



08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

Localism - SDK Power to Make a Difference

Since its inception over 25 years ago, SDK Environmental Limited has been one of the UK's leading providers of pest control and animal warden services.

With its head office in Berkshire, SDK provides services to a wide range of corporate clients throughout the Midlands and Southern England.

All our systems and procedures are drawn from industry best practice; we have witnessed, tailored and improved our services to meet operational and customer needs. We continue to invest intellectually and financially in new technology and implement any innovations we identify that will deliver proven benefits to our performance or customer service.



Home Counties & London Office:

Unit 9, The Business Village, Wexham Road, Slough, SL2 5HF

www.dialapest.co.uk

www.sdke.co.uk



Dialapest is a trading name of SDK Environmental Ltd
Registered in England No. 03988788
Registered Office: Sigma House, Oak View Close, Edginswell Park, Torquay TQ2 7FF
Registered Carrier of Controlled Waste. Licence Number: DEV 233510





We make the following promises

- **Innovation** : We will continue to develop and make available innovative and creative ways to deliver quality services appropriate to our clients' and customers' local needs
- **Cost Minimisation** : We will use our sophisticated systems to reduce costs to all customers without compromising quality
- **Customer Service** : We will maintain our Customer Service Excellence Accreditation and aim to meet our target of 95% overall Customer Satisfaction
- **Lawful Trading** : We will maintain our accreditation with Buy with Confidence attained through Trading Standards which validates our compliance
- **Safe Working** : We will maintain our accreditation with Exor and associated SIPP membership which provides independent verification of our safety systems
- **Performance Management** : We will continue to collect and report locally on customer satisfaction, contract compliance and environmental impact

PROMOTING ECONOMIC, SOCIAL AND ENVIRONMENTAL WELLBEING

ENTERPRISE OPPORTUNITIES "satisfying local demand"

- Our established specialised systems provide local authorities with a **bespoke service gateway** that facilitates retention of council services under budgetary threat, or where customer charges apply, removing the need for council subsidy completely
- We can support forward looking councils that have recognised how localism driven **service expansion** can satisfy demand from **other stakeholders or local businesses** by using a trusted provider
- By selecting SDK as the preferred contractor, clients will gain an experienced service partner, **retain service ownership** and remain free to market these additional enhanced services under the Council banner and further benefit from our revenue share model

EMPLOYMENT TRAINING "local opportunities for local people"

- We offer, wherever possible, **apprenticeships** in all our service areas and positively engage and support local employment initiatives
- We encourage links with local partners to expand our **work experience placements** to schools, colleges, universities and residents undertaking voluntary award schemes
- We use our **Positive about the Disabled** accreditation and **commitment to equality** of employment to deliver local recruitment opportunities open to all, whilst maintaining ongoing protection for existing employees by adhering to the 5 accreditation standards

Practising Localism Engages the Community

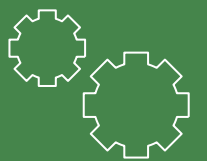
BENEFITS TO THE COMMUNITY "local services for local people"

- Through **partnership working**, we offer and enhance capabilities to fulfil statutory duties and Environmental Stewardship
- Customer barriers to service are minimised. All sections of the community are offered support through a trusted organisation, the Council, in the knowledge that service will meet exacting standards, have independent recourse in the event of dissatisfaction, and where charges apply, will be **affordable and cost effective**
- We use our locally gained experience to act as a **customer voice**. Where we encounter a problem that could, or is already affecting multiple residents, or the Local Environment, communicate this to the relevant authority for further action

IMPROVING THE LOCAL ENVIRONMENT "small changes big difference"

- We **build on successful outcomes**, achievements and positive customer feedback and communicate these to customers and the community as a whole
- We aim to achieve **Sustainable Local Improvement**. Our services are open to reflect and cater for the aspirations of local community groups and other stakeholders
- We **empower customers** and provide advice, guidance and information appropriate to each customer's needs on action they can take themselves, both to help us achieve a satisfactory outcome and prevent or minimise the risk of their problem recurring

A key critical success factor is the ability to demonstrate over time a measured reduction in the need for our services



CUSTOM SOLUTIONS

SDK Environmental Limited is a leading provider of pest control and animal welfare services for local councils. It specialises in creating tailored systems based around proven solutions. Standard systems can easily be varied to suit individual local requirements. Simply contact us on sales@sdkenvironmental.com and we will be happy to discuss and design a system based around your specification.



WEBSITE

Why not visit our website at www.sdke.co.uk or www.dialapest.co.uk for more information about pest control at SDK and other services we provide



24/7 ONLINE ACCESS

SDK / Dial A Pest offers clients and customers the opportunity to book appointments online or to request a call back. In addition, we tailor web pages to individual client requirements to access this service so that booking availability is available 24 hours a day, 7 days a week

