

# Case Study: EDF Energy, Hinkley Point C

**Client:** EDF Energy

**Project Managers:** EDF Energy / ARC UK

**Project Title:** Hinkley Point C - 3,200 MWe Nuclear Power Station with two EPR reactors

**Location:** Somerset, England

**Scope of Works:** 10 x year contract to deliver Full On-Site Print Facility with Associated Consultancy and Advisory Resource.

Complete on-site managed print resource with multi-function capabilities, fully encapsulated within a manned print and fulfilment facility with the failsafe backing of the ARC National and Global Network.

**Sub Scope:** On-site provision of every aspect of the project print requirements – supported by full compliance in every aspect of Health & Safety, Quality Standards, Secure Information Management, Data Protection Protocols and Fully Certified Environmental Standard Accreditations.

## Signage

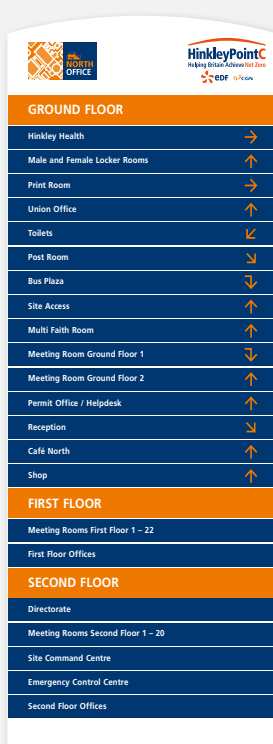
Facilities and welfare area signage examples



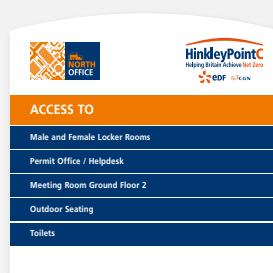
Building labeling



Building labeling



Directional sign



Directional sign



Union sign



Wayfinding map



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### ARC – Powering Nuclear with Service Excellence

Hinkley Point C Nuclear Power Station is one of the largest and most ambitious construction projects ever undertaken in the UK and ARC is delighted to have been appointed the status of sole on-site print resource with responsibility for the provision of critical print services.

ARC has been directly involved in the project, since 2015, and has been providing on-site print solutions for our valued client - EDF - since 2018.

The word 'Nuclear' denotes certain specific safety requirements, all of which are simply non-negotiable. Having worked with EDF on China's Guangdong Nuclear Power Stations Development, ARC's Project Team was fully aware of the stringent requirements this type of project required to meet very specific Health & Safety, Security, Environmental Protection and Quality Assurance policies.

ARC's National and Global presence and our optimum levels of industry standard compliance were vitally important factors in our project appointment and a recognition of previous performance standards.

The EDF Project Team also had a previous insight into the personality and professional capabilities of ARC's Special Projects Director - Steve Smith - and this proved to be fundamental in their decision-making process when appointing an on-site project print provider; primarily because Steve had already demonstrated all the pre-requisites required to fulfil the clients strict service provision criteria and security levels.

**EDF's Facilities Service Manager (Site Operations) - Dave Barrett MIWFM - highlighted the primary reasons why ARC was awarded this highly prestigious on-site print management contract:**

*"We had previously worked with Steve (Smith) on other major projects, and we were fully aware of the sheer scale of ARC's national and global print and information management resources.*

*We simply could not take any chances when appointing contractors for the HPC Project... for very obvious reasons, and were fundamentally making zero-risk decisions when appointing every project contractor.*

*Print and Information Management is such a vital component of every project and the appointment of a fully compliant service provider, we absolutely knew could deliver in every aspect, was never in question - put quite simply... without drawings and documents, the largest Nuclear Power Station ever built in the UK was a non-starter.*

*ARC ticked all the boxes in respect of their primary*

*capabilities to fulfil this element of the contract; however, it was the more fundamental aspects of our general requirements in which ARC excelled and ensured our confidence in their ability to effectuate this vital component of such an enormous project.*

*Their status as a UK Government Approved Critical Services Provider automatically instils confidence and their full range of Industry standard certifications and accreditations also fulfilled our strict compliance protocols.*

*Another hugely important factor in our decision-making process was the stability of ARC as a business entity because it was an absolute requirement that this vitally important service was never in any danger of encountering any business instability.*

*The integrity of the entire project rests upon our secure access to vital information and our ability to reproduce that information as and when required, which obviously required a constant and highly secure business foundation.*

*ARC is the largest business of its kind in the world and that level of fiscal stability was something we were never prepared to overlook when appointing our on-site print provider.*

*Safety Compliance, Scale, Security, Global Backing and Long-Term Stability far outweigh any other pre-determined requirements in the world of Nuclear Power Station Construction - ARC has satisfactorily managed to align all of the aforementioned to exemplarity levels of customer care, which has been recently recognised with a prestigious*

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award for service excellence”.

ARC’s Special Projects Director – Steve Smith – was instrumental in both securing the contract and delivering the on-site Print and Information Management Solution, which forms the primary element of the service relationship between ARC and the site owners – EDF.

Steve commented on the service recognition highlighted by the client and shares an example of how he maximises ARC’s vast and varied service portfolio to provide added value to the project:

*“I control and manage ARC’s onsite facilities and work very closely with our excellent off-site resources to optimise the value we provide for our client.*

*One particularly key service differentiator is our consolidated design and print team, which has been utilised to a great extent in the provision of several essential on-site requirements such as... **Producing Creative Designs while adhering to brand guidelines, The creation of Sub Brand Identities and Producing designs for campaigns in Print, Digital Media, and Motion Graphics.***

*In terms of our recent service award, we’re all of course absolutely delighted to have been recognised for the exceptional service levels we consistently strive to deliver, and the recent supply chain Service Excellence award reflects brilliantly on an incredible team performance, which we work extremely hard to maintain.*

*To put this into perspective; there are literally hundreds of suppliers associated with this project, which makes our achievement even more special and enormously gratifying.*

*This is without doubt the most challenging and enjoyable project I have ever been involved in because our team is such an integral and intrinsic element of an amazing construction landmark, which will become a vital UK energy source for many years to come.*

*The scale and enormity of this project is staggering because it is literally like building a new city from scratch and witnessing the various structures gradually*

*emerging, from foundation level, is truly awe- inspiring. HPC is the first new nuclear power station to be built in the UK in over 20 years and will provide low-carbon electricity for around 6 million homes, create thousands of jobs, and bring lasting benefits to the UK economy.*

*It is also an environmental landmark, which I am fiercely proud to be associated with”.*

**Continual Progressive Development of Service Levels and the Perpetual Introduction of Evolving Print and Information Management Solutions are key focus areas of the ARC team for the duration of this project.**

Luke Smith – ARC’s Project Specific Business Development Manager (HPC) – works closely with the main contractors to ensure the ARC on-site team is consistently delivering what our client and sub-contractors need – when they need it!

*“I have been fully immersed in the contract and do everything I can to ensure our client is aware of anything, within our product and services portfolio, which may be of benefit to them... particularly in relation to the application of impact efficiencies, which can contribute greatly to the overall site performance; both during and after the construction and hand over phases of the project.*

*Steve and I recently presented one of our most innovative technology solutions – ARC Facilities Software – which is tailor made for a project of this scale and very large construction projects, in general.*

*The vast and complex nature of the site project offices, and associated buildings, require immediate reaction to emergency situations, which can greatly limit the potential for vast sums of money to be wasted on avoidable delays in applying immediate fixes.*

*ARC Facilities Software will also limit the possibilities of expensive project delays by providing instantaneous access to the exact location and product information such as images, operation manuals etc. for multi utility shut off valves, isolators and other vital components requiring immediate attention.*

*The services we provide for the HPC site are multi-faceted and will continue to evolve with the transitioning needs and specific requirements of such a vast and complex construction project.*

*The Client - EDF - has been an absolute pleasure to work for, and with since day one of our involvement and we very much look forward to further cementing our relationship with them during the remainder of the project... and beyond.”*

