

## > do you know...

what **THIS** is?



which **RIG** Rae recently used in Manchester?



## Welcome to RGS insite issue 18

Our regular newsletter celebrating more than a decade of drilling, keeping you up to date with RGS and industry news.

## October Highlights

### WHERE DID THAT MONTH GO?



We are now moving ever closer to Winter but business has been brisk throughout October...

### A job well done!

A big thank you to our drilling team, **Rae McCamle Darren (Daz) Hill**, who did us proud at a recent city centre job in Spinningfields, Manchester.

Daz and Rae were the drillers on site with our **Dando Terrier** drilling rig, aiming for windowless sampling depths of 6m.

Due to working time restrictions and the busy location, our drillers had to be on site and ready to drill for 6am - so they had a very early start, leaving our yard at around 3.30-4am.

They did a thoroughly **professional** and prompt job and had cleaned up and were off site by 12 noon and managed to keep disruption to neighbouring businesses to a minimum.

RGS Managing Director **Emma Lewis** said,

“ As you can see from the photos, this is a pedestrian area in a **city centre location**, and we erected **Heras** fencing with dust/debris protection to segregate our works from the public.

We received **excellent client feedback** so well done to all the staff involved on this project, and to **Rae and Daz** for representing us so professionally and well on site.

It proved to be a difficult job but they did it with their usual happy enthusiasm. ”



Do you need a phase one environmental desk study report?



**RGS STANDARD**

**RGS PREMIUM**

Contact us for more details and to discuss your options for this service.



Rae & Darren in action



## DEVELOPER RESOURCES

### Contaminated land



RGS has compiled a **comprehensive, full-colour booklet** that sets out the legal implications for developing on **contaminated land**.

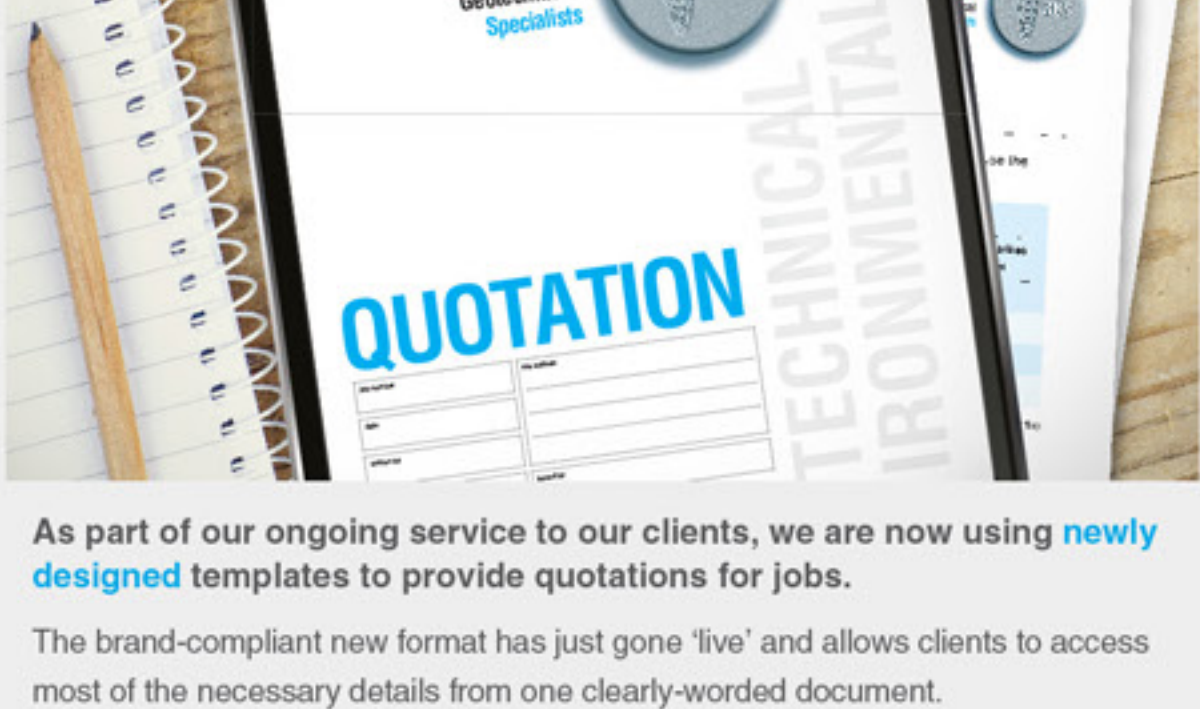
The booklet has been produced by our PR consultants Joss and Andrea, plus David and Karen at The Orange Circle, and provides a clearly signposted guide to all aspects of working with contaminated sites.

The booklet includes sections providing essential information about key stages of the development processes, including: geo-environmental investigations; remedial strategies; validation and verification reports; and a flow-chart diagram to lead clients through every stage in what can be a complex and costly process.

**Click here** to see the full guide to landowners' responsibilities and how RGS can help.

## CUSTOMER SERVICE

### New quote format



As part of our ongoing service to our clients, we are now using **newly designed** templates to provide quotations for jobs.

The brand-compliant new format has just gone 'live' and allows clients to access most of the necessary details from one clearly-worded document.

Previously, RGS provided a quote, supported by an accompanying email that provided all the background information and details.

RGS Managing Director **Emma Lewis** said

“ We were conscious that the quote could easily become detached from the email and our early feedback demonstrates that clients appreciate having all the supporting information in one **combined document**.

So it's good news and **easier for everybody**, all round. ”

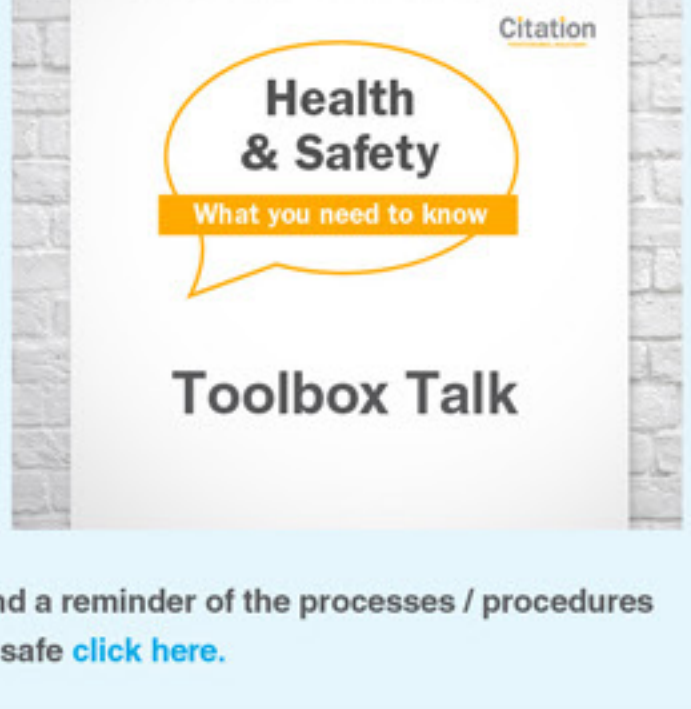
## HEALTH & SAFETY

### Keeping safe

Our Health and Safety Consultants, **Citation** have produced some useful tips relating to good practice during excavation work.

As part of their **Toolbox Talk** series, they are reminding workers that excavations are responsible for deaths and injuries, industry wide.

For a full guide to the hazards and a reminder of the processes / procedures to keep yourself and colleagues safe **click here**.



## RGS HEAD OFFICE

### Laboratory update

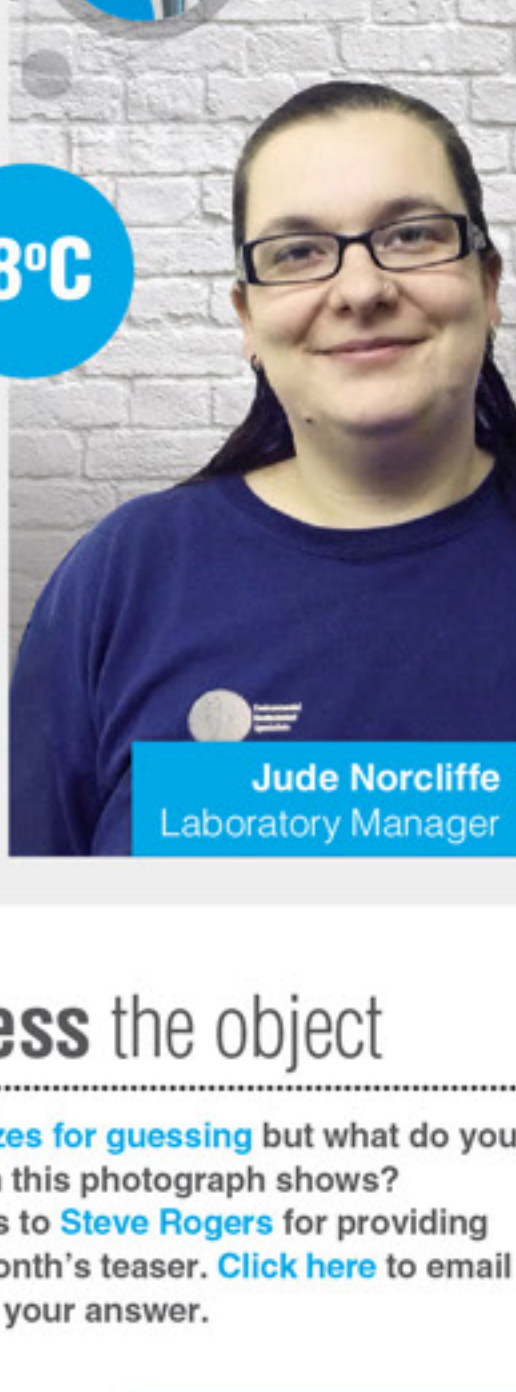
We have settled in extremely well to our new premises and we continue to reap the benefits.

One of the challenges presented by the move has been maintaining an insulated, draught-free environment to ensure the temperature is kept at a steady **18 degrees C, 24 hours a day**.

This has involved investing in first-class insulation, plus **self-closing doors**, all of which is essential in the laboratory environment and also contributes to the ethos of our **ISO 14001** accredited Environmental Management Systems.

We are planning an **Open Day** to celebrate our successful move, early in the New Year.

Please watch this space for details.

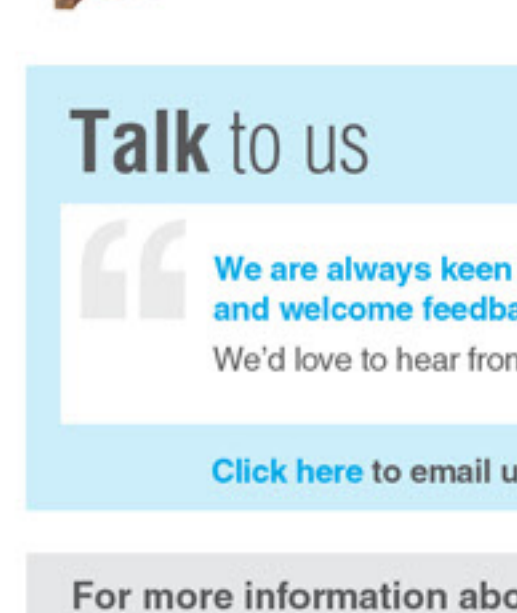


**Jude Norcliffe**  
Laboratory Manager

### Guess the object

**No prizes for guessing** but what do you reckon this photograph shows?

Thanks to **Steve Rogers** for providing this month's teaser. **Click here** to email Emma your answer.



## CLIENT FEEDBACK

### Talk to us

“ We are always keen to hear what clients think of our service and welcome feedback from within the industry. We'd love to hear from you. ”

**Click here** to email us your comments

For more information about your investigation requirements please do not hesitate to contact us

Telephone on **01484 604 354**

or **click here** to email us