

The Tissue[®]

PUBLISHED FOR THE CUSTOMERS AND ASSOCIATES OF DIAMOND ENVIRONMENTAL SERVICES

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**Dear Employees:
We Salute You!**
**Dear Customers:
We Thank You!**

The world changed in March 2020, when COVID-19 upended the lives of everyone on the planet. Diamond Environmental Services was not immune to the havoc wreaked by the pandemic, but as an essential business it was our job – and our steadfast commitment – to rise to the challenge. We did!



We never closed. Employees at all our facilities masked up and took other safety precautions as they came to work daily ready to give 110 percent.

From Day One, we nimbly pivoted, implementing additional stringent cleaning and sanitation procedures to keep our staff, customers, and the community safe. We reached out and helped where we could, coalesced as a company, and emerged stronger.

Our employees met the moment, and our customers stood by us. Now, we are poised to move forward together on a positive trajectory. We thank everyone who helped Diamond shine!



Alex Fortunati, CEO

Kudos to Our Clean Team!

They're called the Clean Team, but actually they're our Diamond Dream Team, because we could not succeed without their hard work.

Dozens of employees stationed at the company's eight facilities work meticulously at wash bays to make sure your equipment is pristine. They clean, sanitize, repair, refurbish with fresh supplies, and prepare for delivery every unit; from individual portable restrooms and sinks to luxurious suite trailers

Everything is done by hand, explains the wash bay supervisor, who oversees the rigorous training each new worker undergoes. He started as one of those workers many years ago, so knows every aspect of the job.

The work is arduous; performed on each unit, one at a time, with special



Miramar Wash Bay Team.

attention given to issues such as odors, graffiti, grease, dirt, and debris. Wash bay workers pump out waste, high-temperature power wash the unit, use appropriate, earth-friendly chemicals to remedy defects, make repairs, and sanitize thoroughly to ensure each unit is in excellent, safe condition.

Diamond's Dream Team does it all by hand. Let's give them a big hand for a job well done!



Yucca Valley Operations Supervisor
Donald Wilson.

New Yucca Valley Facility is Operational

Earlier this year, Diamond acquired Beltz's Portable Toilets, setting the stage to establish a presence in the mid-desert communities of Yucca Valley, Twentynine Palms, Pioneertown, Joshua Tree and nearby areas.

Located at 55479 Yucca Trail, this full-service Diamond dispatch facility provides the complete spectrum of Diamond products and services, including 24-hour emergency response. Call (888) 744-7191 for more information.

Events Are Racing Back, and We've Stepped Up to Ensure Comfort and Safety

Weddings. Quinceaneras. Marathons. Bocci ball tournaments. Surfing contests. Concerts, festivals, and more. As the pandemic continues to lessen, indoor and outdoor events have come booming back. Diamond's business is booming alongside them to offer full support.

"We've been on a roll to provide everything from temporary fencing and power to portable restrooms and deluxe suites," confirms Diamond Owner Eric de Jong. "We continue maintaining the stepped-up, exceptionally high standards of cleanliness and sanitation developed during COVID."

Unsolicited customer compliments are pouring in, says Roberth Martinez in Event Sales. He reports, "The coordinator of Irvine's St. Paul Greek



Festival contacted me to say, 'Thank you and your team for a nice job on set-up and maintenance during the Festival.' I also received a wonderful thank-you from the City of Santa Ana's Public Works Specialist telling me, 'Your guys were awesome delivering the restrooms!' I always share these comments with my team. We love hearing that we are doing a good job!"

Eric says, "We are happy to help people enjoy the good life in California, inside and out. Life is a party again!"

We're Jumping for Joy! Our 25th Anniversary is 2/1/23!

Here's a sneak peek at our 25th Anniversary logo, which we'll unveil along with many customer-oriented enhancements in celebration of one-quarter of a century serving our valued Diamond customers throughout Southern California. Stay tuned for the next Tissue to learn more.



Now Here: New Website with eCommerce and More

Diamond is in the process of re-branding our company, renewing our dedication to customers, and upgrading our website at www.diamondprovides.com to serve you even better. Our new site includes many features we hope you enjoy.

What are they? Streamlined navigation, change of services, online payments, an extensive display of equipment photos and descriptions. And . . . drum roll, please: an upgraded eCommerce platform!

If you have suggestions for improving our website, please email Manager Feli Lozoya at felil@diamondprovides.com. We're here to make your user experience as sparkling as our service!

About Diamond

Diamond is "A Family Business" offering portable, long-term and permanent restrooms, hand sanitizers and RV, septic, and non-hazardous wastewater pumping as well as temporary fencing/power and San Diego area dumpster services. More than 450 employees serve thousands of customers throughout Southern California. With headquarters in San Marcos and seven dispatch service centers throughout Southern California, Diamond provides prompt attention to customers' needs and 24-hour emergency services.



(888) 744-7191
www.diamondprovides.com
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