



NL-Tec Pty Ltd

Q.M. Manual & Statements

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Quality Policy Statement

NL-Tec was established in 1994 to provide and install Medical Products to Australian and New Zealand Radiation Oncology Centres and other Medical Organisations.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- A procedure for non-compliant products
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

This policy is posted in the Company Head Office and can also be found on our website and in the staff handbook.

Although the Directors of NL-Tec have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy review date is 1st December 2019

Signed:

Name and position: James Deane Neylon - Director

Date: 14th December 2018



NL-Tec Pty Ltd – Quality Management Policy

Scope: NL-Tec is an Australian based company that provides high quality, reliable and cost effective products for Radiation Oncology and Medical Applications. We supply and install hardware and software along with a broad range of medical consumable products.

Boundaries of Applicability: All work is managed from the Perth (Willetton) Office for the Australian and New Zealand Markets

We ensure that strict procedures are maintained in our supply chain from initial customer enquiry to product delivery and after-sales care. All order handling is carried efficiently; the products we supply are shipped on time and are handled and stored in an appropriate manner.

Supplier Management:

We source our products from manufacturers based in America, China, Germany, Japan, The Netherlands and Sweden. These manufacturers have international accreditation for both their products and their Quality Assurance procedures.

Product Certification:

All of the products that we supply have International accreditation and certification to meet the requirements of our customers. NL-Tec has registered each Manufacturer and Product with the TGA; we hold ARTG certificates for all products and systems.

Product History:

NL-Tec has tracking and recording systems in place to enable us to provide our customers with a full history of the products we supply, install or repair. Our records enable us to trace products by model, manufacturer, product code, serial number (When applicable), date of supply and original order number.

All warranty and non-warranty product failures of products or systems are carefully recorded and monitored. We ensure that any work falling within the specified warranty period for that product is carried out in accordance with the manufacturer's warranty terms and conditions.

Document Control:

NL-Tec has a virtually paperless office: We currently use electronic data to store soft copies of all correspondence, sales invoices, purchase invoices and the records we keep as an ongoing business. This paperless environment enables a fast and efficient retrieval of information pertaining to any specific product we supply

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IT and Software:

NL-Tec has invested heavily in both hardware and various software systems to ensure smooth and efficient processes are maintained in our organisation.

Installation of Systems:

NL-Tec carries out installation and maintenance work for some of the systems that we supply. Our qualified engineers are trained by the manufacturer of each type of system to install it correctly and safely.

Special note for LAP Lasers for Radiation Oncology Applications:

The supply and installation of LAP Laser Systems is the only activity that we carry out that requires us to work in a building site environment or to carry out drilling and mounting of brackets during a room construction.

Our engineers are very experienced with this type of work and have actively contributed to improve the method of installation to provide additional stability and reliability for LAP Laser Systems. We have installed laser systems throughout Australia, New Zealand and Asia.

All laser systems that we install are shipped directly from the manufacturer in Germany to the hospital or medical centre where they are to be installed.

Staff commitment:

Each member of the NL-Tec Team is aware of their primary role within the company as well as the crossover of responsibilities into areas taken care of by another team member. We truly are a lean organisation where we all endeavour to constantly improve on an ongoing and never-ending basis.

Exclusions: Design & Development

NL-Tec's is a distributor/dealer of products manufactured by overseas manufacturers who are marketing their products globally. The research and development behind the products we market is therefore carried out by our principle suppliers.

Signed:

Name and Position:

James D Neylon – Director

Date:

1 May 2012

Modified:

14 December 2018



NL-Tec Pty Ltd – Corporate Social Responsibility (CSR)

NL-Tec encompasses a number of tactics to meet our Corporate Social Responsibilities:

Ethical Practices: NL-Tec treats everyone we deal with, whether customers, employees or suppliers, with respect and dignity. We believe that everyone, whether an individual or a company employing individuals, should be treated fairly and ethically.

We always strive for a win-win-win situation: As a company that sources specialist medical products, we represent several overseas manufacturers. We also see ourselves as safeguarding our customers' interests with those overseas companies. We strive to ensure that our customers are always treated fairly and are supplied with high quality products that truly represent 'value for money'. Additionally, we ensure that manufacturers and suppliers we work with are also treated fairly. All claims we make on behalf of our customers must be honest and accurate. This policy leads to long-lasting and trustful relationships between all parties involved in our supply chains.

Environmental Responsibility: This is fully covered in our Environmental Policies Statement

Sustainable Practices: This is fully covered in our Sustainable Practices Statement

Making a positive difference is a daily practice:

NL-Tec endeavours to make a positive contribution at all levels of our business on an ongoing daily basis. We always remember that there is a patient – in the main, a cancer patient – that is relying upon our products being available when they are needed. Research into finding ways to improve outcomes must also be supported.

NL-Tec particularly provides support to Radiation Oncology as that area of medicine has been the mainstay of our business for many years.

Each year NL-Tec sponsors several Radiation Oncology Education events in Australia and New Zealand. We also support and attend conferences and meetings held by cancer research groups and various professional organisations. We are sponsors of at least five major events plus multiple smaller meetings and training weekends.

Overseas Aid for Radiation Oncology: NL-Tec sends some of the consumable products that we sell to poorer countries free of charge. Recently the focus of our activities in this area has been Vietnam. We have shipped pallets of goods from our warehouse to Vietnamese Radiotherapy Centres as part of this support initiative.

Social Events: NL-Tec has sponsored social events, such as the 'NL-Tec Great Melbourne Pursuit' - An outdoor team-building event that involves: Communication, Decision Making, Problem Solving, Leadership and Planning. Again this was focussed upon the Radiation Oncology teams in Victoria and Tasmania. NL-Tec has sponsored other smaller events too.

Human Relations: The daily interaction between the people we touch upon, either directly or indirectly should be an enjoyable, uplifting experience – We only need to choose that path – and at NL-Tec we do.



NL-Tec Pty Ltd – Occupational Health and Safety Policy Statement

NL-Tec is a company that installs Laser Systems and Software Products in Radiation Oncology, Nuclear Medicine and Medical Imaging Centres. We employ specialist installation engineers. Each engineer works for short periods of time (Normally 2-3 days) in hospitals and medical centres.

Our engineers have long experience of following safe workplace procedures at all times.

We ensure that each engineer is totally aware of their responsibility:

- To maintain a safe and healthy place of work for themselves and for employees of other organisations that share each workplace we visit.
- To abide by accident prevention regulations put into place by either federal, state, and local governments or by the organisations that employ our services.
- To only work with safe machinery, tooling or instruments. This includes a duty to inspect and repair the equipment we use.
- To carry and always use when necessary: safety footwear, safety clothing, hearing protection, eye protection, dust masks and any other safety equipment that may be required during the course of our work
- To minimise the effects of any dirt or dust we create in the course of carrying out each installation by capturing it at source or as near to source as possible.
- To safely use ladders and working platforms when installing overhead brackets and ceiling lasers. Ladders should only be used when it is safe to do so – A scaffold tower or similar platform must be used at any time the use of a ladder creates any risk of injury to personnel or damage to equipment.
- To exercise care to only work with careful and competent fellow workers.

We are sincerely interested in the safety and welfare of our employees. Accident prevention is essential in maintaining an efficient operation.

Since establishing our company in 1994, we have a record of zero reportable accidents at work. We must all work to maintain this record in the future.

Signed:

Name and Position:

James D Neylon – Director

Date:

31 October 2017

Reviewed:

14 December 2018



NL-Tec Pty Ltd – Environmental Policy

Last Reviewed: 30th January 2018

Next Review: 30th January 2019

Mission Statement

NL-Tec recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods. We will encourage customers, suppliers and other stakeholders to do the same.

Responsibility

Jim Neylon (Director) is responsible for ensuring that the environmental policy is implemented. However, all employees have a responsibility in their area to ensure that the aims and objectives of the policy are met.

Policy Aims

We endeavour to:

- Comply with and exceed all relevant regulatory requirements.
- Continually improve and monitor environmental performance.
- Continually improve and reduce environmental impacts.
- Incorporate environmental factors into business decisions.
- Increase employee awareness and training.

Paper

- We will minimise the use of paper in the office.
- We will reduce packaging as much as possible.
- We will seek to buy recycled and recyclable paper products.
- We will reuse and recycle all paper where possible.

Energy and Water

- We will seek to reduce the amount of energy used as much as possible.
- **We use renewable energy:** We have installed 32# Solar Panels (The maximum number our office and warehouse can accommodate). We produce sufficient power to cover our daylight needs. The use of power outside those hours is minimised.
- All office and warehouse lighting has been converted to LED and automatically switches off when rooms are vacated.
- Other electrical equipment will be switched off when not in use.
- Heating will be adjusted with energy consumption in mind.
- When purchasing new products, the energy consumption and efficiency of that product will be taken into account.

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Office Supplies

- We are working towards a paperless office and warehouse – we are now approximately 95% paperless in our office.
- We use recycled paper and recycle whenever possible
- We will evaluate if the need can be met in another way.
- We will evaluate the environmental impact of any new products we intend to purchase.
- We will favour more environmentally friendly and efficient products wherever possible.

Transportation

- We will reduce the need to travel, restricting to necessity trips only.
- We promote the use of travel alternatives such as e-mail or video/phone conferencing.
- We will make additional efforts to accommodate the needs of those using public transport or bicycles.

Packaging materials:

- We will use environmentally friendly packaging materials wherever possible
- We use paper tape instead of plastic tape to seal our cartons
- We carefully re-use or recycle all cardboard cartons that we receive.

Maintenance and Cleaning

- Cleaning materials used will be as environmentally friendly as possible.
- Materials used in office refurbishment will be as environmentally friendly as possible.
- We will only use licensed and appropriate organisations to dispose of waste.

Monitoring and Improvement

- We will comply with and exceed all relevant regulatory requirements.
- We will continually improve and monitor environmental performance.
- We will continually improve and reduce environmental impacts.
- We will incorporate environmental factors into business decisions.
- We will increase employee awareness through training.
- We will review this policy and any related business issues at our management meetings.

Culture

- We will involve staff in the implementation of this policy, for greater commitment and improved performance.
- We will update this policy at least once annually in consultation with staff and other stakeholders where necessary.
- We will provide staff with relevant environmental training.
- We will work with suppliers, contractors and sub-contractors to improve their environmental performance.
- We will use local labour and materials where available to reduce CO2 and help the community.

Signed: 

Name and Position: James D Neylon – Director

Date: 31st January 2018

Reviewed: 14 December 2018



NL -Tec Pty Ltd

Unit 10, 16 Yampi Way, Willetton, Western Australia 6155 ABN:72 066 375 166
Tel: 08 9259 5100 Fax: 08 9259 6111 e-mail: info@nl-tec.com Web: www.nl-tec.com

NL-Tec Pty Ltd – Environmental Policy

Sustainable Practices

NL-Tec is incorporating sustainable practices into our business wherever possible:

Solar Energy:



The Roof of NL-Tec's Office and Warehouse Building

NL-Tec uses renewable energy: We have installed 32# Solar Panels (The maximum number our office and warehouse can accommodate). We produce sufficient power to cover our daylight needs. The use of power outside those hours is minimised.

All office and warehouse lighting has been converted to LED and automatically switches off when rooms are vacated.

Other electrical equipment is switched off when not in use.

Our Reverse Cycle Air-Conditioning System has been designed with energy conservation in mind and is well within the requirements of the Building Code of Australia, section J5. With five Condensers on the roof the cost of installation was higher, but energy use is much less as each section of the office and warehouse is climate controlled separately.

Heating and cooling controls are adjusted with energy consumption in mind and peak use is during daylight hours when the solar system is producing power.

Office windows are tinted to reduce heating in Perth's hot summer

NL-Tec has a virtually paperless office: We currently use electronic data to store soft copies of all correspondence, sales invoices, purchase invoices and the records we keep as an ongoing business. We still have to use paper copies of outgoing shipping documents and consignment notes. So we are about 90% paperless at this time.

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NL-Tec uses environmentally-friendly Packaging Materials:

- We use environmentally friendly packaging materials wherever possible
- We use paper tape instead of plastic tape to seal our cartons
- We avoid the use of plastic packaging and cushioning products when we can and minimise their use at all times
- We carefully re-use or recycle all cardboard cartons that we receive and have a large dedicated cardboard recycling container.



NL-Tec Carton with paper tape



Maintenance and Cleaning

- Cleaning materials we use are as environmentally friendly as possible.
- In the main we use micro-fibre cloths and clean water.
- Materials used in office refurbishment are as environmentally friendly as possible.



NL-Tec's Office with Tinted Windows



Energy efficient LED lighting turned on/off with sensors throughout NL-Tec offices



Infection Control Guidelines for NL-Tec Loan Equipment

- NL-Tec loan equipment that will be used for trial on a patient in the clinical setting are subject to standard Australian infection control precautions and guidelines. Further information about these guidelines can be found at:
 - Australian Guidelines for the Prevention and Control of Infection in Healthcare
<http://www.nhmrc.gov.au/node/30290>
 - NSW Health Infection Control Policy
http://www0.health.nsw.gov.au/policies/pd/2007/pdf/PD2007_036.pdf
- Standard precautions, as described in the policies above should be applied at all times.
- NL-Tec loan equipment **should not be used** for “high-risk” patients:
 - Patients with known infectious diseases (eg. Tuberculosis, chicken pox/shingles, MRSA, VRE)
 - Patients with open wounds or fungating lesions
 - Patients where there is a high probability that the equipment will be exposed to body fluids (eg. blood, urine, faeces, sputum) or mucous membranes (including eyes)
- Cleaning: All loan equipment should be cleaned thoroughly after every use with:
 1. Neutral detergent clean (eg. Tuffies wipes); followed by
 2. Antibacterial clean (eg. Isowipes)
 3. Ensure that a secondary antibacterial clean has been completed prior to returning any equipment to NL-Tec.
- Please inform NL-Tec immediately if loan equipment has been exposed to known pathogens.



BUSINESS INSURANCE

Certificate of Currency

Issue Date
24 October 2018

INSURER: Insurance Australia Limited
ABN 11 000 016 722
AFSL 227681
Trading as CGU Insurance
181 WILLIAM ST,
MELBOURNE VIC 3000

The policy referred to is current as at the date of issue of this certificate and whilst an expiry date has been indicated it should be noted that the policy may be cancelled in the future. Accordingly, reliance should not be placed on the expiry date.

Kathleen Neylon
Unit 10, 16 Yampi Way
Willetton WA

Policy Details

Policy Number: 15T2862540
Type of Policy: Business Insurance
Expiry Date: 13 October 2019
Insured: NL-Tec Pty Ltd

Cover Details

| Section 1 - Property | Sum Insured |
|---|--------------------|
| Situation 1. UNIT 10 16 YAMPI WAY, WILLETTON WA 6155 | |
| Contents | \$400,000 |
| Stock | \$480,000 |
| Specified Items | \$12,000 |
| Solar Panels | \$ 12,000 |
| Section 3 - Theft & Money | Sum Insured |
| Situation 1. UNIT 10 16 YAMPI WAY, WILLETTON WA 6155 | |
| Part A - Theft of Property | |
| Total contents inc. stock (exc. tobacco, cigars and cigarettes) | \$25,000 |
| Section 5 - Liability | Sum Insured |
| Public Liability | \$ 20,000,000 |
| Products Liability | \$ 20,000,000 |

This is to certify cover has been granted in terms of the Company's Standard Policy, a copy of which is available on request. This certificate is not a substitute for the Policy of Insurance issued to you. The Policy, not this certificate, details your rights and obligations and the extent of your insurance cover.