ACKNOWLEDGEMENTS

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Projects such as this one are outside the scope of BCTA’s day-to-day priorities as an advocacy association, and we could not have taken it on without assistance from the Asia Pacific Gateway Skills Table. The Skills Table is committed to ensuring the Asia Pacific Gateway has the labour force it needs to support a strong and growing economy in BC, and we are grateful for its support.

As always, BCTA depended on guidance and input from our operating members to ensure this document properly targets and meets the needs of industry employers in this province.

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SECTION 1
About the *International Trucking Reference*

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Why Hire Drivers Who Have Immigrated to Canada?

SECTION 4
Tips on Attracting, Hiring and Retaining Immigrant Truck Drivers

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A Do-It-Yourself *International Reference*
About the International Trucking REFERENCE

- Purpose of this Reference
- Who should use it?
- What is in this Reference
WHAT IS THE PURPOSE OF THIS REFERENCE?

The shortage of long-haul truck drivers continues to be a challenge for British Columbia’s trucking businesses.

Many good candidates have experience outside of Canada – and employers are interested in understanding how their experience might fit with the BC industry.

This Reference is designed to help trucking firms in BC review applications from newcomers to Canada – to help find those candidates who might have the skills to become successful professional truck drivers in BC.

Who should use it?
This Reference is useful for employers who want to widen their search and consider drivers who do not yet have significant trucking experience in BC or Canada.

What is in this Reference?
The Reference lets employers compare the trucking environments in ten countries to the industry in British Columbia.

It also gives tips for résumé screening and interviewing – to help attract and retain successful drivers who have immigrated to Canada.
How to use this REFERENCE

- Information you need
- Getting the most from this Reference
INFORMATION YOU NEED

Why might it help my business to hire newcomers to Canada?

**SECTION 3:** Why Hire Drivers Who Have Immigrated to Canada?

How can I find them and keep them?

**SECTION 4:** Tips on Attracting, Hiring and Retaining Immigrant Truck Drivers

Where do some drivers come from, and what differences do I need to know?

**SECTION 5:** Country Profiles: India, Italy, Mexico, Philippines, Poland, Republic of Korea, Romania, Russia, Ukraine, United Kingdom and Ireland.

Need more information?

**SECTION 6:** Additional Resources  
**SECTION 7:** Additional Countries, A Do-it-Yourself International Reference
### GETTING THE MOST FROM THIS REFERENCE

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
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</table>
| Prepare | Begin by reviewing the introductory sections, *Why Hire Drivers Who Have Immigrated to Canada?*  
- Make some brief notes about what is most important to your firm. What are some advantages that an immigrant driver could bring?  
- What training and mentoring are you able to provide?  
- What do your firm and your community have to offer a qualified professional driver who has arrived here from another country? |
| Attract | Use the *Tips on Attracting, Hiring and Retaining Immigrant Truck Drivers* to attract applications from among qualified drivers who have arrived in Canada. Advertise the fact that you welcome drivers from other countries. Connect with local groups and networks of newcomers. |
| Pre-Screen | Check where your applicants are from. Use the *Country Profiles* to understand how their experience might compare to the trucking environment in BC.  
- Decide which applicants should move on to an interview stage.  
- Make a list of what you want to explore during an interview. |
| Interview | Use the *Tips on Attracting, Hiring and Retaining Immigrant Truck Drivers* to conduct interviews that help you, and the applicant, to get the information required to make a good hiring decision. |
| Retain | Use the *Tips on Attracting, Hiring and Retaining Immigrant Truck Drivers* to reduce turnover and integrate them effectively into your organization. |
Why Hire DRIVERS Who Have Immigrated to Canada?

• It’s Good for Business
**IT’S GOOD FOR BUSINESS**

**SUPPLY AND DEMAND GAP**
Canada’s truck driver population is approaching retirement; more than one in every five drivers is over the age of 54. Fewer young people are entering the industry and this contributes to a critical shortage of labour now and in the future.

> By 2020 the gap between supply and demand for truck drivers in BC is estimated at 3,400 drivers.

> Across Canada, the industry might need up to 33,000 drivers.

**COMPETITION FOR DRIVERS WILL BECOME MORE INTENSE**
Employers in BC and other provinces face challenges in recruiting and retaining truck drivers. As of 2012, two-thirds of trucking employers found it very difficult to fill vacancies.

Ninety percent of BC’s trucking employers expect to need even more drivers over the next five years.

> Trucking firms that can attract and retain qualified immigrants will have an important advantage.

**GLOBAL BUSINESS BENEFITS FROM GLOBAL TALENT**
The BC population is more and more diverse. Trucking firms’ customers and business partners come from all over the globe.

> Having qualified drivers who are newcomers to Canada helps to tap into that marketplace.

**NEW PERSPECTIVES BRING INNOVATION & BETTER PROFITS**
New people with new ideas help to move business forward.

---

TIPS on Attracting, Hiring and Retaining Immigrant Truck Drivers

- Attracting applications from immigrant truck drivers
- Strategies for effective pre-screening and interviewing
- Interviewing and assessing qualifications
- Assessing international work experience and driver readiness
- Confirming work permits and border crossing
- Reduce turnover and have successful new drivers!
**Do you have newcomers to Canada in your operations? Are some of them drivers?**

**ATTRACTION APPLICATIONS FROM IMMIGRANT TRUCK DRIVERS**

Reach your potential drivers. No one strategy will work in every situation and in every community, but over time, some strategies have proven successful for many. If possible, use more than one way to get your message out. Use your company website, advertise or get an article into local print media, maintain a Facebook page, attend community meetings, partner with immigrant-serving agencies or driving schools, and/or join networks. Review the table below for detailed suggestions, uses and benefits.

<table>
<thead>
<tr>
<th>MEDIA</th>
<th>EXAMPLES</th>
<th>USES AND BENEFITS</th>
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</thead>
<tbody>
<tr>
<td>Branding</td>
<td>• advertising in trucking magazines</td>
<td>Can be a very effective marketing tool to attract the best drivers to your company.</td>
</tr>
<tr>
<td></td>
<td>• attending truck shows and career events</td>
<td>Good vehicle to present a positive impression of your company to potential candidates.</td>
</tr>
<tr>
<td></td>
<td>• handing out promotional materials (pens, coffee mugs, key rings)</td>
<td>Useful for the public to be aware of your company and recognize your brand.</td>
</tr>
<tr>
<td>Face-to-face</td>
<td>• job fairs</td>
<td>Personal contact with target audience.</td>
</tr>
<tr>
<td>direct</td>
<td>• community meetings</td>
<td>Opportunity to create relationships.</td>
</tr>
<tr>
<td>communication</td>
<td>• driving school visits</td>
<td>Good vehicle for discussing concerns and answering questions.</td>
</tr>
<tr>
<td></td>
<td>• seminars and workshops</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• one-on-one or small group meetings</td>
<td></td>
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<tr>
<td></td>
<td>• open house event</td>
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### MEDIA

| Print media          | • community newsletters  
|                     | • magazines and publications specific to the transportation industry  
|                     | • local (or national) newspapers  
|                     | • posters  
|                     | • flyers  
|                     | • direct mail  
| Web, e-mail and social networking | • messages on your website  
|                     | • job posting boards  
|                     | • Facebook and social networking sites  
|                     | • e-mail list  
| Broadcast media     | • local television  
|                     | • local radio ethnic stations  
| Referrals           | • counselors and trainers  
|                     | • community leaders  
|                     | • current employees  
|                     | • training programs and associations  
|                     | • immigrant-serving agencies  
|                     | • unions  

### USES AND BENEFITS

| Print media          | Can be a good way to attract experienced drivers.  
|                     | Relatively low cost.  
|                     | Good vehicle for simple or short-term messages and raising awareness.  
| Web, e-mail and social networking | Particularly effective for reaching youth.  
|                     | Low cost.  
|                     | Good vehicle for simple or short-term messages.  
|                     | Information can be distributed quickly.  
| Broadcast media     | Can be particularly effective for remote communities.  
|                     | Good vehicle for sharing personal experiences and relaying testimonials of workers in the industry.  
| Referrals           | Expands the network of personal contacts beyond what you can do alone.  
|                     | Useful in finding other truck drivers in immigrant communities who have similar experience and are interested.  
|                     | With trusted contacts, this approach has many of the same benefits as personal contact.  

### Strategies for effective pre-screening and interviewing

#### PRE-SCREENING

Immigrant candidates often refer to their résumés as “Curriculum Vitae” or “CVs,” and these may look different from the résumés of Canadian-born or Canadian-trained candidates. Very often, the résumé will follow the practices of the country the immigrant comes from. The order in which the information is presented may be different. Information that might seem unimportant to you might be placed up front. Achievements might not be highlighted. Often these minor differences can lead to a résumé being screened out early – and your firm potentially losing out on hiring a good driver.
THINGS TO PAY ATTENTION TO

Short-term job history?
Candidates’ résumés may demonstrate they have held many short-term positions in a short period of time in Canada, or before arriving in Canada. This might not reflect a lack of career path, loyalty or commitment. Many immigrants take short-term jobs in their home country while waiting for their chance to come to Canada. Also, many have difficulty finding long-term positions once in Canada.

Missing some information?
Don’t assume a candidate has included everything in their résumé. Immigrant candidates often have a wealth of experience and knowledge not listed in a résumé. Particularly in cases of referrals and recommendations, it is important to take time to listen to candidates in order to assess all of their abilities. Consider contacting a candidate to inquire if they have any additional experience if you have identified a specific gap that would exclude the candidate – a small investment of time can pay off in finding a great driver.

Missteps in the recruiting process?
Immigrant truck drivers may not be familiar with the recruitment process yet. On your website, explain in detail how your organization recruits drivers. Include a sample résumé, showing how to describe experience and skills.

Still a few skill gaps?
Be adaptable regarding qualifications and experience and consider feasible alternatives. Does your firm have any on-the-job training and/or other approaches that you can use to help candidates fill a few skill gaps?

Effective Résumé Screening
Ask yourself the following questions to help avoid assumptions and personal preferences that might get in the way of finding a good candidate. Remember that a small investment of time can have a substantial payoff when you find a good driver who will stay with your company.

- Are there aspects of the résumé style and format that are affecting my judgement, more than the substance of the person’s experience?
- Am I setting this candidate aside just because the licences, certifications and training might take some effort to evaluate?
- Does the candidate have experiences that are familiar to my personal experiences and how does this impact my rating?
- Are my ratings affected by the candidate’s name or my perceptions of the country the candidate comes from?
- Is it possible that the candidate has additional achievements that are not highlighted in the résumé?
- Does the candidate have a different first language from me? Is language ability affecting my view of the résumé more than it should?
- Am I making assumptions about the candidate’s “fit” or “personal suitability” without specific information about how their skills fit the real job requirements?
Interviewing Candidates and Assessing Qualifications

USE THE REFERENCE TO HELP INTERVIEW CANDIDATES

An interview is a process for exchanging information for both your company and the candidate. If an immigrant driver is from one of the ten countries in the Reference, you can use the information to explore the driver’s background and qualifications. If the candidate is from another country, use the headings in the “Do-it-Yourself” section to guide your questions.

For the candidate’s home country, look at the key differences between that country and BC. Focus on those aspects that are most important to the success in your business. Ask questions to explore possible gaps and solutions with the candidate. Sample questions could include:

1. “In [your home country], I see that there are many mountain roads. Can you tell me more about the routes that you drove most often – what type of conditions did you encounter? Tell me about some experiences you had.”

2. “There is a perception that in [your home country], safety regulations are not always followed closely. Here in BC, and in this company, we place a lot of emphasis on safety procedures. For example, [give an illustration of safety procedures that affect drivers]. How do you think you could make that change in driving habits?”

3. “Here in BC, our drivers interact directly with customers and we expect them to resolve most issues or concerns. How did you interact with customers in [your home country]? I can tell you that customer service is very important to our company. If a customer complained to you about a late arrival, or damaged goods, what would you do?”

BE AWARE OF CULTURAL DIFFERENCES

Every day, people form quick conclusions to process the vast amounts of information they are faced with. This rapid way of processing information is strongly influenced by culture. These assumptions can get in the way of accurately assessing the qualifications of someone from another culture.

Cultural differences arise in many common interview questions. Try to avoid the following:

Self-promotion  
Tell me about an achievement in your career, that you are most proud of. This can be difficult for a candidate who strongly believes in humility as a virtue.
BE AWARE OF CULTURAL DIFFERENCES (CONT.)

Individualism
Tell me about a time a member of your team did not contribute. What did you do?
A candidate who highly values community, team and relationships may not do well on these questions.

Control over life/nature
Tell me when you demonstrated a sense of urgency.
A candidate who believes in living in harmony with nature and its environment may appear to have a decreased sense of urgency to complete tasks or decreased motivation to “fix problems right away.”

Equality in the workplace
Tell me about a time you have shown initiative.
Candidates who are used to hierarchical societies or workplaces may have difficulty showing initiative, asking questions and making suggestions towards figures of “authority” like a trainer, supervisor, or dispatcher.

Approach to regulatory environments
How do you ensure you always follow regulations and company policy?
Candidates who come from countries where law enforcement is feared and legislation is not consistently respected will find this difficult to answer.

Indirect or circular style of communication
A candidate may present seemingly irrelevant information at first, slowly zeroing in on the main point. This cultural difference in communication style should not get in the way of assessing skills and qualifications.

CHECKLIST FOR EFFECTIVE INTERVIEWING

Check how you are doing as an inclusive interviewer by considering the questions below:

☐ Have I reviewed my questions for possible differences due to culture?

☐ Have I reflected on more than one possible answer to my question?

☐ Did the candidate have time to plan their answers?

☐ Was there something in the candidate’s behaviour that I found inappropriate and would it be critically important on the job?

☐ How relevant to the job are the characteristics I am looking for? How can they be different across cultures?

☐ Has anyone else had interaction with the candidate? Might they have something to contribute to the decision?

☐ Was I able to focus on the message, not the style, gestures etc.?
Cross Border Identification Requirements

To cross into the US, commercial drivers must meet US entry requirements. Permanent residents of Canada (i.e., landed immigrants who are not yet Canadian citizens) need a non-immigrant visa unless they are citizens of a country participating in the US Visa Waiver Program (VWP) and meet VWP requirements. For commercial truck drivers who regularly haul goods across the border, a Free and Secure Trade (FAST) card is recommended. Additional Information is included in Section 6.

REDUCE TURNOVER AND HAVE SUCCESSFUL NEW DRIVERS

Use the Country Profiles in this Reference when training and coaching a new driver with limited BC experience.

Share Information
Review the country section with the new hire. Ask if his or her experience and background is similar to the information presented. Remember that individuals will have unique background experiences.

A driver from a non-mountainous country might not have had routes through the mountains.

A driver in a country with a poor safety record might have worked for the company with the best safety record in the business.

Prioritize
List those aspects of the BC trucking environment that will be most different from the driver’s home country. Which are most important?

Plan
Decide on what coaching and support the new hire will need to adjust to trucking in BC.

• Who will do what? What is the new hire responsible for learning? What support will you provide? What resources or who else could help?

Find out how to create a welcoming environment for the new hire.

• What food or dietary requirements should you keep in mind, for company events?

• What holidays and cultural or religious practices are important for you to know about?

• How can you connect the new driver and his or her family to the local community? What resources and supports might be helpful in creating a feeling of belonging?

Put into Action
Give the coaching and orientation that was agreed upon with the new driver.

Follow up regularly – for example, after one day, one week, one month, and three months.
Country PROFILES

- India
- Italy
- Mexico
- Philippines
- Poland
- Republic of Korea
- Romania
- Russia
- Ukraine
- United Kingdom and Ireland
## India-Punjab

### General Information

| Environment | • India is a large country with a variety of climates.  
• Weather in the Punjab region is generally mild, with a rainy season.  
• Trading routes extend into the Himalayas. Truck drivers who travel those routes face treacherous mountainous road and weather conditions, with sustained winter snowfall. |
| Population | • Punjab has a high density, largely rural population. Truck drivers might not be used to driving long distances in remote areas without villages or farms. |
| Road Network | • India has an extensive road network. Half the road network is paved and most highways are single or double-lane. Extensive highway construction is ongoing, with 12 miles of modern highway being added every day. North-South and East-West corridors connect major cities with world-class (4 lane) highways.  
• Congestion is an issue in India, leading to slow trucking speeds. |
| Major Languages | • India has two national languages, Hindi and English. Punjabi and Urdu are also spoken in the Punjab region. Indian English is spoken rapidly, and can be difficult for Canadians to understand at first.  
• Punjab has one of the highest literacy rates in India. However, many truck drivers have limited literacy skills. |
| Trucking Industry Overview | • Trucking is a major industry in India. The industry is changing and growing rapidly, due to better road infrastructure and technical advances.  
• The conditions, training and awareness of rules are getting better. |

### Weather
- Adverse in the mountains

### Roads
- Poor but improving

### Languages
- Some English

### Trip Length
- Long haul

### Licensing
- Becoming regulated

### Transmissions
- Manual
### INDUSTRY MAKEUP
- The industry is dominated by small operators with five or fewer vehicles; owner-operators are common.
- Profit margins are very thin. Poor road conditions (now improving) and overloaded trucks lead to high maintenance costs, equipment breakdown, loss of utilization, and accidents. There is a lack of tractor-trailer combinations with larger capacities.

### TYPES OF VEHICLES
- In India, almost half of the trucks over 3.5 tons are relatively new, less than five years old, driving about 5,000 miles/month.
- Multiple trailer combinations are rare, and synchromesh is common. However, the majority of drivers have experience driving double-clutch trucks.
- Two-thirds of trucks are two-axle vehicles with 9 ton capacity. New heavy duty vehicles include multi-axle trucks (up to 5 axles) with 25 – 50 tons GVW, commonly 20-25 ft. long, 10-13 ft. wheel base, with synchromesh.

### EMPLOYMENT CONTEXT
- Truck drivers and owners are members of a union that plays a significant role; membership provides the network to get contracts, and a voice in protests against government policy or diesel price hikes.
- Two-thirds of long-haul drivers are away from home for more than five days. Drivers can be away from home as long as a month. For long-haul trips a double driver is required by law; a "turnboy" (assistant to the driver) is common.
- Long-haul drivers transport freight across several states. Drivers are accustomed to having multiple check points along a route.
- The usual number of working hours (driving and waiting) is 10 hours.
- There have typically been few truck terminals in India. Truck manufacturers are now rolling out rest facilities (bath, bed, food) at their truck service centres.

### DRIVER PROFILE
- Long-haul truck drivers come primarily from the northern states of India including Punjab.
- English skills will vary; must complete 10th grade.
- Many younger drivers have international experience and strong English skills.

### COMMON TRUCKING TERMS
- Lorry – medium or heavy truck
- Gearbox – transmission
- Tipper – truck used for transporting and dumping material
- Rigid truck – straight truck

### INDUSTRY BODIES
- All India Motor Transport Congress – Union
- Regional Transport Authorities/Offices (RTA/RTO) – Licensing Body
- Transport Department Government of Punjab
- All Punjab Truck Operators Union (APTOU)
REGULATORY ENVIRONMENT

REGULATIONS
• There is a large amount of regulation. Bribes are paid for permits, registration, traffic violations, to avoid tolls, alcohol abuse or parking. Unofficial payments along the road are common.

• There are no hours of service regulations. There are clear limits for weights and dimensions, and 11 tons per axle is a general benchmark.

• There are hazardous material rules for explosives, petroleum, chemical accidents, and gas cylinders.

• The blood alcohol limit is 0.03%.

• To drive a transport vehicle in Punjab, you must have 10th grade (new requirement), be over 20, and have a transport vehicle licence. Drivers must pass a practical and theory test and a medical exam. The licence must be renewed every three years.

• There are several Heavy Motor Vehicle Driving (HMV) Licences:
  - HGV: Heavy Goods Vehicle
  - HTV: Heavy Transport Vehicle (Valid for Goods and Passenger Vehicles)
  - HZRD: Heavy Transport Vehicle with Hazardous materials (requires English, three days of training from a recognized training institute); yearly renewal and one-day refresher course (Transport Department of Punjab)

• Trucks need to be licensed, with renewal every three years.

DRIVING/SAFETY RECORDS
• India now has a common database for driving and safety records (Safety and National Roads Authority). Driving violations can lead to fines, ‘endorsements’ (demerits), and/or licence being revoked.

INDUSTRY TRAINING AND TESTING
• Many truck drivers undergo only informal on-the-job training.

• Truck manufacturers are investing in training centres to train a new generation of drivers for modern trucks and improved road networks, with the latest curricula including fuel efficiency. One state is using an automated driving track to test its public truck drivers.

CULTURAL CONSIDERATIONS

RELIGION AND DIET
• Indian Punjabis are most commonly Sikh or Hindu.

• Sikhs will often wear a steel bracelet, a dagger (non-violent) and long hair (and beard), held neatly in place.

• There are two very important days that Sikhs and Hindus share: Diwali (Oct/Nov) and V/Baisakhi (April).

• Often Sikhs and Hindus are voluntarily vegetarian; Hindus avoid beef.

BC CULTURAL COMMUNITY
• There are two large Indian communities in BC, one is the Punjabi community and one is the Gujarati community (Gujarat is a state in North-Western India)

• Many Punjabis in Canada are entrepreneurs.

UNITED STATES ENTRY REQUIREMENTS

ABILITY TO CROSS BORDER
• Punjabi/Indians will usually be permitted to cross into the US with a valid visa.
Italy

**Environment**
- Italy is a mountainous country. The Alps in the North and the Apennines from North to South cover 75% of the country and are 6,000 - 16,000 ft. high.
- Winter conditions in the mountains can be severe. Highways can be impassable for trucks for days or weeks, due to heavy snowfall. Trucks must reduce speed, carry chains and use them as dictated by signs or conditions.
- Italy borders four other countries.
- The climate in Italy varies widely according to region.

**Population Density**
- Italy’s population density is much higher than BC; truck drivers will not normally be accustomed to driving long distances in remote areas.

**Road Network**
- Italy’s highway network as a whole is comparable to BC. Highways around the largest cities in the North have three to four lanes, the rest have two to three.
- Italy is connected to other countries through the Alps, with several tunnels to France and Switzerland. There are also mountain passes, 6000 feet high.

**Major Languages**
- Italy’s official language is Italian. Most long-haul truck drivers will cross several countries on their trips and speak some English, French or German.

**Trucking Industry Overview**
- Road freight traffic is high at 85% compared to other transport systems.
- The trucking industry is grappling with: inefficient logistics, age of fleet, lack of intermodal solutions and logistics platforms, and the on-going economic crisis.
- The sector is dominated by small firms, many with just a single vehicle.
- The distribution system and geography favours short-haul trucking. Long-haul trucking is often cross-border.
### TYPES OF VEHICLES
- Light transport vehicles outnumber heavy trucks due to demand for urban freight. In 2011, 1/5 of freight vehicles were considered heavy goods vehicles (more than 3.5 tons) and only about 10% of those had four axles or more.
- Vehicle fleets in Italy are very old, averaging 20 years.

### EMPLOYMENT
- The wages of an employee truck driver depend on route, cargo, distance and hours. Those working independently negotiate directly with the customer.
- Italy is a member country of the European Union (EU) and EU regulations apply:
  
  Drivers must NOT drive:
  - Without a break for more than 4.5 hours. After driving for 4.5 hours, a break of at least 45 minutes is mandatory. The break can be distributed over the 4.5 hours.
  - For more than nine hours per day or 56 hours per week. This may be extended to 10 hours no more than twice during a week.
  - More than 90 hours in two consecutive weeks.

There are also strict regulations regarding the average working time and the amount of rest that must be taken daily and weekly.

### DRIVER PROFILE
- Completion of the 10th grade is a standard minimum.
- The average age is increasing as the industry has difficulties attracting youth.
- Traditionally it is a male occupation, but more women are joining.
- Although there are many vocational schools to prepare future truck drivers, many do not see trucking as a career.

### COMMON TRUCKING TERMS
- **Rimorchio** – Trailer
- **Semirimorchio** – Semi-trailer
- **Contoproprio** – Own account (transport)
- **Contoterzi** – Third parties (shipping)
- **Contratto di trasporto** – Contract of carriage
- **Padroncino** – Small hauler owner of a single vehicle
- **CQC** – Certificate of Professional Competence (CPC)

### INDUSTRY BODIES
- **Conftrasporto** is the confederation of associations in transport, shipping and logistics; it represents 130 local associations. [www.conftrasporto.it](http://www.conftrasporto.it)

### REGULATORY ENVIRONMENT
### REGULATIONS
- International transport within the EU is governed by EU regulations. Within a country, national standards can differ.
- EU regulations require tachographs and speed governors (90 km/h).
<table>
<thead>
<tr>
<th>REGULATORY ENVIRONMENT</th>
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<tbody>
<tr>
<td><strong>REGULATIONS</strong></td>
</tr>
<tr>
<td>• In Italy (and most European countries) articulated vehicles such as tractor-trailers can be up to 16.50 m (54 ft), with a maximum weight 40 to 44 tons.</td>
</tr>
<tr>
<td>• There are stiff penalties for driving after or taking drugs.</td>
</tr>
<tr>
<td>• Recent economic crises have led to an increase in drivers (often immigrants to Italy) who operate “outside the system” and tamper with the digital tachograph that records driving times, distances and speeds.</td>
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<tr>
<th><strong>LICENSING STRUCTURE</strong></th>
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<tr>
<td>• In Europe, including Italy, licences of the category C cover heavy goods vehicles. The highest level, for driving heavy tractor trailers, would be CE. In general:</td>
</tr>
<tr>
<td>- C licence is for motor vehicles beyond 3.5 tons (no upper limit), with trailers only up to 750 kg.</td>
</tr>
<tr>
<td>- C1 licence is for lighter trucks, generally 3.5-7.5 tons.</td>
</tr>
<tr>
<td>- +E (that is, CE or C1+E) allows trailers beyond 750 kg.</td>
</tr>
<tr>
<td>• Truck drivers must obtain a Driver CPC (Certificate of Professional Competence, or CQC in Italian) that requires two theory tests, a driving test and a practical test; 35 hours of training is required every five years (i.e., one day per year).</td>
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<tr>
<th><strong>DRIVING/SAFETY RECORDS</strong></th>
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<td>• A complete driving record is kept for each driver in a database by the regulatory authority. The tracking is provided by a mandatory digital tachograph. Documents relating to the previous 28 days must be kept on board.</td>
</tr>
<tr>
<td>• Driving infractions are penalized by demerit points. The loss of all points causes automatic termination of the licence, requiring the driver to re-take the driving test. In case of the CQC, points can be recovered by attending courses by authorized driving schools.</td>
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<tr>
<th><strong>TRAINING AND TESTING</strong></th>
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<tr>
<td>• Vocational schools prepare future truck drivers. A minimum number of hours of training is mandatory.</td>
</tr>
<tr>
<td>• All truck drivers working are required (according to EU legislation) to undergo continuing professional development of 35 hours over five years.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DRIVER RESPONSIBILITIES/SKILLS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DRIVING AND MAINTENANCE</strong></td>
</tr>
<tr>
<td>• The following skills are seen as very important:</td>
</tr>
<tr>
<td>- Acquiring the transport instructions</td>
</tr>
<tr>
<td>- Driving the vehicle</td>
</tr>
<tr>
<td>- Ensuring vehicle maintenance (pre-and post-trip inspections)</td>
</tr>
<tr>
<td>- Trip planning</td>
</tr>
<tr>
<td>- Maintenance of paperwork</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CARGO HANDLING</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Generally, the service performed is transport of cargo from A to B, not loading and unloading; in practice this is not always true.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CULTURAL CONSIDERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RELIGION AND DIET</strong></td>
</tr>
<tr>
<td>• The dominant religion is Catholic and the observance of Christian holidays is high.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>BC CULTURAL COMMUNITY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• There have been relatively few Italian newcomers to BC, but the number is increasing.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNITED STATES ENTRY REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ABILITY TO CROSS BORDER</strong></td>
</tr>
<tr>
<td>• Italy is covered under the US visa waiver program and its citizens do not normally require a visa to enter the US. They must apply under the Electronic System for Travel Authorization and travel with a machine-readable and biometric passport (e-passport).</td>
</tr>
</tbody>
</table>
Mexico

**GENERAL INFORMATION**

**ENVIRONMENT**
- Mexico shares a border with the US that is 2,000 miles long and has 53 border points. In the south it borders Guatemala and Belize.
- Longstanding trade disputes have limited Mexican drivers from direct deliveries into the US; consequently, most long- or medium-haul drivers will not have a lot of experience with border crossings.
- Two significant mountain ranges run north-south.
- Mexico has a diverse climate. Generally considered a hot climate, the Northern regions can experience hazardous road conditions during the winter caused by ice and fog, especially in the mountain areas.
- Severe storms, including hurricanes, flooding and earthquakes are common and these can cause havoc in the transport of goods.

**POPULATION**
- There are three main cities; Mexico City has approximately 20 million people.
- Some of the northern regions are sparsely populated.

**ROAD NETWORK**
- Mexico has a well-established highway system consisting of both libre (no charge) and cuota (toll) roads. Most transport tends to use the free highways for economic reasons, despite the more pleasant and safer toll roads.
- Congestion can be encountered in the larger cities.
- There are only government PEMEX gas stations throughout Mexico. These stations provide consistent pricing throughout the country.
- Road safety is generally below par compared to Canada.

**LANGUAGES**
- Spanish is the predominant language. Drivers traveling to the US border points usually speak some English.

---

**WEATHER**
- Hurricanes, ice and fog in mountain passes

**ROADS**
- Multi-lane toll freeways

**LANGUAGES**
- Spanish, English basic

**TRIP LENGTH**
- Long haul into US

**LICENSING**
- Regulated

**TRANSMISSIONS**
- Manual in older fleets
## Trucking Industry Overview

### Image and Significance
- The image of the industry is moderate, with ongoing improvements in areas such as maintenance of vehicles and driver training and safety.
- The industry is extremely important to the Mexican economy.

### Industry Makeup
- Small and mid-sized trucking firms are common in Mexico, particularly within urban centres. Overall, almost one-half of the trucks are run by large firms.

### Types of Vehicles
- Different sizes, transmissions, trailers, power, etc. are regulated and strictly enforced especially on the highways.
- Long-haul companies have newer, well-maintained vehicles. Small short-haul firms tend to have older vehicles.
- The Mexican government has periodically introduced incentives to help replace trucks beyond 20 years.
- Significant differences between Mexican and US standards (front brakes, permitted weights, etc.) are gradually being addressed as Mexico seeks to improve its safety record and gain access to long-haul routes into the US.

### Employment Context
- The generally accepted working time is 40 hours per week.
- Truck driver pay rates are significantly lower than US rates, for example. The pay structure is a base salary plus mileage or base salary plus commission depending on the freight and circumstances.
- Generally it is full time, but can be seasonal if associated with agriculture.

### Driver Profile
- The average driver profile is predominantly male, age 20-40 with a basic public education rarely exceeding secondary school level.
- Trucking can be seen as a relatively stable position within the economy.

### Common Trucking Terms

<table>
<thead>
<tr>
<th>English Term</th>
<th>Spanish Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cargo</td>
<td>carga</td>
</tr>
<tr>
<td>Licence</td>
<td>licencia</td>
</tr>
<tr>
<td>Permits</td>
<td>permisos</td>
</tr>
<tr>
<td>Logbooks</td>
<td>bitacora</td>
</tr>
<tr>
<td>Driver</td>
<td>chofer (operador)</td>
</tr>
<tr>
<td>Toll</td>
<td>cuota</td>
</tr>
<tr>
<td>Free highway</td>
<td>libre</td>
</tr>
<tr>
<td>Checkpoints</td>
<td>reten</td>
</tr>
<tr>
<td>Trip</td>
<td>viaje</td>
</tr>
<tr>
<td>Speed limit</td>
<td>limite de velocidad</td>
</tr>
<tr>
<td>Ticket</td>
<td>multa o infraccion</td>
</tr>
<tr>
<td>Short-haul</td>
<td>corto viaje</td>
</tr>
<tr>
<td>Medium-haul</td>
<td>mediano viaje</td>
</tr>
<tr>
<td>Long-haul</td>
<td>largo viaje</td>
</tr>
</tbody>
</table>

### Industry Bodies
- Secretaria de Seguridad Publica. Federal Police.
- CONATRAM and CANACAR (industry associations).

### Regulatory Environment

<table>
<thead>
<tr>
<th>Regulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>All vehicles must meet federal regulations, with mandatory inspection.</td>
</tr>
<tr>
<td>Drivers are required for bi-annual testing and physicals.</td>
</tr>
<tr>
<td>Hours of operation, though existing, are rarely followed or enforced.</td>
</tr>
<tr>
<td>There are ongoing safety concerns in trucking operations. There is a perception that corruption continues to be a problem.</td>
</tr>
</tbody>
</table>
## Training, Licensing, Testing and Enforcement System

**Licensing Structure**
- There is a three-tier licensing structure for truck drivers in Mexico:
  - B: General cargo, all types of tractors and trailers, 3.5 tons and up
  - C: 2-3 axles, smaller trucks used for light cargo, 7 to 16 tons within cities
  - E: Hazardous Materials (including trucks found in B and C)
- There is also a state licence for local drivers called chofer servicio particular.

**Driving/Safety Records**
- There is no centralized database for recording infractions; most are handled at the scene, often with payoffs or bribes, except if a driver is convicted of a serious offence involving drugs or alcohol.

**Training and Testing**
- There are no national training facilities in Mexico – the individual or company is responsible for training.
- Individual drivers must re-test every two years to maintain their licences.

## Driver Responsibilities/Skills

**Driving and Maintenance**
- Apart from driving the vehicle and daily inspections of fluid levels and tires, all other matters are the responsibility of the company.

**Trip Planning**
- Generally accepted to be the responsibility of the company.
- Many trucks in larger fleets are electronically monitored and have GPS tracking systems; this is a requirement for trucks making direct deliveries in the US.

**Cargo Handling**
- The driver may or may not be in charge of cargo handling depending upon the circumstances and any difficulties which may arise on site.
- The driver is responsible for the inspection of all cargo that he/she is loading and unloading and must sign for this before his/her trip, including the condition of packaging and the temperature for refrigerated trucks.

## Cultural Considerations

**Religion and Diet**
- The predominant religion is Catholic and the observance of Christian holidays is high throughout the country.

**Customer Service**
- Customer service is the responsibility of the company.

**Workplace Relationships**
- In general, Mexicans prefer close working relationships with colleagues. There is an expectation of mutual favours, as between friends.
- Family ties are strong, and there is often an expectation of flexibility within work to accommodate family commitments.

**BC Cultural Community**
- BC has a small community of people of Mexican origin.

## United States Entry Requirements

**Ability to Cross Border**
- Mexican citizens will likely require a visa to enter the US.
### GENERAL INFORMATION

**Environment**
- The Philippines include 7,000 islands located off Southeast Asia, with the two largest islands being Luzon and Mindanao.
- The terrain includes volcanic mountain masses, narrow coastal strips, and a few plains.
- The Philippines has a tropical climate. It is prone to natural disasters, including typhoons, floods, landslides, volcanic eruptions, earthquakes and tsunamis.

**Population**
- Overall, the Philippines is densely populated, with no extensive remote areas.

**Road Network**
- The quality of the road network varies widely. 60% of roads are unpaved village roads. Most of the national roads are paved.
- Traffic congestion is common (especially in Manila) and consistently ranks among the worst in the world. It can take hours to go a few miles. Traffic rules are rarely enforced.
- Driving conditions can be difficult. Roads carry automobiles, trucks, buses, tricycles, hand-carts and pedestrians. Many roads have large potholes and need repair. Roads under repair are often not clearly marked and may be hazardous. Driving at night can be dangerous; some vehicles travel without lights and most rural roads are unlit. Low altitude roads frequently flood even after light rain, covering holes. During the rainy season, roads at higher elevation sometimes experience landslides.

**Languages**
- The official language is Filipino, but English is widely understood and is the medium of communication in business.

### TRUCKING INDUSTRY OVERVIEW

**Image and Significance**
- The Philippine economy is heavily dependent on the transport system as a catalyst for economic development.
- Next to rail and inland water transport, road transport plays an important role.

**Industry Makeup**
- Firms with 20 units or more are considered “large” by Philippine standards.
- Many freight forwarders have shifted to smaller trucks, partially due to a heavy-truck ban in effect in Manila.
### TYPES OF VEHICLES
- Trucks in the Philippines can be classified as three main types: trailer trucks (58%), ten-wheeler trucks (37%) and dump trucks (5%).
- Toyota dominates the market (42% share), followed by Mitsubishi (22%).
- Many trucks used in the country are 30 years old or even older.

### EMPLOYMENT CONTEXT
- Driving is normal for up to 14 hours per day (8 am to 10 pm), six days a week.
- Drivers can be accompanied by three helpers, for loading and unloading.
- All employees become members of the Social Security System (SSS). Benefits include disability pension, retirement pension, funeral benefit, sickness allowance, maternity and paternity leave, and miscellaneous loans.
- Annual payment of a 13th-month salary is mandatory, and people look forward to receiving this in preparation for Christmas.

### DRIVER PROFILE
- The average age of drivers is 36 with about 10 years of truck driving experience. Drivers are mostly male, high school graduates, married, and take about 6 trips per week.
- Many drivers are sleep-deprived with only about 5 hours of sleep.
- Night-time driving and use of banned routes to speed up operations are perceived to be the most common causes of accidents.

### COMMON TERMS
- **BLOWAGA** – A term used in training on what to do before driving: **B**attery and **b**rakes, **L**ights and leaks, **O**il, **W**ater, wheels and warm-up, **A**ir, **G**auges, **A**ccessories and appearance.
- **Coding** – The system in Metro-Manila to limit congestion, with day-of-the-week driving restrictions based on licence plate.

### INDUSTRY BODIES
- The Department of Transportation and Communications (DOTC)
- The Land Transportation Office (LTO)
- Metropolitan Manila Development Authority (MMDA)
- Confederation of Truckers Association of the Philippines (CTAP)

### REGULATORY ENVIRONMENT
- The truck ban ordinance of Metro Manila prohibits freight vehicles from major roads during peak hours. This has shortened the window for trucks and diminished the truck drivers’ earning capacity.
- Drinking and driving is a serious problem. The law has recently been amended to set a legal blood alcohol limit. However, enforcement is inconsistent.

### TRAINING, LICENSING, TESTING AND ENFORCEMENT SYSTEM
- The Land Transportation Office (LTO) issues licences for drivers.
- Professional licences require a written exam and practical test, as well as a medical certificate and negative drug test result.
### Licensing Structure

- Categories of licences include:
  - Code 2: Vehicle up to 4500 kg GVW, or Code 4: (Automatic).
  - Code 6: Articulated vehicle 1600 kg GVW and below.
  - Code 7: Articulated vehicle 1601 kg up to 4500 kg GVW.
  - Code 8: Articulated vehicle 4501 kg and above GVW.

### Driving/Safety Records

- A licence can be confiscated by an MMDA Traffic Enforcer in some situations.
- To clear a suspended licence, drivers will often be required to attend seminars at the Traffic Academy (MMDA).

### Training and Testing

- The Technical Education and Skills Development Authority (TESDA) offers a Driving NC III short course for training in operating straight trucks with restriction Codes 3 to 5. TESDA also provides a 140-hour program for basic driving and safety training of drivers of heavy vehicles, buses and trailer trucks. This certification has become a requirement for Filipinos wishing to go overseas to work as drivers.
- Private oil companies (such as Total, SeaOil, and Shell) require and provide ongoing driver training and industry safety programs to their employed drivers.

### Driver Responsibilities/Skills

#### Driving and Maintenance

- Common driving behaviours include rolling stops, not wearing a seat belt, swerving, and honking the horn.

#### Trip Planning

- Some companies ensure trip planning as part of their safety policies.
- Shell Philippines allows drivers to only drive 10 hours per day and work 12 hours per day. Authorized routes are pre-determined.

#### Cargo Handling

- Total Philippines, another oil and gas company, has a safety mechanism including a “safe to load” checklist every time a truck enters its depots where the company checks tires, seat belts, engine, discharge valves, safety equipment and electrical wires.

### Cultural Considerations

#### Religion and Diet

- Predominantly Roman Catholic, with Protestants, Muslim and Buddhist.
- Strict observance of Holy Week (Maundy Thursday to Easter Sunday). Catholics also observe All Saints Day (Nov 1), Christmas and New Year.

#### Customer Service

- Filipinos sees their work as a reflection of themselves, so will provide the best customer service they can.

#### Workplace Relationships

- Building trust is important to Filipinos. Filipinos may have difficulties handling criticism. If offended, they may withdraw.
- They are quick to smile - which can mean being happy, or uneasy, or not ready to respond to a question, or not understanding what is being discussed. Filipinos generally do not say “No” (verify that “yes” means “yes”).
- It is common to work overtime to meet deadlines.
- Filipino drivers generally prefer to be given specific instructions, and may not be comfortable giving their opinion, unless specifically told that the supervisor is open to suggestions.

#### BC Cultural Community

- BC has a large Filipino community of over 135,000 people, concentrated primarily in the Lower Mainland.

### United States Entry Requirements

#### Ability to Cross Border

- Filipinos will generally require a visa to enter the US.
Country Profiles - Poland  Section 5

Poland

GENERAL INFORMATION

ENVIRONMENT
- The North of Poland is covered in forests and lakes, while the South is mountainous. The highest public road is 3600 ft high, but most of the country is flat.
- The climate is mostly “dry continental,” with cold, snowy winters.
- The worst driving conditions are in winter when there is ice and snow. It is required by law to use winter tires. Chains are used in the mountain regions on steep, icy roads.
- Poland has seven international borders; many long-haul truck drivers will have familiarity with border crossings with differing requirements.

POPULATION
- The most densely populated area is the south of Poland. Drivers would not be accustomed to driving long distances in remote regions without small towns.

ROAD NETWORK
- There are 900 miles of motorways and 700 miles of “express roads” or expressways.

LANGUAGES
- Polish is the main language but compulsory education even in its early stages includes foreign languages such as English, German, French or Russian, so basic knowledge of foreign languages is common.

TRUCKING INDUSTRY OVERVIEW

IMAGE AND SIGNIFICANCE
- Road transport in Poland carries about 80% of freight, provides 10% of GDP, and employs about one million workers.
- The trucking industry has boomed since Poland joined the European Union (EU) in 2004.

INDUSTRY MAKEUP
- There are several large international trucking/logistics companies with branches in Poland and operating international haulage across Europe.
- Overall, the European trend is to supply a full set of “integrated logistics services” with storage and distribution centres and “just in time” supplies.
- There are still many small firms of drivers operating their own trucks. It is difficult for them to make the investments required to meet high EU standards and there is a growing trend of firms merging or purchasing small companies.
EMPLOYMENT CONTEXT

- All commercial vehicles above 3.5 tons are equipped with tachographs and many of the larger companies track their trucks by GPS.

- Most trucks in Poland have a manual gearbox with synchromesh.

- There are many types of vehicles but single unit and tractor-trailer are the most common. Container units, car carriers, fuel tankers, tippers, low loaders, curtain-sided vehicles, flat beds, temperature-controlled food trucks (ambient, chilled or frozen) are all common. Double trailers are rare, due to length restrictions. As a result of EU standards, there are two "standard units," a short unit of max 7.8 m long (half of the 15.65 m) - and a long unit of 13.6 m (semitrailer length).

- Poland is a member of the EU, and EU regulations apply, i.e.: Drivers must NOT drive:
  - Without a break for more than 4.5 hours. After driving for 4.5 hours, a break of at least 45 minutes is mandatory. The break can be distributed over the 4.5 hours.
  - For more than 9 hours per day or 56 hours per week. This may be extended to 10 hours no more than twice during a week.
  - More than 90 hours in two consecutive weeks.

- There are also strict regulations regarding the average working time and the amount of rest that must be taken daily and weekly.

- For long or complicated journeys there may be two drivers, each with an individual card for the tachograph that records times, distances and speeds.

DRIVER PROFILE

- In 2008 the majority of truck drivers were in their late 40s and early 50s.

- More recently the industry has attracted young people because of the employment stability. Most younger drivers usually know at least basic English.

COMMON TRUCKING TERMS

- A website of common terms used by Polish truck drivers is available in Polish at www.etir.pl/site/78/słownik-drogowy.html

INDUSTRY BODIES

- Association of International Road Haulers, www.rha.uk.net
- Polska Izba Spedycji i Logistyki (PISiL)
- Association of International Road Haulage Industry (Zrzeszenie Miedzynarodowych Przewozników Drogowych), an employers association, www.zmpd.zmpd.pl [website only available in Polish]
- Independent Trade Union of Drivers (Niezalezny Zwiazek Zawodowy Kierowcow)

REGULATORY ENVIRONMENT

- International transport within the EU is governed by EU regulations. Within a country, national standards can differ.

- EU regulations require tachographs and speed governors (90 km/h).

- In Poland (and most European countries) articulated vehicles (e.g., tractor-trailers) can be up to 16.50 m (54 ft), with a maximum weight 40 to 44 tons.
**UNITED STATE ENTRY REQUIREMENTS**

International Trucking Reference: Roads, Rules, & Drivers

| ABILITY TO CROSS BORDER | • Entry to the US for a Polish citizen will require a visa. |

| BC CULTURAL COMMUNITY | • There are approximately 130,000 people of Polish descent in BC. |

| RELIGION AND DIET | • The Roman Catholic religion is predominant in Poland and there are very few religious or cultural minorities. There is no major diet restrictions apart from very few religious holidays where tradition requires restrictions or fasting: Christmas Eve, Good Friday and Ash Wednesday. These observances are becoming less common, particularly among youth. |

| CULTURAL CONSIDERATIONS | |

| TRAINEE, LICENSING, TESTING AND ENFORCEMENT SYSTEM | |

| LICENSING STRUCTURE | • In Europe, including Poland, licences of the category C cover heavy goods vehicles. The highest level, for driving heavy tractor trailers, would be CE. In general:  
- C licence is for motor vehicles beyond 3.5 tons (no upper limit), with trailers only up to 750 kg.  
- C1 licence is for tighter trucks, generally 3.5-7.5 tons.  
- +E (that is, CE or C1+E) allows trailers beyond 750 kg.  
• Truck drivers must obtain a Driver CPC (Certificate of Professional Competence) that requires two theory tests, a driving test and a practical test; 35 hours of training is required every five years (i.e., one day per year). |

| DRIVING/SAFETY RECORDS | • There is a National Register of Drivers and Vehicles.  
• There is a national database registering all penalty points and fines. |

| TRAINING AND TESTING | • All truck drivers working are required (according to EU legislation) to undergo continuing professional development of 35 hours over five years. |

| DRIVER RESPONSIBILITIES/SKILLS | |

| DRIVING AND MAINTENANCE | • The national occupation standard identifies tasks that are crucial for the driver to be able to perform. Many are self-evident (e.g., drive safely); other tasks are:  
- Preparing the vehicle so that it is ready and safe to drive taking into account law and regulations of employment, health and safety, fire hazard and environment protection.  
- Check the technical state of the vehicle and prepare the truck and the load.  
- Be able to administer first aid to victims of road accidents.  
- Remove/repair minor problems with the vehicle.  
- Manage and control the loading process (distribution and security).  
- Fulfill documentation requirements, including those related to the vehicle, the driving operation, load delivery and border control. |

| REGULATIONS | • The limit of alcohol in the bloodstream is 0.02%. |

| TRAINING, LICENSING, TESTING AND ENFORCEMENT SYSTEM | |

| CULTURAL CONSIDERATIONS | |

| RELIGION AND DIET | • The Roman Catholic religion is predominant in Poland and there are very few religious or cultural minorities. There is no major diet restrictions apart from very few religious holidays where tradition requires restrictions or fasting: Christmas Eve, Good Friday and Ash Wednesday. These observances are becoming less common, particularly among youth. |

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| UNITED STATES ENTRY REQUIREMENTS | |

| ABILITY TO CROSS BORDER | • Entry to the US for a Polish citizen will require a visa. |
Republic of Korea

**GENERAL INFORMATION**

**ENVIRONMENT**

- South Korea has a mix of mountainous areas and broad plains.
- The country has a continental climate of cold dry winters and hot humid summers. It rains for the whole of July, with wet roads and fog in the mountains. Maximum snowfall occurs over the Northwest coast and in the mountains.
- Its only land border is with North Korea; truck traffic is therefore domestic and most truck drivers would not be accustomed to crossing a border.

**POPULATION**

- South Korea is densely populated (ranked 11th in the world); drivers would not be accustomed to very long hauls or driving in remote areas.
- It is a homogenous country, with Koreans as the dominant ethnicity; drivers new to Canada might not be accustomed to such a diverse population.
- Seoul is the largest city, with almost half of the country’s population and considerable traffic congestion (improving).

**ROAD NETWORK**

- Well-maintained highways cover the entire country.
- Due to the mountainous geography, other roads have narrower lanes, more curves and steeper slopes. Some rural roads require extra caution while driving.

**MAJOR LANGUAGES**

- The official and only spoken language is Korean.
- English is the accepted second language; however, the proficiency level is extremely low.

**TRUCKING INDUSTRY OVERVIEW**

**IMAGE AND SIGNIFICANCE**

- Road transportation carries 80% of the total domestic freight. Rail is also used.

**INDUSTRY MAKEUP**

- Truck drivers are classified as “independent contractors”, however in practice they are employees under the trucking and transportation companies through the commercial licensing system.
| INDUSTRY MAKEUP | • The driver’s commercial licence is owned by trucking companies, these companies take a cut of the driver’s earnings, and in turn these companies are sub-contracted by a string of larger companies. The subcontracting system in Korea places the drivers at the bottom of the pyramid.  
• There are no parking lots specified for trucks. |
| TYPES OF VEHICLES | • There are many different types of trucks ranging from dump trucks to trailer trucks. Due to the narrow roads in rural areas, trailer trucks are not common.  
• Trucks in Korea have 400 – 600 horsepower. |
| EMPLOYMENT | • A large percentage of drivers are owner-operators. Prices depend on distance and type of goods. The customer may pay for fuel and tolls.  
• The Federation of Logistic Workers covers employed and self-employed drivers.  
• Some truck drivers are members of the Korean Cargo Transport Workers Union. |
| DRIVER PROFILE | • Drivers are not required to hold any post-secondary education.  
• They are mainly men, and can be “rough around the edges” by Korean standards. |
| INDUSTRY BODIES | • Ministry of Land, Infrastructure and Transport  
• Korea Transport Institute (KOTI) |

**REGULATORY ENVIRONMENT**

| REGULATIONS | • Total weight of truck shall not exceed 40 tons with axle load of 10 tons.  
• Trucks are generally limited to 50 mph, but not exceeding 56 mph.  
• Annual maintenance must be performed on all trucks, except for first five years. |
| LICENSING STRUCTURE | • A licence is required to drive a truck, and a certificate for the operation of a business vehicle.  
• In order to drive a truck heavier than 12 tons, the driver must hold Level 1 (Special) Licence and Freight Transport Certificate. The applicant must get a health check and must pass Level 1 (Special) Driving Course Test.  
• Once obtained, the driver is then eligible to apply for the Freight Transport Certificate. The Certificate requires the driver to pass several exams covering the applicable legislation and regulations, safety, freight handling, and transportation services. After the examination, the applicant must undergo vigorous training mainly on the proper operation of freight transportation. |

**CULTURAL CONSIDERATIONS**

| RELIGION AND DIET | • About half the population observes religious practices, with Buddhist, Protestant, and Catholic religions predominant.  
• With globalization, Koreans quickly adapted and welcomed foreigners to Korea. |
| WORKPLACE RELATIONSHIPS | • A homogeneous society and oppression from neighbouring nations influences the people to develop stronger bonds.  
• Koreans are very generous and polite. They have strict cultural rules which can be seen as authoritarian; however, this is the way of life for Koreans. |
| BC CULTURAL COMMUNITY | • In BC, there are approximately 50,000 people who have emigrated from South Korea. |

**UNITED STATES ENTRY REQUIREMENTS**

| ABILITY TO CROSS BORDER | • Entry to the US for a South Korean citizen will require a visa. |
Romania

GENERAL INFORMATION

ENVIRONMENT
- Romania is approximately one-quarter the size of BC. It has 2,000 miles of borders, adjoining five countries plus the Mediterranean. Long-haul truck drivers might be expected to have significant experience with border crossings.
- Romania has temperate, cold, cloudy winters with frequent snow and fog, and sunny summers with frequent showers and thunderstorms.
- Romania’s terrain is almost evenly divided between mountains, hills and plains.
- Mountainous areas receive more than 50 inches of rain and snow annually.

POPULATION
- There are seven major cities in Romania and many towns and villages throughout the country. Truck drivers would not be accustomed to driving long distances in remote areas, unless they travel long-haul routes such as into Russia.

ROAD NETWORK
- Transportation corridors have main roads connecting populated urban areas.
- During winter or spring floods some roads become difficult; some parts are completely closed.

LANGUAGES
- The official language is Romanian. Schools teach two foreign languages, mostly English and French. However, the overall foreign language skills are poor, except for the young urban population.
- In general, the working language for international drivers is English; and all international freight documents are in English and French.

TRUCKING INDUSTRY OVERVIEW

IMAGE AND SIGNIFICANCE
- The image of the industry is good and improving. This is largely due to increased use of new technologies and modern equipment, and the presence of international logistics companies.
- The industry is significant and a large proportion of goods are moved by road. International haulage represents 39% of the total freight moved by vehicles registered in Romania.
- Driving in Romania is a lucrative and respectable occupation and drivers are often well educated.
In the past, Romanian truck drivers performed a significant part of international haulage in Russia, especially large cargo or dangerous goods.

**INDUSTRY MAKEUP**
- There are several large international trucking/logistics companies with branches in Romania, operating international haulage with Romanian drivers, facilitated by the accession of Romania to the European Union (EU).
- Many small firms exist and operate mostly within Romania. There are also many owner-operators.
- The major fuel companies, retail chains and manufacturers operate their own or outsourced fleets of branded vehicles.

**TYPES OF VEHICLES**
- Trucks operated in Romania are mostly European brands that comply with the European ecological and technical regulations. During recent years, there has been a significant increase in the number of new vehicles registered in Romania.
- As types of vehicles, single unit and tractor trailers are the most common. Container units, car carriers, fuel trucks, tippers, low loaders, curtain-sided vehicles, flat beds and temperature-controlled food trucks are all common.

**EMPLOYMENT CONTEXT**
- Company drivers are paid by distance and may have an additional per-diem allowance, while the company owns, fuels and maintains the trucks.
- Owner-operators fuel, maintain and insure their vehicles, billing for trips completed. The cost is also based on distance and includes all expenses.
- Romania is a member country of the EU, and EU regulations apply. Drivers must NOT drive:
  - Without a break for more than 4.5 hours. After driving for 4.5 hours, a break of at least 45 minutes is mandatory. The break can be distributed over the 4.5 hours.
  - For more than nine hours per day or 56 hours per week. This may be extended to 10 hours no more than twice during a week.
  - More than 90 hours in two consecutive weeks.
- There are also strict regulations regarding the average working time and the amount of rest that must be taken daily and weekly.
- For long distances and complex/expensive/dangerous cargo, it is mandatory to operate with two drivers.

**DRIVER PROFILE**
- The average truck driver is almost always male, 35-40 years old, with a technical education and certain language skills (English and French are most common).
- There is growth in the number of young drivers.

**INDUSTRY BODIES**
- National Union of Road Hauliers from Romania (UNTRR)
- Romanian Association for Road Transport (ARTRI )
- Federation of Romanian Transport Operators (FORT)
- Patrimonial Association of Transporters Europa 2002 (APTE)
- Union of Expedition Companies of Romania (USER )
- Romanian Association of Logistics and Management (ARILOG )
- Association of Road Hauliers from Transylvania (ATRT)
- Association of Road Hauliers in Construction (ATRC)
## Regulatory Environment

### Regulations
- International transport within the EU is governed by EU regulations. Within Romania, the major legal act is the Road Code. There are other regulating acts and a State Inspectorate for Control in Road Transport.
- All vehicles must pass an annual inspection by accredited test centres.
- EU regulations require tachographs and speed governors (90 km/h).
- In Romania (and most European countries) articulated vehicles such as tractor-trailers can be up to 16.50m (54 ft), with a maximum weight 40 to 44 tons.
- Compliance with regulations is generally high for international haulage.
- Many international routes from Romania cross into non-EU countries governed by slightly different AETR (European Agreement concerning the Work of Crews of Vehicles engaged in International Road Transport) regulations.

### Licensing Structure
- In EU countries, including Romania, licences of the category C cover heavy goods vehicles. The highest level, for driving heavy tractor trailers, would be CE:
  - C licence is for motor vehicles beyond 3.5 tons (no upper limit), with trailers only up to 750 kg.
  - C1 licence is for lighter trucks, generally 3.5-7.5 tons.
  - +E (that is, CE or C1+E) allows trailers beyond 750 kg.
- Truck drivers must obtain a Driver CPC (Certificate of Professional Competence) that requires two theory tests, a driving test and a practical test; 35 hours of training is required every five years (i.e., one day per year).

### Driving/Safety Records
- The Road Code provides for penalty points for infractions, with a possibility of suspension of licence at various levels. Each point is canceled after six months. There is a list of offenses that describe the penalty points and fines applied.

### Training and Testing
- Courses for the CPC are held in authorized training centres.
- There is also a mandatory Transport Licence valid for one year.

### Driver Responsibility/Skills
- Driver’s responsibility
- Usually not the driver’s responsibility

## Cultural Considerations

### Religion and Diet
- Most of the Romanian population declares as Orthodox Christian. There is a Muslim minority in the Dobrogea region.
- The main religious holidays of Christmas and Easter are observed as in BC.

### BC Cultural Community
- There is a small Romanian cultural community in BC accounting for 20,000 people out of the total number of 132,000 Romanian immigrants in Canada.

## United States Entry Requirements

### Ability to Cross Border
- Romanian citizens can cross the border to the US with a visa.
**GENERAL INFORMATION**

**ENVIRONMENT**
- Russia is by far the world’s largest country.
- The terrain is diverse, with extensive forests, mountain ranges, and vast plains.
- Russia has a largely continental climate, with cold average temperatures.
- Extensive regions have six months of snow cover over subsoil that is permanently frozen to great depths.
- There are some important exceptions to this general description, with warmer climates near the Baltic Sea, the far east, and near the Black Sea.
- Russia is known for temperature extremes: a record low of -94°C and high 38°C.

**POPULATION**
- The population of Russia is 143 million.
- More than 75% of the population lives in the European Western quarter. The population density is comparable to BC, with vast unpopulated regions.

**ROAD NETWORK**
- The quality of the road network is proverbially poor, as an old adage says: there are two problems in Russia – the fools and the roads.
- Road safety is poor. Road accident deaths per capita are worse than other G8 and BRIC countries (i.e., Brazil, Russia, India & China).
- The road network is close to 1 million miles, low for the size of the country. Roads are mostly paved. The main road infrastructure is concentrated in the European part, with connections to Asia and the Far East. Transportation routes are often redirected in winter to use frozen waterways and lakes.
- Inland routes can be about 2000 miles but on average about 500 miles. Distances for international trips (e.g., Poland, Germany, Turkey) range widely.
- Driving conditions differ substantially from one region to another. In the European part, there are better roads and more facilities for drivers to rest and eat. Central and Siberian parts offer very challenging conditions for driving – poor roads, poor infrastructure and very long distances.
The population is very ethnically diverse. The main language is Russian. The school program also includes English and/or French; but the foreign language skills overall are poor, except for the young urban population.

International drivers usually need to have knowledge of a foreign language, mostly English, but also a working knowledge of destination countries’ languages, for example, for trips to Germany, Turkey, France or Italy.

The Russian language is sufficient for trips to Ukraine, Belorussia, Kazakhstan and other former Soviet countries, and partially for Poland.

**TRUCKING INDUSTRY OVERVIEW**

**IMAGE AND SIGNIFICANCE**
- Despite an extended network of rail and water transport, road transport is a big industry in Russia, and growing.

**INDUSTRY MAKEUP**
- Most companies are small businesses due to simplified tax procedures.
- The industry is divided into international and local transportation with several specializations depending on the nature of goods and truck types.
- A significant amount of goods is transported in Russia by vehicles from the European Union (EU). A number of hauliers from Turkey and China former Soviet countries are also involved in export/import.
- The Russian logistics system is in a stage of rapid development and many online resources are used by small companies and owner operators to estimate the costs and time needed for transportation, and for hauliers to find a contract.

**TYPES OF VEHICLES**
- The noticeable difference between tractor units in North America and Europe (incl. Russia) is that almost all European models are “cab over engine” (COE or forward control), with a sheer front face to allow longer trailers (with larger freight capacity) within the legal maximum total length.
- Usually only the rear tractor axle has twin wheels, while larger size single wheels are used for the trailer. The most common combination is a semi-tractor with two axles and a trailer with three axles, giving five axles and 12 wheels in total.
- 87% of the registered trucks are Russian and Belorussian brands (e.g., Kamaz, Gaz and Zil).
- Two-thirds of vehicles are over 15 years old; they are suitable for use inland, former-Soviet countries and Asian operations, but do not comply with the EU standards, and are not economically feasible to operate due to higher road tolls. The registration of new heavy-duty trucks is increasing.
- Dashcams are widespread, since courts prefer video evidence to eye witness testimony, but also as a guard against police corruption and insurance fraud.

**EMPLOYMENT CONTEXT**
- The driver workforce includes international and inland transportation drivers.
- In the past (USSR times), the international driver was a much respected profession, as they had access to Western countries.
- Today, due to high demand for professional drivers, it is easier to become one after obtaining the necessary licences.
- International drivers have to comply with the international (EU) regulations – they have all the qualifications and knowledge necessary to drive a truck on Western roads, they have working hours monitored, they transport legal freight, and they have the best trucks.
### Employment Context
- Inland haulage is highly corrupt (sources estimate that about 80% is irregular, some employing illegal immigrants), the working hours are limited only by the physical limits of the driver, the equipment is mostly worn out, etc.
- However, the situation is changing and the industry improving – due to new regulations such as mandatory tachographs, conformity with EU standards, etc.

### Driver Profile
- Due to the wide variety of routes, equipment and working conditions, it is difficult to create a general profile of a Russian truck driver. In general:
  - A strong and healthy man (women drivers are rare), middle-aged, and reportedly with a relatively short life expectancy.
  - Usually friendly and good communicators. As long trips create family problems, half the drivers are single, separated or divorced.
  - Good mechanics as a rule and can perform certain repairs on their own.
- Some drivers come from state companies which provide training and licensing. A good number of heavy equipment drivers come from the army.
- International drivers are more educated because they need to operate modern equipment, have a good knowledge of international regulations, requirements to cross borders, and languages needed during the trip.

### Industry Bodies
- ASMAP – Association of International Transporters ........ www.asmap.ru
- RAS – Russian Auto Transporters Union .................. www.ras-info.ru
- AAI – Association of Automotive Engineers .............. www.autoengineer.org
- Russian Association of Driver Schools .................... www.maash.ru
- DELLA – Trucking Information Company .................. www.della.ru
- Russian Professional Drivers Union ...................... www.mpvp.ru

### Regulatory Environment
- The most important regulation is the Road Code and the Road Safety Law.
- The international business is highly regulated regarding equipment and personnel. For inland trucking, the legal framework has been more permissive for environmental standards, working conditions, and requirements for drivers.
- All vehicles, except for those below three years old, must pass a compulsory annual inspection by accredited test centres. All commercial vehicles must now be equipped with tachographs compatible with GPS.
- Compliance with regulations is generally high for international haulage and for vehicles with tachographs.
- Working hours are governed by the AETR (European Agreement concerning the Work of Crews of Vehicles engaged in International Road Transport), gradually being fully aligned with EU regulations (see Italy or Romania sections). The regulations lay out maximum number of driving hours in a day and required breaks and rests. The maximum weekly drive time is 56 hours, and two consecutive weeks should not exceed 90 hours. Two drivers is a requirement for very cold regions when it is not possible to stop the engine.
- The maximum overall length applying within Russia is 20 metres (EU and European Economic Area – EEA – member states is 18.75) with a maximum weight of 38 tonnes. Other dimension and weight regulations are similar to EU.
- For dangerous goods and hazardous materials transportation, the Russian document is an analog of the UN ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road).

### Training, Licensing, Testing and Enforcement System
- Licensing structure is general for all Russian territory. There are nine categories that require a driving licence, of which two apply for truck drivers.
### Training, Licensing, Testing and Enforcement System

#### Licensing Structure
- **C**: vehicle over 3.5 tons (optionally with light trailer, up to 750 kg)
- **CE**: vehicle over 3.5 tons with heavy trailer

- Truck drivers now need to have personal smart cards for tachographs.
- International drivers need to have a certificate issued by Gosavtodoradzor – a division of the Ministry of Transport. This certificate is issued after completion of courses at the Professional Transporters Association ASMAP.

#### Driving/Safety Records
- In the Russian Federation there is no centralized driving records system. In the past (USSR times until 1997) there was a points system that included the suspension of a driving licence at various points levels.
- Re-introduction of a points system is under discussion; currently there is a list of Road Code infringements, with fines, licence suspension or revocation.

#### Training and Testing
- There are no unified standards for truck drivers’ training. Driving schools need accreditation as an education institution; they mostly use Soviet era equipment and methodology, and the examination process is corrupt. Training is mainly a formal procedure with little practical skills. Beginner drivers usually practise on small trucks for 1-2 years; and afterwards they may practise as a second driver for short and medium distance routes on heavy trucks.

- A small number of modern schools, e.g., the Volvo Training Center in Moscow, offer continuous education for professional drivers for efficient operation of Volvo trucks and management of fleets.

- Drivers must pass a professional certification exam every five years, which is mostly based on a theoretical test.

### Driver Responsibilities/Skills

#### Driving and Maintenance
- Trucks used in international traffic are modern and more sophisticated and maintenance is usually performed at service centres. For Russian brands, the driver is usually able to fix and perform certain maintenance operations.

#### Trip Planning
- Trip planning is a duty of the manager; and there are documents to maintain: the distances/time logs and freight documents.

#### Cargo Handling
- Cargo handling differs greatly for different types of cargo and there are instructions on driver’s duties for each type; generally similar to BC.

### Cultural Considerations

#### Religion and Diet
- Religion in Russia is diverse, with Orthodox Christianity being Russia’s traditional and largest religion. Most believers do not attend church on a regular basis.

- The main religious holidays of Christmas and Easter are observed with a different date to BC because of the use of the “old style” calendar.

- During recent years, the Russian government has allowed for prolonged winter holidays until January 14th.

- Russians are usually very flexible in terms of dietary requirements.

#### Customer Service
- Good service is appreciated in Russia as in BC; it is very important to fulfil a promise in time and at best quality.

#### Workplace Relationships
- Maintaining a good relationship with a co-worker is a natural skill of truck drivers; can be considered similar to BC.

#### BC Cultural Community
- The Russian cultural community in BC is significant. It accounts for 86,000 people out of the total number of 500,000 Russian immigrants in Canada.

### United States Entry Requirements

#### Ability to Cross Border
- Russian citizens can cross the border to the US with a visa.
The Ukraine has almost 3000 miles of borders, with seven other countries, as well as over 2000 miles of coastline. Ukraine, especially its Western part, is on the corridor connecting the countries of Southeast and Northwest Europe. Many long-haul truck drivers will have experience with border crossings.

Most of the terrain is fertile plains and plateaus, with some mountainous regions in the west and south.

Ukraine has a temperate continental climate with cool winters and hot summers. Snowfall can be heavy in the winter; a record snowstorm made international news in the winter of 2013.

Ukraine is mainly an urban state, with 454 towns, and 20 large cities. Drivers within Ukraine may not be accustomed to long distances without population.

The network of major routes extends nationwide and connects all the major cities as well as providing cross-border routes to the country’s neighbours.

Paved roads do not meet European standards in many respects: speed, axle load, modern signs, and services. There are few multi-lane high speed highways.

For two-thirds of people, their native language is Ukrainian, and for one-third it is Russian.

Many people understand English (especially the younger generation) because English is the dominant mandatory foreign language in schools.

For international drivers involved in transportation to Western countries, a working knowledge of English is a good asset.
### INDUSTRY MAKEUP
- Long-haul is mostly international traffic. Inland operations are shorter, not exceeding a few days.

### TYPES OF VEHICLES
- Trucks are in general of European brands with a significant share of Russian and Belorussian trucks. For international hauling, European brands are the best fit, complying with all regulations and easier to maintain.

### EMPLOYMENT
- The driver workforce can be divided into international and inland. International drivers have to comply with international (EU) regulations, are more educated, have all the qualifications and knowledge mandatory to drive on Western roads, have working hours monitored, and drive modern trucks.
- Inland haulage is corrupt (mainly because of over-regulation and excessive control bodies), and the equipment is old.
- Tachographs are mandatory for international transportation and for transportation of dangerous and oversized goods. Since June 2013, it became mandatory as well for inland transportation of trucks over 12 tons.

### DRIVER PROFILE
- The average truck driver is male, about 40, with a technical education and certain English language skills. He is seen as money-oriented and hard working.

### INDUSTRY BODIES
- Association of International Road Carriers of Ukraine – AIRCU
  http://www.asmap.org.ua/
- Ukrainian Road Transport and Logistics Union
  http://www.uzt.kiev.ua/clients/uzten.nsf

### REGULATORY ENVIRONMENT

#### REGULATIONS
- All trucks must pass an annual inspection by accredited test centres.
- Compliance with regulations is generally high for international haulage. Speed limits are generally observed, because of the large number of inspectors.
- Working hours are governed by the AETR (European Agreement concerning the Work of Crews of Vehicles engaged in International Road Transport), gradually being fully aligned with EU regulations (see Italy or Romania sections). The regulations lay out maximum number of driving hours in a day and required breaks and rests. The maximum weekly drive time is 56 hours, and two consecutive weeks should not exceed 90 hours.
- The maximum overall length is 22 meters, maximum weight 38 tonnes.
- Dangerous goods and hazardous materials must comply with UN ADR.
- Drug and alcohol use is prohibited for drivers.

### TRAINING, LICENSING, TESTING AND ENFORCEMENT SYSTEM

#### LICENSING STRUCTURE
- Two main categories apply for truck drivers:
  - C: vehicle over 3.5 tons (optionally with light trailer, up to 750 kg)
  - CE: vehicle over 3.5 tons with heavy trailer
### Licensing Structure
- A classification of drivers by work experience (class 1, 2, 3) is common for advertising jobs. This classification is just an indicator of years worked for the company, and is awarded after passing an in-company exam:
  - class 3 = 3 years
  - class 2 = 5 years
  - class 1 = 7 years
  The “class” is not necessarily transferable from one company to another; it serves as a base for wages calculation.

### Driving/Safety Records
- There is no driving records system. A large list of Road Code infringements is in use with fines and terms of licence suspension or revocation.

### Training and Testing
- Driving schools need accreditation as an education institution, but attendance is voluntary.

### Driver Responsibility/Skills

<table>
<thead>
<tr>
<th>DRIVING AND MAINTENANCE</th>
<th>Driver’s responsibility.</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRIP PLANNING</td>
<td>Usually not driver’s responsibility.</td>
</tr>
<tr>
<td>CARGO HANDLING</td>
<td>Varies.</td>
</tr>
</tbody>
</table>

### Cultural Considerations

<table>
<thead>
<tr>
<th>RELIGION AND DIET</th>
<th>Ukrainian Orthodox Christianity is the main religion, with 70% of Ukrainians. The main religious holidays of Christmas and Easter are observed with a different date compared to Western countries.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Ukrainians are usually very flexible in terms of dietary requirements.</td>
</tr>
<tr>
<td>BC CULTURAL COMMUNITY</td>
<td>There are large Ukrainian communities throughout Canada. BC has 200,000, and Vancouver has 82,000.</td>
</tr>
</tbody>
</table>

### United States Entry Requirements
- Ukrainian citizens can cross the border to the US with a visa.
United Kingdom & Ireland

GENERAL INFORMATION

ENVIRONMENT
- There are mountains in Scotland, North Wales, and Northern England, but not as high as BC. Some roads are impassable on occasion because of snow. Black ice is a common hazard on rural roads in winter, but winter tires are uncommon.
- Generally a temperate climate, not as extreme as BC. The last three winters have been severe, with occasional floods.

POPULATION
- Population density is generally high, and drivers would be used to routes with many old towns and cities.
- Drivers will be used to a diverse population. There is a high percentage of immigrants, and first and second generation descendants, of many ethnicities.

ROAD NETWORK
- UK and Ireland drive on the left.
- Distances in UK are measured in miles (imperial), but in kilometres in Republic of Ireland. Other weights and measures are generally metric, including fuel.
- England has a well-developed motorway and divided highway (known as dual carriageway) trunk road network linking all major cities, ports and airports. Motorways are very busy, with congestion and delays common.
- Scotland, Wales and Ireland have less extensive networks, but still connecting most cities, ports and airports. “Service stations” are widespread, with facilities for truck drivers, displacing the old “transport cafés.”
- UK has one of the best road safety statistics in Europe.
- Distances are short compared to Canada, with significant urban driving.
- A significant feature is traffic to continental Europe via ferries and trains; foreign trucks are common on UK highways. There is substantial cross-border traffic among Northern Ireland, Britain and Ireland.

LANGUAGES
- English is universally spoken, with minor differences to Canadian English.
- Drivers (like most of the UK) are not usually proficient in other languages.
## Trucking Industry Overview

### Image and Significance
- The industry’s image is generally good, and improving.
- The industry is certainly significant as almost all goods are moved by road.
- The UK wider logistics sector accounts for 12% of the UK economy.

### Industry Makeup
- There are large national trucking companies, together with thousands of small and medium-sized carriers. The major fuel companies and retail chains operate their own fleets of branded vehicles, sometimes outsourced. Sixty percent of freight is carried commercially, 40% in house. There is a trend towards integrated logistics companies with storage, transport and other services.

### Types of Vehicles
- There are many types of vehicles but single unit and tractor-trailer are the most common. Container units, car carriers, fuel tankers, tippers, low loaders, curtain-sided vehicles, flat beds and temperature-controlled food trucks are all common. Double trailers are rare.
- UK and Ireland regulations on size, weight and configuration have largely been phased out in favour of EU regulations.
- Restrictions on length mean that all trucks are cab-over and some long haul have a separate sleeping compartment.
- UK and European trucks have regulated tight turning circles.

### Employment
- There are skill shortages of truck drivers, but not as pronounced as previously because of the economic recession.
- The driver is usually alone in the cab.
- A small proportion of drivers are immigrants from Eastern Europe.

### Driver Profile
- Almost always male.
- There is a perception that the occupation does not provide a good career path.

### Industry Bodies

## Regulatory Environment

### Regulations
- Vehicles undergo annual inspection by government accredited test centres, known as the MOT.
- Major regulations are: highway codes, transport regulations, safety regulations (including food safety and use of safety equipment), codes of practice, load restrictions, alcohol and drug restrictions, drivers’ hours, and working time.
- Vehicles are fitted with a tachograph to automatically record driver hours. “Smart cards” are being introduced.
- Compliance with regulations is generally high. Road safety is good, drivers are courteous, and speed limits are observed.

## Training, Licensing, Testing and Enforcement System

### Licensing Structure
- Drivers must hold a valid Heavy Goods Vehicle (HGV) licence. This is obtained by a written exam and a practical test from a government test centre.
### Licensing Structure
- As in the EU, truck drivers must obtain a Driver CPC (Certificate of Professional Competence) involving two theory tests, a driving test and a practical test; 35 hours of training is required every five years (i.e., one day per year).

### Driving/Safety Records
- Convictions are recorded on the licence with a points system. A series of points (e.g., three speeding offences) leads to an automatic ban, usually one year. Serious convictions (e.g., drunk driving) generate an immediate ban.

### Training and Testing
- There is a UK National Occupation Standard (NOS) “Drive Goods Vehicle” (45 pages, 14 units). The associated qualification is available in four vehicle variants: cycle, van, rigid, articulated/drawbar (one only in Scotland).
- Mandatory units cover preparing and operating the vehicle; loading/unloading correctly; and managing documentation.
- A combination of optional topics is also required, covering: route planning; other operational skills; business skills.
- A higher qualification is available for supervisory duties.
- Various apprenticeship schemes are available based on these qualifications.
- The take-up of these qualifications is not clear, possibly low. They are not a regulatory requirement; do not replace the HGV or CPC licence requirements.

### Driver Responsibilities/Skills

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driving and Safety</td>
<td>- Driver responsibility.</td>
</tr>
<tr>
<td>Trip Planning</td>
<td>- Not usually the driver’s responsibility.</td>
</tr>
<tr>
<td>Cargo Handling</td>
<td>- Mostly mechanical and palletized. Some flat beds have truck-mounted cranes (especially for building materials) for off-loading. Tail-lifts are common. Some trucks carry a small fork-lift for self-loading.</td>
</tr>
</tbody>
</table>

### Cultural Considerations

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Religion and Diet</td>
<td>- Christian denominations are the most common religions. Religious observance is generally low except for Roman Catholic in most of Ireland. Muslim communities exist in all major cities.</td>
</tr>
<tr>
<td></td>
<td>- It is not unusual for long-haul to operate over public holidays and weekends.</td>
</tr>
<tr>
<td></td>
<td>- Muslim drivers are likely to have dietary restrictions. Drivers from particular ethnic groups may have certain other preferences or restrictions.</td>
</tr>
<tr>
<td>Customer Service</td>
<td>- Similar to BC; customer service is an optional unit in UK Drive Goods Vehicle.</td>
</tr>
<tr>
<td>Workplace Relationships</td>
<td>- Similar to BC. Teamwork is not included in UK DGV, but is mandatory in the higher supervisory qualification.</td>
</tr>
<tr>
<td>BC Cultural Community</td>
<td>- There are very large English, Scottish and Irish immigrant communities in BC.</td>
</tr>
</tbody>
</table>

### United States Entry Requirements
- Citizens of the UK or Ireland do not typically require a visa to enter the US.
Additional RESOURCES

- Links to relevant guides for employers
- Links to information on the Temporary Foreign Worker and Provincial Nominee Programs
- Information on US-Canada Cross Border Regulations
### LINKS TO RELEVANT GUIDES FOR EMPLOYERS

**Trucking Employers’ Guide: Successful Ways to Find and Keep Your Workforce**  

Progressive and innovative human resources practices from the BC Trucking Association to attract new employees and retain current workforce. Designed specifically for the industry, it describes recruitment and retention practices that are working for trucking companies today.

**Supervisory Skill Development Resource Guide**  

Developed by the Asia Pacific Skills Table to help employers build skills for supervisors within their workforce. It provides a Supervisory Skills Overview and Checklists. While the list of Training Options is no longer current, users can consult the directory of Training Providers in BC for scheduled courses.

**Your Guide to Human Resources**  
[truckinghr.com/en/content/hr-guides](truckinghr.com/en/content/hr-guides)

This Guide was developed by the Canadian Trucking Human Resources Council for staff in small to mid-sized operations who are responsible for recruiting and retaining employees. Includes:

**VOLUME I**  
Recruitment strategies to attract, evaluate, select, hire and retain qualified drivers. Outlines how managing turnover can result in the difference between a profit and loss.

**VOLUME III**  
Practical advice about how to build a business case for sound HR practices, how to manage different generations of people within your workforce, how to address succession planning, and how to identify the HR implications of “greening” a fleet.

**NEW! VOLUME IV**  
Immigrants, Permanent Residents, New Canadians.

This Guide will help companies learn why immigrants can be a key part of their driver recruiting strategy, and the best practices they should use to recruit and retain immigrants as truck drivers.  
[truckinghr.com/en/content/new-canadians-immigrants-permanent-residents-new-canadians](truckinghr.com/en/content/new-canadians-immigrants-permanent-residents-new-canadians)
**LINKS TO INFORMATION ON THE TEMPORARY FOREIGN WORKER AND PROVINCIAL NOMINEE PROGRAMS**

**Temporary Foreign Worker Program (TFWP)**  
cic.gc.ca/english/hire/worker.asp  
Federal program that enables Canadian employers to bring foreign workers to Canada on work permits for an authorized period of time in order to address critical talent shortages.

Immigration, Refugees and Citizenship Canada (IRCC) Call Centre: 1-888-242-2100  
IRCC Call Centre Service Online: cic.gc.ca/english/contacts/call.asp  
Help Centre: cic.gc.ca/english/helpcentre/index-featured-can.asp

**Provincial Nominee Program — Immigration, Refugees and Citizenship Canada (Pan-Canadian)**  
Permanent residence application forms, and information for workers nominated through the Provincial Nominee Program.

CIC – Federal: cic.gc.ca/english/immigrate/provincial  
BC PNP: welcomebc.ca/Immigrate-to-B-C/B-C-Provincial-Nominee-Program

**INFORMATION ON US-CANADA CROSS BORDER REGULATIONS**

**US Entry Requirements**  
travel.state.gov/content/visas/en.html  
Carriers may also want to contact US Customs and Border Protection (US CBP) directly at one of the Washington land border ports with questions cbp.gov/contact/ports/wa or submit a question online at the CBP Info Center help.cbp.gov

**FAST Card/Pass**  
Canada.immigrationvisaforms.com/canada-travel-program-forms/usa-canada-fast-card  
This link provides information on the FAST Card Canada, FAST programme and a step-by-step Guide on how to apply. It also provides applicant’s qualification requirements.

**I-94 Card**  
cbp.gov/travel/international-visitors/i-94-instructions  
Drivers who are not citizens of Canada or the US must complete an I-94 card when entering the US, even if they qualify under the Visa Waiver Program. US CBP will create an electronic I-94 record and an admission stamp that is annotated with date of admission and admitted until date.

**ADDITIONAL RESOURCES**

drivershortage.ca  
DriverShortage.ca was launched in 2013 by the Canadian Trucking Alliance’s Blue Ribbon Task Force (BRTF) on the Driver Shortage as a one-stop information, research and media portal dealing with what many carriers say is the industry’s greatest long-term challenge – the looming, chronic shortage of qualified truck drivers.
• Creating a Country Profile
LOOKING FOR INFORMATION ON COUNTRIES THAT ARE NOT YET IN THIS REFERENCE?

TRY THESE STEPS:

1. Look at similar countries in this Reference – for European Union (EU) countries, look at Italy and Romania.

2. Do an Internet search on the country of interest:
   - Try search terms such as: [country name], truck driving regulations, freight transport industry, road network, map, climate, terrain
   - Look for key players in the industry (associations, trade representatives, training schools) – in the specific country, or within Canada

3. Request additional information from sources such as:
   - Industry associations in the country
   - Training schools
   - Local immigrant settlement agencies
   - Local communities/networks of recent newcomers from the country

4. Contact some of the “key players” to gain more insight and validate the information.
   - Talk to job candidate[s] and ask about their experience.

Use the headings in SECTION 5: COUNTRY PROFILES within the Reference to create your own chart.

Focus on the sections that matter most to your firm.
### DO-IT-YOURSELF CHART

Capture the key points that might tell you something about the candidate’s experience. Focus on those elements that are most important to your operations. Remember to use these details to form good questions for interviews, or to plan your orientation and training.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Country-Specific Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENVIRONMENT</td>
<td>What affects driving conditions and experience?</td>
</tr>
<tr>
<td></td>
<td>Weather, terrain, borders</td>
</tr>
<tr>
<td>POPULATION</td>
<td>How is the population distributed?</td>
</tr>
<tr>
<td></td>
<td>Are there major centres with congestion, large areas of remote travel</td>
</tr>
<tr>
<td>ROAD NETWORK</td>
<td>What are the road conditions?</td>
</tr>
<tr>
<td></td>
<td>Major highways, well maintained, rural or mountainous roads in poor condition</td>
</tr>
<tr>
<td>MAJOR LANGUAGES</td>
<td>How common is English knowledge?</td>
</tr>
<tr>
<td></td>
<td>Learned in school but not much practice, other languages that can be helpful in your business</td>
</tr>
</tbody>
</table>

### TRUCKING INDUSTRY OVERVIEW

<table>
<thead>
<tr>
<th>Topic</th>
<th>Country-Specific Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMAGE &amp; SIGNIFICANCE</td>
<td>What is the status of the industry?</td>
</tr>
<tr>
<td></td>
<td>Well regarded, growing, stagnating</td>
</tr>
<tr>
<td>INDUSTRY MAKEUP</td>
<td>How does it differ from what the new driver might encounter here in Canada?</td>
</tr>
<tr>
<td></td>
<td>What might a driver expect, what could be a surprise</td>
</tr>
<tr>
<td>TYPE OF VEHICLES</td>
<td>Are the vehicles similar to the equipment in your firm?</td>
</tr>
<tr>
<td></td>
<td>Transmission, size, age and technology</td>
</tr>
<tr>
<td>EMPLOYMENT CONTEXT</td>
<td>How is work structured in the other country?</td>
</tr>
<tr>
<td></td>
<td>What expectations might the new driver have about pay rates, unionization or employment relationship</td>
</tr>
<tr>
<td>DRIVER PROFILE</td>
<td>What characteristics of typical of drivers in that country?</td>
</tr>
<tr>
<td></td>
<td>How does this candidate compare, what might be different from BC drivers</td>
</tr>
<tr>
<td>COMMON TERMS</td>
<td>What is some terminology that might help communicate with the newcomer?</td>
</tr>
<tr>
<td></td>
<td>Technical terms or words that might make things easier</td>
</tr>
<tr>
<td>INDUSTRY BODIES</td>
<td>Which organizations exist?</td>
</tr>
<tr>
<td></td>
<td>Sources of information, understanding the licensing and regulations</td>
</tr>
</tbody>
</table>
### REGULATORY ENVIRONMENT

<table>
<thead>
<tr>
<th>Topic</th>
<th>Country-Specific Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REGULATIONS</strong></td>
<td>What regulations apply to the industry in that country? Common standards for EU and several other European countries, specific regulations elsewhere</td>
</tr>
<tr>
<td><strong>LICENSING STRUCTURE</strong></td>
<td>What are the licensing levels and requirements? Understand which levels apply to the type of work in your firm</td>
</tr>
<tr>
<td><strong>DRIVING/SAFETY RECORDS</strong></td>
<td>What records are available and what do they mean? Ask candidates for their demerits and their safety records, and know what they mean</td>
</tr>
<tr>
<td><strong>INDUSTRY TRAINING AND TESTING</strong></td>
<td>How rigorous and standardized are training and testing? Does it involve theory, practical skills, accreditation, is there corruption in testing</td>
</tr>
</tbody>
</table>

### CULTURAL CONSIDERATIONS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Country-Specific Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RELIGION AND DIET</strong></td>
<td>What are the common religions? Special considerations that might help accommodate their faith and make them feel welcome</td>
</tr>
<tr>
<td><strong>BC CULTURAL COMMUNITY</strong></td>
<td>Are there communities in the area that can help a new driver and family feel welcome? Census data, local communities and resources</td>
</tr>
</tbody>
</table>

### UNITED STATES ENTRY REQUIREMENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Country-Specific Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ABILITY TO CROSS BORDER</strong></td>
<td>Is this country on the list of countries for the US Visa Waiver Program? If so, a visa likely will not be needed</td>
</tr>
</tbody>
</table>