

UniTRACK

NUCLEAR SERVICES NEWS

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“All for the Want of a Nail”

15,000 ways UniTech can meet your safety supply needs

Although Benjamin Franklin didn't have nuclear outages in mind when he spoke of how one small missing piece can negatively impact the bigger picture, his epigram certainly applies to our industry. As of spring 2005, we're introducing an extensive new division and line of products to ensure that our customers have all the pieces they need, when they need them. The new UniTech Safety Services Division will utilize the 80 years' experience, financial backing and worldwide sourcing ability of our parent company, UniFirst Corporation, in order to provide a complete catalog of more than 15,000 different safety products for both the general industrial and nuclear markets.

This comprehensive line will be available through our print catalog, on the web (ShopUniTech.com) and through our Mobile Safety Store truck fleet. UniTech can easily add consumable items onto the laundry track when ordered. This minimizes the incoming shipments going through security screening during peak outage periods.



Safety is a primary concern in any industry.

The new safety supply catalog will offer a complete array of safety products for general industrial use, as well as our single-use protective garments and accessories. ShopUniTech.com, our online catalog, allows users to create a customized client page that tracks their inventory needs and makes reordering fast and simple.

Ordering your safety products through our Mobile Safety Store is another excellent option. Our fleet of trucks will deliver your supplies on an as-needed basis. This “Just-in-Time” system reduces your inventory needs, providing convenience as well as significant savings.

The Mobile Safety Store program made a major difference to the site closure project at Rocky Flats. To expedite the final stages of the project, they contracted UniTech to stock

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Seabrook Station Achieves Critical Decontamination Goals



New Hampshire's Seabrook Station recently retained UniTech Services Group to assist with their materials decontamination. Seabrook had approximately 30 fiberglass ladders used extensively in containment that required decontamination

and subsequent radiological surveys; otherwise, Seabrook would incur radioactive waste disposal costs, as well as the replacement cost of the ladders. “It was far less wasteful and far more cost-effective to bring UniTech

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Seabrook Decontamination

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on board to assist with decontamination," said Kent Anderson, Manager of Technical Accounts at UniTech.

Steve Williams, Plant Manager at UniTech's Springfield, MA headquarters, took charge of the project. In the controlled area of the Springfield facility, the UniTech staff sprayed each ladder with hot water pressurized to 3,000 pounds per square inch, and followed with low pressure steam. After each ladder received the wash, it was surveyed to ensure that loose surface contamination had reached an acceptable level for return to Seabrook Station. The entire project took only about two weeks to accomplish, well within Seabrook's schedule.

"We are extremely pleased with the decontamination services UniTech provided for us at a critical juncture," said Mark Bianco, Radwaste Supervisor at Seabrook Station. "It really saved us a lot of time and money."

Bianco also praised the 24-hour accessibility of UniTech's staff. "If you hold up an outage for even just a few hours, you stand to lose an awful lot of money," he said. "It is crucial to be able to get in touch with service staff at any hour. UniTech's customer care unit is extremely responsive; I even have all their home numbers!"

Seabrook Station has utilized UniTech's laundry services since Seabrook began operations in 1990. This was the station's first decontamination project with UniTech Services Group. ■ ■

SOGEDEC of Pierrelatte, France Becomes a Client

Economic and environmental considerations were the driving forces behind our first three-year contract with a new French customer. SOGEDEC is one of the four companies comprising the Extreme Environment Technologies Division of the Onet group, and is widely known as a leader in decommissioning and nuclear waste treatment in France. SOGEDEC operates a facility in Pierrelatte, France, which is classified for environmental protection (ICPE) and dedicated to the storage and handling of radioactive materials. In need of adequate protective garments to handle contaminated materials as well as off-site laundry services for contaminated garments, SOGEDEC hired UniTech's European subsidiary, ENS. ENS delivered the first sets of leased, launderable garments in December 2004, and the first contaminated garment transport to the laundry in Coevorden, The Netherlands, took place in February 2005. ■ ■



Top: First ENS Coevorden truck arrives at SOGEDEC.

Left: Lionel Fabrier of SOGEDEC manages the contract with ENS.

New Talent Allows UniTech to Serve an Expanding European Market

As part of our international expansion, UniTech recently added two new professionals to our staff network in Europe. Our new hires boast extensive experience in health physics and respiratory protection, respectively.

Burkhard Schmitt was recently appointed Plant Manager at UniTech's Coevorden plant in The Netherlands. Schmitt was formerly the manager of the laundry program at the E.ON-Wurgassen reactor. His career has spanned more than 17 years working in European Community nuclear facilities in health physics and management roles. Schmitt holds a degree in structural engineering from the Institute of Technology, Stadhagen.

Also new to UniTech is Robert Hearn. He will manage DFD and DFDx advanced chemical decontamination processes, as well as the respiratory protection program, for ENS. Hearn brings 20 years of experience in respiratory protection and safety administration to UniTech. Before joining UniTech, Hearn spent 24 years at AWE in Aldermaston, England, where he started out in the Health Physics Department. In 1994, he became a PPE Specialist and Team Leader for AWE. He was responsible for a three-person team that performed inspections, tests and training, and independently established a quantitative fit-test program for respirator wearers. Hearn holds a Certificate for Science Laboratory Assistants from Newbury College, Berkshire, as well as multiple industry certifications from Suffolk College, Suffolk and Sandford Springs, Berkshire. He lives in Hampshire, England. ■■

We welcome our newest professionals in Europe!

Left: Robert Hearn

Right: Burkhard Schmitt



QA Brief: Annual Customer Satisfaction Survey

UniTech Services Group understands the importance of seeking, receiving, and acting on customer comments to facilitate continuous improvement of the services and materials that we provide. In addition to maintaining open lines of communication between UniTech management and our customers all through the year, UniTech asks customers to participate in an annual customer survey. Customers can rate UniTech's performance in a variety of service-related categories.

The current survey shows UniTech receiving high customer marks for Overall Service and Dependability of Services. We enjoyed a substantial gain of 8.5% in our Dependability ratings. In the area of Commitment to Customer Satisfaction, 96% of the customer ratings were in the Good to Excellent categories, versus 94% in the previous year's survey. Most respondents indicated that UniTech's ISO 9001 quality certification is a factor in their procurement decisions.

If we at UniTech can gauge our performance on customer comments, those comments provide us with a sense of satisfaction and pride in our performance:

"Dependable and timely service."

"Friendly service and prompt problem resolution."

"Quick and efficient response to needs."

"UniTech has been extremely reliable. They have bailed us out on very short notice on a number of occasions. We look forward to a continued and growing relationship in the future." ■■

Upcoming Conferences

June 5-8: RAPID Conference, Sand Key, FL
June 15-18: USA Conference, Squaw Valley, CA
June 19-23: CRPA, Winnipeg, Canada
June 21-23: NISHA, Plymouth, MA
June 28-July 1: EPRI/LLWC, Orlando, FL
July 17-20: NEI/HPS, Sand Key, FL
July TBD: ISOE CANDU ALARA, Canada

July 20-22: Duratek Conference, Ashville, NC
August 7-10: ANS/Executive Conference, Amelia Island, FL
August 7-11: ANS/Decommissioning & Decon, Denver, CO
September 4-8: ICM '05 Waste Management, Glasgow, Scotland
September 27-29: Radioactive Materials Transport '05, Cambridge, UK
December 11-14: ENC '05, Versailles, France

Recent Contract Highlights

NMC, All plants
Bechtel Jacobs, Oak Ridge, TN
First Energy, All plants
Ontario Power Generation, Darlington/Pickering

Springfield Plant Breaks Production Records

April was a month to remember for Steve Williams, Plant Manager for UniTech's Springfield, MA laundry facility, as well as for his staff. Several key UniTech customers, including OPG Darlington and Pickering, Entergy-Pilgrim, Dominion-Millstone and Florida Light & Power-Seabrook managed their planned outages during April, greatly increasing their launderable apparel needs. Of course, UniTech-Springfield also needed to process the regular flow of laundry from customers who were not managing outages.

The Springfield plant staff responded to the challenge by conducting round-the-clock shifts, coordinating every process with special care, and making full use of UniTech's new high-speed folding machine. The results? All customer needs were met, yielding an astounding 530,000 pounds of laundry processed and 74 truck shipments made for April alone. According to Steve Williams, "It's great to know that the efficiencies we've installed really come through for us when we experience peak laundry needs." ■■



Above: Our new Safety Products Division at www.ShopUniTech.com is your best source for everything from eye, ear and fall protection to user-friendly trash disposal equipment.

Left: Steve Williams (shown holding the month's shipping papers) and UniTech's Springfield plant staff take a brief break to pose and celebrate their achievement.



Safety Supply Needs

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and deliver over 100,000 sets of single-use garments and accessories. UniTech's prompt delivery enabled Rocky Flats to meet their critical closure deadline. With our new division, we will be able to offer this type of service on an even broader scale.

"Our customers have told us they need quick and reliable access to safety supplies," says Vic Crusselle, a 20-year veteran of UniTech who recently relocated to our corporate headquarters in Springfield, Massachusetts in order to fill the role of Director of Safety Services. "By adding a complete line of safety supplies to our laundry services, we expect to help clients save time and money – critical concerns during outages and other projects." ■■

Thanks for reading UniTRACK!

Visit www.ShopUniTech.com for a FREE UniTech baseball cap enter code: 605 Clean

UniTech U.S. Locations

- * Springfield, MA
- Royersford, PA
- Oak Ridge, TN
- Barnwell, SC
- Macon, GA
- Morris, IL
- Gardner, IL
- Santa Fe, NM
- Ontario, CA
- Honolulu, HI
- Richland, WA

* Also ISO 14001 Certified



Certificate number 968/95



A Subsidiary of UniFirst Corporation



Certificate number 968/95

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