



NL-Tec Pty Ltd

Policies & Statements

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BUREAU VERITAS
Certification



Certification

Awarded to

NL-TEC PTY LTD

**UNIT 10/16 YAMPI WAY, WILLETTON, WA 6155
AUSTRALIA**

Bureau Veritas certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards indicated below
STANDARD

ISO 9001:2015

SCOPE OF SUPPLY

**SUPPLY AND INSTALLATION OF MEDICAL HARDWARE AND RE-SELLING OF
ASSOCIATED CONSUMABLE PRODUCTS, PARTICULARLY THOSE RELATED TO
RADIATION THERAPY**

Original Approval Date:

18 December 2019

Subject to the continued satisfactory operation of the organisation's Management System,

this certificate is valid until:

17 December 2025

To check the validity of this certificate please call tel. **1800 855 190**

Further clarification regarding the scope of this certificate and the applicability of the Management System requirements may be obtained by consulting the organisation.

Certificate Number: **AU005265-1**

Date: **15 December 2022**

Andrew Mortimore
Vice President – I&F Pacific Region

Managing office: Bureau Veritas Pty Ltd, Level 11, 500 Collins Street,
Melbourne, Victoria, 3000, Australia

Issuing office: Bureau Veritas Pty Ltd, Level 11, 500 Collins Street,
Melbourne, Victoria, 3000, Australia

JAS-ANZ



www.jas-anz.org/register



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 30th November 2023

Signed:



Name and position: James Deane Neylon - Director

Date:

30th November 2023



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

(Continued on next page)

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

Reviewed

30 November 2023



MODERN SLAVERY & HUMAN TRAFFICKING STATEMENT

Modern slavery is a criminal and morally reprehensible act that deprives a person's liberty and dignity for another person's gain. It is a real problem for millions of people around the world, including many in developed countries, who are being kept and exploited in various forms of slavery. Every company is at risk of being involved in this crime through its own operations and its supply chain.

At NL-Tec Pty Ltd, we have a zero-tolerance to modern slavery. We are fully committed to preventing slavery and human trafficking in our operation and supply chain. This statement sets out the actions that we have taken to understand potential modern slavery risks related to our business, and to implement steps to prevent slavery and human trafficking.

Our business and supply chains

NL-Tec has established a relationship of trust and integrity with all our suppliers, which is built upon mutually beneficial factors. We have the advantage that all our principle suppliers are long-established, reputable, international manufacturers based in Western Europe, America, and Japan.

Risk assessment

NL-Tec has conducted a risk assessment of our supply chain. We have requested relevant information about the safeguards against modern slavery that our suppliers have put into place. We are satisfied that in all cases our suppliers have taken adequate precautions to protect against and prevent slavery and human trafficking in their operations:

The following [Code of Conduct](#) illustrates our commitment to ensuring fair treatment of all people that contribute to the supply of products that we market and sell to our customers.

We have requested that each of our principle suppliers sign a copy of our Code of Conduct document to confirm their commitment to uphold the stated values.

This document was produced on 2nd December 2020

Next review date: 30th November 2023



Code of Conduct

NL-Tec adheres to fundamental principles while conducting our business. The following code of conduct outlines the values that we observe when interacting with our employees, customers suppliers, and society. We are also committed to minimise the impact of our activities upon the environment.

NL-Tec Pty Ltd commits to the following principles:

Legal Compliance

- We comply with the laws of all applicable legal system(s) where we operate.

Prohibition of corruption and bribery

- We do not tolerate and will not engage in any form of corruption or bribery, including but not limited to any payment or other form of benefit conferred upon any government official for the purpose of influencing decision making in violation of law.

Fair competition and anti-trust laws

- We act in accordance with national and international competition laws and do not participate in price fixing, market or customer allocation, market sharing or bid rigging with competitors.

Respect for the basic human rights of employees

- We promote equal opportunities for and treatment of our employees irrespective of skin color, race, nationality, social background, disabilities, sexual orientation, political or religious beliefs, sex, or age.
- We respect the personal dignity, privacy, and personal rights of each individual.
- We will not employ anyone, or make them work, against their will.
- We refuse to tolerate any unacceptable treatment of employees, such as mental cruelty, sexual and personal harassment, bullying or discrimination.
- We do not tolerate behavior including gestures, language, and physical contact, that is sexual, coercive, threatening, abusive or exploitative.
- We provide fair remuneration, and we warrant the applicable national statutory minimum wage.
- We comply with the maximum number of working hours laid down in applicable laws. This applies to Australia, where our employees are based.
- We recognize, as far as legally possible, the right of free association of employees and neither favor nor discriminate against members of employee organizations or trade unions.

Prohibition of child labour

- We employ no employees under the age of 15.

Health and safety of employees

- We take responsibility for the health and safety in the work environment of our employees.
- We control hazards and take the best reasonably possible precautionary measures to prevent accidents and occupational diseases.
- We provide training and ensure that employees are educated in health and safety issues.
- We have set up and use an occupational health & safety management system.

Environmental protection

- We act in accordance with the applicable statutory and international standards regarding environmental protection.
- We minimise environmental pollution and make continuous improvements in environmental protection.
- We have set up and use an environmental management policy and plan.

Supply Chain

- We use reasonable efforts to promote compliance with this Code of Conduct among our suppliers’.
- We comply with the principles of non-discrimination regarding supplier selection and treatment

Detailed policies covering these principles are listed in our QMS manual

We request that our sales partners and principle suppliers confirm their own commitment to the ‘Code of Conduct’ that we have outlined on the previous pages.

By signing this section of the document, I declare:

- I am an authorised representative of the company named below
- I confirm that our company upholds the values listed in this Code of Conduct document
- Our company has conducted a risk assessment of our supply chain to safeguard against modern slavery in the supply of components and materials used in the manufacture of our products

Company:

Signature:

Date:

Name:

Position:



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 can demonstrate an active, consultative commitment to all areas of health and safety management in the workplace.

Health & Safety Policy:

NL-Tec has developed and implemented a structured health and safety management system to meet our obligations and legislative requirements. This assists us to achieve a consistently high standard of safety performance. We regularly review WHS in order to reinforce how important it is to NL-Tec's commercial objectives and legal obligations.

Policy includes Management responsibilities:

NL-Tec has delegated general and specific health and safety responsibilities applicable to various management levels of our organisation. Responsibilities are assigned to levels of management as shown below and are based on the referenced legislative standards.

NL-Tec's WHS policy is to inform workers and other interested parties that WHS is an integral part of its operations. All staff are actively involved in the review and continual improvement of WHS performance as this reinforces the company's objectives.

General Responsibilities:

Managing Director:

- Formally approve the Work Health and Safety Policy
- Assign custody to ensure procedure is maintained and updated
- Formally approve the Work Health and Safety Procedures
- Review overall organisational health and safety performance
- Participate where required in the resolution of safety issues
- Review serious injuries/incidents and monitor corrective actions
- Review health and safety performance of middle management
- Ensure organisational compliance with health and safety legislation

OH&S Requirements Specific for NL-Tec:

NL-Tec is a company that installs Laser Systems and Software products in Radiation Oncology, Nuclear Medicine and Medical Imaging centres. We employ 2-3 specialist installation engineers. Each engineer works for short periods of time (Normally 2-3 days) in hospitals and medical centres. Normally each engineer works alone, but occasionally two engineers will work together on a single project.

All NL-Tec engineers have long experience of following safe workplace procedures at all times. We ensure that each engineer is totally aware of their responsibilities:

- To implement the WHS Policy, WHS Procedures and legislative requirements
- Monitor health and safety performance within their area of responsibility

NL-Tec Engineers' Responsibilities (Continued)

- To maintain a safe and healthy place of work for themselves and for employees of other organisations that share each workplace we visit.
- To actively monitor the workplace to determine presence of hazards and take appropriate action to rectify any hazards found.
- 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 investigate and report all injuries/incidents within area of responsibility
- 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.

Health and Safety Document Control: Documentation of operation processes and procedures are defined, appropriately documented, and updated, as necessary.

Access to the documentation is available to all workers. The document contains the name of the contact person with specific responsibilities to WHS issues

NL-Tec is sincerely interested in the safety and welfare of our employees. We recognize that accident prevention is essential to maintain 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 – Managing Director

Date:

30th November 2023

**Related documents: NL-Tec - SWMS and Safety Implementation Plan
NL-Tec - OHSE Warehouse Management Plan**



NL-Tec Pty Ltd – Environmental Policy & Plan

Last Reviewed: 1st October 2020

Next Review: 30th September 2021

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: 30th November 2023



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.

Life Science Liability Certificate Of Insurance

Insured: NL-Tec Pty Ltd

Policy Reference: 261373

Covering: Public & Products Liability including Errors Or Omissions

Limits of Insurance:

Coverage 1 - Premises/Operations (Public) Liability:	\$20,000,000	each occurrence
Coverage 2 - Products/Services And Clinical Trials Liability:	\$20,000,000	in the aggregate
Coverage 4 - Advertising Injury And Personal Injury Liability:	\$20,000,000	in the aggregate
Coverage 5 – Errors Or Omissions Liability:	Not Insured	in the aggregate
U.S.A. Territory Aggregate Limit (Coverages 2, 4 And 5):	Not Insured	

Territorial Limits: Anywhere in the world

Deductible: \$5,000

Policy Period: From: 13/04/2023 at 4.00pm
To: 15/04/2024 at 4.00pm

Sent To: CAMBRIDGE INSURANCEBROKERS PTY LTD

This Certificate is furnished a matter of information only and does not constitute an insurance contract upon which claims can be made.

Date: 14 March 2023



Signed for the Company