

SAFETY LEADER CTA

APRIL 2021

AMERICA'S
TIRE

DISCOUNT
TIRE

DISCOUNT
TIRE DIRECT

LET'S GET YOU TAKEN CARE OF®

APRIL 2021 ACTION ITEMS

DUE MAY 1

- APR 2021 CTA Acknowledgement survey



SURVEY

Do only the Safety Focus listed below that pertains to your location:

- APR 2021 **Store** Safety Quality Focus
- APR 2021 **Facilities** Safety Focus
- APR 2021 **DC** Safety Focus



INJURY TRENDS | OUR PEOPLE

Best Practice Execution is at the Heart of Injury and Accident Prevention

Beginning this month, and throughout the summer months, **we begin to see a steady increase in the number of injuries and accidents reported.**

Not surprisingly, **failure to execute our Best Practices is a primary causal factor in many of these injuries and accidents.** Skipping steps, and doing things out of order to save time, is never the right answer.

It is your responsibility as a Safety Leader to hold Our People accountable to execute Best Practices. While we often focus on key areas of risk in the Observe and Coach Observations, knowing and executing on our Best Practices as a whole is something that needs daily monitoring.

- **When you see someone doing it right, always let them know you recognize it.** They will remember that positive reinforcement every time they perform that task.
- **When you see someone skipping a step, struggling, or working outside of their comfort zone, don't take it lightly.** Let them know you're paying attention and help out or show them the right way to do it.

If there's one thing you take away from this message, it's that there's no single thing you can do to prevent injuries. Injury prevention lies in executing the Best Practices flawlessly. We owe it to Our Discount Tire Family and Our Customers.



In **51%** of injuries investigated this year, failure to execute a Best Practice was a contributing factor!



VEHICLE DAMAGE TRENDS | OUR CUSTOMERS

Stud & Hub Damage - Driving Results in Safety

In the last 90 days, the average cost for a stud and/or hub damage claim was **\$525**.

73% of the time, the claim required stud replacement/repair, and 21% of the time the repairs required hub replacement/repair. The highest paid claim was **\$4,930** on a 2011 Jaguar XJ.

Congratulations to Southern California Region for having only 1 paid stud/hub damage claim in the last 90 days and 2 reported non-paid incidents in the damage to stud and/or hub category. In comparison, the average region had 18 paid claims in the last 90 days and reported non-paid incidents of 7.5.

CAS accomplished this by making a Safety WIG focused on Best Practice Execution on Installing the Assembly and Safety Inspections. The Regional Safety Coordinator, Junior Taumoepeau, said "This focus also drives our results for our Strategic Intent not only for Safety, but also the regional WIG for the Service Area."

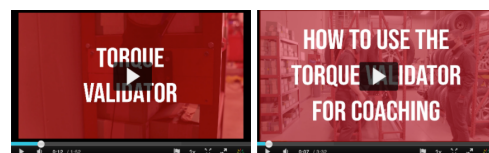


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Torque Validator Videos - Tools and Equipment Page

Achieving proper torque is a critical component of installing the assembly. The "Torque Validator" video provides information on why the tool is important, how to set it up for testing, and how to use it to test the torque wrench.

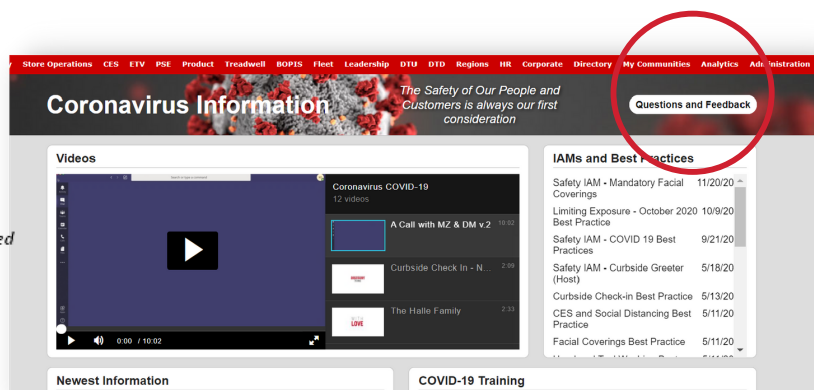
The "How to Use the Torque Validator for Coaching" video provides strategies for coaching and mentoring on the proper use of the torque wrench, and how to use the torque validator to teach torque technique. Check these two new videos out with your team this month by visiting the Tools and Equipment Page on the KC or clicking on the photos here.



SAFETY LEADER SPOTLIGHT | OUR CULTURE

Preventing the Spread of Coronavirus

Make sure your store has an ample supply of face coverings and disinfectant and all of your signs and floor decals are still displayed. If you have any questions about anything related to COVID-19, don't hesitate to drop your question in the Coronavirus info page on the KC.



Remember: Complete the electronic Self-Health Assessment every day immediately after punching in.

CONTEST WINNERS – March



Safety & Quality Focused Video Contest

Eli Calvillo
NVR 01- Reno, NV

Don't forget to scan
and watch this month!

\$500 PRIZE

Close Call



Tyler Ramsfield
OKO Region - OKO 13 - 03/01/2021

Edwin Hargrove
CAN Region - CAN 51 - 03/08/21

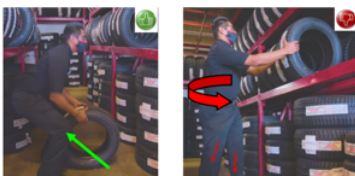
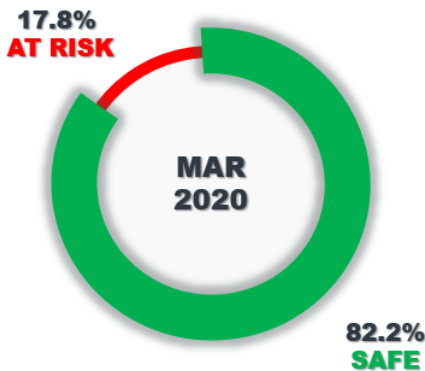
Jeremiah Diangson
CAN Region - CAN 20 - 03/15/21

Tyrone Snyder
CAN Region - CAN 56 - 03/22/21

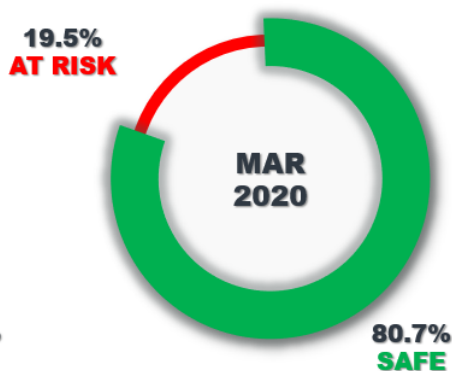
Hudson Holt
OKO Region - KSW 03 - 03/29/21

Don't forget: When you report a Close Call,
you are automatically entered to win a \$50 gift card!

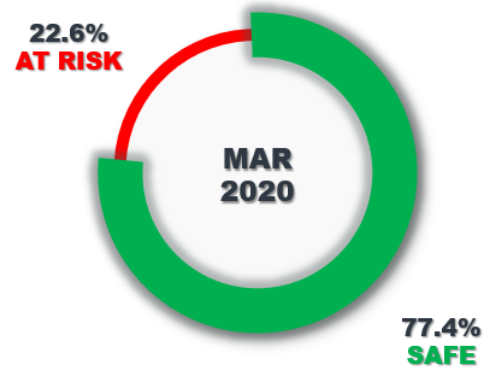
Observation Results



INVENTORY LIFT



BALANCER LIFT



LIFT TO CHANGER

SAFETY ENGAGEMENT Through Apr 2nd 2021

