

**TERMS AND CONDITIONS FOR THE PROVISION OF**  
**THE PERSONAL DOSE MONITORING SERVICES BY SHENA**

**INTERPRETATION AND DEFINITION**

1. The General Terms and Conditions (“T&C”) governs the personal dose monitoring services (“Services”) provided by SHENA Radiation Dosimetry Service Laboratory (“RDSL”) to subscribing entities (“Client”).
2. “Service” refers to the dose measurement, analysis, reporting, and record maintenance for the Client’s designated users, who will be issued Optically Stimulated Luminescence (“OSL”) dosimeters by RDSL to monitor their occupational radiation exposure.
3. “We”, “our” and “SHENA” refer to the Safety, Health and Environment National Authority (SHENA).
4. “You”, “your” and ‘yourself” refers to the client, customer or person agreeing to or accepting these terms.
5. “User” refers to the person registered with the Service under the Client and assigned with OSL dosimeter to monitor their occupational dose exposure throughout the monitoring period.
6. “Area monitored” refers to the Client’s specific location, facility, or workspace registered with the Service where radiation exposure levels will be assessed using OSL dosimeters. The OSL dosimeter assigned to each area monitored measures the ambient dose for radiation safety compliance and risk assessment.
7. “Monitoring period” refers to the duration during which the assigned OSL dosimeter must be worn by the registered user for radiation monitoring purposes. This period is typically for the duration of one (1) month, unless otherwise specified by RDSL. The monitoring period starts from the first day of the month and ends on the last day of the same month, after which the OSL dosimeter must be returned for analysis and replacement.
8. “Subscription” refers to the paid service period during which dosimeters are issued, worn and analysed on a monthly basis. It includes the applicable monthly analysis fees for all registered users and monitored areas. The subscription period officially begins when the OSL dosimeters are issued for the next available monitoring period after payment confirmation and remains valid for the duration covered by the fees paid.

**OWNERSHIP**

9. The OSL dosimeter is under the ownership of SHENA and is on a loan-only basis to you. The OSL dosimeter shall only be worn by you or at the area to whom it is issued (assigned user/area) for the monitoring period and cannot be transferred to another person/area.

**RESPONSIBILITIES AND LIABILITIES**

10. You and the users are responsible for the proper care and use of the OSL dosimeter, with the recommended instructions from RDSL until it is returned to the RDSL. Dosimeter covers should

never be opened. SHENA will not be held responsible for any consequences arising from improper use of the dosimeters issued.

11. You are responsible for the arrangement of collecting the prepared OSL dosimeters when ready, and ensuring that all used OSL dosimeters are returned in good, working condition within **two (2) weeks** after the end of the monitoring period. Any late returns of a period of more than **3 months** after the end of the monitoring period is considered a loss and you will be charged accordingly based on the Fees Schedule.
12. Any losses or damage to the issued OSL dosimeter and/or badge holder will be charged (BND40 for dosimeter holder, BND200 for dosimeter), except in cases of normal wear and tear. Such loss or damage must be reported to RDSL at [radtechservices@shena.gov.bn](mailto:radtechservices@shena.gov.bn) as soon as reasonably practicable.
13. RDSL will issue OSL dosimeters to Clients according to the agreed monitoring schedule and provide dose analysis reports within four (4) weeks after dosimeter processing.
14. Control dosimeters issued every month should be placed in an area that is away from radiation sources and returned with all other dosimeters issued after the end of the monitoring period.
15. The Client assumes full responsibility for compliance with applicable radiation safety regulations throughout the period of this Service.

#### OUR SERVICES

16. Subscription period options include 3, 6, or 12 months, and is renewable. The subscription period begins on the first day of the subsequent month from the date of payment confirmation, when OSL dosimeters will be issued. Clients' request for dosimeter issuance within the month and payment is received before the 15<sup>th</sup> of the same month will be fulfilled. Otherwise, payments received after the 15<sup>th</sup> will result in dosimeters being issued for the next wearing period.
17. To request for the service, Client shall request for the relevant forms, complete and submit via email to [radtechservices@shena.gov.bn](mailto:radtechservices@shena.gov.bn) the following documents: New Client Registration Form, New User Registration Form and New Area Monitoring Registration Form (if applicable).
18. Once subscription is activated, each user and/or area monitored will be assigned with an OSL dosimeter on a monthly basis at the start of the monitoring period, and to be returned to RDSL after the end of each monitoring period.
19. For Late Returns, each user may only hold a maximum of 3 dosimeters only at any one time. No new dosimeter will be issued for the next monitoring period unless at least 1 dosimeter is returned or reported lost (refer to Clause 9), with the applicable replacement fee paid. Monthly analysis fee will continue to be charged until the end of the subscription, regardless of whether dosimeters are issued.
20. Dose reports are issued electronically and will be shared only with the Client's authorised representative, approximately 1 month after dosimeters are returned to RDSL. Please ensure your focal point information is up to date.

21. Any request for re-analysis is only available for monthly doses of 6 mSv and above, or with anomaly readings and may be made up to 1 month after the dose report has been issued to you. Request for re-analysis can be made by completing the Request for Re-Analysis form which may be obtained from RDSL.
22. Requests for our service for new client, user or area to be monitored can be made up to 30 days prior to the start date of service, by filling in the New Client Registration, New User Registration, and New Area Monitoring Registration forms. Dosimeters will be issued for the same month if payment is made before the 15<sup>th</sup> of the month. Otherwise, they will be issued for the next month.
23. New users/areas can be added at any time during an active subscription by submitting the relevant forms to RDSL, and their subscription will align with the existing subscription period.
24. Urgent analysis requests will only be considered in the event of a radiation incident/emergency or when a high dose is suspected. Urgent requests are to be made via written request prior to immediate return of dosimeters to RDSL. By returning the dosimeter(s), the Client agrees to pay the applicable urgent analysis fees. Processing will be made regardless of whether payment has been made at the time of submission. The urgent analysis will be completed within 48 hours from the time the dosimeter(s) are received at RDSL, after which the dose report will be issued.
25. The point of contact between RDSL and Client will be through the Client's designated focal person as stated in the client registration form. For any changes, you are to inform RDSL by providing the Focal Person Change Request Form for change of focal person.
26. Both sides will not be held responsible for any delays and/or interruptions of services that may arise due to *force majeure*. Force Majeure means an event that is beyond the reasonable control of SHENA and/or you, including but not limited to acts of God, strikes, wars, epidemics, landslides, earthquakes, floods, civil disturbances and other similar events not within the control of SHENA.

#### PAYMENT & CHARGES

27. Subscription and administrative fees are payable in advance, including subscription renewal. Once your application is approved, SHENA Finance will process and issue an invoice accordingly.
28. All payments must be made via bank transfer to the designated account details provided on the invoice.
29. Failure to make payment may result in delay or suspension of service. SHENA reserves the right to withhold dosimeter issuance and/or dose report until full payment of any overdue charges is confirmed, except for urgent/emergency cases as per Clause 26.
30. Fees are non-refundable. In the event that RDSL is unable to provide services due to operational issues, RDSL must notify the client on the circumstances.
31. Lost or damaged dosimeters will incur replacement fees as outlined in the Fee Schedule.

FEE SCHEDULE

<b>TYPES OF APPLICABLE FEES</b>	<b>AMOUNT (BND)</b>
New Client Registration	50.00
New User/Area Registration (per application)	25.00
Monthly Analysis	35.00
New Dosimeter Holder (replacement)	40.00
Lost or Damaged Dosimeter	200.00
Re-Analysis	35.00
Urgent Analysis	75.00

32. You are required to make the full amount of the payment charges due prior to the commencement of the service, including subscription renewal.

**The calculations for the initial payment are as follows:**

$$\text{One-off payment} = (\text{Client registration fee}) + \left[ (\text{User/Area Registration Fee}) \times (\text{Total No. of Users/Areas}) \right]$$

$$\text{Monthly Analysis Fee} = \left[ (\text{Monthly Analysis Fee}) \times (\text{Total No. of Users/Areas}) \right] \times (\text{Subscription Period})$$

$$\text{Total Initial Payment} = \text{One-off payment} + \text{Monthly Analysis Fee}$$

**The calculation for the subscription renewal is as follows:**

$$\text{Renewal Fee} = \left[ (\text{Monthly Analysis Fee}) \times (\text{Total No. of Users/Areas}) \right] \times (\text{Subscription Period})$$

COMMENCEMENT

33. This Service will commence from the date of the first payment for the stipulated duration of subscription including any renewals unless earlier terminated under Clause 36 of this T&C.

CONFIDENTIALITY

34. SHENA and yourself agree to protect any confidential information received from the other party and shall not disclose it to any third party without prior written consent, except where required by law. SHENA shall ensure that client dose records and any other sensitive information are safeguarded in accordance with regulatory requirements. Dose data will only be disclosed to the relevant regulatory authority as necessary for radiation safety compliance and worker monitoring. SHENA shall not cause or permit any of their clients or customers to use any data, documents, reports or any information acquired, received, or worked on by SHENA other than that for the performance of their obligations.

RENEWAL & TERMINATION

- 35. The service contract may be renewed by submitting a Subscription Renewal Request to RDSL no later than 30 days before the end of the current subscription to avoid interruptions in service.
- 36. Any termination of users/areas before the end of the contract period shall require at least 1 months' notice to SHENA via submission of the Termination of Personal Dosimetry Monitoring Service Form to [radtechservices@shena.gov.bn](mailto:radtechservices@shena.gov.bn). All dosimeters must be returned by such users/areas within 30 days after the end of the last monitoring period and settle any outstanding fees if any. Any unreturned dosimeters within this timeframe will be considered lost, and lost dosimeter fees will apply.
- 37. A current user/area may be terminated and replaced with a new user/area, provided both requests are submitted simultaneously at least 30 days in advance to ensure uninterrupted service. If a replacement user/area is not registered at the time of termination, a new user/area may be added later to utilize the previously paid fees of the terminated user/area. Registration fee applies for the new user/area.
- 38. Either SHENA or yourself may terminate this contract on giving immediate written notice to SHENA or yourself if the other commits any material breach of any terms to this contract and, in the case of a breach capable of being remedied, had failed to cure this breach within thirty (30) days of receiving written notice.

Please indicate your acceptance of the above terms and conditions and returning to SHENA the attached copy of this letter.

I agree to the above terms.

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Name:

Company Name & Stamp:

Date: