

Shop Safety & Risk Management

Protecting People & Performance

Sherryl Brightwell Nens

SVP, Head of US Dealership Sales | Privacy4Cars | Sandy, UT

661-210-3453 | Sherryl@ComplyAuto.com



The views and opinions presented in this educational program and any accompanying handout material are those of the speakers, and do not necessarily represent the views or opinions of NADA. The speakers are not NADA representatives, and their presence on the program is not a NADA endorsement or sponsorship of the speaker or the speaker's company, product or services.

Nothing that is presented during this educational program is intended as legal advice, and this program may not address all federal, state, or local regulatory or other legal issues raised by the subject matter it addresses. Program participants should consult with their attorney to obtain advice with respect to any particular legal matter. The purpose of the program is to help dealers improve the effectiveness of their business practices. The information presented is also not intended to urge or suggest that dealers adopt any specific practices or policies for their dealerships, nor is it intended to encourage concerted action among competitors or any other action on the part of dealers that would in any manner fix or stabilize the price or any element of the price of any good or service.

Small Spill, Big Impact

- ➔ Slips and falls = most common injury in dealerships.
- ➔ What looks like 'just a puddle' can lead to fractures, surgeries, or disability claims.
- ➔ OSHA cites dealers for poor housekeeping—spills, clutter, blocked exits.



Why Safety & Compliance Matter



Protect employees, customers, and your dealership's reputation.



Even small workers' comp claims raise your insurance rates for years.



Ensure business continuity and productivity.

OSHA Enforcement Climate 2026

$15,000+

Serious Violation Fines

Individual citations for serious violations now start at over $15,000 and can quickly multiply across multiple standards.

70%

Citation Rate

Seven out of ten automotive shop inspections result in citations, making this industry a high-risk target for violations.

3

Common Triggers

Inspections typically result from employee complaints, workplace accidents, or hazards visible from public areas.



Most incidents don’t bring OSHA to your door—but every incident hits your bottom line.

OSHA Probably Won't Knock—But Here's What Matters

1

Most dealerships won't see OSHA unless there's a fatality or major complaint.

2

Ignoring safety risks costs daily: comp claims, downtime, turnover.

3

Top problem areas OSHA (and your business) care about:

- ➔ Hazard Communication
- ➔ Electrical Safety
- ➔ PPE & Respiratory Protection
- ➔ Forklift & Lift Safety
- ➔ First Aid & Emergency Readiness.

Bottom Line: Safety protects your people and your profits — OSHA just makes it official.

Top Risks for Dealerships

- Respiratory Protection
- Electrical Systems
- Forklifts
- Service Bay Hazards
- Personal Protective Equipment (PPE)
- Parts & Storage Areas
- Showroom & Office Safety

Respiratory Protection Violations

Fit-testing not performed

Employees using respirators without required annual fit tests, compromising protection effectiveness and violating OSHA standards.

Medical evaluations missing

No medical clearance documentation before respirator use, particularly important for employees with health conditions.

Improper use & storage of respirators

Respirators left dirty, stored incorrectly, or shared between employees without proper sanitization protocols.

Training deficiencies

Employees not trained on proper use, limitations, and maintenance requirements for respiratory protection equipment.

Written program absent

No comprehensive respiratory protection plan addressing selection, use, maintenance, and training requirements.

Electrical Systems: High-Risk Violations

Improper Use of Extension Cords

Using cords as permanent wiring solutions and daisy-chaining power strips create serious electrical hazards and immediate citations.

Open or Unlabeled Breaker Panels

Missing covers or circuit labels, plus panels blocked by storage boxes or parts, prevent emergency access and violate electrical safety standards.

Damaged Electrical Equipment

Frayed cords, broken plugs, or exposed wiring on tools and equipment pose electrocution risks and result in serious violations.

Inadequate Grounding / GFCI Protection

Missing ground prongs and lack of GFCI outlets near wash bays or detail areas create shock hazards in wet work environments.

Exit & Emergency Lighting Failures

Burned out bulbs and missing testing records for monthly and annual emergency lighting checks violate fire safety requirements.

Forklift Violations – Top Citation Source

Untrained/unlicensed operators.

Technicians "helping out" without proper training certification. OSHA requires formal training plus evaluation before any operation is permitted.

Missing 3-year re-evaluations.

Operators must be re-evaluated at least every three years, but many dealerships fail to track and conduct these mandatory assessments.

No daily pre-use inspections.

Dealers often skip required safety checklists covering brakes, horn, forks, lights, and hydraulics. Unsafe trucks continue operating.

Unsafe operating practices.

Carrying passengers, using lifts as work platforms, speeding in service bays, and exceeding load capacity limits.

Incomplete documentation.

Training records, inspection checklists, and certification documentation missing or incomplete when inspectors arrive.

Service Bay Safety Essentials



Vehicle Lifts

Regular inspections following ALI standards, operator training certification, and proper use of locking devices. Never bypass safety systems or use damaged equipment.



Lockout/Tagout

Energy isolation procedures for equipment repairs and maintenance. Written program, trained employees, and proper lockout devices prevent serious injuries.



Machine Guarding

Proper guards on grinders, lathes, and other rotating equipment. Remove guards only during maintenance with proper LOTO procedures in place.



Exhaust Ventilation

Adequate ventilation for engine operations and chemical use. Local exhaust systems must be maintained and operated whenever vehicles run indoors.

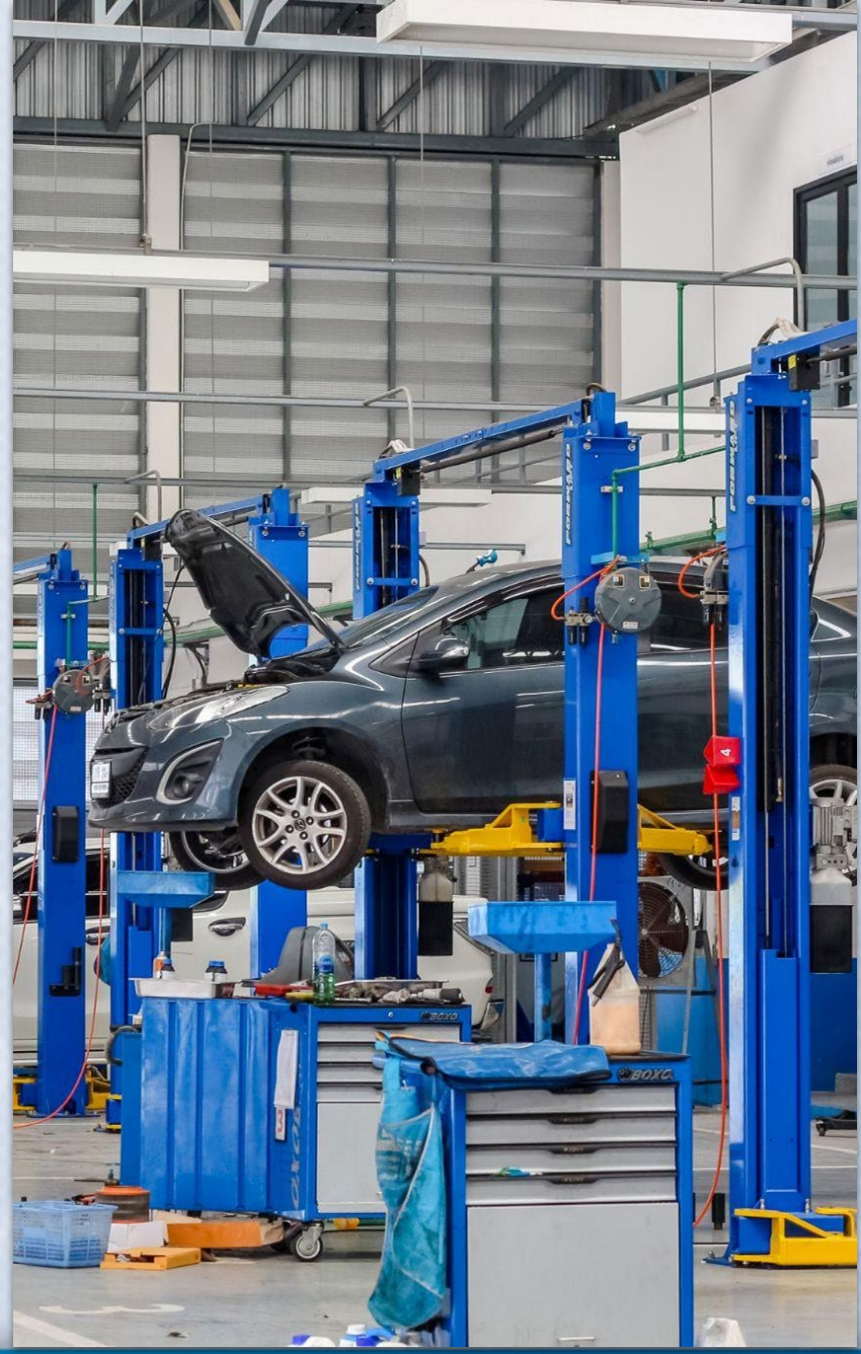


Customer Exclusion

Keep customers and unauthorized personnel out of active service bays. Clear barriers, signage, and employee enforcement protect everyone from workplace hazards.

Real OSHA Case: Lift Safety Citation

- **Violation:** Vehicle lift used without locking devices or jack stands under vehicle during service work.
- **Risk:** Significant crushing and struck-by hazards to employees working underneath elevated vehicles.



1

Citation Issued

General Duty Clause 5(a)(1) – failure to provide a hazard-free workplace environment

2

Required Abatement

Use jack stands when locks can't engage; follow ALI 'Lifting It Right' safety procedures

3

Key Lesson:

Even without specific lift standards, OSHA enforces safety under General Duty Clause authority

Parts & Storage Area Safety

- Forklift operations and pedestrian safety.
- Proper shelving and storage systems.
- Elevated areas with guardrails.
- Ladder inspections and safe practices.
- Flammable storage safety.

Showroom & Office Safety

Slip, Trip & Fall Prevention

Clean floors immediately after spills, maintain non-slip surfaces, and ensure adequate lighting in all customer and employee areas throughout the facility.

Emergency Preparedness

Keep exit doors unlocked during business hours, maintain clear emergency exit paths, and ensure all exit signs are illuminated and visible.

Fire Safety Systems

Monthly fire extinguisher inspections with proper tagging, accessible placement throughout facility, and annual professional maintenance of all fire protection equipment.

Emergency Lighting

Test emergency lighting systems monthly, maintain battery backup systems, and document all testing with proper recordkeeping for compliance verification.

Ergonomic Workstations

Proper desk and chair heights, adequate lighting for paperwork, and computer screen positioning to prevent repetitive strain injuries in office environments.

Required Written Programs

- ➔ HazCom Plan
- ➔ Emergency Action Plan (EAP)
- ➔ PPE Hazard Assessment & Certification
- ➔ Lockout/Tagout Program
- ➔ Vehicle Lift Safety Policy
- ➔ Specialty Programs (as needed)



Common HazCom Mistakes

Unlabeled bottles of chemicals.



Missing or inaccessible SDS sheets.

Outdated written HazCom program.

No training documentation.

Emergency Action Plan (EAP)

Required for workplaces **>10** employees.

Common Violations:

Blocked exits, outdated plans.

Implementation:

Drills, signage, training.



PPE Hazard Assessment & Certification

- ➔ Written certification required by OSHA.
- ➔ Assessment must identify hazards and PPE.
- ➔ Written certification with dates and signatures.
- ➔ Reassess when workplace conditions change.



Common mistake: no documentation, incorrect PPE provided and employees not properly trained.

Lockout/Tagout (LOTO) Program

- ➔ Written program required for hazardous energy.
- ➔ Employee training required.
- ➔ Annual inspections of procedures.



Common violations

missing written procedures, employees not trained, failure to conduct required annual audits.

Vehicle Lift Safety Policy



Industry Best Practice

While not a specific OSHA written program requirement, documented lift safety policies following ANSI/ALI ALOIM:2020 standards are essential for dealership operations.

Required Documentation:

- Daily lift inspection checklists
- Annual certified lift inspections
- Operator training and certification records
- Maintenance and repair documentation

OSHA cites unsafe lifts and enforces under General Duty Clause when accidents occur or hazards found.

Specialty Programs

Respiratory Protection (29 CFR 1910.134)



➔ Required when employees use respirators for paint booth work, parts cleaning, or other chemical exposures.

Hearing Conservation (29 CFR 1910.95)



➔ Mandatory for workplace noise levels exceeding 85 dB over 8-hour periods. Includes audiograms and hearing protection.

Bloodborne Pathogens (29 CFR 1910.1030)



➔ Required for employees providing first aid or potentially exposed to human blood or other infectious materials.

Required only if specific exposures exist.

Safety Signage & Communication



Exit signs **illuminated and visible**.

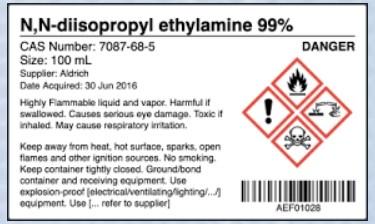
Required OSHA **posters displayed**.





PPE area signs in work zones.

Chemical containers **labeled** per GHS.



Critical Recordkeeping & Reporting

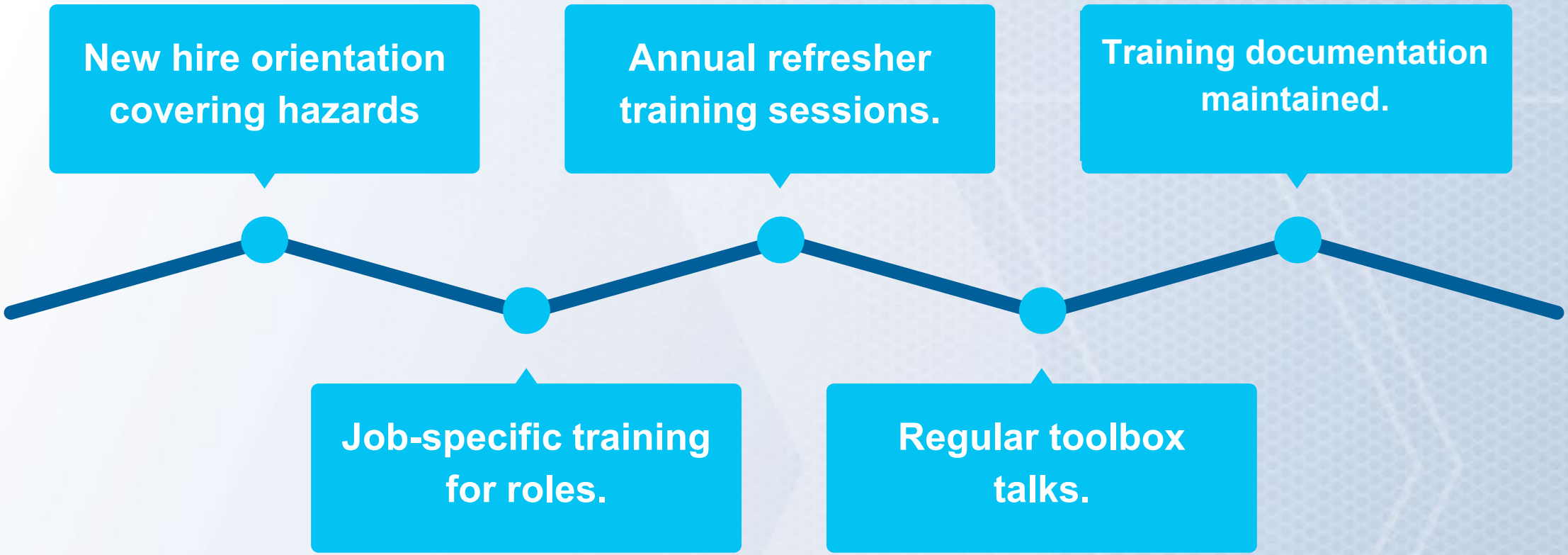
- ➔ OSHA 300 log of injuries/illnesses.
- ➔ Incident reporting deadlines (8-24 hrs).
- ➔ SDS retention for 30 years.
- ➔ Inspection documentation required.



Electronic vs. paper records.

OSHA accepts electronic recordkeeping systems provided they're accessible, secure, and backed up regularly. Many dealerships use digital systems for efficiency.

Comprehensive Employee Training



Preparing for OSHA Inspections

1. Conduct regular self-audits.
2. Designate a point person for inspectors.
3. Keep documentation organized and ready.
4. Daily housekeeping to prevent violations.
5. Leverage free OSHA/state consultation programs.

Safety is a Daily Commitment

Compliance requires **ongoing effort**.

Stay inspection-ready through training and audits.

Consultation services provide **free, confidential help**.

Action item: Start tomorrow with a 10-minute safety walk.

What Hazards Do You Spot?





QUESTIONS?

LAS VEGAS

FEBRUARY 3-6

2026 NADASHOW



#NADASHOW



DON'T FORGET

Complete the workshop evaluation found in the NADA Show app.

Download on the App Store

GET IN ON Google Play

SCAN ME

sponsored by Gubagoo

#NADASHOW