

SAFETY QUALITY FOCUS

**OCT
2025**

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.

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MANAGER

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SERVICE DELAYS CREATE UNNEEDED STRESS

One of the primary drivers of high wait times are service delays. On average, **9** out of every **100** invoices has a service delay. Every delay adds around **10** minutes to your bay time. Delays cause stress and stress can lead to injuries, claims and a poor customer experience.

In your Morning Huddle, review the **Reviewing Invoices QRG** with your people and show them examples of great Invoices. 

When auditing invoices from the day, check every invoice for:

Compare Pricing	- Is everything on the invoice set at retail price? - If not, was there a logical explanation for the deviation? - Was a Rebate Code used and invoiced properly per current promotions?
Product Recommendation	- Was Treadwell used? - Was the product in-stock or special order? Core product? GBB? - Were adjustments invoiced accurately? Were labels printed with the invoice and were tires saved?
Certificates	Were certificates invoiced?
Wiper Blades	Were wiper blades invoiced?
Service Orders	- Was tread depth 4/32 or less? 6 years old? - Was vehicle age and spare tire inspection performed?
Comments	Were the instructions for the Service Area clear and accurate?

DISCOUNT TIRE			
Print Quotes	206	4	08/05/2025 10:29 AM
Sales Order # 5061000118 OTCC Card Holder : N			
2024 JEEP Gladiator Rubicon			
CERTIFICATES FOR REFUND, REPLACEMENT	\$39.88	4	\$159.52
WASTE TIRE DISPOSAL FEE	\$3.33	4	\$13.32
STATE REQUIRED TIRE FEE	\$2.00	4	\$8.00
INSTALLATION & LIFE OF TIRE MAINTENANCE	\$22.00	4	\$88.00
SALE TOTAL			\$1,052.84
Comments: Replace all 4 tires LF Tire goes on Spare Wheel. Wheel lock key with Keys TPMS OFF All Wheels have damage			
TAX			\$82.29



- Comments have clear action steps to take
- Documents pre-existing damage to avoid future issues
- Wheel lock key location recorded



SECURITY MONTHLY

ABANDONED VEHICLES

A vehicle is considered abandoned after it has been left unattended for 24-72 hours (depending on local ordinance) without property owner's consent. This does vary by state so please contact your local police non-emergency # prior to having vehicle towed.

- Contact the vehicle owner first (if able to do so).
- Collect year, make, model, color and VIN number of the vehicle.
- Take photos of the vehicle exterior to attach to the Security Incident Report.
- Contact the local police non-emergency # and explain you have an abandoned vehicle left on property and provide them with the vehicle information.
- Contact a tow company (if told to do so by the police) and provide them with the information about the abandoned vehicle.
- No payment should be required. The tow is at vehicle owner's expense.
- When the tow company arrives ask for a business card or take down the company's name and contact information to provide the vehicle owner (if they show up).
- Fill out a Security Incident Report and attach any photos: **Incident Reporting**

For more information on responding to an Active Shooter situation, see your store's Emergency Action Guide. Questions?

Contact our Security Team: Corporate Security Desk SecurityDesk@discounttire.com **480-606-6911**
Dan Moore Physical Security Sr Specialist Daniel.Moore@discounttire.com **480-625-7003**
Keith McGill Physical Security Sr Manager Keith.McGill@discounttire.com **480-606-6477**

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WORKFLOW

SAFETY QUALITY FOCUS
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OBSERVE AND COACH MOVING VEHICLES



Print your observation sheet [Moving Vehicles](#).



Observe at least **10** employees properly Moving Vehicles while referencing the observation sheet.



Coach your people when you see them not following the Best Practice. Thank them when you see them doing it right.

OBSERVATION SHEET

	SAFE	AT RISK
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HELP PROTECT OUR PEOPLE FROM SERIOUS INJURY FROM MOVING VEHICLES

CRITICAL TO SAFETY



CRITICAL TO SAFETY

EQUIPMENT MAINTENANCE (RUBBER RING)

Protect your wheels!

Rubber Ring on Balancer Cone

You can scratch and ruin a wheel quickly without a functioning rubber ring during balancing.



! IMPORTANT

If any balancer rubber rings or cones are in need of replacement.



QUICK LINK: [STORE ORDERS](#)

CONTINUE TO PAGE 4 >



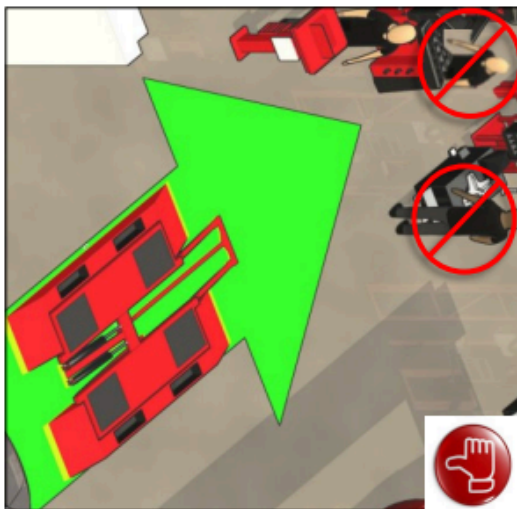
OBSERVE AND COACH MOVING VEHICLES

Vehicle comes to a complete stop before pulling in and honks twice. If present, employees are cleared from in front or behind the vehicle; this includes employees changing, balancing, or using the inflation cage. Vehicle ignition is turned off before anyone re-enters the work area.
This also applies to pulling vehicles out.



For each **SAFE** observation

1. Praise your people for not standing or working in the path of a moving vehicle.
2. Remind the employee about the benefits of not standing or working in front of or behind a vehicle being pulled in or out.
 - 1 Simply put, they are less likely to be struck and injured by a moving vehicle



For each **AT RISK** observation

1. Immediately stop the vehicle and clear the area in front of and behind the vehicle
 - 1 Coach the guide to make sure they know that no one is allowed in front of or behind a running vehicle before being pulled in or out.
 - 1 Coach the driver to never pull a vehicle in or out, until the area in front of and behind the vehicle is clear and they have a guide.
 - 1 Coach employees to move out of the path of travel when they see a vehicle is being pulled in or out, and stay out of the way until the vehicle is turned off.

	SAFE	AT RISK
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Marketing Manager,

1. Please hang up the **new October posters** as soon as they are delivered.
2. Ensure you have the large poster & infographic hung up side-by-side at eye level.
3. Ensure all your people watch the videos!

New Videos!

(Videos available to watch from October 6th - October 31th)



Conducting the Interview

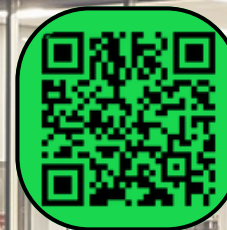


SCAN NOW

- ✓ AT's
- ✓ Assistants
- ✓ Seniors
- ✓ Store Managers



Head Injuries



SCAN NOW

- ✓ ST's
- ✓ CC's
- ✓ SC's
- ✓ AT's
- ✓ Assistants
- ✓ Seniors
- ✓ Store Managers

Engagement App



SCAN NOW

Check your store stats!

CONTINUE TO PAGE 6>



OSHA COMPLIANCE - MONTHLY INSPECTION

5s Assistant Managers: Use the inspection below to ensure your store is compliant with most commonly cited OSHA standards. Failure to be prepared in the event of an inspection can be costly!!

If any item on the OSHA checklist is marked **"At Risk"**, the issue should be addressed promptly. For any findings related to **electrical systems or equipment**, a **service ticket must be submitted to the Regional Facilities Team** to ensure proper repair or replacement.

	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).	☐	☐
2	All Employees know how to locate the Safety Data Sheets (SDS) on the KC or Safety Page.	☐	☐
3	Exit routes are free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within the exit route.	☐	☐
4	Each exit door is marked by a sign reading "Exit."	☐	☐
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)	☐	☐
6	Exit doors are unlocked during business hours (Remove locks, panic bars, and any other security devices)	☐	☐
7	Electrical breaker panels and service disconnects have 36 inches of clearance and are accessible	☐	☐
8	All spray bottles or other types of bottles are clearly marked with the proper contents	☐	☐
9	All chemicals at the location (excluding household cleaners) can be found on the Safety Data Sheets (If not, you should not have it)	☐	☐
10	All electrical outlets and junction boxes are secured and in good condition (no cracking, exposed wires or missing faceplates)	☐	☐
11	Extension cords are not being used permanently	☐	☐
12	Extension Cord for mobile air check unit is in good condition	☐	☐
13	All balancer lifts are in working condition	☐	☐

Jack #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
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															

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REVIEW THE NEW **GUIDING VEHICLES** BEST PRACTICE



CRITICAL TO
SAFETY

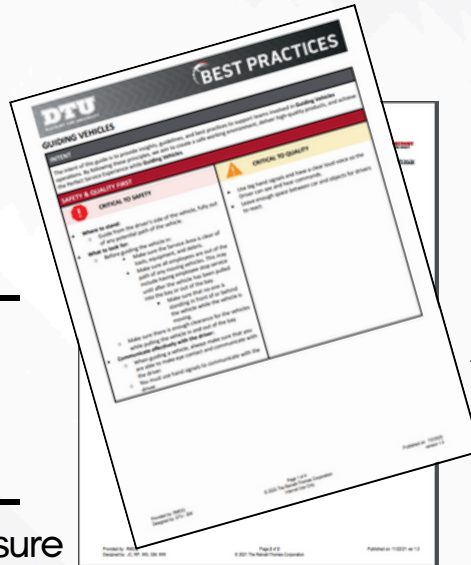


CRITICAL TO
QUALITY

Review the new **Critical to Safety and Quality** section.

Guide from the driver's side of the vehicle, fully out of any potential path of the vehicle.

When guiding a vehicle, always make sure that you are able to make eye contact and communicate with the driver.



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

CLICK ON THE IMAGE

Or go to the Certified Best Practices page on the KC to print out this Best Practice.

OBSERVE AND COACH

REMOVING ASSEMBLY FROM HUB



OBSERVE AND COACH REMOVING ASSEMBLY FROM HUB

Employee removes assembly from the hub by grabbing the tread rather than the wheel spokes or barrel.



	SAFE	AT RISK
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For each **SAFE observation**

1. Praise the employee for using proper hand placement during assembly removal
2. Remind the employee about the benefits of grabbing the assembly by the tread
 - Lessen the chance of hand and finger injuries

For each **AT RISK observation**

1. Use the information below to help coach the employee:
 - When removing the assembly grab by the tread, not the spokes or barrel.
 - Wheel spokes can be sharp and cause lacerations to hands and fingers, especially damaged wheels or wheel with peeling paint or chrome.
 - Multiple injuries have occurred when an employee's fingers are caught between the wheel spokes or barrel and the hub, brake disc/drum or caliper.
 - 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: SafetyPage 1 of 1
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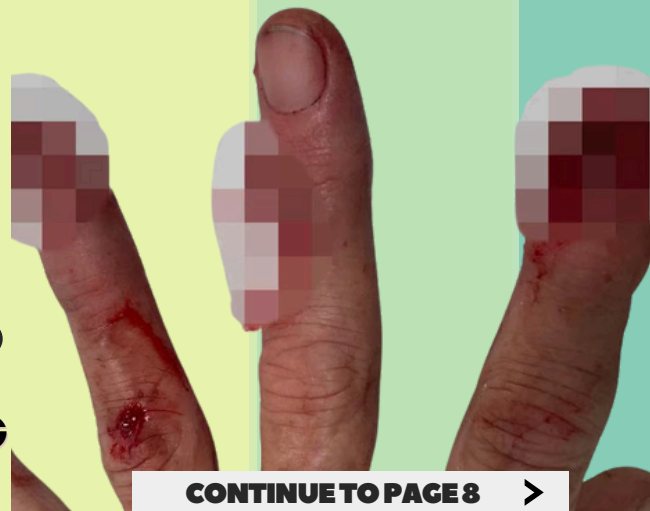
**REMOVING ASSEMBLY
FROM HUB**

CLICK HERE

**CONDUCT AT LEAST 10 OBSERVATIONS BEING
AWARE OF **SAFE** AND **AT RISK** PRACTICES**

ACTUAL CLAIM THAT OCCURRED IN **SEPTEMBER**:

“ He was taking a wheel off a truck and when he pulled the wheel, it slipped, and his left index, middle, and ring fingers got smashed between the wheel and caliper, cutting him. ”



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OBSERVE AND COACH REMOVING ASSEMBLY FROM HUB

Employee removes assembly from the hub by grabbing the tread rather than the wheel spokes or barrel.



For each **SAFE** observation

1. Praise the employee for using proper hand placement during assembly removal
2. Remind the employee about the benefits of grabbing the assembly by the tread
 - 1. Lessen the chance of hand and finger injuries



For each **AT RISK** observation

1. Use the information below to help coach the employee:
 - 1. When removing the assembly grab by the tread, not the spokes or barrel.
 - 1. Wheel spokes can be sharp and cause lacerations to hands and fingers, especially damaged wheels or wheel with peeling paint or chrome.
 - 1. Multiple injuries have occurred when an employees fingers are caught between the wheel spokes or barrel and the hub, brake disc/drum or caliper.
 - 1. 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.

	SAFE	AT RISK
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SENIOR

SAFETY QUALITY FOCUS
OCTOBER 2025

PERSONAL PROTECTIVE EQUIPMENT IS REQUIRED

Personal Protective Equipment (PPE) is not optional.

1. Verify you have all the right PPE available at your store.
2. Using the **PPE Best Practice** verify your people are using PPE as required.



Make sure the items below are in your store, clean and available for your people

SAFETY GLASSES

Must always be worn in the Service Area. This includes the tire storage area, protects against debris or impact.

FACE SHIELD

Must be worn when performing a flat repair and when doing alignment adjustments, protects against debris or impact.

EARMUFFS

Must be worn when using or assisting with the HTS tool or CR-Kit inflation assist tool, protects against loud noise.

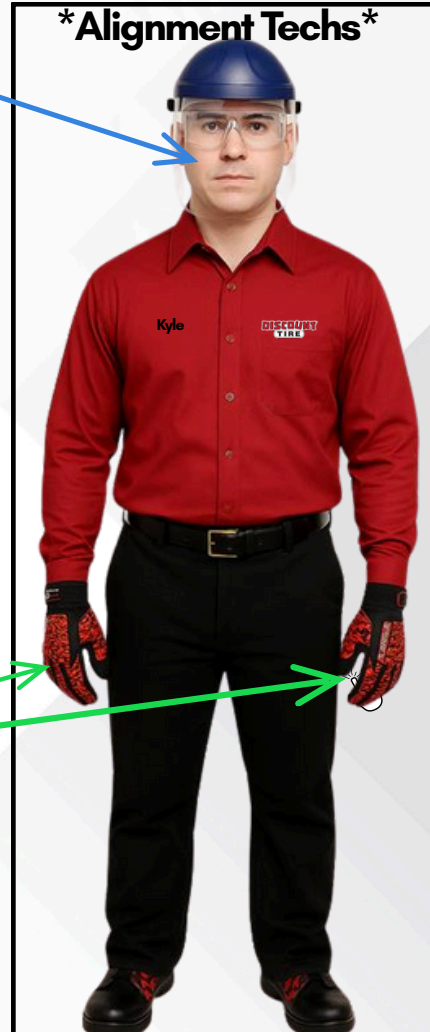
IMPACT PROTECTION GLOVES

Must be worn when performing alignments, protects against cuts/scrapes/high impacts.

CUT-RESISTANT GLOVES

Must be worn when servicing vehicles, protects against cuts and scrapes.

Alignment Techs



FEEDBACK ON THIS MONTH'S TOPIC

How will you work through your people to ensure everyone is being held accountable to wear the proper PPE at all times? What specific Best Practice(s) and AOR's will you use to make this happen?



FEEDBACK

Once all items have been completed, click the survey link below to enter your responses.

SURVEY

ENTER RESPONSES HERE