



August 3, 2010

Dear Valued Customer:

In May 2009, MDS Nordion and the global nuclear medicine community were advised the National Research Universal (NRU) reactor located at Atomic Energy of Canada Limited's (AECL) Chalk River location would be shutdown for repairs. Now, 15 months later, with the NRU restart expected within the next two to three weeks, MDS Nordion is prepared to assume its role in the medical isotope supply chain.

Although the extended NRU shutdown was unexpected, MDS Nordion used this period productively. We retained and deployed our skilled workers and seized the opportunity to carefully examine our facilities and complete extensive maintenance activities. With significant investment, we have completed the following tasks:

- Upgrading and replacing items that would have been very challenging and difficult to perform under regular circumstances including: replacing all the windows, ventilation systems, and seals in our hot cells, and upgrading all pass-through doors between cells. A failure of even one of these components could disrupt production for at least several days or perhaps weeks, affecting reliability for patients.
- Introducing a new, enhanced fleet of specialized shipping containers. These containers are now approved and will be used for customers around the world. The new design demonstrates our long-term investment in medical isotopes. These containers are expected to be in service for the next 20 years.

As with any restart process there is always a level of risk to manage, however, we believe, with the improvements made and the re-training programs complete, we have taken the steps necessary to resume our role as a reliable supplier of isotopes to the global nuclear medicine community.

As part of our return-to-service plan we will continue to work closely with you to solidify supply arrangements and communicate anticipated product supply information. Should you have questions, please contact your Customer Service Representative.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Brooks".

Kevin Brooks  
Senior Vice-President  
Sales and Marketing