

10 QUESTIONS

EVERY TRANSPORT MANAGER SHOULD ASK ABOUT AGENCY DRIVER ONBOARDING

A practical checklist to help you review how agency drivers are prepared **before** their first shift.



01		How do you introduce drivers to our business?	Is there a structured onboarding process, or do drivers simply receive a booking confirmation?
02		Do drivers receive a site briefing before arriving?	Do they understand your site rules, access procedures and reporting points?
03		How do you communicate customer expectations?	Does the driver understand what's expected, not just where they're working?
04		Are PPE requirements explained in advance?	Will the driver arrive with the correct PPE, avoiding delays or unnecessary costs?
05		How do you check the driver has understood the briefing?	Providing information is one thing. Checking it has been understood is another.
06		Are reporting procedures clearly explained?	Does the driver know who to contact if they're delayed, have a problem or need support?
07		How are updates communicated?	If start times, locations or instructions change, how quickly and consistently is that information shared?
08		Is onboarding recorded?	Can the agency demonstrate that briefings and inductions have taken place?
09		How do you gather feedback after the first shift?	Do you check with both the driver and the client to identify any issues or improvements?
10		What happens next?	Does the relationship end after day one, or is the driver supported through ongoing communication, compliance monitoring and regular check-ins?



A good onboarding process doesn't just prepare drivers for their first shift.

It helps them integrate into your operation, reduces unnecessary issues and supports a safer, more consistent service for everyone involved.



Want to review your current onboarding process?

We'd be happy to share how Employ Recruitment approaches driver onboarding, compliance and ongoing support.



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