

# Forker Group

## Customer Testimonials

### Forkers Donate Defibrillator to Crich Tramway Village

Severn Trent contractors, **Forkers**, have donated a defibrillator to Crich Tramway Village, home of the National Tramway Museum, near Matlock, Derbyshire. Forkers have been installing Severn Trent pipeline work around Crich in recent weeks.

**“We are very grateful to Severn Trent and Forkers for this defibrillator in case of any emergencies, which we have sited at our Admissions point where our visitors enter and leave the site. We hope that it will not be used, but we have trained first aiders on hand should it be necessary.”**



### From Severn Trent Water

Sam, a colleague from contractors **Forkers**, has received glowing praise from customer who has a query regarding some potholes, and roadwork signage that had been left outside her home. Sam kindly took it upon himself to contact the other utilities company and the Highways team to get the matters looked into.

**“I wanted not only to express my thanks to Severn Trent but to Sam personally who has gone above and beyond in wanting to help and actually doing just that. As the issues were not a Severn Trent matter, Sam could have easily said “it’s nothing to do with us” as some would have done, but he kindly took the time to help me and I am appreciative of that. He was responsive, diligent and efficient in resolving my concerns. The turnaround in getting the signage removed was incredible and within 3hrs or less of speaking to him.”**



### From Severn Trent Water’s Community Communications Officer

**“Kevin from the funeral directors just rang me to say what a credit your team were yesterday. He said the team ceased operations, plated the road and even manually swept it and it all enabled the funeral to go smoothly and with dignity. He actually said that you put Severn Trent in a really good light which is fantastic. Please pass on his and my thanks to the guys on site.”**

Thankyou Helen



## From Resident of Sandy Lane

“Living on Sandy Lane, I contacted your Site Agent, Jason, to discuss the forthcoming temporary closure of our vehicle access. He arranged for his Assistant, Rob to personally visit our property, within 1 hour of my enquiry. I wish to record the positive helpful manner and attitude presented by your management team. This, these days, is virtually non-existent. Please pass my thanks to both gentlemen concerned.”

Thankyou Geoff



## From Resident of Riverside Court, Chester

“As a resident of Riverside Court who has been impacted by the works being carried out along Sandy Lane and Dee Banks I wanted to say thank you for the consideration and support you have shown to the residents who have been inconvenienced. Both you and Rob have been very understanding and have shown genuine interest to the concerns expressed by the residents. One of my neighbours has severe mobility issues and you went out of your way to provide a wheelchair and have done your utmost to minimise the impact on all the residents affected. I’m sure it’s not been easy trying to placate everyone but I wanted you to know your efforts have not gone unnoticed and are very much appreciated.”

Many Thanks Sam



## From Severn Trent Water

Our contractors **Forkers** donated the clay used for this year’s Well Dressings festival in Crich, where they have been carrying out essential water mains upgrades over the past few months.

The team took time out of their busy schedule to visit St Mary’s Church, Crich, and see the finishing touches being put to one of the eight well dressings created thanks to their donation.

“It’s a wonderful tradition and we have had more dressings this year than we ever had before and we needed more clay, so thankyou very much for the donation, we’re grateful to have it.”



## From a Severn Trent Water Site Supervisor

“Just would like to highlight a good practice and positive intervention with 3RD party dig incident. I was on site in the office where myself, Chris and Kristian heard a dog in distress and went out the cabin to find a mother and 2 daughters. They all had dogs and the dogs turned on each other, so when the 2 sisters tried to split the dogs up, the dog bit the 2 sisters on the hand. This resulted in puncher wounds and caused a significant amount of blood to be drawn. The mother came into the site canteen where Chris & Kristian administered first aid. The mother who was a nurse at Burton hospital was very pleased with the support that we offered. We advised her to take the girls for a tetanus injection which she agreed she would do. Chris and Kristian a big well done to you both for quick thinking and offering First Aid support.”

## From Dodderhill Parish Council

After months of worsening potholes on the access road to Wychbold Village Hall in Wychavon, Worcestershire, Dodderhill Parish Council had to take the difficult decision to close the road. The risk of injury to people, dogs, cars, bicycles and other vehicles was just too great.

The Parish Council was in the middle of obtaining quotes for repairs when Mr Phillips, in his liaison role for the contractors on the Smart Motorway Programme (SMP) Alliance National Emergency Area Retrofit M5 J4a to 6 scheme contacted one of the councillors with regard to a member of the Parish's concerns about future motorway works and mentioned the Social Value policy they have when working in an area.



**“To our amazement and without fuss, the job was done within a few days. The road was swept, the drains were cleared, the potholes and the areas around them were excavated and new tarmac was laid. The council and residents were amazed at the thoroughness of the job and the excellent end result. Thanks to the SMP Alliance Partners bmJV and Forkers Ltd and the M5 J5 Improvement Scheme contractors, Heidelberg Materials (with tarmac donated by Midland Quarry Products). Residents, visitors and workmen who need to use transport can once again use the access road to park by our village hall and get to the playing fields and park. Very many thanks to everyone who made this possible and saved the council (and residents) thousands of pounds, which can now be spent on other projects to improve the community.”**



## From Huntington Parish Council, Chester

**“It also has to be acknowledged that Severn Trent and their delivery partners have been doing a significant amount of little gestures for people in our community. This weekend, Forkers let a local football team borrow traffic cones to manage parking for a kids tournament, dropping them off on a Friday and arranging to pick them up again this week. We genuinely hear of stories everyweek where Severn Trent and partners have lent a hand to residents in lots of different ways.”**



**We actively engage with the communities in which we operate. Through volunteering, supporting local initiatives, and collaborating with community organisations, we strive to make a positive difference. We also coordinate with clients and suppliers to ensure that our efforts are focused and yield optimal results for the well-being of these communities.**

