

Benefits of Effective Supervision

Supervisor Responsibility	Supervisor Actions / Examples	Benefits
Work planning	Supervisors apply their knowledge of the work to o anticipate driving-related hazards o help employees plan and execute trips to avoid hazards, reduce risks o recognize emerging risks; plan work to deal with risks before they contribute to a crash	Proactive work planning ✓ generates smoother day-to-day operations ✓ makes positive contributions to employee safety and the company's bottom line
Assign work / delegate tasks	Supervisor's knowledge of employee driving abilities and limitations helps each supervisor o match assignments to employees best-suited to do those driving tasks avoid assigning work that involves driving beyond employee skills	Aligning tasks with driving abilities ✓ generates work efficiencies, cost savings, satisfied customers, profitable operations ✓ helps prevent crashes
Direct the work	Supervisors organize operations and schedule work • E.g., supervisor directs drivers to adjust schedules to avoid treacherous winter driving conditions	 Work done as planned, and without incident ✓ avoids injuries, property damage costs, productivity losses, harm to company reputation
Train employees	Regular interactions mean supervisors have o insights into employee training needs o opportunities to provide timely instruction Supervisors help employees get the right training o Online, behind the wheel, in the classroom, through coaching or mentoring	Ensuring employees get the training they need ✓ helps them develop good driving skills ✓ reduces risks of being involved in a crash ✓ increases productivity, work quality and job satisfaction
Achieve compliance	Supervisors ensure employees o follow company driving policies and procedures o meet legal requirements (e.g., Motor Vehicle Act, Occupational Health and Safety Regulations, etc.)	Complying with legal requirements ✓ helps meet due diligence expectations ✓ avoids administrative penalties and delays ✓ attracts and retains employees, clients

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