

# The Tissue

PUBLISHED FOR THE CUSTOMERS AND ASSOCIATES OF DIAMOND ENVIRONMENTAL SERVICES

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## On the Road to Digital ... Diamond's Embrace of Paperless Technology Will Enhance Customer Service

**A**s an industry changemaker, Diamond once again leads the way in harnessing technology to make our customers' lives better. Simply put: we're going dispatch digital!

We'll say goodbye to the cumbersome, time-consuming, paper-intensive process of routing and tracking portable restroom and septic pumping services, and hello to a mobile tablet system that will greatly increase service accountability.

The transition is currently under way. Customized software is being loaded onto new tablets. Dispatch, drivers and other staff are being trained on usage, resolving any bugs before scaling upward. By the end of 2024, implementation should be complete across Diamond-land.

### An Exciting Transition

"We're very excited!" exclaims Araceli Paramo, Director of Customer Service, explaining the streamlined process. "Previously, dispatch would hand each driver a stack of work orders and route sheets each morning detailing destinations for routed services such as weekly restroom servicing and new deliveries/additional services. At each site, the driver would record the stop on paper, notating time and other details. At the end of his long day, the driver would bring his paperwork back to the facility, where it would be manually checked in, recorded, and stored. All paperwork was sent to San Marcos headquarters, with 300-350 files painstakingly processed each day, then stored in boxes, which take up an entire room, floor to ceiling! That's a lot of paper and a lot of trees!"

With paperless technology, the driver receives his day's assignment from dispatch on his individual tablet and happily sets out on his route, directed by GPS from site to site. Each stop is digitally recorded and a photo taken.

Previously, when a customer called with a service question, they would be asked to hold while an employee contacted the driver, which often took a few minutes. The new system makes the process nearly instantaneous; the employee can pull up the information and tell the customer, "Yes, the driver delivered your restroom at 9:08 am. We have a picture showing it at your site."



Driver Luis Ortiz says that he and his colleagues are ready, willing, and eager to go paperless.

### Benefits Abound

Going digital benefits everyone, Araceli confirms. "Customers will be 1,000% happy to get information in real time. My staff can resolve questions quickly. Drivers can maximize their time and value to customers. We all feel proud to be on the cutting edge of industry technology."

The only problem, she jokes: "Once we've fully digitized the process and no longer need to keep boxes and boxes of paper records, what will we do with this nice empty room?"

## Ventura, Here We Come!

"We are delighted to continue expanding our facility footprint and enhancing our value to customers," says Diamond owner Eric de Jong, explaining the impetus for the upcoming January 1, 2025 opening of its newest full-service dispatch center in Ventura.

He adds, "As we prepare to celebrate our 27<sup>th</sup> anniversary in February, it will be our 'gift' to existing and new customers in Ventura and surrounding communities,

including Santa Paula, Oxnard, Santa Clarita, Lancaster, and rounding back to the L.A. basin area."

Preparations are under way to build staff and remodel an existing property in the north Ventura industrial area, which when completed, will offer all Diamond products with the exception of trash rolloff.

With ten dispatch centers to serve you, you can be assured that wherever you are in our expansive Southern California service area, Diamond has you covered!



# Diamond Implements Company-Wide Workplace Violence Prevention & Response Plan

In August 2024, Diamond implemented a robust Workplace Violence Prevention & Response Plan based on State-provided criteria. CEO Alex Fortunati, who spearheaded the program, states, "We invested two days to provide intensive training; initially to managers and supervisors, with eventual expansion to all 500+ employees, so each person understands that violence or threats in all forms is unacceptable workplace behavior that will be dealt with appropriately and swiftly. We make it clear that it is up to each employee to help keep Diamond a safe workplace for all of us."

In addition to information shared by Diamond's H.R. Director and Environmental Health & Safety Manager, San Diego Sheriff Corporal Scott Crane made a powerful

presentation and answered many questions, particularly potential active shooter scenarios.

Alex reports, "The training was well-received, covering an array of issues, including harassment, intimidation, actions by disgruntled co-workers and customers, and other

*"It is up to each employee to help keep Diamond a safe workplace for all of us."*

issues. We emphasized proactive steps that can be taken to assess, defuse, and resolve potentially violent

situations. We plan to provide this vital training annually."



San Marcos Sheriff Corporal Scott Crane. Photo credit: dsasd.org.

## BACKGROUND

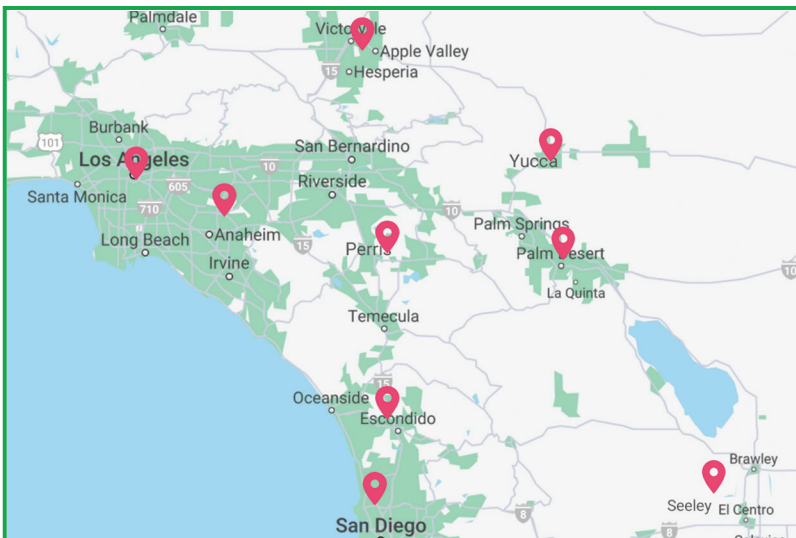
Pursuant to SB 533, the State of California Department of Industrial Relations has mandated new Workplace Violence Prevention standards [www.dir.ca.gov/dosh/Workplace-Violence](http://www.dir.ca.gov/dosh/Workplace-Violence) for companies, beginning July 1, 2024.

## EMERGENCY RESPONSE PROGRAM

As an adjunct to Workplace Violence Prevention, Diamond is providing a comprehensive Emergency Response Plan to enable staff at all levels to respond to a variety of crises.

The plan empowers each employee to be part of a team taking a calm approach to an emergency such as fire, earthquake, bomb threat, and active shooter. Clear-cut procedures are detailed in materials retained by employees. Each site has its own evacuation plan.

These plans reflect the time-honored Boy Scout motto: Be Prepared. That motto is also our Diamond standard. It is incumbent upon each of us to be confidently prepared to handle the emergency we hope will never happen.



## Areas We Service

As the industry leader in Southern California, Diamond Environmental offers simple yet reliable service. Our nine locations cover the counties of San Diego, Orange, Los Angeles, San Bernardino, Riverside and Imperial to accommodate your needs quickly and efficiently. We offer quality products and competitive pricing with the Diamond standard of 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 500 employees serve thousands of customers throughout Southern California.

With headquarters in San Marcos and nine dispatch service centers throughout Southern California, Diamond provides prompt attention to customers' needs and 24-hour emergency services.

## What We Do



RESTROOMS, SINKS & SHOWERS



POWER



PUMPING SERVICES



DUMPSTERS



FENCING



POTABLE WATER



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