



Customer Focus **Hazmat Drivers: Training For Safe Transport**

“Employees will succeed with the right training the job. And when they succeed ... so do their

and tools to do employers.”

**Roger Ecker
Safety Training Manager
Towne Air Freight
South Bend, IN**

J. J. Keller’s hazmat training program is a hit with trainers and trainees!



Roger Ecker is responsible for training all of Towne Air Freight’s drivers, dock workers and office personnel on a wide variety of

hazmat, DOT, EPA and TSA security issues. To do that, he uses resources like J. J. Keller’s custom hazmat pocketbooks and emergency response guide books. Roger also provides drivers with their most important tool: extensive training based on J. J. Keller’s *Hazmat Drivers: Training For Safe Transport* program.

Many of the company’s drivers handle hazmat every day, others every week, and some once a month or less. So keeping training consistent and current is a big challenge. And there are exemptions and exceptions with certain materials drivers need to be aware of, which can be tricky for those who don’t haul hazmat regularly. No matter what their hazmat experience level, *Hazmat*

Drivers: Training For Safe Transport gets an enthusiastic response from Roger’s trainees.

“When drivers understand a concept, it’s like a lightbulb lighting up,” Roger says. *“Sometimes I see that understanding on their faces when it’s explained differently from what they’ve heard before in the program’s DVD, or repeated during the program’s quizzes. I never know what part of the training*

“When drivers understand a concept, it’s like a lightbulb lighting up.”

will click with each person, which is why it’s so important that the program has an assortment of components to work from.”

Roger emphasizes the value of hands-on teaching, because drivers have to be

comfortable using tables and charts. *Hazmat Drivers: Training For Safe Transport* supports hands-on training by explaining how tables, shipping papers and placarding work in conjunction. Exercises and quizzes from the program help determine how well trainees are retaining the material.

Roger also likes the convenience of having *Hazmat Drivers: Training For Safe Transport* in DVD form, where he uses it from his laptop. He enhances his training with the useful extras from the Trainer Tools CD, which he builds into his PowerPoint® presentations. Roger also recommends this CD as a sound foundation for those building a new training program from scratch.

“As an instructor, the additional training components help me expand on the material being covered,” he observes. *“Between standard DOT and TSA forms, we probably give more paperwork to drivers than 90% of other carriers, and it gets confusing. The easier we can make understanding hazmat hauling, the better the chances of drivers handling the shipping papers and other forms correctly.”*

“With drivers who haul hazmat, a safety training manager is not going to be training scientists with backgrounds in chemicals”, Roger notes. *“We’ve got drivers with a wide range of hazmat experience, yet they all need to know how to meet the requirements. J. J. Keller’s hazmat driver training program works because it’s based on the adult learning process of repetition. Combined with a format that’s fast-paced and to the point, it’s training that employees can draw from every time they’re on the job.”*

Roger feels that the quality of this training program is matched by the level of customer service he receives, saying, *“My needs are always quickly addressed. If I ask a question that my knowledgeable rep can’t answer, she’ll get in touch with another J. J. Keller associate who can help provide the information.”*

There’s no doubt that safety and regulatory compliance issues will continue to make hazmat education challenging for all industries. Whether you’re building a new hazmat training program or revamping an existing one, take Roger’s advice: *“When it comes to compliance, you can’t modify the subject matter. But you can use an interactive, fast-paced presentation like J. J. Keller’s Hazmat Drivers: Training For Safe Transport program to help it resonate better with your drivers.”*

Towne Air Freight, Inc., headquartered in South Bend, Indiana is a full-service trucking provider specializing in time-sensitive shipments for air freight and commercial companies. Towne Air Freight employs over 500 drivers and independent contractors.

See page 53 for Hazmat Drivers: Training For Safe Transport.