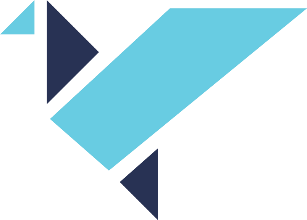


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**Masco Group**



## Standard Operating Procedure (SOP) of Driver Recruitment

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# Document Information Table

|  |  |
| --- | --- |
| Organization Name | Masco Group |
| Documents Name | Standard Operating Procedure of Driver Recruitment. |
| Documents No. | MG/SOP/DR-001 |
| Effective Date | 01.10.2025 |
| Revision Date | 00-00-0000 |
| Revision No. | 00/000/00-000 |

1. **Purpose**

The purpose of this policy is to ensure the company recruits safe, skilled, reliable, and professional drivers who comply with legal requirements, maintain high standards of conduct, and contribute to efficient and secure transportation operations.

1. **Scope**

This policy applies to all driver positions (Covered Van Drivers, Pool Drivers & Company-nominated other drivers).

1. **Responsibilities**
   1. **HR & Admin Department:** Oversees recruitment, documentation, and onboarding and Maintains driver files and compliance records.
   2. **Automobiles Department:** Conducts driving skill tests and verifies vehicle knowledge.
   3. **Store Department:** Defining job requirements, assisting in candidate selection, providing input on suitability, and coordinating practical tests or interviews as needed.
2. **Recruitment Process**

A diagram of a flowchart

AI-generated content may be incorrect.

* 1. **Driver Requisition by Concerned Department (Store or Admin):** The respective department identifies the need for a driver and formally raises a requisition request to initiate the recruitment process.
  2. **Vacancy Announcement and Application Collection:** The company shall formally announce driver vacancies through approved internal and external channels and require all applicants to submit a comprehensive CV along with verifiable professional references, enabling a thorough assessment of their qualifications, experience, and suitability for the role.
  3. **Verification of Applicant Documents:** Documentation is a critical first step in the driver recruitment process, ensuring that all necessary records are collected, verified, and maintained for compliance and operational purposes. This includes:
     1. **Personal Identification:**
        + National ID, Passport (if applicable)
        + TIN certificate.
        + Passport-size photographs.
        + Nominee details: NID, passport-size photographs.
     2. **Driving License:**
        + Valid driving license of the appropriate category, verified with the issuing authority.
        + Check for endorsements, restrictions, or any history of violations.
     3. **Educational and Professional Credentials:**
        + Certificates or training relevant to driving, vehicle handling, or safety protocols.
     4. **Experience and References:**
        + Previous employment letters and reference letters.
        + Contactable referees to verify reliability, performance, and professional conduct.
     5. **Medical Records:**
        + Previous medical reports or fitness certificates, if available, to ensure physical suitability for driving duties.
     6. **Police Clearance:**
        + Verification of criminal records or clearance from law enforcement authorities.
     7. **Other Relevant Documents:**
        + Certificates for first aid, defensive driving, or specialized vehicle operations, as applicable.
  4. **Preliminary Screening and Shortlisting**

To identify candidates who meet the minimum qualifications, demonstrate reliability, and are suitable for further evaluation in the recruitment process.

* + 1. **Shortlisting Applications**
       - Review all applications and CVs submitted in response to the vacancy announcement.
       - Ensure candidates meet the basic eligibility criteria, such as:
         * Minimum 5 years of professional driving experience or as per requirement.
         * Valid & appropriate driving license for the vehicle type (light vehicle, medium vehicle, heavy vehicle & other specializations).
         * Clean driving record and no major traffic violations.
    2. **Reference Verification**
       - Contact previous employers listed in the CV for professional references.
       - Confirm details such as:
         * Duration of employment.
         * Reliability and punctuality.
         * Driving skills and any disciplinary records.
  1. **Interview & Skills Assessment**
     1. **Interview** 
        + Conduct short interviews to assess the candidates using the official **Interview Rating Sheet (0000-00-000)**:
          - Attitude, professionalism, and reliability (Get-up).
          - Knowledge of traffic rules, safety procedures & job.
          - License Grade
          - Education
          - Residence
          - Retention
          - Willingness to comply with company policies.
          - Communication skills.
        + Create a ranked list of candidates based on experience, references, and interview assessment. Only candidates meeting all criteria proceed to the next stage: **Skill Testing**.
     2. **Skills Assessment**

To assess the practical driving abilities, technical knowledge, and safety awareness of shortlisted candidates to ensure they meet the company’s operational standards.

* + - * **Driving Skills Test**
        + Conduct practical driving tests on designated routes or tracks.
        + Evaluate candidates on:

Vehicle handling and control.

Obedience to traffic rules and signals.

Parking, reversing, and maneuvering in tight spaces.

Smoothness, safety, and confidence in driving.

* + - * **Mechanical Knowledge Assessment**
        + Test basic understanding of vehicle mechanics:

Ability to perform routine checks (oil, brakes, tires, lights).

Knowledge of handling minor breakdowns or emergencies.

Awareness of preventive maintenance practices.

* + - * **Safety and First Aid Skills:**
        + Assess awareness of safety protocols:

Use of seat belts, hazard lights, and emergency procedures.

Basic first aid knowledge (if applicable).

Handling road emergencies, accidents, and vehicle malfunctions.

* + - * **Additional Skill Tests (if applicable)**
        + Language or communication skills for reporting and coordination.
        + Knowledge of GPS, route planning, or company-specific tools.
    1. **Evaluation and Scoring**
       - Maintain a company-nominated **Driver Skills Test & Scoring Sheet (0000-00-000)** for all candidates.
       - Candidates must meet or exceed minimum thresholds to qualify for final selection.
    2. **Skills Test Outcome**
       - Only candidates who successfully pass all skill assessments move to the next stage.
  1. **Medical Fitness Examination**

To ensure that shortlisted drivers are physically and mentally fit to operate vehicles safely and meet the company’s health standards.

* + 1. **Pre-Examination Documentation:**
       - Collect necessary documents from candidates:
         * Identity proof (National ID or passport).
         * Previous medical records (if available).
       - Ensure candidates understand the examination requirements.
    2. **Physical Health Assessment**
       - Conduct a thorough check-up by a certified medical practitioner, including:
         * Blood pressure, heart rate, and general fitness.
         * Vision test (including color blindness, night vision, and visual acuity).
         * Hearing test.
         * Assessment for chronic illnesses or conditions affecting driving ability.
    3. **Mental and Cognitive Evaluation**
       - Assess alertness, reaction time, and decision-making ability.
       - Evaluate psychological fitness for stress management and safe driving practices.
    4. **Drug and Alcohol Screening**
       - Conduct tests to ensure candidates are free from alcohol or substance abuse.
    5. **Medical Clearance**
       - In accordance with Bangladesh Labor Law, Form-15, Sections 34, 36, 37 & 277, and Act 34(1) & 336(4), a Medical Fitness Certificate **(Age and capacity certificate- বয়স ও সক্ষমতার প্রতযয়নপত্র)** shall be issued by registered doctor to candidates who fulfill all required health and safety criteria. This certificate confirms that the individual is medically fit to perform the duties associated with their designated role.
       - Candidates failing the medical test are disqualified from further recruitment.
    6. **Record Keeping** 
       - Maintain medical reports and certificates securely in the HR file for reference and compliance.
    7. **Medical Examination Outcome**
       - Candidates declared **Fit for Duty** proceed to the **Final Selection and Appointment** stage.
       - Candidates **Unfit** are informed respectfully, and records are maintained for future reference if applicable.
  1. **Final Selection and Appointment**

To formally appoint the selected driver, establish employment terms including salary, and ensure compliance with the company’s code of conduct and policies.

* + 1. **Final Review of Candidates**
       - Verify that the candidate has successfully cleared all previous stages:
         * First Selection (experience, references, documents)
         * Skills Testing
         * Medical Test
       - Evaluate overall suitability for the role considering reliability, attitude, and professionalism.
    2. **Salary and Benefits Determination**

After successful completion of the interview, skills assessment, and medical examination, each driver shall be evaluated and rated into one of three categories (A+, A, A–) based on overall performance, reliability, and suitability. Salary ranges will then be assigned according to both the driver’s grade and the category of vehicle they are appointed to operate.

|  |  |  |  |
| --- | --- | --- | --- |
| **Vehicle Type** | **A+** | **A** | **A-** |
| **Pool Vehicles** | 22K – 24K BDT | 20K – 21.5K BDT | 18K – 19.5K BDT |
| **Goods-carrying vehicles** | 22K – 24K BDT | 20K – 21.5K BDT | 18K – 19.5K BDT |

* + - * To set the salary, also consider:
        + Years of experience and qualifications.
        + Type of vehicles to be driven. (light vehicle, medium vehicle, heavy vehicle & other special vehicles).
        + Shift schedule, overtime, and additional allowances.
    1. **Issuance of Appointment Letter**
       - Prepare a formal Appointment Letter stating:
         * Job title and responsibilities.
         * Salary, benefits, and probation period (if applicable).
         * Reporting structure and working hours.
         * Key policies and references to the Code of Conduct (MG/COC/TM-001).
       - Candidate signs the appointment letter to confirm acceptance.
    2. **Joining Formalities**
       - HR completes all documentation and record-keeping.
       - Fill out the Employee’s Information Registration Form.
       - As per Bangladesh Labor Law (Sections 19, 131(1)(a), 155(2), 234, 264, 265 and 273 and Act 118(1), 136, 232(2), 262(1), 289(1) and 321(1)) Fill out Form-41 form that authorizes the payment of all amounts due to the employee in the event of death during service to the designated person.
       - In accordance with Bangladesh Labor Law Form-7 (Section 7 and Rules 20(1) & (2)), a service book shall be prepared and incorporated into the personal file.
       - Allocate company assets (vehicle with all necessary papers, uniform, ID card, etc.).
       - Schedule orientation or induction if required.
       - **Personal File:** The Driver's Personal File at Masco Group should be maintained by the HR & Admin Department. It should comprise the following records and other relevant information:
         * Personal Details: Application, NID, passport, photos, contact info.
         * Appointment letter.
         * Licenses & Certifications: Driving license, training certificates.
         * Medical Records: Medical fitness certificate, health reports.
         * Performance & Conduct: Appraisals, disciplinary records, commendations.
         * Verification: Police verification, reference letters.
         * Payroll & Benefits: Salary slips, leave & OT records, benefits.
         * Nominee Form.
         * Service Book.
         * Interview Rating Sheet.
         * Skills Test & Scoring Sheet.
         * Employee Information Registry Form.
         * Miscellaneous: Official correspondences, HR notices

1. **Orientation**

The orientation program is designed to integrate newly appointed drivers into the company’s culture, policies, and operational standards, ensuring they are fully aware of their responsibilities and expectations before commencing duties.

* 1. **Induction and Welcome**
     + Introduce the driver to the HR & Admin team, Automobiles Department, and immediate supervisor.
     + Provide an overview of company history, mission, and organizational structure.
     + Explain the driver’s role within the broader operational framework.
  2. **Job Role and Responsibilities**
     + Clarify daily responsibilities, reporting lines, and work schedules.
     + Review vehicle assignment, maintenance reporting, and trip documentation requirements.
     + Highlight safety obligations, customer interaction protocols, and compliance with transport policies.
  3. **Code of Conduct and Policy Briefing (MG/COC/TM-001)**
     + Provide the driver with the official Code of Conduct (MG/COC/TM-001), covering:
     + Professional behavior, punctuality, and discipline.
     + Safety protocols and traffic rules compliance.
     + Confidentiality, vehicle care, and reporting requirements.
     + Restrictions on unauthorized overtime or holiday work.
       - Ensure the driver acknowledges understanding of all policies.
       - Obtain the driver’s signature on the Code of Conduct document as confirmation of acceptance.

1. **Reserve Driver Requirements**

To ensure continuous and efficient transportation operations, a pool of reserve drivers shall be maintained for both goods-carrying vehicles and pool cars. Reserve drivers provide coverage in cases of absenteeism, resignation, emergencies, or other unforeseen incidents.

* 1. **Goods-Carrying Vehicles**
     + The company operates 54 goods-carrying vehicles.
     + A total of 60 drivers shall be employed for this fleet, which includes 6 reserve drivers.
     + Reserve drivers will be deployed as backups whenever a primary driver is unavailable.
  2. **Pool Vehicles**
     + The company operates 67 pool vehicles.
     + A total of 72 drivers shall be employed for this fleet, which includes 5 reserve drivers.
     + Reserve drivers will provide coverage for any absence or operational requirement in the pool vehicle fleet.

1. **Driver Resignation and Recruitment**

In the event of a driver’s resignation, the following procedure shall be followed to ensure timely replacement and minimal disruption to operations:

* 1. **Notification of Resignation**
     + The concerned Store or Admin Department shall immediately notify the Zone HR & Admin Department upon receiving a resignation from a driver.
  2. **Initiation of Recruitment Process**
     + The HR & Admin Department shall take the initiative to recruit a replacement driver promptly.
     + Recruitment shall be conducted in collaboration with the Store/Admin Department and Automobiles Department to ensure that the new hire meets all operational and skill requirements.
  3. **Replacement and Deployment**
     + A new driver shall be recruited following the standard Driver Recruitment Process outlined in this SOP.
     + The replacement driver shall be deployed to ensure continuous coverage for the vehicle previously assigned to the resigning driver.

Standard Operating Procedure (SOP) Review and Approval

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| --- | --- |
|  | **Masco Group**  **Standard Operating Procedure of Driver Recruitment**  SOP- MG/SOP/DR-001  **Effective Date: 01-10-2025** |

**Standard Operating Procedure (SOP) Review and Approval**

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Signature & Date** |
| Head of SCM & Store | Mohammed Riazul Islam Rabby |  |
| Head of HR, Admin & Compliance | Mohammed Shahin Miah |  |
| Management Approval  (Executive Director) | ATM Mahbubul Alam Milton |  |

**COMMENTS**

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