



CONCRETE
ALBERTA



CONCRETECANADA
BÉTONCANADA

Concrete Delivery Professional (CDP) Certification

Why should your drivers be CDP certified?

- Your drivers are your store front sales reps! They are your eyes and ears on a jobsite and their appearance, actions, and their contribution to the success of a job done well are a commercial for your business.
- Your delivery professionals are the backbone of the operations, safety and environment culture of your business. But your drivers can only aspire to be some of the strongest players on your team through proper skills training.

The Concrete Delivery Professional Program includes course modules specific to:

- **Safety**
- **Environment**
- **Vehicle Operations and Maintenance**
- **Product Knowledge**
- **Customer and Company Relations**

A driver's roles and responsibilities that contribute to a producer's compliance to federal and provincial safety, environment and transportation acts and regulations are addressed in detail in this course along with the required record keeping and tracking that is mandated.

The CDP certification provides an industry standard to be recognized across the country by all national, provincial and regional ready-mixed concrete associations. Once the driver successfully completes the certification program, the driver receives a wallet card and certificate attesting to their certification which is valid for 5 years upon issuance.

The CDP training is recognized by regulatory auditing authorities as forming a vital part of your employee skills development process that supports your firm's adherence to the federal, provincial and local acts and regulations.

The **Safety** module covers all aspects of safety that relevant to your delivery personnel, including:

- Personal Safety, including work environment hazard recognition, proper use and maintenance of PPE, proper lifting to avoid back injuries, cement burn prevention, SDS, driver fatigue and alcohol and drug abuse.
- Truck/Mixer Safety, including "Circle of Safety method for checking for hazards around your vehicle, the "Three-Point" Climbing Rule for entering and exiting a driving cab, proper chute handling and cleaning procedures, Lockout/Tag-out policies and

procedures for mixers and other heavy equipment, confined space and safe drum cleanout procedures, object fall-off prevention during truck transit.

- Road Safety, including proper mixer truck driving tactics aimed at rollover prevention*, safe operation of a vehicle during inclement weather, and the procedure a CDP should follow in an accident involving their vehicle.
- Jobsite Safety covers how to recognize unsafe ground conditions and what to do when customers require them to operate in unsafe conditions. Other topics include safe unloading and prevention of injuries to all site personnel while doing so, added safety precautions when conveying concrete to pumps, buckets & cranes or curb machines/extruders. Finally, the identification of electricity site hazards and how to deal with them.

The **Environment** module covers aspects of the driver's role in environmental best management practices, including:

- Control of Fugitive Dust
- Proper Storm Water and Process Water Management
- Left Over Concrete Management
- Jobsite Washout Practices
- Proper Truck Cleaning at the Plant Site
- Proper Vehicle Fueling Procedures
- Spill Prevention, Control and Countermeasures plans
- Maintaining Plant and Truck Appearance

The **Vehicle Operations and Maintenance** module covers truck mixer systems and their components; best practices for vehicle inspection and operation; procedures that can help a CDP deal with common malfunctions that may affect delivery, including:

- Identification of the Major Components of truck and mixer systems; engine systems; steering chassis and drive train; axels suspension, wheels and tires and common system trouble sources.
- Proper Pre-Trip Inspection Procedures for rear discharge mixers, front discharge mixers as well as mixers with rear axle lifters.
- Proper Start-up Procedures and operation of truck/mixers in normal and inclement weather conditions.
- Proper techniques for Entering and Maneuvering on Jobsites with a truck mixer, and how to make the unloading process go as efficiently as possible.
- Post-Trip inspection, Cleaning, Maintenance and proper record keeping of a truck/mixer.

The **Product Knowledge** module covers the principles of quality concrete and the role the driver plays in preserving the quality of the product to the end placement point. Drivers will also learn about the roles that other players such as pumpers, placers & finishers and testers must fulfill in order to ensure a durable product is supplied and installed in a safe and efficient manner. Drivers will be trained to hone their observation skills in order to be another set of

eyes on the jobsite and to facilitate more accurate site activity records for the producer. The module includes:

- The components that make up quality concrete and how they work together.
- The “value-added” products like fibres, colour and performance enhancing admixtures.
- Concrete Plant Types and their effect on lading and mixing procedures.
- Mixing techniques, adding water and the effects on quality of both.
- Air entrainment and how air content can be impacted in concrete
- Other cementing materials, why they’re used and their impact on concrete.
- Methods of concrete placement and the advantages and disadvantages of each.
- The “Do’s and Don’t’s” of concrete handling, placing and finishing.
- Concrete curing and how it affects concrete properties.
- Concrete Cracking and a means to control it.
- Proper procedures for sampling concrete.
- To recognize the proper procedures for testing fresh concrete and for making and curing concrete test specimens.
- The effect that improper testing can have on the concrete producer and the customer.

The **Customer and Company Relations** module pulls it all together by creating a better understanding for the driver on how their individual and company’s actions can affect their success, including:

- Understanding the benefits of maintaining a satisfied customer along with the costs associated with customer dissatisfaction.
- The personal impact they can have on the public image of the company.
- The different requirements of different customer types.
- How to deal with the other stakeholders involved in the construction process like owners and testing agencies.
- How to deal with product problems like shortages, wrong mixes, load too wet and problems with acceptance testing.
- How to deal with jobsite problems such as language difficulties, customer requirements for maneuvering the truck on the jobsite, property line issues, and getting stuck.
- How to deal with customer and delivery problems like delays caused by driver getting lost or other scheduling issues beyond the driver’s control.
- Dealing with safety issues on site and dealing with unsafe behaviour by customers while unloading.
- Recognizing the value of teamwork and the role that other employees play in company success.
- Understanding the importance of good dispatcher/driver relationships and proper radio etiquette. To recognize the importance of proper recording and documenting of batch tickets and other required paperwork.
- To understand the value of a positive attitude and a good work ethic and how a negative attitude can affect the customer, the company and other employees.
- Methods of coping with conflict and stress on the job.