

Driver Behaviour Improvement Checklist

Live view monitoring, in-cab alerts, and coaching protocols

1. Driver Briefing Before Go-Live

- ☐ Explain what live view is used for: incident response, welfare, route management
- ☐ Confirm drivers understand monitoring is a safety tool, not covert surveillance
- ☐ State specifically when managers may open live view (G-sensor event, welfare concern)
- ☐ Provide written notice of monitoring policy — required under UK GDPR
- ☐ Answer driver questions; address concerns before deployment
- ☐ Brief new drivers on onboarding — do not assume existing briefing covers them

2. In-Cab Alert Configuration

- ☐ Identify 3-4 behaviours most associated with your fleet's incident history
- ☐ Enable alerts for identified behaviours only (avoid 9+ simultaneous alert types)
- ☐ Set 5-second grace period so drivers can self-correct before alert triggers
- ☐ Configure sensitivity thresholds conservatively — tighten after week-1 review
- ☐ Review alert volumes at end of week 1: target 2-3 meaningful alerts per driver per shift
- ☐ Expand alert types only after baseline behaviours show improvement

3. Live View Coaching Protocols

- ☐ Define when real-time coaching via live view is appropriate vs formal review
- ☐ Contact driver while still on route when behaviour warrants immediate feedback
- ☐ Keep real-time coaching calls brief and specific: one behaviour, one correction
- ☐ Follow up real-time call with a note logged against the driver record
- ☐ Schedule formal coaching using recorded footage clips, not just recollection
- ☐ Frame coaching conversations as performance support, not disciplinary action

4. Ongoing Behaviour Monitoring

- ☐ Review driver alert scores weekly — identify improving and declining drivers
- ☐ Compare G-sensor event frequency month-on-month per driver
- ☐ Recognise improving drivers — accountability works both ways
- ☐ Escalate persistent non-improvement to formal driver performance process
- ☐ Report behaviour improvement data to insurer at renewal
- ☐ Review alert configuration quarterly against incident history

