

# The Driver Manual – Start with an Outline

New drivers need a thorough orientation to acquaint them with your specific company operations, policies and procedures. It is also a good time to go over any regulatory compliance issues to which the drivers may be subject, as well as providing an overview and training on any required paperwork.

The best method to ensure that all drivers receive the necessary information and nothing is forgotten is to provide them with a written driver manual. If you do not have a driver manual, here is a simple way to go about creating one: Start with an outline of what you discuss with drivers during orientation, and add new topics as they come up. Creating a driver manual in this way allows you to use and refine it as you go. Below is an example outline with common topics of discussion during new driver orientation. These items can be adjusted and rearranged to better fit your orientation process. However, when finished the manual should contain all information that is pertinent to drivers and can serve as a reference to them in the future.

**IMPORTANT:** Drivers should sign a receipt for the manual, which should be kept in respective driver files.

## **INTRO:**

- About the Company/Freight Hauled
- Safety Policy Statement/Mission Statement
- Company Contacts

## **COMPENSATION/BENEFITS:**

- Pay Period
- Salary/Benefits
- Work. Comp.
- Owner/operator Compensation

## **COMPANY POLICIES & PRACTICES:**

- Qualification Standards/Job Description
- Drug Testing & Policies
- DOT Regulations/State Regulations
- Harassment/Non-Disc. Policies
- Passenger/No Passenger Policy
- Disciplinary Policy
- OOS Violation Policy
- Call-In Procedures
- Distracted Driving/Speed Policy
- Defensive Driving/Policy
- Accident Scene Procedures/Report Form
- Breakdown Procedures
- Paperwork
- Rider Complaint Procedures
- No Child on the Bus Policy

## **SAFETY PRACTICES:**

- Recurring Training
- Safety Meetings & Attendance Requirements
- Emergency Equipment
- Safety Award/Incentive Program
- Inclement Weather
- Evacuation Procedures
- Passenger Safety Orientation
- Wheelchair Securement
- Back Up Alarm Policy

## **OPERATIONS:**

- Hours of Service Regulations
- Logbook Violation Policy
- Equipment Familiarization
- Loading-Unloading
- Pre-Trip Inspections
- Passenger Assistance/Special Needs