

SAFETY QUALITY FOCUS

OCTOBER 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 ➤



INSTALLING THE ASSEMBLY OBSERVATION

Last month, we conducted Installing the Assembly observations. The results indicated that only 29% of our people executed all 16 items correctly every time. Continue to observe and coach your people, review the "Installing the Assembly" Best Practice, and share the importance of executing every step every time during this process.

Ensure everyone knows the Critical to Safety, Critical to Quality, and the Whys for Installing the Assembly Best Practice.



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



Print:

[Observe and Coach Installing the Assembly](#)

Observe and Coach:

This observation sheet has two (2) 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 INSTALLING THE ASSEMBLY SAFETY

High risk of employee injury. If not done correctly

INSTALLING THE ASSEMBLY	SAFE	AT RISK
Confirm all necessary tools for installation and process them at the assembly		
Stable both sides of defined corners. Does not grip the shaft of the gun while spinning		
If possible, turn hub so a slot is at the 12 o'clock position		
At assembly, turn the hub so the gun is at the 12 o'clock position		
Use assembly only for the hub (do not use for the gun)		
Hand threads hub at least three full turns		
Using impact gun and yellow torque stick, tighten each lug into star pattern ending with the wheel lock (Torque stick). Does not grip the wheel lock or shaft of the gun while spinning		
Perform a second star pattern impacting each lug for at least 2 seconds ending with the wheel lock if applicable. Does not grip the wheel lock or shaft of the gun while spinning		
Call out "Spin Check" and verify no other employees are working on the other side of the vehicle. Then perform spin check by pressing the head of the hub, not the torque		
Return impact gun and torque stick to tool stand		
Connect torque wrench, reference torque, and add to manufacturer's OE torque spec		
Grate appropriate torque stick and socket		
Turn torque wrench, present and torque hub in manufacturer's OE torque spec in a star pattern, using a closed grip on the torque wrench		
Verify torque in clockwise circle pattern using a closed grip on the torque wrench		
Verify torque on any remaining exposed lugs that were not serviced using a closed grip on the torque wrench		
Reinstall any hardware or accessories		
Return all tools to the tool stand		

Tally up all "Safe" processes and record the score below:

SAFE SCORE /16

Employee being observed

INSTALLING THE ASSEMBLY	SAFE	AT RISK
Confirm all necessary tools for installation and process them at the assembly		
Stable both sides of defined corners. Does not grip the shaft of the gun while spinning		
If possible, turn hub so a slot is at the 12 o'clock position		
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Verify torque on any remaining exposed lugs that were not serviced using a closed grip on the torque wrench		
Reinstall any hardware or accessories		
Return all tools to the tool stand		

Tally up all "Safe" processes and record the score below:

SAFE SCORE /16

Employee being observed

Designed by: Safety
Provided by: Safety

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Published on: 5/31/2021



WORKFLOW



**SAFETY & QUALITY
FOCUSED**

SAFETY & QUALITY FOCUSED | October 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.

Air Checks

(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).

Air Checks

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all October 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



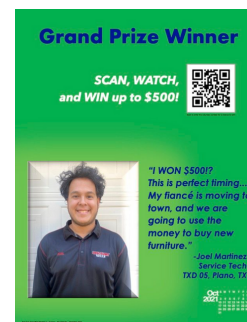
Managers Mini Poster



Service Area Mini
Poster



Service Area Mini
Poster



Service Area Mini
Poster



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TIME SENSITIVE

COMMUNICATIONS TEST FOR THE HALTEC AIR CHECK INFLATORS

TIME SENSITIVE

We need your help this month:

Beginning October 8th, you will need to conduct a series of action items that will help us validate air check devices are operating as designed. This communications test is to ensure that you have everything you need to schedule for air check demand based on the data collected from this test.

Currently, there are two types of Haltec Inflators for Air Checks:

Mobile Inflator



Wall Mounted Unit with Antenna on Top (these are not cage inflators or Exel inflators)



Action Items:

Our ask of you is for you to complete the following action items between **October 8th through October 15th**.

1. Unplug the power cord from your air check device from the outlet
2. Plug the inflator power back in the outlet
3. Inflate 1 assembly

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SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

REQUIRED SURVEY RESPONSE:

Once you have completed the actions items listed above, please provide your feedback via the survey link on the last page of this document.

***Response is required even if you don't have these devices.**

Sneak peak into the survey questions

Do you have a Haltec inflator for airchecks?

- Yes
 - Did you complete action items 1-3?
- No
 - What do you use?
 - Where do you perform air checks?

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SIMPLIFY | SET IN ORDER | SHINE | STANDARDIZE | SUSTAIN



**SAFETY & QUALITY
FOCUSED**

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										

Did you know OSHA can cite you on your Fire Extinguishers?

Yes, they can and they will. Over the last few months, we have had several OSHA citations issued for NOT having fire extinguishers mounted on the wall and not having the tag initialed and dated.

! The monthly fire extinguisher inspection you conduct at your store should reflect what you respond on your Store Safety Quality Focus survey. When the Survey you submit every month does not match with what the OSHA inspector has seen and sometimes taken a picture of, it makes it difficult to challenge the citation.

Please ensure that each fire extinguisher in your store is carefully inspected, that the tag is initialed and dated monthly, and that the response on the monthly survey reflects your inspection findings.

Inspect this extinguisher carefully before signing inspection record

Do not break seal except in case of emergency or to recharge or inspect contents

INSPECTION RECORD			
Date	By	Date	By
8/2	LS		
9/6	JM		
10/4	JM		

SIGNMARK DIV. CAT. NO. 76222



Mounted on the wall with a dated and initialed tag attached



NEVER leave a fire extinguisher on the ground or without a tag



If you find that a fire extinguisher is not in good operating conditions, please reach out to your regional facilities manager for assistance.

Remember: DO NOT wait for your third party, if you have one, to come by, this cannot wait.

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SENIOR



**SAFETY & QUALITY
FOCUSED**

IMPORTANT INFORMATION ABOUT REPORTING - PLEASE READ THOROUGHLY

The purpose of incident reporting is to record an incident, determine its possible cause, document any actions taken, and make it known to stakeholders. An incident report can be used in the investigation which includes determining the root cause and coming up with corrective actions to eliminate risks and prevent similar future occurrences. All company employees should understand the reporting process. Managers and Senior Assistants are responsible to ensure all incidents, injuries, and close calls are reported immediately.

INJURIES: All injuries shall be reported via the Nurse Helpline, regardless of how minor. Call 911 if the injury is severe and you need to call for an ambulance. ***Injuries must be reported on the day they occur.***

****If the injured employee needs to go to the ER, please send someone with them, do not let them go alone. Call 6SAFE immediately to report trips to the ER or if employee was admitted to the hospital.***

INCIDENTS: All GK/GL incidents, whether minor or severe, must be reported via the Incident Reporting Portal. ***Incidents must be reported on the day they occur.***

STORE PAID CLAIMS: Store paid claims of \$200 or less also should be reported via the Incident Reporting Portal.

CLOSE CALL REPORTING: Close calls are reported through the KC Safety Page. A close call is an unplanned event that **DOES NOT CAUSE INJURY OR PROPERTY DAMAGE** but could have easily become an accident or incident.

****If someone was injured, then it is an injury (report via nurse line) not a close call.***

****If property damaged occurred, then it is an incident (report via KC Claims Page) not a close call.***

KC Safety Page

FOR IMMEDIATE ASSISTANCE
WITH INJURY OR ILLNESS
CONTACT A REGISTERED NURSE

1-855-872-6658

OHIO STORES

1-844-871-8630

KC Claims Page

Incident/Claim/Close Call

[File Report](#)

KC Safety Page

Preparing for an Unexpected Inspection

REGULATORY AGENCY VISIT: An OSHA/EPA (or any regulatory agency) inspection can happen at any time. You won't have advance warning that an inspector is going to show up, so it's crucial to always be prepared for a visit. Familiarize yourself with the process by reviewing the Regulatory Agency Visit Guidelines. These guidelines can be found on the KC Safety Page in the Safety Library.

Steps to take when visited by a Government Regulatory Agency



Scan and send worksheet and any additional photos/videos to safetyteam@discounttire.com

Call 6SAFE
anytime during
the inspection
should you have
any questions or
concerns.

OSHA Citations/Notice of Violations

OSHA sends citation packages via Certified Mail. Someone has to sign for this package at your store. Should you get a citation package, please forward these documents to Safety so it can be responded to in a timely manner.

Scan and send everything from the packaging with the post mark date and all of its contents to safetyteam@discounttire.com

FEEDBACK ON THIS MONTH'S TOPIC

SURVEY ENTER RESPONSES HERE

1. In September, several injuries related to not using the balancer lift were reported. What do you think prevents Our People from using the lift? How will you get your store to 100% compliance with this Critical to Safety Best Practice?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

