

# DRIVER ORIENTATION & TRAINING

*Orientation is the first phase of a successful driver training program.*

The objectives of the driver orientation procedure are:

- To make the new employee productive quickly.
- To prevent accidents which injure employees.
- To avoid damage to cargo or equipment.
- To avoid accidents or errors which have a negative impact on customer relations.
- To improve driver retention and reduce turnover.

Driver orientation covers all aspects of the driving job. Even when a company hires an experienced driver from another company or from a driver training school, that employee still needs to learn company policies, procedures, and safety regulations. Do not assume drivers know this critical information.

The new employee is anxious to feel at home, to meet other workers and to learn the job routine. He or she is interested in becoming a part of things and being receptive, it is at this stage that they can be trained to be a productive, loyal employee. If such training is not provided the new employee will either turn to the company's "GRAPEVINE" as a source of information or will learn through a potentially costly process of trial and error.

The orientation should be planned and should include:

- *Introductions:* Key management personnel, supervisors, co-workers, company organization and objectives.
- *Reporting to Work:* When, where and to whom to report, procedures for signing in or clocking in.
- *Work Standards:* Dates and responsibilities, motor vehicle record review process, performance evaluation, incentive program, benefits disciplinary procedure, vehicle accident reporting and review procedure.
- *Pre-Trip On the Road and Post Trip Inspections:* Making inspections, recording results, and the importance of having defects corrected before departure.
- *Emergency Procedures:* Vehicle accident handling at the scene and accident reporting procedures, how to handle breakdowns or other emergency situations.
- *Rules and Regulations:* Company safety rules, local, state and Federal Motor Carrier Safety Regulations.
- *Routes and Schedules:* Road conditions, hazardous and congested areas, overhead clearances and width restrictions.
- *Equipment Familiarization:* Operator controls, emergency equipment and safety equipment.
- *Handling of Cargo:* Dealing with shippers and consignees, handling of bills, checking cargo, security and safety precautions.
- *Special Equipment:* Load tie downs, winches, hoists, pumps and hoses or other equipment.
- *Procedures at Completion of Trip:* Parking and refueling vehicle, completion of records and reports, post trip inspections.



It cannot be expected that the employee will remember all of the information provided. Written materials (forms, checklists, etc.) and refresher training should be provided as appropriate. Also, remember that employees assigned to new duties or equipment will need orientation.

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# SAMPLE COMMERCIAL DRIVER ORIENTATION CHECKLIST

Subject	Trainer	Date
Introductions — Management Personnel — Supervisor — Co-Workers		
Reporting To Work — Locations — Hours — Signing In		
Work Standards — Duties & Responsibilities — Benefits — Motor Vehicle Record — Review Procedure — Performance Evaluation — Incentive Programs — Disciplinary Procedures — Vehicle Accident Reporting and review procedures		
Pretrip, On The Road and Post Trip Inspections — Inspection Procedures — Equip. Condition Reports — Correcting Defects		
Emergency Procedures — Vehicle Accident Reporting and review procedures — Breakdowns		
Rules & Regulations — Company Safety Rules — Local Regulations — State Regulations — Fed. Motor Carrier Safety Regulation (if applicable)		
Routes & Schedules — Road Conditions — Hazardous or Congested Routes — Height and Widths Clearances		
Equipment Familiarization — Operator Controls — Emergency Equipment — Air Brakes		
Handling of Cargo — Shippers & Consignees — Bills & Manifests — Safety Security Precautions — Hazardous Materials		
Special Equipment — Load Tiedowns — Winches or Hoists — Pumps & Hoses — Safety Equipment		
Completion of Trip — Parking and Refueling — Completing Reports — Post Trip Inspections		

Driver Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_