



The Scioto News

A Monthly Publication for Associates, Clients, Community & Suppliers of Scioto Corporation.

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The New Standard in Cleaning

Associate Profile: Alejandra Mejia



Overseeing the general cleaning account at the Franklin County Hall of Justice is an important responsibility. As Team Leader, Alejandra Mejia must ensure that the high profile building, often featured on local television, is in top notch condition at all times.

The Hall of Justice crew takes care of cleaning courtrooms, judges' offices and over 100 restrooms. When she started working for Scioto last year, Alejandra's demonstrated ability to take control along with a true concern for getting the job done right, resulted in her swift promotion.

Account Manager Lloyd Williams has not been disappointed. "I am impressed with the pride Alejandra takes in this building. Her communication with other Team Leaders has been outstanding. If she has questions, she doesn't hesitate to ask." Lloyd further describes his appreciation for her punctuality and attendance.

"She is always on time, and rarely takes a day off. Even when she requests vacation days, she doesn't always end up taking them."

Alejandra had not been in Columbus long when she came across Scioto. Originally from the northern Mexican town of Monterey where she worked as a secretary, Alejandra finds that Scioto suits her well. "I like working for a company this size. I see a lot of opportunity for future growth."

With relatives from Texas to Connecticut, Alejandra enjoys traveling with her family and is expecting her first child this November.

Scioto Leaders Appraise Processes at International Convention

Thirteen individuals from Scioto management and support staff recently attended the Building Service Contractors' Association Annual Meeting in Chicago. During opening remarks, they were asked to stand for recognition as one of only three companies with more than twelve people in attendance for the international convention.

Vice-President Chip Niswonger explains the importance of attending the event. "Networking was the primary purpose for our participation in the educational seminar and exhibit show. It was an opportunity for us to meet with our peers in the industry and see how we match up. It also gave us a chance to assess the latest in equipment and supplies, and even resulted in our company being asked to evaluate in test mode a new restroom cleaning system at one of our accounts." The Scioto Team returned home with a stronger commitment to working together to meet the expectations of the four customer groups.



The BSCA Annual Meeting gave the Scioto Team a chance to connect as a group while observing the latest developments in the cleaning industry.

"I was pleased to see that the recommended operating system very closely mirrored the Scioto Operating System, and learned ways to improve upon it."

—Matt Niswonger, Safety and Benefits Administrator

"We observed some procedures on chemical floor care that were interesting, and saw a high production oscillating scrubber—a potential time-saving device for us to consider in the future."

—John Mawer, OSU Account Manager

"The hiring seminar I attended confirmed for me the solid interviewing process we use. As a result of our group discussion in the final wrap-up meeting, I met with the Columbus management team to review for them the proper procedures to use when they perform second interviews."

—Lou Harbold, Recruiter

Family Bowling Event



In order to accommodate regional growth, a Scioto Spring Event has been planned in each of the three regions.

Scioto Associates are encouraged to attend one of the local bowling events with their families. Bowling, shoe rental, pizza and soda are all included!

WESTERN REGION

Saturday, April 13
1:00 to 3:00 p.m.
Troy Bowl and Cocktail Lounge

MARYSVILLE REGION

Saturday, April 26
1:00 to 3:00 p.m.
Bellefontaine TP Bowling Lanes

COLUMBUS REGION

Sunday, May 4
1:00 to 3:00 p.m.
Columbus Square Bowling



A Word From The President



First off I would like to express my gratitude to our troops in the Middle East who are putting their lives on the line to preserve our freedom. Our thoughts and prayers go out to all of you who have family currently serving in Operation Iraqi Freedom. Next month we will devote more articles and newsletter space to the topic.

I want to congratulate and thank those managers that attended the Building Service Contractor Association International Convention in Chicago. Although I am sure the group found time for fun, they were there to continue working on becoming the recognized **leaders of the cleaning industry**. Achieving that title, I can assure you, is very hard work. It is vital to the success of our company that we are always working on it because the minute we let up is the minute we lose our shot at that title. There are a few areas that, as a company, we need to always be working on.

Customer Service: We need to always be working on how we can serve the client better. There is always a way to make them feel more confident in Scioto and more comfortable with having us in their facility. Customer service has become a science that must be worked at every day. More importantly, it should be a passion to serve.

Scioto people are among the best at this but there is always that opportunity throughout the day to prove it.

Knowledge: Striving to be the best also means that you are striving to know more about your profession and job than our competitors. What are the best chemicals for the job? What is the best equipment? How can I provide the client with a cleaner facility by doing something differently or smarter? That is our job. We are hired to be the cleaning professionals. Nobody should know it better than you. What classes or training could be offered to improve our job knowledge?

Efficiency: How can we do more for less? We owe it to ourselves and our clients to find ways to contain costs. Doing this is not only a way to becoming an industry leader but also is a way to secure our future. The best companies in our industry will be the ones that can truly provide superior service at low cost. That is not an easy task. Most companies say they can do both but really only provide one or the other. The real leaders will do both.

Human Resources: **The most important factor in being the best is having the best people.** There is an undeniable link between the quality of a company and the quality of the people working there. Scioto has done a good job of inviting only the best people to join our company. We cannot get lazy or let our guard down on this issue. We must continue to only get better at recruiting and keeping the best people in the industry. You can throw everything else out the window if we fail at this. This is definitely an area where we are succeeding.

What is the purpose of doing something if you don't work to be the best at it? Because of the incredible potential of Scioto Associates, we have a great shot at being the best. However, we have work to do in achieving it. Until we get there (and I believe we will), I want to thank each of you for working at this goal. Without our great associates Scioto Corporation is just another run-of-the-mill company.

Please keep our troops in mind. Thanks for listening.

JR



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The Scioto Difference

"The management team at HTM was very impressed when they saw the Scioto Corporation associates in their new uniforms. It greatly enhances their professionalism and displays a very positive corporate image."

David Frantz

Senior Staff Administrator

Honda Transmission Manufacturing
of America, Inc.



Time for a Change

The change to a fresh and more professional look was a project of large magnitude. Uniform samples were taken to the job sites for evaluation by associates. Factors such as the weight of the clothing material, the requirement for tucked-in shirts and the preference toward options with pockets were all taken into consideration before a final decision was made. The end result: a sharper Scioto image.



The "Team Casual" look features khaki pants and a button up shirt for a professional image. Pants are made of *aerosoft*, a more comfortable and higher quality fabric.

Pictured left to right: OSU Associates Aleisha Delaney, Joe Singleton and Don Boyer.

"Our companies have been growing together over the last twenty years. The partnership is unbelievable. I consider Scioto not only as a big customer, but a good friend as well. I personally measured over 200 Scioto associates company-wide for the new uniforms and found that they reflect an overwhelming positive attitude. Scioto should be very proud."



John Brunet
Senior District Manager
Aramark

Scioto Valley Supply News

A cold call from a Scioto Valley Supply salesperson in 1996 resulted in a long-term customer relationship with Riverside Methodist Church. Church Custodian Dwight Richardson explains, “Scioto offered us better products at a lower price than the competitors so we gave them a try. Since then, we rely on Scioto for bi-annual floor care, as well as cleaning supplies for the Church and Child Care Center.” Office Manager Carol Cadwell is pleased with the customer service that accompanies the products. She explains, “Don Bowman, Mike Dixon and Jim Collins have all been very good about helping to evaluate our product needs and have provided excellent customer service.”



Riverside United Methodist Church is located at 2701 Zollinger Road, Upper Arlington, Ohio.

Founded in 1842, Riverside UMC is in the process of a 2 million dollar construction project to renovate and expand the facility to keep up with increasing membership.

With over 500 people attending services and activities each weekend, Scioto Valley Supply stands ready to assist with the care of new surface floors and carpets, as well as additional supply needs. Customer Service Representative Amanda Sutherin is eager to help. “They have always been a great customer with which to work. We are looking forward to being available to accommodate their needs as they grow.”



The renovation project includes an addition to the education building, renovation of the fellowship hall, and a new storage area.

Innovation in Scrubber Use Cuts Costs, Saves Space

In an effort for continued compliance with Honda’s Green Factory Initiatives, Scioto associates are ever mindful of the need to use the most environmentally-conscience products while servicing the client’s cleaning needs.

With waste reduction in mind, MAP Motorcycle Team Leader Burrell Thornhill ordered a brush for use with the walk behind and side-by-side scrubbers to cut back on the use of floor pads. According to Burrell, “When a floor is done, we would go through four or five pads before where we can now work with only one reusable brush.”

Although floor pads cannot be eliminated completely since they are still the most aggressive and effective tool for use in areas requiring heavy scrubbing, the brush provides an easy-to-use alternative for most floors. Burrell adds, “The advantage of using the brush is that it does a better job because it keeps digging and spitting up wax, where the pads will gum up and need to be replaced.”

The brush advantage has been threefold: The initial cost of the brush in January has already paid for itself; storage space, always at a premium, is restored for other uses; and most importantly, the need to discard of chemical-laden pads is drastically reduced.



The cost-effective, environmentally conscience scrub brush in use on a side-by-side scrubber.

Chris Eirich: An Artist's Perspective

A driving force behind the success of Scioto is the wealth of diverse talents that its associates possess. Chris Eirich enjoys the consistency of working at MAP GC while pursuing his multi-faceted talents as an artist. "Working at Scioto gives me a sense of stability," Chris says. "I can rely on coming in each day and doing my work. When I am complimented on a job well done, it is all worth it to me."

Certainly the keen eye of an artist brings a positive perspective to his occupation. "I am extremely meticulous about how things should look when I am finished. When doing floor work, I notice lighting and certain details differently since my training as an artist."

Chris has been employed with Scioto for nearly five years and has enjoyed watching the company grow. He describes, "I am pleased to be employed at Scioto. I only live about five minutes away from my account and I really like the people I work with."

Profile of an Artist

- Interest in art began in childhood with comic books and animations.
- Schooled in the basics of art including sculpting and life drawings.
- Designer of tattoos using new school techniques, noted for erratic bold black lines and bright colors.
- Graphic design purchased by professional skateboard company. Skateboard with his design widely available in skate shops.
- Portfolio includes watercolor work featuring country landscapes and family self-portraits.
- Along with Scioto co-worker Dave Crisp, operates a skateboard product management company known as Lost Kause, to sell apparel and other supplies to skateboard shops in the Columbus area.
- Filming a documentary about skateboarding, scheduled to appear in local theaters.
- Enjoys skateboarding and playing guitar.
- Lives with his wife, three dogs and eight cats on his 14 acre home outside of Marysville, near the same location his grandfather once lived.



Photos Left to Right: Chris Eirich, and Chris filming fellow Associate David Crisp for their Lost Kause video.



It just keeps going and going:

Chris' animated interpretation of the Easter Bunny donning Scioto gear and operating a floor scrubber.

Scioto Decorates Prize-Winning Table at Fundraiser

Scioto took advantage of the opportunity to sponsor a table for the Chamber of Commerce Annual Fundraiser last month. Local businesses are asked to decorate a table and enjoy a friendly competition amongst themselves for the chance to win in one of several categories, including best overall, most elegant, most creative, most humorous, committee choice and best promotion of business. Scioto walked away from the annual business meeting with the honor of the "Most Creative" for the 1950's theme.

The purpose of the annual Chamber dinner is to honor members, create a better understanding of the Chamber's activities, and use a silent auction to create a fun and fundraising environment.

With a Scioto presence not only in the fundraising activities of the evening, but in active committee involvement during its planning stages, Scioto clearly values the importance of Chamber activity. Scioto President JR Kruse explains, "The economic vitality of the Union County area is of the utmost importance to Scioto Corporation. We only prosper as an organization if the local businesses are successful. We depend on the Union County Chamber and Office of Economic development to stay abreast of economic changes and opportunity that may affect the business community. We are proud to be involved in the Union County business community and show that through our Chamber involvement."



Scioto Corporation's 50's style table was awarded the prize for "Most Creative."

Benefits In Action

Spring is here and the time has come to take advantage of all the exciting summer benefits Scioto has to offer. A great way to relax and soak up the sun with family members is attend an exciting sporting event. Contact Donna or Matt for details on reserving your complimentary tickets today!



Born and Raised: Cincinnati's hometown hero, Ken Griffey, Jr. has been hitting them out of the ballpark in spring training! Enjoy an afternoon drive to witness what promises to be an exciting season in the brand-new ballpark on the beautiful downtown riverfront!



Close to Home: Family events are held almost nightly so treat the kids to a night at the Cooper Stadium, located minutes from the new Scioto Columbus office!



2002 US Open Cup Champions: See soccer's top international players compete to defend their championship title. The Crew stadium is in close proximity to the fairgrounds, museums and other local attractions!

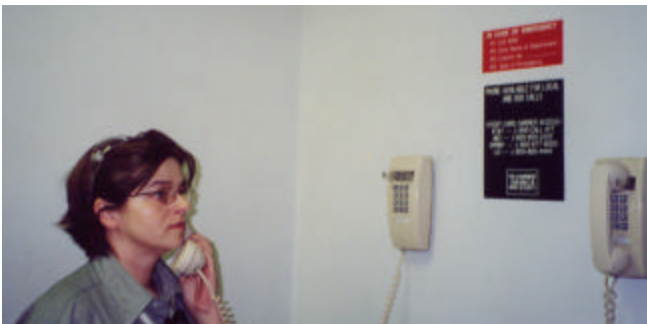
Emergency Response Preparedness

In any type of emergency, time is critical and rapid response is of the utmost importance. The Occupational Safety and Health Administration (OSHA) requires businesses with more than ten employees on site to have written emergency response plans to cope with man-made and natural disasters and emergencies. Scioto management must be ever mindful of complete compliance with the regulations of the facilities in which they operate.

MAP and ELP General Cleaning Management consider their crews to be an essential part of facility safety. Due to the nature of their responsibilities, they touch every part of the plant and must act as eyes and ears for all other department personnel that are not as visible.

Leading by Example:

- On-site orientation for new associates occurs on the first day on the job and includes emergency response procedures.
- Associates are required to sign in and out of buildings with identification so there is accountability for their whereabouts in the event of emergency.
- Terror alert information is passed to associates from the client and reviewed by management.
- Associates participate in exercising proper evacuation procedures during annual fire drills.
- All associate identification badges list emergency telephone information on the back so associates have information with them at all times.
- Associates are aware of evacuation maps throughout building and locations of telephones with plaques displaying emergency phone number information.



Donna Fay, Team Leader of MAP Plant Team, demonstrates the use of telephones with designated instructions on handling emergency situations.

Tornado Season Reminder

Tornado Watch: A **tornado or severe thunderstorm watch** means that conditions are favorable for the development of either tornadoes or severe thunderstorms.

Tornado warning: A **tornado or severe thunderstorm warning** means a tornado or severe thunderstorm has been reported or is indicated by weather radar.

Warnings are issued for counties or communities and include the tornado's location, direction and speed. If the warning is for your area, *you must take shelter immediately.*

Tornado Sirens: If an actual tornado warning is issued by the National Weather Service, the sirens will sound for a 3 minute period, silence for 7 minutes and sound again for a 3 minute period. The sequence will repeat throughout the time period of the tornado warning.

Some of the emergencies that can happen in any facility include:

- Fire
- Medical
- Chemical Spills/Exposures
- Weather
- Work-Place Violence
- Terrorism

“The goal of Scioto management must be to increase the effectiveness of emergency response within our customer’s facilities through training and understanding of the critical importance related to the actions of each individual Scioto associate in the event of such situations.”

—Matt Niswonger
Safety and Health Administrator

PERFECT ATTENDANCE FOR FEBRUARY 2003

Congratulations! The following associates have achieved perfect attendance for the month of February:

Nancy Aceto
Samuel Achirem
Larry Albert
Barbara Allinder
Allen Anderson
Deb Anderson
Michael Apraku
Mark Atkins
Bruce Austermler
Tywaun Banks
Myrode Barker
Marsha Barton
Emerson Beer
Stephanie Benfield
Cynthia Blair
Thomas Boone
James Bowen
Don Boyer
Michael Bradley
Angela Bradley
Alison Brenner
Russ Bright
Belinda Bright
Jim Burch
Lloyd Butcher
Bill Call Jr
Bill Call III
Paul Cascioli
Frank Castle
Rose Clapsaddle
Walter Clark
Floran Clark
Brenda Close
Fred Cockerell
Jim Collins
Robert Cook
Eileen Cook
Jose Cortez
Claudio Covarrubias
Rosemary Covarrubias
Phyllis Crevison
Jeff Crisp
David Crisp
Dixie Dalton
Carol Davis
Aleisha Delaney
Mike Dixon
Marilyn Eades

Betty Ferris
Judy Ferris
William Gilleland
Libby Goings
Celia Gonzales-soto
Gary Gordon
Jeffrey Greene
Modesto Guerra
Patricia Hale
Mary Ellen Hendricks
Pam Hoffman
Roy Horner
Danny Huffman
Carrie Hughes
Ray Hunsicker
Debra Hunsicker
Don Jackson
Mary Jakeway
Lee Ann Jarrell
Eugene Jolliff
Don Jones
Shawn Kennedy
Richard Kidd
Rebecca Kidd
Dale King
John King
Gail Kinney
Jason Kirby
Jerome Krabill
James Larson
Carol Lawrence
James Legge
Lola Love
Denise Martin
Rene Mays
Ronnie Mays
Beverly McClanahan
Cynthia McKinney
Michael Meddles
Alejandra Mejia
Oswald Millan
James Moore
David Morgan
Rilla Morgan
Elaine Moring
Robert Morris
William Moton
Charles Mouser
Jimmy Parker
Johnny Pierce
James Poore
William Preston
Marie Reece
Barbara Reed
Charles Rhyans
Tracy Robinson
Don Robinson

Patricia Roby
Laura Rutherford
Mary Sacks
Emmanuel Santos
Jeff Schertzer
Victoria Seagle
Kenneth Seedle
Ron Shellhammer
Terry Shreve
Crystal Simpson
Joe Singleton
Greg Skaggs
Larry Smalley
Wendy Smith
Julius Spencer
Keith Stockton
David Strawder
Marissa Suever
Amanda Sutherin
Mike Taylor
Mike Thompson
Terry Thornhill
Burrel Thornhill
Bud Trickett
Chris Trickett
Joyce Trout
Ruby Trout
Kim Trout
Earl Trout
Nilsen Vanegas
Chuck Victor
Jamie Wampler
Chris Wenger
Tom Westfall
Fred White
Roger Winegardner
Marc Woerlein
James Woody
Roger Wright
Larry Writesel
Danny Yoli
David Zacharias
Ricky Ziegler
Beth Neves
Kathleen Neves
Betty Glower
Janice Johnson
George Lewis
Jeffrey Wooddell

Start Date Anniversaries

Don Jones	17 Years	Phyllis Crevison	14 Years
Carol Hill	14 Years	Russ Bright	10 Years
Chong Hui Minter	9 Years	Jeff Wooddell	5 Years
Gary Gordon	4 Years	Michael Bradley	3 Years
Rebecca Kidd	2 Years	Brenda Close	2 Years
Rose Clapsaddle	2 Years	Carol Shanks	1 Year
Michael Apraku	1 Year	Danielle Hall	1 Year
Joyce Payne	1 Year	Lee Ann Jarrell	1 Year
Aundra Estridge	1 Year	Modesto Guerra	1 Year
Myrode Barker	1 Year	Patricia Hale	1 Year
Paul Cascioli	1 Year		

90 Day Service Awards

Michael Emerick
Linda Ladwig
Ricky Ziegler
Tina Jakeway
Adam Conley
Chad McCombs
Carolyn Bouttry
James Blaha
Darren Thompson

Nancy Aceto
Michael Meddles
Jeffrey Greene
Timothy Jaye
Emerson Beer
Dale King
Jonika Hawkins
Jamie Wampler
Rose Motter

April Birthdays

Kristen Roberts	April 1
Virgil Wade, Sr.	April 1
Sam Varian	April 2
Carolyn Bouttry	April 3
Emmanuel Santos	April 4
Donna Fay	April 4
Mary Sacks	April 4
Marilyn Eades	April 4
Modesto Guerra	April 5
Pamela Mullet	April 7
Susan Ohler	April 10
Michael Apraku	April 14
Lisa Porter	April 18
Lee Butcher	April 19
Michael Kindel	April 19
Michael Taylor, Jr.	April 21
Jeffrey Greene	April 25
Gregrey Moore	April 25
Norma Magill	April 26
Ruby Trout	April 27
Ryan Rasmussen	April 28
Donna Wright	April 29
Amy Schmacher	April 30