



## **SAFE AND AFFORDABLE SANITARY WASTE DISPOSAL PRODUCTS**

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# General & Technical Information

**\*ALL DISPOSAL UNITS PROVIDED BY SANREM ARE ISO 2000 REGISTERED**

### **STAFFING**

Sanitary Removal Limited boasts a cadre of highly competent employees equipped with experience in Hygiene Management, Operations Management, Finance, Accounting & Marketing. All employees display a strong commitment to service.

### **SERVICE DEPARTMENT**

Our Service Department represents the largest unit in the company. All Service Crew Members (consisting of Drivers, Service Technicians and Preparation Ladies) are required to undergo an intense three (3) month training process before they are allowed to service our clients. This process involves learning how to properly wash and prepare the units (Sanitary Bins), and acquainting themselves with the benefits derived from the chemicals used by Sanitary Removal Limited, against those used by our competitors. Most importantly, they are given extensive training in customer service and the benefits thereof.

After the orientation process, all staff members are required to attend quarterly in- house training sessions, focused heavily on providing premium service to our clients.

### **TECHNICAL DEPTH OF THE ORGANIZATION**



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The Service Department is supported by competent administrative professionals. The Administrative Department comprises the Managing Director, Accountant, Administrative & Human Resource Officer and a Sales Representative.

Along with these efficient and capable individuals, the Service Department is supported by a network system of computers, running unique software, SANICARE™, which allows us to take care of all our customers' needs. This system routes, schedules and informs the Operations Manager, a week in advance of all exchanges which are due. It allows for a daily printout and update of customers that we have serviced. Additionally, SANICARE™ allows us to store all relevant information pertaining to our customers and their preferred servicing needs.

### **QUALITY POLICY**

SanRem believes in offering quality service at an affordable price. We feel strongly about our responsibility to protect our fragile environment and this responsibility is taken into consideration with every aspect of our service.

The Management of Sanitary Removal Limited fulfils its commitment to quality by ensuring that all employees know, understand and carry out the adopted quality policy in our operations by ensuring the following functions are carried out at all times:

- At each exchange, our trained and experienced service personnel remove and replace each sanitary disposal bin with a clean sanitised one.
- The dry germicidal powder and sanitiser used in our bins are environmentally and user friendly which reduces the risk of bad odour and cross-infection.
- Our users are not exposed to inhalation of harsh chemicals, and should an accident occur, there will be no spillage from the chemicals used.



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- From time to time, sanitary bins will need to be exchanged early, due to a number of factors. Our quality commitment to our clients ensures that:
  1. There is a 24 hour response time to our clients within Kingston & St Andrew
  2. There is a 48 hour response time to our clients in rural areas.

### HEALTH AND SAFETY PLAN

Sanitary Removal Limited is completely committed to the protection of our customers and the environment. Even though regulation of our industry currently does not require, or encourage environmental protection, SanRem conforms to the Draft Guidelines created by The Ministry of Health, for the proper segregation and disposal of medical and sanitary wastes.

To ensure that our customers are kept safe in the use of our sanitary bins, Sanitary Removal Limited ensures the following:

- Proper stickers are mounted on all bins advising the user on how to use the bin.
- The chemical used in the bin is environmentally and user friendly.
- Proper signage informing the customer of what to do, **IF** they come into contact with chemicals in the bins. This is available at the customer's request.

Additionally, SanRem has instituted the following:



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- Colour-coded liners for the proper segregation of waste.
- Accountability and confirmation that our waste has been properly disposed of.
- The use of incineration to properly dispose of some of our waste streams.

### SERVICING

Our first goal will be to ensure that our service does not disturb the operations of your business. Our Operations Department will continue to uphold their commitment in contacting the Office Services Staff prior to service date. We understand, and appreciate the sensitive nature of our service and for many years we have used modesty bags to carry and exchange units at all of our customer locations. Modesty bags ensure that in the event that a service will have to be effected during working hours; it is done discretely. This servicing should have minimal negative impact on your customers and staff.

SanRem boasts an efficient staff complement that will ensure that all bin exchanges are carried out to suit the customers' needs, servicing bins on a weekly, fortnightly or monthly basis, as stated in the contract. It has always been our policy that in the event that a bin needs to be exchanged before contractually due, for whatever reason, we would have no problem in responding to that request.