Introduction

International Nuclear Services (INS) designs end to end transport solutions and manages a large portfolio of UK and international contracts for nuclear fuel recycling and transport services. We have a unique 40-year history of transporting nuclear materials globally, on behalf of our customers and manage a fleet of ships and transport casks. To enable us to successfully achieve this, we have around 150 staff with offices and facilities in the UK, France and Japan.

INS offers solutions to specialist nuclear transport challenges, from package design and analysis, licensing, to transport operations and is the customer interface to over 20 nuclear utility customers worldwide.

INS’ subsidiary, Pacific Nuclear Transport Limited (PNTL), is the world’s most experienced shipper of nuclear cargoes. INS and PNTL have over 40 years experience of providing specialist nuclear transport projects to UK and overseas customers. During this time we have successfully transported over 2,000 nuclear casks over five million miles without an incident resulting in the accidental release of radioactivity.

In support of the UK and global nuclear industry, INS is a member of the World Nuclear Association, the Nuclear Industry Association, the Nuclear Institute and the World Nuclear Transport Institute.

INS transport process

Consultancy → Design → Licensing → Operations → Emergency Response

- Radioactive materials
- Defining the challenge, identifying the solution
- End-to-end transport design and analysis to meet safety and security requirements
- Working with regulators to deliver success
- Expert oversight on the ground to ensure high standards and quality every step of the way
- Specialist nuclear transport services underpinned by expert emergency management that draws on a network of global resources
The company intranet is called i-NET and is an innovative electronic and process-based management system for INS. It is readily accessible, easy to use, combining the formal certified elements of our management system together with a wide variety of informal elements such as communications, information, knowledge, useful tools and applications. These complement and enhance the formal processes to help us to operate and continually improve our business in an integrated and effective manner.


The Quality Assurance Manager and the Management System Manager are the appointed management representatives for the management system.

The system also addresses the quality requirements of the following International Atomic Energy (IAEA) documents:

- Supported by: Safety Guides,
- Safety Standards, Safety Requirements GS-R-3 - ‘The Management System for Facilities and Activities’.

Our health and safety arrangements are based upon the requirements defined in OHSAS 18001:2007 ‘Occupational Health and Safety Management Systems’. The Head of EHS&Q is the appointed Head of Safety.
Management system architecture

The INS and PNTL formal management system is constructed as shown below:

Main Components of Management System

- **Operating Model** - Parent map detailing and linking to all parts of the management system
- **Management System Manual** - Formal description of the management system
- **Quality Assurance Programmes** - Required by some customers for certain work packages, essentially a specific type of quality manual
- **Policies** - Formal INS policies
- **Process Maps** - Core part of the management system, mapping each of our processes and interlinking them as required

Process Map Supporting Documents

- **Guidance** - Provides help and support for users to carry out the process
  - **Guidance Notes** - Explanatory and Supporting Information
  - **Exemplars** - Typical/ideal examples that can be used to guide users through the process
- **Instructional** - Tells users specific detailed information in support of a process
  - **Instructions** - Specific detailed instructions in support of the process maps, informing users of what they should or shall do
  - **Quality Plans** - Required by customers and other stakeholders detailing specifically a list of activities and responsibilities for a given work package, in support of a process map
- **Specifications** - Detailed specification for a package of work, written by INS to supply to third parties
- **Manuals** - Collection of detailed material covering specific areas, eg ‘Conditions of Employment’ and ‘Emergency Response’ manuals
- **Codes of Practice** - Specific type of instruction, usually detailing personal responsibilities and required behaviours within the workplace
- **Forms** - Used in support of a given process, can be instructional and can also act as a record of an activity
The INS Operating Model is the parent map detailing the whole of our formal management system and linking to all its component parts, especially our process maps and supporting documentation. The model describes all aspects of INS’ activities and how they interrelate.

Example view of the INS Operating Model

It is organised into four main sets of processes, activities and supporting information:

**Govern International Nuclear Services**
All the processes, activities and requirements to legally and successfully govern and operate INS Ltd.

**Value Chain**
These are the core processes and activities that INS undertakes, they produce our required outcomes including revenue generation.

**Support the Business**
All the support processes and activities that assist INS in undertaking and successfully achieving the Value Chain and Corporate Governance.

**Learning and Continual Improvement**
All the processes and activities are underpinned by our Learning and Continual Improvement processes.
Process maps

Example of an INS Process Map:

Process maps are the core components of our management system. They describe all of our processes and the interrelationships between them, providing a clear, effective and coherent system covering all of INS’ activities.

They are supported by a range of documentation consisting of Guidance, Instructional Documents and Forms.

Process maps are made up of the following elements:

- **Activity Box**: these are the main elements and describe the activities at each stage of the process
- **Person**: Individual, Role, Department or Function responsible for the activity
- **Input / output**: Provides links to all relevant supporting documentation, associated processes and other useful information
- **Provide links to more detailed sub processes, used extensively to break down complex processes into easily understood sections
- **Provides link to an associated process
- **Sign post and link to an associated process
- **Provides small notes about the relevant activity
- **Describes the inputs and outputs of each activity and provides the process sequence
Organisational structure

Board of Directors

The INS Board consists of representatives of the Nuclear Decommissioning Authority (NDA) and International Nuclear Services; the Nuclear Decommissioning Authority holds the Chairmanship of the Board.

Executive

The INS Executive consists of the Managing Director and four Directors; these are shown on the diagram on page 8 ‘Executive Organisational Structure’. The Executive undertake the day to day management of the company covering the core activities of ‘Commercial’, ‘Finance’, ‘Shipping’ and ‘Technical’ plus a variety of support activities including ‘EHS&Q’ and ‘Security and Resilience’.

Pacific Nuclear Transport Limited (PNTL)

Japanese transport business is normally sub-contracted to Pacific Nuclear Transport Limited. INS holds 68.75% share holding in PNTL; the remaining shares are held by Japanese utility companies (18.75%) and TN International (12.5%). Ships’ officers and crew are employed by Pacific Nuclear Transport Limited. INS appoints the General Manager and manages PNTL using a specialist ship management company.

INS France SAS

INS France is based in Paris and Cherbourg. Their role is to support INS and PNTL communications and operational activities in France and mainland Europe. INS France applies INS processes whilst complying with French law.

INS Japan KK

INS Japan is based in Tokyo. Their role is to support INS’ customer relations activities in Japan. INS Japan reports to the INS Executive and applies its own procedures and processes.
Executive Organisational Structure

Job Profiles consist of:
- Job Title
- Location
- Grade
- Main Purpose of Job
- Position in Organisation
- Scope of Job
- Dimensions and Limits of Authority
- Qualifications, Experience and Skills (required for the job)

We have designed our organisational structure and associated job profiles to enable us to effectively undertake all the company processes and deliver the required objectives for our customers and stakeholders.

Delivering Success for our Customers

© August 2015 International Nuclear Services Ltd
This document and any copyright or other intellectual property rights relating to its content is the property of International Nuclear Services Limited.