

About Thinking Driver

WHO WE ARE:

Your best choice for minimizing risk and reducing vehicle incidents in your fleet! We are a leader in road safety education, training programs, consulting and staff development for companies and governments, large and small, throughout Canada and the United States.

OUR MISSION:

To save lives by being a world leader in innovative and relevant training products and services that prevent workplace driving incidents.

CORE VALUES:

RESPECT: We conduct ourselves and our business dealings with respect for our customers, colleagues and each other as individuals and a team.

INTEGRITY: We commit to honesty and ethical execution of our business in every way.

EXCELLENCE: We are committed to deliver the very best quality and value in all training programs, services and products.

APPRECIATION: We express sincere appreciation and gratitude for the opportunities that our customers provide us and to each other for the support and camaraderie that we enjoy as a team.

FUN: We believe that bringing fun into every learning situation enhances our students' learning and having fun while delivering our services is crucial in maintaining our high standards.



WHAT WE OFFER: A comprehensive catalogue of standard Thinking Driver courses and specialization in custom development of training tailored to the needs of our clients. Standard courses include:

- Defensive Driving Fundamentals & Attitudes
- Hazard Avoidance
- Safe Backing (hands on)
- Winter Driving (classroom and/or on road)
- Evaluation/Coaching (on road)
- Four Wheel Drive (classroom & practical training)
- Load Securement
- Trailer Towing and Backing
- Customization and Design
- More!!!



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Defensive Driving Fundamentals and Attitudes

The Thinking Driver Defensive Driving Fundamentals & Attitudes course is the only course that addresses driver attitude in an effective and respectful way. Defensive Driving Fundamentals & Attitudes is interactive. Drivers discuss driving challenges and solutions based on personal motivation and values.

Program Highlights:

Defensive Driving Five Fundamentals

- Think and look ahead
- Anticipate hazards
- Keep your options open
- Manage the risk
- Control with finesse

Defensive Driving Attitudes

- Personal factors and risk tolerance
- Managing anger, stress and strong emotion
- Changing attitudes about other drivers
- Developing an attitude of courtesy

Eliminate Backing Incidents

- 7 fundamentals to eliminate backing incidents
- Backing, parking and confined space maneuvering skills development
- Hands on backing qualification evaluation

Hazard Avoidance

- In-vehicle hands on coaching on:
 - Vision and observational skills
 - Hazard identification and avoidance
 - Advanced space management traffic techniques
 - Risk reduction strategies
 - Advanced vehicle control, traction and stability
- On-road driving evaluation and qualification



This course is of special interest to Fleet Supervisors and Managers who are interested in the added benefit that attitude training provides in fuel savings, reduced vehicle abuse and discourtesy resulting in complaints against drivers.

This course can be delivered either as a fully face to face classroom and practical combination or as blended learning with theory delivered via eLearning and face to face practical/in-vehicle.

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Thinking Driver Refresher Course



A solid OHS policy provides relevant driver safety training for employees who drive as part of their job. A key aspect to driver safety training is the provision of refresher training, provided every three years to accent knowledge, strength skills, and reinforce solid driver attitudes. The **Thinking Driver Refresher Course** addresses these key elements of a good, safe driver.

What your employees will learn in this 1/2 day classroom course:

Driver Attitudes, Stress and Risk Management:

- What attitude is and how it affects their driving.
- How to shift attitudinal gears from harmful, negative and stressful driving attitudes to positive ones.
- How risk tolerance changes with emotional states and stress and how to manage these states to reduce risk.
- How to deal with aggression from other drivers, and deal with their aggressiveness and rage.
- How to avoid being drawn into competition and confrontational situations while driving.

The 5 Fundamentals of Defensive Driving

1. Think and Look Ahead
 - How to use proper visual techniques to identify problems early.
 - How to develop superior visual search skills.
2. Anticipate Hazard
 - How to anticipate traffic movements before they happen.
3. Keep Your Options Open
 - How to calculate and evaluate following distance
 - How to deal with tailgaters
 - How to develop a cushion of space and keep your options open.



4. Manage the Risk

- How to evaluate risk and choose appropriate risk exposure for the situation, environment, vehicle and driver.
- How to develop, evaluate and choose the most effective option in various situations.

5. Control with Finesse

- How to use brakes and accelerator to balance the vehicle and avoid skids.

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Hazard Avoidance Training

Are vehicle incidents impacting your bottom line?

Recognize and understand the RISK, know the DEFENCE and ACT IN TIME is the key process in incident and incident avoidance. Preventable incidents occur when drivers fail to practice this.

Identifying and managing risk while driving is critical to incident avoidance. This program targets the most common risks drivers take that can result in incidents, and the underlying factors that may encourage drivers to take these chances.

What your employees will learn in this ½ day course:

- How to use The Five Fundamentals to reduce risk on the road

Includes evaluation:

- Each employee will be coached individually and evaluated on performance
- Copies of our evaluation will be provided to your employee and forwarded to management for personnel or training file

The 5 Fundamentals

1. Think and Look Ahead
 - How to use proper visual techniques to identify problems early
 - How to develop superior visual search skills



2. Anticipate Hazard

- How to anticipate traffic movements before they happen

3. Keep your Options Open

- How to calculate and evaluate following distance
- How to deal with tailgaters
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- How to evaluate risk and choose appropriate risk exposure for the situation, environment, vehicle and driver
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Safe Backing Theory and Practical



Backing, parking and slow speed manoeuvring incidents account for over 40% of reportable vehicle incidents in most operations. Backing Safety targets this situation by teaching drivers how to reduce backing incidents.

Backing Safety is a blended learning program with theory covered in an eLearning format and practical conducted in small groups in a closed training area.

The practical session is a competency based course and varies in duration to a maximum of 4 hours. The course provides theory and practical learning focused on the reduction of backing incidents by developing strategies to reduce backing and build requisite skills to back safely when required.



What your employees will learn:

Preventing Backing Incidents eLearning:

- 7 Fundamentals of preventing backing incidents:
 - Avoid Backing
 - Circle Check
 - Look Back
 - Back Slowly
 - Use a Guide
 - Avoid Distractions
 - Practice

Practical Backing Skills

- Backing to sight side and blind side in a non-articulated vehicle
- Backing using mirrors
 - Positioning vehicle for sight side and blind side backing
 - Using mirrors to identify reference points
 - Identifying pivot points
 - Judging distance to rear of vehicle
- Backing through turns and close quarters
- Complex backing manoeuvres where a series of reference points and turns may be required
- Close quarters manoeuvring in forward direction

We conduct Backing Safety on-site or at our training facility in Surrey, BC, using the vehicle the participant normally drives for work to ensure relevant and effective skills transfer.



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Winter Driving Classroom



How many of your employees will *CRASH* this winter? Are they prepared to face the unique challenges and dangers presented with driving in winter conditions?

Driving in winter can be challenging and dangerous. Safe operation in adverse conditions requires skilled and trained operators. Cold weather can test the limits of your vehicle and winter conditions can test your abilities as a driver. Do your drivers know how to adjust their driving to accommodate potentially perilous challenges such as black ice, blowing snow, and/or heavy rains?

Thinking Driver's Winter Driving training will provide your drivers with the solid ground they need **BEFORE** getting into their vehicles.

Classroom: Our Winter Driving classroom course is a half day theory program utilizing a unique blend of fast paced lecture, video and discussion.

What your employees will learn:

- How to check, prepare and equip your vehicle for winter including but not limited to:
 - Emergency kits
 - Tire selection
- The 6 conditions of winter driving
 - Weather condition
 - Vehicle condition
 - Road condition
 - Traffic condition
 - Lighting condition
 - Driver condition



- Fundamentals of traction and control
- The 3 principal types of skids and how to recover from them
 - Under steer skid
 - Over steer skid
 - Lock-up on braking
- How to correctly use your Antilock Braking System
- Electronic Stability & Traction Control systems and how they can prevent skidding

This theory course sets the stage for the practical in-vehicle training.

**Also available in eLearning Format -
Extreme Winter Driving with Skid
Recovery**

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Winter Driving Hazard Avoidance & Skid Recovery

How many of your employees will *CRASH* this winter? Are they prepared to face the unique challenges and dangers presented with driving in winter conditions?

Driving in winter can be especially hazardous, particularly when drivers do not adjust their approach to unpredictable changing winter conditions with an attitude of due care. Less than good vehicle handling skills and/or overconfidence can set you up for definite trouble and land you in the ditch.

Practical Hazard Avoidance: Our Winter Driving Hazard Avoidance course is a hands-on session that takes the theory of vehicle dynamics and skid recovery and places control in the driver's hands, preparing them to handle the unique winter driving challenges. Winter Driving Hazard Avoidance is conducted on-road in the vehicle your employee would normally drive for work.

Skid Recovery (optional): In locations where a closed course area is available, such as a frozen lake or snowy/icy parking lot free of traffic or obstruction, our instructors can enhance your winter driving training with a skid recovery component.

What your employees will learn:

- How to check, prepare and equip your vehicle for winter including but not limited to:
 - Emergency kits
 - Tire selection



- The 6 conditions of winter driving
 - Weather condition
 - Vehicle condition
 - Road condition
 - Traffic condition
 - Lighting condition
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- Fundamentals of traction and control
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Driver Evaluation and Coaching

- Is your new hire capable of driving your company vehicle
- Are your drivers having incidents?
- Do you have a driving policy that requires ongoing training but you don't know where to begin?

An independent Driver Evaluation with a Thinking Driver EXPERT instructor is a great way to exercise due diligence, ensure your employees are competent drivers and to discover what training is needed. Get a "snapshot" of your employee's driving and identify any weak areas or bad habits and correct them through coaching.

Prior to undertaking evaluations, we will consult with management to ensure that we include driver, job, policy or environment-specific issues and address any other concerns that may be triggered or be related to the evaluation request.

Driver evaluations typically involve a 2 hour block of time and include vehicle pre-shift inspection, driver briefing and on-road evaluation in the vehicle that your employee normally drives. Evaluations cover all basic driving skills as the driver is taken through a series of on-road exercises.



Following the evaluation, a feedback and coaching session will be included to provide the employee with tips and instruction to correct errors or gaps in knowledge or skills.

A written formal evaluation results form, documenting competency, is provided to both your employee and to management for personnel files, along with recommendations, if any, for further action.

*Minimum half-day call out.

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Four Wheel Drive & All Wheel Drive Operation

Many workers have never had the benefit of first-hand experience with four-wheel drive vehicles before driving these vehicles on the job. This inexperience can lead to accidents causing injuries, as well as property or equipment damage. Understanding the capabilities and limitations of your vehicle is crucial!

Not all driving is dry paved roads under good weather conditions. Frequently we are required to driver in adverse conditions or on slippery roads.

Our Basic Four Wheel Drive & All Wheel Drive Operation & Safety program is a 1 day course that addresses the unique operational characteristics of a four-wheel or all-wheel drive vehicle.

This course is blend of classroom theory and practical session conducted onsite and included operational challenges based on that site.



What your employees will learn:

Equipment familiarization

- How to engage and disengage 2-wheel, All-wheel, 4-wheel high and 4-wheel low range
- Locking transfer cases and axles

Vehicle stability and roll-over risk

- Ascending & descending hills
- Water crossing
- Driving on rough or un-maintained roads
- Driving on slippery roads
- Handling on hills, curves, ditches
- Safe winch use (optional)



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Vehicle Mounted Winch Safe Operation

Basic Winch Safety

Improper use of vehicle mounted winches can cause serious injury as well as vehicle or property damage. *It is CRITICAL that safety is the foremost concern when operating a vehicle mounted winch.*

Our vehicle mounted winch safe operation course is a half-day course that addresses the unique operational characteristics of a vehicle mounted winch. This course provides an introduction in basic winch operation and safety, intended for employees who operate trucks equipped with winches that may be required during the normal course of work.

A blend of classroom theory* with hands-on practical application, participants practice using the winch in a simulated vehicle recovery operation using a single line pull and anchor point.

Course loading: 6 participants per ½ day course.

Conducted using your equipment at your facility.

Optional: This course can be combined with the Four Wheel Drive Operation course.

What your employees will learn:

- Winch components
- Basic winch theory
- Winch operational safety

Participants will be able to:

- State the general safety precautions when using a winch
- State the common winch accessories used to winch safely
- Demonstrate safe pulling techniques through practical exercises
- Demonstrate safe rigging techniques through practical exercises
- Conduct winch safety inspections



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Utility Trailer Towing

- ⇒ Are your employees required to tow a trailer for work?
- ⇒ Have they been properly trained in safe practices for doing so?

Utility Trailer Towing training may be required if you have

- Landscaping and grounds keeping crews
- Engineering and road personnel
- Construction crews

Utility Trailer Towing is a full day, competency based practical program conducted in small groups of three (3) in a closed training area. Participants begin by learning and qualifying on basic backing skills without trailers until a level of competency is reached. Trailers are then introduced and skill development continues. Instructors will train the driver in the vehicle they normally drive for work to ensure relevant and effective skills transfer.



What your employees will learn:

- Hitching and unhitching
- Loading / Unloading
- Weight distribution
- Parking and securing the unit
- Hitch types & safety chains
- Electrical hookups
- Slower speed manoeuvres:
 - Understanding and managing off-track of the towed unit
- Reversing with mirrors:
 - Straight line backing
 - Offset backing
 - Sight side backing into parking spot/ loading bay
 - Blind side backing
 - Backing with a guide
- Higher speed and highway manoeuvres:
 - Rural roads
 - Surface / city streets
 - Highways
 - Climbing and descending hills

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Load Securement

Every year hundreds of carriers lose freight, experience roll-overs or are fined as a result of inadequate or non-complying load securement.

An insecure load can result in LOSS OF LIFE, loss of load, damage to freight being carried, damage to the vehicle carrying the load, render a vehicle unstable or be a contributing factor to a collision or crash. In the very least, you can be fined and placed "out-of-service" should you be stopped and the securement method you are using does not meet the minimum securement standards.

Ensure that you are in FULL COMPLIANCE with the North American Cargo Securement Standards as established by the Canadian Council of Motor Transport Administrators (CCMTA) and the Commercial Vehicle Safety Alliance (CVSA).

To better understand and meet the legislation requirements, you must first understand the basic principles of a cargo securement system, how it works and how to ensure it meets the minimum requirements.

This is a 1/2 day CERTIFICATE course that provides multiple examples of load securement for various truck configurations and will focus on the specific securement challenges faced by your drivers.



What your employees will learn:

- The basics of load securement according to the NATIONAL SAFETY CODE STANDARD.
- The physics of load securement
- General cargo securement requirements
- Specific securement requirements according to cargo type
- How to identify defective load securement devices
- The proper use of tiedowns and other load securement devices
- General performance criteria
- Working load limits
- Exemptions

Conducted on your site with your vehicles and specific load securement issues.



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Trip Inspection

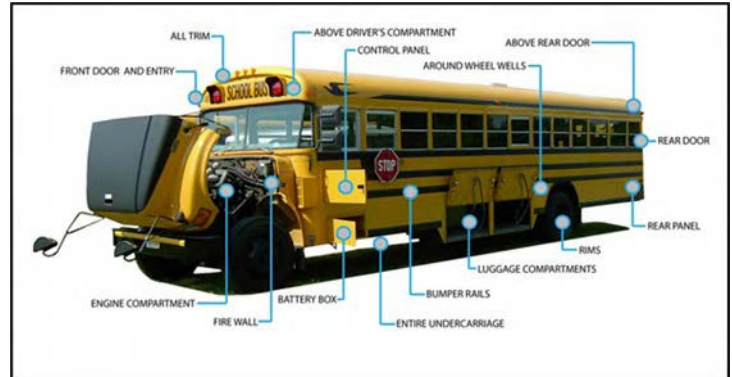
Worn, broken or incorrectly adjusted vehicle components can cause or contribute to a crash. A pre-trip inspection is **VITAL** to identifying defective equipment **BEFORE** it fails. And of the top ten CSA violations, seven can be prevented by conducting a proper pre-trip inspection before driving.

Are your drivers in compliance with National Safety Code or internal policies and procedures in completing their daily vehicle reports? Are they confident in what to look for? Do you **know** that each vehicle that leaves your yard is in safe, operable condition?

Prompt vehicle maintenance extends the longevity of your vehicle as well as ensures the safety of your driver, your shipment, your passengers and others on the road. Reduce your exposure to risk by equipping your drivers with the tools they need, through pre-trip training and/or refresher training.

Whether driving a large commercial vehicle, a school bus, or other, a vehicle Pre-Trip Inspection **IS A MUST** before going out on the road. Ensure your drivers are conducting this vital task consistently and thoroughly!

This program combines classroom theory with hands-on application.



What your employees will learn:

- Importance of a Pre-Trip and/or Post-Trip Inspection
- Inspection Requirements
- Adherence to internal policies and procedures
- Regulatory requirements
- Vehicle Areas of Focus
- Reporting requirements

Conducted on your site with your vehicles and specific load securement issues.

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Respectful Driving Seminar

Are you receiving complaints from the public about your drivers? Concerned about your corporate image as employees drive around in marked or recognizable vehicles? Want to reduce the number of complaints drawn from the public and strengthen positive driving attitudes, values and behaviours?

The **Respectful Driving Seminar** recognizes your marked vehicles as moving billboards of advertising for your company or organization. This 2 hour seminar is of special interest to Fleet Supervisors and Managers who are interested in the added benefit that attitude training provides in fuel savings, reduced vehicle abuse and discourtesy resulting in complaints against other drivers.

What your employees will learn:

- Why do people complain about your driving?
- What types of complaints are common?
- Driving behaviours that will attract attention and complaints.
- How to develop and strengthen positive driving attitudes, values and behaviour.
- How risk tolerance changes with emotional states and stress and how to manage these states to reduce risk.
- How to deal with aggression from other drivers, and deal with their own aggressiveness and rage.
- How to avoid being drawn into competition and confrontational situations while driving.

5 Fundamentals of Defensive Driving

How to apply the 5 fundamentals to draw less attention to yourself and reduce complaints

1. Think and Look Ahead
2. Anticipate Hazards
3. Keep your Options Open
 - How to calculate and evaluate following distance.
 - How to deal with tailgaters.
 - How to develop a cushion of space.
4. Manage the Risk
 - How to develop, evaluate and choose the most effective option in various situations.
5. Control with Finesse
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Mobile Equipment Assessor Training

TRAIN and QUALIFY Staff to Assess and Document Worker Competency

This course has been specially designed for participants who will be evaluating employees who operate mobile equipment such as:

- Backhoes
- Graders
- Excavators
- Mowers

This 2-day certification course includes a blend of learning in both classroom and field environment and will help experienced senior foreman take the next step towards becoming effective competency assessors.



What participants will learn:

- Evaluation Strategy
- How to evaluate operator competence, safety and professionalism using an established and accepted competency checklist
- The importance of maintaining impartiality and objectivity
- Detecting performance errors
- How to give useful and descriptive feedback in a tactful manner
- Correcting errors using focused coaching techniques

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Thinking Driver Online Training

Our eLearning courses are interactive, media rich programs that engage your employees to learn safe driving from the convenience of their own computer at the office or at home, 24/7 365 days a year.

⇒ All programs are certificate courses that include a downloadable manual and qualification test at the end.

Defensive Driving Fundamentals & Attitudes

This award winning, internationally recognizes, comprehensive blended Defensive Driving and Driver Attitude program includes all the Thinking Driver material that has won national awards and resulted in up to 90% reductions in incident rates for one prominent user. Your best choice for major driver change.

Approx. 3 hours to complete.

Preventing Backing Incidents

Backing up in a vehicle amounts to only a slim fraction of distances travelled compared to forward movement but accounts for up to half or more reportable incidents in many fleet operations with small or large vehicles. These incidents represent a huge cost in vehicle damage and repair, property damage, insurance claims and escalating premiums as well as frequent injuries and fatalities. This course features the 7 Fundamentals of Safe Backing.

Approx. 1 hour to complete.

Extreme Winter Driving with Skid Recovery

Our premier, award winning Winter Driving course includes everything your employees need to know to drive safely and incident free in winter, covering all basics as well as advanced skid recovery techniques for oversteer, understeer and straight-line skids. Correct steering, acceleration and braking techniques to optimize traction are addressed.

Approx. 1.5 hours to complete.



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Defensive Driving Fundamentals

This award winning, international recognized Thinking Driver defensive driving program features Thinking Driver's proprietary 5 Fundamentals of Defensive Driving:

1. Think and Look Ahead
2. Anticipate Hazards
3. Keep your options open
4. Manage the Risk
5. Control with Finesse

This is your best choice for a basic defensive driving course for employees.

Approx. 1.5 hours to complete.

Defensive Driving Attitudes

Driver attitudes affect incident rates. Stress, personal factors and other driver actions all play a roll. This award winning course teaches drivers to understand and self-manage these forces to maintain clear and objective decision-making skills and avoid impulsive, disrespectful, retaliatory or other actions that increase driving risks, resulting in incidents, infractions or complaints. This is your best choice to affect employee driving attitudes.

Approx. 1.5 hours to complete

Four Wheel Drive Fundamentals

Prepare your staff in the safe operation of four-wheel drive and all-wheel drive equipped vehicles. Includes equipment familiarization, how to operate transfer cases and axles, basic four-wheel drive techniques such as crossing water, handling hills and ditches and more.

Approx. 45 minutes to complete.

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Thinking Driver Eco-Smart

Eco-Efficient Driver Training Programs

Aggressive driving burns up to 30% more fuel, increases risk and the possibility of incidents and injury, wears out equipment faster, and releases unnecessary tons Co2 into the environment. **Thinking Driver Programs** address all of these issues and much more.

Eco-Smart driving is standard in:

- Defensive Driving Fundamentals & Attitudes
- Hazard Avoidance Training
- Winter Driving Theory
- Driver Evaluation & Coaching



What your employees will learn:

How “**buying in**” will not only help the company’s bottom line, but also help their own.

Simple changes they can make before they get in their vehicle and drive. Did you know that for every 4 psi a tire is underinflated, fuel consumption goes up by about 2%? And for every 45 kg (100 lbs) of unnecessary cargo being carried around in the trunk or pickup, increases fuel costs by 2%?

Tips and techniques when on the road.

Accelerating and braking hard not only leads to hundreds of crashes every year, driving in this manner only saves about 2.5 minutes on a 60 minute trip. It also increases emissions and wastes fuel.

How their driving directly affects fuel consumption. Did you know idling for more than 10 seconds wastes more fuel than it takes to restart? Gentle acceleration and braking can improve fuel economy by up to 33%.

How new vehicle technology correlates with safe, efficient driving. For example, due to the extra load on the engine, air conditioning can increase your vehicle’s fuel consumption by up to 20%.

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Custom Safety Course Design & Implementation

For many organizations, off the shelf programs do not meet their needs. We specialize in developing company and job specific training and either delivering the training using our Customer Success Team instructors or preparing in-house instructors to deliver the training using a train-the-trainer process.

Thinking Driver is able to develop programs from the most basic seminar or workshop, through comprehensive blended learning courses utilizing custom video, and computer based instruction.

Our team will:

- Meet with your content experts and management
- Conduct a needs analysis and report results
- Design a training and delivery strategy for approval before curriculum design begins
- Design a training curriculum based on your needs including:
 - Legislation and compliance
 - Company policy and best practices
 - Vehicle and job specific content
- Develop manuals and training materials including (as specified):
 - Video
 - Computer based training
 - Manuals
 - Classroom sessions
 - Practical sessions



- Implement the training including:
 - Liaison with suppliers
 - Training in-house instructors
 - Evaluate the training program
- Transition the course to your in-house training department or continue to deliver it when required.

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Customer Success Team



Spencer McDonald - President and founder of Thinking Driver, has over 30 years' experience in driver training curriculum and instructor development. Spencer's formal education is in psychology and motivation and he has brought these fields together with road safety and education to develop the attitude-based Thinking Driver programs. He is available for consultation and development, workshops and keynote speaking.



Reid Knutson - Chief Instructor School Bus Division Lead. With over 35 years with the RCMP, Reid brings extensive in Driver Training with the RCMP, Law Enforcement training in New York and California, and was integral with the Vancouver 2010 Olympics Integrated Security Unit.



Joe McKeown - Chief Instructor
A certified driver training instructor and assessment officer, Joe brings with him a wealth of experience in the transportation industry with over 30 years' experience in load securement in the heavy moving industry.



Dave Williams - Chief Instructor
Dave has over 35 years' service with the RCMP in Traffic Enforcement, Collision Investigation and Forensic Collision Reconstruction. He has instructed numerous such courses at the RCMP's Regional Training facility in Chilliwack, BC.



Sunny Jhaj - Chief Instructor Academy Division Lead. A transportation specialist and an advanced driving instructional expert, Sunny has developed and delivered programs in the driving school industry and served as a Driving Examiner for ICBC. He brings his expertise to the Fleet Safety, School Bus and Academy divisions.



Vern Nystedt - Instructor, Manitoba
With over 40 years as a truck and heavy duty equipment operator, Vern brings with him extensive knowledge and experience in the transportation safety industry.



Kristy Gittens - Training Coordinator
Expertly matches the right instructor to deliver the best training for your drivers; handles the logistics of training, travel, site requirements and follows it all the way through to client invoicing, ensuring continuity and customer satisfaction.



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