

SAFETY QUALITY FOCUS

APR
2023

LET'S GET YOU TAKEN CARE OF[®]

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.

The monthly safety action items are split up 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

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 >



\$31,075 in OSHA Fines Issued for Blocked Aisles & Exits

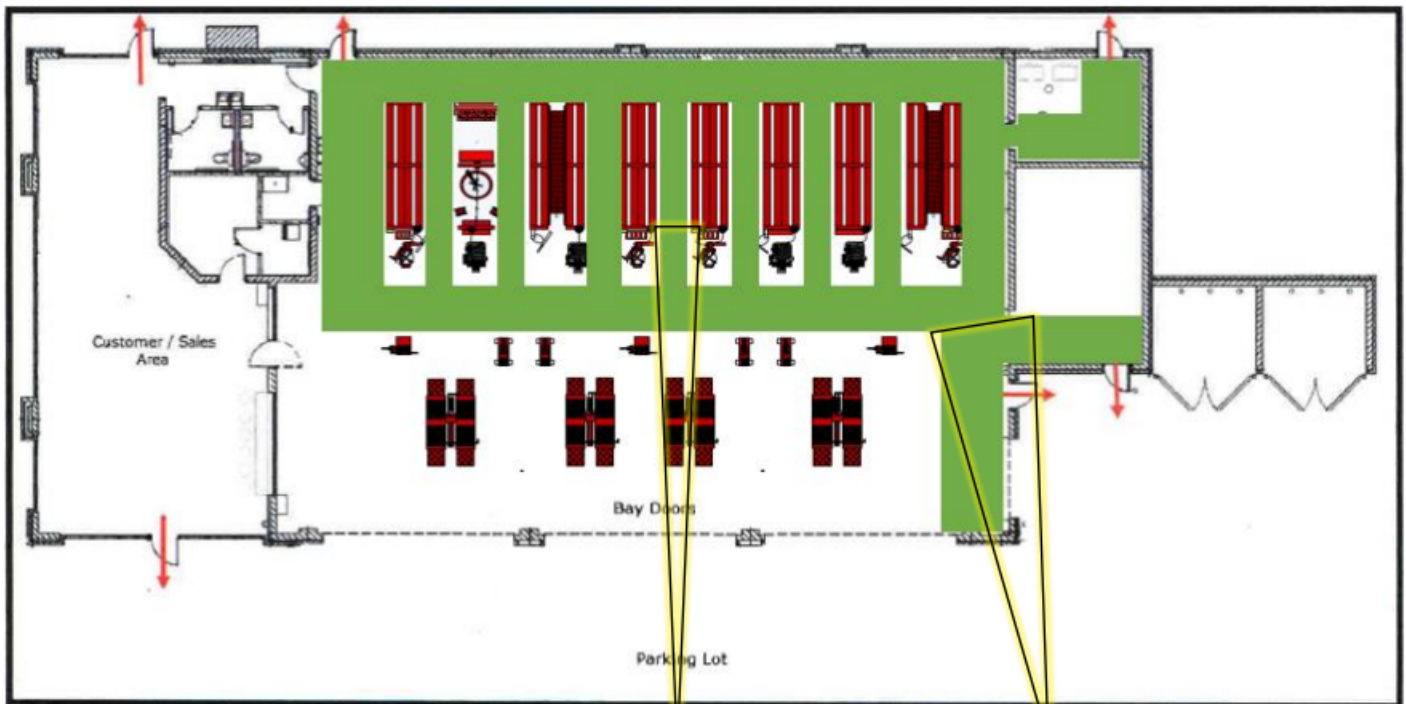
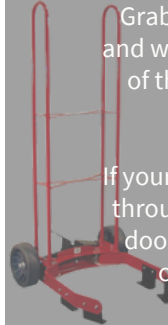
TAKE ACTION NOW!

- ☐ Review the diagram below with your team
- ☐ Create an action plan to ensure inventory is not blocking aisles and exit routes or fire suppression systems
- ☐ Set a clear expectation with your team that aisles, exit routes, and fire suppression systems will never be blocked

Try the Tire Dolly Test!

Grab your tire dolly and walk it through all of the green areas below.

If your dolly can't pass through an aisle/exit door, you're not in compliance.

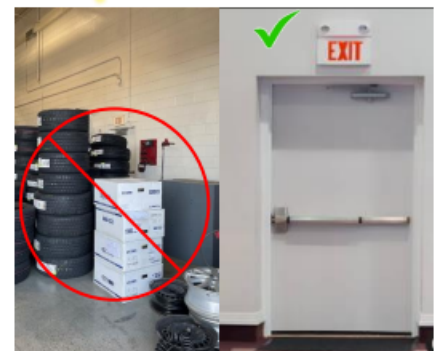


KEEP CLEAR

All green areas represented in the map above are exit egress routes that must be kept clear at all times. This also includes second floor aisles and exit routes.



All aisles must have at least 28" clear at all times. Objects that project into the exit route must not reduce the width of the exit route to less than 28."




All exit doors must never be blocked. There must be a clear path to each exit door from anywhere in the store.

CONTINUE TO PAGE 3 >

ASSEMBLY LIFT TO CHANGER OBSERVATION

Lifting to the Tire Changer is one of the most frequent lifts we do at Discount Tire. Doing it right will save you from painful strains and sprains. Please review with your people and make sure everyone is on the same page and staying **SAFE!**

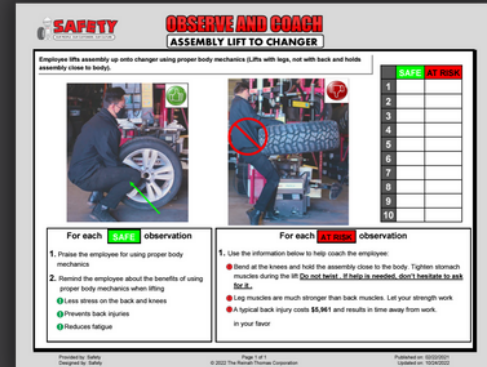
 **Call to action:** Complete as many observations as possible.

Click here to open and print



[Observe and Coach ASSEMBLY LIFT TO CHANGER](#)

Observation Review



SAFETY **OBSERVE AND COACH**
ASSEMBLY LIFT TO CHANGER

Employees lift assembly up into changer using proper body mechanics (Lift with legs, not with back and hold assembly close to body).

	SAFE	AT RISK
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For each **SAFE observation**

- Praise the employee for using proper body mechanics.
- Remind the employee about the benefits of using proper body mechanics when lifting.
 - Use stress on the back and knees.
 - Prevents back injuries.
 - Reduces fatigue.

For each **AT RISK observation**

- Use the information below to help coach the employee.
 - Stand at the knees and hold the assembly close to the body. Tighten stomach muscles during the lift. **Do not bend. If help is needed, don't hesitate to ask for it.**
 - Leg muscles are much stronger than back muscles. Let your strength work in your favor.
 - A typical back injury costs \$5,961 and results in time away from work.

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EQUIPMENT MAINTENANCE (Tire Changer Clamps)



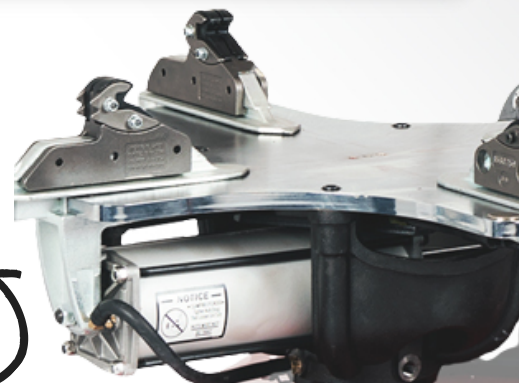
Inspect

- ☐ Screws are tight
- ☐ Plastic inserts are not broken
- ☐ Plastic secures onto assembly
- ☐ Clamps are sliding properly

**ORDER
HERE**

[Tire Changer Clamp Inserts](#)

 **Call to Action:** Replace clamp inserts that are either damaged or broken.



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SAFETY & QUALITY FOCUSED | APRIL 2023

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.

Parking Lot Safety

(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).

SQDC Newsletter

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all **APRIL** 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.

Poster & Frame Order Form



NEW!

SQF & Manager Engagement



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

Large Poster



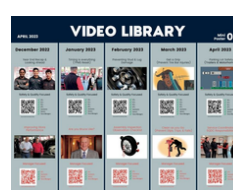
Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



CONTINUE TO PAGE 5 >



OSHA COMPLIANCE - MONTHLY INSPECTION

5S Assistant Managers: Use the inspection below to ensure your store is compliant with our most commonly cited OSHA standards. Failure to be prepared in the event of an inspection can be costly. Recent fines have ranged from \$1000 to over \$30,000!!! In addition, being clean and organized will help prevent injuries.

	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"/>												
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															

CONTINUE TO PAGE 6 >



Review the TPMS Troubleshooting Best Practice

Review the TPMS Troubleshooting 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



Observe & Coach Applying Clip-on Weights



OBSERVE AND COACH

APPLYING CLIP-ON WEIGHTS

Employee's finger(s) are kept as far out of the way as possible when hammering on clip-on weights, and employee stays focused on the task.



	SAFE	AT RISK
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For each SAFE observation

1. Praise the employee for using proper finger placement and staying focused on the task.
2. Remind the employee about the benefits of using proper finger placement and staying focused
 - 1 Reduce the chance of injury to fingers
 - 1 Quicker application of clip-on weight

For each AT RISK observation

1. Verify the right type of weight is being used, then use the information below to help coach the employee.
 - Keep fingers as far out of the way as possible to avoid hitting them. If help is needed getting a weight on, don't hesitate to ask for it.
 - Much like the saying "keep your eye on the ball", staying focused on where you hit the weight will ensure a more accurate hit.
 - A typical hand injury costs **\$1,590** and results in time away from work. The average store would have to sell **25** units to recoup this cost.

Provided by: Safety
Designed by: Safety
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Actual injury that occurred in **MARCH**:

"Employee states he was hammering a wheel weight onto a wheel, and accidentally struck his left thumb."



REVIEW THE DIFFERENCE BETWEEN **SAFE & AT RISK**

CONTINUE TO PAGE 7 >



Safety Leader Expectations and BP Review Quiz

Safety Leader Expectations

Before you quiz your team on the Best Practices below, let's review some of the most basic Safety Leader expectations.

1. Involve your AOR's in completing monthly action items and coach them through observations. Don't keep this information to yourself. We have this laid out by AOR for a reason. Safety requires participation from everyone at your store.
2. Model safe behaviors and lead by example. Hold yourself and your people accountable to executing our Best Practices.

We're back with another Best Practice Quiz! You may remember a similar quiz back in August. We're continuing to focus on this because about **50% of all injury claims can be tied back to failure to execute a Best Practice**. Best Practices call out specific **"Critical to Safety"** steps to emphasize their importance to ensure Safety and Quality and **MUST** be followed.

Quiz your team in a Morning Huddle. How well do you know these Critical to Safety Best Practices?

Use the information below to quiz your team on their BP knowledge. Some of the questions are Critical to Safety Best Practices that commonly lead to injuries or vehicle damage when not followed. Again, this may seem over simplified but use it as a quick refresher for your people.

Best Practice	Question / Fill in the Blank / True or False	Answer
AIR CHECK	Q: When preparing to do an air check, why must you ensure that the customer has turned off their engine before you begin inspection or inflation?	A: Turning the engine off prevents not only the customer from driving away while you are performing air checks but also protects you from injury.
BALANCING	Q: The _____ must be used everytime to raise the assembly on to and off of the balancer shaft to reduce fatigue, and prevent strains and hand injuries.	A: Balancer Lift
CHANGING TIRES	Q: What are the proper body mechanics for lifting assemblies onto and off of the tire changer?	A: Lift with your knees, do not twist and keep assembly close to your body. Ask for help with heavy assemblies. (This applies to any lift)
CHANGING TIRES	Q: What must the pressure be in any tire before breaking the bead?	A: 0 PSI (no air in tire)
CHANGING TIRES	Q: T or F - Never touch the foot of the robo-arm or place your hand between the robo-arm and the assembly	A: T - Your hand should never be on the foot of the robo-arm or between the robo-arm and the assembly
INSTALLING/REMOVING THE ASSEMBLY	Q: When is it okay to lift an assembly onto or off of the hub by the spokes?	A: You are never allowed to have your hands in the spokes of the wheel during install or removal.
RAISING & LOWERING THE VEHICLE	Q: T or F - You must physically look around the vehicle before raising and lowering it to check for tools, debris, and your coworkers.	A: T - Never assume a vehicle is clear to raise or lower without first looking.
REPAIRING THE INJURY	Q: Before repairing the injury all tires below ____ PSI will be dismantled and inspected to check for injuries and damage	A: 15
PULLING VEHICLES INTO AND OUT OF THE BAY	Q: T or F - No employees are allowed in front of or behind a vehicle while it is being pulled into or out of the bays	A: T - When backing out or pulling in, always check to see that no employees are in front of or behind the vehicle. This includes employees changing, balancing, or using the inflation cage

FEEDBACK ON THIS MONTH'S TOPIC



Call to action: Share this information with your people in the morning huddle.

1. How well did your people know and respond to the Best Practice Review quiz? We're there any questions they struggled with?
2. Once all items have been completed, click the survey link below to enter your responses.

SURVEY
[Enter responses here](#)