



Management of Drivers

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Presentation Agenda



1. Introduction
2. Driver Dynamics
3. Driver Expectations
4. Tools for Managing Drivers
5. Major Features
6. Any Questions

Personal Experience



1. Managed Drivers in the Army
2. Created and Managed the Operations Training Team for TNT
3. Managed Drivers as Regional Director at Ryder
4. Created Operations Compliance and Training Team for Wincanton
5. Managed my own Training Business
6. Created Group Compliance Team at Kier (fleet responsibility)

Discuss: **‘The Picture as I See It’**

Driver Dynamics



One Size Does Not Fit All

- Titled 'Driver' Posts
- 'Secondary Driver' Posts
- Company Car or Staff Car Driver

- Have Knowledge and Skill
- Have Knowledge + Skill
- Have Little Knowledge + Skill
- Have Little Knowledge + Skill
- No Interest in Anything

want to conform and perform

Do Not want to conform and perform

want to conform and perform

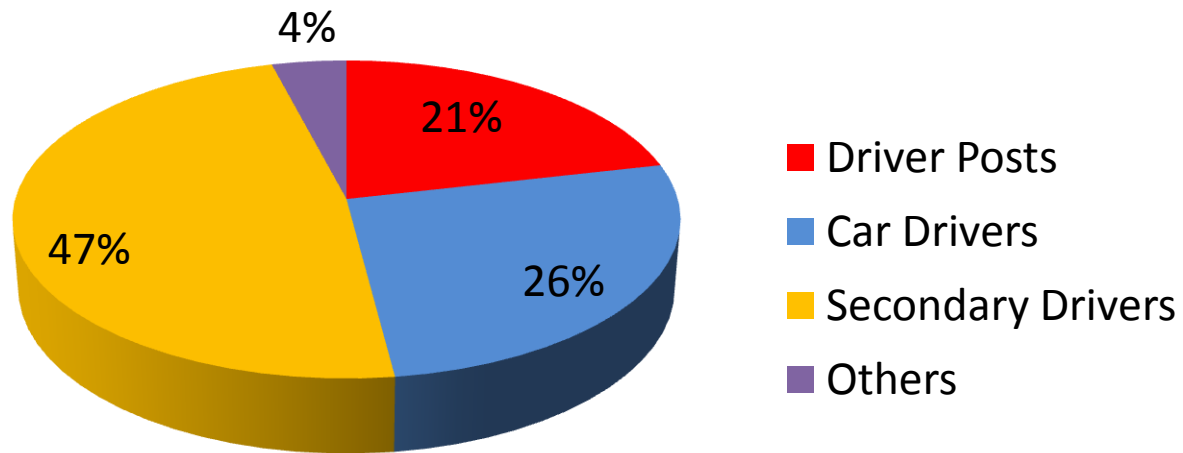
Do Not want to conform and perform

Will Never conform and perform



9,265 Kier Vehicles on the Road on any One Day

Drivers



Driver Expectations



- Driver Arrives at a Safe Workplace
- Driver is Given Achievable and Understandable Daily Tasking
- Driver is Given a Safe and Roadworthy Vehicle to Operate
- Driver Conducts Daily Tasking in a Way that is:
 - Compliant
 - Cost Effective
 - Customer Focused
- Driver Returns in a Safe and Roadworthy Vehicle
- Driver Safely Returns Home having Fulfilled Employer Expectation

Tools for Managing Drivers



People Management:

■ Telematics:

- Recording Data in Vehicles/Route Planners/Load Planners
- Provides Information of Events During and After the Event
- Driver Legal/Tachograph Events and Infringements
- Provides Valuable Event Data
 - Does Not Correct Actions Producing the Data (speed limiters do so)

■ Driver Management Software:

- Licence Checking
- Driver Training Records
- Driver Compliance Records
- Telematics Linkage
 - Does Not Correct Actions Producing the Data

Tools for Managing Drivers



- **Driver Risk Profiling:**
- Produces a Driver Risk Assessment based on Exposure to Visuals/Questions in:
 - Knowledge
 - Skills
 - Behaviour
- Can be Linked to Telematics Data
- Can be Linked to Driver Management Software Programmes
- Produces a Driver Risk Profile for Every Driver
 - Does Not Consider Risk of Visiting Locations
 - Does Not Consider Risk of Specific Routes
 - Does Not Consider Additional Tasks (loading/unloading/coupling etc.)
 - Frequently Results are Skewed Towards Driver Training Products



Tools for Managing Drivers

Vehicles being used? (inc Registration No)			
Plant/Tools being used?		Have pre-use / weekly PUWER plant inspections been completed?	
Vibration/ Noise data for plant /Tools being used?		Controls to limit exposure	PPE, trigger times etc
For guidance on maximum exposure times, refer to your Supervisor or SHE Advisor			
Are operators trained to use the plant?	Name of operator? What relevant training do they have?		
What materials are being used on site ?	Check your COSHH assessments for additional controls / PPE requirements		
Is any additional PPE required?			
What generic Risk Assessments/SSoW / COSHH assessments are relevant to these site operations (List the numbers ****Must be completed)			

Traffic Management	Are standard NRSWA layouts suitable for your works?		Yes	No	If so, which layout (Red book Page or Ref No)			
	Yes	No	From to.....			Speed of Road		
Junctions	Yes	No	Regular HGV / LGV traffic	Yes	No	Access for deliveries	Yes	No
Narrow footways	Yes	No		Traffic exceeding speed limit	Yes	No	Access to private premises	Yes
Narrow lane widths	Yes	No	Cyclists	Yes	No	Schools	Yes	No
Level crossings or tramways	Yes	No	Cycle lanes	Yes	No	Disabled	Yes	No
Overhead cables	Yes	No	Bus stops	Yes	No	Emergency service access	Yes	No
Other works / TM nearby	Yes	No	Traffic signals	Yes	No	Pedestrians	Yes	No

Do you need add to your TM to deal with the above (IF IN DOUBT CONTACT YOUR SUPERVISOR)
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Tools for Managing Drivers



- **Training:**
- Compliance:
 - Has an Effect on Knowledge and Skill
 - Includes True Risk Assessment
 - Non Compliance has a Personal Result
 - Can Influence Behaviour

- **Motivation:**
 - Incentives
 - Prizes
 - Financial Rewards
 - Competitions
 - Recognition

Managing Drivers



- **Justification**
- **Clear Goals**
- **Measures and Controls**
- **Regularity of Features**
- **Get Buy In from Managers and Drivers**

Any questions



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