



CORPORATE SECURITY FAQs

Q: Do I really need to wear my photo ID badge?

A: Yes, wearing your ID is required at all times while at work, whether in the parking lot or inside the building. Your ID badge identifies you to others as being authorized to be on site and allows new employees to identify you by name.

Q: I forgot to bring my badge to work, what should I do?

A: Please stop by the Security Desk and sign out a temporary badge to use for that day. You will need to return the temporary badge at the end of the day.

Q: What should I do if I lost my badge?

A: Notify the Security Desk as soon as possible, either in person, or by calling 480-606-6911 (or x66911 from a desk phone) so that the badge can be deactivated. If your badge cannot be located within two working days, you will need to request a new badge from the Security Desk via a Facilities Request in ServiceNow, or simply ask the Security Desk to process the request for you.

Q: My badge has stopped working. What should I do?

A: Contact the Security Desk at x66911. Security will check your badge to see why it isn't working, and if necessary, a replacement badge will be provided to you.

Q: When do I have to scan my badge on a card reader door?

A: You should scan your badge on any door that has a card reader, even if someone is being polite and holding the door open for you. Walking through a badge reader door is considered "tailgating" or "piggybacking" which is not allowed at DISCOUNT TIRE.

Q: I need to work this weekend but I don't know if my badge will let me in. How do I get access?

A: Please have your manager/supervisor send an email to **DTC_SecurityDesk** with their authorization for you to work the requested days/hours. The Security Desk will process the request accordingly.

Q: When is it ok to park in the Visitor Parking area?

A: Visitor parking is for DISCOUNT TIRE visitors and vendors only. Employees who are provided with an assigned parking space in the parking garage, parking lot or parking circle should park in their assigned space. On-site contract workers and employees without assigned parking can park in the Paradise parking lot or on N. 73rd St.

Q: How do I let Security know I have a new car?

A: You can let Security know of your new vehicle by emailing them at **DTC_SecurityDesk**. Please include make, model, year, color and license plate number in your email.

Q: How do I get a key to my office or desk?

A: Please submit a Facilities Request in ServiceNow for your key request.



Q: Do I need to notify Security if I am expecting a vendor or guest?

A: Typically no. However, as a courtesy to the Security Team and in order to facilitate a more expeditious entry for the guest, we ask that you contact the Security Desk at x66911 or email at **DTC_SecurityDesk** when multiple guests are expected.

Q: Am I allowed to bring my family members and friends to work?

A: Family and friends are considered visitors and all visitors must sign in with the Security Desk in the main lobby prior to entering the facility. Be sure to obtain prior approval from your manager before bringing guests into the work area. Please be respectful of your co-workers and minimize visitations in work areas to reduce distractions or disruptions to business operations.

Q: Can I get a new badge if I change my name?

A: Yes, after your name change has been processed by the People Care department, please submit a Facilities Request in ServiceNow detailing your request.

Q: I need a new lanyard or badge holder; how do I get one?

A: Security maintains badge supplies at the Security Desk. Please stop by at your convenience to obtain a replacement item.

Q: Am I allowed to bring my weapon/gun to work?

A: Weapons should be stored securely and out of plain view in your vehicle and not brought into the facility.

Q: Where do I report suspicious activity or concerns around physical security?

A: You can email, call or visit the Security Desk at Corporate. The Security staff will ensure your concern is reviewed promptly.

Q: Where do I report security concerns involving my computer, mobile phone or iPad?

A: You can email or call the Information Center at 1-800-366-4399. They will provide an initial review and ensure your concern is addressed promptly. Timely reporting can make all the difference.