**(Name of Agency)**

**Quality Management System**

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| --- |
| **… Place holder for logo** **Delete if not used** |

**QMS Version: May 2025 – v1.4**

(Insert Name of AGENCY Here)

Quality Management System

This Quality Management System has been accepted

by the Administrator of Accreditation.

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|  | **Administrator of Accreditation** |  |

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|  |  |  |
|  | **Date** |  |

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# Scope of Accreditation

The (***Insert name of agency here),*** herein referred to as “The Agency” will administer the *Safety Codes Act* (Act) including the pursuant regulations and codes and standards that are in force as amended from time-to-time and applicable in the following technical discipline(s);

|  |
| --- |
| Building |
|  |[ ]  All parts of the current:* National Building Code – Alberta Edition; and
* National Energy Code of Canada for Buildings.
 |
| Electrical |
|  | [ ]  | All parts of the current:* Canadian Electrical Code Part 1..
 |
|  | [ ]  | All parts of the current:* Alberta Electrical Utility Code.
 |
| Fire |
|  | [ ]  | All parts of the current:* National Fire Code – Alberta Edition; and
* Fire Investigation (cause and circumstance).
 |
|  | **Or** |
|  | [ ]  | All parts of the current:* National Fire Code – Alberta Edition **except** the requirements pertaining to the installation, alteration, and removal of the storage tank systems for flammable liquids and combustible liquids, and
* Fire Investigations (cause and circumstance).
 |
| Gas |
|  | [ ]  | All parts of the current:* Natural gas and propane installation code
* Propane storage and handling code
* Compressed natural gas refuelling stations installation code
* Liquefied natural gas refuelling stations installation code
* Code for digester gas, landfill gas and biogas generation and utilization
* Canadian hydrogen installation code

**Excluding the*** Natural gas for vehicles installation code
* Code for the field approval of fuel related components on appliances and equipment
* Installation code for propane fuel systems and containers on motor vehicles.
 |
| Plumbing |
|  | [ ]  | All parts of the current:* National Plumbing Code of Canada; and
* Alberta Private Sewage Systems Standard of Practice.
 |

# Quality Management System Administration

## Overall Administration

The Agency is responsible for the administration of this accreditation and the delivery of safety codes services in compliance with this QMS. The Agency will provide services to ensure quality and effective administration of the Act on behalf of its contracted client.

The Agency, including the Agency’s corporate officers, senior official(s), SCO’s, and administrative staff, will adhere to the QMS and provide services to ensure quality, effective, and timely administration of the Act including all applicable regulations in which the Agency is accredited.

The Agency recognizes that failure to comply with this QMS, the Act, the Act’s regulations, Safety Codes Council (Council) policy, and procedure could result in the Administrator of Accreditation (Administrator) taking action to bring the Agency back into compliance. Where the actions taken by the Administrator and the Council do not achieve the intended outcome of compliance with this QMS, the Administrator may consider the suspension or cancellation the Agency’s accreditation.

### Delivery of Safety Codes Services

The Agency will provide safety codes services under contract and in accordance with the requirements established in:

* the approved Quality Management System (QMS) for an accredited municipality, accredited corporation, accredited regional services commission;
* the Service Delivery Standards for the Alberta Safety Codes Authority;

the service level requirements established by Government of Alberta with whom the Agency has contracted.

In providing safety code services to an accredited organization, the Agency will ensure that sufficient and competent personnel, Safety Codes Officers (SCOs), administrative and technical, will be available to effectively and administer the Act, its regulations, codes, and standards in force in Alberta. This includes meeting the expectations, obligations, and responsibilities inherent to the Agency’s accreditation, and the accreditation of the organization it is contracted to. All safety codes services will be performed in compliance with this QMS, and an accredited organization’s QMS in a timely and professional manner, with impartiality and integrity. The Agency will work co-operatively with its contracted accredited organizations to ensure compliance with the Act.

The Agency will maintain an atmosphere that supports objective and unbiased decisions. All SCOs working for the Agency will have the ability and opportunity to independently make decisions relative to compliance monitoring independently, without undue influence of agency management, management and personnel in the accredited organization, elected officials, or any other party.

### Monitoring and Oversight

The Agency recognizes that the Council and its representatives monitor, review, and audit the Agency’s performance as it deems necessary to assess its compliance to the Act, its regulations, Council policy, procedures, and other relevant criteria as the Administrator deems necessary.

The Agency will fully cooperate with the Administrator and Council on matters related to the monitoring and oversight of its accreditation and the administration of its QMS. This extends to the delivery of safety codes services under the QMSs of its contacted accredited organizations.

The Agency will maintain records and identify to the Council instances wherein, in the opinion of the Agency, the application of an approved QMS, a service level, administration requirement, non-compliance, or safety issue has been identified and not resolved within a reasonable timeframe.

The Agency accepts that the Council has full and unfettered access to all Agency records that relate to the terms and conditions of its accreditation, the administration of this QMS, and the delivery of safety codes services to its contracted accredited organizations. The Agency acknowledges that the Council has the right to request that the Agency produce any of these records. If requested by the Council, the Agency must produce any records related to the administration of its accreditation and the delivery of safety codes services. Where deemed necessary and with reasonable notice, the Council has the right to enter Agency premises at any time in order to inspect, review, audit, or retrieve records related to the administration of the Agency’s accreditation and the delivery of safety codes services.

The Agency will implement all recommendations made by the Council and the Administrator stemming from a review, audit, and compliance monitoring activity of the Agency’s accreditation, administration of its QMS, and the delivery of safety codes services to its contracted accredited organizations. These provisions are separate and apart from any contract provisions that Agency has established with an accredited organization.

## Contract Management

### Service Delivery Contracts

The Agency will have contract agreements in place with all accredited corporations, municipalities, and joint municipal accreditations to which it delivers safety codes services. These contracts will be reviewed annually to ensure that they remain up-to-date and current.

The Agency will provide copies of its contracts upon request to the Council and the Administrator.

Regarding municipal contracts, the Agency will report the revenue sharing arrangement it has negotiated with the municipality in its Annual Internal Review (AIR) submission and upon request of the Council.

### Sub-Contracting with Another Accredited Agency

Where specialized expertise or workload dictates, the Agency may contract with the services of another accredited agency to meet the organization’s responsibilities. The Agency will maintain a record of these contracts.

### Council Levy

The Agency may collect the Council levy for each permit or service provided under the Act on behalf of an accredited municipality and remit the levy on the municipality’s behalf. However, the municipality remains solely responsible for remittance of the levy. If the Agency is remitting the levy to the Council, it cannot fall into arrears. If the Agency falls into arrears, the Administrator may take remedial action to address the situation. This could include, but is not limited to:

* providing documentation related to the Agency’s financial and business processes;
* notifying the Agency’s contracted accredited municipalities that the Agency is in arrears;
* directing that a forensic audit be completed by the Council, or an independent third-party auditor, on the Agency’s financial position;
* requiring the Agency provide a financial guarantee, such as a letter of credit; bond & etc.;

requiring any other financial information of the Agency that the Administrator considers relevant in order to assess the financial position of the Agency; and

* restricting or removing the Agency’s ability to remit the levy;

the suspension or cancellation of the Agency’s accreditation.

## Safety Code Council Annual Operating Fees

The Agency will ensure that the Annual Operating Fee is paid within the time specified on the issued invoice. This includes any prorated operating fees that are required to be paid due to a change in the agency’s scope of accreditation.

Should an Agency accreditation be cancelled or suspended, the annual operating fees are non- refundable.

## Submission of Orders and Variance Information

The Agency will ensure that is submits to the Administrator and the Council a copy of any order or variance issued by its SCOs within ten (10) business days of issuance.

## Format of Forms and Reports

If an Agency is using its own forms and reports (i.e. permit, inspection, order, variance, permit services report) in the delivery of safety codes services to a contracted accredited organization, these forms will clearly identify that accredited organization as the Authority Having Jurisdiction (AHJ).

### Permit Forms

The Agency will collect all permit information required by the:

* *Permit Regulation (AR 204/2007);*
* terms and conditions established by the contracted AHJ and the permit issuer;
* Council and the Administrator; and
* requirements outlined within the contracted municipality’s QMS; and

this QMS.

### Orders and Variances Forms

The Agency will ensure that the forms it uses to issue an order and a variance collects the information prescribed and requested by the Council. The Agency will also make certain that all orders and variances clearly identify the accredited organization on whose behalf the order or variance is being issued.

## Personnel

The Agency will employ, retain, or otherwise engage:

* SCOs who are appropriately certified and designated to carry out the provisions of the QMS, and

persons knowledgeable with the Act, regulations, codes, standards, Council policies, and other applicable legislation relative to the services to be provided.

### Appointment of a QMS Manager

The Agency will identify a QMS Manager who is responsible for the administration of the QMS. The QMS Manager will be an employee of the Agency. If the individual fulfilling the role of QMS Manager changes, the Agency is responsible for informing the Council in a timely manner in writing of this change. This written notice will include the name and contact information of the person who will assume the role of QMS Manager.

### SCO Authority

The Agency acknowledges the authority and discretion of SCOs as prescribed under the Act, and their freedom to exercise that authority to:

* provide safety codes consultation,
* review plans,
* carry out an inspection for any thing, process, or activity to which this Act applies for the purpose of ensuring compliance with the Act,
* provide a status report on outstanding non compliances,
* issue reports and correspondence,
* accept verification of compliance,
* review and issue alternative solutions / variances,
* issue Orders when applicable, except when providing services to an accredited corporation,
* engage in enforcement action, and

conduct investigations.

### Declaration of Status

The SCOs, staff, and officers, whether employed, retained or otherwise engaged by the Agency will not participate in any safety codes administration, inspection, or investigation of properties or fires where they may have pecuniary interest. This includes not participating in the design, construction, or installation activities for which they also provide compliance monitoring to avoid any real or perceived conflict of interest.

The Agency, its officers, SCOs, and staff whether employed, retained, or otherwise engaged by the Agency will be an unbiased third party in any services provided under this QMS. For projects where another division or person(s) of the organization have also provided design and/or construction services, the SCOs who are to provide compliance monitoring will neither have been previously involved in providing other services for the project nor will they report to principals who are involved in the provision of services for the project.

### Registry of SCO and Permit Issuers

The Agency is responsible for maintaining in Council Connect the list of the SCOs and permit issuers designated under its accreditation to provide safety codes services pursuant to this QMS. This list will be reviewed every six (6) months to ensure it remains current. Upon request by the Council, the Agency will confirm the validity of its list of designated employees in Council Connect. If there are any employees not listed in Council Connect, the Agency will submit a request to the Council that they be designated.

### Training and Professional Development

##### SCOs

The Agency acknowledges the responsibilities of SCOs to obtain training to maintain SCO certification. It will ensure that SCOs attend update training and development as required by the Council to maintain current SCO certification and competency including but not limited to changes in:

* the Act;
* regulations under the Act;
* codes and standards mandated by the Act;
* procedures under the Act;
* Council Policy;
* Administrator directives;
* their responsibilities as an SCO;
* the contents of this QMS;
* the contents of the QMSs of the accredited organizations it has under contract;
* the ASCA Service Reference Manual if under contract to provide services in unaccredited municipalities; and
* assigned duties; and

professional development.

##### Permit Issuers

The Agency acknowledges the responsibilities of permit issuers to remain current and up-to-date on:

* the Act;
* regulations under the Act;
* Council policy;
* the contents of this QMS;
* the contents of the QMSs of the accredited organizations it has under contract; and

the ASCA Service Reference Manual if under contract to provide services in unaccredited municipalities.

As required and deemed necessary by the Agency, the Agency will support permit issuers in obtaining training related to their responsibilities.

##### Other Personnel

The Agency acknowledges its responsibilities to ensure that its employees involved in the administration of its accreditation, and an accredited organization’s accreditation, remain current and up-to-date on:

* the Act;
* regulations under the Act;
* Council policy
* their responsibilities in administering an accreditation; and
* the contents of this QMS.

As required and deemed necessary by the Agency, the Agency will support those employees involved in the administration of its accreditation in obtaining training related to their responsibilities.

## QMS Access

The Agency will ensure that all staff, SCOs, and contract personnel performing duties under the Act are aware of the content of this QMS and any revisions. It will also provide access to a copy of this QMS, the Act, its regulations, and Council policies.

The Agency will:

* maintain a list of the individuals that have been provided with a copy of its QMS;
* annually review and update this list to ensure it remains accurate; and

distribute copies of any approved amendments to this QMS to all individuals on this list in a timely manner.

## Training on the Contents of this QMS

The Agency will train personnel involved in the delivery of safety codes services, and the administration of its accreditation, on the contents and requirements of this QMS. A record of the personnel who have received this training will be maintained, reviewed and updated annually.

## Freedom of Information and Confidentiality

The Agency will ensure that all staff, SCOs, permit issuers, and contracted personnel preserve confidentiality with respect to all information and documents that come to their knowledge from their involvement with the administration of this QMS.

The *Freedom of Information and Protection of Privacy Act R.S.A. 2000, c F-25* and its regulations apply to all information and records relating to, created, or collected under this QMS while providing safety codes services to an accredited municipality, regional services commission, ASCA, or the Government of Alberta.

The Alberta *Personal Information Protection Act R.S.A. 2003, c P-6.5* applies to all information and records relating to, created, or collected under this QMS related to the delivery of safety codes services to accredited corporations.

## Records

### Records Management System

The Agency will maintain a file system for all records associated with the delivery of safety codes services, and all information will be documented to include:

* Permit applications, permit processing, and permits;
* plans, specifications, and other related document reviews;
* inspection services and reports;
* non-compliance and enforcement services;
* issuance of, and compliance to, orders;
* verification of compliance processing and acceptance;
* variance processing and issuance;
* Permit Services Reports (PSRs);
* enforcement Order processing and issuance; and

any other information deemed relevant.

### Record Ownership

All records and other materials related to the services provided under the administration of a client’s QMS are the property of the accredited municipality, accredited corporation, accredited regional services commission, the Alberta Safety Codes Authority, or the Government of Alberta.The contracted client will have full and unfettered access to all records of the Agency relating to the provision of services to the client.

The Agency will return all records pertaining to the services provided to the accredited organization under contract in a timely fashion or upon request of the accredited organization.

## Annual Internal Review

An Annual Internal Review (AIR) to evaluate the effectiveness of the administration of the Agency’s accreditation, the delivery of safety codes services to its contracted organizations, and its compliance to this QMS will be completed. The AIR reports on the Agency’s activities from the previous calendar year.

This AIR will be submitted in accordance with the format and requirements established by the Council and the Administrator. It will include a summary of all the findings of the review, identified successes, and areas for improvement. Other information that will be included will be:

* a list of active contracts, including its revenue sharing terms and conditions, with accredited municipalities, accredited regional services commissions, and accredited corporations;
* a list of contracts, if any, where the Agency has subcontracted work to another accredited Agency;
* the identification of any financial, business, and operational issues that might cause the Agency to discontinue its operations;
* if performing services for an accredited municipality, a list of the municipalities where the Agency submits the safety codes levy on behalf of the accredited municipality; and

any other information that the Administrator and the Council deems necessary for compliance monitoring of the Agency’s accreditation.

The deadline for the Agency to provide the AIR to the Council is March 31st of every year.

## QMS Amendments and Revisions

All revisions or changes to this QMS require the approval of the Administrator. Amendments to the QMS cannot ne implemented without the approval of the Administrator.

Revisions and changes to this QMS must be submitted with the acceptance of the Agency’s QMS Manager, or a “duly authorized” employee of the Agency. A duly authorized employee is an individual who has been given, or delegated, the authority by the Agency to sign the QMS on its behalf.

## Agency Sale, Merger, or Acquisition

If the Agency is sold, intends to merge with or acquire another accredited agency it must notify the Administrator and the Council of the sale, merger, or acquisition.

The Agency accepts, agrees and acknowledges that it is accountable to manage any sale, merger, or acquisition in a responsible, orderly, transparent, and co-operative manner with its contracted accredited organizations, the Council, and the Administrator to ensure a smooth transition. Failure to do so may result in the Administrator suspending the Agency’s accreditation.

Where the Agency is sold, it acknowledges that its accreditation does not automatically transfer to the new owners. The new owners must provide the Council with the information it requests in order for the accreditation to be renewed.

## Cancellation of Accreditation

The Agency, in the event that it ceases to administer the Act for any new thing, process, or activity to which the Act applies, retains responsibility for the safety codes services provided under the Act while accredited. The Agency agrees and acknowledges that it is accountable to manage the cancellation of its accreditation in a responsible, orderly, transparent, and co-operative manner.

The Agency will ensure its contracted accredited organizations, the Council, and the Administrator are provided with written notice of its intent to cancel within a reasonable time prior to the desired effective date of the cancellation.

The Agency accepts that it is obligated to work proactively with its contracted accredited organizations, the Council, and the Administrator to ensure a smooth transition. The Agency will resolve and manage the closure of any outstanding permits, inspections, and orders or permits issued under the Agency’s accreditation prior to the effective date of the cancellation.

Where it is deemed necessary, the Administrator may intercede to assume control of any permit, inspection, and order files s that remain unresolved. Where this occurs, the Council will return these files to the AHJ.

## Organizational Chart

**Note:**

* **Add or delete position boxes as required.**
* **Insert organization’s own org chart if more appropriate and easier.**
* **Delete this box before submitting back to the Council**

The above organizational structure, only applies with respect to the administration of this QMS

## Agency Agreement – New Accreditation

**Use this signature page only if the QMS is part of a New Agency Accreditation or a Scope Change application. Delete otherwise.**

The Agency hereby acknowledges agreement, commitment and adherence to this QMS.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **Signature – Owner/Chief Administrative Officer** |  | **Date** |
|  |  |  |
| **Name**  |  | **Job Title** |
|  |  |  |
| **Phone Number** |  | **Email Address** |

## QMS Manager Information

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **QMS Manager Name** |  | **Job Title**  |
|  |  |  |
| **Mailing Address**  |  | **Phone Number** |
|  |  |
| **Email Address** |  |

## Notices

Any correspondence with regard to this QMS will be forwarded to the designated QMS Manager and may be also forwarded to the owner, chief administrative officer, or other secondary QMS contacts when required.

## Agency Agreement – Update or Scope Change

**Use this signature page if the QMS is part of an Agency Update Accreditation application. Delete otherwise.**

The Agency hereby acknowledges agreement, commitment and adherence to this QMS.

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| --- | --- | --- |
|  |  |  |
| **Signature - Agency Employee Duly Authorized** **to Enter Into this Agreement** |  | **Date** |
|  |  |  |
| **Name**  |  | **Job Title**  |
|  |  |  |
| **Phone Number**  |  | **Email Address**  |

## Agency QMS Manager Information

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **QMS Manager Name** |  | **Job Title**  |
|  |  |  |
| **Phone Number**  |  | **Email Address**  |

## Notices

Any correspondence with regard to this QMS will be forwarded to the designated QMS Manager and may be also forwarded to the owner, chief administrative officer, or other secondary QMS contacts when required.

# QMS Template Version History

**(Delete from Draft Submitted)**

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| --- | --- | --- |
| **Date** | **Version** | **Notes** |
| June 2020 | 1.0 | Template approved and implemented. |
| August 2022 | 1.1 | Update organization chart and signature pages. |
| August 2024 | 1.2 | Removed specific code book reference and replaced with the word current for the scope of accreditation. |
| August 2024 | 1.3 | Updated the records management section to not limit agency to use eSITE |
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