

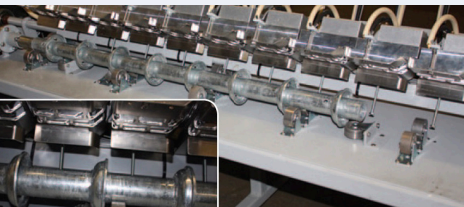
Monitoring Innovations Save UniTech Customers Time & Money *(continued from page 1)*

Comprehensive UniTech Monitoring Systems and Services

UniTech designs, builds, and uses customized monitors to ensure customers receive consistent and reliable monitoring results.



Our straight scaffold pipe and round item monitor consists of overlapping detectors positioned around the pipe, assuring that the exterior surfaces are completely monitored with computer-controlled alarm points and user-selectable confidence levels.



Some monitoring requires detectors that are shaped to match the item being monitored. Excel vertical leg piping has collars spaced every 8" along upright sections. UniTech's specially shaped detectors survey entire sections of scaffolding in seconds.



Our pipe splitter slices through long sections of pipe, exposing inaccessible areas to allow direct survey of fixed radioactivity. The pipe splitter cuts through metal up to three inches in diameter so internal surfaces can be surveyed for free release. Splitting and monitoring also reveals whether internal surfaces need to be decontaminated.

Automated Laundry Monitors

As an industry-trusted nuclear laundry provider, UniTech has mastered radioactive monitoring for laundered items. Our team has developed Automated Laundry Monitors to meet every monitoring need. The laundry monitors include digital instrumentation and individually amplified detector signals that allow for monitoring at very low levels of activity and assure maximum efficiency. Each system uses two rows of staggered gas flow detectors—above and below the item—with adjustable height and synchronized wire mesh conveyors, minimizing the distance between garments and the detector and providing optimal counting geometry.



Monitoring can be a time-intensive and costly endeavor, especially if not done properly. UniTech Monitoring Services provides a team of experienced, trained technicians focused solely on monitoring your tools and equipment. Our custom-built monitoring devices and solutions provide more accurate results through a far more efficient process, saving you time and money. Let the UniTech Monitoring Services team handle your monitoring and decontamination challenges.

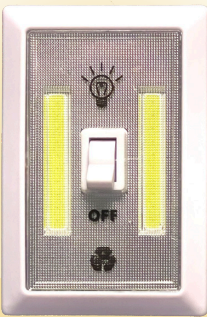
Watch our featured video to learn more about UniTech Monitoring Services. ■■



Thanks for reading UniTRACK!

This edition's gift is a UniTech battery-operated LED light. Use the built-in magnets or hanging accessories to mount this switch in a convenient location and have a (very bright light when and where you need it.

Visit UniTechUS.com to have this light sent to your door! Enter code: **LIGHT**



U.S. Locations

Corporate Office
UniTech Services Group, Inc.
138 Longmeadow Street
Longmeadow, MA 01106
Toll free: 800-344-3824
Tel: 413-543-6911
Fax: 413-543-6989
Email: info@UnitechUS.com
www.UnitechUS.com

Service Center
Oak Ridge, TN

UniTech Services Group, Inc. is a subsidiary of UniFirst Corporation.
UT-21-11

Plants
Springfield, MA
Royersford, PA
Oak Ridge, TN
Barnwell, SC
Morris, IL
Santa Fe, NM
Ontario, CA
Richland, WA

EU Locations

Euro Nuclear Services B.V.
De Mars 11, NL-7742 PT Coevorden, NL
Tel: +31-524-599-699
Fax: +31-524-599-688
Email: ens@UnitechEU.com
www.UnitechEU.com

UniTech Services Group, Ltd.
Unit 5 Oakwood Close
Pen-Y-Fan Industrial Estate
Crumlin, Newport NP11 3HY
United Kingdom
Tel: +44-1495-249-688
Fax: +44-1495-240-982
Email: UnitechLtd@UnitechEU.com
www.UnitechEU.com

UniTech Services GmbH
Brookdiek 2L
D-49824 Laar, Germany
Tel: +49-5947-910-2910
Fax: +49-5947-910-29188
Email: UnitechGmbH@UnitechEU.com
www.UnitechEU.com

UniTech Services S.A.S.
ZA la Malvesine
Parc Avenue
13720 La Bouilladisse, France
Tel: +33-965-012247
Fax: +33-442-048387
Email: jgrisot@UnitechEU.com
www.UnitechEU.com

UniTRACK



NUCLEAR SERVICES NEWS

UniTech Services Group, Inc. • Volume 19 Issue 2 • Fall 2021

Monitoring Innovations Save UniTech Customers Time & Money

Since 1957, when UniTech Services Group became the first licensed radiological laundry provider in the United States, our team has worked to address unmet needs in the nuclear industry. A lot has changed over time. But UniTech remains one of the longest-standing service providers, continually looking for new ways to serve customers and elevate safety, efficiency, and profitability in the nuclear industry.

One of our newest offerings was, once again, born out of industry demand. UniTech's Monitoring Services provide an easy, reliable, repeatable way to monitor radiation levels in equipment of various shapes and sizes. Our technicians use these solutions to regularly monitor scaffolding, pipes, tools, FRAC tanks, fork and scissor lifts, ladders, and much more—including custom monitoring devices and plans to meet unique customer needs.

UniTech designs and builds custom monitoring devices to meet specific materials and equipment demands, yielding more accurate and consistent monitoring results that cannot be duplicated with handheld monitoring equipment.



Rather than allowing contaminated tools and equipment to accumulate on-site, UniTech can provide transportation and storage along with the industry's most advanced monitoring and decontamination. Our radioactive material processing facilities provide low stable backgrounds, ample space, a focused labor group, and high-tech instrumentation for technically superior and cost-effective services. Using UniTech's Monitoring Services can translate to top-quartile regulatory ratings, as opposed to other inefficient or inaccurate methods of radioactive monitoring that could have dire consequences for your organization.

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Continuous Improvement Through Customer & Stakeholder Feedback

UniTech Services Group has been ISO 9001 certified since 1997, ensuring that our quality management systems are effective and our customers consistently receive high-quality products and services that meet their requirements.

As part of this certification and to ensure customer satisfaction and be responsive to industry and customer needs, UniTech Services Group issued the 2021 Customer and Stakeholder Survey, asking our customers and non-customers within the industry for feedback on product offerings, product quality, customer service, cost, and value. Between May 1 and August 24, 96 respondents completed the survey, providing detailed feedback on the services they need and the quality of services that UniTech provides.



OUR CUSTOMERS SAY:
UniTech gets the exact product our company needs and does the research to find us lower prices.

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The UniTech management team is working to integrate survey responses into processes, products, and services to best serve our customers. We are pleased to share highlights from the feedback we received and an update on what you can expect moving forward as we incorporate this input into our operations.

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The vast majority of UniTech customers report being **very satisfied**

with services receives as opposed to non-customers.



PRODUCT SNEAK PEEK
Cut-Resistant Gloves

UniTech Services Group is excited to introduce our customers to a new product launching in the spring.

These new cut-resistant gloves feature a flexible, lightweight, 18-gauge shell with nitrile dip, providing excellent worker dexterity while offering an A6 cut rating (rating force of 3248 grams).

Nitrile coating on the palm of the glove provides light chemical protection, outstanding wet grip, and the ability to use touch screen devices while wearing the gloves.

The wrist banding is color-coded by size, making it easy for users to identify sizing when issuing and wearing PPE.

The gloves will be marked with CE approvals and have Left and Right designation imprinted with indelible ink to ensure it will not wash out during laundering.

This, along with other new products, will be available in the coming months as UniTech continues to find ways to solve customer problems and meet industry demands.

Very Satisfied



Satisfied



Neither Satisfied or Unsatisfied



Unsatisfied



Continuous Improvement

(continued from page 1)

Most respondents (84%) were current UniTech customers and rated our customer service, products, and services as either “very satisfied” or “satisfied.” **100% of customers reported that they are likely to recommend UniTech** to industry colleagues because of excellent customer service.

Laundry Services

The overwhelming majority of UniTech customers rated our laundry service as excellent, the highest rating provided.

Non-Customer Feedback

Of the non-customers within the industry who provided feedback, **only 1% reported being very satisfied with their current vendor** compared to the 76% of current UniTech customers who reported very high satisfaction with our products and service. All non-customer respondents noted that they currently use single-use radiological protection apparel and that cost management is their greatest ongoing operational challenge.

“

OUR CUSTOMERS SAY:

UniTech professionals always provide us with solutions.

UniTech values customer and industry input, not just to meet ISO requirements, but because we want to provide the best products and services to our customers at a competitive price that makes us a value-added partner for your organization.

In September, our management team met to review the results of our customer and stakeholder survey. Now, leaders across all departments are working alongside our quality department to evaluate feedback and make improvements and updates based on the feedback received. This review is a crucial part of our continuous improvement processes.

Our communications team is already working to incorporate your feedback into our newsletter topics and distribution. You should continue to receive your printed newsletter but, beginning with this newsletter, we are also beginning an electronic distribution via email. If you would like to be added to our email or mailing distribution list, please visit unitechus.com

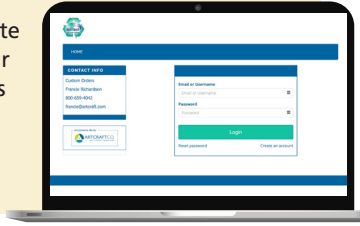
Additionally, look for a monthly email between newsletters to provide new product and service updates, personnel and capabilities spotlights, and relevant industry news as we continually strive to provide the best possible service to our customers and industry partners.

Thank you to all of our customers and industry stakeholders who participated in this exercise and provided critical feedback that will guide our products, services, and communication in the coming years. If you have additional feedback or would like more information about the 2021 Customer and Stakeholder Survey, contact UniTech Services Group Quality Manager Jon Couillard at jcouillard@unitechus.com.

ONE-STOP PROMO SHOP IS OPEN!

Find a variety of apparel and accessories that can be customized with your logo, text, or slogan. It’s easy to get started! Simply create an account, add your logo, then select your products. Get instantaneous feedback, plus the flexibility to pay by credit card or with an existing purchase order.

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SUPPLIER DIVERSITY SPOTLIGHT



FIREWATER

While growing product and service offerings and continuing to improve cost-effectiveness for customers, UniTech Services Group has worked to grow opportunities for woman- and minority-owned small businesses. We are excited to begin featuring a few of these partners in our UniTrack newsletter.

Firewater is a woman-owned small business headquartered in Maryville, Tennessee that was established in 2009 to provide waste management consulting and technical staff to government and commercial clients.

Firewater has relevant experience in developing disposition pathways for radioactive waste streams to include identifying processing facility needs and research and deployment of cost-effective and regulatory acceptable technologies. Firewater employs waste management experts that ensure wastes are characterized, packaged, and shipped to the most appropriate licensed facility in a safe and compliant manner.

Through years of working together on various projects, UniTech has become a mentor for Firewater, assisting with growth in the commercial nuclear sector as well as expanding the services Firewater offers to its government clients.



FireWater President Renee Echols with UniTech Business Development Manager Kevin Bumpus at the Energy, Technology and Environmental Business Association (ETEBA) 2021 Technical Conference in October.

Upcoming Conferences

*NOTE: Due to the COVID-19 pandemic, all conferences are subject to cancellation or transition to virtual-only events depending on local restrictions.

- December 6 - 9 NISHA/New Orleans
- December 7 - 9 National Clean Up / Alexandria, VA
- January 3 - 5 (ISOE) ALARA/Key West, FL
- January 24 - 26 RP/ALARA Conference/Key West, FL
- January 24 - 28 USA Supply Chain/Rancho Mirage, CA
- January 26 - 28 Region 1 & 2 RPM Meeting/Key West, FL
- March 6 - 11 Waste Management/Phoenix, AZ

Recent Contract Highlights

- Chase Environmental: New P.O. for Radioactive Waste Processing
- Energy Harbor, Beaver Valley: Contract for Bridge Crane Disposal
- PUCOR: Respirator & Laundry Contract Extension
- Firewater: ProTech Coveralls™ & CoolTech Scrubs™
- Nuclear Fuel Services: UniTrek™ Rubber Shoes
- Triad National Security: Contract Extension
- Nuclear Waste Partnership, WIPP: CoolTech Scrubs™ & Shoe Covers
- Xcel Energy, Prairie Island: Lab Coats, Rubber Boots, Nitrile Gloves, Wipes
- Newport News, Kesselring: New Contract with Option to Extend
- CDI-Holtec, Oyster Creek: FR Coveralls, GripTech Gloves, Signs
- Los Alamos National Sec: Contract Extension
- Washington River Protection: ProTech™ Coveralls
- Westinghouse Electric, Nuclear Fuel: Laundry Bags, Coveralls, Towels, Shirts
- GE Hitachi: MaxAir™ Shrouds
- UCOR/DOE: Decontamination & Free Release of Manlift

UniTech Staff Update

Welcome Cristina Vazquez to UniTech Services Group

Please join us in welcoming Purchasing Specialist Cristina Vazquez to UniTech Services Group!

Cristina joined UniTech in April and, alongside our Purchasing team, works with account managers, sales, and production managers to ensure UniTech has the resources, supplies, and materials on hand as needed to fulfill orders promptly and meet customer requirements without delay.



With nearly 15 years of experience in customer service, most recently in production scheduling and supply chain management, Cristina is a customer-focused problem-solver who is already proving to be a valuable member of our team. Before joining UniTech, Cristina served as a Production Scheduling Analyst for ProAmpac, a global packaging supplier located in Westfield, MA. She has also served as an Account Specialist for Konica Minolta Business Solutions and as a Senior Customer Service Representative for Peoples United Bank.

“I’m so thankful for the opportunity to join the amazing team here at UniTech Services Group,” Cristina said. “While many of the goals, processes, and customer service priorities are the same as other industries I’ve served throughout my career, I am enjoying learning more about the nuclear industry and being a part of an organization that has such a history of industry leadership while continuing to evolve and offer innovative solutions to customers.”

Cristina enjoys spending time with her family and taking family walks with their dog, Coby. Welcome to UniTech, Cristina!

Words of Wisdom

“ Given its unique combination of attributes – reliability, affordability, low-carbon and universal deployability – it is clear that nuclear energy will play an even larger role in the electricity and energy systems of tomorrow. ”

– Sama Bilbao y León
Director General of World Nuclear Association