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April 2014

SDK Holding Kennels



SDK's holding kennels in Slough offers a range of vital facilities to provide our high quality animal warden services. It includes 10 individual secure holding kennels, an isolation unit, an exercise courtyard and is manned 24/7.

The unit is highly secure with gated facilities and cameras on the premises and in the kennels.

With easy access to the M4, M40 and M25, it provides central location for storage of backup vehicles, reserve specialised dog catching and restraint equipment, and additional personal protective equipment

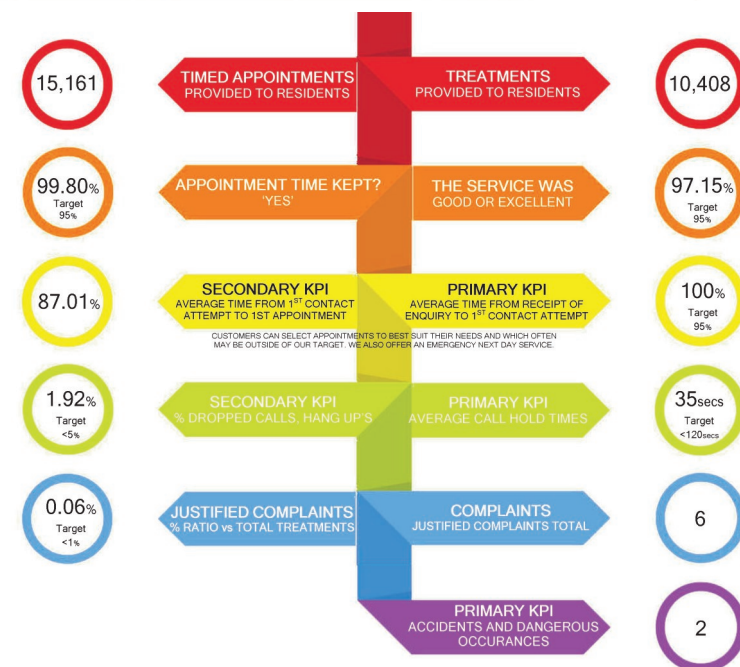
With its IT infrastructure, meeting rooms and public reception area, it is an ideal location to be a '**Nominated Reception Centre**' for local authorities.

With Customer Service Excellence at its core, SDK takes the responsibility of accurate statistical reporting very seriously, as it points the way to aspects of our overall service that work and areas requiring improvement.

This is one of the fundamental reasons why we encourage every customer to complete the quality feedback form that they each receive with the initial booking confirmation.

It has been a very busy year at SDK for pests with the call centre answering over 28,000 calls in 6 months from 1st April 2013, and average call waiting times were 35 seconds, well within our maximum target of 2 minutes.

SDK undertook over 10,000 pest treatments with more than 15,000 timed appointments in this period and according to our customers, we managed to arrive on time in 99.8% of these and over 97% rated SDK's pest control service as good or excellent.



The new developments in SDK's dynamic CRM booking system has helped improve the overall performance and enhanced customer service, with clearer booking confirmations and electronic quality feedback forms.

As part of SDK's journey towards its triple ISO standards, we have set ourselves more stringent targets and objectives over the next three years to maintain our commitment to our programme of continuous improvement.

Triple ISO Target For Twenty-Fourteen

SDK has embarked on the journey towards achieving three ISO standards by September 2014. As part of its continual improvement strategy, we have commenced the attainment of ISO 9001, ISO 14001 and OHSAS 18001.

Joel Crompton, SDK's Operations Manager is taking a leading role in this exercise and is very excited by the prospect of the current high standards being formally acknowledged, as he states:

'I see the attainment of the three ISO standards as official recognition of the extremely high standards SDK currently employs'





SDK has invested in a number of new, specially adapted vehicles capable of supporting our three main services.

The purchase of these vehicles shows a significant financial commitment by SDK to providing services of the highest quality.



SDK has officially become a CRRU UK Supporter, which promotes effective rodent control while ensuring that the exposure of all non-target animals, including wildlife, is kept to an absolute minimum.

The CRRU code stresses the need to adhere to the following good practice. It has adopted the logo 'Think Wildlife' to build recognition of the code and the overall campaign aims.

Distance Selling Just Got Tougher

The Consumer Protection (Distance Selling) regulations 2000 were introduced to protect consumers who purchased goods or services over the phone or internet without physically seeing the product first. On June 13th 2014, these regulations will be replaced by The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and these will apply if you are selling products over the internet, e-mail, by phone, through mobile applications, text, mail order or fax. In addition to these, if you are selling over the internet, you will need to comply with the Electronic Commerce Regulations.

Under these new regulations, certain information must be provided to consumers in a clear manner before the contract is concluded. In addition to your usual business details, you should also provide:

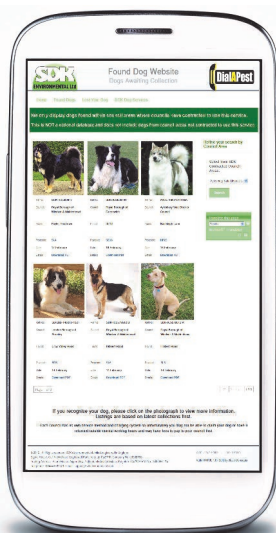
payment methods available; information about the consumers' right to cancel; duration of any contract, including any minimum length and the conditions of termination; your full geographical address, telephone number, fax number and e-mail address for general communications and complaints; complaints handling policy; return details including who pays for this; any codes of conduct signed up to and where they can be obtained.



You must also provide consumers with a cancellation form set out in a certain way. If the buyer has to pay, all information must be provided in a clear, coherent manner before the order is placed and consumers must explicitly acknowledge that there is an obligation to pay, otherwise they are not bound by the contract.

Once the contract is concluded, all of the terms must be provided to the buyer in a format that is clear and can be referred to at a later date. This eliminates the use of a website for such purposes.

The new regulations are far more detailed than discussed in this article and if you are engaged in distance selling, you are strongly advised to seek legal advice to ensure that you comply with them. For more information, visit: <http://www.lgpsolicitors.co.uk/uploads/New%20Distance%20Selling%20Regulations.pdf>



SDK is pleased to announce that its successful **Found Dog Website** is now available to all local authorities, even if we are not contracted to provide animal warden services.

After an initial one-off sign up fee, it is available on an annual subscription basis with the fee, based on the maximum number of dogs to be displayed.

This is an exciting development and, by offering this service to all local authorities, it strengthens SDK's commitment to re-uniting dogs with their

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owners or increasing the chances of suitable re-homing.

The website has been a big success with increased enquiries regarding the re-homing of the dogs displayed.

We are always pleased to pass these enquiries onto our kennel partners so that any unclaimed dogs can be found a suitable, loving home.

Contact SDK on 08444 828 321 for further details on how to subscribe to this outstanding service.



Did You Know?

The Living Wage in the UK

The Living Wage is not the legal minimum wage. It is a rate set independently, updated annually and calculated based on the cost of living. Unlike the minimum wage, it is voluntary and SDK is committed to paying the living wage to its employees

Congratulations

We would like to congratulate Karen Summersby on her promotion to the role of service auditor. Karen has been with SDK over 10 years and we wish her well in her new role.

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London
£8.80
per hour

Rest of UK
£7.65
per hour