

The Tissue⁹

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Driven to Excel

2009 Top Service Provider

Diamond's 2009 Top Service Provider **Abdon Garcia** believes that working hard is its own reward, so he was stunned to learn he was
continued on back



The Safety and Performance Program sets a high "Diamond standard" of excellence.

Our service providers have always taken pride in doing their jobs safely and well. In 2009, Diamond custom-created a unique Safety and Performance (S&P) Program that incentivizes and rewards them for their efforts.

Operations Manager Warren Van Dam notes, "The program pays dividends for our staff, the company and, most of all, our clients, who can be assured of receiving optimum customer service."

The S&P Program sets a high "Diamond standard" of excellence, based on diverse and rigorous criteria: 1) no accidents, property damage or reprimands; 2) attendance; and 3) customer compliments.

Throughout the year, service providers at all four sites have an opportunity to become S&P Employees of the Month, receiving a bonus each

month in which they excel. At year-end, those with the best combined records are honored as S&P Employees of the Year, earning a custom jacket embellished with a coveted S&P patch. From these finalists, Warren selects the Top Service Provider of the Year, based on records and recommendations from site managers.

Top Service Provider: The Best of the Best

"The selection process is fair, but complex," Warren confides. "We meticulously review all criteria to ensure we choose the best of the best."

The winner receives the sole Top Service Provider patch to wear proudly on his jacket as well as a very special gift that is unique in the industry and perhaps in the entire corporate world.

Owner Eric de Jong explains, "We

Employees of the Year



Miramar

John John Martinez, Ricardo Ortiz, Abel Tapia, Fernando Alvarez.



Perris

Lorenzo Melo, Francisco Martinez.



San Marcos

Hector Arroyo, Jose Guzman, Abdon Garcia, Mark Greenfield, Salomon Monsivaiz.

personalize the gift, tailoring it to the Top Provider's needs and wishes. Just as he places a high value on service to Diamond and his customers, we want to show the Top Provider that we place a high value on him."

Please join with us in congratulating our 2009 S&P Employees of the Year and our Top Service Provider.



Another Sharp Idea from Diamond

In our continual quest to bring you the "next big thing," Diamond is proud to present the innovative, waterless Hand Sanitizer Tree.

This free-standing, compact pedestal offers four stations, including a lowered one for children and people in wheelchairs. Lightweight and mobile, it's perfect for a variety of special events, from foot races to petting zoos. The product is available throughout Diamond-land. Call us at 888-744-7191 for information.

Owner Eric de Jong reports, "This product is brand-new to the industry, so it's no surprise we're among the first to offer it. With a name like Diamond, you can rely on us to be cutting-edge!"



Abdon Garcia, *continued from front*

chosen as the cream of a very good crop.

Abdon says, "I was so surprised and happy to learn of the award. I always try to do the best job I can and to learn and improve every day. I like talking to my customers and take pride in providing excellent service. I also focus on safety. I always take care when driving." That's not an easy task when you're doing several roll-off dumpster deliveries each day.

As surprised as Abdon was to win the award, he was completely shocked when Warren and Eric asked how long it had been since he'd seen his family in Michoacan, Mexico. "Six years," he replied. "How would you like to go visit them?" they asked.

"I almost cried," Abdon confides, saying he and his wife and two children are planning to visit his parents and siblings soon, thanks to the Diamond award.

Happy travels, Abdon!



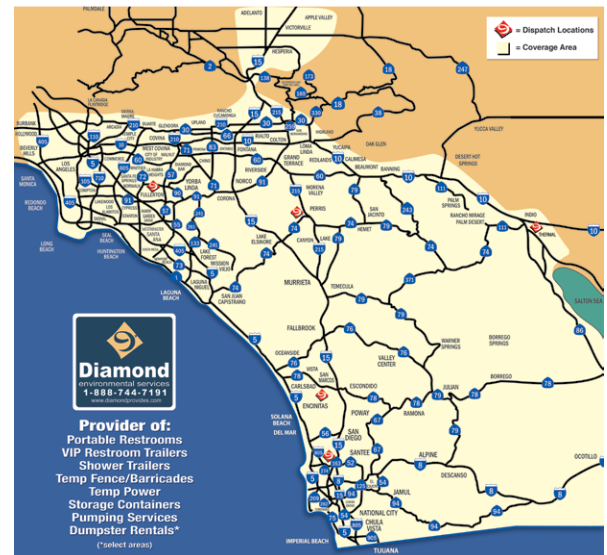
Acquisition Enhances High Desert Coverage



This spring, Diamond acquired Ott's Pots, a portable restroom company based in the High Desert/Victorville area. The acquisition enables Diamond to serve its customers in the area more effectively and efficiently, offering customers full-time, full-service providers five days a week from Diamond's Victorville facility.

About Diamond

Diamond Environmental Services is a privately owned and locally operated sanitation company offering portable, long-term and permanent restrooms, hand sanitizers and RV, septic, grease trap and non-hazardous wastewater pumping. Diamond also provides temporary fencing, temporary power 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 Fullerton, 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.

Diamond Keeps Her on a Roll

Running the Bonita-based, woman- and minority-owned St. Thomas Enterprises, builder of federal, state and local public works construction projects, keeps President Christina Gomez Holben extremely busy. Nevertheless, she makes time to enjoy The Tissue, saying, "The articles have a nice personal touch."

That personal touch is one reason Christina has been a delighted Diamond portable restroom customer for several years. "I'm very happy with Diamond's service. Good coordination on delivery, weekly service and pick-up is the big plus. Clean equipment that is properly attended to throughout my projects allows me to focus on more critical project management. Diamond takes the hassle out of this routine site chore."

We're happy to be there for you, Christina! To learn more about St. Thomas, including its current construction of a state-of-the-art HDTV studio at San Diego High School, call 619-267-5191.

Going All the Way for Customers on the Midway

Operating carnival rides has its ups and downs. Diamond helps Ray Cammack Shows, Inc. (www.raycammackshows.com) maintain an even keel, confirms VP of Media Marketing Tony Fiori. He notes, "We use several Diamond services for our operations at major regional fairs and events, including the San Diego and Orange County fairs. Sales rep Spencer Betz is always there when I need something. She and the team handle issues quickly. Diamond is great. I have absolutely no complaints."

Thanks, Tony!



Toll-free: (888) 744-7191
www.diamondprovides.com

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