

SAFETY LEADER CTA

NOVEMBER 2021

AMERICA'S
TIRE

DISCOUNT
TIRE

DISCOUNT
TIRE DIRECT

LET'S GET YOU TAKEN CARE OF®

NOVEMBER 2021 ACTION ITEMS

DUE DECEMBER 4

- NOV 2021 CTA Acknowledgement survey



SURVEY

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

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



INJURY TRENDS | OUR PEOPLE

TRIR (Total Recordable Incidence Rate)

Total Recordable Incidence Rate, refers to the number of people that are severely injured per 100 employees. As of September 2021 the company's TRIR is **9.54**.

That means 9.54 out of every 100 people were injured at work this year!

In the images below, you can see how many severe injuries resulted from not executing on our Best Practices, on the changer and balancer. You can also see what part of the total TRIR they make up. For example, if we eliminated all serious injuries related to not using the balancer lift our TRIR would be **9.09 (9.54-.45)**. If we eliminated all of the injuries listed below we would reduce our TRIR by **2.38!**

Check out your regions TRIR in the chart to the right. Remember, a lower number is better.

Region	TRIR	Region	TRIR
Arizona	14.23	California Central	8.94
Minnesota	3.92	Utah	5.86
Washington	9.51	Georgia	12.23
California Northern	10.1	Virginia	14.66
Texas Dallas	9.1	Colorado	12.82
Texas San Antonio	11.07	Nevada	8.96
Carolinas	10.9	Kansas	9.01
Indiana/Ohio	15.97	New Mexico/W.Texas	7.59
Texas Houston	6.81	Illinois	9.14
Michigan	6.72	Tennessee	10.96
California Southern	8.57	Oklahoma	8.62
		Florida	10.01





VEHICLE DAMAGE TRENDS | OUR CUSTOMERS

67 Accidents Pulling Out of Bay in October!

Actual Claim



Backing customer's car out, SC didn't stop in time (with a guide out) and bumped taillight on another bumper causing it to break.



DRIVER AND GUIDE NEED TO **SEE** AND **HEAR** EACH OTHER

..... GO **SLOW!!** A FEW SECONDS IS NOT WORTH AN ACCIDENT

BE PREPARED TO BRAKE AT ALL TIMES

..... **STOP DRIVER TO LOOK** FOR CARS MOVING THROUGH PARKING LOT

GUIDE WITH A PURPOSE, DON'T DO IT FOR COMPLIANCE



SAFETY LEADER SPOTLIGHT | OUR CULTURE

You Can Make A Difference - Save Your Back, Use The Balancer Lift

Last month's feedback question was "What do you think prevents Our People from using the balancer lift?"

Here are a few responses from Safety Leaders:

I think the reason people don't use the lift is because they think they are **strong** and **in a rush**. We are talking to our people about how much more time it take to balance a tire if you hurt your back.

- UTS18

I believe techs will skip this step to **save time**, to combat this you need to teach the techs that speed is a result not a goal, and that their person safety is our number 1 priority, not bay times

- OKE01

I believe that the reason our people do not use the lifts every time is because they believe they can **save time by not using it**. This is a result of their peers **pushing delivery and not pushing safety and quality**.

- IAD02

Laziness and a **tough man mentality** and **not holding people accountable** to the best practices. We will get to 100% by seeing something and saying something. When the lift is not being used it needs to be called out so people are held accountable.

- VAB06

Being in a rush or some times with **broken equipment** and hunter doesn't come out and fix the lift on time our guys can get used to not using the lift.

- TXH63

I've seen that the issue is with the techs that have been with us for a while. When asked I get the response, "**I'm faster without the lift**". After having the conversation about safety vs speed most of my guys understand.

- CAL46

Two of the most common reasons our techs are not using the balancer lifts are A) **Pride** and B) **Time**.

We will regularly talk about this with all employees to change this behavior. Techs will understand there is nothing Macho about practicing safety, and using the lift can actually be just as fast if not faster once they gain "muscle memory" while using it.

- AZP51



CONTEST WINNERS – August



Safety & Quality Focused Video Contest

Mirvays Kholnazarov
TNK 01- Farragut, TN

Don't forget to scan
and watch this month!

\$500 PRIZE

Close Call



Marice Albea
MOS Region - IAQ 01 - 10/04/21

Lean Corpuz
CAN Region - CAN 14 - 10/11/21

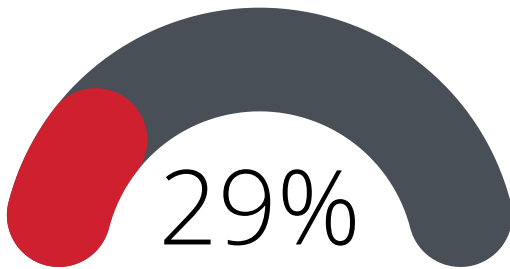
Joshua Dodson
TNN Region - TNN 02 - 10/18/21

Edward Vega
CAN Region - CAN 48 - 10/25/21

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

Installing the Assembly Observation Results

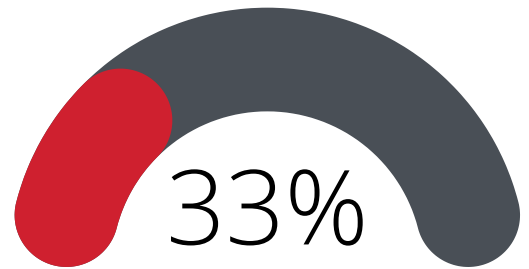
SEPTEMBER



PERFORMED ALL 16 STEPS CORRECTLY

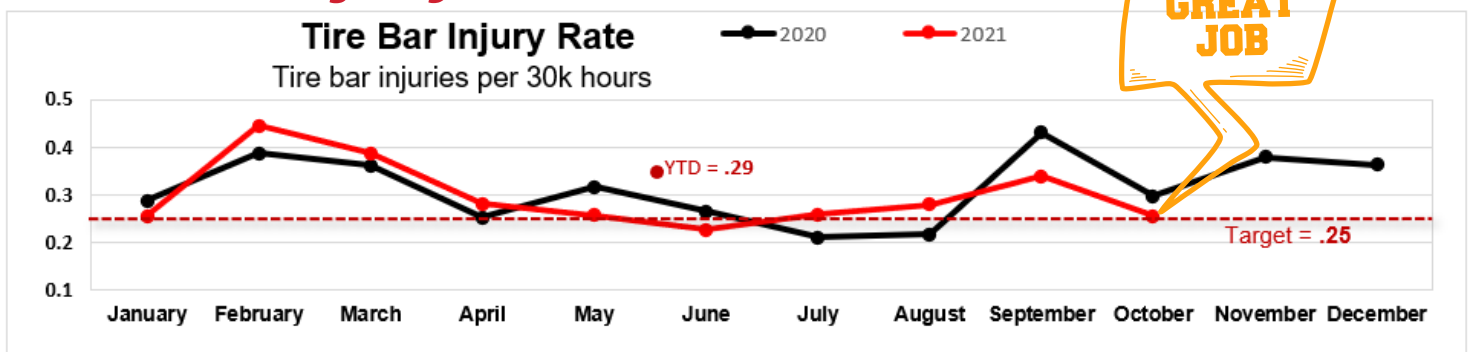


OCTOBER



PERFORMED ALL 16 STEPS CORRECTLY

Tire Bar Injury Results



SAFETY ENGAGEMENT Through October 29th 2021

