

SAFETY FOCUS

LET'S GET YOU TAKEN CARE OF[®]

SEPTEMBER 2022

FACILITIES

This year, we will be working with you to encourage safety participation from everyone at your location.

ACTION ITEMS

- 1 Complete the DTU training
- 2 Review and share the safety topic with your people
- 3 Leave feedback



INSTRUCTIONS

- 1 Print out this Focus, review the information, and **complete the action items**.
- 2 Each section has action items to help you and your team complete this Safety Focus. **Review each section carefully.**
- 3 The Safety Leader will need to **complete the DTU training module** for the month. You will be required to complete a course test following the training module.
- 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: You will find the feedback questions at the end of this Safety Focus.

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Facilities Security Awareness

These are tense and challenging times and the media reports of violence and reduced level of tolerance across the country is prevalent. We recognize many people are feeling the effects of stress which can lead to more agitated and difficult interactions with others. With that in mind, we ask our Facilities Managers to share and discuss the following guidelines with their people and open the line of communication regarding the potential for such incidents and to better prepare themselves to respond appropriately.

Every situation is unique, but following these steps provides a good guide for what to do in a difficult situation.

Be Ready

1. **Maintain Awareness** – Sources of violence can come at the least expected time even if someone had previously displayed no indications; constantly stay “tuned-in” to situations so you can take quick action rather than being surprised.
2. **Know Your Exits** – If you need to exit an area quickly, think about how you will get out and where you will go ahead of time. Seconds matter.
3. **Prepare to Call** – Think about where the nearest phone is and how to use it so you are able to call 911 if needed. Be ready to provide the operator with your address and what is going on.

Take Action

1. **De-Escalate** – If a situation evolves beyond your ability to keep it under control, ask for assistance from your Manager/Senior; do not try to match anyone’s anger with your own.
2. **Call the Authorities** – If the situation escalates to actual or threatened physical violence, call 911 immediately to protect the safety of Our People and Our Customers.
3. **Run** – If you are in immediate danger and are unable to call 911, leave the scene immediately. Keep going until you are no longer under threat, then call 911 or find someone who can.
4. **Hide** – If you are unable to exit a dangerous situation, use your immediate surroundings to avoid being seen until the situation is once again under control. If you get an opportunity to run at some point, do so.
5. **Fight** – As a last resort in extreme situations, confront the individual in an attempt to save your own life.

Report

1. **What** - When safe to do so, be sure to file a Discount Tire Security Incident Report via the Claims Reporting Tool on the KC for any security related incident (to include break-ins, theft, threats and all other security related issues).
2. **Why** - This allows Corporate Security to track and/or provide support for incidents if needed.
3. **Where** - The Security Incident Report form is located here on the Claims Dept KC page: Claims Home - Store Operations (discounttire.com) and select "Security Incident"



A weekly Close Call Winner!

As an incentive for our people to report more Close Calls, everyone who reports a Close Call is entered into a drawing to win a \$50 gift card. One lucky winner is chosen weekly.



The more you report Close Calls, the higher chance you will have to win.

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Forklift Operation 3: Load Handling

Forklifts hazards can be avoided, if not eliminated, when operators are trained to properly operate and load a forklift. Some basic practices can be used to improve safe load handling, such as approaching, lifting, and lowering a load.

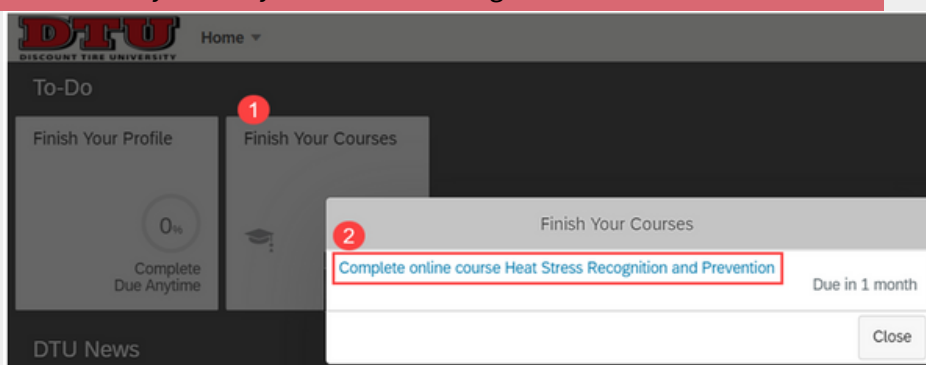


NEW WAY TO ACCESS THE TRAINING MODULES

This month, you will be accessing the course through DTU. Managers and Senior Assistant Managers will both access the course assignments (safety course and acknowledgements) from the **DTU learning system To Do list**.

Below, you will see an example of how this assignment will look:

1. Log into the DTU learning system using your employee ID and Okta/Windows login. On the homepage, click Finish Your Courses.
2. Click the name of the safety course you have been assigned.



Call to action: Complete the *Forklift Operation 3: Load Handling* training module and share what you learned with your people.

Contact dtu_learning@discounttire.com for troubleshooting.

FEEDBACK ON THIS MONTH'S TOPIC

1. What did you learn from the Forklift Operation 3: Load Handling training module?