



Driver Training

» Ensuring Fleet Safety Through Better Driving Practices

To earn a profit, sizable investments have been made by your company in trucks, facilities, and maintenance equipment. There's also profit to be gained from investment in driver training programs. The benefits include increased productivity, reduced supervision, compliance with regulatory agencies, greater professionalism, improved communication, and a favorable impact on your accident experience. Drivers need development to reach a high level of professionalism. Training is a cost-effective method of improving operations and safety.

continued »



Determining Training Needs

Training needs can vary greatly depending on the experience and previous training of your drivers. Start with a job analysis that identifies the tasks, skills and knowledge needed to perform the job. Training needs can then be developed. The review of accident records and accident investigations can also be used to develop training objectives. Also relevant: Federal Motor Carrier Safety Regulations, state regulations, cargo handling, hazardous materials, accident procedures, hours of service, use of emergency equipment and vehicle inspections.

Orientation Programs

All companies need a safety orientation program for new employees that explains and stresses the company safety program, company rules, expected safe driving techniques, paperwork, routes and schedules, incentives, disciplinary programs, and company safety policy.

Out of Vehicle Training

Topics such as company rules, regulations, routes and schedules, accident procedures, emergency procedures, cargo handling, customer relations, vehicle security, safe driving techniques, and stopping distance demonstrations lend themselves well to this format.

In-Vehicle Training

Individual instruction and feedback in vehicle inspections, load securing, equipment familiarization, material handling, and the strengthening of safe driving techniques are good training objectives.

Training Aids

Training materials can be obtained from organizations, such as The National Safety Council and The American Trucking Association.

continued »



The Driver Trainer

Driver training can be conducted by a trainer with an excellent driving record, highly respected by fellow drivers and with good teaching skills. Typical duties include: screening and testing applicants, retraining of unsatisfactory drivers, training in new equipment, investigating accidents, periodic testing of experienced drivers, evaluating maintenance programs and formulating new training objectives.

Monitoring Results

The driver-training program should be evaluated on a periodic basis to determine if training objectives are being met and if greater emphasis is needed.

Reduce Your Risk for a Loss

Access our policyholder education safety series online at www.hanover.com.



Loss Control is a responsibility of your management. This document is for informational purposes only and does not attempt to deal with every possible legal obligation, code violation, loss potential, or exception to good practice. It is not intended to imply that all hazards and situations are resolved. The Hanover Insurance Group, Inc. and their affiliates and subsidiaries assume no liability in connection with the information contained herein.

Avenues, The Hanover Insurance Group with Eagle icon, and "Our policy is performance" are trademarks of The Hanover Insurance Group, Inc.



The Hanover Insurance Company | 440 Lincoln Street, Worcester, MA 01653
Citizens Insurance Company of America | 645 West Grand River Avenue, Howell, MI 48843

www.Hanover.com