

Section Seven - Driver Management

7.1 Driver recruitment

The operator will demonstrate an effective management process for the appropriate recruitment of drivers, which considers all aspects required to ensure compliance with regulations, road traffic law and the obligations set out within the operator licence.

In point 7.1 section you need to enter the following details in your audit template

1. Confirm that the recruitment policy includes driver assessments, and give the policy name, number, and review date
2. Who is responsible for the recruitment of staff?
3. Who carries out documentation checks, such as qualifications, employment history, right to work and references?
4. Are application forms completed and are interviews held?
5. Are written assessments on knowledge of the Highway Code and drivers' hours?
6. At what point of the recruitment process is the driving assessment held?
7. Are there any assessments undertaken outside of the recruitment process, give details?
8. Give details of how company policies and procedures are notified to drivers,
9. Provide evidence that all drivers are issued with a driver handbook
10. Provide evidence to confirm that each driver has been issued with a handbook, this must be signed by the driver to confirm that they have read and understood the content
11. What is the process for carrying out DBS checks, are copies kept and stored correctly?

7.2 Driving licence and driver certificate of professional competence (CPC) monitoring

The operator must demonstrate processes in place to effectively monitor driving licence and driver CPC authorisation, classes, disqualification, penalty points, expiry, and licence conditions for all drivers within the business.

In point 7.2 section you need to enter the following details in your audit template

1. What is the process for managing driving licences?
2. What is the process for managing digital driver cards?
3. Give details of Driver CPC Training completed by employees and new starters, give expiry dates, categories held and restriction codes
4. Name the person responsible for checking driving licences, digital cards, and Driver CPC?
5. How frequently are checks carried out
6. Are driving licences checked every 3 months and are points logged where appropriate
7. Detail how the checks are monitored
8. Who is responsible for the checks?
9. Is there a procedure in place for monitoring drivers who have a code 01 on their licence (corrective glasses) to ensure that they are wearing the corrective glasses or contact lenses while driving?
10. When was the last eyesight check carried out?
11. Is there a policy in place for the frequency of eye testing?
12. What is the process for dealing with driving licence infringements and penalty points?
13. What is the process for reporting infringements and penalty points?
14. What is the disciplinary procedure?
15. Are drivers registered with the service to [check your Driver CPC periodic training hours](#) where required?
16. How do you ensure the driver is carrying proof of specific completed Driver CPC courses when required to do so?

7.3 Driver pay and incentives

Where an incentive scheme is operated it must promote best practices and road safety.

In point 7.3 section you need to enter the following details in your audit template

1. Is there a driver incentive scheme in place which would promote best practices and safe efficient driving?
2. Explain how it works
3. Are there other procedures in place to enhance good driver practices
4. How are good driving practices monitored and encouraged?
5. What action is taken if standards are not met

7.4 Management of Driver behaviour

Processes must exist to ensure:

- driver behaviour is monitored, and remedial action is taken where necessary
- documented appraisals, where available
- effective investigations procedures
- methods for disciplinary action
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In point 7.4 section you need to enter the following details in your audit template

1. Is there a Driver behaviour and standards policy in place?
2. Give policy name, number, and review date
3. Are driver standards set within the policy? Give examples of content, such as wearing of seat belts, drivers' professional responsibilities, fuel-efficient driving, harsh braking, distractions, consideration of others, and vulnerable road users.
4. Give evidence that the policy has been read and understood
5. What training and notifications are given to drivers to encourage safe driving habits and reduce the breaking of rules?
6. Is telematics data analysed to ensure safe driving?
7. Are reports given to drivers relating to their driving habits, including accidents, incidents and near misses?