

STORE DAMAGE PROCEDURES

Reporting:

1. **Afterhours:** Make sure contact information on burglar and Fire alarms are updated to the proper personal. This makes it easier for the authorities to contact the Manager or SeniorAssistant.
2. **During Hours:** Safety is first. Address injuries if any first and foremost.
3. **Communicate to AVP, VP and Facility Manager.**
4. **Communicate with Corporate:** George Guilford, Construction PM, Scott M. Fournier, Daniel Georg and Robert Ramos. These contacts can help assess the severity of the damage.
5. **Reports:** Complete the [Building Damage Incident Report](#). If necessary, get a police report.

Assessing the Damage: (Contact your Facility Manager for assistance)

1. **Inspecting Damage:** Start looking at structural integrity first. Inspect columns, masonry, foundation, and anything that would make you question the safety of our people and our customers. If you find the structural integrity of the building to be in question, close the store and get everyone evacuated. Advise your AVP, VP, and Construction contacts. Contact a structural engineer or if you have a good relationship with the construction companies that build the stores, contact them and have them assist you in the process if you are not sure or not comfortable with what to do.
2. **Once the structural engineer inspects the damage,** make sure you get the clear that the building is safe. Have the engineer write up a report stating the store is structurally sound. Make sure to have them provide a shoring detail and remediation/repair detail.
3. **Engineer does not give you the all clear:** The engineer will need to provide a shoring detail and remediation/repair detail. If you have the right contacts this may be in the scope of capabilities. If not, have the construction company take on the project of making the repairs to the building. The construction companies can take on the liabilities of the project and are used to communicating with the construction department.
4. **If damage is not structural:** Contact, your storefront company and have them come out and assess the damage. They will get measurements and if there is glass that is not damaged but not secure to the framing, they can remove glass and store it off site while new storefront framing is being fabricated. They can also assist with boarding up the damaged area or Facilities can board up damaged area.



Example of structural damage

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Security:

1. **Security contact:** Damage to the store front can happen at any time of day. If after hours, it may be extremely hard to secure the building. Do not pitch a tent and guard the building or allow store staff to do so. That is not in the scope of what we do.

Contact Keith McGill at 480-487-4744 Keith.McGill@discounttire.com. Keith oversees security for Discount Tire. If security is needed, he can set it up for afterhours security and during hours security. Communicate with AVP and VP as well. They need to be in the loop and or help make the decision with security.

2. **Boarding up the damage:** Facilities can board up the damage and secure the building. Keep in mind when doing so to board up the inside as well as the outside damage. It keeps honest people honest.

Good rule of thumb when boarding up: Know what is being replaced on the store front. If you know that storefront framing still in place is going to be replaced, use that metal for shoring up the building. It creates a stronger boarded wall. Make sure to seal the outside as best as possible. **Board up the**

3. **inside as well.** This keeps expose metal or screws away from potential injury. I highly recommend the board up to be at least 8ft high and the wall to be a double layer of plywood. This makes it stronger and hard for someone to try and get in.

➤ **If properly secured and store has an operational security alarm, there is no need to have third party security watch the building at night. If there is not a security system or it is not operational, have the AVP or VP make the decision to have or not have third party security to watch the store.**



Example of outside damage and boarding up



Example of damage boarded up from the inside

Repairs to Building:

These procedures can be used for Fire damage, Tornadoes, building damage, Pretty much the full gamut of situations. With little tweaks here and there. Always keep in mind the safety of our people and our customers. As well as the Standards of Discount Tire set forth by the construction department.

1. **Treat the repairs as you would new construction.** Review work being done. Make sure it is done to the standards of Discount Tire. Take pictures and even go as far as making a punch list of what will need to be repaired or replaced.
2. **If the repairs are structural in nature,** have the structural engineer return after the repairs are made. Have them inspect and make sure the structural repairs are done properly. They will need to provide a letter clearing the structural repairs. This letter should then be forwarded to the Construction department for their records.
3. **Once repairs have been completed, create a final report.** Include before and after pictures and any documentation relevant to the repairs. Then submit to regional staff and construction department.
4. **Construction department will create a file for the store.** All documentation and invoices will be stored in that file.
5. **Facilities department should keep track of any expense involved with repairs.** Keep receipts and make sure there are notes when uploaded to SAP Concur.



Storefront repairs are very time consuming. General storefront repair and replacement timeframe is 6 to 8 weeks. The greater the damage the longer it will take.

STORE DAMAGE PROCEDURES

Contact List

Regional Staff

VP

AVP

Office Manager

Store

Manager

Senior Assistant

IT Department

If there is a need to transfer phones, appointments, and BOPIS orders to another store location, communicate with AVP and VP.

Construction Department

George Guilford. 480-226-9840 George.guilford@discounttire.com

Scott M Fournier 480-250-0201 Scott.fournier@discounttire.com

Construction PM for your region

Director of Facility Operations

Daniel Georg 214-412-7714 Daniel.georg@discounttire.com

Physical Security

Keith McGill 480-487-4744 Keith.McGill@discounttire.com

Claims

Robert Ramos 602-653-9229 Robert.Ramos@discounttire.com

Real Estate Development

Matthew Johnson 480-253-8734 Matthew.johnson@discounttire.com

Construction Companies used for DTC new construction. Construction can help with contacts.

Vendors for Storefronts, Masons, Overhead door or Clopay, Roofers, etc. you can find these vendors on the L Drive under construction closeouts documents. If available. There are really a few different avenues to go through to find contacts.