

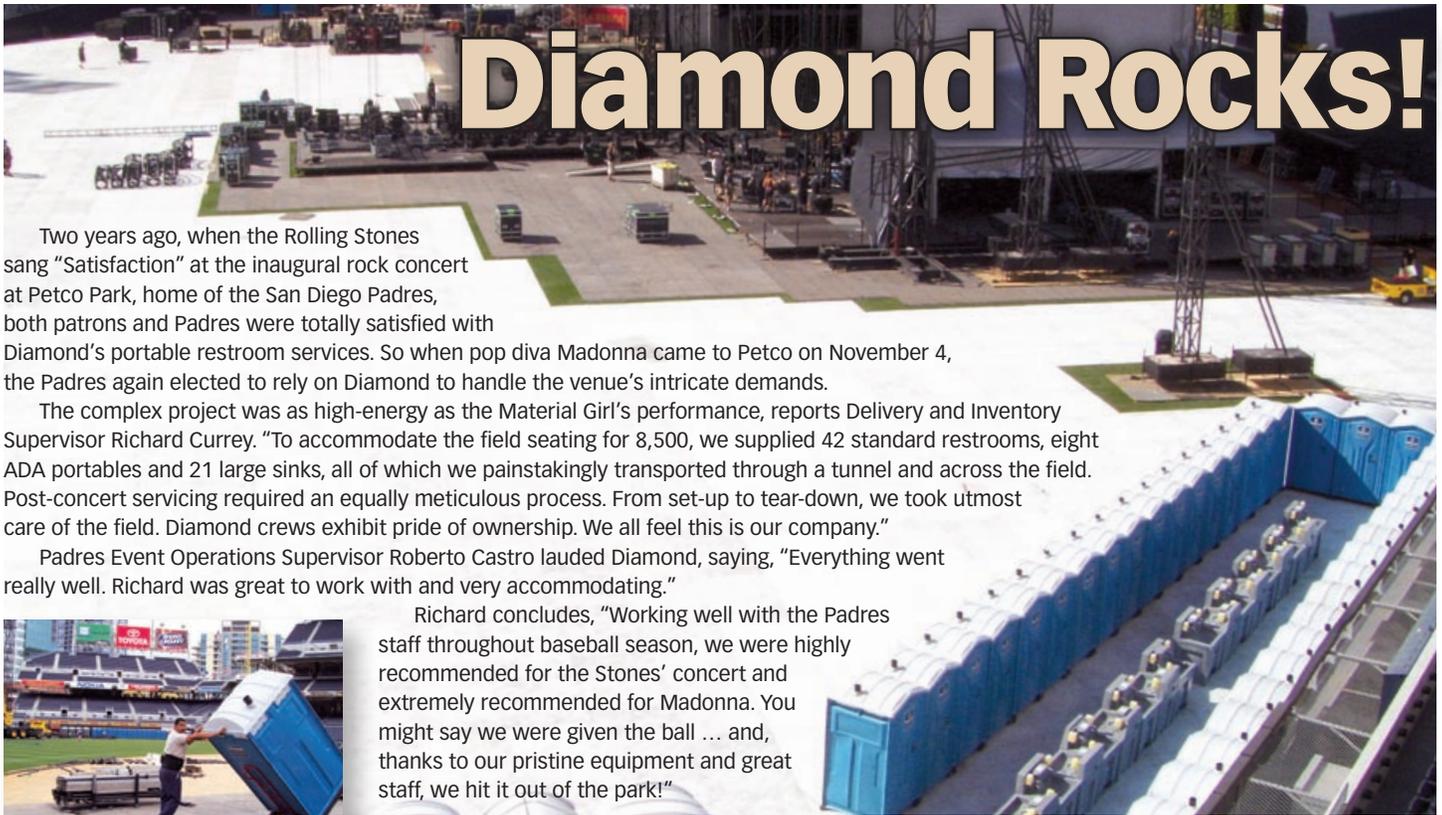
# The Tissue<sup>9</sup>



PUBLISHED FOR THE CUSTOMERS AND ASSOCIATES OF DIAMOND ENVIRONMENTAL SERVICES

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*As portable restroom supplier for the Rolling Stones' and Madonna concerts, Diamond hit the ball out of Petco Park.*



Two years ago, when the Rolling Stones sang "Satisfaction" at the inaugural rock concert at Petco Park, home of the San Diego Padres, both patrons and Padres were totally satisfied with Diamond's portable restroom services. So when pop diva Madonna came to Petco on November 4, the Padres again elected to rely on Diamond to handle the venue's intricate demands.

The complex project was as high-energy as the Material Girl's performance, reports Delivery and Inventory Supervisor Richard Currey. "To accommodate the field seating for 8,500, we supplied 42 standard restrooms, eight ADA portables and 21 large sinks, all of which we painstakingly transported through a tunnel and across the field. Post-concert servicing required an equally meticulous process. From set-up to tear-down, we took utmost care of the field. Diamond crews exhibit pride of ownership. We all feel this is our company."

Padres Event Operations Supervisor Roberto Castro lauded Diamond, saying, "Everything went really well. Richard was great to work with and very accommodating."

Richard concludes, "Working well with the Padres staff throughout baseball season, we were highly recommended for the Stones' concert and extremely recommended for Madonna. You might say we were given the ball ... and, thanks to our pristine equipment and great staff, we hit it out of the park!"



*Left: Abel Tapia sets up a portable restroom.*



## World Toilet Day

The celebration may appear to be the butt of a joke, but World Toilet Day is very serious, as is the World Toilet Organization (WTO), which established the meaningful movement on November 19. With an astounding 2.6 billion people around the world lacking access to basic sanitation services, the United Nations has declared 2008 the International Year of Sanitation.

Diamond Environmental Services joined the restroom community-at-large in commemorating World Toilet Day.

Owner Eric de Jong states, "Here in America, we take sanitary conveniences for granted. But in those parts of the world without sanitation systems, disease is rampant. We invite people to visit WTO's website at [www.worldtoilet.org](http://www.worldtoilet.org) and to consider making a donation that will help improve sustainable sanitation around the globe, including for the 980 million children currently lacking this basic health necessity."

## Don't Be a Stick-in-the-Mud

Winter rains can wreak havoc with your portable restrooms, making it difficult for your employees to use them and hard for us to service them. Please keep them out of the mud and consider moving them closer to the street.

Call us for advice in re-location. We're here to serve you!

# Our Fencing is Flat Out Great!



San Marcos fencing crew members Jose Figueroa, Juan Cortez, Francisco Ortiz and Jesus Sandoval take pride in their fencing materials and installations.

*Diamond is virtually unique in its use of a patented, flat-link fence that is definitely not the cheapest, but certainly the best.*

When it comes to temporary fencing, Operations Manager Warren Van Dam is confident that Diamond offers an unbeatable trio of advantages: "The quality of our product. The quality of our employees. The quality of our installation."

Warren explains, "We are virtually unique in the industry in our use of a patented, flat-link fence. This exceptional equipment is definitely not the cheapest, but certainly the best; in terms of appearance, safety and durability."

Each two-person fencing crew at Diamond's San Marcos, Miramar, Perris and Santa Ana sites has undergone stringent training to ensure a successful installation. On-site repair, when necessary, is swift. Everyone, from the sales team to the lead and assistant installers, is focused on customer service.

Lead Installer Jose Figueroa says he takes pride in his job; a job he loves to do. "My main concern is to satisfy the customer and to represent Diamond well. We all want to work hard for the customer and for our company."

It's no wonder that Diamond's temporary fencing is here to stay!

## Septic Pumping Expands to South Riverside County

Customers in Temecula, Hemet, Lake Elsinore, San Jacinto and other portions of South Riverside County can now take advantage of Diamond's expanded septic pumping services offered via the company's facility in Perris. Equipment is located on-site and staff is ready to assist with locating, digging and pumping. Please call (866) 592-2115 to obtain information on pricing and scheduling.



### Looking Ahead ... In the next issue of *The Tissue*:

- See colorful restroom art come to life.
- Spring into Diamond's Open House.
- Get the scoop on dumpsters and RV pumping.

### Tissue Tip:

### Access is Key to Cleanliness

Service is an open-and-shut case. If your gate is open, we can enter the site to service your equipment. If it's locked, we cannot.

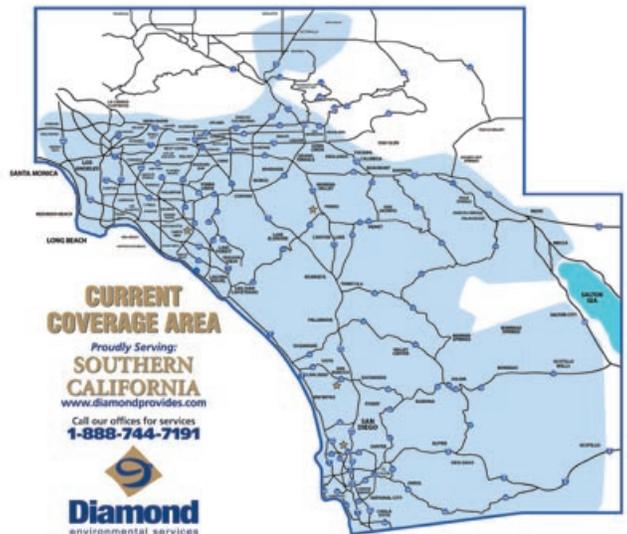
One out of three service problems in the field is caused by a locked gate. We encourage customers to maintain open access for Diamond on their service day (regular hours: 6 am-4 pm, Monday-Friday).

If you must lock your gate, use a combination lock and give us the combination. Alternatively, Diamond can provide a combination lock. It's all part of our commitment to simplicity, reliability and personal attention.



## About Diamond

Diamond Environmental Services is a privately owned and locally operated sanitation company offering portable, long-term and permanent restrooms as well as RV, septic, grease trap and non-hazardous wastewater pumping. Diamond offers temporary fencing and San Diego area dumpster services.



More than 150 employees serve the ongoing needs of thousands of customers throughout Southern California. With its headquarters in San Marcos, and satellite facilities in Miramar, Perris and Santa Ana, Diamond provides prompt attention to customers' needs and 24-hour emergency services.

A full description of products and services can be found on our website at [www.diamondprovides.com](http://www.diamondprovides.com).

**Simplicity • Reliability • Personal Attention**



**Diamond**  
environmental services

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