

The Tissue⁹

PUBLISHED FOR THE CUSTOMERS AND ASSOCIATES OF DIAMOND ENVIRONMENTAL SERVICES

Tissue 1 ⁹ Summer 2005

Welcome ...



to the first issue of *The Tissue*, a periodic newsletter we have created to let you know about existing and new Diamond programs and services. We also want to highlight the people who serve you, answer commonly asked questions and offer tips to enhance your operations.

In 1998, Diamond started out in the portable restroom business with a handful of employees, 400 units and 150 customers. Since then, we've steadily increased our product line, customer base, staff and service areas. We now offer a variety of portable restrooms, including handicapped-accessible units, executive units and spacious comfort stations. We provide sustainable facilities for agricultural sites and other outdoor locations. We've also expanded into industrial pumping and septic services. I guess you could say that once we started the restroom business, we 'got on a roll.'

Now that we have become the region's foremost provider of portable restrooms and non-hazardous pumping services, you may ask what business are we in? My answer today is the same as it was when I started Diamond Environmental Services seven years ago.

We're in the business of serving you.

Eric de Jong
Founder and Owner



Constructive Advice

The State of California (CAL/OSHA) and San Diego Water Quality Control Board (SDWQCB) recently developed new regulations covering the construction industry. Not to worry: Diamond is here to help you comply!

Diamond's compliance products include the:

- CAL/OSHA-approved restroom with sink, to maintain up to four employees per worksite.
- CAL/OSHA-approved two-station sink, to maintain up to 40 employees per worksite.
- SDWQCB-approved containment pan, to prevent storm drain pollution from wash-down water runoff.



Diamond's CAL/OSHA-approved two-station sink services up to 40 workers.

The Portable Lineup

From San Diego to South Riverside ...

Mission San Luis Rey



Downtown San Diego



... Diamond's on the go to keep your event rolling smoothly.

Every Customer's Event is Special to Lynn Russell



"The last thing on a special events planner's mind is restrooms. But believe me, clean, convenient restrooms are uppermost in the minds of those attending your event."

So says Diamond's Special Events Coordinator Lynn Russell, and she should know. A two-decade professional in the sanitation and waste removal industry who has served Diamond customers for five years, Lynn handles many types of special events each month, especially during the peak summer season.

"On a recent June weekend, I helped coordinate 27 events," she recalls, "including a dog parade, track meet, wedding, Indian Pow-wow and softball-beer festival."

A hands-on professional

Joking that she can juggle three balls simultaneously, Lynn approaches

her job with total dedication to each client, an uncanny ability to deal calmly with unforeseen problems and a sense of humor that leads her to collect potty trivia and treasures, including a toilet magnet that flushes. She takes her job quite seriously, however; when necessary conducting site visits while an event is in the planning stage and site checks during an event.

"I make sure people get the kind of unit that I would use."

"Prior to an event, I help customers decide what works best for their venue and budget. I work closely with them on type, quantity and placement of units. When I visit an event, I determine if the units are appropriate, sufficient, properly sited and positioned in a user-friendly way. That way, I can help the client plan for the next event."

Service guides Lynn's life, on the job and off

Knowledge and competence are necessary but not enough, believes this dedicated coordinator. "Like everyone at Diamond, I love serving our customers. I make sure people get the kind of unit that I would use."

When Lynn is not at work serving Diamond customers, this shining employee is serving her community of Escondido. An avid gardener, she is on the board of the Escondido Community Garden, on the city's Senior Advisory Board and is an ambassador for the Escondido and Vista chambers of commerce.

How many potties per person?

When asked to relate a typical special events customer query, Lynn poses the question, "How many portable restrooms should you plan on per person?" As to the answer, Lynn smilingly advises, "It depends on the type of event and duration. Check the website at www.diamondprovides.com/specialevent.html"

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

- Take an armchair tour of our new 30,000-square-foot San Marcos facility.
- Meet another Diamond employee committed to providing exceptional customer service.
- Obtain tips on portable restroom and pumping services.

If you have a question you would like answered in a future newsletter, please email sales@diamondprovides.com.

Got Septic? Get Diamond!

Diamond provides routine and emergency septic services for homes, businesses and RV trailers. It also handles non-hazardous liquid waste removal and disposal for a variety of industries, from restaurants and bakeries to car washes and automotive repair shops. Please call our pumping specialists at (888) 744-7191.

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.



One hundred employees serve the special event and ongoing needs of thousands of customers throughout San Diego County and southern Riverside County. With a main office in San Marcos, and satellite facilities in the Miramar area and in Perris, 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.



605 East Mission Road • San Marcos, CA 92069
(760) 744-7191 • Toll-free: (888) 744-7191
FAX (760) 744-7184 • www.diamondprovides.com