

# SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF®

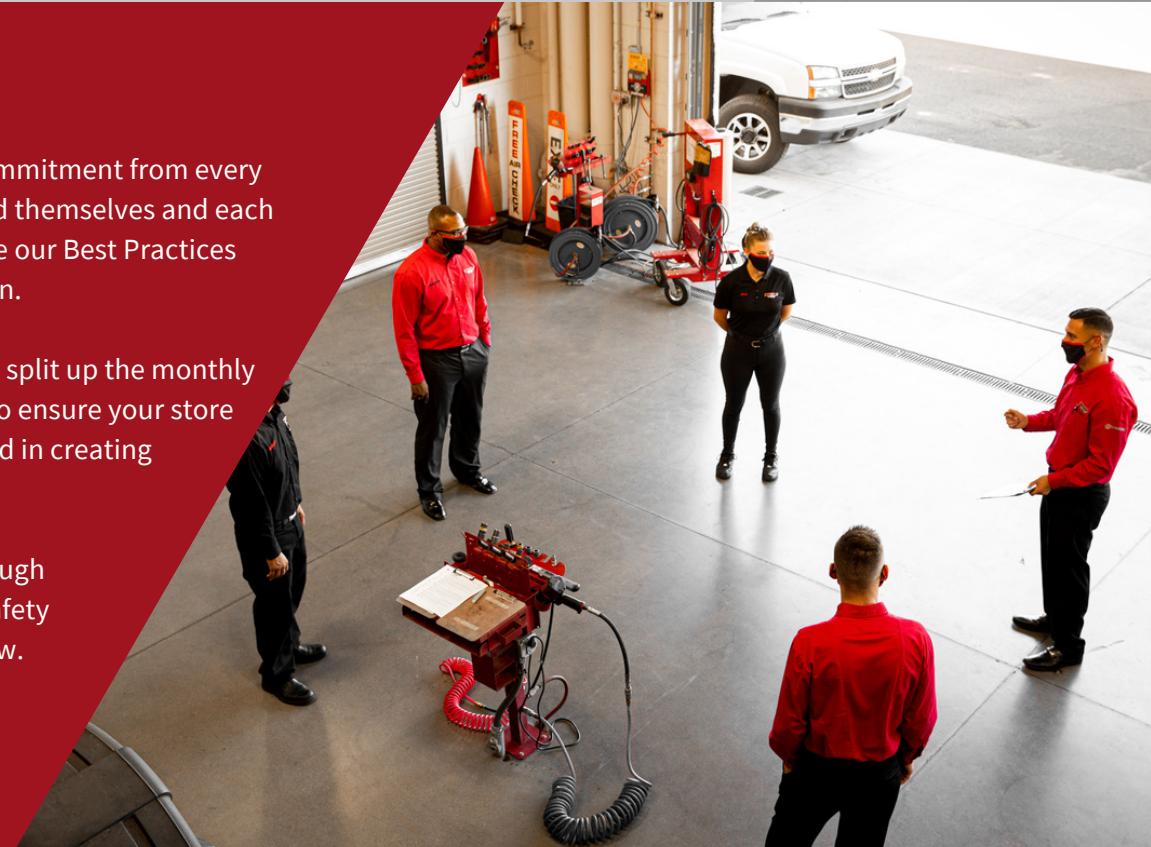
SEPTEMBER 2022

## 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**



## Store 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 Store 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](http://discounttire.com)) and select "**Security Incident**."

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## TIRE BAR OBSERVATION

In July, there were **122 injuries related to changing tires**.

Out of the 122 injuries 60 were a direct result from the tire bar.

### Focus on:

- Keeping our People **SAFE**
- Misuse of Tool
- Body Positioning
- Injury Prevention

Open and Print Here!



### Observe and Coach Tire Bar



**Call to action:** Complete as many observations as possible.

### Observation Sheet

OBSERVE AND COACH		TIRE BAR		SAFETY	
<p>High risk of employee injury, if not done.</p> <p>Tally up all "Safe" processes and record the score below.</p> <p><b>SAFE SCORE /5</b></p>					
<p>Always use 1 tire bar.</p> <p>Stand at the 9 O'Clock position (front of the change).</p> <p>Firmly grasp the tire bar throughout the whole process (no open palm).</p> <p>Does not release grip until all tension is released from the tire bar.</p> <p>Keep feet out of danger zone (path of the tire bar).</p>		<p><b>SAFE</b></p> <p><b>AT RISK</b></p>		<p>Tally up all "Safe" processes and record the score below.</p> <p><b>SAFE SCORE /5</b></p>	
<p>Always use 1 tire bar.</p> <p>Stand at the 6 O'Clock position (front of the change).</p> <p>Firmly grasp the tire bar throughout the whole process (no open palm).</p> <p>Does not release grip until all tension is released from the tire bar.</p> <p>Keep feet out of danger zone (path of the tire bar).</p>		<p><b>SAFE</b></p> <p><b>AT RISK</b></p>		<p>Tally up all "Safe" processes and record the score below.</p> <p><b>SAFE SCORE /5</b></p>	
<p>Always use 1 tire bar.</p> <p>Stand at the 3 O'Clock position (front of the change).</p> <p>Firmly grasp the tire bar throughout the whole process (no open palm).</p> <p>Does not release grip until all tension is released from the tire bar.</p> <p>Keep feet out of danger zone (path of the tire bar).</p>		<p><b>SAFE</b></p> <p><b>AT RISK</b></p>		<p>Tally up all "Safe" processes and record the score below.</p> <p><b>SAFE SCORE /5</b></p>	
<p>Always use 1 tire bar.</p> <p>Stand at the 12 O'Clock position (front of the change).</p> <p>Firmly grasp the tire bar throughout the whole process (no open palm).</p> <p>Does not release grip until all tension is released from the tire bar.</p> <p>Keep feet out of danger zone (path of the tire bar).</p>		<p><b>SAFE</b></p> <p><b>AT RISK</b></p>		<p>Tally up all "Safe" processes and record the score below.</p> <p><b>SAFE SCORE /5</b></p>	

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## EQUIPMENT MAINTENANCE

### TIRE BAR TAPE

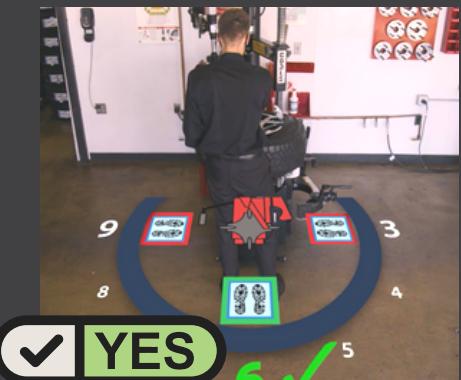
We cannot stress how important it is to inspect for worn or damaged tape on tire bars and replacing it when needed. Tire bar injuries have increased over the last few months.

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](http://EZGarage)



**YES**



**NO**

**CONTINUE TO PAGE 4 >**



# SAFETY & QUALITY FOCUSED | September 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.

### Preventing Hand Injuries

(Best Practices, Safety and Injury Awareness)



**Safety & Quality Focused**

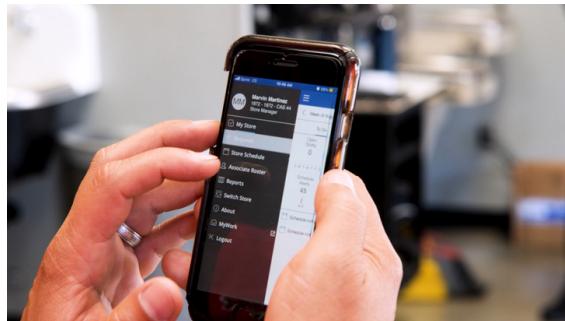


Scan to enter the voluntary contest for a chance to win!

- 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).

### Crew Time Tips

(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



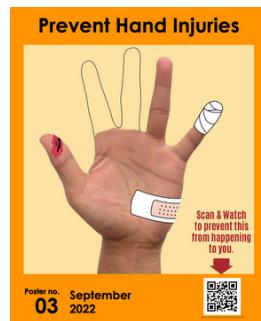
#### Manager's Mini Poster



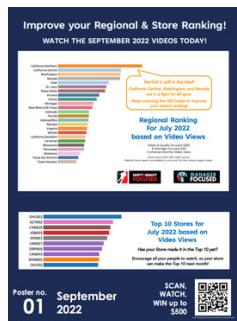
#### Service Area Mini Poster



#### Service Area Mini Poster



#### Service Area Mini Poster



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# OSHA COMPLIANCE - MONTHLY INSPECTION

**5S Assistant Managers:** Use the inspection below to ensure your store is compliant with our most commonly cited OSHA standards. **If you find an item that needs attention, please work with your team to get it back to a safe condition.** Non-compliance can lead to injuries and steep fines exceeding **\$10,000!!**

	INSPECTION ITEM	SAFE	AT RISK
1	First aid kit is fully stocked and does not have any unnecessary items in it (i.e. razors, keys, shaving cream, pill bottles).	<input type="checkbox"/>	<input type="checkbox"/>
2	All Employees know how to locate the Safety Data Sheets (SDS) on the KC or Safety Page.	<input type="checkbox"/>	<input type="checkbox"/>
3	Exit routes are free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within the exit route.	<input type="checkbox"/>	<input type="checkbox"/>
4	Each exit door is marked by a sign reading "Exit."	<input type="checkbox"/>	<input type="checkbox"/>
5	All aisles are kept clear of tires (Minimum of 28" wide. No tires/wheels stacked in aisles, everything must be in a rack. This includes upper mezzanine level)	<input type="checkbox"/>	<input type="checkbox"/>
6	Exit doors are unlocked during business hours (Remove locks, panic bars, and any other security devices)	<input type="checkbox"/>	<input type="checkbox"/>
7	Electrical breaker panels and service disconnects have 36 inches of clearance and are accessible	<input type="checkbox"/>	<input type="checkbox"/>
8	All spray bottles or other types of bottles are clearly marked with the proper contents	<input type="checkbox"/>	<input type="checkbox"/>
9	All chemicals at the location (excluding household cleaners) can be found on the Safety Data Sheets (If not, you should not have it)	<input type="checkbox"/>	<input type="checkbox"/>
10	All electrical outlets and junction boxes are secured and in good condition (no cracking, exposed wires or missing faceplates)	<input type="checkbox"/>	<input type="checkbox"/>
11	Extension cords are not being used permanently	<input type="checkbox"/>	<input type="checkbox"/>
12	Extension cord for mobile air check unit is in good condition	<input type="checkbox"/>	<input type="checkbox"/>
13	All balancer lifts are in working condition	<input type="checkbox"/>	<input type="checkbox"/>

## JACKS

Jack #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Jack handle screw is tight															
Front wheel clips installed															
Rear wheels are oiled and tight															
Cylinders are free of leaks															
Jack rises with first 2 full pumps															
Weight capacity sticker present															

## FIRE EXTINGUISHERS

Fire Extinguisher #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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															

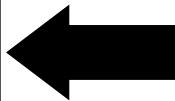
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# Removing Assembly Best Practice

Review the Removing Assembly Best Practice with your peers. Share with your people the observation you will be conducting for the month.

As you coach your people, remember to refer back to the Best Practice to ensure you are coaching with the most current information.



**CLICK ON THE IMAGE**

or go to the Certified Best Practices page on the KC to print out this Best Practice.

## Service Techs & Safety Roles



Below are your responsibilities each month:

- Read through your section, which is posted on the 1st Monday of the month
- Complete the action item in your section
- Report to your Safety Leader (Senior Assistant) your findings or if you need further guidance

## OBSERVE AND COACH

### Removing Assembly Observation

Please go through the Certified Best Practice with a fellow employee and score each other.

**Click on Image to Access and Print!**



OBSERVE AND COACH		REMOVING THE ASSEMBLY	SAFETY
<p>— High risk of employee injury, if not done correctly</p> <p>Gathers all necessary tools for removal and places them at the Assembly</p> <p>Does not remove anything until the vehicle is lifted and checked for stability</p> <p>Removes any wheel covers and checks for wheel locks. If found, removes locks first</p> <p>Removes lug nuts without touching the shankend of the impact gun while it is spinning</p> <p>Removes wheel from the hub using proper body mechanics. Lift by hand, not by spades and do not put feelings beneath the vehicle</p> <p>Scouts hub, wheel, mounting pad, and wheel pilot hole</p> <p>Inspect all lug nuts after removal</p> <p>Inspect shells</p> <p>Inspect lug nut of wheel</p> <p>Perform a vehicle inspection</p> <p>Returns all tools to the tool stand after removal is complete</p>		<p>SAFE</p> <p>AT RISK</p>	<p>Tally up all "Safe" processes and record the score below:</p> <p><b>SAFE SCORE</b></p> <p>/11</p>
<p>Gathers all necessary tools for removal and places them at the Assembly</p> <p>Does not remove anything until the vehicle is lifted and checked for stability</p> <p>Removes any wheel covers and checks for wheel locks. If found, removes locks first</p> <p>Removes lug nuts without touching the shankend of the impact gun while it is spinning</p> <p>Removes wheel from the hub using proper body mechanics. Lift by hand, not by spades and do not put feelings beneath the vehicle</p> <p>Scouts hub, wheel, mounting pad, and wheel pilot hole</p> <p>Inspect all lug nuts after removal</p> <p>Inspect shells</p> <p>Inspect lug nut of wheel</p> <p>Perform a vehicle inspection</p> <p>Returns all tools to the tool stand after removal is complete</p>		<p>SAFE</p> <p>AT RISK</p>	<p>Tally up all "Safe" processes and record the score below:</p> <p><b>SAFE SCORE</b></p> <p>/11</p>
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#### Focus:

- Best Practices
- Safety
- Quality
- Body Position
- Communication



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## Best Practice Demonstration Pulling Vehicles Out

This month, we'd like you to take a different approach when it comes to Best Practices. You will be demonstrating what a proper guide out looks like.

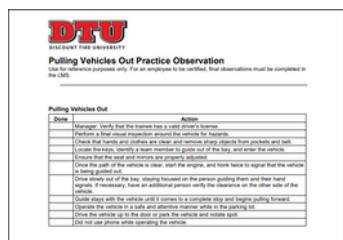
1 Print out the Pulling Vehicles Out Best Practice.

[Click image for link](#)

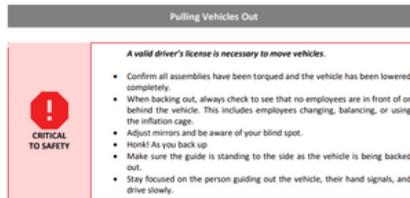


2 Print out the Pulling Vehicles Out Practice Observation sheet.

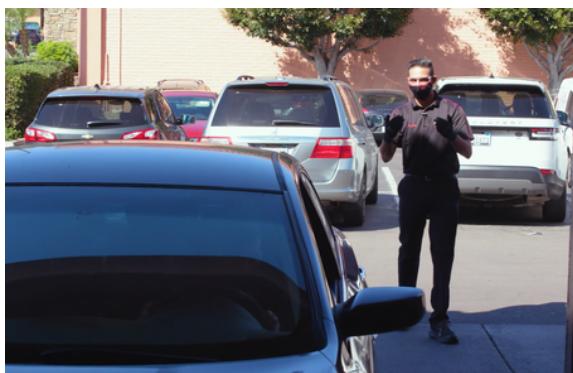
[Click image for link](#)



3 Review the Best Practice with your team, focusing on the Critical to Safety items.



4 Demonstrate the proper procedures, step-by-step, in a morning huddle while using the Practice Observation Sheet to guide you.



5 Assess your peoples' understanding of the Best Practice, ask questions

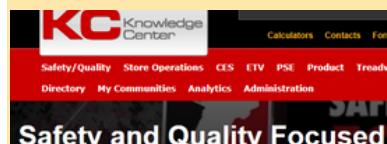


## Order Safety Materials

Safety items from Dokshop are now available through DTPrints

Follow instructions below on how/where to order safety materials

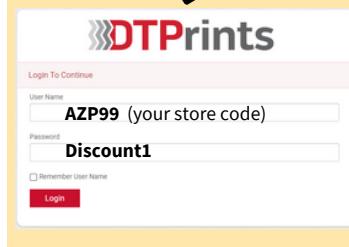
Go to the [Safety Page](#) & click on [Order Safety Materials](#)



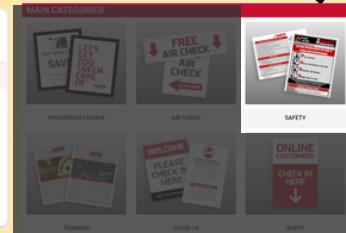
### Quick Links

[Order Safety Materials](#)  
[Safety Data Sheets](#)  
[Visual Management Order Form](#)  
[SQF Poster & Frame Order Form](#)

Log on to DTPrints



Click on the Safety Category and place your order



## FEEDBACK ON THIS MONTH'S TOPIC

How do you plan on creating long-lasting behaviors within your store when it comes to Best Practice execution?

**SURVEY**  
Enter responses here