Incident Investigations Portal Pilot FAQs

Incident Investigations Pilot

Q What is the purpose of the Incident Investigations Portal Pilot?

A The purpose of the Incident Investigation Portal Pilot is to offer an easy and inviting platform for an enhanced Incident Investigations reporting experience in regions that want to improve safety metrics and choose to participate in using the Portal. The Portal serves as an accessible online platform which feeds data into the Riskonnect data base. This integration allows incident records to be completed and tracked by Safety Leaders in the participating regions.

Q What are the benefits for the store and Safety Leaders?

A The benefits to our Safety Leaders include:

- An opportunity to identify potential reasons WHY an incident occurred through data collection.
- Using contributing factors to create and implement an effective Corrective Action/Preventative Action (CAPA) Plan.

The benefits to our stores include:

- Increased visibility into safety and greater safety awareness among all employees in the store.
- The Safety Team can collect data and perform analyses to provide better guidance for incident prevention.
- The store realizes increased profits due to a decrease in employee injuries.

Q Can I use the Safety Feedback portal on the Safety Page in the KC to report incident information?

A For actual incidents, the Incident Investigation Portal will be the official reporting method. Safety Leaders may use other methods like the Safety Feedback portal to report "Close Calls."

Q Is it possible for a Safety Leader to save their Incident Investigation progress on one tab and open the same incident later to complete the remaining tabs?

A No. Currently the Incident Investigation Portal uses a "Save & Next" button to hold onto information entered during a single session. However, if that session closes before clicking Submit in the last tab, all information is cleared out and will need to be entered again.

Q Do I call the Safety Team to check if my report was sent and created successfully when I exit the Portal?

A Yes. The Safety Team is available to answer any questions. However, depending on the incident's severity level, a report is generated based on the Risk Level selected in the Severity of Incident drop down.

Q What do I need to know about the Risk Level choices in the Severity of Incident question?

A Our Safety Leaders should know that a copy of the report is sent to the AVP for all High to Extreme Risk incidents. In addition, the following is also important to know:

- **Low Risk -** Low-risk incidents involve any employee injury that falls short of medical attention but requires first aid. Additionally, they include vehicle damage that involves only cosmetic damage to the interior or exterior.
- **Medium Risk** - Medium-risk incidents involve any employee injury that requires (or has the potential to require) medical attention and/or up to two days of lost work time. Additionally, they include any vehicle damage that involves system, assembly, or major cosmetic damage but does not affect proper operation of the vehicle.

- **High Risk** - High-risk incidents involve any employee injury that requires (or has the potential to require) hospital admission and/or three or more days of lost work time. Additionally, they include any vehicle incidents that involve system, assembly, or extreme cosmetic damage where proper vehicle operation is a risk.
- **Extreme Risk -** Extreme-risk incidents involve any employee injury impacting (or has the potential to impact) life, limb (fracture or amputation), hearing, or eyesight. Additionally, if a vehicle is damaged to the point that it is unsalvageable, it is considered an extreme-risk incident.

Incident Investigation Portal

Q How do I log into the Incident Investigation Portal?

A. An email, containing a link to the portal, will be sent to the store's email address. The email will also list the Incident Number, Store Number, and the Incident Description as provided by the employee during the 24/7 Intake call with an incident number:

- **Incident link:** A standard link will be provided. *For example*: https://ret.secure.force.com/AccidentInvestigationPortal?portalGroup=AccidentInvestigationPortal

- **Password:** There is no password.

Q The Incident Investigation Portal isn't working. What's wrong?

A Please use the Chrome browser for the Incident Investigation Portal. Internet Explorer is not supported. Edge browsers are supported as long as they are the Chromium version.

Q After I log into the Portal, how long do I have to complete the incident information?

A You have one session (no time limit) to complete all the tabs and click Submit at the end.

Q What if I do not receive an email for an incident that occurred in my store?

A Please contact the Safety Team if you believe you are not receiving incident emails for incidents in your store. **Note:** The email is sent to the general store email account and the manager email account. The email received in the Store Manager's inbox will not contain the link.

Q How much Incident Information do I enter?

A Add as much information as possible using the 4 W's; Who, What, When, and Where.

Contact For additional information on or instructions for the Riskonnect software, use these resources:

Corporate and Software Support:

Contact the Service Desk at support@discounttire.com or 800-366-4399.

Dedicated Contact Support for Safety Team:

Contact the Safety Team at SafetyTeam@discounttire.com or Ext. 6SAFE (67233)