

SAFETY LEADER CTA

AUGUST 2021

AMERICA'S
TIRE

DISCOUNT
TIRE

DISCOUNT
TIRE DIRECT

LET'S GET YOU TAKEN CARE OF®

AUGUST 2021 ACTION ITEMS

DUE SEPTEMBER 4

- AUG 2021 CTA Acknowledgement survey



SURVEY

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

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



INJURY TRENDS | OUR PEOPLE

Critical to Safety Best Practices Are Never Optional

Employee states he was using both hands to remove a wheel when the wheel fell and pinched his left index finger between the wheel and the balancer shaft.

Employee states he was removing a tire when his hands slipped on the tire bar which came back and hit him in the left eye brow line.

Employee states he was placing blocks when his coworker lifted the car and smashed his right index finger between the rubber block and lift point of the car.

Employee states he was breaking the bead and there was still air pressure in the tire. When the bead broke, the shovel bounced back and hit his right hand.





VEHICLE DAMAGE TRENDS | OUR CUSTOMERS

2017-2020 Chevy Truck - Slippery Frame Rails

Last month, we had two separate incidents involving Chevrolet trucks slipping off lift blocks. After a closer look, the frames on these trucks have a coating that may have contributed to the slippage. Repairs for the 2018 Silverado are estimated to be over \$30,000!

Check under every vehicle to ensure the lifting surface is not slippery. If you find a slippery coating on the frame, be sure to jack the vehicle up instead of using the lift. A little bit of extra attention can help you avoid injury and an upset customer.



SAFETY LEADER SPOTLIGHT | OUR CULTURE

The Importance Of Our Best Practices - Responses From Your Peers

Last month's feedback question was *"What is something you can do differently to educate your people on the importance of executing all Best Practices every time?"*

Here are a few responses from Safety Leaders:

We could stress the importance of executing all best practices every time is focusing on safety, quality, and delivery. If we execute all best practices we will create a much safer work environment. Reduce return for service because we will do right the first time. Bring to life with our best practices with our Brand Promise. Caring people doing the right thing.

We need to educate our people on the whys behind the what and give examples of how it could go wrong before it does. That way they not only know why we ask what we do but know how to keep themselves and others safe.

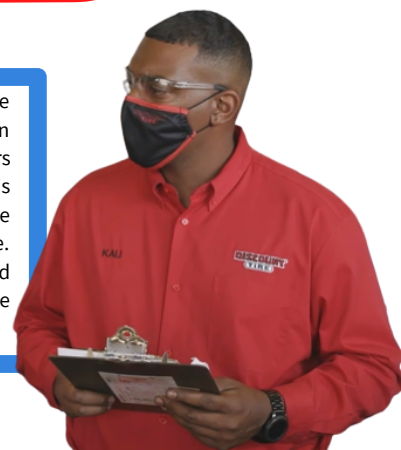
I feel like something that I can do differently to help with the execution of the best practices is first to make sure that all employees know how to find our best practices on the KC. Second would be to coach on a daily basis what our steps of the best practices are by asking individuals at random about specific best practices.

The best thing I can do to get our team more involved on executing Best Practices is to #1 make sure I am leading by example and #2 holding my team accountable when a Best Practices is not followed.

The best way I have found to educate my people on the importance of executing best practices is to share, coach and mentor the reasoning behind each best practice. Letting them know the reason we have best practices gives them a better understanding on the importance of our safety and our customers safety.

Biggest thing we can do to improve on making sure best practices are being done is to talk about it EVERY MORNING and tie it into the dream board to share success stories on what we do and how it fits in the dream.

The best way I have found to get my team to understand the importance of our best practices when it comes to safety is to explain the "why's." The "what," is easy. We have grip tape on our tire bars because it helps us grip the bar better, that's the what. The why is because people have gotten seriously hurt by those things. There are very specific safety steps we take every time we raise/lower a vehicle. Some of the steps are very easy to skip but they all have a really good reason, people have gotten seriously hurt and vehicles have become damaged if these things don't happen every time.



CONTEST WINNERS – July



Safety & Quality Focused Video Contest

Jason Lu

IAI 01- Coralville, IA

Don't forget to scan and watch this month!

\$500 PRIZE

Close Call



Jaalam Cole

INI Region - INI 13 - 07/05/2021

Zach Goedecke

TXD Region - TXD 23 - 07/12/21

Jeremiah Diangson

CAN Region - CAN 20 - 07/19/21

Luis Mendoza

CAN Region - CAN 44 - 07/26/21

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

Observation Results

INSTALLING THE ASSEMBLY



31%

OF OUR PEOPLE PERFORMED ALL 11 STEPS CORRECTLY

LOWERING THE VEHICLE



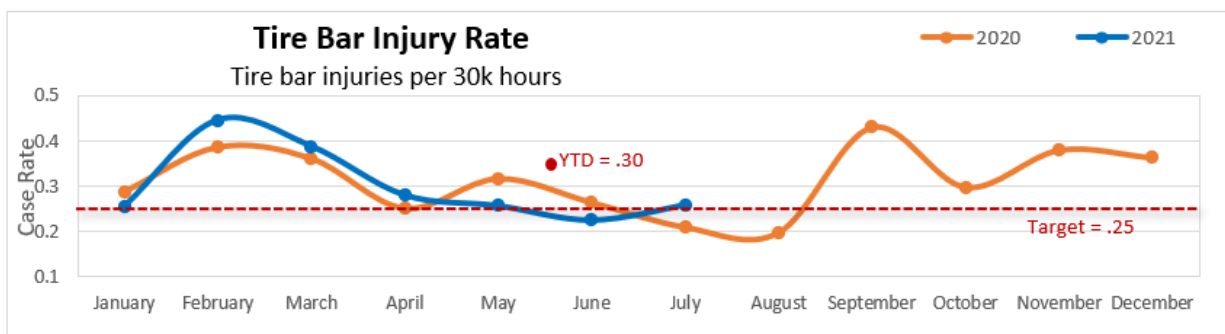
52%

OF OUR PEOPLE PERFORMED ALL 7 STEPS CORRECTLY

Tire Bar Results (Through July 28th)

Tire Bar Injuries increased in July 2021 Compared to 2020

There were .26 tire bar injuries per 30k hours in July 2021 compared to just .21 per 30k hours in 2020. 57% of the tire bar injuries that occurred last month involved employees that were hired in last 3 months. This highlights the need to always be observing and coaching your people, especially your new people. We owe it to them to show them how to do it the right way every time so they don't injure themselves or others.



SAFETY ENGAGEMENT Through July 30th 2021

Engagement By Region YTD 2021

