

SAFETY QUALITY FOCUS

NOVEMBER 2021



LET'S GET YOU TAKEN CARE OF®

STORES

Working safely requires a commitment from every member of your team to hold themselves and each other accountable to execute our Best Practices every time, without exception. To make this easier, we've split up the monthly safety action items by AOR to ensure your store leadership is directly involved in creating a safe work environment.

If your location does not have one of these AORs, please choose a substitute.

Instructions on working through the AORs to complete this Safety Quality Focus are listed below.



INSTRUCTIONS

In the following pages, you will see an AOR icon that corresponds to the section for that AOR. We have set aside actions for the different AORs to complete in this communication. ➤



- 1 Print out this Focus, delegate, and **manage to completion**.
- 2 Each section has action items to help you and your team completed this Safety Focus. **Review each section carefully.**
- 3 Each AOR will need to complete action items for their sections. Responses will need to be **entered into the survey link at the end of this document**.
- 4 Once all the action items are completed, have a group discussion about your findings and **answer your feedback questions as a team**.

FEEDBACK ON THIS MONTH'S TOPIC

All feedback must be submitted through the Safety Feedback Portal.

Safety Leader: Show your people where to go and how to leave safety feedback.

You will find the feedback questions at the end of this Safety Focus.

CONTINUE TO PAGE 2 ➤



RAISING THE VEHICLE OBSERVATION

**EMPLOYEE STATES HE WAS WORKING ON A VEHICLE WITH
ANOTHER CO-WORKER AND AS HE PUT THE TIRES ON HIS SIDE THE
OTHER WORKER LOWERED THE CAR ON HIS LEFT FOOT.**



— This needs to STOP!

No legs or feet under the vehicle

Remember to coach your people through the observation and praise your people when they perform safely.

OBSERVE AND COACH		RAISING THE VEHICLE	SAFETY
= High risk of employee injury, if not done			
Employee being observed:			
Tally up all "Safe" processes and record the score below:			
		SAFE	AT RISK
<p>Places the lift or pack accessories appropriately at solid resting points.</p> <p>Wheels around vehicle to ensure area is clear of tools or obstructions.</p> <p>Announces name as "Going up in Bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.</p> <p>Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.</p> <p>Confirms the vehicle is secure and stable by gently pushing the rear tire.</p>			
Employee being observed:			
Tally up all "Safe" processes and record the score below:			
		SAFE	AT RISK
<p>Places the lift or pack accessories appropriately at solid resting points.</p> <p>Wheels around vehicle to ensure area is clear of tools or obstructions.</p> <p>Announces name as "Going up in Bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.</p> <p>Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.</p> <p>Confirms the vehicle is secure and stable by gently pushing the rear tire.</p>			
Employee being observed:			
Tally up all "Safe" processes and record the score below:			
		SAFE	AT RISK
<p>Places the lift or pack accessories appropriately at solid resting points.</p> <p>Wheels around vehicle to ensure area is clear of tools or obstructions.</p> <p>Announces name as "Going up in Bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.</p> <p>Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.</p> <p>Confirms the vehicle is secure and stable by gently pushing the rear tire.</p>			
Employee being observed:			
Tally up all "Safe" processes and record the score below:			
		SAFE	AT RISK
<p>Places the lift or pack accessories appropriately at solid resting points.</p> <p>Wheels around vehicle to ensure area is clear of tools or obstructions.</p> <p>Announces name as "Going up in Bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.</p> <p>Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.</p> <p>Confirms the vehicle is secure and stable by gently pushing the rear tire.</p>			



Print:

Observe and Coach Raising the Vehicle



Observe and Coach:

This observation sheet has five (5) identical checklists. Try to observe everyone at your location at least once this month on all steps in the process. Write the name of the employee being observed to the left of the checklist to keep track of who has already been observed.

- Observe each employee on all steps. Steps outlined in red are where injuries commonly occur
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed

Once you have completed each observation, tally up all the “Safe” items and write them on the Safe Score box to the right.

CONTINUE TO PAGE 3 >



MARKETING



**SAFETY & QUALITY
FOCUSED**

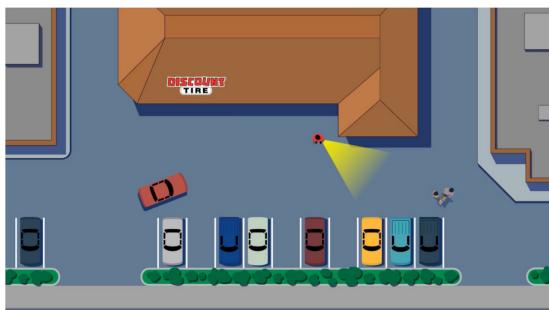
SAFETY & QUALITY FOCUSED | November 2021

You have 3 action items; follow the instructions below to complete.

1 Remind all your people to watch the SQF video and take the short assessment. This video is for **EVERYONE** from Service Tech to Store Manager.

Moving Vehicles

(Best Practices, Safety and Injury Awareness)



**Safety & Quality
Focused**



Scan to enter the voluntary contest for a chance to win!

2 Remind all managers to watch the MF video and take the short assessment. This video is for **MANAGERS ONLY** (Assistants, Seniors, and Store Managers).

Moving Vehicles

(Tips from Store Managers)



Manager Focused



Scan to enter the voluntary contest for a chance to win!

3 Hang up all November materials as soon as they arrive. If you are missing your materials or need new plastic poster frames, scan this green QR code to order replacement materials.

Large poster

MOVING VEHICLES

Be AWARE of your surroundings & always follow Best Practices, so you can PROTECT yourself, your co-workers, our customers, and their vehicles.



Managers Mini Poster



Service Area Mini
Poster



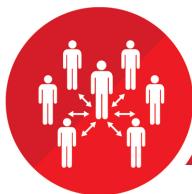
Service Area Mini
Poster



Service Area Mini
Poster



CONTINUE TO PAGE 4 >



SENIOR



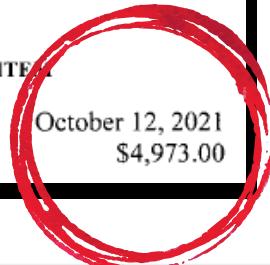
**SAFETY & QUALITY
FOCUSED**

OSHA COMPLIANCE - BLOCKED AISLES & EXITS

This month, we want to share some real citations. Let's begin with blocked aisles and exits. A cluttered workplace can lead to blocked aisles and exits and trip hazards which could prevent the ability to easily exit the building or cause serious injury.

Below is a citation that was issued to one of our stores. This is considered a SERIOUS violation and therefore the store has been fined **\$4,973** for the violation.

<p>U.S. Department of Labor Occupational Safety and Health Administration</p>	<p>Inspection Number: [REDACTED] Inspection Date(s): [REDACTED] Issuance Date: [REDACTED]</p>	
<p><u>Citation and Notification of Penalty</u></p> <p>Company Name: Reinalt - Thomas Corporation, dba Discount Tire Inspection Site: [REDACTED]</p>		
<p>Citation 1 Item 1 Type of Violation: Serious</p> <p>29 CFR 1910.22(a)(1): The employer did not ensure that all places of employment, passageways, storerooms, service rooms, and walking-working surfaces are kept in a clean, orderly, and sanitary condition:</p> <p>a) At the south end of the building, the aisleways were not kept in an orderly condition, exposing employees to trip hazards.</p>		
<p>ABATEMENT DOCUMENTATION REQUIRED FOR THIS ITEM</p> <p>Date By Which Violation Must be Abated: October 12, 2021 Proposed Penalty: \$4,973.00</p>		



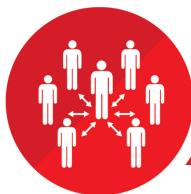
Complete the checklist below for item #1

Item #1: Blocked Aisles & Exits

- Tires or equipment are not blocking aisles, passageways, stairways, or exit access
- All exits remain unlocked during business hours and can be opened from the inside
- Aisles, passageways, and exit accesses are clear and have a minimum of 28 inches of clearance



CONTINUE TO PAGE 5 >

**SENIOR****SAFETY & QUALITY
FOCUSED**

OSHA COMPLIANCE - ELECTRICAL SAFETY

Here is another issue we have encountered during OSHA inspections, electrical hazards. These too, just like the blocked aisles and exits, have led to citations from OSHA.

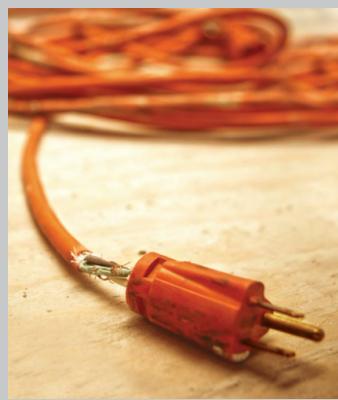
The citation below was issued to a store that was using an extension cord as a permanent power source rather than placing a work order to get an outlet installed close to the equipment they needed plugged in. This too is a SERIOUS violation. The store is being fined with **\$9,948** for the one violation.

U.S. Department of Labor Occupational Safety and Health Administration	Inspection Number: [REDACTED] Inspection Date(s): [REDACTED] Issuance Date: [REDACTED]	
<u>Citation and Notification of Penalty</u>		
Company Name: Reinalt - Thomas Corporation, dba Discount Tire Inspection Site: [REDACTED]		
Citation 1 Item 1 Type of Violation: Serious		
29 CFR 1910.303(b)(2): Listed or labeled electrical equipment was not used or installed in accordance with instructions included in the listing or labeling:		
a) At the service department, a relocatable power tap was secured to the wall as a substitute for permanent wiring, exposing employees to electrical hazards.		
ABATEMENT DOCUMENTATION REQUIRED FOR THIS ITEM		
Date By Which Violation Must be Abated: Proposed Penalty:		November 12, 2021 \$9,948.00

Complete the checklist below for item #2

Item #2: Electrical Safety

- All outlets/junction boxes should be in good condition (no missing faceplates or exposed wires)
- Cords must be free of any damage, exposed wiring and have prong present
- Electrical panels should have a 36-inch clearance, door panels should always be closed and free of any obstructions

**Do Not** Block Electrical Panels or Use Damaged Extension Cords**DO NOT ATTEMPT TO FIX ELECTRICAL ISSUES ON YOUR OWN!!!****CONTINUE TO PAGE 6 >**



FIRE EXTINGUISHER INSPECTION

Monthly fire extinguisher inspections are required by OSHA to ensure your extinguishers are in good working order in the event of a fire.

Inspect every fire extinguisher at your location this month using the checklist below.

For issues with a fire extinguisher, contact your regional maintenance for assistance



Need a new or replacement sign, order from the Order Safety Materials link



Fire Extinguisher Checklist	1	2	3	4	5	6	7	8	9	10
Inspection tag is attached										
Inspection date is within 1 year										
Pressure gauge is in the green										
Fire extinguisher is not blocked or obstructed										
Fire extinguisher is easily accessible and visible										
Fire extinguisher has a fire extinguisher sign above it										
Back of tag initialed and dated for the current month and year										

Balancer Lift Inspection

We have read your feedback from last month's communication and have found that many of you have balancer lifts that are not working properly. This month we would like you to inspect every balancer lift you have in your store. Below are a few things to look for:

1. Is it working properly (should move up and down and side to side smoothly)?

If not place a work order to get it fixed.

Place a work order through Store Orders -> Equipment Service -> Hunter Site

*If you need additional assistance or need an update on the status of your request, please email dtc_equipmentquality@dicscounttire.com with questions/concerns.



2. Is your balancer lift clear of debris under and around it?

Maintain area clear to prevent lift not lowering completely or getting stuck.



3. Is the balancer lift sticker (Critical to Safety) present? If not, order new stickers.

Click on the Visual Management Order Form in the Safety & Quality Focused page.



Quick Links
[Visual Management Order Form](#)
[SQF Poster & Frame Order Form](#)

CONTINUE TO PAGE 7 >



MOVING VEHICLES OBSERVATION

This month, you will perform the Moving Vehicles observation. Remember the importance of having everyone stay clear of moving vehicles, whether they are being pulled in or out of the bays. Ensuring that there are no employees standing or working in the path of a moving vehicle is crucial to avoiding injuries.

Ensure everyone knows the Critical to Safety, Critical to Quality, and the Whys for Pulling Vehicles In and Pulling Vehicles Out Best Practices.

Remember to coach your people through the observation and praise your people when they perform safely.

SAFETY & QUALITY FOCUSED

OBSERVE AND COACH
MOVING VEHICLES

Vehicle comes to a complete stop before pulling in and honks twice. If present, employees are cleared from in front or behind the vehicle; this includes employees charging, balancing, or using the inflation cage. Vehicle ignition is turned off before anyone enters the work area. This also applies to pulling vehicles out.

SAFE AT RISK

1	SAFE
2	AT RISK
3	SAFE
4	AT RISK
5	SAFE
6	AT RISK
7	SAFE
8	AT RISK
9	SAFE
10	AT RISK

For each SAFE observation

1. Praise your people for not standing or working in the path of a moving vehicle.
2. Remind the employee about the benefits of not standing or working in front of or behind a vehicle being pulled in or out.
3. Simply put, they are less likely to be struck and injured by a moving vehicle.

For each AT RISK observation

1. Immediately stop the vehicle and clear the area in front and behind the vehicle
 - Coach the guide to make sure they know that no one is allowed in front of or behind a running vehicle before being pulled in or out.
 - Coach the driver to never leave a vehicle in a bay, until the area in front and behind the vehicle is clear and they have a guide.
 - Coach employees to move out of the path of travel when they see a vehicle is being pulled in or out, and stay out of the way until the vehicle is turned off.

Page 1 of 1
© 2020 The Reinalt-Thomas Corporation
Published on: 20200110

 **Print:**

[Observe and Coach Moving Vehicles](#)

Observe and Coach:

- Complete a minimum of 10 observations (there are 10 on each sheet)
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed

Remember to praise your people for executing safely, and coach those that you observe at risk.

**FEEDBACK
ON THIS MONTH'S TOPIC**

1. Several people are injured every week as a result of not properly clearing vehicles before lifting or lowering. What prevents our people from properly clearing vehicles before lifting or lowering? What will you do to make sure this gets done every time?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

**SURVEY
ENTER RESPONSES HERE**

