



Investigations and Compliance – Policy and Procedures

Policy Title: Not Responding to 360 Feedback

Authority:	Effective Date:	Revised date:	Policy Number:
Issued by Board of Directors of Ontario One Call	December 15, 2016		
Subject:			
Regulation – Part I of Schedule 2 to By-Law No. 2 Section 14		Applies to: Members of Ontario One Call (the “Corporation”)	

**Policy:** To have all members responding to 360 feedback as prescribed within the Ontario Infrastructure Notification System Act, 2012 (“Act”) and its regulations. Ontario Regulation 92/14 incorporates by reference Schedule 2 to By-Law No. 2 Part I - Section 14 which states, *“The Members or the Members’ designate will notify the Corporation on the completion of each Locate. The Members shall provide feedback of completed locates to the Corporation’s 360 Feedback within three (3) Business Days of the Locates completion in the field (which system can also accept a negotiated date to be entered) unless there is reasonable justification acceptable to the Corporation that it cannot be done in the three (3) Business Days; but in any event the feedback must be provided within five (5) Business Days after the completion of the Locate”.*

**Purpose:** Ensuring members close out a locate request by entering factual information in the appropriate locations within 360.

**Scope:** Applies to all members of Ontario One Call.

**Procedure:** Compliance Department of Ontario One Call will monitor the members’ performance of responding to 360 as per the Schedule 2 to By-Law No. 2 Part I - Section 14, on a monthly basis. Should the member be non-compliant in regards to Section 14, the Compliance Department will contact the member with a notice requesting a response to the alleged breach. If the members’ non-compliance continues other measures may be taken under Schedule 2 to By-Law No. 2 – Part II – Enforcement, Section 8. Depending on the severity of the non-compliance, unwillingness of the member, or other contributing factors to the non-compliance, the matter may be referred to the Compliance Committee of Ontario One Call for a hearing.

All notice(s) from Ontario One Call will be sent to two (2) persons at the underground owner (member) organization in order to ensure receipt by at least one individual of the member

organization. One of the recipients is required to action the notice or direct the notice to the appropriate person for resolution.

In the event there is only be one (1) person to which to direct the notice, the Compliance Department will consider the issuance all notice(s) complete. Should the Compliance Department receive an out of office notification, the Compliance Department will forward the notice to all indicated individuals as listed on the Members' out of office response.

It is not the responsibility of the Compliance Department to validate that any recipient is available. It is the responsibility of the Member to provide such information to the Corporation as is necessary for the Corporation to fulfil its objects.

Potential Consequences: Members should review the following to understand potential consequences they can face for non-compliance:

1. Part II of Schedule 2 to By-law No. 2 of Ontario One Call;
2. The Rules of Procedure for hearings located at **[insert web address]**;
3. Policy No. \_\_\_\_ respecting Members Rights;
4. Policy No. \_\_\_\_ issued by the Board of Ontario One Call to the Compliance Committee.