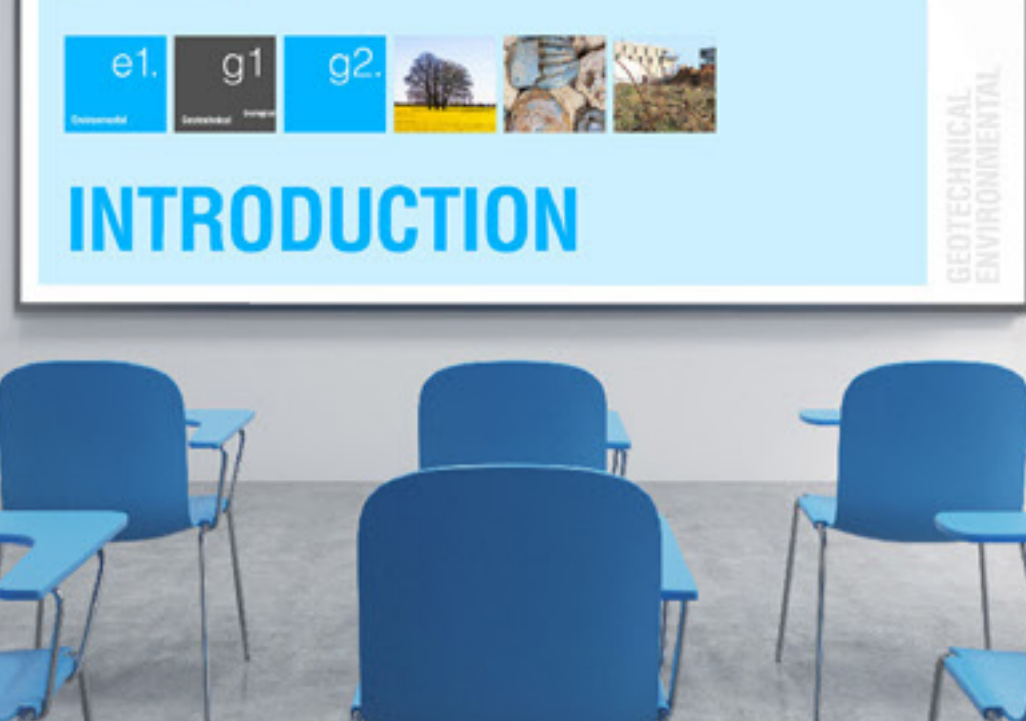


> on screen!



Welcome to RGS insite issue 14

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

Rogers Geotechnical Services Ltd are site investigation specialists offering ground investigation and geotechnical services to developers, builders, structural and consulting engineers, architects, insurance companies, local authorities, piling and foundation engineers, private individuals and other geotechnical consultants.

May Highlights

EXCELLENT SURVEY & AUDIT!

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Client survey

We pride ourselves on client satisfaction and we achieve consistently good feedback but it's always gratifying to see it in "black and white"!

Our recent online client survey produced consistently good results - with 36.84% of respondents grading our overall performance as **good** and a further 63.16% grading us as **excellent**.

It was a similar story when we asked about professionalism, politeness and helpfulness - with 33.3% of respondents rating us as **good** and 67.7% describing us as **excellent**.

RGS is always keen to receive feedback from our clients - including comments on which may help us to enhance and strengthen our customer service. [Click here](#) to email us your comments

e



How would you rate our lead-in time?

e



How well did we understand requirements and reflect

f



Do you need a phase one environmental desk study report?

Audit results



We notched up another success story when **QMS International** carried out their latest audits for our ISO 9001 & 14001 accreditations.

RGS Managing Director **Emma Lewis** said,

"I'm delighted to say that we passed both external audits with flying colours, securing a pass in all the relevant sections - and our performance was described as **excellent** overall. Congratulations to all concerned - an impressive team effort!"

PROFESSIONAL DEVELOPMENT: CLIENT SEMINARS

Commitment and Quality!

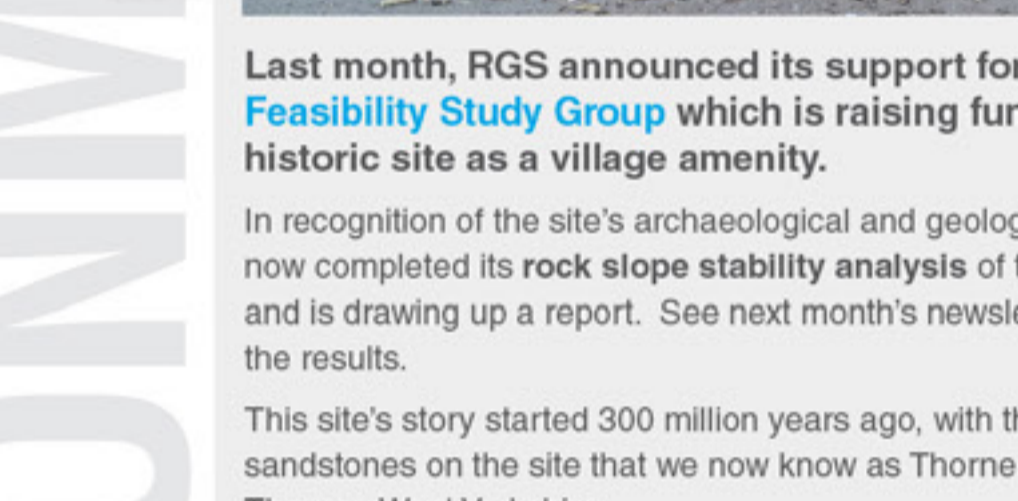


RGS Technical Director, **Steve Rogers'** commitment to training and supporting engineering colleagues was flagged up in last month's newsletter and he has now completed highly successful seminars with both the **National House Building Council** and **Rotherham Borough Council**.

To support this important area of our work, Steve and Emma used a series of brand-new tailor made presentations prepared by our colleagues at creative agency **The Orange Circle**.

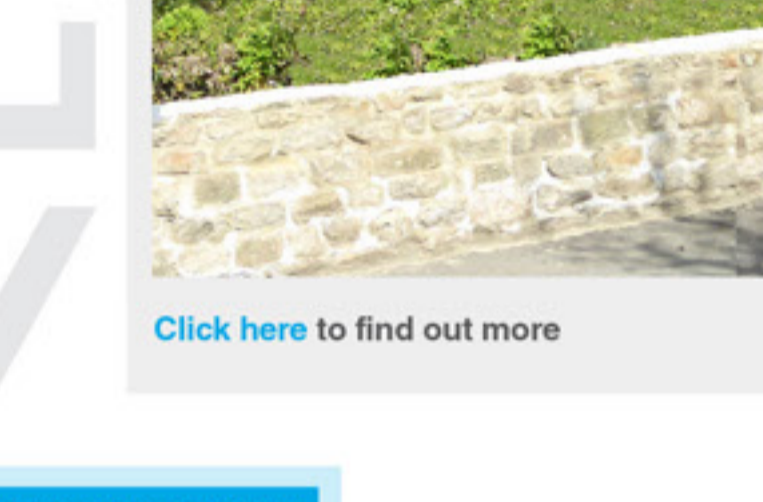
Amongst the positive feedback, one seminar delegate described our Rotherham presentation as ...

"Well presented, down-to-earth, informative and backed up by nice, professional slides. So praise indeed!"



COMMUNITY PROJECTS

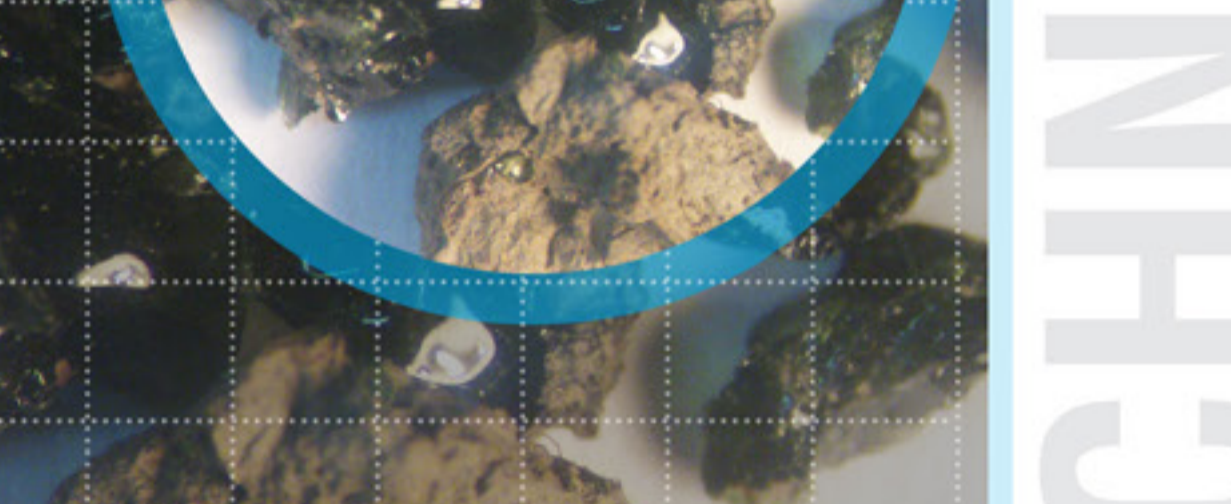
Supporting Thorner Quarry



Last month, RGS announced its support for the **Thorner Quarry Feasibility Study Group** which is raising funds to enhance this historic site as a village amenity.

In recognition of the site's archaeological and geological importance, RGS has now completed its **rock slope stability analysis** of the old quarry, free of charge and is drawing up a report. See next month's newsletter for more news about the results.

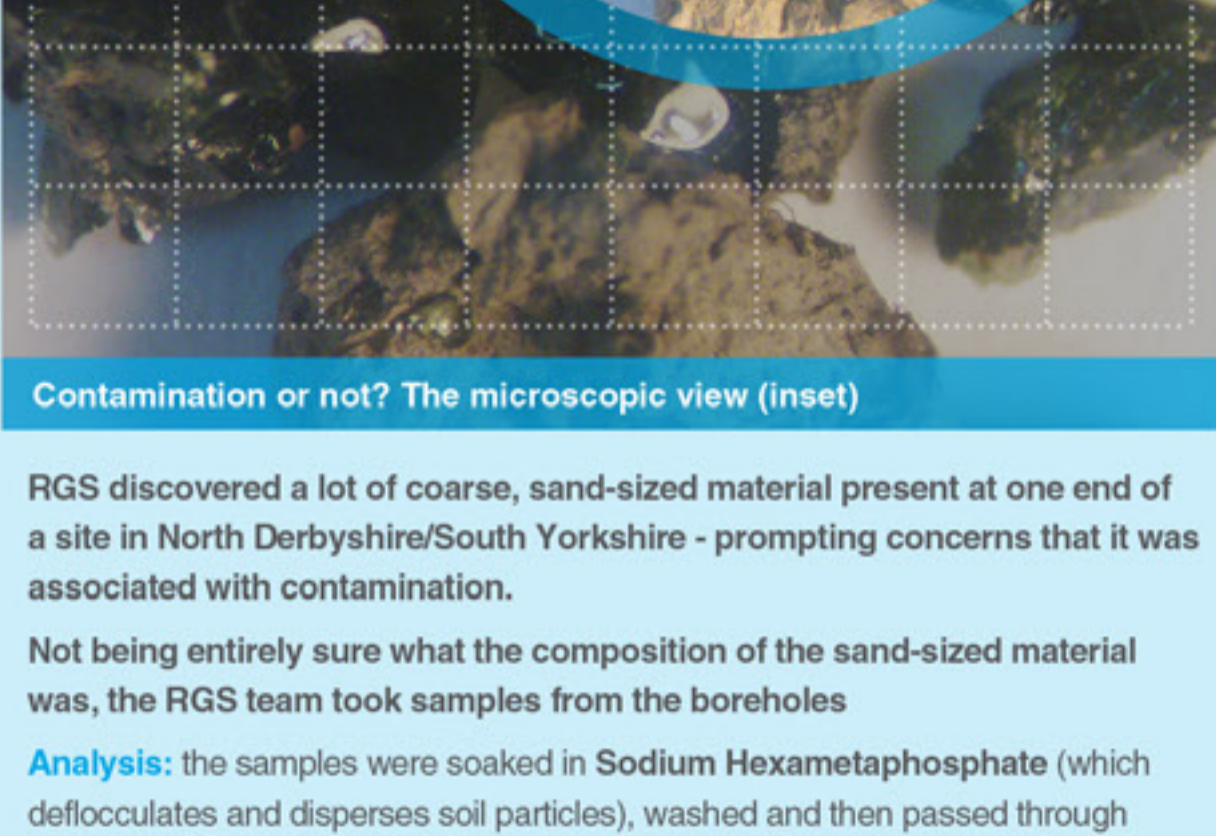
This site's story started 300 million years ago, with the deposit of mudstone and sandstones on the site that we now know as Thorner Quarry on Church Hill in Thorner, West Yorkshire.



[Click here](#) to find out more

RESEARCH / ANALYSIS

Contaminated land?



Contamination or not? The microscopic view (inset)

RGS discovered a lot of coarse, sand-sized material present at one end of a site in North Derbyshire/South Yorkshire - prompting concerns that it was associated with contamination.

Not being entirely sure what the composition of the sand-sized material was, the RGS team took samples from the boreholes

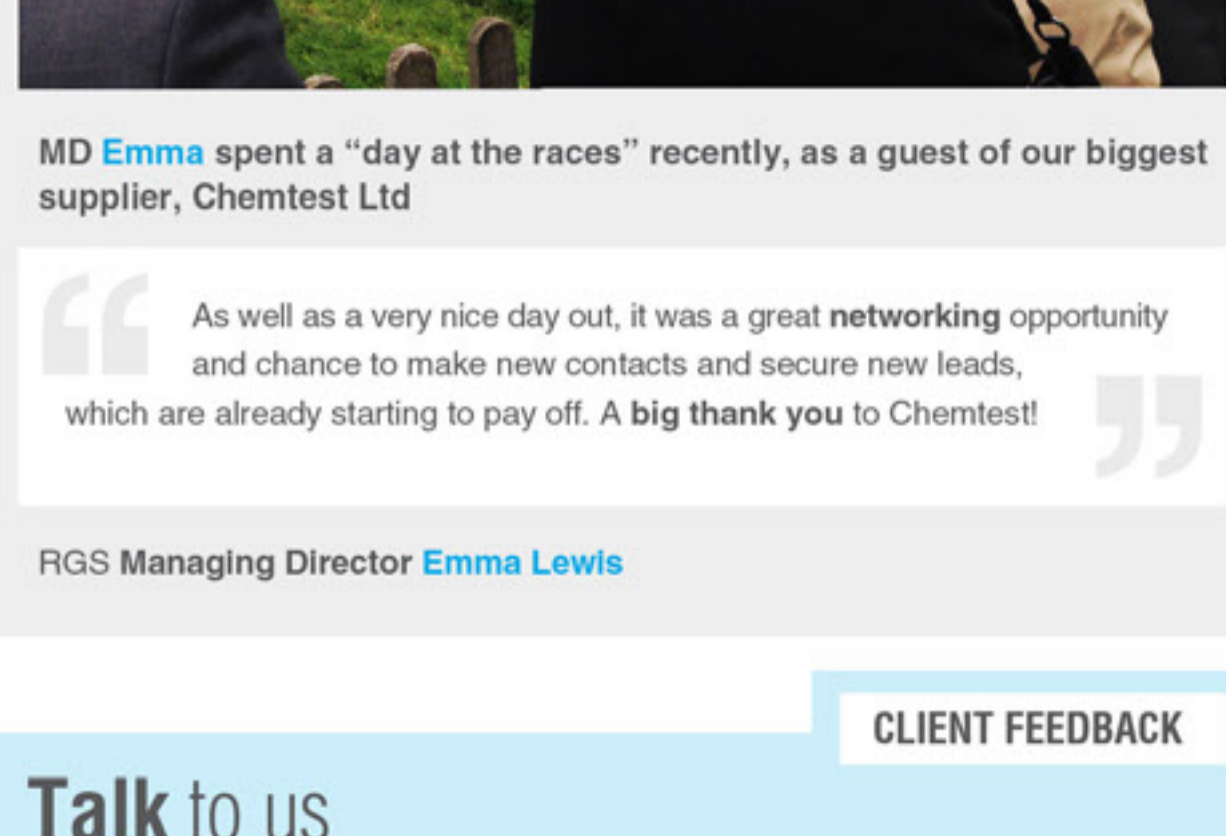
Analysis: the samples were soaked in Sodium Hexametaphosphate (which deflocculates and disperses soil particles), washed and then passed through a sieve. The resulting coarse sand-sized particles were put under a microscope and the attached photos show what we saw.

Results: From our inspection, RGS considers that the material is glass, albeit quite angular. Moreover, on the basis of how the material was found on site, we think it probably represents Ecosand - a recycled aggregate sand made from crushed glass.

This is good news for our client as such material doesn't generally present any significant contamination risks to operatives, end-users or neighbours at the site.

CLIENT NETWORKING

Chemtest race day



MD **Emma** spent a "day at the races" recently, as a guest of our biggest supplier, Chemtest Ltd

"As well as a very nice day out, it was a great **networking** opportunity and chance to make new contacts and secure new leads, which are already starting to pay off. A **big thank you** to Chemtest!"

RGS Managing Director **Emma Lewis**

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 0843 50 666 87

[or click here to email us](#)