

# The Tissue<sup>9</sup>

PUBLISHED FOR THE CUSTOMERS AND ASSOCIATES OF DIAMOND ENVIRONMENTAL SERVICES

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## Happy New Year!

It's hard to believe, but 2016 marks our 18th year in business. Today, more than 250 Diamond employees based in seven facilities proudly serve thousands of customers throughout Southern California, providing an array of products backed by 24/7 emergency services.

Back in 1998, it was just a handful of us in San Marcos (including Tom Charpentier, profiled in this issue). On that first day and every day since, our commitment to Simplicity, Reliability and Personal Attention has not changed. In fact, it has grown stronger.

We thank each of our customers and associates for keeping us on a great roll (with stylish and safe new footwear – see article). Here's to a happy, healthy and prosperous year!



Eric de Jong, Owner



## Putting Our Best Feet Forward



The best gift is something you might not buy for yourself, because you deem it too expensive. And the best way to give that gift is with a big surprise.

That's precisely what happened the week before Christmas 2015 for all 200+ male Diamond employees, from supervisors and sales staff to drivers and mechanics. The concept was developed by Owner Eric de Jong and carried out by Operations Safety Compliance Coordinator Ron Fabor.

Ron relates, "As guys pulled up to our North San Diego and San Diego facilities at the end of their shift, they were



amazed to see a Boot World truck fully stocked with an assortment of industrial-grade boots. Each employee was given a \$100 gift certificate to count toward any boot they wanted to buy."



Ron continues, "The guys were elated. They dashed to the truck to try on boots. Some selected models priced at about \$100. Others upgraded to a premium product, paying a few bucks of their own money to get a top-grade boot that will last for years, as opposed to the few months of lesser-quality, cheap boots many had worn past their prime. I purchased a great pair, paying just \$38 out-of-pocket. We're all so much more comfortable now. We spend a lot of time on our feet, and boots are a big part of our work attire and appearance."

### New Boots, Happy Smiles, Many Thanks

Employees have 90 days to redeem their \$100 Boot World certificate, so by now, everyone is sporting new boots and a happy smile.

Operations Manager Warren Van Dam says, "The event made for a great Diamond day. It was gratifying to hear employees say things like, 'Wow – I've been needing a new pair of boots!' and 'What a great idea!' We received a lot of thank-yous from the guys, whom

we thank for daily providing Diamond-quality service to our customers."

How about our equally valued female employees, you ask? Each Diamond lady received a \$100 gift card for a major department store.

Our boot gift to our employees is also a gift of safety to our customers. You can be assured that you are receiving the highest quality services from a company that cares about its employees and about safety – from head to (steel) toe!



## Thanks, Tom C., for Years of Dedication



Tom Charpentier, back row, middle, with shop team.

He knows everything there is to know about Diamond's shop, and Fleet Supervisor Tom Charpentier knew he did not have to "shop around" for an excellent place to work. Today when many people switch jobs every few years, Tom has exhibited unparalleled staying power.

On February 1, 1988, when Diamond was established, Tom was there. In fact, Tom was "there" long before: he was the first employee hired by Eric de Jong's father, Arie, when Arie opened Coast Waste Management in 1977.

"After moving here from Boston, I became Coast Waste's Shop Foreman," Tom relates. "When my father (now 98) retired, he came out and maintained Arie's antique cars. Working with the de Jongs has been like working with family."

Tom been an invaluable member of the Diamond family as the company has grown, confirms Eric. "He has a wealth of knowledge, is very dependable and tackles whatever comes his way. We have relied on his expertise as our fleet expanded to more than 200 vehicles – from staff vehicles and service trucks to semis. Thanks to Tom and the crews at our facilities, maintenance and repairs are professionally handled in-house."

### Tom "Retires" to a Three-Day Week



Tom recently turned 70 and decided it was time to slow down – but not much! Handing the Fleet Supervisor reins to Sergio Rubio, Tom now works three ten-plus hour days per week. He travels to Diamond facilities to train, mentor and support shop employees. Of course, Tom being Tom, he digs right in and helps with maintenance and repair.

In his days away from work, Tom maintains his personal fleet of eight Harley Davidsons. "I don't just fix 'em – I ride 'em!" he reports with all the enthusiasm of a 21-year-old. Happy semi-retirement, Tom Charpentier!



## Diamond Acquires Al-Max, a San Diego East County Septic Pumping Company



Diamond has purchased Al-Max Sanitation, a septic pumping company based in Santee and previously owned by Bob Bates. Noting that Al-Max customers have praised the company for being helpful and prompt (even on weekend evenings!), Diamond Owner Eric de Jong reports, "This acquisition enables us to extend our reach deeper into the southern and eastern portions of San Diego County. We bolster our pumping services countywide and are able to offer Al-Max septic customers the full range of Diamond services, including portable restrooms, temporary fencing, temporary power and much more."

## Portable Sanitation ... A Global Benefit

Although our industry is not glamorous, our services are necessary. We feel good about what we do and are happy to partner with you in making the world a better, cleaner and safer place. Here is a look at how sanitation affects the health and well-being of people around the globe.

### Portable Restrooms Save Water

- Portable sanitation operations save more than 125 gallons of fresh water daily.
- They prevent the spread of communicable diseases and contamination of fresh water while protecting the environment, improving public health and preserving human dignity.

### Portable Restrooms Promote Health

- Providing construction workers with clean, on-site restrooms saves time, protects the environment and reduces the risk of spreading diseases.
- Portables help the good times roll at events. Attendees spend less time searching for clean and adequate facilities, and more time and money at the event. They even give better reviews!

Information for this article was excerpted from the Portable Sanitation Association International (PSAI). Diamond is a proud and active member of PSAI, whose Vision is: "A world in which clean and safe sanitation is accessible to all."

## About Diamond



**Simplicity • Reliability  
 Personal Attention**

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 250 employees serve thousands of customers throughout Southern California. With its headquarters in San Marcos, and satellite facilities in Miramar, Perris, Fullerton, Victorville, Huntington Park and Indio, Diamond provides prompt attention to customers' needs and 24-hour emergency services.



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