



Injury and Illness Prevention Program

(IIPP)

2/21/2023



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Hazard Identification, Corrective Action and Accountability

In the interest of caring for and cultivating our employees, we spend a lot of time training them to make the best decisions. This knowledge helps them to avoid being in unsafe situations.

Ignoring safe policies and procedures can result in disciplinary action up to and including termination of employment. These areas include (among others):

- Horseplay
- Failure to wear eye protection
- Deviation from Best Practices

Unsafe Conditions

Employees participate in discussing Safety Focus Topics. This process covers a subject which is important to each of the processes that deliver a safe result. Every Focus gives employees the chance to bring anything to discuss regarding safety, and feedback and comments are summarized and sent to the Safety Team. Since Managers and Employees all participate in Safety Focuses everyone is present to discuss and act on any unsafe situations that could arise.

Hazard Assessments

Periodic inspections to identify and evaluate workplace hazards are performed by the store personnel as well as third party vendors/contractors.

1. Periodic inspections are performed accordingly:
 - Monthly safety observations
 - Annual store safety inspection
 - Annual third party safety inspections
2. When new substances, processes, procedures, or equipment that present potential new hazards are introduced into our workplace
3. When new, previously unidentified hazards are recognized

Hazards

Anytime a hazardous situation is identified, we all do our best to remove the hazard immediately. There are 3 levels of hazards:

1. Potential for someone to be injured

Example:

- Wheels in racks in open boxes or out of boxes

2. Minor injury occurs

Examples include:

- Twisted ankle on damaged door jam
- Fingers pinched under vehicle on lift

3. Serious injury occurs

Examples include:

- Falling from an elevated location
- A motor vehicle accident
- Physical illness with 2 or more employees in one location

Corrective Actions

Unsafe or unhealthy work conditions, practices or procedures shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected when observed or discovered or when an imminent hazard exists.

1. Hazard 1: Everyone Responds

- a) Remove the hazard immediately
- b) Discuss the situation with all personnel
- c) Put plans in place to keep the hazard from occurring again

2. Hazard 2: Store Manager Involvement

- a) Make sure the employee is treated immediately
- b) Report the injury to the Claims Department using Riskonnect
- c) Develop a plan of action to correct the situation

3. Hazard 3: Regional Assistant Vice and Vice President of EHS

- a) Make sure the employee is treated immediately
- b) Report the injury to the Claims Department using Riskonnect
- c) Notify CALOSHA as required and develop a corrective action for the location or all stores (as needed)

Accountability

Unsafe Acts: Any employee found performing unsafe acts or failing to work in accordance with Best Practices may result in disciplinary action up to and including termination of employment.

Horseplay: Purposely harming another employee or even accidentally harming another employee during the course of employment may result in disciplinary action up to and including termination of employment.

Failing to correct a hazard as noted above: Employees, Managers and Staff are each responsible for their safety and for the safety of those they supervise. Each employee can and will be held responsible by their direct superiors if they overlook their responsibilities to ensure a safe workplace for their customers and employees.

Hierarchy of Responsibility

Office of Safety

Mark Sorine, Vice President of Environmental Health Safety and Quality is the person responsible for the Injury Illness Prevention Program and Discount Tire's Safety Program.

Regional Safety Coordinators (Store Managers)

Each region has one or more Regional Safety Coordinators who help support fellow regional managers with specific focus in Discount Tire's Safety Program, regional safety strategies and the Injury Illness Prevention Program.

Store Safety (Safety Leader)

The store manager is ultimately responsible for all aspects of the store including the safety of employees and customers. The Senior Assistant Manager (Safety Leader) is responsible for safety in the manager's absence. The manager has the authority to do what is necessary to ensure the safety of everyone in the store. Hiring, firing, promoting or rewarding in response to safe/unsafe acts is at the manager's discretion. The manager may also order products or equipment deemed necessary to ensure a safe work environment.



Appendix A: Area of Responsibility

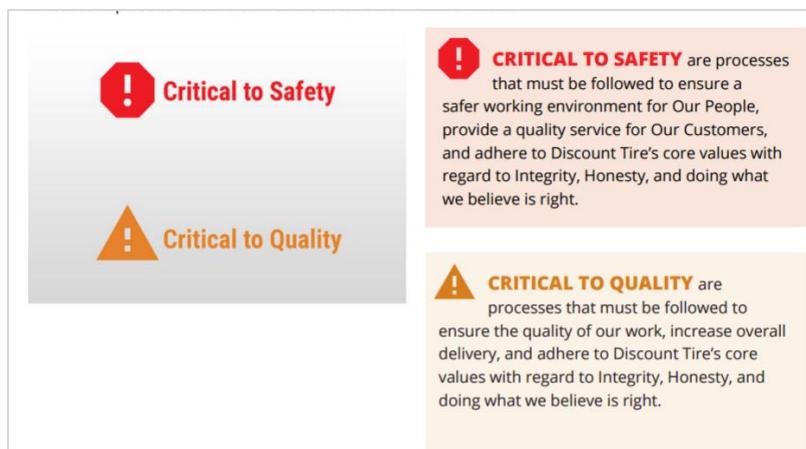
Communication and Training through the Safety Focus and Discount Tire University Programs

Training and instructions are provided to Discount Tire employees:

- when given new job assignments for which training has not previously been provided
- for managers to familiarize themselves with the safety and health hazards to which employees under their immediate direction and control may be exposed

Training for safe practices is embedded into our service training materials, and contains materials such as the following:

- Training requires employee participation and confirms their understanding of critical to safety and critical to quality best practices
- Employees have an opportunity to voice any safety concerns to management for resolution



Appendix B: CTS/CTQ Training Example

Discount Tire University Program

Learning Management System ("LMS") Records:

Records for training and re-training are stored within the LMS. This provides electronic records for all training that occurs. Re-certifying employees in selected tasks that are specific to their roles occurs each month

Employee Program Completion (Manager)									
NAME	JOB TITLE	HIRE DATE	Store Assistant Manager Program	Store New Hire Orientation Program	Service Tech Program	Crew Chief Program	Service Coordinator Program	Sales Apprentice Program	Inventory Specialist Program
Butler, Brendan	Store Sr Asst Manager	03/2008	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE
Maxwell, David	Store Asst Manager	09/2006	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Corcoran, Jamison	Store Asst Manager	11/2012	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Gray, Justin	Store Asst Manager	06/2014	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Fuller, Marcus	Store Asst Manager	07/2014	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Marinaz, Thomas	Store Asst Manager	07/2016	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Sturgeon, Austin	Store Asst Manager	01/2018	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
De Oocera, Harris	Apprentice	07/2018		COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	

Appendix C Learning Management System Report

Safety Focus Program

Every month new Safety Focus Topics are posted on the Knowledge Center Safety Page. Senior Assistant Managers (Safety Leaders) are responsible for sharing the information with their teams and working with their teams to complete action items aimed at eliminating safety hazards. Once action items are complete, Employees work together to respond to Safety Focus topics.



March 2023



Get a Grip NEW
Four Critical to Safety Best Practices that will prevent tire bar injuries.

[Take Assessment](#)



Clean as You Go NEW
Tips for maintaining a slip, trip, and fall-free environment.

[Take Assessment](#)

Monthly Safety Focus

MAR 2023 Facilities Safety Focus
MAR 2023 DC Safety Focus
MAR 2023 Store Safety Quality Focus
Safety Leader CTA March 2023
Close Calls Weekly Drawing Winner

Quick Links

Incident Investigation Portal
Order Safety Materials
Safety Data Sheets
Visual Management Order Form
SQF Poster & Frame Order Form

Talk To Safety

Ext. 6SAFE (67233)

Employee Injury (Nurse Line)

All States Except Ohio: 1-855-872-6658
Ohio: 1-800-775-5866

Appendix D: Safety Page

All employees have access to an anonymous reporting portal that can be used to ask safety questions, report hazards, report close calls and recommend improvements.

Safety Feedback

Select Feedback Type *

Safety/Quality Focus Feedback

Question

Comment/Concern

Close Call

[Submit](#)

Appendix D: Safety Page

Employee Access to the Program

Employee Access to the Program

Our employees have the right to examine and receive a copy of our IIPP. This will be accomplished by accessing the IIPP via the Knowledge Center Safety page.

In addition, the IIPP:

- can be found on the Safety Page in the Safety Tools Library under references in Safety Programs folder
- provides unobstructed access with no login required
- is available for employees to review, print, and email the current version of the IIPP

Safety Tools Library

Forms and Manuals

Manuals
Regulatory Agency Visit Worksheet
Regulatory Agency Visit Guidelines
Store Inspection.pdf

Library

2021 Safety Communications
2022 Safety Communications
2023 Safety Communications
IAM

References

Annual Compliance Training
Powered Industrial Trucks
Bead Breaker Hand Grip Install
QRG
Discount Tire Transport
Incident Investigations QRG
NSC Member Login
RSC Contact List
Safety Programs
Store Damage Procedures

Products & Materials

Observations

Appendix D: Safety Page

Store Inspection & Observations

The Senior Assistant Manager and Store Manager conduct a complete safety inspection as well as safety observations. This inspection covers hazards within the environment and equipment that are important to the Safety Culture within each store, while observations assess adherence to safe work practices. These records are kept for 4 years. In addition to the Store Safety Inspection, a third-party inspection company conducts an annual safety inspection at all company locations.

 <p>Safety/Quality STORE INSPECTION</p>  <p>Published on: 12/02/19 ver 1.0 Page 1 of 14 © 2019 The Reinalt-Thomas Corporation</p>	<table border="1"> <thead> <tr> <th colspan="4">SAFETY</th> </tr> <tr> <th colspan="4">OUR PEOPLE. OUR CUSTOMERS. 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Appendix E: Store Inspection & Observation Sheets

If an accident occurs

Care for the employee

Accidents are reported to the manager or senior assistant manager immediately. The manager or senior assistant manager, after talking with the injured employee, determines whether first aid or medical care will be needed.

1. First Aid is provided in each location. First aid kits include bandages, ointments, gauze, and disinfectant spray for minor injuries.
2. If medical care is needed, the manager or senior assistant ensures that the employee gets to the approved provider.
3. If an employee's condition appears serious, employees will dial 911 and follow the dispatcher's expert instructions.

Report of Injury – Corvel Nurseline

Once the employee's condition is stabilized, the manager or senior assistant manager calls a dedicated nurse helpline to report the injury and ensure the employee gets proper medical care as determined by a medical professional

Employee Injury - Worker's Compensation

Follow these steps if a Discount Tire/Americas Tire employee is injured on the job:

1. All states, except Ohio, call **1-855-872-6658** (the Employee Injury Line) to be connected to a medical professional. Ohio, call **1-800-775-5866** (the Employee Injury Line for Ohio) to be connected to a medical professional.
2. The medical professional will ask questions about the injury and provide first aid direction.
3. Once the injured employee is stable, the medical professional will connect the caller to a medical provider in your area.
4. If the injured employee is a minor, a parent or legal guardian will need to be present on the call.

Appendix F: Corvel Injury Reporting

Accident Investigation

Once the report is submitted to the Claims Department an investigation is conducted. The site of the accident needs to be made safe first to avoid repeat injuries. Once the area is secure, then the accident investigation process can begin. Accidents are investigated by the Sr. Accident Investigator with assistance from the Store Safety Leader and Manager.

The following Employee Injury Form is used to capture accident information:



Advocacy 24/7 Intake Report

Call Information	
Date/Time of Call	
Time Zone of Caller	
Person Calling	
1st Call Result	
CorVel Recommended Outcome:	
Did Caller Agree?:	
Actual Outcome:	
Provider Type:	
Provider Employer Choice:	
Network Provider:	
Employer Information	
Customer	Discount Tire
Location	
City	
State Abbreviation	
Zip Code	
Supervisor	
Supervisor Phone #	
Incident / Employee Information	
Name	
Job Title	
Phone Number	
Record #	
Employer Identifier	
Alleged Work Related	
Date of Incident	
Time of Incident	
Injured Body Part & Injury Type	
Subjective	
Assessment	
Rev. January 2016	Page 1 of 2

Appendix G: Employee Injury Form

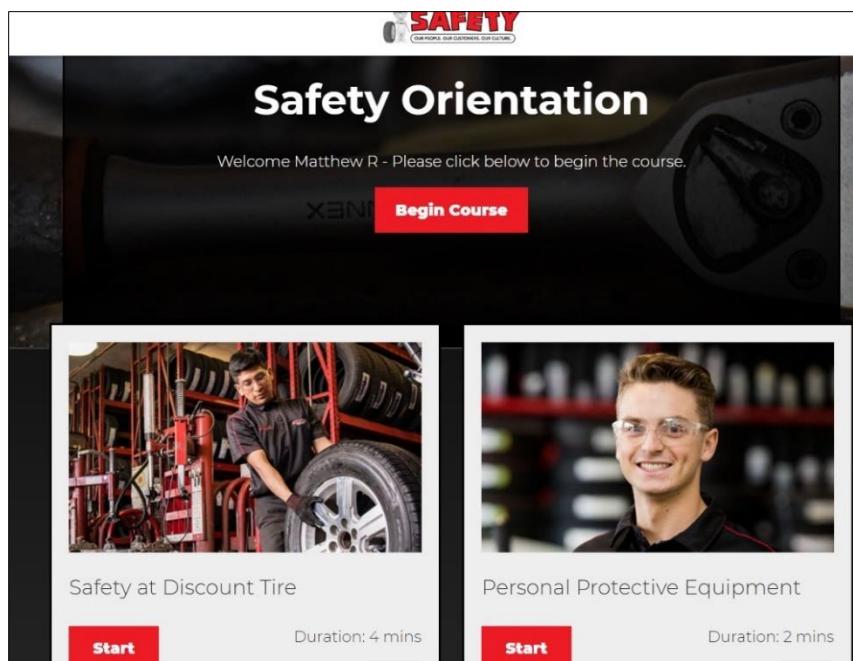
Employee injuries are then further investigated to determine contributing factors using the following criteria.

Injury Description 
Job Being Performed
Task Being Performed
Equipment Contributing to Injury
Equipment Part Contributing
Tool Contributing to Injury
Object Contributing to Injury
What PPE was the employee using?
File Reviewed Job/Tools  <input type="checkbox"/>

Training

New Hire Safety Orientation

New employees go through a Safety Orientation. This is conducted before an employee does any hands-on work and includes the elements of working safely in their new job.



Welcome Matthew R - Please click below to begin the course.

Begin Course

Safety at Discount Tire

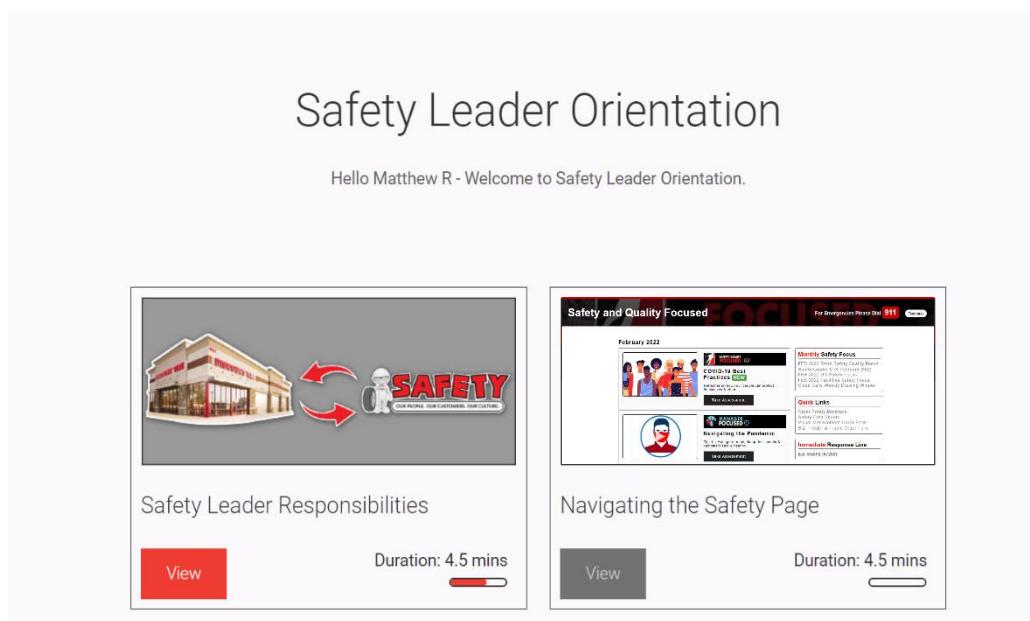
Personal Protective Equipment

Start Duration: 4 mins Start Duration: 2 mins

Appendix H: New Hire Safety Orientation

Safety Leader Orientation

Beginning with the role of Service Tech, employees are trained how to perform and supervise safe procedures. Each of the roles performed from Service Tech and up have elements of safety embedded into the training. These items can be found in the training modules, Safety Focus Materials, and Best Practices.



Hello Matthew R - Welcome to Safety Leader Orientation.

Safety Leader Orientation

Safety Leader Responsibilities

Navigating the Safety Page

View Duration: 4.5 mins View Duration: 4.5 mins

Record keeping

Store Inspections

1. Conducted by Manager and Senior Assistant Manager
2. Records are kept electronically for four years

Claims Reports

1. Submitted by Manager and Senior Assistant Manager
2. Records are kept in the Riskonnect database for six years

Accident Investigations

1. Conducted by Sr. Accident Investigator with help from Store Manager and Senior Assistant Manager
2. Records are kept in the Riskonnect database for four years

Training

1. Conducted by Staff, Managers, and Assistant Managers as needed
2. Participation is recorded electronically within the Learning Management System
3. Records are kept indefinitely

Person Responsible for Injury and Illness Prevention Program

1. Mark Sorine/Vice President Environmental Health Safety & Quality

Safety Meetings

1. Safety Focus Program
 - d) Training is performed following the Training Calendar
 - e) Records are kept in the Learning Management system for four years
2. Regional Safety Meetings
 - f) Conference Calls
 - g) Records are kept in the Learning Management system for four years

Job Safety Analysis and Hazard Assessment

JSA

Purpose

This document is designed to address all known hazards that exist within the boundaries of each Discount Tire and America's Tire location. It incorporates physical, chemical, environmental, behavioral and external exposures that an employee could face during a typical work day.

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ii. Definitions	35
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Definitions

Severity

Low:	Minor injury including cut, puncture, scrape, contusion or illness
Medium:	Injury involving time lost, partial disability or serious illness
High:	Serious physical injury including permanent disability or fatality

Personal Protective Equipment (PPE)

REQUIRED:	PPE is required for this task. Failure to operate equipment using listed PPE will result in disciplinary action, up to and including termination of employment.
Safety Glasses:	Lightweight, scratch resistant clear polycarbonate lenses offer 99% UV protection, side protection and available in different styles for comfort.
(OPTIONAL PPE):	PPE is not required for this task. Equipment is available upon request to employees free of charge.
Ear Plugs:	Individually wrapped disposable foam ear plugs
Gloves:	Vinyl palm dipped nylon gloves available in select sizes
Dust Mask:	Nuisance dust mask with nose adjustment
Back Belt:	Elastic back support belt with suspenders that are fully adjustable and available in select sizes

1. Inspecting Tires and Wheels

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Tread Inspection	Cut/scrape/puncture	X			Hand and Fingers	No	Debris from the roadway including nails, rocks, thorns, glass, etc can be lodged in a tire.	(Gloves)
	Bio-hazard from road	X			Digestive System	No	Animal waste, chemicals, flammables, etc. can be stuck in the tread.	(Gloves)
Inner liner inspection	Cut/scrape/puncture	X			Hand and Fingers	No	Nails, glass, metal, broken cords, etc. can be found protruding from a tire.	(Gloves)
	Chemical Tire Sealant		X		Digestive System	No	Customer applied tire repair sealants can be flammable and have hazardous chemicals.	Employees should wash hands thoroughly. (Gloves)
Sidewall Inspection	Cut/scrape/puncture	X			Hand and Fingers	No	Nails, glass, metal, broken cords, etc. can be found protruding from a tire.	(Gloves)
	Bio-hazard from road	X			Digestive System	No	Animal waste, chemicals, flammables, etc. can be stuck on the sidewall.	(Gloves)
Bead Inspection	Cut/scrape/puncture	X			Hand and Fingers	No	Broken or frayed steel bead cords exposed on damaged tires.	(Gloves)
	Chemical Tire Sealant		X		Digestive System	No	Customer applied tire repair sealants can be flammable and have hazardous chemicals.	Employees should wash hands thoroughly. (Gloves)

2. Guiding Vehicles Into and Out of the Service Bays

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Gesturing vehicles into position	Carbon Monoxide Emissions	X			Lungs	No	Standing 8-feet in front of or behind running vehicles that are producing carbon monoxide.	(Dust masks)
Staying out of the path of vehicles	Strike by vehicle		X		Multiple body parts	No	Employees working in and around moving vehicles should always be on the lookout for themselves and others. Horns are used pulling into and out of the bays to alert workers and pedestrians.	Stand to the side and in plain view of traffic
Remain visible while guiding in low visibility	Strike by vehicle		X		Multiple body parts	No	During winter months visibility is lessened in early evening hours. Employees guiding vehicles must be certain they are seen.	Flashlights are available

3. Raise the Vehicle

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description (optional PPE)	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Look underneath to determine best lifting method	Pinch, crush		X		Multiple body parts	No	Proper vehicle lifting techniques are taught to prevent a vehicle from falling off of a lift.	Lift blocks are provided to improve the effectiveness of the lift.
Engages the safety latch	Pinch, crush			X	Multiple body parts	No	Vehicle lifts are fitted with safety latches that prevent vehicles from lowering due to power failure.	Employees are required to always engage the safety latch before servicing a vehicle
Ensure that all employees are clear before operating lift or beginning to jack the vehicle up	Pinch, crush			X	Multiple body parts	No	An employee that is lifting a vehicle calls out "Going up" and waits for the "All clear" response before proceeding.	Employees are prohibited from being under a vehicle while it is in the air.
Ensure that vehicle is stable before proceeding	Pinch, crush			X	Multiple body parts	No	After process of lifting is complete, employee confirms that the vehicle is stable before beginning to work on it.	Employees are prohibited from being under a vehicle while it is in the air.

4. Removing the Assembly

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description (optional PPE)	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Removing lug nuts from the assembly	Impact Wrench Noise	X			Auditory Nerve	No	Impact wrenches can produce 82 dBA ratcheting at full throttle while installing lug nuts.	Less than 85 dBA on an 8-hour TWA. (Ear plugs)
Handling lug nuts	Cut/puncture/ scrape	X			Hands and Fingers	No	Sharp metal shards on lug nut or wheel can puncture skin while handling.	(Gloves)
Buffing the hub of the vehicle	Nuisance dust	X			Lungs, mucus membrane	No	Removing corrosion (iron oxide) debris from vehicle hubs and wheel mounting surface to create a smooth contact patch.	Less than .1 ppm on an 8-hour TWA. (Dust masks)
	Airborne materials	X			All exposed body parts	Yes	While buffing, metal shards could become airborne and puncture skin or eyes.	Safety goggles or face-shield
Rolling the assembly to the staging area	Cut/puncture/ scrape	X			Hand and Fingers	No	Debris in tire can cause damage to hands.	(Gloves)
	Bio-hazard from road	X			Digestive System	No	Hazardous waste picked up by tire from roadway can have hazardous properties.	(Gloves)
Removing the valve core	Rapid air release	X			Eyes	Yes	Particles of ice or tire pieces can become projectiles from the inside of tire through the valve stem.	Safety glasses are required
	Noise	X			Auditory Nerve	No	Rapid release of air through a valve stem has been shown to create up to 84 dBA for short durations.	Less than 85 dBA on an 8-hour TWA. (Ear plugs)

	Chemical Fumes	X			Respiratory System	No	Tire sealant chemicals can emit a hazardous fume in large quantities in low ventilation.	Allow good ventilation and direct contact. (Dust masks)
Removing Wheel Weights	Lead Exposure		X		Reproductive System	No	Lead exposure in solid form is not hazardous unless ingested orally.	Wash hands after handling lead weights. (Gloves)
	Pinch point	X			Hands and Fingers	No	Wheel weight pliers have a pinch point.	(Gloves)

5. Changing a Tire

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Lifting the assembly onto the tabletop	Strain		X		Back, neck, shoulder, arm, knees	No	Employees are trained to exercise safe lifting techniques and	Ask for assistance before lifting any heavy object(s). (Back support brace)
Removing the tire from the wheel	Strike by tire bar	X			Face, mouth, teeth, eyes	Yes	The bar used to remove a tire from a wheel can be difficult to handle and may slip under pressure and strike the operator.	Safety glasses are required
Replacing the valve stem or TPMS	Cut, puncture, scrape or striking hazard	X			Hand, fingers, face, mouth, teeth	No	Removing and replacing the valve involves a cutting tool and a valve puller. The cutting tool and puller can cause injury when used poorly.	(Gloves)
Lubing the tire and wheel	Material in eye	X			Eyes	Yes	Lube product could get in eyes and cause irritation or redness.	Safety glasses are required
Installing the Tire	Strike by tire bar	X			Face, mouth, teeth, eyes	Yes	The bar used to remove a tire from a wheel can be difficult to handle and may slip under pressure and strike the operator.	Safety glasses are required

6. Inflating an Assembly

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Seal both tire beads to the wheel	Rapid air burst		X		Eyes	Yes	Rapid burst of air can damage eye and eye sockets.	Safety glasses are required
	Noise	X			Auditory Nerve	No	Bead blaster creates excess noise.	Less than 85 dBA on an 8-hour TWA. (Ear plugs)
Lift assembly off of changer tabletop	Strain		X		Back, neck, shoulder, arm, knees	No	Employees are trained to exercise safe lifting techniques.	Ask for assistance before lifting any heavy object(s). (Back support brace)
Inflating assembly in the safety inflation cage	Noise	X			Auditory Nerve	No	Tires can fail during inflation.	Less than 85 dBA on an 8-hour TWA. (Ear plugs)
	Struck by debris			X	Multiple	Yes	Every tire is inflated in a safety cage and every tire changer is fitted with a 10 psi pressure limiter to prevent injury. Tire failure during inflation can cause severe injury, including death.	Safe zones are identified and all employees are kept clear when tires are inflated over 40psi. / Safety glasses are required
Checking air on the vehicle	Noise	X			Auditory Nerve	No	Tires can fail during inflation.	Less than 85 dBA on an 8-hour TWA. (Ear plugs)

	Struck by debris			X	Multiple	Yes	If a tire or wheel fails during inflation, debris from the assembly can become projectiles and cause severe injury, including death.	Safe zones and processes for tires inflated over 40psi are identified. / Safety glasses are required
Inflating assemblies with portable bead seating tool	Noise	X			Auditory Nerve	Yes	The burst of air produces a high volume burst for less than 2 seconds.	Ear muffs are required
	Strike by tank	X			Face, mouth, teeth, eyes	Yes	If the tank is not held securely while dispensing the air, recoil can force the tank into the operator.	Safety glasses are required

7. Balancing an Assembly

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description (optional PPE)	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Lift assembly onto balancer shaft	Strain		X		Back, neck, shoulder, arm, knees	No	Employees are trained to exercise safe lifting techniques while lifting an assembly onto the balancer.	Ask for assistance before lifting any heavy assemblies. (Back support brace)
Standing at the balancer while the assembly is spinning	Struck by	X			Multiple body parts	Yes	Rocks and debris stuck in a used tire can come loose and become projectiles.	Safety glasses are required
Removing the cones from the wheel to remove the wheel	Pinch	X			Hands and fingers	No	Fingers can get pinched between wheel and balancer shaft.	Proper hand placement is required. (Gloves)
Removing the assembly from the balancer shaft	Strain		X		Back, neck, shoulder, arm, knees	No	Employees are trained to exercise safe lifting techniques while removing the assembly from the balancer.	Ask for assistance before lifting any heavy assemblies. (Back support brace)
Removing Wheel Weights	Lead Exposure		X		Reproductive System	No	Lead exposure in solid form is not hazardous unless ingested orally.	Wash hands thoroughly after handling lead wheel weights. (Gloves)
	Pinch point	X			Hands and Fingers	No	Wheel weight pliers have a pinch point.	(Gloves)

8. Repairing the Injury

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Submerge the assembly in dunk tank	Strain		X		Back, neck, shoulder, arm, knees	No	Employees are trained to exercise safe lifting techniques while lifting an assembly into the repair tank.	Ask for assistance before lifting any heavy assemblies. (Back support brace)
Clean and Scrape the inner liner	Chemical Ingestion	X			Digestive system	No	Employees use a chemical cleaning fluid to remove the mold release compound on the inner liner of the tire.	Wash hands thoroughly if contact occurs. (Gloves)
Ream the injury using the carbide cutter and pneumatic buffer	Cut, puncture, scrape	X			Hands and fingers	No	Hand and fingers can get cut or punctured while operating the carbide cutter.	Pneumatic buffer has a working safety switch. (Gloves)
Lube the plug stem with Quick Dry Cement	Chemical ingestion	X			Digestive system	No	The process for lubing the plug stem can result in dripping cement making skin contact.	Wash hands thoroughly if contact occurs. (Gloves)
Cut the plug stem 1/8" above the inner liner	Cut, puncture, scrape	X			Hands and fingers	No	Hand and fingers could get cut or punctured while using flexible knife with any burrs on the metal.	Flexi-knife is the safest cutting solution available. (Gloves)

Buff the plug stem flush	Scrape	X			Hands, fingers and arms	No	Hand and fingers can be scraped while operating the pneumatic buffer with the rasp attachment.	Pneumatic buffer has a safety switch. (Gloves)
Stitch the patch using the ball bearing stitcher	Pinch	X			Fingers	No	Fingers can be pinched while operating ball bearing stitcher.	Proper hand placement is required. (Gloves)
Apply repair sealer	Chemical ingestion	X			Digestive system	No	Permissible exposure limits of 50 ppm 8-hour TWA and 100 ppm STEL should not be exceeded.	Wash hands thoroughly if contact occurs. (Gloves)

9. Installing the Assembly

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Preset the assembly onto the hub	Pinch	X			Hands and fingers	No	Placing hands in wheel openings can cause a pinch point between wheel and hub/brake.	Keep hands out of wheel openings at all times. (Gloves)
Buffing Hub of vehicle	Nuisance dust	X			Lungs, mucus membrane	No	Removing corrosion (iron oxide) debris from vehicle hubs and wheel mounting surface to create a smooth contact patch.	Employees have less than .1 ppm exposure on an 8-hour TWA. (Dust masks)
	Airborne materials	X			All exposed body parts	Yes	While buffing, metal shards could become airborne and puncture skin or eyes.	Safety goggles or face-shield is required
Handle lug nuts	Cut/puncture/ scrape	X			Hands and Fingers	No	Wheel parts or lug nuts can have sharp edges or broken pieces that break skin while handling.	Always inspect items before picking them up. (Gloves)
Install the lug nuts with Impact Wrench	Noise	X			Auditory Nerve	No	Impact wrenches can produce 82 dBA ratcheting at full throttle while installing lug nuts.	Less than 85 dBA on an 8-hour TWA. (Ear plugs)
Check spin the assembly	Pinch	X			Hands and fingers	No	Placing hands in wheel openings can cause a pinch point between wheel and hub/brake.	Keep hands out of wheel openings at all times. (Gloves)

10. Lowering the Vehicle

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Look underneath to ensure tools, equipment and people are clear before lowering	Pinch, crush			X	Multiple body parts	No	An employee that is lowering a vehicle calls out "Coming down" and waits for the "All clear" response before proceeding.	Employees are prohibited from being under a vehicle while it is in the air.
	Strike by		X		Multiple body parts	Yes	Items can become projectiles when vehicle is lowered on them.	Safety glasses are required
Return lift blocks and hand jacks to storage	Trip and fall	X			Multiple body parts	No	Block holders and jack storage locations are designed to keep trip hazards out of the work area and common walkways.	Through "5S Principles", every tool has a designated safe storage place.

11. Operating Customer Vehicles

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Make sure sharp items are removed from pockets	Puncture	X			Multiple body parts	No	Sharp items (knives, ink pens, tread depth gauges, etc.) left in pockets can cause a puncture when sitting in a vehicle.	These items should be removed before entering a vehicle.
Adjust seat, set mirrors and fasten seat belt as needed	Strain	X			Multiple body parts	No	Steps necessary to prevent vehicle accident and reduce injury in case of a collision.	Operate a vehicle safely, as if it is your own.
Test the brakes before pulling in to the service bay	Various injuries	X			Multiple body parts	No	Brake failure can cause an auto accident and put people working in the service bays into harm's way.	Operate a vehicle safely, as if it is your own.
Turn vehicle off and remove the keys from the ignition	Various injuries	X			Multiple body parts	No	Vehicles left on can slip into gear and lunge forward.	Vehicles should not be running while being serviced.
Perform a tread Inspection	Cut/Puncture/Scrape	X			Hand and Fingers	No	Debris found on the road including nails, rocks, thorns, glass, etc.	(Gloves)
	Bio-hazard from road	X			Digestive System	No	Animal waste, chemicals, flammables, etc.	(Gloves)

12. Pulling Stock

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Pulling tires from storage racks	Strain		X		Back, neck, shoulder, elbow, knee	No	Employees are trained to exercise safe lifting techniques.	Ask for assistance before pulling heavy tires or wheels. (Back support brace)
	Strike by		X		Multiple body parts	No	Tires pulled from above can fall. Employees should stay clear of trajectory of the product.	Utilize ladders where necessary.
	amputation			X	Fingers	No	Rack uprights have holes for load beam adjustability.	Utilize ladders and safe hand placement.
Pulling tires from elevated flooring	Impalement		X		Head, neck, back, shoulder	No	Tire moved from elevated floor should be transferred using the provided tire chute only.	Throwing or dropping tires, wheels or equipment is prohibited.
	Impalement		X		Head, neck, back, shoulder	No	Tires pulled from elevated flooring can fall through gaps in flooring and impact employees below.	High risk areas are covered with guarding.
Place the tires in the designated staging area	Trip, fall	X			Multiple body parts	No	Tires are stored away from walking areas and in staging areas to avoid injury to foot traffic and damage to vehicles.	Through "5S Principles", aisles and staging areas are designated.

13. Store Cleanliness

Task	Hazard Type	Estimated Injury/Illness Risk			Body Parts At Risk	PPE Required Yes/No	Description (optional PPE)	Safe Practices / Required PPE (optional PPE)
		Low	Med	High				
Pick up trash and wheel weights from floor	Lead Exposure		X		Reproductive System	No	Lead exposure in solid form is not hazardous unless ingested orally.	Employees are educated to wash hands thoroughly after handling lead weights. (Gloves)
Sweep and mop floors	Slip and fall	X			Multiple body parts	No	Navigating slick and wet floors can cause a slip and fall injury.	Close toe shoes with rubber soles are recommended for all employees.
Empty trash cans	Strain	X			Back, neck, shoulder, knee	No	Dollies are used to move trash cans from service bays to dumpster.	(Back support belt)
Seal full recycled wheel weight boxes	Strain	X			Back, neck, shoulder, knee	No	Dollies are used to move sealed wheel weight boxes from service bays to pick up van.	(Back support belt)
Bathroom: Clean floor, sink and toilet	Chemical and Bio hazard	X			Digestive system	No	Cleaners and human waste can cause illness to employees.	Neoprene gloves are recommended for this task and are made available.
Clear any clutter around hot water heater	Burn	X			Multiple body parts	No	Working near a hot water heater can cause burns on skin.	Avoid contact.
Seal and store all chemicals and flammable materials	Burn, chemical hazard		X		Multiple body parts	No	Refer to MSDS before handling any chemicals of which you are not familiar.	Always wash hands thoroughly. (Gloves)

List of Appendices

Appendix A:



The page is titled "LEADERSHIP RESPONSIBILITIES: SAFETY LEADER" with a "SENIOR" logo. It features a large graphic of a puzzle piece and a warning sign with an exclamation mark. Text on the page includes "CLEAR ROLES AND EXPECTATIONS", "Your first consideration should be the safety of our people and our customers!", and "You can accomplish this by consistently focusing on your three main safety responsibilities: Education, Assurance, and Sustainment."

BENEFITS TO BUSINESS

Your contributions as a Safety Leader help:

- Prevent injuries to our people and our customers.
- Impact total recordable incident rate (TRIR).
- Reduce time away from work.
- Increase customer delight index.
- Prevent citations/fines.
- Impact the bottom line.

HELPFUL LINKS

[DTU - Safety Leader Orientation \(eLearning SAM0100\)](#)

[Safety Page](#)

- Safety Library
- Safety Feedback Portal
- Safety Contacts
- Order Safety Materials

[Claims Page](#)

- Report an Incident
- Claims Contacts
- Safety Data Sheets

PROGRESS & SUCCESS MEASURES

Review the following safety-related initiatives and reports:

Safety Engagement Score:

- Observations
- Feedback Responses
- Store Inspections
- Reading monthly safety communication

Excellence in Safety Award Program:

- Excellence in Safety Engagement
- Excellence in Safety Execution
- Excellence in Safety Innovation

Close Call Reporting:

- Weekly Drawing

WORK THROUGH YOUR PEOPLE

Delegate safety tasks and follow up on them to keep your people engaged.

All employees:

- Encourage close call reporting and incident reporting.

Full time employees:

- Use the "Observe and Coach Observation Sheets" to teach your people safe behaviors.

CADENCE FOR ACCOUNTABILITY

Consistently focus on the following:

Regularly:

- Communicate with other Safety Leaders and the Safety Team.
- Share ideas outside your four walls; be innovative.

Monthly:

- Visit the Safety page on the first Monday of the month.
- Review and complete monthly safety focus action items.
- Meet for monthly regional conference calls led by the Regional Safety Coordinator/Sr. Safety Leaders.

DISCIPLINED ACTION

Here are some ways to support your team:

- Lead by example, always put safety first.
- Complete safety action items (involve everyone).
- Ensure safe work practices are being followed.
- Promptly address safety concerns brought to you by your people.
- Report all accidents, incidents, and close calls, regardless of the severity.
- Consistently reinforce safety behaviors and the execution

Appendix B:



Critical to Safety



Critical to Quality



CRITICAL TO SAFETY are processes

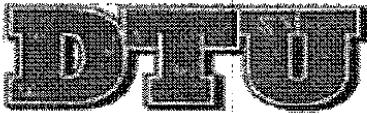
that must be followed to ensure a safer working environment for Our People, provide a quality service for Our Customers, and adhere to Discount Tire's core values with regard to Integrity, Honesty, and doing what we believe is right.



CRITICAL TO QUALITY are

processes that must be followed to ensure the quality of our work, increase overall delivery, and adhere to Discount Tire's core values with regard to Integrity, Honesty, and doing what we believe is right.

Appendix C:

 Employee Program Completion (Manager)									
NAME	JOB TITLE	HIRED DATE	Store Assistant Manager Program	Store New Hire Orientation Program	Service Tech Program	Crew Chief Program	Service Coordinator Program	Sales Apprentice Program	Inventory Specialist Program
Butler, Brendan	Store Sr. Asst Manager	03/2008	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE
Maxwell, David	Store Asst Manager	09/2006	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Corcoran, Jamison	Store Asst Manager	11/2012	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Gray, Justin	Store Asst Manager	06/2014	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Fuller, Marcus	Store Asst Manager	07/2014	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Martinez, Thomas	Store Asst Manager	07/2015	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
Sturgeon, Austyn	Store Asst Manager	01/2018	INCOMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	
De Oceras, Hanns	Apprentice	07/2018		COMPLETE	COMPLETE	COMPLETE	COMPLETE	COMPLETE	

Appendix D:

KC Knowledge Center

My Account Log Off Search

Calculators Contacts Forms Orders Sales Promotions The Dream Websites Contact Us

Safety/Quality Store Operations CES ETV PSE Product Treadwell BOPES Fleet Leadership DTU DTD Regions HR Corporate Directory My Communities Analytics Administration

Safety and Quality Focused **FOCUS**

For Emergencies Please Dial **911** Feedback

March 2023



Safety Focused  **Get a Grip** **NEW**
Four Critical to Safety best practices that will prevent line bar injuries.
[Take Assessment](#)



Manager Focused  **Clean as You Go** **NEW**
Tips for maintaining a slip, trip, and fall-free environment.
[Take Assessment](#)

Monthly Safety Focus

MAR 2023 Facilities Safety Focus
MAR 2023 DC Safety Focus
MAR 2023 Store Safety Quality Focus
Safety Leader CTA March 2023
Close Calls Weekly Drawing Winner

Quick Links

Incident Investigation Portal
Order Safety Materials
Safety Data Sheets
Visual Management Order Form
SQF Poster & Frame Order Form

Talk To Safety

Ext. 6SAFE (67233)

Employee Injury (Nurse Line)

All States Except Ohio: 1-855-872-8658
Ohio: 1-800-775-5886

Safety Feedback

Select Feedback Type*

Safety/Quality Focus Feedback
 Question
 Comment/Concern
 Close Call

Safety Tools Library

Forms and Manuals

Manuals
Regulatory Agency Visit Worksheet
Regulatory Agency Visit Guidelines
Store Inspection.pdf

References

Annual Compliance Training
Powered Industrial Trucks
Bead Breaker Hand Grip Install ORG
Discount Tire Transport
Incident Investigations ORG
NSC Member Login
RSC Contact List
Safety Programs
Store Damage Procedures

Products & Materials

Observations

Library

Clean as You Go & Get a Grip March 2023
Assembly Inspection Observation Checklist & Preventing Slid and Lug Damage February 2023
Are You Bruce Like? & Timing is Everything (TPMS Reset) January 2023
Improving Store Performance & Year End Recap & Looking Ahead December 2022
Tips to Improve Your Air Checks & Assembly Installation November 2022
How to Standardize Your Workflow & Assembly Removal October 2022
CREW Time Tips & Preventing Hand Injuries September 2022
Prevent Damage & Injury Through Observation August 2022
Inventory Management & Heat & Humidity July 2022
Inventory Management & Heat & Humidity June 2022

Focus Categories

 Safety & Quality Focused  Manager Focused  Poster

Appendix E:



Safety and Quality **STORE INSPECTION**



Appendix F:

Employee Injury - Worker's Compensation

Follow these steps if a Discount Tire/Americas Tire employee is injured on the job:

1. All states, except Ohio, call **1-855-872-6658** (the Employee Injury Line) to be connected to a medical professional. Ohio, call **1-800-775-5866** (the Employee Injury Line for Ohio) to be connected to a medical professional.
2. The medical professional will ask questions about the injury and provide first aid direction.
3. Once the injured employee is stable, the medical professional will connect the caller to a medical provider in your area.
4. If the injured employee is a minor, a parent or legal guardian will need to be present on the call.

Appendix G:



Advocacy 24/7 Intake Report

<u>Call Information</u>	
Date/Time of Call	
Time Zone of Caller	
Person Calling	
<u>1st Call Result</u>	
CorVel Recommended Outcome:	_____
Did Caller Agree?:	_____
Actual Outcome:	_____
Provider Type:	_____
Provider Employer Choice:	_____
Network Provider:	_____
<u>Employer Information</u>	
Customer	Discount Tire
Location	
City	
State Abbreviation	
Zip Code	
Supervisor	
Supervisor Phone #	
<u>Incident / Employee Information</u>	
Name	
Job Title	
Phone Number	
Record #	
Employer Identifier	
Alleged Work Related	
Date of Incident	
Time of Incident	
Injured Body Part & Injury Type	
<u>Subjective</u>	
<u>Assessment</u>	

Appendix H:

