

UniTech Staff Updates



Welcome Rowena Jameson-Dion to UniTech!

Join us in welcoming Accounts Receivable Specialist Rowena Jameson-Dion to our team!

Rowena generates invoices and works with plant managers, plant office administrators, and account managers to ensure accurate and timely billing for UniTech customers.

Additionally, Rowena is responsible for generating analyses and reports for UniTech plant managers and technical account managers.

"I really enjoy the attention to detail required by my role. Invoicing is a public-facing function of UniTech, and it's important to invoice correctly," Rowena noted. "I'm also thankful to be working for a company that truly cares about the safety and well-being of its employees, as the COVID-19 situation continues to impact the workforce."

Prior to joining UniTech, Rowena was most recently Senior Administrator, Accounts Receivable Specialist for the Channing Bete Company from 2013-2019.

An Australia native, Rowena spent the first decade of her career as a conservator for the National Library of Australia. Later, Rowena would go on to teach English in Japan and the Czech Republic before moving to the United States.

Rowena holds a Bachelor of Applied Sciences in Conservation of Cultural Materials from the University of Canberra, Australia, as well two certificates: A level 5 CertTESOL (Teaching English to Speakers of Other Languages) from Trinity College London, obtained in Prague, Czech Republic — and a level 4 certificate in Information Technology from ANU College in Australia.



Thanks for reading UniTRACK!

This edition's gift is a UNITECH HAND SANITIZER SPRAY!

Visit [www.UniTechUS.com](http://www.UniTechUS.com) to redeem. Enter code: SPRAY

UniTech Services Group, Inc. is a subsidiary of UniFirst Corporation.

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UT-21-001

COVID-Proof Your Workspaces With UltraClean Microfiber Products

As we all keep our attention on heightened cleaning protocols, UltraClean is a hot commodity!

When paired with use of an antiseptic/antiviral spray, UltraClean microfiber technology is ideal for keeping nuclear plant workspaces as contamination-free as possible.

Microfiber is a synthetic filament constructed to far outperform cotton. At minimum, microfiber is 100 times finer than a human hair. Softer than silk, yet bull-dog tough, split microfiber cloth attracts dust, grime, oily films and salt residues like a magnet.

Here's why UltraClean microfiber is the hands-down choice in wipers, mitts, and mop heads, especially with workspace cleanliness now more important than ever:

- Outstanding decontamination performance.**
- In a side-by-side comparison, UltraWipe outperformed competing wipers by picking up 60 percent more contamination.
  - UltraClean products have a liquid absorption capacity 11 times their own weight.
  - Superior decontamination and absorption results in less labor time and fewer wipes required per job.

Longer life span and lower cost per use.

- Pure synthetic filament construction for excellent abrasion resistance and breaking strength.
- 98% first-wash efficiency in radioactive contaminants removal, a 16 percent advantage over traditional textiles.

We offer a range of the UltraClean best-on-the-market wipers, mitts, and mop heads in various sizes that you can pair with an antiseptic/antiviral spray, all of which can be found in the UniTech product catalog.

Have questions about how UltraClean products can aid seamless execution of your COVID-19 protocols when paired with proper disinfecting products? Consult your UniTech sales representative to learn about UltraClean's many appropriate uses.



UniTRACK



NUCLEAR SERVICES NEWS

UniTech Services Group, Inc. • Volume 18 Issue 2 • Fall 2020

UniTech Celebrates 20 years of Partnership With Canadian Nuclear Industry

October marked 20 years of UniTech operations in Canada!

Since 2001, UniTech has worked closely with the Canadian nuclear industry to reduce the industry's carbon footprint and increase worker safety. Along the way, we have implemented reusable protective clothing laundry and management programs; emphasized decontamination, reuse, and recycling of materials; and engineered industry-leading advancements to the radiological monitoring and decontamination processes.

Today UniTech provides its Canadian customers a complete, turnkey laundry and shipment process, managing and maintaining all licensing and liability from the time materials leave a customer site until they are returned after processing at UniTech's U.S. facilities.

Thus far, partnership between UniTech and the Canadian nuclear industry has resulted in 8 million lbs. of waste avoidance. Other green, clean, sustainable outcomes of the partnership include:

- 4.8 million lbs. of tools and equipment released for unrestricted use or scrap metal.
- 58 million waste avoidance items decontaminated and returned for reuse, including but not limited to ProTech™ Anti-C coveralls, oversuits, gloves, booties, bags, and mops.
- 35 different launderable items incorporated into protective clothing programs, reducing radioactive waste.
- 1.7 million plastic suits processed, decontaminated, repaired, disinfected, and returned for reuse.
- 11,500 successful cross-border laundry shipments delivered with no delays.

"From day one in October 2001, the success of our support to the Canadian nuclear industry has been about reliability and continuous improvement," said Kent Anderson, Director of Canadian Operations. "We've invested in everything from licensing, classification, and transport, to development of new monitoring and decontamination technologies, to a variety of risk management measures to ensure Canadian nuclear industry needs are met on-time and on-budget every time. Today, our partnership is stronger than ever, and we're excited about continuing to increase our value to the industry over the next twenty years."

Looking ahead, UniTech is currently focused on seeking new strategies to create economic benefits to local Canadian economies while carrying out continuous improvement efforts. UniTech will continue to research and develop new cost-saving programs and products, increase investment in facilities and equipment, explore the possibility of opening a processing plant in Canada, and establish relationships with indigenous community stakeholders.

Thank you to our Canadian customers for a rewarding two decades of partnership! Our team is proud of what we have accomplished with you so far!



An Important Industry Supply Chain Update

In 2020, COVID-19 has had a significant impact on the global supply chain for the nuclear industry. Many single-use items have become difficult to source, and if still available, are only available at a significant price increase.

The nuclear industry can expect the worldwide shortage of single-use protective clothing such as coveralls, latex gloves, nitrile gloves, and lab coats to continue through 2021.

"Many of our customers are going through existing stock of single-use PPE, and haven't yet had to replenish their supply at higher price points. We expect single-use prices to remain high over the next year and beyond, and encourage our customers to consider the benefits of converting to reusable, launderable PPE for upcoming orders for significant savings," said UniTech Director of Supply Services Vic Crusselle.

UniTech & UniFirst: Stronger Together.....2

20 Years of Service to Canada.....2

Staff Updates.....4

COVID-Proof Your Workspaces.....4

(continued on page 3)



20 YEARS IN CANADA

- 2001 Processed first shipment of Ontario Power Generation (OPG) plastic suits.
- 2002 Awarded contingency contract by Bruce Power (BP) for emergency laundry services.
- 2003 Upgraded Springfield, Massachusetts facility with controlled laundry and respirator processing capacity.
- 2004 Replaced single-use items with launderable ProTech™ Anti-C's for OPG.
- 2005 Replaced single-use items with launderable rubber gloves, cotton liners, booties, ProTech™ booties and black booties for OPG.



- 2006 Decontaminated, monitored, and released 300,000 lbs. of scaffolding from OPG Pickering.
- 2007 Opened a 30,000 sq. ft. wing in Royersford, Pennsylvania facility for Canadian-only service.
- 2008 Launched 15 different custom launderable bags for OPG, replacing single-use bags.
- 2009 Decontaminated and scrapped 500,000 lbs. of structural steel and supports from OPG BP 1&2 Restart Project.

- 2010 Implemented new clothing and scaffold monitoring systems with alpha ratios as low as 1:1 for BP 1&2 Restart Project.
- 2011 Developed new decontamination process for ProTech™ fabric.
- 2012 Awarded 10-year contract by OPG for full-service lease and laundry of protective clothing.
- 2013 Obtained licensure to assume responsibility for customer materials during transport.
- 2014 Processed a million ProTech™ Anti-C's for OPG Pickering.
- 2015 Released an 83-page practical guide for monitoring equipment.

- 2016 Awarded full-service contract for OPG Darlington Unit 2 Refurbishment Project.
- 2017 Awarded three-year full-service contracts by BP and Canadian Nuclear Laboratories-Chalk River.
- 2018 Awarded turnkey PPE and laundry contract for the Port Hope Area Initiative Project.
- 2019 Upgraded laundry classification transport procedure.
- 2020 Declared an “essential service” in every state/province, ensuring no delays during COVID-19 pandemic.



UniTech and UniFirst: Stronger Together in 2020

Navigating the COVID-19 pandemic together

As the COVID-19 pandemic evolves, so do the supply, operations, and safety challenges faced on a daily basis by nuclear plants and their workers. UniTech is proud to be a problem-solving and business solutions partner to the nuclear industry, helping you meet these challenges head-on. And our success in navigating the ongoing pandemic has been made possible by the responsible and effective leadership from the top of our parent company, UniFirst Corporation.

At the onset of the pandemic, UniFirst President and CEO Steven S. Sintros and his team developed a company-wide communication plan for disseminating regular pandemic-related updates through print, email, and video – delivered to every level of the organization in multiple languages.

“UniFirst President and CEO Steven Sintros has made a point to consistently communicate with all 14,000 employee Team Partners through periodic video updates, including to all of our UniTech team members,” said UniTech Director of Sales and Marketing Gregg Johnstone. “These updates — along with informed decision-making — have made the whole UniTech team across the U.S., Canada, and Europe feel valued, safe, and inspired to carry out the essential services we provide to the customers we care so much about, with thorough and effective safety protocols in place.”

Back in March, UniFirst immediately established comprehensive company-wide safety protocols, including mandated use of personal protective equipment (PPE) for applicable job functions to protect all Team Partners and customers. At that time, UniFirst also ramped up heightened daily cleanings and disinfecting at all 260 company locations. These ongoing safety mandates remain in place today.

The majority of UniFirst’s corporate office staff (roughly 300 team partners) transitioned to remote work and continue to work remotely today. UniFirst also provided supplemental “Relief Pay” programs to the company’s Route Service Representatives, whose delivery commissions were negatively impacted by customer closures and/or reductions during the pandemic.

Additionally, UniFirst donated more than 250,000 face masks, hand sanitizers, and PPE to local communities in need throughout North America and made a significant donation to COVID-19 vaccine research.

With guidance from UniFirst, UniTech has been able to keep all of its North American regional facilities — in Springfield, MA; Royersford, PA; Morris, IL; Barnwell, SC; Oak Ridge, TN; Richland, WA; and Ontario, CA — fully operational with very limited disruption, as well as UniTech headquarters in Longmeadow, MA, with staff working remotely when possible.

**Leading into the future with excellence**

While 2020 has been a year of new challenges, it’s also one in which our parent company was recognized for demonstrating the sustainability and customer service values that are integral to the way both UniFirst and UniTech conduct business.



UniFirst Corporation President & CEO Steven S. Sintros addresses the company during one of his video updates, provided to all team partners throughout the COVID-19 pandemic.

- UniFirst’s 2020 accolades include:
- Named to *Newsweek’s* 2020 List of America’s Best Customer Service Providers.
  - A Silver Stevie® Award in the Customer Service & Call Center category at the 14<sup>th</sup> annual Stevie Awards for Sales & Customer Service. This is the third Stevie accolade that UniFirst has won for customer service in recent years.
  - 4<sup>th</sup> overall ranking on *Barron’s* third annual list of the 100 Most Sustainable Companies in the United States. After being ranked No. 38 in 2019, UniFirst jumped to No. 27 in *Barron’s* initial 2020 rankings before ultimately landing the No. 4 spot, after *Barron’s* reissued its 2020 list to reflect social commitments made during the COVID-19 pandemic.
  - 30<sup>th</sup> overall ranking on *Selling Power’s* 2020 “50 Best Companies to Sell For” list. UniFirst has now appeared on the list 17 consecutive years.
  - A 2020 APEX Award of Publication Excellence for the development and design of the company’s new series of industry-specific mini product sales catalogs. UniFirst also won other APEX Awards in 2019 and 2018.

Supply Chain Update

(continued from page 1)

Crusselle explained that single-use gloves, for example, have gone through an industry-wide 200 percent price increase. Continued use of single-use gloves could mean a steep cost increase of \$5,000-\$10,000 per nuclear plant outage for the gloves alone, if they are even available.

UniTech is staying ahead of this industry trend by making it as easeful as possible for customers to transition to launderable PPE.

Customers converting to launderable PPE receive on-site training for all employees conducted by UniTech’s team of experts. Additionally, a UniTech on-site coordinator will oversee your plant’s first outage with launderable PPE, assuring all safety and efficiency goals for the outage are met.

Manufacturing of UniTech’s launderable PPE has been unaffected, and UniTech has taken measures to ensure customers will not experience shortages in launderable PPE as circumstances caused by the pandemic continue to change in real time on a country-by-country basis.

“We’ve recognized the need for diversifying our manufacturing of our launderable PPE products across the globe, so that we do not run into supply chain issues that could affect availability for our customers. We’ve also increased inventory to meet growing demand from our customers, with roughly \$12 million worth of launderable PPE inventory currently in stock,” explained Crusselle.

If you have questions about the forecasted availability of single-use PPE items or want to begin transitioning to launderable PPE, contact your UniTech Technical Account Manager.

Words of Wisdom

“For a long time, we saw the climate crisis and asked, ‘How?’ As in, ‘how do we stop it?’ ‘How, at the very least, do we slow it?’ That question has been answered: The world’s most reliable and scalable carbon-free energy source — nuclear power — has to be part of the solution.”

– Maria Korsnick, President and CEO, Nuclear Energy Institute, State of Nuclear Energy Industry 2020 virtual event

<p><b>Upcoming Conferences</b></p> <p>*NOTE: Due to the COVID-19 pandemic, all conferences are subject to cancellation or transition to virtual-only events depending on local restrictions.</p> <ul style="list-style-type: none"><li>January 3-6 North American ISOE ALARA Symposium (virtual)</li><li>January 7-8 Region 3&amp;4 RPM Meeting (virtual)</li><li>January 25-27 PWR RP/ALARA (virtual and in-person)/ Key West, FL</li><li>January 27-28 USA Supply Chain Winter Conference (virtual only)</li><li>January 27-29 Region 1&amp;2 RPM Meeting (virtual and in-person)/ Key West, FL</li><li>February 24-25 Nuclear Decommissioning &amp; Waste Management Summit/London, UK</li><li>March 7-11 Waste Management Symposia/Phoenix, AZ</li><li>June 13-17 ANS Annual Meeting/Providence, RI</li><li>June 15-16 NISHA Conference/New Orleans, LA</li></ul>	<p>June 22-25 USA Executive Summit/Naples, FL</p> <p><b>Recent Contract Highlights</b></p> <ul style="list-style-type: none"><li>Exelon, Fitzpatrick: CoolTech™ Scrubs, GripTech™ Gloves, Signs, Shoes</li><li>Pinnacle West, Palo Verde: Mobile Supply Trailer Items</li><li>Exelon, Braidwood: GripTech™ Gloves, Plastic Bags</li><li>Xcel Energy, Prairie Island: Laundry Bags, CoolTech™ Scrubs, Maxi-Movers, Lab Coats</li><li>Nobel Metals: Scrap Metal Recycling</li><li>Savannah River Remediation: Launderable Face Masks</li><li>Nuclear Fuel Services: UniTrek® Rubber Shoes, Lab Coats</li><li>CH2M Hill, West Valley: Non-Rad Laundry</li><li>Hydro Quebec: UniTrek® Rubber Shoes</li><li>Tower Engineering: RF Coveralls, Hoods, Gloves, Socks</li><li>CDI, Oyster Creek: Mops, Towels, Nitrile Gloves, Labels, Aprons, Face Shields</li></ul>	<ul style="list-style-type: none"><li>U.S. Air Force: 3M® VersaFlo® Items</li><li>Nebraska Public Power, Cooper: Face Shields</li><li>SONGS DS: HEPA Filters</li><li>Duke Energy, Robinson: HEPA Certification</li><li>DTE, Fermi: 3M® VersaFlo® TR-600 Lease for Torus Recoat Project</li><li>TVA: FR Face Masks</li><li>Firewater: ProTech® Coveralls, Lab Coats</li><li>TVA, Sequoyah: 3M® VersaFlo® Items, CoolTech™ Scrubs, Masks</li><li>CNL, Chalk River: ProTech® Coveralls Lease</li><li>Bruce Power: PAPR Covers, Welding Hoods, Replacement Parts</li><li>Nuclear Waste Partnership, WIPP Site: Disposable Shoe Covers</li><li>American Zinc Recycling: Respirator Processing Services, Laundry Processing Services</li><li>Westinghouse Electric, Waltz Mill: DryGuard Plus™, Booties, Face Shields, Aprons, Gloves, Smears</li><li>Consolidated Nuclear: Face Masks</li></ul>
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