



# Underground Service Locators Capability Statement



# Utilities

## Enabling communities to thrive.

**Downer is the leading provider of integrated infrastructure services across New Zealand and Australia. We are committed to building strong relationships with our customers, people, and communities.**

Our Purpose, “Enabling communities to thrive”, outlines our commitment to shaping a connected and sustainable future – together. It guides us and gives us the courage to take on big things. It also drives and defines our commitment to create a sustained, positive impact on communities.

With more than 33,000 employees, our footprint covers every corner of New Zealand and Australia. We operate across five sector-focused trans-Tasman business units, leveraging our technical capability to ensure our customers’ success.



## Why Underground Service Locators?

Established in 1999, and acquired by Downer in 2012, our Underground Service Locators are kaitiaki (guardians) of Aotearoa’s underground infrastructure. We assist network service providers, contractors, councils and private clients in underground service location and help keep their construction projects on track. Our team help prevent costly delays and disruption to underground services, through the pivotal role they play in ensuring safe and efficient excavation processes and keeping our people, customers and communities safe.

As a leading specialist in locating underground services, our “One Downer” approach facilitates access to a diverse range of resources and expertise, enabling us to drive continuous improvement programmes by sharing valuable lessons learned. This approach ultimately ensures the successful delivery of contracts and positive outcomes for all stakeholders.

Learn more about Underground Service Locators here:



[\*Know what's below with Underground Service Locators\*](#)

## Our Pillars:



### Safety & Sustainability

Safety is our first priority. Zero Harm to our people, communities and environment is embedded in our culture. We will leave a positive legacy for future generations.



### Delivery

We build trust by delivering on our promises with excellence while focusing on sustainability, value for money and efficiency.



### Relationships

We collaborate to build and sustain enduring relationships with our customers, our people and our communities, based on trust and integrity.



### Thought Leadership

We remain at the forefront of our industry by employing the best people and having the courage to challenge the status quo.

# Our people

We have the largest number of beforeUdig certified locators in New Zealand, a nationally recognised certification for locators who have demonstrated a high level of understanding and practical expertise that meet industry requirements.



Underground Service Locators is also accredited by Nulca New Zealand, an industry association representing underground service locators and those involved in locating and protecting New Zealand's underground infrastructure. Their mission is to build a utility locating industry that sets a global benchmark for capability, best practice, and innovation.

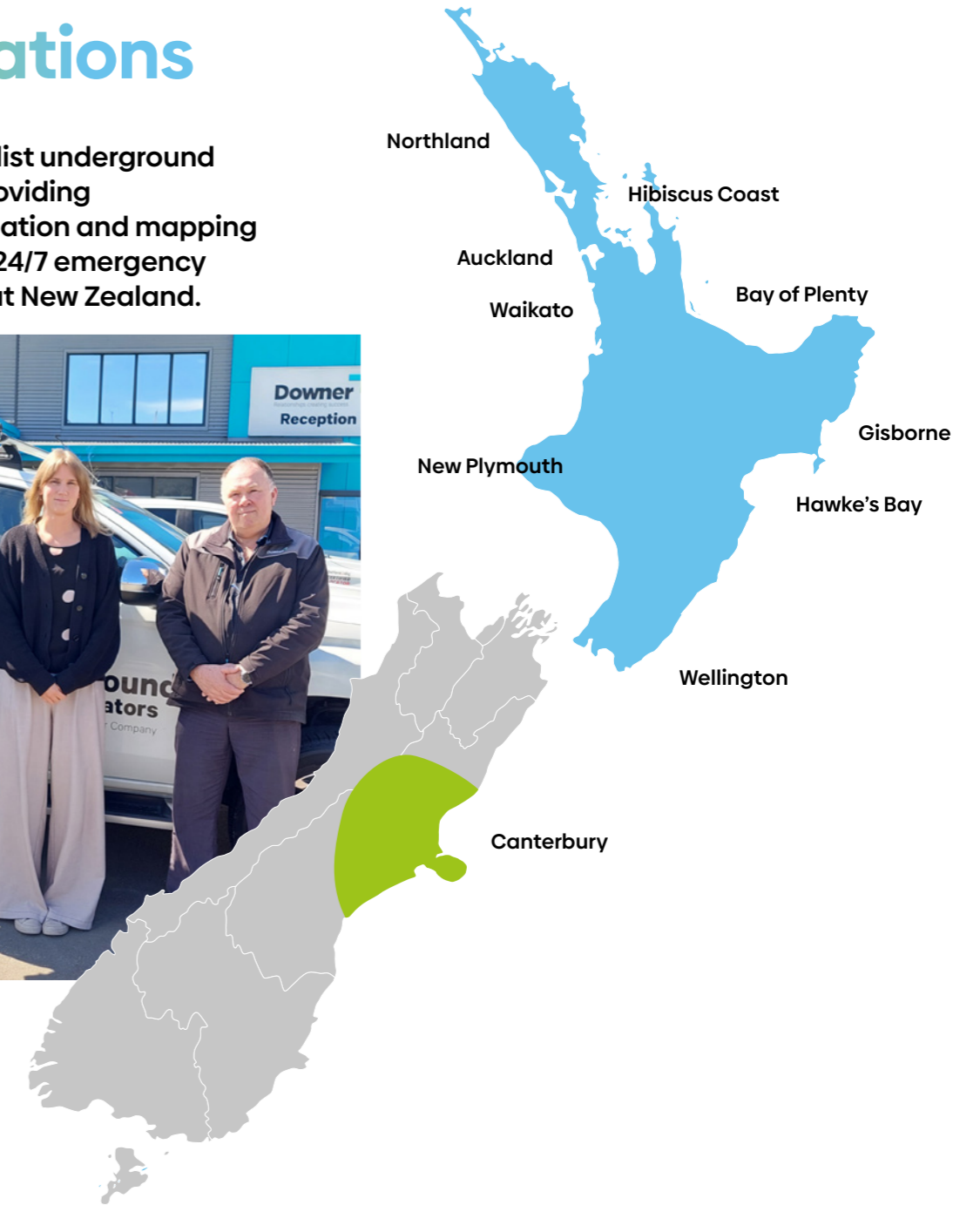


Certified locators are assessed by industry experts in the correct use of equipment and locating techniques and knowledge. Additionally, some network operators require permission to access their assets and this certification provides us with that authorisation.



# Our locations

Nationwide specialist underground service locators providing comprehensive location and mapping services including 24/7 emergency services throughout New Zealand.



# Our Tikanga

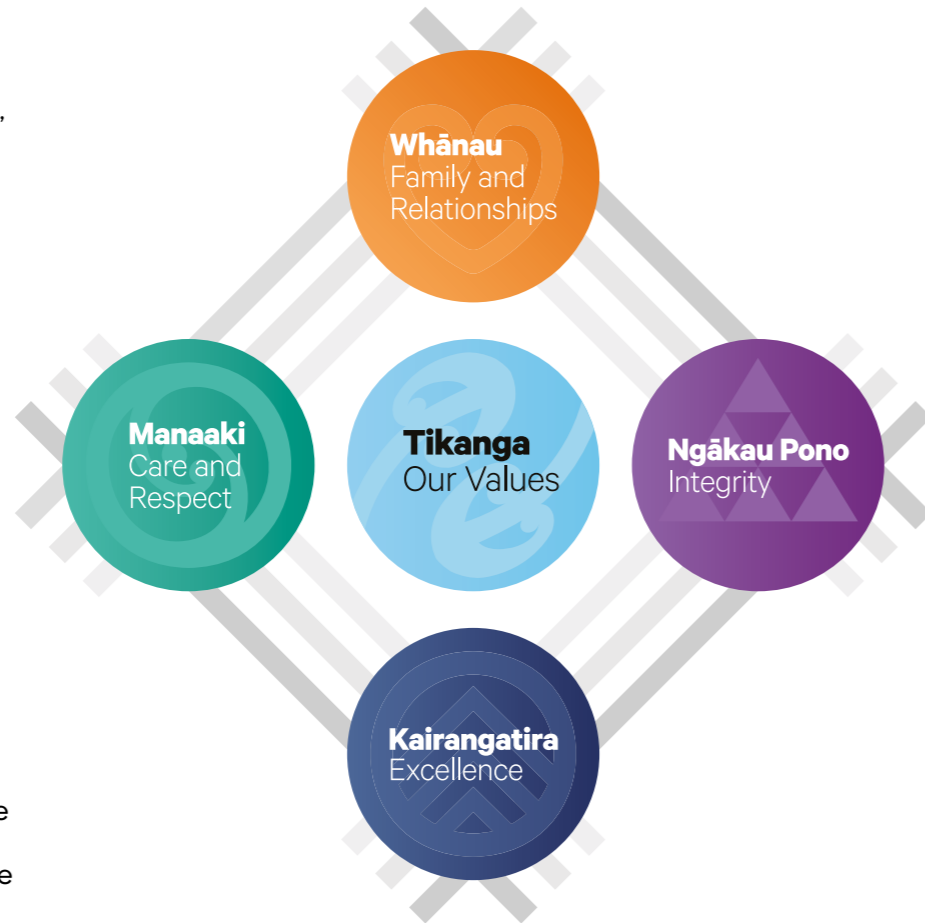
Our Tikanga (values) are an intrinsic part of the way we do business at Downer, and the behaviours we aspire to live by. In the Māori context, the word Tika means correct and so Tikanga means to do things right.

Our values centre around Whānau (Family and Relationships), Manaaki (Care and Respect), Kairangatira (Excellence) and Ngākau Pono (Integrity).

“Tuituia ngātahi mātou ki te mana o te Whānau, te Manaaki te Kairangatira me te Ngākau Pono. Tuituia hei korowai tikanga tuku iho mō tātou.”

“Stitching us together as one are family and relationships, care & respect, excellence and integrity as our cloak of values.”

We pursue excellence through embracing our values and creating a diverse and inclusive environment – so our people can be their absolute best. We keep our promises and do what we say we will to deliver positive outcomes for all.



# Our capabilities

We use the latest technology to deliver our services, including:

**Utilities Services location:** We locate power and gas, sewers, fresh and stormwater pipes, private cable networks and telecommunications cables. USL can obtain plans, locate services, mark the site, and update plans.

**Ground Penetrating Radar:** Used to identify both metallic and non-metallic buried utility infrastructure. It can also be used to locate voids and cavities, foundations, storage tanks, culverts, excavation routes, pipe routes and large, solid objects.

**Utility Stand Overs:** We assist in an observational capacity in ensuring work is completed according to health and safety guidelines, for example, excavations taking place near a high-voltage electricity line.

**Concrete Scanning:** Useful in locating conduit, post-tension cables, reinforcing steel and the identification of anomalies or voids in concrete surfaces.

**Utility Mapping and Geographical (GIS/GPS) Information Systems:** Mapping of utilities and service routes including gas, water, telecommunications, electricity, and drainage with output to CAD or into GIS systems.

**Virtual Trial Pits:** This service avoids the need for excavations when detailed information within a local area is essential. We can undertake surveys using GPR systems and provide a detailed CAD drawing or GIS output to assist with design.

**Underground CCTV/Condition Assessment and Sewer Lateral Locating:** Inspection services to determine if underground ducts, sanitary sewers or HVAC ductwork requires repair or replacement. The output is a detailed drawing or GIS output and video documentation.

**Hydro Excavations:** Vacuum excavation is a non-destructive and accurate process to safely locate underground utilities using pressurised water to break up and vacuum away soil, exposing the exact location of utilities.

**Geophysical Ground Investigations:** Terrestrial and borehole/CPT's geophysics to support environmental and engineering projects. The output is a 2D or 3D geophysical data acquisition that enhances understanding of subsurface site characteristics.



# Our approach

## Delivering to our customers' requirements

We use a comprehensive approach to subsurface utility location using AS5488 & PAS128 standards. We cross-reference this data with existing plans, where available, and verify it using radio frequency locators Electro-Magnetic Induction (EMI) to Quality Level B and Ground Penetrating Radar (GPR). Services that are detected are marked on the ground for easy identification, with indicative depth measurements sprayed at set intervals.

### Stage One. Pre-commencement:

Before starting work, the entire team takes part in a project and site induction. We run through a series of pre-start checks and conduct safety and risk analyses using JSEA sheets and Power BI, a GIS-enabled mobile app used to capture a range of audit and performance data in the field. We create Safe Work Method Statements (SWMS) and review training records to ensure the appropriate competencies and permits are in place.

Before starting any project, we request site-specific utility plans from beforeUdig. If a provider is not registered with beforeUdig, we will make contact to obtain plans for their services.

At this stage, we would also review your existing Quality Level D data.



### Stage Two. Locate and Mark-out:

To locate underground services, we first conduct a site walk-over and visual inspection to Quality Level C. This is essential for obtaining a comprehensive overview of the site, its potential infrastructure locations, site hazards, and finalising a site-specific safety plan. Following this, we confirm the areas to be located with your team. We then use a combination of tools, including EMI/GPR to complete the locate. Utilities are marked with spray paint for identification as they are located.

### Stage Three. Reporting:

Once finished, we generate a comprehensive job docket or locate report tailored to your requirements. This report outlines any locating assumptions and potentially limiting factors such as site conditions, soil quality, weather conditions, and the type, strength, and depth of service which can affect the certainty of a locate. Additionally, we carry out a final site walk-over with your team to discuss our interpretation of the site.



# Our approach

## Health and Safety

Our commitment to Zero Harm is engrained in our culture and our top priority is to send our people safely home every day. We look after the safety and wellbeing of those who work with and for us, as well as our customers and communities.

Every member of our team, including subcontractors, is expected to actively adhere to Zero Harm principles, ensuring that Underground Service Locator sites are safe working environments.

Central to our service delivery is our focus on identifying, assessing, and mitigating risks. We establish a contract risk register to document identified risks, along with agreed-upon monitoring, mitigation, and management actions.

Our Critical Risk Management Programme provides training to all staff, covering the management and mitigation of 30 different high-risk scenarios. We ensure that all staff integrate a Critical Risk approach into their daily work, incorporating Risk Control, Critical Risk Verification, and documented procedures for Permit to Work and Authority to Work.

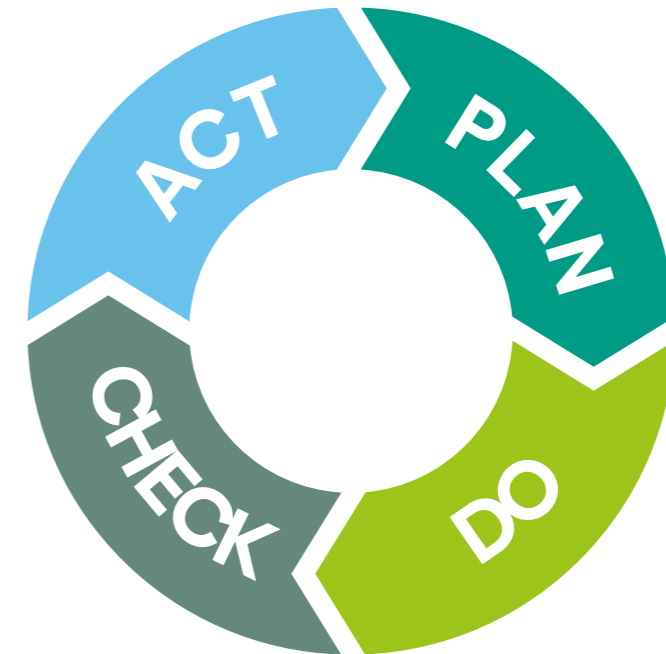
We undertake Critical Risk Audits (CCA), Critical Risk Inspections (CCI), Critical Risk Observations (CRO) and Safe Behaviour Observations (SBO). Performance dashboards provide real-time geo-referenced critical risk and safety performance. This enables our Zero Harm Advisors to identify areas where we can proactively improve.



# Quality

Operating within Downer's ISO 9001 accredited Quality Management System (QMS) provides us with the structure and governance necessary to consistently achieve quality outcomes. This system is part of a certified Integrated Management System (IMS), which defines the procedures, guidelines, forms, and templates we will use for the contract.

A key component of the QMS is our Plan-Do-Check-Act process, which aligns with our 'right first time' expectation and contributes to a cycle of continuous improvement. We employ a variety of desktop and onsite audits and inspections to verify the quality of our work.





## Downer New Zealand Underground Services Locators

### Contact Us

Phone: 0800 425 622

Address: 101 Port Rd, Seaview, Lower Hutt, 5011

Email: [enquiries@undergroundlocators.co.nz](mailto:enquiries@undergroundlocators.co.nz)

[www.undergroundlocators.co.nz](http://www.undergroundlocators.co.nz)

