



## DRIVER MENTORING—QUESTIONS & ANSWERS

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- Q. If the new operator drives with 2 or 3 Mentors—do they have to fill out a separate form for each?**
- A.** No. The one form can follow the Driver from mentor to mentor. Simply print a second copy if the space does not allow for all of the training to be documented. This applies to both forms—the same one can be used start to finish.
- Q. How does a Manager know when The Driver is ready to solo?**
- A.** If we haven't received a strong recommendation from the Mentor(s), we can ask Doug Steyling to take The Driver out for a second opinion. Usually a good Mentor will give you a thumbs up or down.
- Q. What if a Mentor gives The Driver a thumbs down? Is that it?**
- A.** No—we would start the process over with a second mentor. This second mentor could be at another location with a different truck. To provide an unbiased second opinion, the second mentor shouldn't be told about the first.
- Q. For flatbed drivers—when can The Driver start practicing on the Moffett?**
- A.** This has a lot of different variations
- *If The Driver already has their counter balance forklift license—* they can go through the Moffett training program when they start the mentoring process.
  - *If The Driver has their standard forklift license—* they can simply ask to start practicing on the Moffett. The Safety Compliance Manager and Mentor will have a conversation about what The Driver can and cannot do.
  - *No forklift experience—* The Safety and Compliance Manager would train them first on the counter balance machines. The Driver can't understand the Moffett till they understand what the counterbalance does. Once The Driver has a grasp on the standard machine, they will be put through the KB Moffett training and assigned to a seasoned Mentor.

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- Q. What if a Manager doesn't have current employees that really fit the "mentoring" definition?**
- A.** We all know that each employee is unique. Some are good mentors while others just don't have that type of personality or skill set. Several of our Managers have already reached outside of their own facility and sent their employee to another KB location. This is a great way to train using the best mentors possible regardless of where they are located. It also makes the trainee well rounded and exposes them to a variety of driving techniques.
- Q. Does The Driver really have to go through all of this if they are going from the pick-up to a small flatbed?**
- A.** Yes—each truck has unique requirements—length, height, securing product, turning radius, dumping—these are just a few of the things we need The Driver to understand about the vehicle.
- Q. The minimum of 40 hours—is this hard and fast for any vehicle?**
- A.** No—40 is a minimum standard. Perhaps a pickup truck only requires 25 hours—or a boom truck requires 160 hours. Each vehicle and each driver will be assessed. The Safety Manager and Fleet Manager will assist in making any timeline determinations.

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