years old</li> <li>• Pull dozers may be used instead of frame straightening equipment (as long as they are well maintained)</li> <li>• Employees have been fully trained on use of the framing equipment</li> <li>• Sufficient staff &amp; team work to minimize muscle strain risks from material handling</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment is old (generally 20+ years)-most common old style framing is chains in floor</li> <li>• Equipment is not well maintained</li> </ul>

## Parts Storage & Distribution

<b>Mechanical Material Handling for Large Parts</b>	<ul style="list-style-type: none"> <li>Forklift is used to transport large parts, heavy parts, or bulk packages (i.e. transmissions, engines, vehicle body parts, windshields, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Pallet jacks, mobile cranes, chain hoists, &amp; hydraulic stackers are used to transport large parts, heavy parts, or bulk packages</li> </ul>	<ul style="list-style-type: none"> <li>Manual lifting of large parts, heavy parts, or bulk packages</li> </ul>
<b>Parts Storage Arrangements</b>	<ul style="list-style-type: none"> <li>All "Meets Expectations", Plus,</li> <li>Automated order picker system</li> <li>Uses cherry picker with fall protection to access overhead shelves</li> <li>Do not permit service technicians to pull their own parts from stock</li> <li>Parts staff deliver parts to the service technicians via handcart, dolly, or mechanical material handling device</li> </ul>	<ul style="list-style-type: none"> <li>Products are stored in racks- with large/heavy items stored close to the floor &amp; lighter items stored above</li> <li>Appropriate ladders are used to access overhead shelves (i.e. rolling step ladder with weight stops &amp; hand railing)</li> <li>Training to staff regarding proper lifting techniques</li> <li>Flammable items are not stored close to heating units</li> </ul>	<ul style="list-style-type: none"> <li>No controls in place</li> </ul>
<b>Procedures for Loading/ Unloading Parts</b>	<ul style="list-style-type: none"> <li>Mechanical devices available on the delivery vehicle to aid in product distribution (i.e. lift-gate, mobile hoists, stacker (manual or hand cranking, etc.)</li> <li>Medical evaluations conducted (post-hire) to qualify lifting capabilities in relation to job function</li> <li>MAY wholesale distribution of large/heavy items (i.e. transmissions, engines, etc.)</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Mobile crane or chain hoist is used to move large items in Parts Dept., such as transmissions, engines, vehicle body parts, etc.; OR,</li> <li>Forklift is used to move products within department</li> <li>Training on proper lifting techniques, forklift certifications, chain/hoist/crane inspection &amp; use</li> </ul>	<ul style="list-style-type: none"> <li>No controls in place OR,</li> <li>Procedures are inconsistent or inadequate to control hazard</li> <li>Parts deliverer stocks product on customer shelves</li> </ul>

<p><b>Housekeeping</b></p>	<ul style="list-style-type: none"> <li>• All “Meets Expectations”, Plus</li> <li>• Housekeeping is excellent</li> <li>• Parts Department is well organized</li> <li>• Aisles are wide, clearly marked, with directional traffic flow patterns for product transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Housekeeping is satisfactory</li> <li>• Exits/egress is sufficient</li> <li>• Aisles are unblocked with central pathway provided</li> <li>• Lighting is satisfactory</li> <li>• Lighting fixtures are protected against bulb breakage</li> </ul>	<ul style="list-style-type: none"> <li>• Housekeeping is poor</li> <li>• Parts department is cluttered, disorganized</li> <li>• Aisles are obstructed by stock</li> <li>• Lighting is poor</li> </ul>
<p><b>Mezzanine Storage Conditions</b></p>	<ul style="list-style-type: none"> <li>• No mezzanine</li> </ul>	<ul style="list-style-type: none"> <li>• Light items are stored in mezzanines</li> <li>• Mezzanines are protected by guardrail (top rail, mid rail, toeboard)</li> <li>• Permanent ladder affixed for access</li> <li>• Mezzanine openings closed when items are not being hoisted</li> <li>• Mezzanine load capacity is posted &amp; in compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Inadequate controls</li> </ul>

**IMPORTANT NOTICE** - The information and suggestions presented by PMA Companies in this risk control document are for your consideration in your loss prevention efforts. They are not intended to be complete or definitive in identifying all hazards associated with your business, preventing workplace accidents, or complying with any safety related or other laws or regulations. You are encouraged to alter the information and suggestions to fit the specific hazards of your business and to have your legal counsel review all of your plans and company policies.

