



The purpose of this written plan is to outline the safeguards and protocols necessary for all Dunn Tire and Exxpress Tire Delivery employees during the SARS-CoV-19 pandemic. This plan is a living plan, therefore edits, additions, and omissions should be expected. The plan will outline guidelines for:

1. Operational safeguards and sanitization measures for Retail Facilities and Equipment.
2. Operational safeguards and sanitization measures for Distribution and Delivery Facilities and Equipment.
3. Operational safeguards and sanitization measures for office and common area spaces.
4. Creation of the Covid-19 response team and how the team will share communications with employees.
5. Guidelines and protocols for employee health monitoring and an exposure response plan for employees during the Covid-19 Pandemic.
6. Visitor health assessment and PPE protocols in office and sales areas.
7. Guidelines and Protocols for customers entering the facilities.

Since Dunn Tire conducts business in multiple states as well as multiple counties when there are differing protocols, we will hold to the more stringent policy to maintain uniformity whenever possible.

1. **Operational safeguards and sanitization measures for Retail Facilities and Equipment:**

Dunn Tire is a tire and automotive care retail facility established in 1973 that is headquartered in Buffalo New York. Dunn Tire has retail facilities reaching from Central N.Y. (Syracuse) the Finger lakes N.Y. (Rochester), Western N.Y. (Buffalo N.Y.), The Southern Tier (Olean, Jamestown N.Y.) into Erie Pennsylvania. Since Dunn Tire conducts business in several municipalities we will hold standards that meet or exceed the most stringent of any local health department uniformly throughout our organization. Listed are the current safeguard in place at our retail locations.

- Hand sanitization stations in each location
- Removed the following high exposure items from each location:
  1. Magazines and reading materials
  2. Coffee/beverage stations
  3. Children's play areas
- Reduced/adapted waiting areas by:
  1. Removing seats to limit the number of customers in one area
  2. Spread seating further apart to adhere to social distancing recommendations.
  3. If a waiting area has reached capacity the customer will be asked to wait outside or in vehicle until capacity levels have stabilized.
- Reduced/adapted employee break areas by:
  1. Removing seats to limit the number of employees in one area
  2. Spread seating further apart to adhere to social distancing recommendations.



- Compliance with social distancing recommendations:
  1. Spread workstations further apart wherever possible
  2. Used barriers/signage to keep customers apart from employees and each other
  3. Installed “sneeze guards” at checkout stations
- Implemented hourly cleaning process that is documented for customers to see:
  1. Clean all high traffic areas and frequent touch points at least once an hour
  2. Clean bathrooms more frequently throughout the day
- All employees supplied with reusable cloth face masks (4 for each employee).
- Supply of disposable masks available for employees, customers and vendors as needed
- All employees, customers and vendors are always required to wear face masks while in a Dunn Tire Facility
- Rubber gloves are supplied and are either changed frequently or sanitized between each customer vehicle or customer interaction.
- Site assessment will be performed to limit touch points wherever feasible i.e. keep pass through doors open, limiting customer/employee flow, etc.
- Plastic protective gear for customer vehicles:
  1. Steering wheel covers
  2. Seat covers
  3. Floor mats
  4. Implementing shift knob covers as part of this practice
- Employees scheduled to wash hands at a minimum of once per hour and use hand sanitizer as well as Latex or Nitrile gloves between washing.
- Employees are instructed and monitored to use proper respiratory etiquette i.e. covering face while coughing or sneezing and avoid touching their faces while adhering to social distancing recommendations while working.
- Installed “sneeze guards” at check-out areas to limit exposures.

#### **Customer Health:**

- Customers encouraged to drop vehicle off instead of waiting in store whenever possible
- Customer waiting areas adapted to adhere to social distancing recommendations and limit exposure risks
- Customers permitted to drive own vehicle into shop under supervision except in cases of New York State vehicle inspections where the law requires a test drive by the acting inspector or where *specialized alignment equipment* is being used.
- Some vehicle services will require a test drive before or after the service is performed, in these cases the location will get the customers permission prior to the test drive.
- Touchless (Bluetooth) payment methods available at all cash out areas
- Customers required to wear face masks while in Dunn Tire facilities.
- Facilities have been equipped with floor markers that direct customers of 6ft spacing for social distancing.



## **2. Operational safeguards and sanitization measures for Distribution and Delivery**

### **Facilities and Equipment:**

Dunn Tire LLC is the parent company of Exxpress Tire Delivery, established in 1993 Exxpress Tire Delivery has warehouse facilities in Central N.Y. (Syracuse), Finger Lakes N.Y. (Rochester), Western N.Y. (Buffalo), Erie Pa and Pittsburgh Pa.

### **Warehouse Facilities:**

- Will limit the access of outside truck drivers and vendors.
- Site assessment will be performed to limit touch points wherever feasible i.e. keep pass through doors open, limiting customer/employee flow, etc.
- Any outside truck driver or vendor that enters the facility will need to complete the health questionnaire accompanied by a temperature check. If both come back within normal range the driver will be granted access but will be required to wear a mask while social distancing in the facility.
- Warehouse equipment i.e. tire carts, pallet jacks, order pickers will be cleaned either after use or once an hour. Equipment can be assigned to employee for the duration of a shift and sanitized at the end of the shift.
- Fall protection harnesses should be assigned to a specific person and not shared to limit the potential for cross contamination.

### **Vehicle Protocols:**

- All delivery vehicles will be cleaned and sanitized as part of the pre-trip inspection.
- Delivery drivers will wear gloves and masks when delivering to a facility and follow all necessary customer protocols that are beyond our policy.
- Each delivery vehicle will be equipped with hand sanitizer for use between stops when hand washing is not possible.
- A written policy for cash handling/transactions will be developed for safeguarding the process.
- All drivers issued phones will be cleaned and sanitized before returning it to charging station or at the end of each shift with an I.T. approved sanitizing method.

## **3. Operational safeguards and sanitization measures for office and common area spaces.**

Dunn Tire and Exxpress Tire delivery has multiple office and sales office areas. The following protocols will be mandated and monitored for those areas.

- When feasible, working schedules can be modified to limit number of department critical employees working in an area at the same scheduled time.
- All break areas, conference rooms, and common areas will have a reduced occupancy capacity based on individual site survey.



- All employees will be required to wear a face covering or mask while in common area except for while eating in a break area. Reduced occupancy and distancing practices will need to be followed. Traversing to areas where 6ft distancing cannot be maintained will require a face covering or mask. This would include hallways, copier locations, restrooms, Etc.
- Restroom occupancy capacity will be reduced based on individual site surveys.
- All reduced occupancy capacity will be clearly posted outside the affected area.
- All common touch areas will be cleaned at least once an hour with an approved disinfecting medium i.e. Castle 360, bleach and water solution, Castle H-110, Lysol, etc.
- Site assessment will be performed to limit touch points wherever feasible i.e. keep pass through doors open, limiting customer/employee flow, etc.
- Common area high touch points will have specific cleaning/ sanitizing instructions posted near the equipment i.e. copiers, printers, microwaves, coffee makers, Etc. These will need to be cleaned following the protocols after each use.

4. **Creation of the Covid-19 response team and how the team will share communications with employees.**

Dunn Tire LLC has established a Covid-19 response team that will monitor federal, state, county and appropriate public authorities that establish guidelines, directives and executive orders developed for Covid-19 related issues for the coming months.

This Response Team includes:

- The President of Dunn Tire LLC, David Simons
- The Director of Human Resources, Bill Cleary
- The Manager of Safety and Training, Dennis Flynn Jr.
- The Managing Director of Wholesale Operations, Steve Clave
- The Director of Supply Chain, John Judge
- The Director of Retail Operations, John Slaven
- The Director of Continuous Improvement, Tim Schroeder

The response team will meet as needed as the fluid situation progresses. The workplace coordinators will be the onsite Managers and Assistant Managers. The workplace coordinator monitors the specific actions taken by the company at the location and in the office regarding preventative measures taken for the transmission of SARS-CoV-2 and actions as they pertain to Covid-19. Specifically, the team will monitor:

- New York and Pennsylvania State Executive Orders, directives from the state authorities.
- Executive Orders and directives from all local health departments, for each county and state we do business.
- Department of Health and Human Services
- The Federal Government, including The Center for Disease Control (CDC) and OSHA
- All communications will be delivered in multiple ways including but not limited to:



1. Employee Portal on the Dunn Tire Intranet
2. Company E-mail
3. Printed and posted on community bulletin boards (social distancing should be adhered to when using this method)
4. Dunn Tire Weekly Newsletter
5. Current Written Plan will be published via a link on our Customer accessed websites for full disclosure.

**5. Guidelines and protocols for employee health monitoring and an exposure response plan for employees during the Covid-19 Pandemic.**

The company will monitor employee's health in accordance with CDC guidelines. The company has also developed policies and guidelines when an employee shows signs of the Covid-19 disease or has been exposed outside of the workplace. These policies, guidelines and protocols are intended to establish time away from work and work site practices that address the following:

- Promoting a safe workplace for all employees as it relates to the Covid-19 disease.
- When an employee has had close (i.e. within six feet) or proximate contact with a person known to be positive with Covid-19 outside the worksite.
- When an employee has had close (i.e. within six feet) or proximate contact with a person known to be positive with Covid-19 on the worksite.
- An employee presents with a case where the facts and circumstances – as determined by a health care provider requests time away from work due to concerns over Covid-19.
- Compensation and unemployment related to the Covid-19 disease.
- All health information that is collected will be kept confidential and only released to agencies with proper authority. The information will only be released to the agencies upon approved request.
- Promoting a safe workplace to protect employees requires health monitoring procedures including making use of an approved non-contact thermometer body temperature can be monitored easily as well as minimize the risk of transmission. Each day employees are required to submit their body temperatures via infrared thermometer. Body temperature must be taken in a place where consistent temperatures are maintained to maintain accurate readings. All employees will be scanned prior to entry into the facility to clock in and complete the health questionnaire. Where readings show heightened levels of body temperature (i.e. greater than 100.4 degrees) an employee will be instructed to seek medical guidance before returning to work.



- All employees will be required to take a health questionnaire prior to the start of their workday. Multiple methods have been developed and the Covid-19 response team will determine what method best suits your work category.
- When an employee has had close (i.e. within six feet) or proximate contact with a person known to be positive with Covid-19 **outside** the worksite the employee will not be allowed to return to work until a medical professional has provided the company with a medical release form **or** the employee has tested negative for Covid-19. The employee will be required to isolate at home and consult with their health care provider or with an occupational health center as per the employee's health care policy. If an employee does not have a primary care provider, he/she may contact their local Health Network for assistance finding a primary care provider. The Health Department will also assist with arranging for Covid-19 testing as appropriate. If an employee is experiencing a medical emergency, 911 should be called. Drive through testing facilities have opened and are now accepting patients in Monroe, Erie, Broome, Niagara and Oneida Counties. Appointments can be made by calling 888-364-3065 or online at [covid19screening.health.ny.gov](https://covid19screening.health.ny.gov).
- Any employee who falls under this scenario needs to contact the Human Resource Department for further assistance with potential compensation. The Covid-19 response team may determine an alternative compensation structure and assess tele-work options for any employee when feasible
- When an employee has had close (i.e. within six feet) or proximate contact with a person known to be positive with Covid-19 **on** the worksite the employee, and any other individual or employee that came in contact within six feet will be required to leave the worksite immediately – no punch out required. The employee must then follow the same procedures as an employee who came in contact with a person known to be positive with Covid-19 on the worksite. A professional cleaning service will be retained to sanitize either the shop or the office.
- The facility will require additional cleaning and sanitization measures that may require an outside vendor. Please refer to the contacts below for specific regions and contact agencies:

**Buffalo-Niagara:** First call: Jan-Pro    Secondary:    Bieler Janitorial

**Rochester:** First call: Jan-Pro    Secondary:    Bieler Janitorial

**Syracuse:** First call: Serv-Pro    Secondary: Bieler Janitorial

**Southern Tier:** First call: Jan-Pro    Secondary: Bieler Janitorial

**Erie, Pennsylvania:** Serv-Pro of Western Erie County (PA)

**Pittsburgh, Pennsylvania:** Serv-Pro of East Pittsburgh



All requests for these services must be made through an Emaint ticket and the facilities person will contact the appropriate company for you. **DO NOT CALL DIRECT...** Dunn tire LLC needs to track and monitor all instances and report them.

- If an employee is sent home for any condition related to Covid-19 they will be given a Dunn Tire Health Care Questionnaire Guide to provide further clarity of procedures to follow. The guidelines will be posted on the Dunn Tire internal network with access for all employees.

#### **6. Visitor health assessment and PPE protocols in office and sales areas.**

While Dunn Tire and Exxpress Tire are limiting the number of visitors into our facilities, they are at times a necessary business function. A visitor is defined as an outside agency that needs to conduct business inside or in conjunction with our business, **this is not a customer**, separate guidelines will be set forth for them see below. When a visitor must come on site, alternative measures are preferred i.e. Google Meet Video Conference or other Tele-conferencing options, off-site open-air meeting, Etc., the following protocols must be met:

- Prior to entry into the facility the visitor must have a temperature taken and a health questionnaire form completed.
- If they have an elevated temperature above 100.4 or answer yes to any of the questions on the health questionnaire, they will not be granted access into the facility.
- They must sign a visitor logbook both upon arrival and departing the facility.
- They must be limited to job specific access of the facility and depart immediately upon completion of job function.
- They will be required to wear a face covering or mask throughout the duration of the visit.
- Dunn Tire and Exxpress Tire Delivery personnel that are visiting a store that is different than the location they are assigned will need to fill out the visitor log for that location.
- Exxpress tire delivery drivers are exempt from filling out the log for normal store deliveries. If they are at the facility for purposes other than tire deliveries, they will need to fill out the log.
- Members of Management, Continuous Improvement, and Outside sales will need to complete the visitor log when entering a facility.

#### **7. Guidelines and Protocols for customers entering the facilities:**

Dunn Tire and Exxpress Tire Delivery will have several daily interactions with customers. These are the guidelines set forth to ensure the safety of our customers as well as our employees:



#### **Dunn Tire Retail:**

- All customers that come into a facility are asked to wear a face covering or mask throughout their stay at the facility.
- We have limited seating in our waiting area and have encouraged our customers to utilize a “Drop Off” system.
- When a customer does not feel safe letting an employee drive the vehicle the customer with specific guidelines and protocols can do so. This is outside our normal protocol and strict following of the guidelines are enforced.
- Temperature checks and a health questionnaire are **Not Required** for customers at this time.

#### **Exxpress Tire Wholesale:**

- Will call pickups are limited and the company is testing “Curb Side Pickup” for these customer interactions.
- Customers are encouraged whenever possible to take a delivery of product instead of will call.
- When a customer must come into the facility, like retail, customers are required wear a face covering or mask while inside the facility.
- Temperature Checks and Health Questionnaires are **Not Required** for customers at this time.

This health and safety plan is to be in place throughout the duration of the SARS-CoV-19 pandemic. Changes to this health and safety plan can be made to meet Federal, State, and Local guidelines. All changes including the release of these Protocols and guidelines will be made by the Covid-19 response team and communicated by the methods listed above. These protocols and guidelines will be enforced at all locations with no discrimination, separation of division, or department unless specifically called out in this plan.





**New York Forward**

## Business Affirmation

**We have received your reopening affirmation on 05/28/2020 at 10:34 pm.**

*Print or take a screenshot of this page for your records.*

**Your next step is to create and post your NY Forward Business Safety Plan.**

[Download the NY Forward Business Safety Plan Template](#)

*I am the owner or agent of the business listed. I have reviewed the New York State interim guidance for business re-opening activities and operations during the COVID-19 public health emergency and I affirm that I have read and understand my obligation to operate in accordance with such guidance.*

### **DUNN TIRE LLC**

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DAVID SIMONS

(716) 683-3520

david.simons@dunntire.com

475 CAYUGA ROAD

SUITE 500

BUFFALO, New York 14225

Erie County



**New York Forward**

## Business Affirmation

**We have received your reopening affirmation on 05/28/2020 at 10:25 pm.**

*Print or take a screenshot of this page for your records.*

**Your next step is to create and post your NY Forward Business Safety Plan.**

[Download the NY Forward Business Safety Plan Template](#)

*I am the owner or agent of the business listed. I have reviewed the New York State interim guidance for business re-opening activities and operations during the COVID-19 public health emergency and I affirm that I have read and understand my obligation to operate in accordance with such guidance.*

### **DUNN TIRE LLC (dba Exxpress Tire Delivery)**

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DAVID SIMONS

(716) 683-3520

david.simons@dunntire.com

475 CAYUGA ROAD

SUITE 500

BUFFALO, New York 14225

Erie County