



Assurance, Not Assumptions:

Your Agency Review of Driver Compliance



How structure, systems and accountability
protect drivers, operations and reputation.



Compliance

A proper compliance review looks at what your agency checks, how they monitor it day-to-day, and what technology sits behind it.

This isn't about paperwork. It's about knowing you are protected.





Right-to-work and licence checks are the starting point, not the finish line.

If it can't be tracked, it can't be trusted.



This review should confirm how checks are verified, how often they are revalidated, and how the agency prevents expired documents, changed entitlements, or missing records slipping through.

It should also be clear whether the process is automated and auditable, or whether it relies on manual admin.



WTD and Drivers' Hours are where risk often builds quietly.

A compliance review should test how your agency captures working time, tracks rest, identifies patterns, and prevents repeat breaches.

It should also look at how infringements are flagged, what happens when they occur, and how you are notified.

If WTD monitoring is reactive, you only see the problem after it has already landed.



This is the key question: can your agency prove compliance, or can they only describe it?

A strong model uses technology to validate checks, record briefings, track working time, and provide visibility.

You should be able to see what's happening, not just be reassured that it is. A compliance review should leave you with clear answers on how data is captured, stored, and reported.



Strong compliance and onboarding don't happen by accident. They rely on clear internal responsibility.

Explore how compliance is structured within the agency, who owns decision-making, and how accountability is maintained. It should be clear how standards are set, monitored, and escalated, rather than being shared loosely across teams.

When responsibility is clearly defined, issues are identified earlier and managed consistently. When it isn't, risk is often missed or passed on.



Effective onboarding sets the standard for how drivers operate on site.



Review how drivers are introduced to your operation, how site briefings are delivered and recorded, and how updates are communicated.

It should also confirm how understanding is checked and how expectations are reinforced over time. When onboarding and briefings are inconsistent, standards on site quickly become inconsistent too.



Infringements happen. What matters is whether they are managed properly.

A compliance review should confirm how issues are detected, escalated, investigated, and resolved.

It should be clear who owns the process, what actions are taken, how repeat issues are prevented, and how the client is kept informed.



At Employ, compliance is supported by technology, monitored continuously, and managed with clear processes.

If you haven't reviewed your agency's compliance model recently, it's worth doing, because gaps rarely show themselves until the day you can't afford them.





**Leann Lewis,
Operations Director**



**Compliance is not a one-time
check. It's a system.**

**If it isn't tracked properly, it isn't
controlled**