



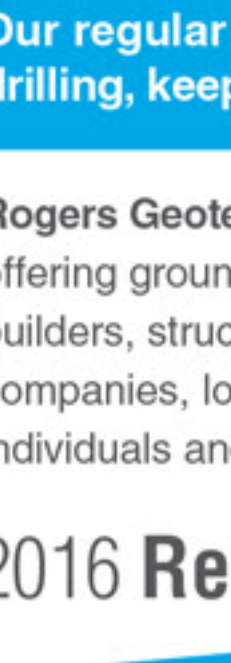
REGULAR NEWS AND VIEWS FROM ROGERS GEOTECHNICAL SERVICES

## > what a year!



### 2016

## Our Annual Review



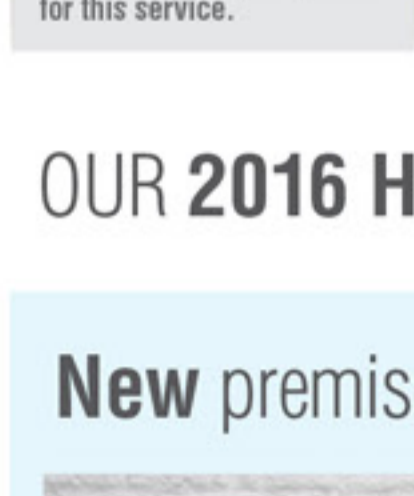
## Welcome to RGS insite issue 19

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.

## 2016 Review

### WHERE DID THAT YEAR GO?



As always, the year seems to have gone in a flash and RGS is pleased to report that we've consolidated the previous few years' remarkable growth and established our market position...

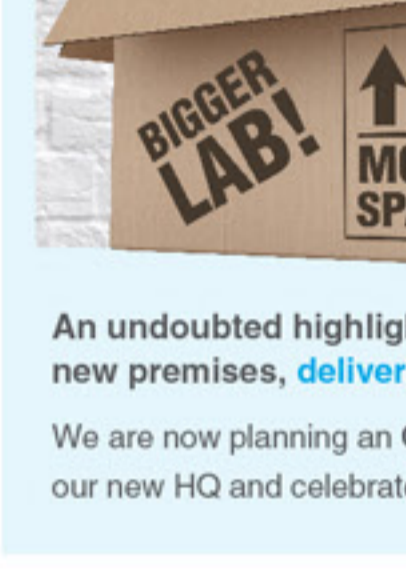
RGS Managing Director **Emma Lewis** said,

“ It's been another successful year and our costs have been well managed, with overheads remaining controlled.

Like many, we did experience a dip in August - which last year was our busiest month - and we attribute this to the so-called **Brexit** effect.

But we recovered well in the Autumn and we are very optimistic for next year as we've got a **strong order book** and enjoyed a productive period issuing quotes.

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.

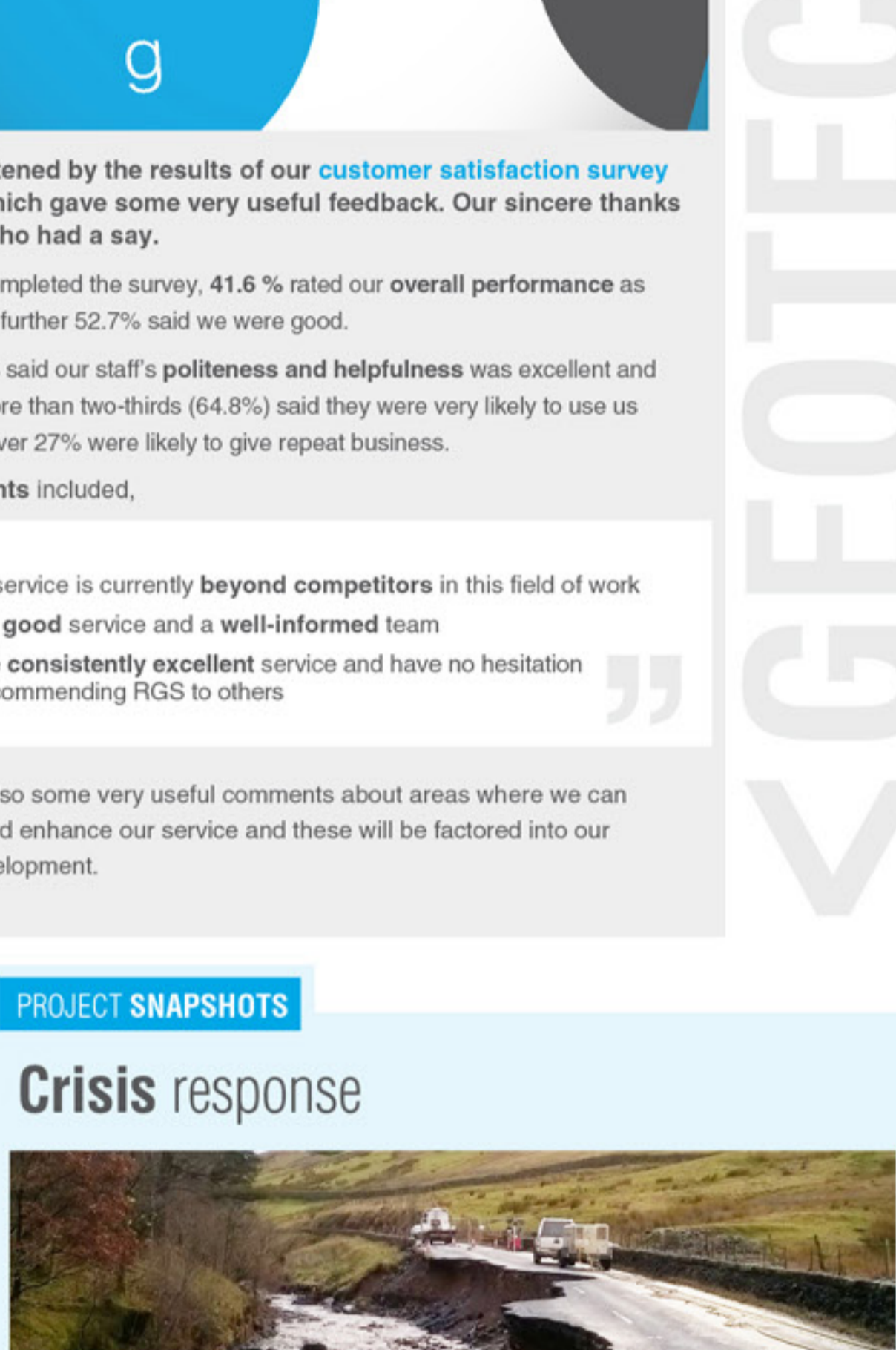
Here at RGS we don't rest on our laurels and we are always seeking ways to improve our high standards of professionalism, customer service and brand compliance.

It's a good time to reflect though on our many strengths and we have pulled together a brief overview of 2016 as a whole.

## OUR 2016 HIGHLIGHTS

HEAD OFFICE

### New premises

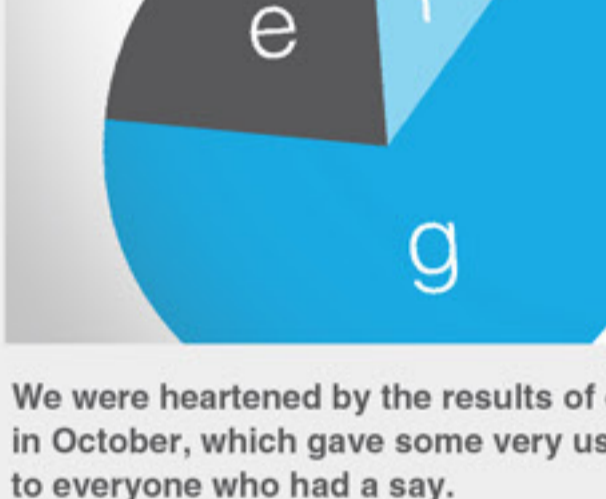


An undoubted highlight of our year, was moving next door to our new premises, delivering major benefits and given us a huge boost.

We are now planning an Open Day on Tuesday, January 31st to showcase our new HQ and celebrate our move. Invitations will be sent out shortly.

## CUSTOMER SERVICE

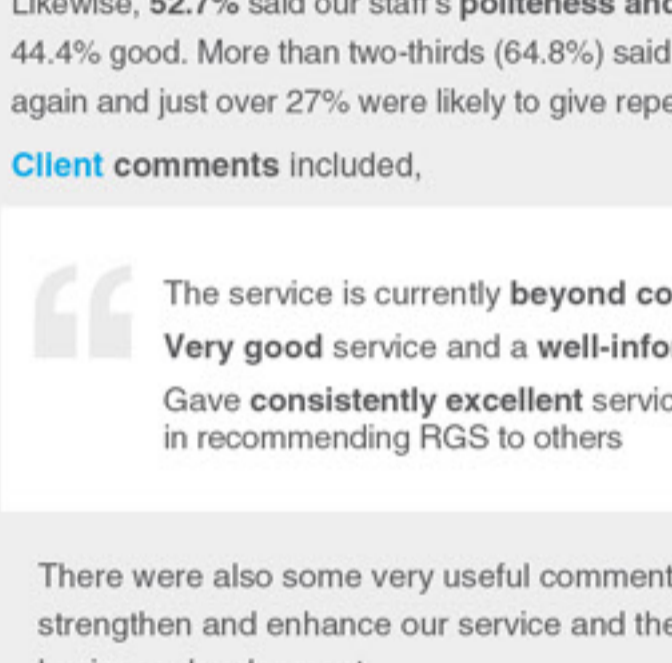
### Survey feedback



How would you rate our lead-in time?



How well did we un requirements and refl



We were heartened by the results of our customer satisfaction survey in October, which gave some very useful feedback. Our sincere thanks to everyone who had a say.

Of those who completed the survey, 41.6% rated our overall performance as excellent and a further 52.7% said we were good.

Likewise, 52.7% said our staff's politeness and helpfulness was excellent and 44.4% good. More than two-thirds (64.8%) said they were very likely to use us again and just over 27% were likely to give repeat business.

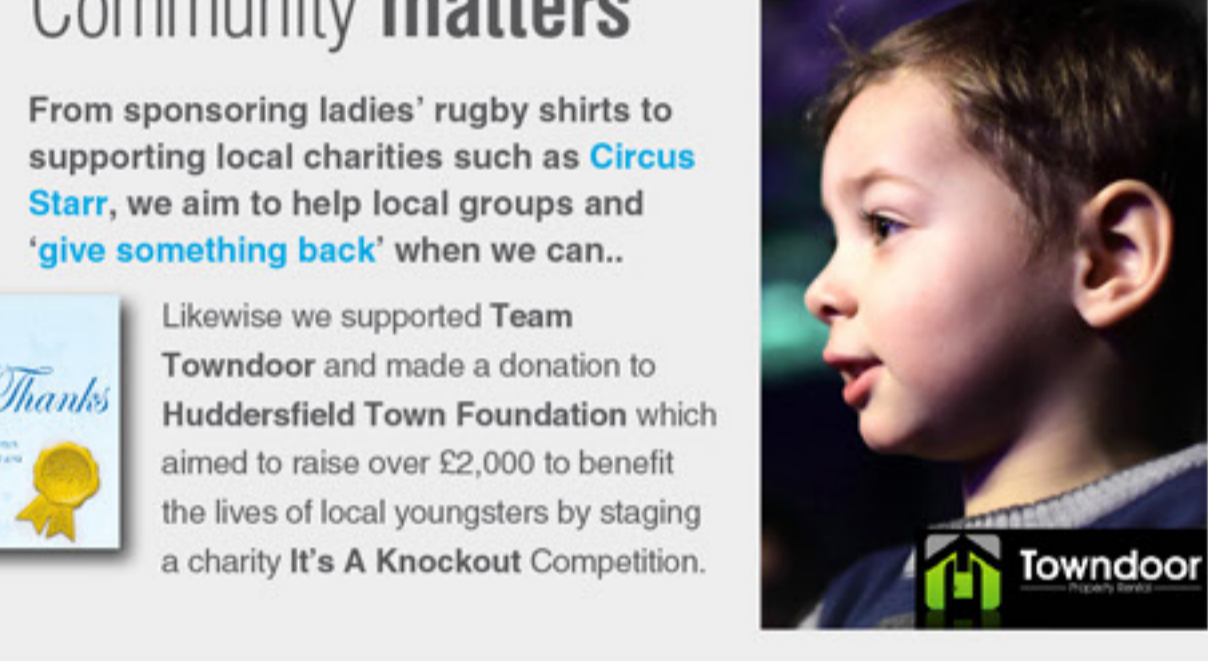
Client comments included,

“ The service is currently beyond competitors in this field of work  
Very good service and a well-informed team  
Gave consistently excellent service and have no hesitation in recommending RGS to others

There were also some very useful comments about areas where we can strengthen and enhance our service and these will be factored into our business development.

## PROJECT SNAPSHOTS

### Crisis response



We pride ourselves on our ability to mobilise quickly and to provide a timely, proactive service to our clients, old and new, in times of genuine emergency. In the past year, we assisted with the following projects, to name just a few:

■ Rapid response (above) to Cumbrian floods: RGS mobilised a drilling rig in record time just before last Christmas, following an SOS from a major consultancy.

■ Landslip: Likewise, when yet another deluge hit Todmorden on Boxing Day, resident Lea Stock was horrified to see a large landslide had stopped just 15 metres short of her home - bringing down many full-grown trees, still standing upright. Again, we mobilised swiftly.

■ Ongoing work in Huddersfield: We were called in to work on a high-profile public sector project in the town last November, and have project-managed the whole process with great success and made two further visits this year.

## LOCAL SUPPORT

### Community matters

From sponsoring ladies' rugby shirts to supporting local charities such as **Circus Starr**, we aim to help local groups and 'give something back' when we can...



Likewise we supported **Team Towndoor** and made a donation to **Huddersfield Town Foundation** which aimed to raise over £2,000 to benefit the lives of local youngsters by staging a charity It's A Knockout Competition.



## SAFETY & COMPLIANCE

### Monitoring standards

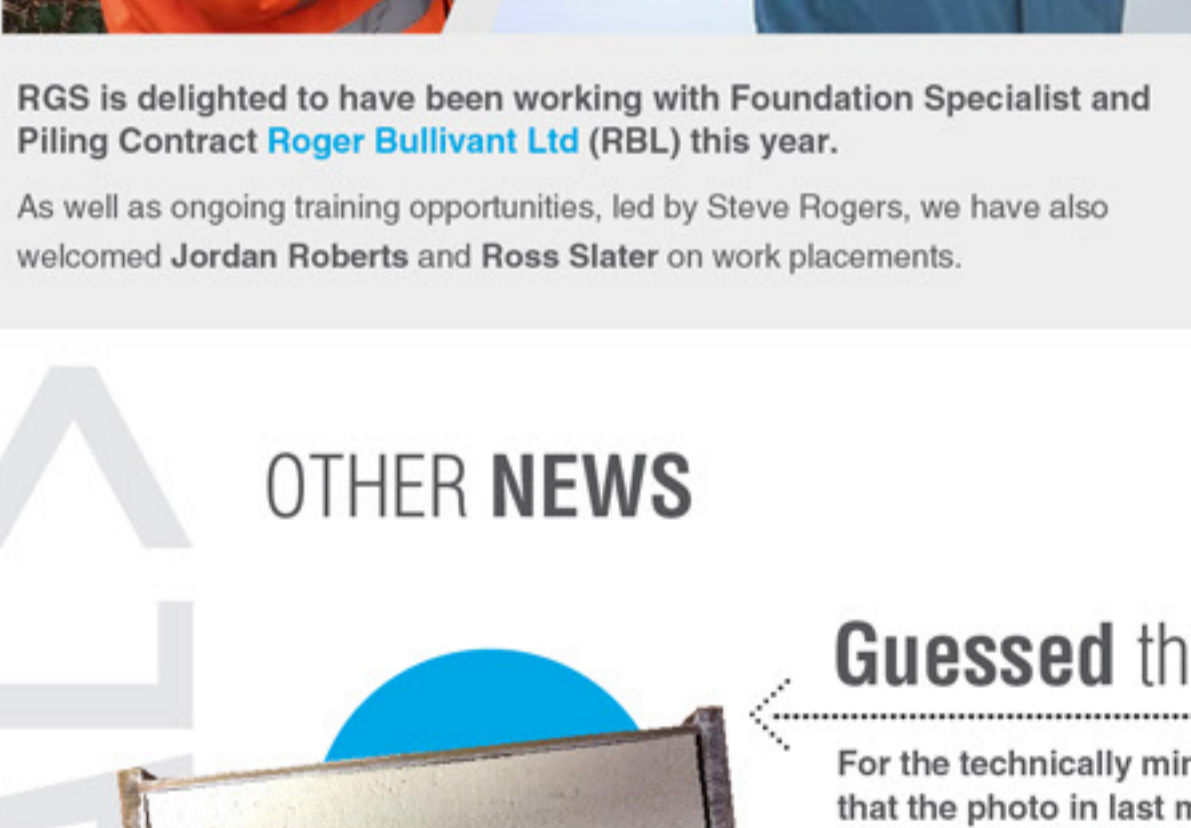


Health and safety is always a top priority at RGS, along with maintaining our environmental and quality management accreditations.

QMS International carried out their latest audit as part of our ISO 9001 and 14001 accreditations and we were described as 'excellent' in both categories. We also secured the H&S accreditation ISO 18001.

## STAFF DEVELOPMENT

### Partnership working



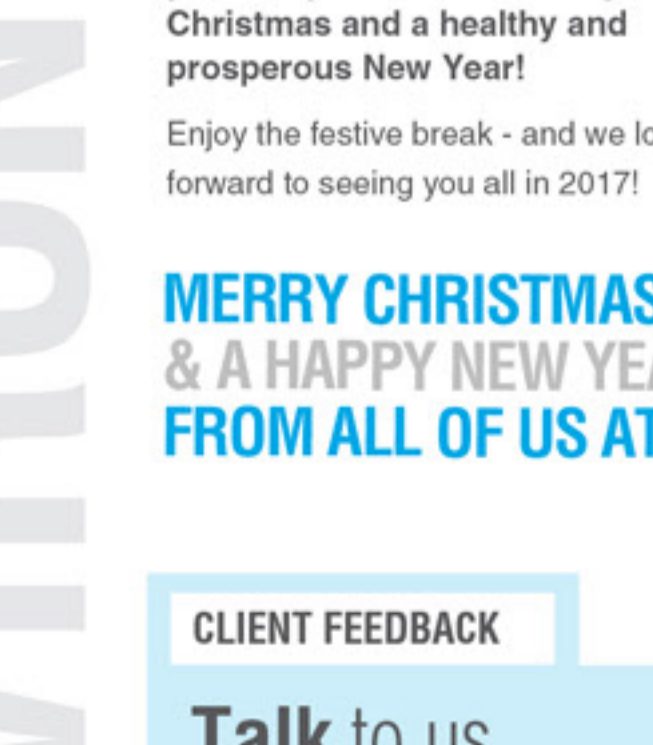
RGS is delighted to have been working with Foundation Specialist and Piling Contract **Roger Bullivant Ltd (RBL)** this year.

As well as ongoing training opportunities, led by Steve Rogers, we have also welcomed **Jordan Roberts** and **Ross Slater** on work placements.

## OTHER NEWS

### Gussed the object?

For the technically minded, we can report that the photo in last month's issue of insite showed **three linear shrinkage tests** undertaken on three different samples of cohesive soil to **BS 1377: 1990: Part 2: 6.5**. So now you know!



### Festive greetings

It just leaves us to thank you all very sincerely for all your support and business this year and to wish you and your families a very Merry Christmas and a healthy and prosperous New Year!

Enjoy the festive break - and we look forward to seeing you all in 2017!

**MERRY CHRISTMAS & A HAPPY NEW YEAR FROM ALL OF US AT RGS**



## 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

