

SAFETY LEADER CTA

LET'S GET YOU TAKEN CARE OF®

FEBRUARY 2022

FEBRUARY ACTION ITEMS

DUE MAR 5

1 CTA ACKNOWLEDGEMENT SURVEY

[Take Survey Now](#)

2 SAFETY FOCUS

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

- A) [Store](#)
- B) [Facilities](#)
- C) [DC](#)



INJURY TRENDS | OUR PEOPLE

Hand Injuries

In 2021, 1 Out of Every 3 Injuries was a Hand Injury!

- 338 hand injuries (29%) occurred while using the tire changer
- The balancer was the next most frequent piece of equipment being used when a hand injury occurred with 178 injuries (16%)

Tire Changer Hand Injuries

- Focus on pinch points
- Hitting fingers on clamps when lifting the assembly to the changer table top
- Never touch the foot of the robo-arm
- Keep fingers away from the duck head
- Never force the bead breaker; tire must be aired down completely
- **Wear gloves!** Gloves can be the difference between a band-aid and an ER visit



Share this hand injury information with your team in a morning huddle this month



VEHICLE DAMAGE TRENDS | OUR CUSTOMERS

STUD and HUB Damage

Top 3 Vehicles with Hub or Stud Damage Claims in 2021



Honda Accord



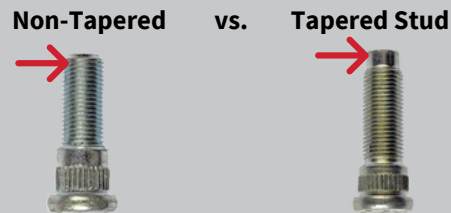
Honda CR-V



Subaru Forester

Stud and Hub Damage Prevention

- Always do a thorough inspection during the VTV
- If you find a stud/hub issue during service, stop and talk to the customer before proceeding
- Always hand thread lug nuts on before using the impact wrench



All 3 vehicles listed have non-tapered studs.
Use extra care threading lug nuts on to non-tapered studs



SAFETY LEADER SPOTLIGHT | OUR CULTURE

New Year Resolution Feedback Responses

Many have mentioned increasing your SQDC scores throughout the year. This is great to see as we are all striving to improve while embracing a safety culture and maintaining a safe work environment.

Thank you all for your wonderful New Year's Resolutions!

My resolution for this year is to get my entire team more involved in the safety program. We have several new full time employees and this will help them in their journey. -TXS18

My new years resolution is to start early in the month and take the proper amount of time to get the safety CTA's done without rushing it. I want to engage the team as much as possible all month. - FLP 01

This years resolution for safety is to work more closely with our AORs and technicians with safety, My goal is to have the AORs work up one level (ie) MM doing senior safety, 5s doing WF safety this will get more engagement from the team as well as training for more safety focused atmosphere. - MIF 05

My safety resolution for 2022. Is to instill a safety first mind set, from my newest to most experienced employee. Every Tuesday I will do a safety meeting with the crew. - AZP 37

Our new years resolution is to push our store employee engagement score up to twice as much as last year. The more you know the safer we are. We will achieve this by our weekly safety meetings and holding each AOR responsible. - NMA 11

My New Years Safety Resolution is to get more of my team engaged in each months Safety Quality Focus. Safety is Team effort and I would like to have more than just my leadership taking the helm in terms of safety.

- COD 31

Our New Years resolution is to communicate more. Being more vocal in the back room can get in front of issues before they happen.

- TXH 21

Glad we have included our technicians in to the safety focus. As well as more observations to keep their hands and bodies safe.

- ILC 05

CONTEST WINNERS – JANUARY



SAFETY & QUALITY FOCUSED VIDEO CONTEST

Ethan Melvin
TXH 60 - Tomball, TX

➤ Don't forget to scan
and watch this month!

\$500 PRIZE

CLOSE CALL



Marice Albea

MOS Region - IAQ 01 - 1/03/22

Nick Rench

OKO Region - OKO 09 - 1/10/22

Jesse Longstreth

VAR Region - VAB 09 - 1/17/22

Brandon Aragon

CAN Region - CAN 42 - 1/24/22

Francisco Garcia

CAN Region - CAN 53 - 1/31/22

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

New Safety Engagement Scoring

This year, the safety engagement scoring will be a
6-month rolling score. See example below:

This month's scoring will include
September 2021 to February 2022

Next month's scoring will include
October 2021 to March 2022

If you find yourself needing to make up any missed
safety action items, you may go back and submit them.

Only those topics listed in the Safety Feedback Portal
selection are available to submit.



Employee Injury Hotline

The employee injury hotline is located on the
KC Claims page.

Claims For Emergencies Please Dial **911**

Incident/Claim/Close Call

File Report

Incident
An Incident is an event that does not require action from the Claims Department. However, incidents need to be reported in the portal. If you select Incident when reporting in the portal, the Claims Department will not take any action.

Claim
A Claim is an incident that requires the Claims Department to get involved. Customer injuries, vehicle damage, store payouts, and property damage fall under this category. If you believe any incident could potentially turn into a claim, select Claim.

Close Call
A Close Call is an event that occurred or almost occurred that could have but did not cause damage or injury.

Security Incident
A Security Incident is an event that involves a store break in/ burglary, robbery, customer or employee threat, or other situations that are not related to claims but require police involvement.

Employee Injury - Worker's Compensation

Follow these steps if a Discount Tire/Americas Tire employee is injured on the job:

1. All states, except Ohio, call 1-855-872-6658 (the Employee Injury Line) to be connected to a medical professional. Ohio, call 1-800-775-5866 (the Employee Injury Line for Ohio) to be connected to a medical professional.
2. The medical professional will ask questions about the injury and provide first aid direction.
3. Once the injured employee is stable, the medical professional will connect the caller to a medical provider in your area.
4. If the injured employee is a minor, a parent or legal guardian will need to be present on the call.

Worker's Compensation Document

- Workers' Comp Claim Form - All Other States
- Workers' Comp Claim Form - CA
- Workers' Comp Claim Form - FL
- Workers' Comp Claim Form - NV
- Workers' Comp Claim Form - TX

SAFETY ENGAGEMENT Through February 4, 2022 (Last 6 Months)

