



insite

ISSUE
75



#RGSolidGround
18 YEARS DRILLING & ADVICE

REGULAR NEWS AND VIEWS FROM **ROGERS GEOTECHNICAL SERVICES**

> PEOPLE. PROCESS.

98%

PEOPLE & PROCESS

H&S INSPECTIONS

DID YOU KNOW?

INSITE MEETS IAN WARRINGTON

ASK EMMA!

IN THEIR OWN WORDS

Welcome to RGS insite issue 75

Our regular newsletter celebrates 19 years of drilling and keeps 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.

ROB



EMMA

Environmental
Geotechnical
Specialists



ENVIRONMENTAL
GEOTECHNICAL
SPECIALISTS

THE
INSIDE
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PEOPLE & PROCESS!

INVESTING IN PEOPLE

It takes practical and robust processes to make any business operate at its best. And what sits behind those systems? **People.**

No company can operate without them and ours is no different. We place a huge emphasis on training, development and career opportunities to ensure the people in our business today feel valued, driven and satisfied in their role, with further initiatives to attract talent to our organisation to help us continually improve.

FOCUSED ON OUR PEOPLE, OUR CLIENTS AND OUR COMMUNITY

➤ **Supporting** Greenhead College for 14 years.

In May, our MD, Emma, talked to the A1 students at **Greenhead College**, all about **careers** in the geotechnical industry.

It's an **annual commitment** for Emma and one she is extremely passionate about, giving young people an insight into the world of Geotech.

RGS also provides **work experience** to a number of their students each year, so they can experience first-hand how our company operates and the types of project we undertake. Many of those students go on to work with us once they have completed their studies - as it happens, we are fortunate to have **three such students still working with us to this day!** It's a great example of how we support the community, which goes on to support RGS.

➤ **Delivering** CPD for Roger Bullivant Ltd.

A team of engineers **specialising in foundations and ground improvement**, the company helps thousands of customers across the UK prepare for a build.

We recently created a **bespoke 1-day course** to teach their team all about borehole logging and geotechnical laboratory testing, delivered by our engineer **Rob** with support from former director and ongoing consultant **Steve Rogers**.

By conducting the training for our client - which, by all accounts, he did brilliantly - Rob is meeting his **personal objectives** and **progressing his career development** - so both he and our client achieve the desired outcome.

ARE YOU LOOKING FOR SUPPORT CPD TO HELP YOUR PEOPLE LEARN AND DEVELOP? CALL OUR HELPFUL TEAM ON **01484 604354**



H & S MATTERS

Health and Safety **Inspections**



Every month, our Health and Safety series provides advice on ways to keep people safe at work. In our latest edition, we share details of a process that ensures staff are safe using our facilities: [Health and Safety Inspections](#).

Like many small businesses in the UK, RGS finds it tricky to manage the minefield that is **health and safety** all by ourselves. Fortunately, we have built a strong relationship with a subject matter expert, **WBL Consultants**, who keeps us **on track** and **compliant**, ready for when 'an inspector calls' - just as they did last month!

Laura from Citation Ltd visited us in May to conduct a full site inspection at our headquarters in Shelley. A member of the **Institute of Occupational Safety and Health**, Laura and the team are qualified to assess the facilities to ensure we are equipped to operate safely, with stringent processes in place to protect people against hazards that may cause accidents or illness.

Citation Ltd completes their inspection **every twelve months** (that's in addition to our **monthly audits by WBL Consultants**), which allows them to review any new systems, processes or equipment we have introduced since their last visit. Their assessment includes the **actual inspection** - a comprehensive review of our offices, workshop and laboratory - followed by a **detailed report** and **recommendations**.



To describe their inspections as thorough would be doing Laura and her team an injustice. Talk about no stone unturned!

During her recent visit, Laura paid attention to **every aspect of our business that might impact staff health and safety** - which makes for a rather long list!

Not only is the equipment we use assessed, but our safety processes - for example, how well we display information relating to health and safety (posters, policies and insurance certificates) and the communication forums used by managers and staff to encourage a unified approach.

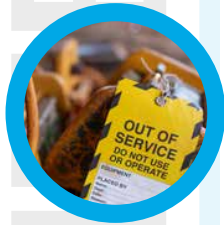
“ RGS sees each **H&S Inspection** as **critical** to giving our **team complete peace of mind** about **safety** while at work. ”

What does a Health and Safety Inspection look like?

The **Citation H&S specialist** has an extensive tick list to work through when they visit us, assessing the following key areas:

- Displayed Notices / Certificates
- Consultation
- Monitoring
- Access and Egress
- Driving
- Electrical Safety
- Fire - Detection and Alarm
- Fire - Documentation
- Fire - Emergency Lighting
- Fire - Extinguishers
- First Aid
- Gas / Oil / Solid Fuel Safety
- Health Screening
- Legionella
- Risk Assessment: General, Young Person and Expectant Mothers
- Training
- Workplace Health, Safety and Welfare
- Asbestos
- Display Screen Equipment
- Machinery use, cleaning and maintenance
- Forklift Truck - Documentation
- Racking and Storage Systems
- Working at Height
- Workspace Inspection Media

That's **over twenty separate potential hazards** and processes to review; including four just about fire!





H&S never sleeps!

An inspection is **just one piece** of the ongoing H&S puzzle. Here's what else we marker-pen into our safety calendar each year!

➤ **Annually** (January)

Health and Safety and Environmental company-wide meeting, training and toolbox talks

➤ **Ad-hoc**

Toolbox talks with new and existing team members

➤ **Ongoing** through our open - door policy

Reporting H&S concerns

➤ **Monthly** after each site inspection

Reporting to the facility landlord

➤ **Monthly**

Ongoing auditing by WBL Consultants





So, how did we do with our recent H&S Inspection?

The latest report was 48 pages long - too much to explain word for word! Instead, we'll share the **'good, better, and best'** results as presented by Laura.



- Overall, RGS scored highly for compliance - **98 per cent** - meaning that we take H&S incredibly seriously and have little to do to improve our current safety measures. Phew!
- We received just two recommendations for non-critical issues which have since been addressed and fully resolved.
- Perhaps the most pleasing part of the report came in its **executive summary**, where Laura noted our positive attitude towards health and safety, saying:

“ It is a **genuine pleasure** to visit clients who work **continuously to improve management standards**, and the team at **RGS**, alongside David and Rachael from **WBL Consultants**, have clearly worked hard to create a **positive health and safety culture** and were very **responsive** to the recommendations I gave them. ”

A final note...

We are led to believe companies of our size rarely invest in external support for H&S. Not RGS - for us, it's always been about **improving** and looking to see what we can do better, using people who understand deeply the many ins and outs about safety at work.

We have worked with **Dave** and the team at **WBL Consultants** for five years, and the relationship is among our most business-critical. It's as much thanks to them as to our internal team that we continue to exceed expectations for health and safety.

So, a huge thank you and well done to **all teams internal and external** supporting RGS to consistently achieve best!

Our teams are trained in workplace H&S to preserve the safety of themselves and others whatever the project.

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WHATEVER YOUR GEOTECHNICAL NEEDS, FOR GUIDANCE AND A COMPETITIVE QUOTE CALL OUR HELPFUL TEAM ON [01484 604354](tel:01484604354)



WHAT DO YOU WANT TO KNOW?

Ask Emma!



June was such a wonderful month, don't you think? Those additional bank holidays were a **right royal treat** for everyone, including the team here at RGS, who all enjoyed extra time away from work with friends and family.

Talk about a stellar career... HRH Elizabeth II has undoubtedly put in a shift, that's for sure, 70 years later and still forging forwards. It's what every successful business needs - someone in control at the helm (although let's never forget the support team helping to steer the ship!).

To be fair, our Granny was rather royal to us, our 'Queen' who kept her Steve and the team united and in check. A strong female, she certainly **valued people** and progress as key to getting the job done.

So, no question for Granny this month - just a celebration of those special people in our lives making great things happen.

Like our current Queen, Emma! With her help, the good ship RGS continues to operate **successfully** and, above all else, **safely**. Since our humble beginnings, **Emma** has made it her mission for our business to go **above and beyond** in everything we do. Whether completing an environmental report our client needs to move a project forward, briefing the team on a new time-critical project or running our **daily pulse meeting** to check in on everyone, she is always present both in and on the business. A true champion of people and process since 2003!

Will Emma be with us when RGS Ltd turns 70? We can only hope so!

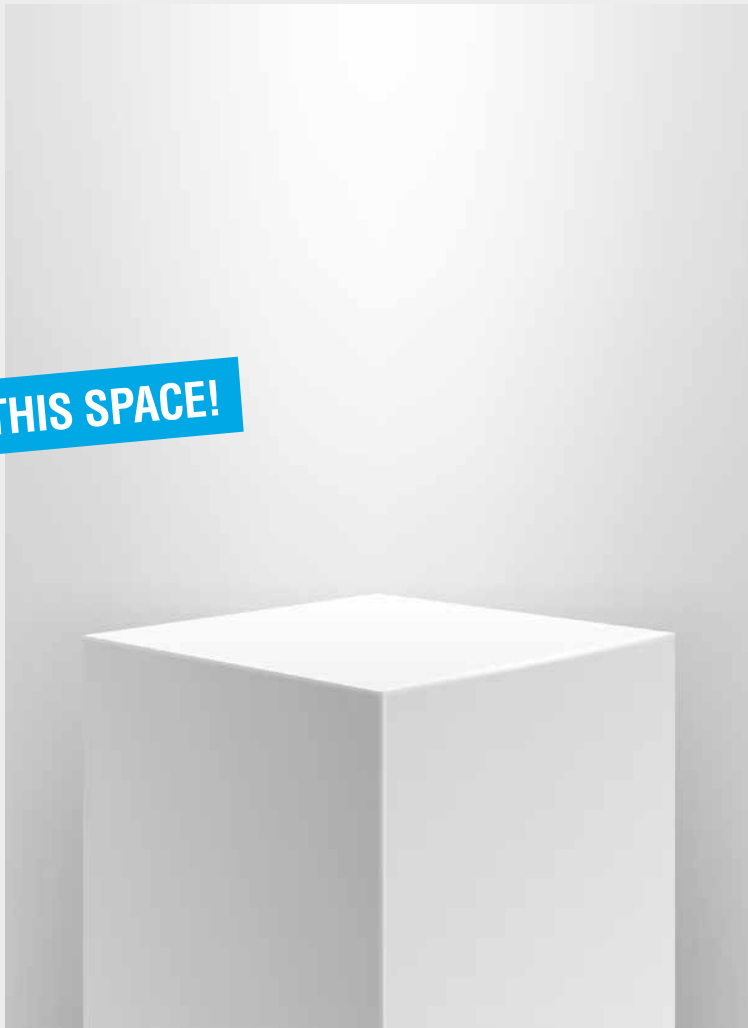
CLICK HERE [TO SEND US YOUR BURNING GEOTECHNICAL QUESTIONS](#)

NEWSLETTER@ROGERSGEOTECH.CO.UK



Did you **know ...**
This is our **twentieth** year in business?

WATCH THIS SPACE!



That's right - **two decades** of digging, drilling, and dissecting what's beneath us, providing critical information that helps our construction clients go about their work

Only another 50 to go and we'll have caught up with our Liz!

As you'd imagine, we've seen our fair share of change over the years, and an ongoing ability to adapt with the times has served us well. It's the one constant, after all - change - and something we fully embrace as a team.

There is more change on the near horizon... and we're all deeply excited about it!

What's happening? Stay tuned to Insite; in our next edition, we'll **reveal everything!**

Watch this space...





INSITE MEETS

Ian Warrington SYSTEMS AND DATA SUPPORT



What does your role involve? Describe a **typical day**.

After 35 years of working in the banking industry and not being allowed to retire fully while my wife was still working, I began my career change in the RGS laboratory. It helped that I had an avid interest in Geology! I later moved into an Engineer Support role to help organise the setting up of jobs and booking in our Fieldworks team.

With the introduction of new computer systems and processes, my role changed to provide systems and data support. I currently have **three key responsibilities** at RGS. First, I help to **manage quality** across our business by performing quality checks at each stage of our jobs. Second, I produce the **monthly board report** for **Emma**, which looks at performance across all business areas. Finally, I perform some **financial reconciliation** between our systems. Maybe that banking experience helps after all. Oh, and then there's my fourth (and perhaps most critical) responsibility: making sure the team has plenty of teas and coffees on the days I'm in!



How does **your role** help our RGS clients?

As part of my quality duties, I spend a lot of time using the data in our **Customer Relationship Management** system. This system holds all information about our many projects, tracking each job from beginning to end - I extract valuable data regularly and use Microsoft Power BI to report trends in **finances, people and performance**. All this activity is about **improving our services** and creating **better outcomes** for clients.



What do you **enjoy most** about what you do?

I get a real sense of satisfaction from digging into our systems for data and using it to **improve ways of working**. I've had to learn many new software systems in this role, which I also find fascinating and stretches my decreasing grey cells. Another thing I love about my work environment is talking with other geology enthusiasts - many of whom are actual geologists! It's like combining my hobby with work!

If money was **no object**...

Well... In an ideal world, I would have the power to reunite the Pink Floyd (Dark Side of the Moon version) - with no arguments from the band members! I'd quite like a back seat in a Red Arrows' Hawk T1 sometimes, too. Now, where's that lottery ticket...?!



CLIENT FEEDBACK

In **their** own words



We love to hear positive feedback about a **successful client project**.

At a recent site visit in Stanningley, Leeds, our team completed a windowless sampling investigation to provide foundation design and information about contamination. We also installed gas monitoring standpipes. Afterwards, our project manager Lewis was pleased to receive a call from the client to say:

“ Wal, Cam and David did an excellent job. They were approachable and explained the works very well, and we’re extremely happy with the service. ”

Once again, it’s another fantastic job completed by team RGS!

Well done for working to our strengths and creating a lasting impression with a new client. Kudos, RGS!

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DO YOU NEED HELP WITH A GROUND INVESTIGATION? OR DO YOU WANT TO GIVE US SOME FEEDBACK ABOUT A COMPLETED PROJECT? CALL OUR HELPFUL TEAM ON [01484 604354](tel:01484 604354)

AN APOLOGY

Last month’s Insite incorrectly referred to our valued H&S expert support team, **WBL Consultants**, as WGS Consultants. Evidently, they are so ingrained in our team that we must have merged WBL and RGS to create WGS without realising it...

Our sincere apologies to Dave and his team - or, ‘H&S Dave’, as he is fondly known to us! Dave, we know how hard you have worked to instil in our culture the criticality of cross-checking everything! We hope you’ll forgive our oversight for not doing so on this occasion!

SORRY DAVE!



Do you need **continuing professional development support? [CPD]**

Welcome
 > ROGERS GEOTECHNICAL SERVICES LTD

TAILORED CPD FOR YOUR BUSINESS / ORGANISATION

Contact us for further information

For more information about your investigation requirements please don't hesitate to contact us.
Telephone on 01484 604 354

[Click here to email us](#)

CLIENT FEEDBACK

Talk to us

“ The RGS team has been brilliant: their service is seamless and efficient. We'll definitely use them again! ”

We're always keen to hear **what clients think** of our service and welcome your feedback.

[Click here](#) to email us your comments.

