



Alternate Locate Provider Program

Registration Instructions for Alternate Locate Service Provider Applicants

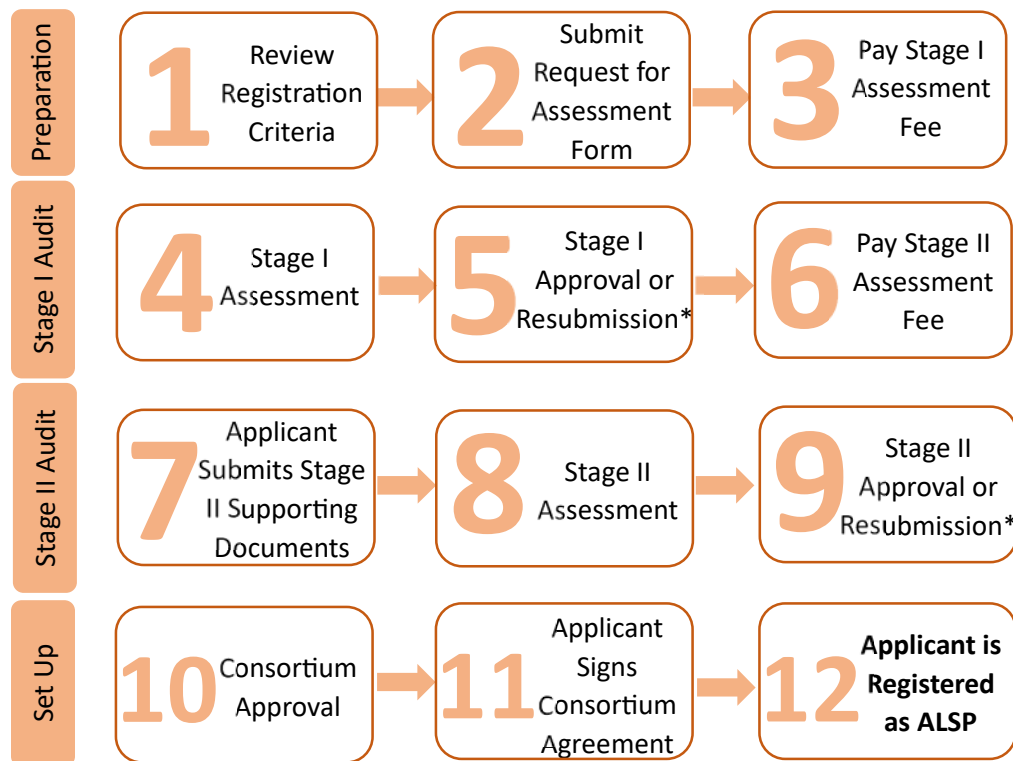
General Instructions to Applicant

The Alternate Locate Provider (ALP) Program model is an alternative approach to delivering locates in Alberta. As part of the ALP Program, a registered Alternate Locate Service Provider (ALSP) works for the Project Owner and must be registered for participation in the ALP Program. ALSPs must meet specific criteria such as specialized training, quality assurance audits, reporting, insurance, experience and capabilities.

Applicants are expected to review the registration assessment process and have a comprehensive view of their alignment with registration requirements before submitting a request for assessment. Applicants are expected to perform a self-assessment and submit this as part of the formal review process as well as the following backup documentation. Further information may be requested.

ALSP Assessment and Registration Process

Below is a step-by-step process showing how to get registered as an ALSP:





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ALSP Registration Process Step Details

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 and submit to Utility Safety Partners (USP) per the form instructions.

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

Step 4: A USP auditor will be in contact with assessment program information and may setup a meeting to discuss the process and timing. Applicant must complete the self assessment checklist and submit to the auditor for the Stage I audit to start.

Step 5: The auditor will review the submission and provide endorsement of next steps for Applicant. This can include approval to proceed to Stage II audit or a requirement for resubmission.

Step 6: Once approved to proceed to Stage II, a USP representative will request payment for the Stage II audit fee before proceeding (Note: payment of fee does not guarantee registration will be approved).

Step 7: A USP auditor will be in contact with Stage II documentation and to setup a meeting to discuss the process and timing. Applicant must provide all supporting documentation and submit to the auditor for the Stage II audit to be completed.

Step 8: Depending on the assessment and supporting documentation materials received, further reviews, documentation, meetings, and/or verification may be required. Assessment will be done against a standard audit checklist with flexibility built in for individual company processes.

Step 9: The auditor will provide endorsement of next steps for Applicant. This can include approval to proceed to final Consortium sign off or a requirement for resubmission.

Step 10: If successful, USP will send registration signoff to the representatives for the impacted Consortium Owners for final approval.

Step 11: Set up will be organized with the impacted Owners including Orientation, ALSP set up, and contractual review and sign off.

Step 12: Employer is now officially set up as an ALSP and will be listed on USP's website. Please note, the ALSP's locators will still need to be registered prior to completing ALP locates.



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Stage I Audit - Supporting Documentation

Stage I assessment involves a preliminary review of an Applicant's company, systems, training, quality, and other programs to ensure the Applicant is aligned on the basic requirements of the Registration Assessment Program (RAP). The only document required is:

1. **RAP Self-Assessment Checklist:** This form must be completed and submitted by the Applicant and represents the Applicant's best self-assessment against RAP requirements. This document is shown in Appendix B and is available in a fillable version on the USP website.

Additional documentation may be requested during Stage I as identified by the assigned auditor.

Stage II Audit - Supporting Documentation

In order to thoroughly assess your company's alignment to the Registration Assessment Program (RAP) during the detailed Stage II Audit, the following documentation and/or information is mandatory to be sent for review.

Business Requirements

1. **Proof of COR or SECOR** - if not currently certified, outline progress and expected timing to certification
2. **List of active/proposed ALP locators** including the following information:
 - a. Years with your company and years of total locate experience
 - b. USP-endorsed Locate & Marking course certification ID
 - c. If applicable, USP-endorsed GD201 course certification ID
3. **Insurance** – provide coverage limits for comprehensive, errors and omissions, automobile
4. **Company Information and Experience**
 - a. Years of operation in Alberta (or other provinces if not currently in Alberta)
 - b. Shallow Underground Infrastructure Owner experience (infrastructure owners and years of experience. Note: experience as a subcontractor to a Consortium LSP is acceptable.
 - c. If no experience in Alberta, three (3) relevant utility owner references must be submitted



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Training and Quality Requirements

5. **Quality Assurance (QA) Program**

- a. Copy of QA manual and/or any documented QA processes
- b. Must include details on competency, audit, damage investigation, corrective actions
- c. Identify who in your organization is responsible for QA oversight and how audits and investigations will be resourced/led
- d. Damage tracking or data. If not available, provide details on how damages will be tracked and/or reported to Consortium members.

6. **Training and Competency**

- a. Copy of training manual and/or locate procedures (used for training)
- b. Copy of locator competency assessment process or documentation used for sign off
- c. List of any applicable Consortium-specific training you have received in the past

Technical Requirements

7. **Safety Reporting Software** - Provide Company ID for any and all services currently in use (ISNetworld, Avetta, Compliance Works).

8. **Ticket Management Process** - Specify how you receive tickets and submit locate packages (email, software, other). If software, identify software provider in use.

9. **Mapping Viewers** - Specify if access to Multiviewer GIS viewer is currently in place

- a. If system is not currently in place, please confirm that your company is able to implement this as part of ALP participation (there will be costs and technical IT capabilities required)

10. **Locate Equipment** – Provide a recent calibration log of company's locate equipment

Steps Involved Following an Unsuccessful Audit Stage

If an Applicant is required to go through a resubmission following either audit stage, the Employer will be provided with a report indicating any area(s) to address prior to seeking approval. An Applicant can complete 2 resubmissions before they will be denied from proceeding further in the assessment process. Should an Applicant be denied registration, the Applicant must wait 6 months before re-applying for ALSP assessment in order to demonstrate implementation of sustained changes. There will be an additional fee associated with resubmissions and/or re-initializing of assessment.

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 resubmission. Minor gaps generally include issues that do not impact the Employer's ability to perform high quality and safe locates, as deemed relevant by the auditor.



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Additional Registration Criteria Information

Appendix A: General information and considerations for approval as part of the registration assessment. The details provided are guidance only and each Applicant will be assessed against these criteria, while factoring in individual company specifics.

Appendix B: Non-fillable sample copy of the Stage I self assessment checklist to be completed by Applicant. Please contact USP for the fillable version to use.

General Applicant Instructions

- Ensure a completed Request for ALSP Assessment Form has been completed by the Applicant and acknowledged at USP
- Applicants are expected to review the registration assessment program process and have a comprehensive view of the program requirements.
- Carefully read this document, along with the current ALP Schedule of Fees documents.
- Prepare and plan the appropriate resources to accommodate the provision of documentation and subsequent follow up review.
- Gather all the required information and supporting material and organize it as required. All documentation requested in the previous section must be sent to USP via the auditor identified to you. This can be done either via email or through other electronic means if required.
- Any format of file and backup documentation is fine as long as it includes the information requested.
- USP and the Auditor will store documentation for future audit purposed, but will ensure all documentation is treated as Confidential and will not be shared with external parties.
- Once all information is received, an assessment report will be created and sent back to you for comment and review and an opportunity to address any gaps will be possible at that time.
- It shall be noted that there is some inherent subjectivity built into the audit process. However, final ALSP approval will demonstrate that all applicable requirement sections have been reviewed with supporting documentation and that the processes and documentation in place meet the minimum requirements of the ALP Registration Assessment Program.

Further Program and Application Information

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

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



Appendix A: 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 or SECOR) 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



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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 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



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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. Please note it is not a requirement to have specific owner training, only to demonstrate the ability to train on new infrastructure types and owners.

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 audit/damage metrics and reporting



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Technical and System Requirements

Safety Reporting System

The Employer must be active and have an acceptable rating in one or more 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: Avetta, ISNetWorld, and ComplianceWorks.

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)
- Employer has adequate IT support and hardware to ensure access to tickets

Mapping

The Employer must be able to access Buried Facility Operator infrastructure records via the designated mapping 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
- 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



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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.



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Appendix B: ALSP Registration Self-Assessment Checklist



Alternate Locate Service Provider (ALSP) Company Registration Assessment Form

Company Name:
Region(s):

ALSP Assessment	
Level	Audit Result
Stage I	Auditor Use Only
Stage II	
Final	

Instructions:

Applicant to confirm their response to each item under "Applicant Response"
Please use the drop down options in each case in order to facilitate the assessment process.
Applicant may include additional comments for clarification if required. This is not mandatory.

			Stage I Applicant Response	
Business Requirements	Item	Assessment Question	Applicant Response	Applicant Comments (if applicable)
Industry Certification	1	Are you COR or SECOR certified or in Progress of COR certification?		
	2	Do all ALP Locators have USP-endorsed Locate & Marking training completed and/or planned?		
	3	Do all ALP Locators have active USP-endorsed GD201 training? (non-mandatory)		
Insurance	4	Do you meet the following insurance coverage requirements? \$5M Comprehensive General Liability \$5M Automobile Liability \$2M Professional Liability (Errors and Omissions)		
	5	Do you have experience providing public shallow infrastructure locates in Alberta? If "No" to above, do you have other damage prevention experience in Alberta?		
	6	Do you have a valid current locate contract with any Consortium member?		
	7	How long have you offered locate services (any jurisdiction)?		
	8	How long have you provided public shallow infrastructure locates?		
	9	How long have you provided private shallow infrastructure locates?		
Training and Quality Requirements	Item	Assessment Question	Applicant Response	Applicant Comments
Training Program	10	Do you have a training and competency program?		
	11	Do you train your employees on locating internally or through external partners?		
	12	Does your training program incorporate CCGA and Industry best practices?		
	13	Do you currently have locators trained on any Consortium locate procedures?		
Quality Assurance Program	14	Do you have capabilities to train employees on new infrastructure owner procedures?		
	15	Do you have a quality assurance (QA) manual or documented QA processes?		
	16	Do you currently audit locate quality (locate accuracy, near miss/damages, procedures)? If "Yes" to above, do you use internal QA resources to perform audits? If "No" to #16 are you prepared to implement audits and data tracking?		
Technical Requirements	Item	Assessment Question	Applicant Response	Applicant Comments
Safety Reporting Software	17	Are you currently set up in any of the following softwares: ISNetwork, ComplyWorks, Avetta? If "No" to above, are you prepared to sign up for the software required?		
	18	Are you able to receive locate requests electronically?		
Ticket Management Process	19	Are you able to submit completed locates electronically?		
	20	Do you have a locate document retention procedure for completed locates?		
Mapping	21	Do you currently have the Consortium Multiviewer GIS Viewer Set up? If "No" to above, are you prepared to install and setup Multiviewer?		
	22	Do you calibrate your locate equipment per Manufacturer specifications?		

Additional Applicant Comments

Version 1.1

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