



# ProDriver ACADEMY



## TRAINING PROGRAM

# 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.

### Learn How to:

- Load and unload equipment safely
- The tech and processes you'll use
- How to interact with customers



## WEEK ONE

### 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

## WEEK ONE

### 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 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.