

## In this issue...



Sequence To Success

Page 1



ISO Update

Page 1



Sniffing Out Problems

Page 1



Signing Off

Page 2



Version 3 is Here

Page 2



News Snaps

Page 2



Contact Us

Page 2

## June 2015

## A Sequence to Success

### ISO Update 2015



The triple ISO accreditation process is now back on track following a few unforeseen delays which were outside SDK's control.

The external audit required to attain these 3 accreditations is due to take place in June 2015 and we look forward to welcoming the assessors to our sites.

We wish everyone involved at SDK every success in this forthcoming audit.

SDK's 321 approach to domestic rodent control is designed to utilise best practice and standardise treatment methods. It retains the inherent flexibility necessary to gain control, on a case by case basis, for least cost and in a timely manner without compromising quality, safety or adversely impacting on the local environment.

One of its key objectives is to eliminate the risk of treatments continuing unresolved and to ensure that where control is not achieved, individual operator competence is not a factor.



It provides background information to Clients at escalation that is both comprehensive and unambiguous.

This methodology is based on extensive research and analysis over the past few years and experiences gained in areas where control has been particularly difficult to achieve.

The 321 approach has been developed as a direct response to these experiences and is now available for all to benefit.

321 offers structure, control, information and confidence to all parties and includes the Client in the process as necessary.

### SDK Reaches 50

In the first 3 months of 2015, SDK reached a landmark objective by signing up its 50<sup>th</sup> current contract with a local authority.

In addition, SDK also provides services to housing associations, private businesses and parish councils.

### Sniffing Out Problems

As part of its approach to block treatments of bed bugs, SDK introduced the use of specially trained detection dogs. Using their heightened sense of smell, the dogs are trained to detect and signal when the presence of bed bugs is found. The dog is worked under the careful supervision of its dog handler who works closely with the animal and the pest technicians.

SDK has used the dogs on a few larger block treatments in 2015 with great success and the approach has been welcomed by clients and residents alike.



# Signing Off Another Year



## Congratulations Roy Martin



Congratulations to Roy Martin on his retirement in May 2015. Roy joined SDK from Wycombe District Council back in 2009 and has been a leading member of SDK's pest control service as good or excellent. As the company gets busier, SDK still sets out to maintain its very high standards

Working mainly in the Buckinghamshire area, Roy has been a model professional combining his wealth of pest control knowledge with a friendly, relaxed manner and has proven popular with many residents for whom he has delivered our services.

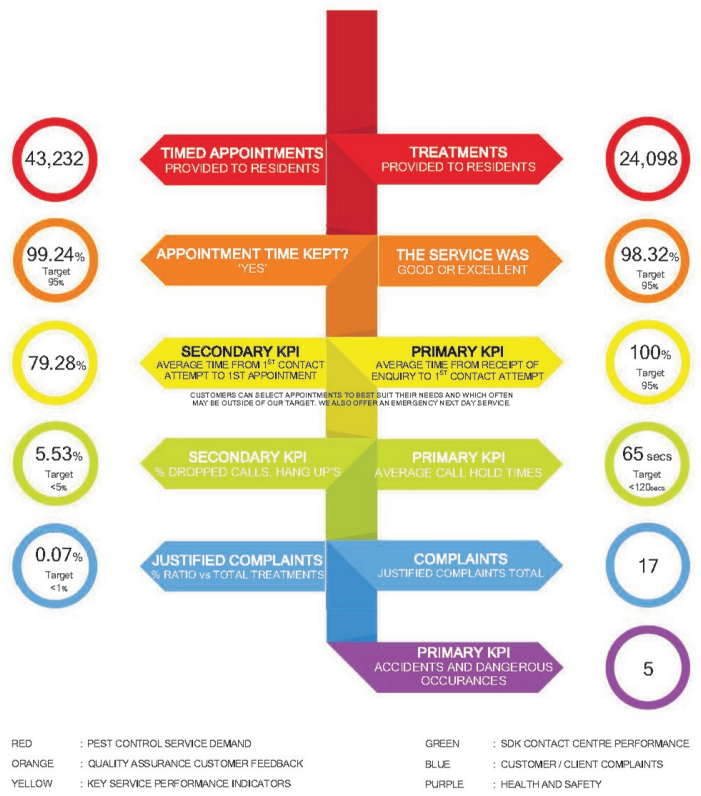
We wish him the very best in his retirement and look forward to him popping back into our Slough offices to keep us up-to-date with what he's up to with all his spare time.

## Pest Control

Although the wasp season was not as busy as it has been in past years, it has still been a very busy year at SDK for pests with the call centre answering over 80,000 calls in 12 months to 31<sup>st</sup> March 2015, and average call waiting times were 65 seconds, well within our maximum target of 2 minutes.

SDK undertook over 24,000 pest treatments with more than 43,000 timed appointments in this period and according to our customers, we managed to arrive on time in 99.24% of these and over 98% rated SDK's pest control service as good or excellent. As the company gets busier, SDK still sets out to maintain its very high standards

Period Covered	Customer Feedback Sample	Total Inbound Pest Calls to SDK
1 <sup>st</sup> April 2014 to 31 <sup>st</sup> March 2015	13.26% Target = 12%	80,716



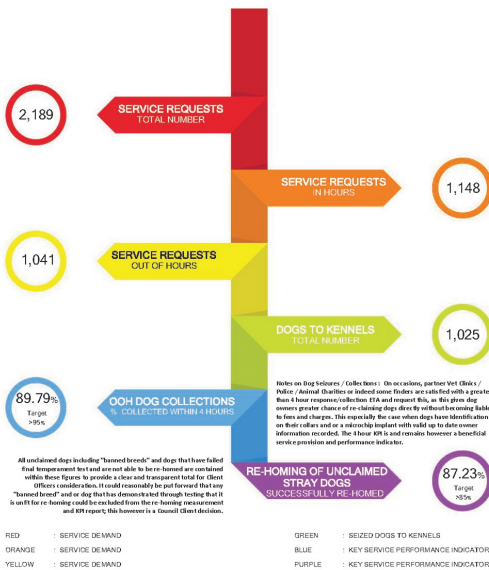
Period Covered
1 <sup>st</sup> April 2014 to 31 <sup>st</sup> March 2015

## Animal Services

In the year to 31<sup>st</sup> March 2015, SDK responded to over 2,000 service requests with over 1,000 of these being out of hours. Over 89% of the Out of Hours dog requests were collected with 4 hours.

Over 1,000 dogs were taken to kennels with a recorded re-homing rate of 87.23% for unclaimed stray dogs of 87.23%

The use of the found dogs website ([www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk)) continues to increase and has helped in the impressive re-homing statistic. Whilst SDK is not responsible for the re-homing of unclaimed stray dogs, anyone contacting us regarding interest in a dog shown will, if possible, be put in contact with the kennel responsible.



## Did You Know? PCI DSS Version 3 is Here



The Payment Card Industry Data Security Standard has rolled out its latest and most stringent set of rules in the fight against payment card fraud.

Version 3 incorporates significant changes to the standard for all companies accepting payment by card and strengthens the security of the data associated with these payment cards.



## Introducing



Naomi Jefferies

SDK's New Call Centre Supervisor

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