

# SAFETY QUALITY FOCUS

SEPTEMBER 2021

**DISCOUNT<sup>®</sup> AMERICA'S<sup>®</sup>**  
**TIRE** **TIRE**

LET'S GET YOU TAKEN CARE OF<sup>®</sup>

## 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 ➤

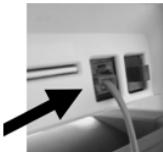


# MANAGER



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## SAFETY & QUALITY FOCUSED September 2021

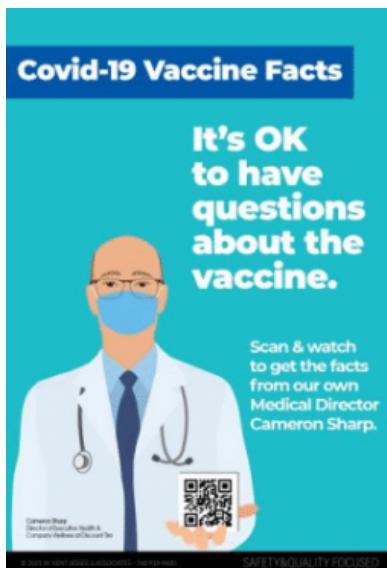


### Give your people the highest chance of winning up to \$500!

Every month, we give out thousands of dollars in prizes, and if the phone line of your printer/fax machine is not connected and operational, you and your people are missing out on our Weekly Fax Challenge and a higher chance of winning a prize?

Make sure the phone line to your fax machine is plugged in and you can receive faxes.

Large poster for service area



Mini poster for manager's office



**Scan here to watch now!**



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### Instant Winners! Thursday Challenge

Let's see which store can have the most video views this week!

#### How to Win:

\$300, \$200, & \$100 to the Top 3 Senior Assistant Managers of the stores with the most views this week.

(Winners will be contacted and paid at the end of the week)

#### \$50 to Instant Winners

who scan the QR Code below or on any of the September Sprains & Strains posters.

(Winners will be contacted throughout the week)

Only 1 video view per employee will be counted.  
(We use a weighted average so small stores have an equal chance to win)

**1** Remind all your people to scan and watch the Safety & Quality Focused – PAIN FROM SPRAINS & STRAINS video →

**2** Remind all managers to watch the Manager Focused – MANAGING WITH CLEAR ROLES & EXPECTATIONS video ←



Due to the recent COVID-19 /DELTA variant surge, Discount Tire has provided your store with important information on the COVID-19 vaccines. Please complete the following:

1. Make sure these posters are hung up. Do NOT take them down. If you are missing these posters or need more, scan the green QR code on the other page of this document.
2. Ensure that all your people scan the QR code found on these new COVID-19 Vaccine Facts posters and watch the video. The video is only 3-minutes in length.

**SCAN, WATCH, WIN!!!**

**Please note that this video has its own separate contest where you and your people can win up to \$1,000!**

**CONTINUE TO PAGE 3 >**



# WORKFLOW



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## SAFETY & QUALITY FOCUSED | September 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.

### Sprains & Strains

(Best Practices, Safety & Injury Awareness)



**Safety & Quality  
Focused**

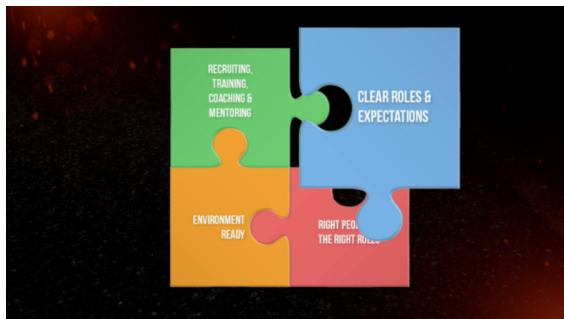


Scan to enter the voluntary contest for a chance to win!

**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).

### Managing With Clear Roles & Expectations

(Tips from Store Managers)



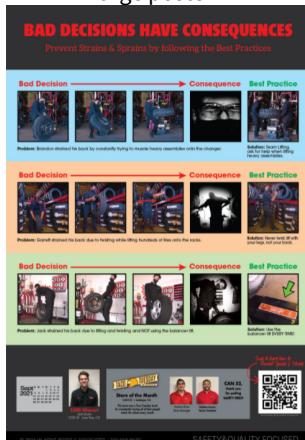
**Manager Focused**



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

**3** Hang up all September 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



Managers Mini Poster

Service Area Mini  
Poster

Service Area Mini  
Poster

Service Area Mini  
Poster



**CONTINUE TO PAGE 4 >**



# MARKETING



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# PREVENTION IS KEY PROVIDING A SAFE WORKPLACE DURING COVID

## Share with your People

There have been various changes and updates over the last few months. We want to make sure we continue to keep Our People and Our Customers safe and healthy. This includes keeping our workspaces clean and disinfected to ensure the appropriate control measures are in place to limit the spread of coronavirus (COVID-19).

Lately, OSHA and the Health Department have been visiting our stores to conduct inspections. Please make sure you have these COVID-19 Awareness posters and signage at your store and are following all COVID protocols at all times. Let's work together to maintain a healthy work environment.

**The best ways to prevent COVID-19 are through social distancing, wearing a face mask when you are around others, washing your hands often, and wiping down surfaces after every customer interaction.**

### Best Practices For Preventing the Spread of COVID-19

- **ALL employees wear a facial covering indoors and when interacting with Our Customers**
- **Employees working in the bay area and backroom wear a facial covering when unable to social distance, keeping a minimum of six feet of separation from any nearby individual.**
- **Wash your hands with soap and water frequently**
- **Use hand sanitizer if soap and water are not readily available**
- **Maintain social distancing both at work and outside of work**
- **Clean and disinfect frequently touched objects and surfaces**
- **Always cover coughs and sneezes**
- **Monitor your health and that of your family on a daily basis**

## Review these two Covid Communications

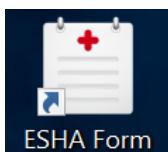
Click on images below



## COVID Awareness Signs & Posters



**EVERY EMPLOYEE MUST COMPLETE THE eSHA AFTER THEY CLOCK IN, WHEN VISITING ANOTHER DT/AT STORE, WAREHOUSE, OFFICE, ETC.**





# 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										

## TIRE BAR TAPE

We cannot stress how important it is to inspect for worn or damaged tape on tire bars and replacing it when needed. Tire bar injuries have increased over the last few months.

**Remember to unwrap and re-wrap when replacing the tape**



**!!DO NOT CUT THE OLD TAPE OFF!!**

**UNWRAP AND RE-WRAP**

**Need more tape?  
Reorder from [EZGarage](#)**

## TIRE CHANGER TABLE TOP MALFUNCTION

Recently, an employee was injured when the tabletop of the changer continued to rotate, even after the pedal was disengaged. If you have a tire changer with a tabletop that continues to spin without the pedal being depressed, discontinue use immediately.

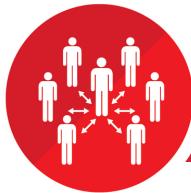
**Inspect each changer for the following:**

1. Foot pedals do not stick
2. Turn table starts and stops when pedals are operated
3. Clamps open and close properly when pedal is operated



**If you find any of these conditions, discontinue use of the equipment and remove it from service using Lockout Tagout.**

**CONTINUE TO PAGE 6 >**



# SENIOR



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# INSTALLING THE ASSEMBLY OBSERVATION

Installing the assembly observation sheet is new this month. We see many pinches, cuts, punctures, bruises, sprains and strains when installing the assembly. Some high risk steps in the processes include:

- gripping the gun shaft while it is spinning
- lifting incorrectly (body mechanics)
- Not verifying after call outs before conducting spin checks
- torquing using open grip versus close grip

Ensure your people know 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		
<p><small>→ High risk of employee injury. If not done correctly</small></p> <p><b>INSTALLING THE ASSEMBLY</b></p> <p><small>Gathers all necessary tools for installation and places them at the assembly.</small></p> <p><small>Tools hub clean of dirt and corrosion. Does not grip the shaft of the gun while spinning.</small></p> <p><small>If possible, turn hub so a stud is at the 12 o'clock position.</small></p> <p><small>Lift assembly onto the tool using proper body mechanics while not entering the zone beneath the assembly.</small></p> <p><small>Hold assembly flush against the hub.</small></p> <p><small>Hold threads tight of least three full turns.</small></p> <p><small>Using impact gun and torque wrench, tighten each bolt in a star pattern ending with the wheel lock. Torque gun and torque wrench.</small></p> <p><small>Perform a second full torque of the assembly using each bolt in a second pattern ending with the wheel lock. If applicable, does not grip the socket or shaft of the gun while spinning.</small></p> <p><small>Using impact gun and torque wrench, tighten each bolt in a star pattern ending with the wheel lock. Torque gun and torque wrench.</small></p> <p><small>Perform spin checks by grasping the handle of the tool, and the machine.</small></p> <p><small>Using impact gun and torque wrench, tighten each bolt in a star pattern ending with the wheel lock. Torque gun and torque wrench.</small></p> <p><small>Perform a second full torque of the assembly using each bolt in a second pattern ending with the wheel lock. If applicable, does not grip the socket or shaft of the gun while spinning.</small></p> <p><small>Using impact gun and torque wrench, tighten each bolt in a star pattern ending with the wheel lock. Torque gun and torque wrench.</small></p> <p><small>Perform spin checks by grasping the handle of the tool, and the machine.</small></p> <p><small>Collect torque wrench, reference invoice, and tools to manufacturer's OE torque specs.</small></p> <p><small>Verify tools are cleaned and torque keys to manufacturer's OE torque specs in a clockwise circle pattern using a closed grip on the torque wrench.</small></p> <p><small>Verify torque keys are removed and disposed of that were not serviced using a closed grip on the torque wrench.</small></p> <p><small>Retain all hardware or accessories.</small></p> <p><small>Return all tools to the tool stand.</small></p>				SAFE	AT RISK	
				Tally up all “Safe” processes and record the score below:		
				SAFE	SCORE	
				/16		

INSTALLING THE ASSEMBLY		SAFE	AT RISK		
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				SAFE	SCORE
				/16	

Designed by: Safety

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**FEEDBACK  
ON THIS MONTH'S TOPIC**

**SURVEY  
ENTER RESPONSES HERE**

1. Tell us how you conduct your observations every month. Do you delegate them out to your AOR's? Do you do them yourself? What were your biggest opportunities after observing your team installing the assembly?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

