

June 20, 2022

Hello Store Managers and Senior Assistant Managers,

As we continue to Grow Responsibly and attract more talented employees in our stores, it is important that we are hiring the right people for the right roles. To help improve our onboarding process and better incorporate new employees into their positions, effective today, we have launched the New Hire Employee Development Experience.

Day 1

- The New Hire Employee Development Experience begins with Day 1 activities to help introduce the new employee to their Discount Tire family, the job requirements and expectations, and promotes personalized conversations to better understand their thoughts and feelings about joining your team.

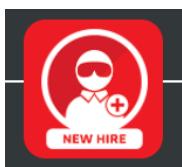
NOTE: The Day 1 activities will take approximately 7 hours to complete. New employees scheduled for a full first day should be able to complete it in that time. Employees working less than a full day may require multiple days to complete all the Day 1 activities.

- Store Managers should utilize the [Day 1 Checklist](#) and [Day 1 Timeline](#) to guide employees through their first day.

IMPORTANT: The Senior Assistant Manager is responsible for coaching and mentoring the new hire through this Development Experience if the Store Manager is not working on employee's first day.

Tools for ongoing development

- After the Day 1 activities are complete, the new hire should be coached and mentored through the onboarding process.
- New tools and updated processes are available to help you guide the new hire through this, including:
 - A [New Hire Leadership Responsibilities KC page](#).
 - An [Employee Development Experience Day 1 Program presentation](#).
 - A New Hire role and course list on the [Learning Path Page](#).



- Updated Virtual Service Tech Training (VSTT) that is now a 4-day program (down from 5), with the ability for the new hire to begin any day between Monday–Friday.

NOTE: Regional Office Managers/Admins will continue to enroll new hires in the VSTT through the Learning Path Page or LMS.

Our ask of you

- Please review the Day 1 Employee Development documents and the new KC tools and resources.
- You play an important role in developing our people, and it starts on their first day. As you hire new employees, please be engaged and make yourself available to begin coaching, mentoring, and supporting them through their onboarding.

If you have any questions, please use the Feedback buttons on the [New Hire Leadership Responsibilities page](#), or the [New Hire Learning Path Page](#).

Thank you for striving to be the BEST!