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Tom Austin Caps a Sparkling Career



Tom Austin, center, is liked and admired by his colleagues. Among them are, left to right, Narsi Shammo, Robert Espirtu, Jerry Lucero and Frank Hollman.

"When Tom Austin was recruited to be Special Projects Manager in 2006, we soon discovered just how special he was," says Diamond Owner Eric de Jong. "When Tom retired in 2016, it was hard to say goodbye to a Maintenance Manager who had become a key member of the Diamond Family, but this man of many hats now serves as a consultant to share his wisdom with the staff who currently wear those hats."

A master electrician with broad, hands-on knowledge of mechanical, hydraulic and maintenance engineering, Tom has been instrumental in helping Diamond maintain its competitive edge and expand its products and services. He chuckles as he recalls, "Operations Manager Warren Van Dam calls me

'the guy who makes our dreams come true.' He and Eric would come to me with their vision and I'd do whatever was needed to transform

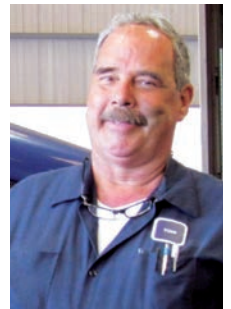
the vision into reality, from obtaining appropriate licensing to serving as a liaison with government agencies. I've worked closely with Eric and Warren on product development. They think outside the box and go the extra mile to make it happen. That has kept Diamond an industry leader, not just here in Southern California but nation-wide."

A deeply religious man who always has a smile on his face and goodwill toward others, Tom says, "My ministry has made me a better manager who is more respectful of our crew. That, in turn, has increased productivity and improved morale."

His faith and relentlessly positive attitude help Tom face his terminal cancer diagnosis. Although on hospice care, he and his wife Vicki are buoyantly crossing off things on his bucket list, with plans to travel in the next several months to Cancun, the Mexican Riviera and Belize.

Tom says, "Diamond offered me the opportunity to grow, and I took full advantage of it. This is a dynamic company. The best place I've ever worked!"

Warren and Eric confirm, "Tom Austin has been instrumental in helping Diamond diversify, expand and continue to excel. We wish him many happy travels."



These Site Supervisors Can Take the Heat

As a result of recent acquisitions and expansions, Diamond has appointed two new site supervisors who offer industry experience plus a passion to serve. Meet Joe Sidney and Roger Marquez.

Joe Sidney, Hesperia



A diligent, energetic worker, Joe was busily employed pumping out a septic tank early on an already-sizzling High Desert morning while participating in a phone interview for this article. "I've lived in the area for 37 years, so I'm used to hot weather," he said.

Prior to Diamond, Joe began his five-year tenure with Hesperia-based A-1 Portables as a driver, working his way up to management. After Diamond acquired A-1 in 2016 and retained the site, Joe was promoted to Site Supervisor. He's done a wonderful job in a geographically challenging environment.

Joe explains, "We cover a large swath of San Bernardino County, from Stateline Nevada and Arizona down to the scales at Cajon Pass." He has grown the crew from six to

nine and helped Diamond expand its services to customers throughout the area.

A-1 was strictly portable restrooms, Joe notes. "Now we work with the Diamond team at headquarters and in satellite locations to provide the full range of products and services. It takes coordination and teamwork. You have to stay on top of things. It's going great. I appreciate the opportunity I've been given."

Joe lives in Lucerne Valley with his wife and teenage daughter. In his leisure time, he enjoys camping. We're betting he's as active a guy camping in the Mojave Desert as he is running the show in Hesperia.

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TECH TIPS

As your premier provider of portable restrooms, temporary fencing, power and other services, Diamond wants to make your customer experience quick and easy, efficient and convenient. Here are two ways to do that 24/7, from the comfort of your computer, tablet or phone. For more information, check out upcoming tutorial videos at www.diamondprovides.com or feel free to contact us the good old-fashioned way by calling 888-744-7191.

GoogleEarth It



Forget the cumbersome, time-consuming, measuring wheel (SO last century). Instead, head to Google Maps, click Satellite Images, search your property by address, right-click Measuring Distance and “draw” a line around the perimeter of your property. You will be able to accurately estimate the linear footage of your fencing or power needs. Email us the screen grab, or notate and tell us the dimensions. We will gladly provide you with an estimate based on your custom map. Simple!

Snip It

Do you want to relocate a portable restroom from one area of your site to another? Are there access issues to resolve? Use the Microsoft snipping tool on your Windows computer (<https://support.microsoft.com/en-us/help/13776/windows-use-snipping-tool-to-capture-screenshots>) to pinpoint on an image of your property where you want the equipment to be (re)located and email the image to your Diamond sales rep. We will contact you to confirm placement and proceed.



Roger Marquez, Indio

“My work is my priority,” says Roger, and it shows. He has traveled onward and upward since joining Diamond in 2012 at San Marcos headquarters, working in inside sales and operations. One year into the job, he was given the opportunity to become Assistant Site Supervisor at the Fullerton facility and then later at Huntington Park.



“In early 2017, when Eric offered to promote me to Indio Site Supervisor, I jumped at the chance. I told him I’m here to work and grow as a professional with the company. That’s exactly what I’m doing.”

On the day of this interview, Roger was doing it in 120-degree heat. He considers the weather a good trade-off in terms of decreased traffic. Like Hesperia, the Indio facility covers a broad territory: west to Banning, north to 29 Palms, east to Desert Center and south all the way to Calexico.

Roger believes, “My work at Fullerton and Huntington Park prepared me well for this position. I supervise 13 employees. We service customers directly with portable restrooms and fencing. I work with the Perris facility to provide other products. The work is interesting and diverse. At Coachella, we provided restrooms and comfort stations to campsites. We handled the Neon Glow after-party, from 8pm to 4am, servicing the units at midnight and 2:30pm.”

Roger, who enjoys exploring the trails around his Palm Springs abode, doesn’t mind long hours. On the first day of summer, he was working hard while patiently awaiting the temperature to drop in a few days to a “cool” 113.



Sales Manager Tanno Gomolka goes red, white and blue for the 4th!

About Diamond



**Simplicity • Reliability
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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.

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

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