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May
2013

Customers Expect, SDK Delivers

Did You Know?



SDK is currently entitled to display the Positive About Disabled People logo and our annual renewal is approaching.

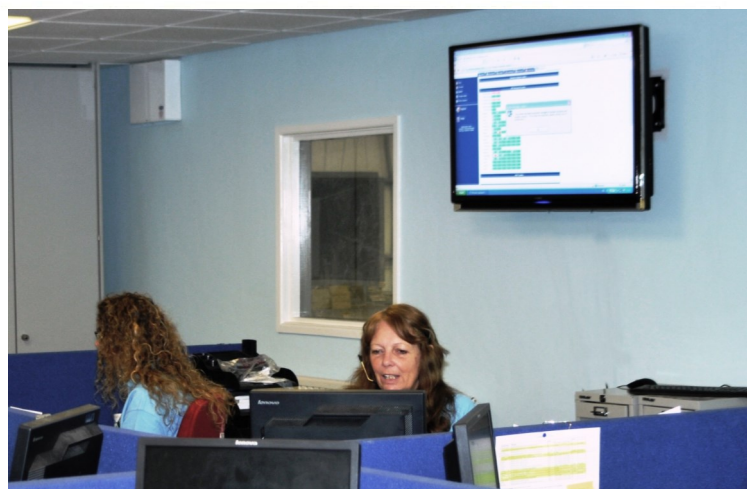
One of the requirements to display the two ticks symbol is a commitment to all employees, that in the event of any SDK employee becoming disabled, we will make every effort to ensure they can remain in employment with us.

We have ensured through training that all our employees have the level of disability awareness required to support our commitments and our Human Resources Department has recently written to all employees to confirm our continuing commitment to the five principles and to actively encourage feedback and suggestions on improvements we could adopt which could strengthen our support for our disabled employees and disabled customers.

An integral aspect of our Customer Service Excellence Accreditation is to identify and structure services that demonstrate a deep and thorough understanding of our client's and customer's needs, and to deliver these services in a cost effective and professional manner. As part of this commitment, SDK needs to meet and exceed customers aspirations in terms of both quality and price.

We have over many years, based on our experience of industry best practice and in partnership with clients developed systems and procedures that if adopted, enable us to provide our services at lowest cost without compromise of safety or quality.

This model has been successful and has now been adopted by 60% of our local authority customers and is currently being actively considered for implementation by a further 20%. It delivers an 'end to end' which reduces avoidable contact.



Customers benefit from "hot-key" transfer from the council contact centre directly to our technical support office, which is open seven days a week. It also provides the ability to schedule, book and, if necessary, pay for a treatment all at first contact.

Customers continue to liaise with us directly to re-schedule future appointments, seek advice or enquire about on-going treatments, thus easing the demand and burden on the council contact centre.

Direct links from council websites are provided free of charge as an alternative means for customers to book on-line booking or request a call back.

We believe most administrative duplication has been removed with SDK Team Leaders controlling work for their dedicated group of technicians.

It's a model which delivers to clients and customers alike, saving money and helping maximise efficiencies.

SDK Chooses ...

After researching many different options for e-mail encryption in today's market, SDK has chosen Egress as its provider of email encryption services. Egress Switch offers a combination of policy based gateway and desktop email encryption designed to secure the information being sent outside of SDK. It will allow us to send confidential information via encrypted emails and provides the level of security and flexibility required by SDK.

"Our work with UK local authorities and their network of third party stakeholders demonstrates how organisations can use our software to effectively and securely share information with one another. As one of the leading contractors in this space, it is particularly pleasing to see that SDK has recognised that the effectiveness of Egress Switch is equally available and applicable to them" comments Egress Software Technologies UK Sales Manager Kelly McCann.





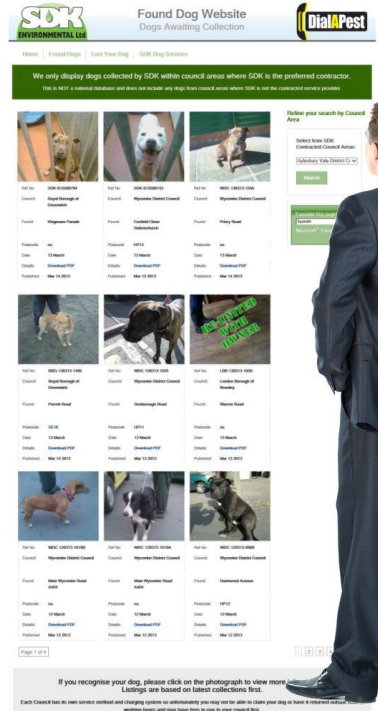
SDK Dog Website An Immediate Success

At the start of March 2013, we launched our new 'Found Dog Website' which is aimed to further enhance the Dog Warden Services division within SDK.

In areas where SDK collects reported dogs, we now provide owners the opportunity to visit the website 24 hours a day, 7 days a week to see if their much-loved pet has been found. The website contains pictures and details of all dogs found, including some which have been re-united with their owners.

It is easy to navigate and contains useful information and links to other websites which can help you locate your missing dog. Found dog details are usually uploaded within 24 hours and this process takes place throughout the week including weekends.

Within hours of going 'live', an owner visited the website and found their lost dog and was happily re-united. The whole SDK planning team was very happy for the owner and it made the whole exercise, from design to implementation, worthwhile.



It may not be Neil Armstrong's "... one small step for man, one giant leap for mankind" but it's certainly a step forward for man's best friend.



SDK Environmental is pleased to announce that they have once again successfully achieved **exor** accreditation, demonstrating their ability to meet the rigorous pre-qualification requirements within the private and public sectors.

We received accreditation from **exor**, whose standards are recognised as being amongst the highest in their industry. Only suppliers and contractors that can attain and maintain these high standards will gain admission to the approved **exor** supplier database.

Accreditation is a process in which certification of competency, viability and compliance with legal requirements and current codes of practice is presented.

The **exor** accreditation scheme assesses, reviews and audits suppliers' procedures and documentation; suppliers can then be included on a database which demonstrates they have met the highest standards in the market place in procurement risk management.



SDK Launches Online Surveys



"Let's drop off the kids and then hit the shops"

With Customer Service Excellence as its core principle, SDK is committed to giving a voice to its clients and end customers. A further sign of this commitment is the forthcoming

introduction of SDK's online survey facilities which will afford every customer the opportunity to give feedback on the service they receive.

The service will be initially launched for customers receiving pest control treatments and this survey will take less than a minute to complete. Every customer completing the survey will be entered into a quarterly

draw to win a fantastic prize, the first of which will be an Ipod Touch.

It is envisaged that this will be rolled out to all SDK customers throughout 2013. You will be able to visit the survey in a variety of ways from using the link in the post-treatment documentation to visiting our website at www.sdke.co.uk.

We think it provides a fast, fun way to let us know what you think.



Easter is a busy time at SDK with the staff covering services throughout the holiday period. This year we organised an Easter Egg Hunt for the staff to enjoy on Thursday, 28th March.

It proved to be a great success ahead of the Easter period and a little treat for those designated to work through the busy holiday period, especially for Alex with his fifteen eggs!



Committed to Training

Following the success of last year's training, SDK has chosen to renew its subscription to Health & Safety Media and has purchased training licences for all employees as part of our commitment to Health and Safety and the provision for on going staff training. In addition to its accessibility, it helps provide consistency of training in a very time efficient manner whilst maintaining automated auditable records for the protection of all.



Committed to Development

Joel Crompton, our National Operations Manager, has completed the Associate Certificate in Environmental Management course and is awaiting his examination results.

We wish him every success and hope he will be able to add this qualification to his NEBOSH accreditation and utilise this new skill set in the best interests of SDK and its clients.



Did You Know?

SDK Environmental supports the Anaphylaxis Campaign, which helps people with severe allergies including insect stings.

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