

# SAFETY QUALITY FOCUS

**SEP  
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.

**CONTINUE TO PAGE 2>**



# MANAGER

## CREW TIME TRAINING

**SAFETY QUALITY FOCUS**  
**SEPTEMBER 2025**

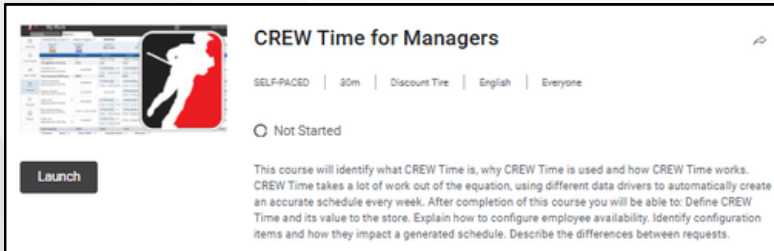
Currently we are at **60%** completion company wide and **YES!** it's **MANDATORY!** for every Manager and Senior to complete.

### Course Roadmap

The Course has four primary topics:



This course covers the core behaviors and key concepts for using **CREW** Time. Complete this course so you are able to schedule the right number of people scheduled at the right time in the right role.



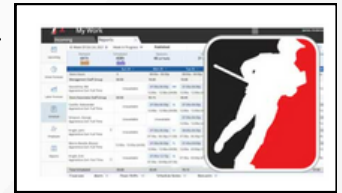
**Please complete this course as soon as possible to better yourself in creating accurate schedules**

**MF** **Call to Action** **Task Timing Checklist**



Grab your digital observation and work with your Service Coordinator on TT Steps 5-9!

**GET IT DONE!**



**Self-Paced CREW Time**



# SECURITY MONTHLY

## SECURING PROPERTY

An unsecured store is an easy opportunity for bad actors to burglarize or vandalize Discount Tire and/or our customer's property. Also, property that is clean and secure sends a message that someone is watching and will deter criminal activity.

### A reminder for End of Day Security Checks:

- Ensure all bay doors are locked.
- Check that all exterior back room doors are closed and not propped open.
- Secure the manager's office.
- Make sure the alarm (if equipped) is set prior to leaving for the evening.
- Walk the perimeter of your store and tug on all the doors to make sure they are locked.
- While walking the perimeter this is a good opportunity to make sure windows aren't broken and electrical panels aren't damaged.

### The following tips for a Property Security Walk can help deter crime from happening:

- Note any inoperable lighting and report it to Regional Maintenance for repair.
- Ensure any vegetation overgrowth is trimmed to eliminate hiding spaces.
- Make repairs to your property as needed to send the message that the property is being regularly managed.
- Remove graffiti as soon as possible. Graffiti-Off works great for this.
- Pick up trash and debris from your property daily.
- Secure or remove outside water sources that can attract unwanted use.
- Eliminate or secure exterior power outlets that can attract unwanted use.
- Secure the dumpster area to prevent unauthorized/unwanted access.

**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**

**CONTINUE TO PAGE 3>**



# WORKFLOW

**SAFETY QUALITY FOCUS**  
**SEPTEMBER 2025**

## OBSERVE AND COACH INSTALLING THE ASSEMBLY

STEP 1

Print your observation sheet Installing the Assembly.



STEP 2

Observe at least **2** employees properly installing the Assembly while referencing the observation sheet.

STEP 3

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



**HELP PROTECT OUR PEOPLE FROM SERIOUS INJURY FROM INSTALLING THE ASSEMBLY**

CRITICAL TO SAFETY



CRITICAL TO SAFETY

## OBSERVATION SHEET

OBSERVE AND COACH INSTALLING THE ASSEMBLY		SAFETY
High risk of employee injury. If not done correctly.		
INSTALLING THE ASSEMBLY		
Getters all necessary tools for installation and place them at the assembly.	SAFE	ATTN
Both hub caps of the wheel are at the 12 o'clock position.		
If possible, turn the hub cap to the 12 o'clock position.		
Use assembly tool to hold the hub cap in place while not entering the zone beneath the assembly.		
Insert assembly tool against the hub cap.		
Hand threads into at least three full turns.		
Using impact gun and torque wrench, turn torque wrench until it reaches the correct torque. Tighten until it reaches the correct torque. Do not use the torque wrench to tighten the hub cap. Do not use the torque wrench to tighten the hub cap.		
Perform a second star pattern impacting each lug for at least 2 seconds after torque impact. Tighten until it reaches the correct torque. Do not use the torque wrench to tighten the hub cap. Do not use the torque wrench to tighten the hub cap.		
Only use the "Star Check" tool to verify the torque wrench is working. Do not use the "Star Check" tool to verify the torque wrench is working.		
Verify torque on all remaining lug nuts that are not covered using a closed grip on the torque wrench.		
Reinstall any hardware or accessories.		
Return all tools to the tool stand.		
INSTALLING THE ASSEMBLY		
Getters all necessary tools for installation and place them at the assembly.	SAFE	ATTN
Both hub caps of the wheel are at the 12 o'clock position.		
If possible, turn the hub cap to the 12 o'clock position.		
Use assembly tool to hold the hub cap in place while not entering the zone beneath the assembly.		
Insert assembly tool against the hub cap.		
Hand threads into at least three full turns.		
Using impact gun and torque wrench, turn torque wrench until it reaches the correct torque. Tighten until it reaches the correct torque. Do not use the torque wrench to tighten the hub cap. Do not use the torque wrench to tighten the hub cap.		
Perform a second star pattern impacting each lug for at least 2 seconds after torque impact. Tighten until it reaches the correct torque. Do not use the torque wrench to tighten the hub cap. Do not use the torque wrench to tighten the hub cap.		
Only use the "Star Check" tool to verify the torque wrench is working. Do not use the "Star Check" tool to verify the torque wrench is working.		
Verify torque on all remaining lug nuts that are not covered using a closed grip on the torque wrench.		
Reinstall any hardware or accessories.		
Return all tools to the tool stand.		

## EQUIPMENT MAINTENANCE (BALANCER LIFT)

Wheel balancer lifts prioritize safety by providing a stable platform for lifting and balancing assemblies, therefore minimizing the risk of accidents and injuries in your store!!

### TEST YOUR BALANCER LIFTS TO ENSURE:

- FOOT LEVER IS WORKING
- LIFT RAISES AND LOWERS PROPERLY



HUNTER Engineering Company Central Service Work Order / Reporting

Documents stored and accessible from this site are the property of Hunter Engineering Company and contain information that may be business confidential, even if not specifically labeled as such. Unauthorized forwarding, printing, copying, distributing, or use of the documents stored and accessible from this site, or their contents, is strictly prohibited. Any user who accesses this site is deemed to have agreed to these conditions. All contents should be treated as both property of Hunter Engineering Company and as confidential information.

IF YOU ARE LOOKING FOR WARRANTY OR REPLACEMENT INFORMATION

**HUNTER ORDER FORM**

**HUNTER QRG**

**CONTINUE TO PAGE 4 >**





## OBSERVE AND COACH

### INSTALLING THE ASSEMBLY



       = High risk of employee injury, if not done correctly

Employee being observed:	INSTALLING THE ASSEMBLY		SAFE	AT RISK
	Gathers all necessary tools for installation and places them at the assembly.			
	Buffers hub clean of dirt and corrosion. Does not grip the shaft of the gun while spinning.			
	If possible, turns hub so a stud is at the 12 o'clock position.			
	Lifts assembly onto the hub using proper body mechanics while not entering the zone beneath the vehicle. (no feet or legs under the vehicle).			
	Holds assembly flush against the hub.			
	Hand threads lugs at least three full turns.			
	Using impact gun and yellow torque stick (no torque stick needed with cordless impact), tightens each lug in a star pattern ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning.			
	Performs a second star pattern impacting each lug for at least 2 seconds (for cordless impact hold until gun comes to a stop) ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning. (Repeat 3rd star pattern with cordless impact).			
	Calls out "Spin Check" and verifies no other employees are working on the other side of the vehicle, then performs spin check by grabbing the tread of the tire, not the spokes.			
	Returns impact gun and torque stick to tool stand.			
	Collects torque wrench, references invoice and sets to manufacture's OE torque specs. Grabs appropriate torque stick and socket.			
	Verifies tires are touching ground and torques lugs and wheel locks to manufacture's OE torque specs in a star pattern, using a closed grip on the torque wrench.			
	Verifies torque in a clockwise circle pattern using a closed grip on the torque wrench.			
	Verifies torque on any remaining exposed lugs that were not serviced using a closed grip on the torque wrench.			
	Reinstalls any hardware or accessories.			
	Returns all tools to the tool stand.			

Tally up all "Safe" processes and record the score below:

**SAFE  
SCORE**  
**/16**

Employee being observed:	INSTALLING THE ASSEMBLY		SAFE	AT RISK
	Gathers all necessary tools for installation and places them at the assembly.			
	Buffers hub clean of dirt and corrosion. Does not grip the shaft of the gun while spinning.			
	If possible, turns hub so a stud is at the 12 o'clock position.			
	Lifts assembly onto the hub using proper body mechanics while not entering the zone beneath the vehicle. (no feet or legs under the vehicle).			
	Holds assembly flush against the hub.			
	Hand threads lugs at least three full turns.			
	Using impact gun and yellow torque stick (no torque stick needed with cordless impact), tightens each lug in a star pattern ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning.			
	Performs a second star pattern impacting each lug for at least 2 seconds (for cordless impact hold until gun comes to a stop) ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning. (Repeat 3rd star pattern with cordless impact).			
	Calls out "Spin Check" and verifies no other employees are working on the other side of the vehicle, then performs spin check by grabbing the tread of the tire, not the spokes.			
	Returns impact gun and torque stick to tool stand.			
	Collects torque wrench, references invoice and sets to manufacture's OE torque specs. Grabs appropriate torque stick and socket.			
	Verifies tires are touching ground and torques lugs and wheel locks to manufacture's OE torque specs in a star pattern, using a closed grip on the torque wrench.			
	Verifies torque in a clockwise circle pattern using a closed grip on the torque wrench.			
	Verifies torque on any remaining exposed lugs that were not serviced using a closed grip on the torque wrench.			
	Reinstalls any hardware or accessories.			
	Returns all tools to the tool stand.			

Tally up all "Safe" processes and record the score below:

**SAFE  
SCORE**  
**/16**

**CONTINUE TO PAGE 5 >**





## Marketing Manager,

1. Please hang up the **new September 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 September 1st - September 30th)



## Improving TT Steps 5-9

## Body Mechanics



SCAN NOW

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



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

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															

**CONTINUE TO PAGE 7 >**





# TECHNICIANS

**SAFETY QUALITY FOCUS**  
**SEPTEMBER 2025**

## REVIEW THE NEW **INSTALLING THE ASSEMBLY** BEST PRACTICE



**CRITICAL TO SAFETY**

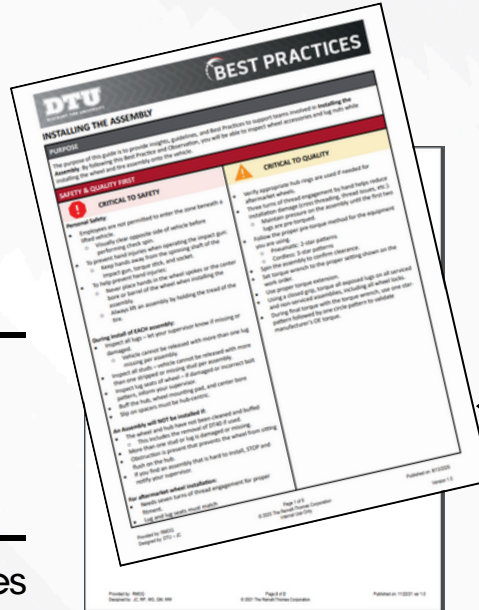


**CRITICAL TO QUALITY**

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

**Keep hands** away from the spinning shaft of the impact gun, torque stick, and socket.

**Never** place hands in the wheel spokes or the center bore or barrel of the wheel when installing the assembly.

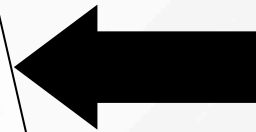


### SERVICE TECHS & SAFETY ROLES



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 LUG NUTS

**SAFETY**  
 Keep Hands and Limbs Safe

**OBSERVE AND COACH**  
**REMOVING LUG NUTS**

Employee does not grab/touch impact gun shaft or socket while it is still spinning.

	SAFE	AT RISK
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

**For each **SAFE** observation**

1. Praise the employee for using proper hand placement
2. Remind the employee of the benefits of using proper hand placement when removing lug nuts
  - ① Lessens chance of hand and finger injuries
  - ② Less wear and tear on gloves so they will last longer

**For each **AT RISK** observation**

1. Use the information below to help coach the employee:
  - Keep free hand away from the impact gun shaft while it is spinning.
  - Sharp lug nut caps and sharp edges on sockets can cause serious hand injuries when grabbed while spinning.
  - Hands and fingers can become entangled in the spinning shaft causing injuries.
  - 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.

## ACTUAL CLAIM THAT OCCURRED IN **AUGUST**:

“ Employee was working on a car taking off a damaged lug nut and touched the air gun trigger, spinning the lug nut cutting his right index and right middle fingers. ”



**REMOVING LUG NUTS**

**CLICK HERE**

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

**CONTINUE TO PAGE 8**







## OBSERVE AND COACH REMOVING LUG NUTS

Employee does not grab/touch impact gun shaft or socket while it is still spinning.



### For each **SAFE** observation

1. Praise the employee for using proper hand placement
2. Remind the employee of the benefits of using proper hand placement when removing lug nuts
  - 1 Lessens chance of hand and finger injuries
  - 1 Less wear and tear on gloves so they will last longer



### For each **AT RISK** observation

1. Use the information below to help coach the employee:
  - 1 Keep free hand away from the impact gun shaft while it is spinning.
  - 1 Sharp lug nut caps and sharp edges on sockets can cause serious hand injuries when grabbed while spinning.
  - 1 Hands and fingers can become entangled in the spinning shaft causing injuries.
  - 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
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

**CONTINUE TO PAGE 9** >



### SAFETY LEADER'S ROLE IN SUPPORTING AORS

As the Safety Leader, refer you are responsible for actively modeling and coaching the completion of monthly safety action items across all AORs.

***Set time aside to walk through how to complete the monthly safety action items with each of your AORs.***

#### Technician AOR



- Demonstrate how to share Best Practices with team during morning huddle.
- Model how to complete safety observations.

#### Workflow AOR



- Demonstrate how to inspect equipment and order or put in a service ticket.
- Model how to complete safety observations.

#### Manager AOR



- Demonstrate how to complete monthly action items.
- Align with Manager on Safety Leader's responsibilities for the month.

#### Marketing AOR



- Demonstrate where to post the SQF posters (in a place visible to all employees).
- Demonstrate how to share the SQF/MF videos via the KC or QR code.

**By modeling what "Good" looks like and providing ongoing coaching, you ensure that each AOR develops the skills needed to complete their section effectively**

#### 5S AOR



- Walk through each OSHA Compliance Monthly Inspection step and explain its purpose.
- Model how to complete the OSHA Compliance Inspection accurately.



**Once all AORs have completed their sections, your final action item, as the Safety Leader, is to:**

- Answer the feedback question(s)
- Complete the Safety Quality Focus Survey
- Safety Leader CTA Acknowledgment (if not done so already)

Safety Focus Program Engagement and Expectations OBP



### FEEDBACK ON THIS MONTH'S TOPIC

How did you demonstrate and model the completion of the monthly action items and safety observations as the Safety Leader? What improvements can you make to enhance your leadership in the Safety Leader role?

**FEEDBACK**

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

**SURVEY  
ENTER RESPONSES HERE**