

### Health and Safety Management Dealership Operations

#### Loss prevention ideas:

Engage employees in the safety management process:

Due to the varying nature of each department within an auto dealership, your employees will come from a variety of backgrounds and experiences. But one common denominator is that employees who are involved in the development of safety protocols are more likely to incorporate them into their daily activities.

Reward employees for following safety protocols, correct those that are not:

This should not be kept within individual departments. Managers from one department should recognize and correct employees from another department. Having a sales manager reward a mechanic for following safety protocols will go a long way when it comes to raising safety awareness.

#### How to improve your overall safety record:

Focus on developing safety culture by empowering your employees.

Due to the variety of backgrounds and experiences within the various departments of an auto dealership, there is a wealth of talent that can be harnessed to solve safety concerns and develop protocols.

#### Communication:

Cal/OSHA requires that employees be kept informed when it comes to safety and that they have a way to voice their concerns. A communication structure needs to allow for the flow of information from the top down and the bottom up. This can be accomplished through a corporate safety committee that includes management and employee representation from each auto dealer department. The information from the corporate safety committee meetings should be shared with employees via department meetings. Information gathered at the department meetings should be brought to the corporate safety committee meeting. Having managers cross over to share information with another department helps to solidify safety as an important factor within the dealership.

Communicating with injured workers so they know what to expect and that you're there for them is critical. Employees with a positive feeling about their work and employer are less likely to seek legal litigation.

### Hiring practices:

Selecting the right individuals for your auto dealership is a key to your organization's success and your employee's success. Hiring gates for auto dealerships should include an application, multiple interviews, reference checks, background check, post offer physicals, post offer drug testing, and a motor vehicle record check.

### Training:

An auto dealership has several departments each with its own unique set of safety hazards. Cal/OSHA requires employees to be trained on your dealership's safety rules and regulations as well as department specific and machine specific hazards. Training is also required when new materials, process, and machinery are introduced or if an employee transfers to a different job or department. Update training may also be required depending on the topic. Cal/OSHA has published a list of hazards requiring training and when to update the training.

[http://www.dir.ca.gov/dosh/dosh\\_publications/TrainingReq.htm](http://www.dir.ca.gov/dosh/dosh_publications/TrainingReq.htm)

### Safety specifics for the auto industry:

To help promote safety culture and buy in from employees, have your employees develop your dealership's safety rules and regulations. If your dealership rules and regulations are already developed, have your employees review and rework them.

Auto dealerships will have safety rules and regulations that are the same as other industries, such as "no fighting or horse play", as well as specific to the industry, such as "always check that hoist safety locks are engaged and secure before working under a hoist". The attached document entitled "Safety Items Specific to Auto Dealerships" is a tool for your employees to start with.