



# Mid-West Truckers Risk Management Association

## RECRUITING

- ✓ Maintain a record of each applicant in order to track how they heard about your company's driving position.
- ✓ Expand the use, based on your tracking, of the most common source used by your applicants.
- ✓ Review applications for drivers you hired versus ones you did not. Determine what qualifications you liked about the drivers you hired compared to the ones you did not. By researching this you will become more efficient at weeding out unqualified drivers.
- ✓ Track past applicants that did not qualify for reasons that may change in a few years. Reasons may be due to lack of experience or MVR records were not acceptable at the time of your interview.
- ✓ Request from current drivers or driver applicants to give you a list of 5 names and contact information of good drivers. Reach out to those names supplied and try to obtain a completed application from them.
- ✓ Offer your current drivers a reward if they give you a name of a driver and that driver is hired.
- ✓ Have current drivers give statements and post them on your website or social media page as to why your company is a great place to work.
- ✓ Advertising – Many different ways to advertise, one may work better for you than others, however, below are some options:

**Newspaper Ad**

**Transportation Magazine**

**Brochures & Flyers at Truck Stops**

**On Line Recruiting**

**Radio advertisement**

**Job Fairs – Have your own job fair or go to others**



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## HIRING PRACTICES

- ✓ Post position with job description and specific qualifications you require:
  - Professional driver
  - Safe driving record
  - Minimum Age requirement
  - Number of years experience
  
- ✓ Perform a pre-screening via phone interview to determine if you move forward to an in person interview:
  - Describe Job position
  - Explain company standards and expectations
  - Have applicant describe his/her experience and skills
  
- ✓ Based on the phone interview and research of MVR and PSP determine if you move forward in the interview process:
  - Prospective drivers must sign a consent form. It's attached at the end of this page.  
<https://www.psp.fmcsa.dot.gov/psp/Documents/PSPMotorCarrierEnrollment.pdf>
  
  - Also, for more info and basis Q & A's, see this link:  
[http://www.csa2010.com/articles/FMCSA\\_Driver\\_Pre-Employment\\_Screening\\_Program.htm](http://www.csa2010.com/articles/FMCSA_Driver_Pre-Employment_Screening_Program.htm)
  
- ✓ In person interview:
  - Develop a standardized hiring criteria
  - Stick to your criteria
  - Have a lead driver you trust sit in on the interview
  - Describe company's safety program and what the expectations are for all drivers
  - Describe Training program – On probation until complete training?
    - Length of training
    - Expectations for training
    - Must meet training expectations to continue employment? Not sure
  
- ✓ Look for following personality traits:
  - Professional appearance, self-discipline, self-motivation, sense of urgency, applicants opinion on working safe, utilize the PSP (Pre-Employment Screening Process) website as part of your pre-employment screening of all applicants, provide pre-offer testing such as road test, pre and post-trip vehicle inspection, cargo securement (if applicable), etc.



# Mid-West Truckers Risk Management Association **TRAINING**

- ✓ Minimum of 2 week training program for all new drivers.
- ✓ Provide pre-offer testing such as road test, pre and post-trip vehicle inspection, cargo securement (if applicable), etc.
- ✓ Utilize MTA or independent drug and alcohol testing consortium for DOT required testing.
- ✓ Conduct Post-offer physicals and drug screens.
- ✓ Provide new employee orientation for safe operating procedures, company rules, client requirements, etc.
- ✓ The usage of MTRMA employee safety orientation booklets on an annual training basis and as part of any applicant/new hires process.
- ✓ Provide, at the minimum, an annual documented safety meeting.
- ✓ Monitor the SMS (Safety Measurement System) website as part of your efforts to prevent unsafe operating behaviors of company drivers.
- ✓ Where certification is required, i.e. forklift operator, make sure this is completed every 3 years.
- ✓ Implement a mandatory Early Return to Work Program.
- ✓ Mandatory drug and alcohol testing following an accident or injury.
- ✓ Create an Accident Review Board to address causes and recommendations following pertinent unsafe behavior or actions by company employees.
- ✓ Implement an Incentive Program that rewards not only those who display safety excellence on the road, but also those who work injury free and participate in all aspects of ongoing safety programs.
- ✓ Create and post all recordable injuries for OSHA compliance.
- ✓ Partner with MTRMA Loss Prevention to put together your own safety video for your drivers in order to engage them in safety procedures.



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# RETENTION

- ✓ Cultivate your company as a “family oriented company”
- ✓ Drivers tend to be loyal to employers if treated like family
- ✓ Drivers will respect the employer if they are treated with respect
- ✓ Know each of your driver’s names as well as their spouse and children’s names
- ✓ Provide Healthcare benefits if possible
- ✓ Allow them to have their home time
- ✓ Offer competitive salary
- ✓ If they are being paid by the mile be sure to give them miles
- ✓ Recognize drivers through incentives for their ideas and opinions
- ✓ Obtain feedback from your drivers on specific concerns and what actions could be taken in order to boost morale.
- ✓ Find an internal person who interacts best with the drivers and have them communicate additional safety training and other interactive training