

## Included with your Dosimetry Service

LANDAUER® standard Luxel®+ dosimetry services include the automatic exchange of dosimeters each wear period, processing and analysis of dosimeters, exposure results and standard radiation dosimetry reports including data management, client services and technical support programs.

### Standard Reports

Reports cover each wear period and include cumulative totals, personal data and identification, explanatory information, and other pertinent data useful in the management of a dosimetry program. These reports comply with NRC (Nuclear Regulatory Commission), OSHA (Occupational Safety and Health Administration), and DOE (Department of Energy) regulations. To protect client privacy and data security, effective April 1, 2018, all Radiation Dosimetry reports will be delivered electronically via myLDR.com, a secured, online account management portal. Report notifications will be sent to the Report To and/or Ship To email address reflected on the account.

### Notification of Exposure

LANDAUER provides free notification by telephone or email when an individual's dose exceeds 20% of the regulatory limits for any given wear period, or 50% of the regulatory limits year-to-date. Other exposure levels for early notification can be set at an account, a subaccount, and/or at an individual's level.

### Control Dosimeters

A control dosimeter is included at no charge in each shipment to record in-transit and storage exposure.

## Additional Services and Fees

### Set Up Fee

There is a one-time setup fee of \$11.00 per person for accounts with less than 40 people, and a onetime setup fee of \$2.60 per person for accounts of more than 40 people.

### Additional Dosimeters

Dosimeters shipped separately from the regularly scheduled shipment incur a handling fee of \$10.50 per dosimeter.

### Department Groupings (Subaccounts)

An account can be divided into separate groups for shipping to one site or to multiple sites. Each subaccount is reported separately on dosimetry reports and is sorted by participant name or number. The subaccount name and/or code is indicated on each dosimeter. Department groupings are available at a cost of \$8.30 per subaccount (single site), \$10.80 per subaccount (multiple sites).

For accounts without subaccounts, a \$8.30 sort and pack fee will be applied to all shipments of dosimeters (referred to on the invoice as Sort and Pack Fee, Single Ship Site).

### Exchange Frequencies

Available exchange intervals are monthly, bimonthly (once every two months), quarterly, biweekly, weekly and one-time only.

### Online Account Management - myLDR.com

LANDAUER's online account management tool - myLDR.com - allows you to manage your dosimetry program and access dose data online. Dashboards make accessing data simple and convenient, and all of your information is available to you 24/7. myLDR.com has secure data encryption with full and limited log-in access levels with the following interactive services available:

- Add, change, remove or view subaccounts, participants, and dosimeters
- Dosimeter shipment tracking from LANDAUER
- Easily retrieve and print invoices and reports to include E-signature functionality
- Access dashboards and reports
- Receive alerts (i.e. ALARA & Over Exposures)
- Pay open invoices online with a checking account or credit card
- Ability to update Shipping, Billing, and Reporting addresses
- Give individual users access to personal dose information with Individual Dose Report

### Duplicate Copies

Duplicate copies of standard dosimetry reports are available for \$0.05 per person to the same site, \$0.08 per person to a different site.

### Emergency Processing

Emergency processing is available for dosimeters suspected of receiving overexposure. An additional processing charge of \$105 per occurrence plus \$27 per dosimeter is assessed.

### Unreturned Dosimeter Fee

An unreturned dosimeter fee of \$12.00 is charged for each dosimeter not returned within the applicable return period, even if the dosimeter is subsequently returned after the end of the applicable return period. Please refer to the terms and conditions on page 4 for more details.

## Additional Services and Fees (Continued)

### Other Products to Help Alleviate Your Work Load

#### Badge Boards

Conveniently store dosimeters when not in use

- Small (holds up to 14 dosimeters) \$48.40 each
- Medium (holds up to 30 dosimeters) \$60.50 each
- Large (holds up to 45 dosimeters) \$70.40 each

Plus shipping charges

#### RadFacts Dashboards

RadFacts Dashboards are available via myLDR.com and provide tools to help you quickly focus on key radiation safety issues. You have the ability to interact with the charts as well as filter and sort grids of data. Dashboards are available for general Year-to-Date Performance, ALARA Performance, Dosimeter Return Compliance, Pregnant Participants, Unused Dosimeters and Dose Analysis.

RadFacts is available for 50¢ per person a month for accounts with less than 200 individuals; 40¢ per person a month for accounts with less than 1,000 individuals and 30¢ per person a month for accounts over 1,000 individuals. For other pricing, please contact customer service.

## Popular Reports

In addition to our standard radiation dosimetry report, LANDAUER has available for an additional charge optional reports and services designed to help simplify the management of your dosimetry program.

### Equivalent Form 5

This report details dose history for an individual for the year at a given location, which satisfies the requirement for an annual report to workers, the NRC Form 5, and other regulatory bodies (check with your regulatory agency for your specific requirements). Reports are generated annually after the close of a calendar year or quarterly with current data up to the last wear period reported. Rate: Quarterly \$2.10 per person; Annual \$3.20 per person.

### Termination Report Service

This service provides an Equivalent Form 5 for presentation to the worker when an individual is deleted from LANDAUER service. Overnight report generation is available upon request. Charge incurs only upon generation of the report. Rate: \$3.00 per person.

### Fetal Monitor Service

Easily track exposure of a declared pregnant worker and embryo/fetus by reporting exposures of the mother wearing a whole body dosimeter and an additional fetal dosimeter. The monthly report lists estimated dose from conception to declaration, rolling exposure history by month for both mother and child, and accumulated fetal totals for the gestation period. The addition of a fetal dosimeter also generates an additional page to the standard radiation dosimetry report that indicates only the exposure to the declared pregnant worker and the embryo/fetus. Rate: \$37.80 per month for the account, exclusive of any new dosimeters that may be added to the service.

#### LANDAUER® Academy

LANDAUER Academy provides educational courses and content for professionals working around radiation. Authored and peer-reviewed by board-certified medical physicists, courses provide engaging content and effective instruction. Courses are designed to address compliance requirements of The Joint Commission, OSHA, State Regulations and more. Individual courses have been approved for continuing education credit by ASRT.

Visit [landaueracademy.com](http://landaueracademy.com) for full course listing and pricing.

#### Enterprise Dose Dashboard™

Enterprise Dose Dashboard, (EDD), enable you to more effectively track dose levels across an enterprise. At the same time, you can more easily track improvements as a result of conducting training, investing in shielding, or buying other protective equipment. The dashboards provide data to help drive change and improve radiation safety across the enterprise. All dashboards can display data in a sortable table format. EDD is available for 40¢ a month per individual.

### ALARA Compliance

#### Personalized ALARA Memos

ALARA memo service generates a memo for each individual whose dose levels exceeded the quarter's ALARA (As Low As Reasonably Achievable) levels. ALARA levels 1 and 2 can be set by your facility or NRC guidelines can be used. The personalized memo stating the exposure and level exceeded is sent to the Radiation Safety Officer for review, and can then be presented to the individual. Level 2 memos include a questionnaire to help investigate the exposure. Rate \$76.70 per year base fee plus \$3.05 per memo.

#### ALARA Detailed Recaps

ALARA reports list all individuals with their exposure histories, and are available quarterly and annually. Quarterly reports show which individuals exceeded ALARA Levels 1 and 2 for the quarter and year to date, while annual reports quickly show trends by individuals and departments for the year. Reports track both individual and collective dose. ALARA levels can be set or NRC guidelines can be used. Quarterly Report Rate: \$35.70 per quarter base fee plus 25¢ per person; Annual Report Rate: \$47.30 per year base fee plus 40¢ per person.

### Other Dosimeters

#### Area

Area monitors measure exposure to a defined area rather than to a person. LANDAUER dosimeters can be designated specifically as an area monitor.

#### Ring

LANDAUER's Saturn™ Ring dosimeter uses thermoluminescent technology and measures radiation exposure with a lithium fluoride chip. The Saturn™ TLD Ring dosimeter for x, gamma, and beta dosimetry is \$162.00 annually per person for accounts with 99 or less people, and \$144.00 annually per person for accounts with 100 or more people.



#### Neutrak® Neutron

The Neutrak dosimeter provides neutron radiation monitoring with CR-39 and Track Etch® technology, and can be sealed inside of the Luxel+ blister pack.

Fast Neutron with Luxel+ service is the annual investment per person for Luxel+ service plus an additional fee annually per person. For example, for accounts with 15 individuals the total annual service price per person is \$279.00 (\$147.00 + \$132.00).

Thermal, Intermediate, and Fast Neutron with Luxel+ service is the annual investment per person for Luxel+ service plus \$148.80 annually per person.

#### InLight® Environmental

The InLight Environmental OSL dosimeter is designed specifically for low-level area indoor and/or outdoor monitoring. Dosimeters are priced per dosimeter each time dosimeters are shipped. From 1 to 10 dosimeters is \$56.10 per dosimeter. More than 10 dosimeters is \$43.70 per dosimeter.

#### Special and Other Services

LANDAUER can support special dosimetry studies where conventional personnel dosimetry is inappropriate. Through Special Services, much tighter tolerances, special calibrations and other non-routine functions can be provided. Examples of special services have included blood bank irradiation studies, high dose dosimetry, source calibration, and area monitoring.

### Annual Per Dosimeter Investment

Number of Monitored Individuals	Annual Investment
1	\$507.00
2	\$330.00
3	\$249.00
4	\$207.00
5	\$183.00
6-8	\$162.20
9-15	\$147.00
16-24	\$132.00
25-34	\$117.00
35-74	\$102.00
75-99	\$93.00
100+	\$66.00

These Dosimetry Service Terms and Conditions (these “Terms”) govern the client’s use of the dosimetry services offered by LANDAUER, Inc. (“LANDAUER”).

## Dosimetry Services

LANDAUER’s standard dosimetry services include the automatic exchange of dosimeters each wear period, processing and analysis of dosimeters, exposure results and standard radiation dosimetry reports including data management, client services call center and technical support programs. Dosimeters may be exchanged on a weekly, monthly, bimonthly (once every two months) or quarterly basis, as desired by the client.

LANDAUER’s advanced dosimetry services include informatics, ancillary and emergency processing services, and are supplemental to the standard offering and available for additional fees.

## Minimum Order Period/Term of Service/Renewal

In general, dosimetry services have a required minimum subscription term of one year. Shorter subscription terms may be arranged at higher service rates as agreed by LANDAUER. Each subscription term will automatically renew at the end of its term unless the client cancels in accordance with the cancellation policy, as outlined in “Cancellation Policy” section below.

## Sort and Pack Fees

For all clients without Subaccounts in their Account, a sort and pack fee will be applied to all shipments of dosimeters (referred to on the invoice as Sort and Pack Fee, Single Site).

For Accounts with multiple Subaccounts, a per Subaccount Sort and Pack Fee will be applied to single site/multiple site shipments of dosimeters (referred to as Sort and Pack Fee, Single or Multiple Site(s)).

## Freight

Standard shipments from LANDAUER to our U.S. clients are via USPS first class mail. Standard outbound freight costs are included in the price of the dosimetry service. If an expedited shipping method is designated by the client, a freight charge will be applied at the current retail rate of LANDAUER’s preferred carrier. The client is responsible for freight charges for all packages sent to LANDAUER.

To avoid delays in receipt of shipments and processing dosimeters, clients must apply correct amount for postage. When self-metering, select “parcel” as the method package type, not envelope, letter or flat rate. All packages returned to LANDAUER with insufficient postage will be assessed \$10 per package.

## Replacement Shipment

A replacement shipment may be necessary to amend issues encountered with a routine order.

If the carrier tracking number of the routine order being replaced has a “delivered status” or the carrier’s estimated delivery date is prior to the dosimeter’s begin wear date, the cost of the replacement shipment (dosimeters, shipping and handling fees and freight charges) will be the responsibility of the client.

## Sales and Use Tax

All international, U.S. Federal, state, and local taxes will be applied to eligible orders based on the Ship To address. Clients who have a sales tax exemption certificate are required to

provide LANDAUER with appropriate documentation of their exemption prior to shipment.

## Billing

Clients are required to pay for a full one year service period in advance unless other payments terms are agreed upon with LANDAUER.

## Payment terms

Payment terms on all client invoices are net 30 from the date of the invoice. A finance charge of 1.5 percent per month (an annual percentage rate of 18 percent) will be added to all past-due invoiced amounts.

## Cancellation Policy

All sales, fees and charges for dosimetry service accounts are final. Clients who cancel their accounts prior to the end of their service subscription term will not receive a refund. Cancellation of all dosimetry service subscription terms must be received by LANDAUER in writing 45 days in advance of the next shipment date. Any shipments sent by LANDAUER prior to receiving written cancellation requests are the responsibility of the client.

If cancellation of the dosimetry service subscription is not received by LANDAUER in writing at least 45 days in advance of the subscription renewal date, the client’s service subscription will automatically renew for an additional year.

## Notices

Client shall send all notifications concerning these Terms, including written cancellations, to LANDAUER at:

LANDAUER, Inc.  
Client Services Department  
c/o Account Retention  
2 Science Road  
Glenwood, IL 60425  
Email: [clientsolutionsteam@landauer.com](mailto:clientsolutionsteam@landauer.com)

## Intellectual Property

LANDAUER retains all rights to the intellectual property associated with the dosimetry products and services, including but not limited to patents, trademarks and copyrights.

## Lost or Damaged Dosimeters

All dosimeters remain the property of LANDAUER and are to be returned to LANDAUER after use. A dosimeter (including a control dosimeter) is considered lost if it is not returned to LANDAUER. For U.S. clients, dosimeters must be returned to LANDAUER within 90 days after the dosimeter’s end wear date. For international clients, dosimeters must be returned to LANDAUER within 120 days after the end wear date. The client will be charged an unreturned dosimeter fee for each dosimeter not returned within the applicable return period, even if the dosimeter is subsequently returned after the end of the applicable return period.

## Privacy Statement

LANDAUER is committed to protecting the privacy of the confidential information entrusted to it, including but not limited to personal data relating to individuals who may be clients, employees, partners or others. LANDAUER takes appropriate precautions to restrict access to personal data to required personnel only. LANDAUER maintains appropriate measures to protect the personal data in its possession from loss, misuse, or inadvertent destruction. LANDAUER also maintains physical, electronic, and procedural safeguards in order to promote compliance with international, national, federal and state regulations to guard personal data.

For security reasons and to promote best practices, LANDAUER encourages clients to provide a unique personal identifier other than Social Security Number (SSN) and Date of Birth (DOB), during the Account setup process.

## Website

With respect to orders, replacements, refurbishments, etc., the client agrees that it is responsible for all individuals using and any action that they may take on myLDR.com. Client acknowledges that it will maintain appropriate controls for access and changes made on myLDR.com and to any passwords or logon information. Neither LANDAUER, nor its affiliates, directors, employees, or other representatives, are liable for damages arising out of or in connection with the use or inability to use myLDR.com. Client's use of myLDR.com shall also be governed by any other terms of use set forth on the website.

## Indemnification

The client shall indemnify, defend and hold LANDAUER harmless from any and all losses, damages, liabilities, costs and expenses (including reasonable attorneys' fees and other costs of defending any action) directly resulting from any third party claim from (a) any grossly negligent act or grossly negligent omission by client, its employees or agents, (b) any harm, injury, or loss resulting from unauthorized use of the dosimetry services or the dosimeters or (c) client's material breach of these Terms.

## Force Majeure

Neither party shall be liable or responsible to the other party, nor be deemed to have breached these Terms, for its failure to perform or for delay in the performance of its obligations under these Terms to the extent that such failure or delay results from causes beyond its reasonable control, including, without limitation, acts of God, fires, explosions, national emergency, wars or other terrorist acts or hostilities, insurrections, revolutions, earthquakes, floods, epidemics or quarantine restrictions, unforeseeable governmental restrictions or controls, Network connectivity interruptions, latency, outages, lockouts, strikes, or other labor disputes (whether or not relating to either party's workforce), unavailability of services or materials, or transportation embargoes or interruptions.

## Limitation of Liability

NEITHER PARTY SHALL HAVE ANY LIABILITY FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE PERFORMANCE OF THE DOSIMETRY SERVICES OR OUT OF THESE TERMS, INCLUDING WITHOUT LIMITATION DAMAGE FOR LOSS OF PROFITS, LOSS OF DATA OR COST OF PROCUREMENT OF GOODS, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS. LANDAUER'S MAXIMUM LIABILITY HEREUNDER SHALL NOT EXCEED THE AMOUNTS ACTUALLY PAID (OR DUE TO BE PAID) TO LANDAUER FROM CLIENT FOR THE DOSIMETRY SERVICES FOR THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE TIME THE CLAIM WAS MADE.

## Disclaimer Of Warranties

LANDAUER MAKES NO WARRANTY REGARDING THE DOSIMETRY SERVICES, DOSIMETERS AND SOFTWARE AND DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE EXTENT PERMITTED BY STATE LAW.

## Governing Law

These Terms shall be governed by the laws of the State of Illinois, without regard to its conflicts of law principles.

## Changes To Terms

LANDAUER may amend these Terms at any time by providing notice to the client. If LANDAUER makes Material Changes to these Terms that the client does not agree with, the client may cancel its dosimetry services subscription by notifying LANDAUER within 30 days after notice to the client of the change. "Material Changes" shall be only those changes that result in an increase to the rates that LANDAUER charges the client for dosimetry services. Non-monetary changes to these Terms shall not constitute Material Changes. If the client uses the dosimetry services after the 30-day period, the client shall be bound by any Material Changes.

## Assignment

These Terms cannot be assigned by the client without the written consent of LANDAUER.

## Entire Agreement

These Terms, together with any applicable client purchase order, represent the entire agreement between LANDAUER and the client. These Terms supersede any inconsistent or additional promises made to you by any employee or agent of LANDAUER. In the event of any conflict between these Terms and the terms and conditions in any client purchase order, these Terms shall control.

## No Waiver; Severability

LANDAUER's failure to enforce any right or remedy available under these Terms is not a waiver. If any part of these Terms is held invalid or unenforceable, the remainder of these Terms will remain in force.

## Client Acknowledgement

By beginning to use or continuing to use LANDAUER's dosimetry service, the client is agreeing to the above Terms and Conditions.