



## Driver hiring and selection practices

### 3 steps for optimal success

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Finding a qualified driver can be a challenge, and it can be even harder to keep that qualified driver as a long-term employee. This is why operators must be diligent in selection practices and not just settle for any driver that comes along seeking employment.



#### Develop a structured hiring criteria and qualifiers

The first step for optimal success in driver hiring and retention is to develop a structured criteria that outlines what you are looking for in a driver that will make them a good fit for your operation.

Included in your criteria should be driver qualifying factors that establish minimum standards for your organization, such as:

- Meeting an age requirement (e.g. between 25 to 65 years of age).
- Literacy (able to read, write and speak English, and/or French for Quebec-based drivers).
- Not exceeding a set number of collisions or violations in a specified time frame (e.g. No collisions or violations in the past five years).
- Establishing qualifying years of experience in relation to the type of equipment, cargo and environment they are expected to operate in and around (e.g. Five years related experience, winter and mountain experience).

Developing structured criteria and qualifiers for drivers are crucial elements to include in your selection process, as they form part of a successful safety program. They are also a reflection of your company's goals to hire high-performance drivers. Additionally, these elements can help you conduct effective applicant screening and interview sessions.

## STEP 2

### Conduct comprehensive screening and interview sessions

Consider adopting the following driver screening processes and standards:

- Make sure applications are fully completed at your facility, which confirms that the applicant completed it and not someone else on their behalf. This will help to ensure the applicant understands the information and job requirements, and can respond accordingly.
- Schedule a formal interview and prepare to ask specific questions applicable to the role, including the driver's capabilities and previous experience.
- As part of the interview process, applicants should complete an aptitude or behavioral test through a professional service provider.
- View and make a photocopy of the applicant's driver's license. Ensure that it's valid with the correct class and conditions.
- Request that the applicant provide an original copy of their driver's abstract that is no more than 30 days old, and review (if any) violations, convictions and collisions.
- Obtain a thorough criminal background check of the applicant by a qualified service provider, and screen applicants through the Making Eligibility Easy (MEE) - Driver Qualification System (<https://isbmee.com>) and the FAST program (<https://www.cbsa-asfc.gc.ca>).
- Before offering employment, conduct a previous employment check and obtain details and signed verifications.
- Applicants should successfully complete a comprehensive road evaluation (including vehicle inspection) by a competent and trained professional which could be from your company or from a third party.
- Ensure drivers pass a medical fitness and functional abilities evaluation

## STEP 3

### Ongoing driver evaluation and feedback

Set a probationary period for drivers where you conduct performance evaluations with departmental and/or mentor feedback. Ongoing evaluations to monitor the driver's abilities and competence will help you achieve a "safety-first" operations mandate.



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