

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF®

JULY 2022

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 have split up the monthly Safety Action Items by AOR to ensure your store leadership is directly involved in creating a safe work environment.

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



4 EMPLOYEES SUFFERED HEAT EXHAUSTION IN JUNE

Over the past month, there have been at least four heat related injuries.

1. These injuries occurred in three very different regions (Midwest, West Coast, and the South)
2. The time these injured employees were employed ranged from three months to two years

As stated above, location and time employed is evidence that heat injuries can happen to anyone anywhere.

Manager's Responsibilities

Provide employees access to:

- cool drinking water
- rest, when needed
- cool area to take a break
- heat illness prevention awareness
- implemented acclimation procedures
 - Buddy system - watch out for each other
 - Monitor new employees for first 14 days as they acclimate

Common factors contributing to these injuries:

- The outside air temperature exceeded 90 degrees
- Injured employees worked all day or no less than 6 hours
- Cooling towels were either not available or not every employee had one
- No one can confirm if the employees were drinking water throughout their shift
- The injured employees did not take breaks

Here are a few things you can do to reduce heat injury occurrences:

- Schedule breaks and take them
- Drink 24-32 ounces of water every hour
- Ensure cooling towels are available for each employee
- Pay attention to teammates
- Stop work and tell someone if you start to feel ill.

Order, if you or your people need any of the following items:

Links on where to order the items from are provided below

- Cooling Towels - [EZGarage](#)
- Water Bottles - [DT Promotions](#)
- Sun Hats - [Imagine Solutions](#)



CALL TO ACTION: As a team, come up with a plan to prevent heat illness.

CONTINUE TO PAGE 3 >



RAISING THE VEHICLE OBSERVATION

One of the most common injuries we see while raising the vehicle is an employee's hand being caught between the block and the vehicle. This happens when the person raising the vehicle, fails to properly clear the area before raising. Pay careful attention to this part of the Best Practice during your observations this month.

[Click here to open and print](#)



OBSERVE AND COACH RAISING THE VEHICLE



Call to action: Complete as many observations as possible.

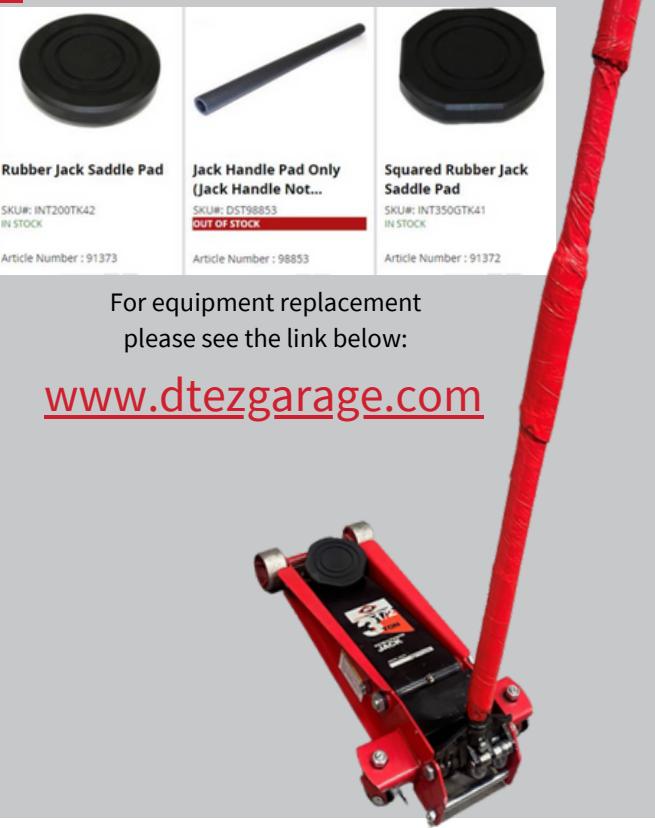
OBSERVE AND COACH		RAISING THE VEHICLE		SAFETY	
- High risk of employee injury. If not done					Tally up all "Safe" processes and record the score below.
					SAFE SCORE /5
Engine at rest observed	Places the lift or jack accessories appropriately at rest raising points.			SAFE	NOT SAFE
	Blocks around vehicle to ensure area is clear of tools or obstructions.			SAFE	NOT SAFE
	Announces lift or jack up to be safe... and indicates acknowledgement from another Service Tech who can see the other side of the vehicle.			SAFE	NOT SAFE
	Places the vehicle until lift or jacks being serviced have been raised at minimum 10 inches.			SAFE	NOT SAFE
	Confirms the vehicle is secure and stable by gently pushing the rear tire.			SAFE	NOT SAFE
Engine at rest observed	Places the lift or jack accessories appropriately at rest raising points.			SAFE	NOT SAFE
	Blocks around vehicle to ensure area is clear of tools or obstructions.			SAFE	NOT SAFE
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INSPECTION READINESS

Below is one section taken from the Store Inspection, focusing on the Jack Inspection checklist.

Jack handle screw is present and secured tightly
Clips holding front wheels on are correctly installed
Rear wheel casters are well oiled and tightened properly
Pump cylinders are free of leaks and damage
Jack rises with first 2 full pumps (oil level check)
Weight capacity sticker is present on the jack
Rubber jack saddle pad is present

Please contact maintenance if you need repairs



please see the link below:

www.dtezgarage.com



SAFETY & QUALITY FOCUSED | July 2022

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.

Equipment Maintenance

(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).

Equipment Maintenance

(Tips from Store Managers)



Manager Focused



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

3 Hang up all July 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.

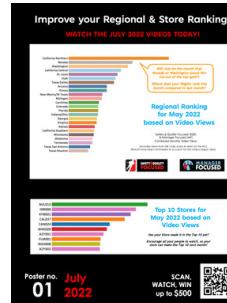
Large poster



Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



CONTINUE TO PAGE 5 >



FIRE EXTINGUISHER INSPECTION

Fire Extinguisher	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										



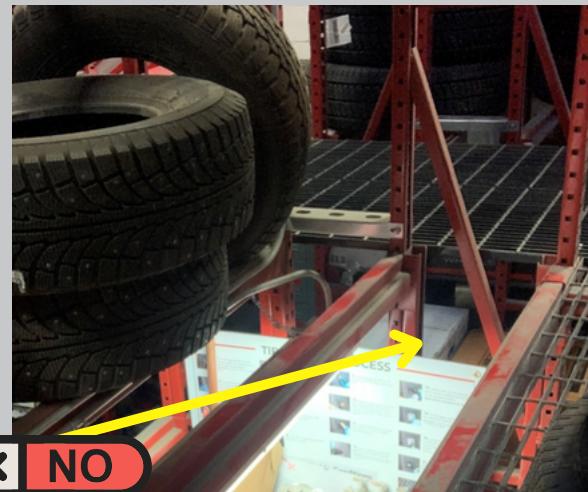
Call to action: Inspection must be completed monthly for fire extinguishers as this is an OSHA compliance item.

OSHA COMPLIANCE

One issue that we have encountered with OSHA inspections is the netting above the repair area. This is crucial as not having this netting can lead to an employee falling through.

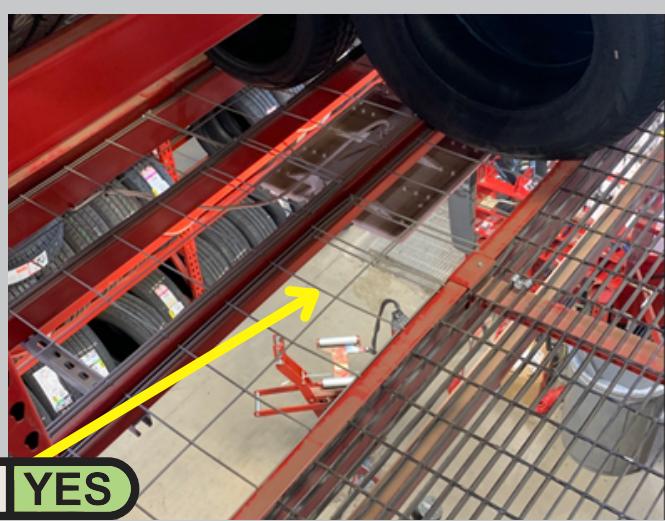
Inspect:

This month we are asking you to check to see if you have netting above the repair area (for those stores with a mezzanine).



Need a Replacement or New Installation:

Place a work order (link below) with your regional facilities to get the netting replaced or installed.



Click Image below or use Service Now



Service Now log in credentials:
Windows store manager login information

CONTINUE TO PAGE 6 >



What Can We Do To Prevent Robo Arm Injuries



This year alone, there have been **47** injuries due to the Robo-Arm.

Prevent Robo-Arm injuries by:

- using the handle rather than grabbing the foot to position it
- ensuring hands are clear when operating up or down
- not putting your hands between the Robo-Arm and the assembly
- not distracting an employee who is using the Robo Arm
- properly lubing the tire & wheel
- asking for help from someone if you are having trouble

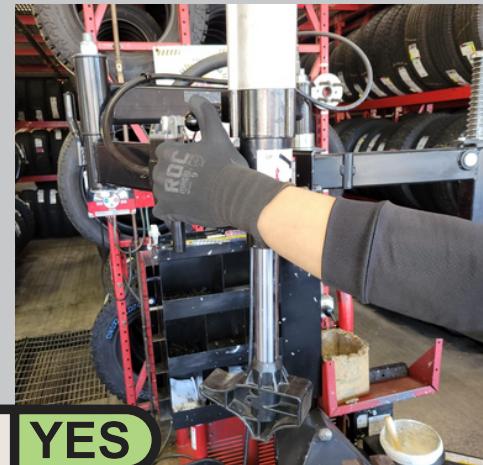
! If the Robo-Arm foot does not stay up in the raised position on its own, report the issue to your Safety Leader and Workflow Manager so a service request with the appropriate manufacturer can be submitted.

OBSERVE AND COACH

Robo-Arm Observation

This month's observation will be on Robo-Arm. Focus on hand placement to help prevent injuries due to the robo-arm.

If you jot down any AT RISK observations, make sure to coach your peers using the information listed on the observation sheet.



YES

Click here to open and print



OBSERVE AND COACH ROBO ARM



Call to action: Complete as many Observations as possible.



NO



Clear Roles and Expectations

Safety Leader Expectations:

First Monday of the month - Open the CTA and the Safety & Quality Focus and read through it. Share the CTA with your manager and your team. Complete the CTA Acknowledgement survey. Within the first few days, meet with your AOR's to **delegate** out their action items and set the expectation. The AOR's are listed at the top of each page to make this easy for you to do.

Remember, you are a Safety "Leader". Lead your AOR's to help them complete their action items. This ensures everyone at your store gets involved.

Set a reasonable due date - Follow-Up with your AOR's to verify they have completed their action items. Validate their action items are complete by going and seeing for yourself. If they were assigned an observation, can you validate there was some change in behavior? Ask your people about the observation topic to see if they know the hazard to watch out for. Are your SQF posters up? Did everyone watch the monthly SQF and MF video's? Help them continuously improve.

Use the morning huddle - This is a great, easy way to discuss CTA topics and observation results as a team and solicit feedback. Watch the SQF video as a team and discuss. Finally, complete your survey and feedback.

Take time to focus on your actions throughout the month, just because the actions are finished doesn't mean you stop observing Best Practice execution. Coach in the moment.

Here's an example from the TXD region



- Open Safety Leader CTA, read it, and hand out AOR actions on the first Monday.
- At the end of the week follow-up with AOR's to verify actions are complete and see where opportunities exist.
- Meet as a team to make a plan for the remaining 3 weeks to improve on opportunities identified.
- Focus on one thing at a time to make it easy.

Your Opinion is Needed

Discount Tire is conducting a five-minute, voluntary survey of employees to help prioritize sustainability topics.

Seniors, please complete and motivate others on your team to complete this survey using the QR code or link below.

We'd love to hear your perspective!



<http://surveys.ecova.com/s3/DT>

FEEDBACK ON THIS MONTH'S TOPIC

1. After reviewing the Safety Leader expectations and examples. How close is this to what you actually do?
2. What can you do to improve the level of engagement at your store. Is there anything about the Safety program that you would Improve?

SURVEY
Enter responses here