Alternate Locate Provider Program

Alternate Locate Service Provider Registration Process

Alternate Locate Provider Program Overview

The Alternate Locate Provider (ALP) Program model is an alternative approach to delivering locates in Alberta. The goal of the ALP Program is to provide an additional option for project owners to receive locates in line with project requirements and provide further certainty over project timing and costs. The registered Alternate Locate Service Provider (ALSP) works for the Project Owner on their timeline and can serve to reduce downtimes and improve outcomes. ALSPs must be registered for participation in the ALP Program and must meet specific criteria such as specialized training, quality assurance audits, reporting, insurance, experience and capabilities.

This document outlines the process that must be followed by a Locate Service Provider (LSP) or any Employer seeking to perform locating under ALP in order to be assessed and register as an ALSP.

ALSP Registration Process

Below is a step-by-step process required in order to be registered as an ALSP:

Preparation

1. Review Registration Criteria
2. Submit Request Form
3. Pay ALSP Assessment Fee

Audit

4. Audit Initiation
5. Submit supporting audit info
6. Auditor to Review Submission

Set Up

7. Auditor to Approve or Deny ALSP
8. Initiate Onboarding & Contracts
9. **ALSP is Registered**

Detailed ALSP Registration Process Steps

Step 1: Review the Registration Assessment Criteria that follows in this document to determine if your company has the capability and resources to complete this process. If any significant gaps are identified, work to address those prior to proceeding to Step 2.

Step 2: Download and complete the Request for Assessment form (link) and submit to Utility Safety Partners (USP) per the form instructions.

Step 3: A USP representative will contact the Employer to arrange payment of the ALSP Registration Assessment fee (Note: payment of fee does not guarantee registration will be approved).

Step 4: An auditor will be in contact with program information and to setup a meeting to discuss the process and timing.

Step 5: Employer will complete the self assessment checklist (link) and compile all supporting documentation required by the auditor for each section.

Step 6: Depending on the assessment and supporting documentation materials received, further reviews, documentation, meetings, and/or in field visits may be required.

Step 7: If successful, USP will send registration signoff to the representative for the Infrastructure Owners for final approval.

Step 8: Set up will be organized with the impacted Owners including Orientation, ALSP set up, and contractual review and sign off.

Step 9: Employer is now officially set up as an ALSP and will be listed on USP's website.

Steps Involved Following an Unsuccessful Audit

If an Employer is denied registration approval following the audit stage, the Employer will be provided with a report indicating any area(s) to address prior to seeking future approval. The Employer must wait 6 months before re-assessment in order to demonstrate sustained changes have been implemented. There will be an additional fee associated with reassessment.

Note that if minor gaps are found during the audit and can be addressed during the review process to the satisfaction of the auditor, this will not result in re-assessment. Minor gaps may include, but are not limited to, small wording changes in documentation, missing backup documentation that is produced, changes to insurance, or other issues that do not impact the Employer's ability to perform locates to a high level of quality and safety.

ALSP Registration Assessment Criteria

Employer Assessment Overview

Employers wishing to participate in ALP must be registered and approved by USP and the participating infrastructure owners. This framework will provide the basis to assess if a new LSP or contractor can be deemed capable to perform this work and ultimately be registered. Overall program oversight and standards are included under USP's Registration Assessment Program (RAP).

Business Requirements

Industry Certifications

The Employer must maintain recognized industry training and certifications as required for ALP.

Assessment Considerations
• Mandatory: Certificate of Recognition (COR) certification in good standing or in progress of achieving COR within next 12 months.   • Mandatory: Employer to demonstrate that all locators planning to work on ALP locates have completed Locate and Marking training certification from a USP-endorsed training provider or are able to demonstrate a plan and timing to achieve this threshold.   • Recommended: Significant proportion of locators have GD201 certification from a USP-endorsed training provider.

Insurance and Security

The Employer must hold minimum insurance coverages as outlined below. Coverage requirements may differ by region and Owner. The following are minimum mandatory requirements, however higher coverage may be required.

Assessment Considerations
• Commercial General Liability Insurance: $5,000,000 coverage   • Commercial Automobile Liability Insurance: $5,000,000 coverage   • Employer's Liability Insurance (Errors and Omissions): $2,000,000 coverage per employee (above WCB)   • All Risk Property Liability must be included in policy   • Security and Criminal Background Checks must be performed on all employees

Experience and Performance History

The Employer should be able to demonstrate experience providing public infrastructure locates in a similar capacity either in Alberta or similar jurisdiction and have a solid performance record.

Assessment Considerations
• Experience working for Consortium or other similar Utility Owners in Canada on similar scope of services • Strong quality, damage and safety track record • Demonstrated ability to contract to Utility Owners and meet legal requirements • References from Utility Owners may be requested for Employers from outside Alberta.

Training and Quality Requirements

General Training

The Employer must demonstrate that they have the capabilities, policies, procedures and systems to provide training to its Locators internally. Training and qualification of locating personnel should be described in the Employer's training documentation. Internal competency assessments should determine that Locators have met the Employer's training and qualification requirements.

Assessment Considerations
• Training program and/or processes documented and implemented • Training program includes considerations for recruitment, competency assessment, delivery tools and methods, continuous improvement, considerations for new vs experienced locators, conditions for training after layoff. • Resources in place and identified to deliver training and support assessment of locators in the office and field • Includes completion of industry training including GD201 and Locate and Marking by USP-endorsed training provider(s) • Procedures being followed and trained on are aligned to CCGA Best Practices and the Damage Prevention Process in Alberta • Demonstration that training program is being followed in practice

Buried Facility Operator Specific Training

Depending on the locating requirements of the Buried Facility Operators and regions, the Employer will be required to complete further Owner-specific training. The Employer must have the ability to perform this training as part of their internal training program and structure and/or have the ability to incorporate new requirements and training needs as required by specific Buried Facility Operators.

Assessment Considerations
- Training program includes applicable Utility Owner training or demonstrates the ability to include in program.   - Includes any locating requirements required by Utility Owner that are not consistent with other Utility Owners or generally accepted processes.   - Includes any special requirements legally required of Utility Owners.

Quality Assurance

The Employer must demonstrate that they have either a Quality Assurance Manual or similar documented quality processes with the following considerations accounted for.

Assessment Considerations
- Documented Quality Assurance Manual or set of processes being followed   - Ability to audit completed locates per Owner volume requirements, as well as following a damage, near miss, or as identified during other reviews   - Internal quality assurance auditors or the ability to outsource audits to a qualified third-party assessor   - Documented damage and near miss process, ideally as part of quality assurance program, including investigation, reporting, non-conformance process, corrective actions, employee improvement   - Ability to produce Owner required metrics and reporting

Technical and System Requirements

Safety Reporting System

The Employer must be active and have an acceptable rating in one of the approved Safety Reporting systems that Buried Facility Operators use when any work is being carried out on their infrastructure. Approved options include, but are not limited to: ISNetWorld.com or ComplianceWorks.ca.

Ticket Management Processes and Systems

The Employer must have a ticket management process to ensure that tickets can be properly received and submitted and to maintain records safely. The ticket management process will need to be able to address the following considerations.

Assessment Considerations
• Can receive ticket requests and info from Project Owners via electronic or software-based processes. While not required at this time to have ticket management software, it is recommended for future program participation.   • Receive and track any additional feedback/responses from Utility Owners   • Send completed locates to Project Owner and/or Utility Owners   • Keep all records for 7 years and allow access to Utility Owners (Certain Utilities may have longer conditions)

Mapping

The Employer must be able to access Buried Facility Operator infrastructure mapping and records via the designated mapping database and/or system(s) in use and demonstrate ability to support access to the system.

Assessment Considerations
• Employer has adequate IT support and hardware to ensure access to Mapping System   • Ability to access and interpret mapping appropriately per Utility Owner requirements   • The process for disseminating mapping is functioning correctly and understood by the locating personnel   • Demonstrate ability to maintain security and data maintenance

Equipment

The Employer must have adequate and up to date equipment to perform locates and demonstrate that calibration is including in its operating procedures. Equipment includes, but is not limited to, locate sets, computers, phones, GPS, paint, markers, vehicle, road safety equipment, and PPE.

Further Program Information

For further ALP program information: utilitysafety.ca/learning-centre/alp-program-faq/

For ALP questions and support, email USP at: info@utilitysafety.ca

Appendix: ALSP Registration Self-Assessment Checklist

Alternate Locate Service Provider (ALSP) Registration Assessment Form

Company Name: *Version 1.0*
Region(s):   *Revision Date: February 17, 2024*

The following checklist follows the ALP approval framework as identified in the ALSP Registration Assessment Program
All items listed as "Meets Requirement" have been confirmed by qualified assessor
Approval, if granted, is for the region(s) listed above. Additional regions must be re-evaluated.

BUSINESS REQUIREMENTS				Meets Requirement Yes	No	Comments
Industry Certification	COR Certification	Active:	In Progress:			
	Industry Training	L&M:	GD201:			
		# of Locators:	# of Locators:			
Insurance	$5M Comprehensive General Liability					
	$5M Automobile Liability					
	$2M Professional Liability (Errors and Omissions)					
Locate Experience	Alberta:	Other Province(s):	Other:			
Years in Operation:						
	Historical Performance Data Reviewed					
	Reference Checks Available					

TRAINING AND QUALITY REQUIREMENTS				Meets Requirement Yes	No	Comments
Training - General	Internal:	Other LSP:	USP/Industry:			
Specific Requirements:	Training aligns with generally accepted training practices					
	Outline of training program included					
	CCGA Best Practices and CSA Z247 Knowledge and Alignment					
Training - Owner Specific	Internal:	Other LSP:	Owner:			
Specific Requirements:	Ability to train internally on new owner infrastructure					
Quality Assurance	Internal QA processes/manual in place					
Specific Requirements:	Auditing performed by internal QA Assessor					
	Auditing checklist aligns with approved Consortium checklist					
	Evidence and documentation of following policies and processes					
	Ability to audit minimum locates (per Consortium)					
	Ability to produce QA and Damage reporting (per Consortium)					

TECHNICAL REQUIREMENTS				Meets Requirement Yes	No	Comments
Safety Reporting Software	ISNetworld:	ComplyWorks:	Other:			
Ticket Management Process	Email:	Software:				
Specific Requirements:	Ability to receive OneCall ticket requests					
	Ability to track owner responses					
	Send completed locates to owners					
	7 year record retention					
Mapping	Multiviewer:	Other GIS:				
Specific Requirements:	Flexible to owner readability requirements					
	Office and Field Use					
	Meets hardware/software owner requirements					
	Internal IT/Mapping Support Capabilities					
Equipment	Equipment Assessed and Calibration Process in Place					

Additional Comments

ALSP Assessment (PASS/FAIL)   PASS   FAIL

Assessor Name:	
Assessor Signature:	
Date:	

UTILITY SAFETY PARTNERS

#clickbeforeyoudig