

## Inducted

**All the time and effort put into recruitment is wasted if poor, or no, induction causes good new employees to walk out the door**

Welcome to the GST! I hope that everyone has made a smooth transition to the new taxation system. I would imagine there will be some confusion, but hopefully everyone has managed to pull through and it's back to business as normal. Or should I say back to normal – with a twist.

This month I'd like to talk about induction procedures in the workforce. I believe it's one of the most important parts of any company's procedure manual. So what is "induction"?

Many of you at some time or another have worked in other places. Can you remember how you felt when you arrived at 7.00am and were told, "don't worry, you'll be right, mate."

### **Just because a driver can drive does not mean that he/she is familiar with your particular type of vehicle**

Put yourself in the shoes of the employee. Would you want to start working with no idea of the do's and don'ts? I know I wouldn't.

Typically, induction includes an overview of your business and activities. If the employee is a driver, take him or her to the vehicle, go for a drive or ask if they have driven that type of vehicle before.

From experience, just because a driver can drive does not mean that he/she is familiar with your particular type of vehicle. If refrigerated trailers are used, what about the fridge unit? Electronics change with the blink of an eye – the same with trucks, trailers and fridge units.

Imagine this scenario: Jack (for want of a better name) is told to take a load of lettuce to Sydney. The customer's only requirement is that the lettuce arrives at 4 degrees C (assuming the lettuce have already

been cooled to 4 deg C beforehand in cold storage).

The vehicle is loaded, the fridge motor is turned on and Jack is ready to drive to Sydney. When he gets to the customer's destination Jack opens the door and ... the entire load of lettuce is frozen.

It seems that, in his confusion, Jack has set the fridge unit on -4 instead of +3 or 4 deg C. Hopefully, this is not a typical scenario; however it may have easily have been prevented through induction – familiarisation with the equipment.

Fuel and where to fuel up is another scenario. Does the driver know which service station to fill up at? With diesel prices the way they are, those extra few cents at different pumps around Australia can certainly

add to the bottom line.

Of course, what you do in an induction situation is totally up to you. There are, of course, many ways to establish induction procedures.

Once these procedures have been documented, bound copies can be handed to the driver for future reference. You may also like to combine this type of approach with an introduction to key staff in areas of Administration and Maintenance, for example. At least they will know who to contact should something occur.

Of course this does not mean that the potential employee is going to be fully aware of absolutely everything. But the whole process helps to ensure the new staff member has a smooth transition into your business and remains motivated.

For employers, proper induction can lead to better productivity, less incidents, better staff retention, up-

### **Areas that may be included in an induction manual:**

- Company Background
- Welcome Note
- Footwear Policy
- Safety Policy
- Brief Job Description
- Depot Layout
- First Aid Kits
- Accident Procedures
- Programs In Place
- Uniforms
- Licences
- Training
- Medical Policy
- Safety Equipment
- Product Claim Procedures
- Manual Handling
- Pay Details
- Holiday Policy
- Telephone Contacts
- Workplace Health & Safety Policy
- Forklift Policy
- Fuel Locations
- Fuel Recording Procedures

to-date staff records, less time wasted and identification of any disabilities. Finally, the way litigation and liability issues are forever creeping, can you afford to do nothing?

For the internet enthusiasts this month, the Monash University Accident Research Centre can be found at [www.general.monash.edu.au/MUARC](http://www.general.monash.edu.au/MUARC) for good publications and general information. Also, the US web site at [www.ooida.com](http://www.ooida.com) (Owner Operator Independent Drivers Association) is a huge site with heaps of information.

Until next month, stay safe.

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