

[Agency Driver Checklist]

FleetDirections' agency driver checklist has been designed to help you keep on top of how well you monitor your drivers' abilities, requirements and training needs.

Below is a list of questions that should help fleet managers.

- What is your driver selection process?
- Do you check references and regularly examine your drivers' licences?
- What is your experience policy for drivers?
- What is your policy on endorsements and disqualification?
- How closely do you work with other agencies to screen 'problem' drivers?
- Are your drivers fully trained to meet your needs?
- Do your drivers have appropriate uniform and safety equipment?
- How do you ensure your drivers are working within the law with regard to hours?
- How do you ensure that your drivers are flexible and punctual with a positive attitude?
- What is the employment status of your drivers?
- What liability cover and fidelity bonds do you have and what are the claim limits?
- What quality badges do you have and how seriously do you comply with them?
- Do all your drivers have photo-identity cards?
- What procedures do you have for solving any problems we may encounter?
- Do your drivers sign a declaration saying they will not exceed daily working hours?
- What level of management support do you provide [e.g. 24 hour helpline service]?
- What is your procedure for tachograph returns and reconciliation?

Have checking systems in place

- As with recruiting permanent staff, agency drivers should be subjected to a number of checks when taking on a potential new driver – you should check that:
 - Their licence is clean and their references sound.
 - Their skills are adequate – including use of mirrors, gears, brakes, and indicators
 - They know how to carry out vehicle maintenance checks
 - They are experienced at driving the specific type of vehicle you want them to use
 - Their hazard perception is adequate – this may require an additional computer test
 - In the case of foreign nationals consider a UK familiarisation training course and only accept drivers who are “passed” as fit for purpose.
- Ensure procedures for briefing/communicating with drivers. Good communication is essential for ensuring that all drivers know what is expected of them.

Key points:

- Have a written policy for agency drivers
- Make sure drivers are aware of any company dress code, smoking policies and health and safety procedures.
- Treat agency drivers in the same way you treat permanent employees. Remember that agency drivers are professionals – just like your permanent drivers.
- Make sure the drivers are aware of their destination and route.

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Key points (Cont.d):

- Ensure agency drivers are aware of company policy on the use of mobile phones, including hands-free kits
- Debrief agency drivers at the end of their shift.
- Ensure agency drivers are aware of company policy that safety comes first and they should not rush or drive dangerously in order to get somewhere on time

Analyse crash data

- It is vital your company has procedures in place to record and analyse all crash data.
- It is also important for employers to remember that a driver who has scratched a bumper today, might have such poor driving skills that they may kill themselves, or someone else tomorrow.
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