



08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

Concentric Animal Warden Services

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



INNOVATION SAVING YOU MONEY



CUSTOMER SERVICE

An integral aspect of our Customer Service Excellence Accreditation is to identify and structure services that demonstrate a deep and thorough understanding of our Clients and customer's needs.

We aim to deliver these services in a cost effective and professional manner to meet and exceed customers aspirations in terms of both quality and price.

Our Customer Charter is applied to all our service contracts, which sets many challenging targets, one of which requires us to achieve a customer satisfaction rating of over 95% at good or excellent.

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 to Clients.

EXAMPLE NUMBER

We have set up an example Concentric Animal Warden Service number for you to call to hear how our telephony solution can help you.

Why not try for yourself?

Demo Animal Warden Services
08444 828 328

DOG COLLECTION SERVICES

SDK believes that the provision of confined dog collection services on a 24/7 basis using dedicated staff is now expected by the public.

We aim to meet public expectation by delivering this service through

- use of a dedicated contact centre working 24/7 with careful scripting
- offering call recording telephone calls to support investigations and provide an experienced duty supervisor to be available to provide technical support
- using specially adapted commercial vehicles fitted with real time satellite tracking units and climate control air conditioning for the dog carrying compartments
- offering contracted veterinary services with hospitalisation facilities to operatives on a 24/7 basis to support our service
- providing daily administrative support and dedicated phone contact numbers for processing and distribution of documentation and reports
- offering the facility to hold dogs collected overnight and, in rare cases, for a number of days with adequate security and monitoring in a suitable building with dedicated isolation facilities for sick and injured dogs
- operating lone working polices with operatives carrying additional emergency assist equipment for their added protection
- collecting fees on your behalf through our PCI-DSS compliant payment processing centre

FOUND DOG WEBSITE

(www.lostdogsuk.co.uk)

To assist dog owners trace their lost pets, we provide a publicly accessible website displaying pictures, details and guidance on how to reclaim dogs of our client councils. This site is only open to our client councils that wish to use it and

- provides dog owners up to date information, seven days a week, on found dogs for councils electing to use this site
- ensures users are aware of time picture display limitations and details of any found dog
- will be uploaded seven days a week where possible and be displayed for the statutory detention period applying to councils
- is easy to use, even for those with minimum web experience, catering for all sections of communities and provides translation capabilities where possible
- provides clear instructions, where possible, on how dogs can be reclaimed at the earliest opportunity and any fees that may be due

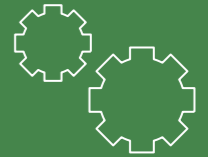
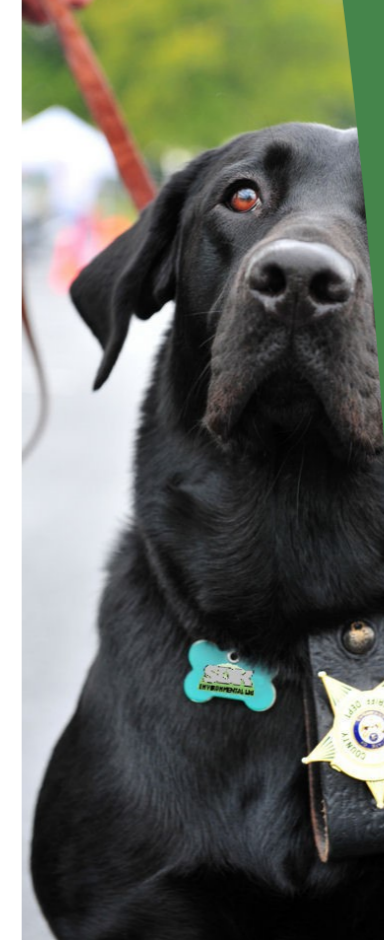
ANIMAL WARDEN SERVICES

We have been assisting Councils deliver Animal and Dog Warden services for many years and have a team of experienced and trained officers waiting to help.

Do you need?

- Short term holiday and sickness or maternity/paternity cover for your own staff
- The facility to extend service operating hours
- Provide additional enforcement patrols and increase the issue of dog fouling FPN's
- Require support for Educational, Promotional or Micro Chipping events

If so, we are confident a package can be tailored that will meet your individual needs.



CUSTOM SOLUTIONS

SDK Environmental specialise in creating tailored systems based around the **Concentric** solution.

The standard system can easily be varied to suit individual requirements.

Simply contact us on sales@sdkenvironmental.com and we will be happy to discuss and design a system based around your specification.

Embrace The Service Neutralise The Cost Reduce The Risk

Alternatively, we can offer interested clients our fully integrated 'end to end' service solutions including

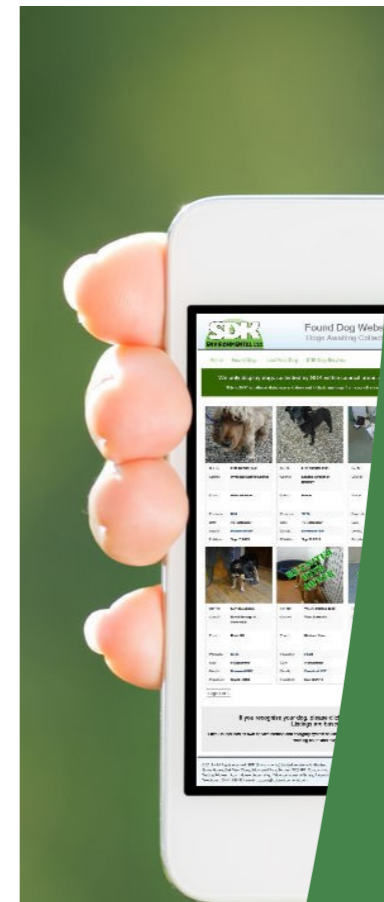
- front line customer call reception linked directly to your Council Contact Centre, provided seven days a week and outsourcing of all administrative support and back office functions
- data capture, maintenance of statutory records, notice serving and public access to our found dog web site
- PCI-DSS compliant payment processing to collect fees from owners claiming dogs wishing to pay by debit or credit card and rebating to Council
- Provision, through approved sub-contractors, of kennelling facilities including re-homing facilities
- Established protocols for the identification and processing of "banned breeds"
- Entrance to our rabies contingency support plan

Our Wardens are all CRB / BRB security vetted at the appropriate level and operate to our strict quality procedures, supported by our dedicated administrative team.



WEBSITE

Why not visit our website at www.sdke.co.uk or www.lostdogsuk.co.uk for more information about animal warden services at SDK



TECHNOLOGY = EFFICIENCY

We utilise modern technology and have a fleet of specially adapted commercial vehicles all fitted with real time satellite tracking for safety.

Officers use PDA's with cameras for communicating electronically and the extensive use of modern technology helps to increase service efficiency.

From our 24/7 service provision to our online website for found dogs, SDK is dedicated to providing quality services to clients and the public.

