ProDriver Academy - Benefits of the Program

Learn about the Herc Rentals business and your job with a rigorous 3 week program that is a mix of formal training at our ProDriver Academy in Houston and on-the-job training.

Home Branch – Manager & Driver Obligations

These activities must be completed prior to the Driver attending the Driver Academy. The Branch Manager is responsible for ensuring all the below items are completed.

Complete on-boarding paperwork:
- I9 verification within 48 hours
- Tank Endorsements
- Validate other certifications and endorsements

Provide company issued equipment:
- Phone
- Validate:
  - Email
  - Login information
  - Apps installed
  - Correct Access
- Order Personal Protective Equipment (PPE)
- Order Uniform

Learn How to:
- Load and unload equipment safely
- The tech and processes you’ll use
- How to interact with customers
Schedule:
• Arrange for Aerial and Forklift skills validation - Week 1
• Arrange travel for Driver Academy Week 2
• Arrange for yard walk – Week 3
• Arrange for Master Driver time – Week 3

Complete Training:
• Initial and Annual Basic Safety Training
• Worksafe
• Aerial Platform Certification
• Forklift Certification
• DOT Hazmat Training
• CMV Driver Safety
• Compliance and Code of Ethics

Other:
• Herc Rentals Orientation
• Staff introductions

WEEK ONE

WEEK TWO

Driver Academy

Logistics
• Arrive Monday for noon start
• Depart Friday at noon
• Start every day at 7:00 am
• End at 6:00 pm daily
• Hands on time with equipment, processes and technology you will use.

Topics
Handling the Equipment
• Fundamentals of Loading
• Securing/Tie Down Equipment (by type)
• Unloading
• Safety considerations by equipment type (brakes, positioning, etc.)
• Parking at job site (cones, etc.)
• Demonstrate driving skills (road test)
• Stop work philosophy
• When to say no

Tools and Processes
• Pre-Post Trip inspection – XRS tool
• Definition of “rent ready”
• Customer Service and role play
• The Basics –
  • Herc Standard Greeting
  • Interacting with customers
  • Standard processes
• Special Situations
  • Late delivery
  • Wrong drop off/delivery location
  • No contact on site
  • Damaged equipment
• Pickup/Delivery confirmations
• Signature Process

WEEK THREE

Activities
• Arrange Yard Walk and other OJT activities (see checklist)
• Review all relevant policies (see checklist)
• Discuss immediate Accident Reporting Requirements
• Discuss immediate DOT Stop Reporting Requirements
• Review all Delivery Job Safety Analysis documents
• Review all “Delivery” and “General” Lessons Learned
• Discuss how to report “Near Miss” incidents
• Provide Truck Admin Binder - with updated documents

AND BEYOND

Week 3 and Beyond
• Best practice - arrange weekly ride along with Master Driver for next 4 weeks– (Master Driver observes & signs off)
• Minimum standard – for next 4 weeks, new driver takes picture of each load once secured and sends to designated Master Driver for Review. Virtual meeting twice a week with coaching and feedback. Formal Sign off at 6 week mark.