

## Employee Run Policy

Discount Tire /America's Tire has established the following policies and guidelines to reduce exposure to employee injuries, third-party injuries and property damage during different driving activities.

<p><b>Manager Responsibilities</b></p> <p>The Manager (or the Senior Assistant Manager in the Manager's absence):</p>	<p>Makes all decisions related to all types of runs.</p> <p>Ensures that adequate time is quoted to the customer to allow for safe travel, including a 30-minute window to account for unseen delays.</p> <p><b>Tire Runs:</b> Follows guidelines on next page to reduce or avoid tire runs.</p> <p><b>Service Runs:</b> Carefully selects towing companies to refer to customers. Only authorizes runs when the cause is related to a service that DT/AT provided AND no other towing options are available. Follows guidelines listed on next page.</p>
<p><b>All drivers must:</b></p>	<ol style="list-style-type: none"> <li>1. Be a licensed driver age 18 or older.</li> <li>2. Have valid car insurance.</li> <li>3. Display good driving habits with minimal tickets or accidents.</li> <li>4. Feel comfortable performing this task.</li> <li>5. Use a vehicle that is in good working condition. (Motorcycles should not be used for company business.)</li> <li>6. Get reimbursed at least <b>65.5 cents per mile</b> and paid for all time worked, including travel time.</li> </ol>
<p><b>Who makes runs:</b></p>	<ul style="list-style-type: none"> <li>• Assistant Managers</li> <li>• Apprentice Tire Techs</li> </ul>

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## Tire Runs

Follow these additional guidelines to reduce or avoid tire runs.

IF...	THEN try these options to avoid unnecessary travel...
Optional approval fitments that meet the customer's needs are not available (size, speed/load rating, etc.)	Review the Purchase Decision Tree job aid for options.
The customer needs the product by the next business day	Have an employee pick up product on the way to work. Ask employees meeting off-site, to exchange product at meetings, DT/AT events, etc.

## Service Runs

Follow these additional guidelines when handling customer requests for on-the-road service.

WHEN the cause...	AND the customer...	THEN...
Is <b>not</b> related to service we have provided	has AAA or other free towing insurance	Suggest the customer arrange towing with that service.
	Does not have towing services of any kind	Give the customer the phone number of the manager selected towing company.
Is related to service we have provided		Arrange for an approved towing company to tow the vehicle to the store, OR If unable to do so, the store may send a qualified employee.