

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.



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.

OBSERVE AND COACH		RAISING THE VEHICLE		SAFETY	
		SAFE	AT RISK		
Employee being observed:				Tally up all "Safe" processes and record the score below:	
	Places the lift or jack accessories appropriately at solid raising points.			SAFE SCORE	
	Walks around vehicle to ensure area is clear of tools or obstructions.			/5	
	Announces car is "Going up in bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.				
	Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.				
	Confirms the vehicle is secure and stable by gently pushing the rear tire.				
Employee being observed:				Tally up all "Safe" processes and record the score below:	
	Places the lift or jack accessories appropriately at solid raising points.			SAFE SCORE	
	Walks around vehicle to ensure area is clear of tools or obstructions.			/5	
	Announces car is "Going up in bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.				
	Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.				
	Confirms the vehicle is secure and stable by gently pushing the rear tire.				
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	Places the lift or jack accessories appropriately at solid raising points.			SAFE SCORE	
	Walks around vehicle to ensure area is clear of tools or obstructions.			/5	
	Announces car is "Going up in bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.				
	Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.				
	Confirms the vehicle is secure and stable by gently pushing the rear tire.				
Employee being observed:				Tally up all "Safe" processes and record the score below:	
	Places the lift or jack accessories appropriately at solid raising points.			SAFE SCORE	
	Walks around vehicle to ensure area is clear of tools or obstructions.			/5	
	Announces car is "Going up in bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.				
	Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.				
	Confirms the vehicle is secure and stable by gently pushing the rear tire.				
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	Places the lift or jack accessories appropriately at solid raising points.			SAFE SCORE	
	Walks around vehicle to ensure area is clear of tools or obstructions.			/5	
	Announces car is "Going up in bay..." and receives acknowledgement from another Service Tech who can see the other side of the vehicle.				
	Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.				
	Confirms the vehicle is secure and stable by gently pushing the rear tire.				

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Designed by: Safety

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MARKETING



**SAFETY & QUALITY
FOCUSED**

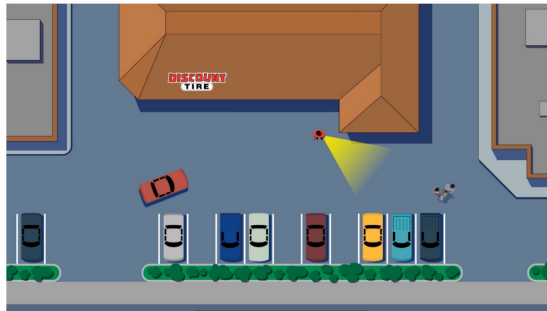
SAFETY & QUALITY FOCUSED | November 2021

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.

**Poster & Frame
Order Form**



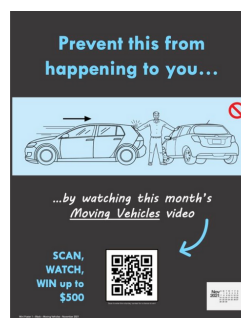
Large poster



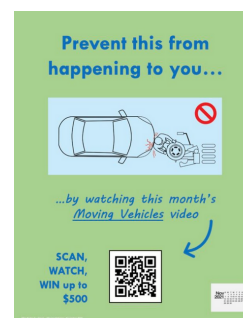
Managers Mini Poster



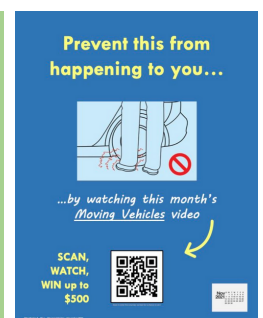
Service Area Mini
Poster



Service Area Mini
Poster



Service Area Mini
Poster



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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.

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: [REDACTED]
Inspection Date(s): [REDACTED]
Issuance Date: [REDACTED]



Citation and Notification of Penalty

Company Name: Reinalt - Thomas Corporation, dba Discount Tire
Inspection Site: [REDACTED]

Citation 1 Item 1 Type of Violation: **Serious**

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:

a) At the south end of the building, the aiseways were not kept in an orderly condition, exposing employees to trip hazards.

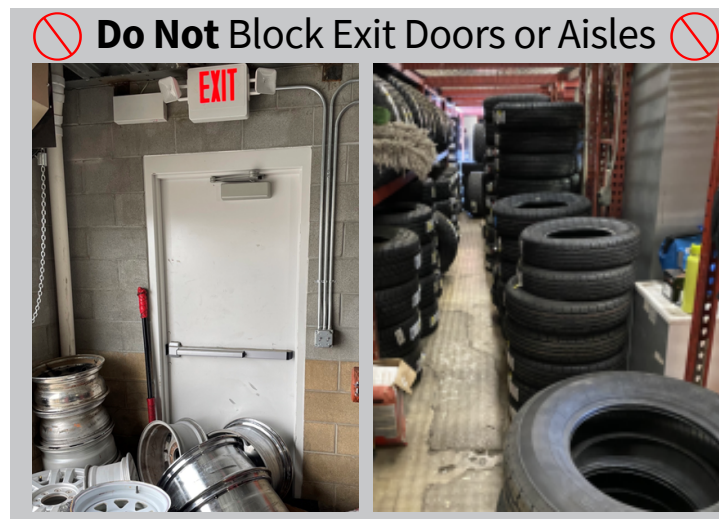
ABATEMENT DOCUMENTATION REQUIRED FOR THIS ITEM

Date By Which Violation Must be Abated: **October 12, 2021**
Proposed Penalty: **\$4,973.00**

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



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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]



Citation and Notification of Penalty

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: November 12, 2021
Proposed Penalty: \$9,948.00

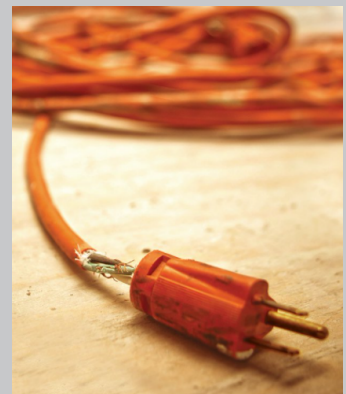
Complete the checklist below for item #2

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 >



SIMPLIFY | SET IN ORDER | SHINE | STANDARDIZE | SUSTAIN



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

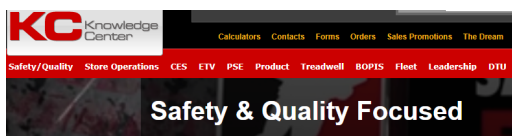
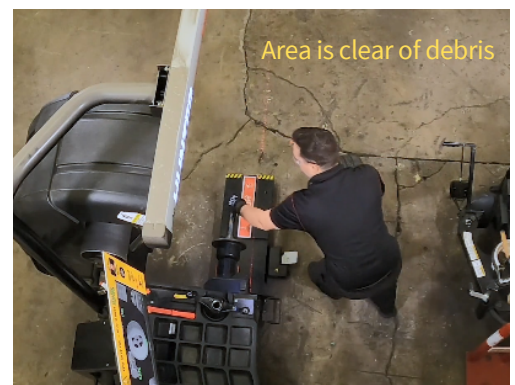
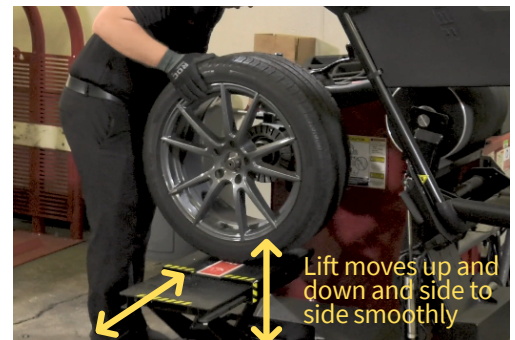
*If you need additional assistance or need an update on the status of your request, please email dtc_equipmentquality@discounttire.com with questions/concerns.

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



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WORKFLOW



**SAFETY & QUALITY
FOCUSED**

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.



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.

SAFETY **OBSERVE AND COACH**
(MOVING VEHICLES)

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

SAFE **AT RISK**

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

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.

For each **AT RISK observation**

1. Immediately stop the vehicle and clear the area in front of and behind the vehicle

Coaching instructions:

- 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 pull a vehicle in or out, until the area in front of 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.

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FEEDBACK ON THIS MONTH'S TOPIC

SURVEY ENTER RESPONSES HERE

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.

