



**08444 828 321** Local Rate  
5p per minute

**03444 828 321** Basic Rate  
Mobile Friendly

not 24 hour

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](http://www.dialapest.co.uk)**

**[www.sdke.co.uk](http://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

## Rabies - Be Prepared







## RISK MANAGEMENT

Within our Contingency documents, we have considered the speed in which we may need to react, the escalation and stand down potentials and possible additional challenges that could arise. These are detailed in our plan.

Embedded within our systems is the ability to transfer strategic management control or access to all our resources and data by remote secure electronic means to the appropriate authority, including borough councils, a district councils or the Local Disease Control Centre (LDCC).

We recognise that there will be enhanced risks to our staff and we maintain a comprehensive response manual which is kept under constant review and amended as necessary. We partner with contracted councils and government agencies to ensure that SDK adopts and maintains best practices to ensure that we can deliver services in an efficient, effective and safe manner.

We believe that there are also risks inherent in rabies control beyond the obvious requirements including the risk of adverse publicity or loss of reputation if a local authority or its contractors' response is perceived to be inadequate, or not sufficiently catered for.



# RABIES CONTINGENCY PLANNING

## SUPPORTING OUR PARTNERS

SDK Environmental is a key Environmental Health service provider of contracted specialist animal and pest control services to local government in the South of England.

Many of these contracts require provision of support services in the event of a declared Rabies infected place or area. However, they seldom stipulate any key performance indicators, service level agreements or resource planning and testing criteria.

SDK believe in adopting a co-ordinated approach to this real and possible danger by utilising our resources and infrastructure in ways to support our Clients. We have developed a comprehensive, scalable Rabies Operational Support Plan which ensures that we can harmonise with any County, District Council or London Borough Rabies Strategic response plan. This is reviewed regularly and its flexibility can reflect best practices encountered, new systems adopted or bespoke client requirements.

We hold and maintain secure audited stocks of immediately accessible emergency animal restraint, catching and operator safety equipment that can be delivered on demand to clients anywhere in the United Kingdom. Senior Officers are able to attend and contribute to clients' strategic planning meetings and we welcome participation in continuity testing exercises.

## ON DEMAND EMERGENCY ADMINISTRATIVE SUPPORT SERVICES

We have allotted a bank of telephone numbers specifically for emergency use with intelligent voice routing and controlled via a web based interface, allowing instant diversion of calls from any customer selected option to any DDI number of our choice.

This enables us to provide immediate, scalable publically accessible optioned communication platforms, linked from a council switchboard in the event of a rabies outbreak. Voice messages and guidance information would be tailored to meet your exact requirements and updated as a situation develops.

In the event that a client was not able or did not wish to accept public calls, we operate our own modern, technically advanced specialist contact centre with over thirty lines and overspill capacity to a pre-approved partner, which can be provided and operational on a 24/7 basis if required.

Our contact centre is supported by our own data centre with a SQL-based CRM system. We operate a dedicated remote access server offering remote secure access to Client Officers. For security we use CPA IL3 compliant e-mail encryption services and a secure SharePoint site, which many of our council partners utilise. We operate a publicly accessible lost dog website which displays information about seized dogs or pets taken into custody as a result of any rabies outbreak

## AT YOUR SERVICE

### Staff and Operational Control

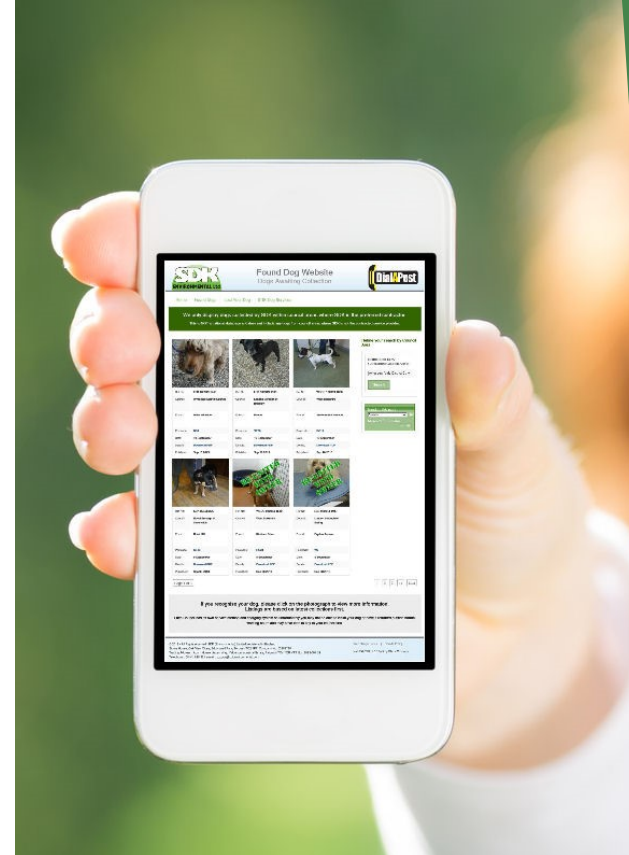
- All our services are managed and supervised by an experienced team with multiple years of experience. Amongst our many accreditations we hold Customer Service Excellence and operate to ISO 9001, 14001 and OHSAS18001 standards.
- We have a skilled and trained workforce of shift based animal control officers operating throughout the South of England for multiple councils.
- We have an experienced workforce of multi skilled pest technicians who are able to deliver animal handling functions including urban fox control, if required.
- We have an in-house, specialised contact centre operating seven days a week with 24/7 back up.

### Vehicles

- We have a modern, specially adapted commercial fleet of over forty vehicles designed to safely and securely transport domestic animals - approval of 'registered carrier status' from DEFRA is pending.
- All vehicles are fitted with real time satellite vehicle tracking to aid capacity planning with assignable access rights for key partners.
- Our vehicles are fully epoxy resin lined and have integral cages to ensure the safety of both the transportation officer and animals in transit.

### Operational Resources

- We have contracted veterinary support available 24 hours a day, 7 days a week.
- We have our own depot and animal holding unit based in Berkshire, convenient to major road networks in the South of England and which is manned 24 hours a day, 7 days a week.
- We hold contingency stocks ready to be immediately deployed to cater for a rabies outbreak, which includes disinfectants, dog restraints, animal catching equipment and staff PPE.
- We operate and manage a dedicated website that displays details and pictures of found dogs, designed to be easily expanded to cater for a rabies outbreak and shorter detention periods.
- All of our administrative and operational procedures comply with the duties imposed by the Rabies Order and are fully traceable and available for inspection by AHVLA.
- We have contracts in place with pre-approved sub-contractors that deliver animal boarding services in which rabies contingency provision is a mandatory requirement.



## Example Numbers

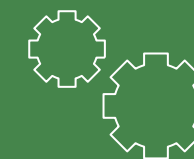
We have set up an example number to call to show how we use telephony.

Try it for yourself

Demo Rabies Hotline

0330 160 4536

Press # for Pin Code



## CUSTOM SOLUTIONS

SDK Environmental specialises 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.



## WEBSITE

Why not visit our website at [www.sdk.co.uk](http://www.sdk.co.uk) or [www.lostdogsuk.co.uk](http://www.lostdogsuk.co.uk) for more information about animal warden services at SDK



## TECHNOLOGY

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.