

# 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: Dan Huffman



Dan Huffman has witnessed countless changes during his 26 year tenure at Scioto. Things were much different in 1977 than they are today. Before the Scioto Club, company picnics and, even before corporate headquarters, Dan reflects on the early days. "I recall Tom Kruse, Sr. pulling up in his car at Nestle to hand me my paycheck before Scioto even owned an office building."

Some of Dan's responsibilities have remained the same over the years, such as the upkeep of the swimming pool at Nestle, while other tasks, including overseeing the recycling program have been added as recently as this summer. He describes, "Recycling has become a large part of my responsibility because everything has to be sorted and marked in boxes for proper disposal." He further explains how the food product, including chocolate trials and milk outputs go to the hogs; literally boxed and labeled for shipment to a local farm where they become part of the hog feed, a process drastically reducing the use of landfill disposal.

Dan and his wife, Cindy, a communication professional of 40 years, have both thrived on professional security. "After spending time in the construction field, I appreciated the work stability Scioto had to offer and valued it enough to make a long-term commitment."

In return, Dan has become part of company history. As CEO JR Kruse describes, "Dan has been a big part of the Scioto culture of having long-term relationships with our associates. Scioto associates may not know Dan by sight, but most know him by name for providing 26 years of service to Scioto and Nestle. He is part of Scioto's proud heritage."

## Driven to Succeed

Success in the workplace often times involves overcoming obstacles of an individual nature. For Wrap Guard associates Crystal Simpson and Dixie Dalton, obtaining their driver's licenses as a job requirement have become personal triumphs.

For Crystal, getting around without a driver's license became her way of living after she experienced an automobile accident. But, a promotion to the position of Trainer at Wrap Guard would require her to perform and instruct others on the duties of driving automobiles. Looking back now, Crystal doesn't know how she got by without it. She explains, "Thanks to Dannie Furrow (Regional Manager) and a friend of mine for encouraging me to go through with obtaining my license. When I was first learning to drive again, a car pulled out in front of me and we collided, but I did not let that incident stop me from going through with it."

Living in Marysville, Dixie Dalton got along just fine without driving. Relying on family and a job within walking distance from her home, she had no reason to pursue a license. After a transfer to Wrap Guard, she found herself not only in need of transportation to and from work, but in a new position that required the operation of motor vehicles. Dixie describes, "It would not have been fair for me to expect everyone else to take over my driving responsibilities when they are part of my job." Dixie has her learner's permit and is working toward her permanent license.



Crystal Simpson, top left, and Dixie Dalton, top right, have both recently purchased automobiles and are enjoying the newfound independence that comes with their driving accomplishments.

## Christmas Parties

Santa Claus is coming to your Region:

**Columbus Region**  
**Saturday, December 6**

**Marysville Region**  
**Saturday, December 6**

**Western Ohio Region**  
**Saturday, December 13**



Bring your family and spread good cheer to your co-workers for the holiday season!

## Casino Night

Casino Night will be held January 24, 2004 at the Catholic Community Center.

This year's theme is Hollywood Nights. Come dressed as your favorite movie star to vie for cash prizes!

## Safety Committees

The 2004 safety team is now being formed! Associates are the key to safety. Join in by contacting Safety and Benefits Administrator Matt Niswonger or your manager.

## A Word From The President



I hope everyone had a good holiday. It's important to spend time with family and friends, sharing our special times and thoughts with those that are important to us. Traditions created during these times are something everyone looks forward to. As this holiday season continues I wish you and your family the very best.

As members of our Scioto family spend more and more time with us, we too have created traditions within Scioto. One of the traditions is honoring our Scioto Club members every fall with an awards ceremony. In the past we have had the ceremony after breakfast. This year we decided to have a dinner. This year each member also brought a guest. In case you are wondering, not every Scioto associate is a member of the Scioto Club. To belong, an associate must have a minimum of 5 years of service. This year 10 more people joined the Club. All told, the Club has 56 members with an average length of service of 9 years. Our Scioto Club represents almost 20% of our workforce.


People in the Scioto Club have dedicated themselves to helping Scioto service the expectations

of our clients. This group also embraces Scioto's business principles and helps create and bring to life on our job sites our company culture that encourages openness, pride, dedication, attention to detail, loyalty, and celebrating our achievements. I want to thank everyone in the Scioto Club for your dedication to helping us service our clients.

For those of you who might be within your first year of service or those of you at the halfway mark to 5 years, remember what I said it takes: 5 years of service, pride, dedication, attention to detail, loyalty, and recognizing and celebrating our achievements. I hope to see you at the Scioto Club dinner on your 5<sup>th</sup> year anniversary.

Thanks for listening and being part of the Scioto family,

*Chip*

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# The Scioto Difference

*“Associate satisfaction is vital to our continued success. In an effort to measure improvements and ensure that our goals are continuously met, the answers to survey questions are monitored by posing sample questions to associates during regular crew meetings throughout the year. Our management team is expected to closely observe associate satisfaction within their operational environment and be prepared to provide full and detailed reports on their findings.”*

Ryan Rasmussen  
Account Manager  
Honda MAP General Cleaning

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. At Scioto, the performance of management is put to the test every six months by way of associate surveys. The measurement was established to demonstrate the commitment to serving the Scioto associate and followed by performance improvement plans put in place to benefit the associate and ultimately, the Scioto client. And, that is the **“Scioto Difference.”**

The Management Team at Honda MAP GC have achieved their goal of improved satisfaction ratings in their October associate surveys by ensuring that each individual on the management team recognizes the connection between increased results and successful, productive associates. Managers keep in mind essential questions of the surveys in their every-day associate contact:

*Do I know what is expected of me at work?*

*Do I have the materials and equipment I need to perform my job?*

*Have I been praised for my work in the last seven days?*

*Are my co-workers committed to quality work?*

*Am I helping the company to achieve its goals of serving the client?*

*In the last six months, has someone talked to me about progress?*

*In the last year, have I had the chance to learn and grow?*

## Surveys In Action:

**Step One:** April surveys indicate room for improvement is needed in the area of supplies and equipment. Management takes the position that extensive efforts should be directed toward the this issue due to its high level of importance. Bearing in mind that associates without the proper supplies and equipment to perform their responsibilities cannot complete the job to the standards they are expected to deliver to the client, a six month plan of action begins.

**Step Two:** Managers immediately implement the techniques they learned in problem-solving training through Situation Appraisal (Plan, Do, Check, Act), employing the standardized process to improvement of their performance in service to their customers, as directly related to the April survey results.

**Step Three:** The management team tackled the project by identifying the need for improved distribution by shift and a more precise tracking system for supplies and equipment.

**The End Result:** By allowing individuals to take a more dynamic role in the decision-making process, October survey results displayed a significant increase in associate satisfaction relating to supplies and equipment. Costs were leveled during the six month period and an inventory system is now in the planning process to further enhance long-term operations.



*“The comments section of the surveys allow us the opportunity to provide exact information about where improvements are needed. In the April surveys, many associates expressed a concern about consistently running short on certain supplies. Since that time, and as a result of our surveys, the problem has been resolved and supply shortages are no longer an issue for us.”*

Carol Hill  
Team Leader

## Scioto Valley Supply News

With 130 young children in her care, Brenda Warnock, Administrator of Jolly Tots Too childcare and preschool finds little germs are a big worry. After completing a generic search to locate a supplier that could accommodate the need for nurse-oriented products to disinfect, yet safe to use around children, Brenda came across Scioto Valley Supply. Since 1997, the facility has been a customer relying on Scioto to provide trash can liners, hand soaps, paper products, mops and janitorial equipment.



One particular product in use at the child care facility is Vanquat 64, manufactured by Dickler Chemical. The Vanquat 64 is a multi-purpose surface cleaner. It is ideal for Jolly Tots Too because it is a multi-purpose germicidal detergent that disinfects, cleans and deodorizes nonporous inanimate surfaces including walls, floors, metal and stainless steel, and plastic surfaces.

Vanquat 64 is recommended for use in hospitals, nursing homes, schools, colleges, commercial and industrial institutions, office buildings, veterinary clinics, airports, hotels, and households.



### Vanquat 64H

The Germicidal Detergent and Deodorant is used by Jolly Tots Too, a large-scale child-care facility in New Albany to provide a safe and hygienic environment for the children in their care.

## Plastic Wrap Winds Up Ergonomics, Efficiency

Working at Honda Motorcycle Paint requires a great deal of creative thinking. While the work environment here may seem unusual or challenging to many, it becomes the platform for which the crew must put innovative thought to the test. According to Account Manager Ernie Puff, "The Honda Motorcycle Paint crew is always trying to come up with new ideas, and they are receptive to trying out new ideas as a team."

But coming up with an idea is only the first step, and is not a success until it reaches the implementation stage, an accomplishment achieved by Robert Combs his first week on the job. Huge sheets of plastic are in continual use at Honda Motorcycle Paint and the crew is responsible for using sheets of plastic measuring up to 3 feet wide and 100 feet long to cover conveyor lines so paint doesn't reach the exposed metals. With some plastic being changed as often as once per day, at least 18 rolls of plastic are used per week.

When Robert Combs began his first week on the job, he noticed that rolling up the long sheets of plastic was hard on the knees and it took a great deal of time to roll it back in an awkward manner. Retreating to his work bench at home, he created a device to ease the process. According to Robert, "I used one by four pieces of wood, and a pencil sharpener for the crank. Plastic is taped to the dowel and then it is cranked and wound onto the spools."

Aside from the ergonomic benefit to associates, the innovation has cut the job process in half. Ernie Puff explains, "Anyone can have an idea; the real test is in the implementation. Robert's device has been embraced by his co-workers and has become a way to perform the task safer and more efficiently."



**Robert Combs, Motorcycle Paint, displays the handmade plastic crank. A six-month Scioto associate, Robert's design was built at his work bench at home during his first week on the job.**

# Scioto Club

Ten associates were inducted into the Scioto Club at last month's awards ceremony. For the first time the event was held as an appreciation dinner so the efforts of Scioto associates could be saluted by their Scioto family, while celebrating their professional success in the presence of their true family members who support them on a daily basis. In all, 56 Scioto Club members were honored for setting themselves and Scioto apart as an industry leader in creating a comfort level for clients that only results from the stability of a dependable work force.



**10 Year Award:** Those reaching the ten-year milestone this year were (pictured l to r) Earl Trout, Ruby Trout and Russ Bright. Not pictured includes Don Jackson and Jason Kirby.



**The 2003 Scioto Club:** The 56 Scioto Club members have a combined total of **509** years of quality service to the clients of Scioto Corporation.



**New Members:** The Five Year Award was presented to (l to r) Don Robinson, Steve Stewart, Eileen Cook, Joe Warner, Ryan Ashley, Nicole Drumm. Not pictured included Teresa Bolen, David Crisp, Crystal Simpson and Jeffrey Woodell.

## From The Members:

*"The great thing about the Scioto Club is that it is a family. The purpose is to celebrate and show respect to people that have made a long-term commitment to Scioto and our customers. Scioto Club members know that it is their responsibility to in effect "raise" newer members in our organization and ensure that our culture of first rate service is passed on and protected. I am proud to be part of the Scioto Club."*

**JR Kruse**  
CEO

*"The Scioto Club means that we can feel good in being recognized for our continuous efforts. I like my job and the people I work with. I feel like I learn something new every day."*

**Teresa Bolen, 5 Years**

*"I have made it to the Scioto Club because I have a lot of respect for this company and strive for high performance and quality in my work."*

**Tom Westfall, 7 Years**

*"The Scioto Club dinner was even more enjoyable this time since we were able to share the experience with our guests."*

**Joyce Trout, 9 Years**

*"The Scioto Club supper was great and it was nice to eat with family members and give them the chance to see what the club is all about. I always enjoy the Scioto Club ceremony because I have the chance to see people that I have worked with in the past."*

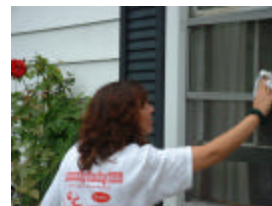
**Charlie Mouser, 9 Years**

## Giving Back to the Community

An event that embodies the true spirit of volunteerism, the United Way of Union County Community Care Day affords members of the business community the opportunity to look inside the world of social service by individually laboring for those in need.

In what has become an annual commitment for Scioto, Lou Harbold, Jason Hutchison and Matt Niswonger put their professional affairs aside and devoted one full work day to lend a hand and become part of the project that local citizens have come to look forward to with appreciation.

The 7th Annual Community Care Day kicks off the organization's annual fundraising campaign. Over 150 volunteers tackled 74 projects for the community and homeowners in need of a helping hand. Dave Bezusko, Campaign and Public Relationship director for the United Way of Union County, relies on the community support to complete the projects for those in need. He describes, "The fact that these individuals want to give an entire day to help out in the community says a lot about how much they care and the fact that Scioto Corporation allows them to have that time shows an equal level of commitment."



Lou Harbold, above, Matt Niswonger, right cleaning windows and Jason Hutchison, below, painting a garage. The crew finished their first project in half a day and returned to the United Way office to take on a second project.



## Benefits In Action

With the national health care crisis on the rise, an increase in rates has been passed on to Scioto employees for the first time. Safety and Benefits Administrator Matt Niswonger assembled meetings so Scioto associates and their spouses can take ownership and control of their health insurance, which will ultimately keep costs down. Matt explains, "It is necessary that not only our associates, but their spouses covered by our programs learn how to work together and take responsibility for appropriate specialist usage, appropriate emergency room usage and proper wellness care."

Part of understanding how the plan works and maximizing benefits is realizing that the health insurance trust fund is not an infinite pool of funds, and must be handled with the same respect as a household budget. Jim Staebler, Account Manager for Community Health Care, explains, "With Scioto's self-insured plan, it is important for employees to follow the correct process to maximize benefits. Fulfilling their role in fully understanding the program will keep the plan healthy for years to come. It is important to follow the care coordination process, to keep employers and employees out of pocket costs reduced."

Scioto benefits options including Community Health Care, AFLAC supplemental insurance, and the company Flex Plan were fully reviewed as the periods of open enrollment drew to a close.



Health Insurance, Flex Plan and Supplemental Insurance options were discussed in detail so that Scioto associates and their spouses may be fully aware of how to maximize their benefits.

# Lock Out-Tag Out

Every day in the United States, employees work in and around equipment that results in catastrophic accidents when equipment is not de-energized properly, and companies are fined for failure to assure the safety of employees.

Lock Out-Tag Out refers to the complete isolation of equipment's power sources. Prior to working in, on or around any potentially hazardous equipment, all sources of energy which have the potential of activating the equipment or equipment elements must be secured from activation. This will be accomplished by locking out the source of power, whether that is electric, hydraulic, pneumatic or kinetic. Every effort must be made to achieve a zero mechanical state. If it is not possible to place a lock, a warning tag may be used as long as the tag is placed on the power source. The tag must be designed specifically for this purpose and must provide against operation.

Scioto recently completed a review of the company's Lock Out-Tag Out policies and procedures. While inspecting affected locations, room for improvement was discovered in successfully completing the expected tasks while complying with the OSHA standards. With three job sites affected by the Lock Out-Tag Out process, Regional Manager Dan Furrow recognized the need for a company-wide standardization of the type of locks used for securing equipment. He describes, "Since we work on the property of our clients, their associates have come to know us not only by our associate's first names, but by what they look like." Due to the important aspect of physical recognition, the upgraded locks also include associate's photos on labels. With the assistance of IT Specialist Dwain Chandler, the cards were created to classify Scioto and identify the associate by name and photo. According to Safety and Benefits Administrator Matt Niswonger, "We now place the Danger Do Not Operator labels directly onto the locks. Many companies are fined for failure to assure the implementation of safe Lock Out-Tag Out procedures. At Scioto, we are committed to continuous training and monitoring of the policies to assure that Scioto associates who come in contact with hazardous equipment while performing their job duties are safe and knowledgeable about the practice of Lock Out-Tag Out."

## Lock Out-Tag Out:

*The complete isolation of equipment power sources. Prior to working in, on or around equipment, security from activation is mandatory.*



*"We believe there is always room for improvement within our company by experimenting with ways to make our job easier and safer. The locks we previously used were the same as the Honda associates, so we could not tell them apart. Our client can now identify us by our locks, and allows them to get to know us by name. Another feature of the new locks is the key stays in place, so there's less chance of losing the keys."*

**Mike Bradley**  
Team Leader  
MAP Weld

## PERFECT ATTENDANCE FOR NOVEMBER 2003

### Congratulations! The following as- sociates have achieved perfect attendance for the month of Novem- ber:

Nancy Aceto  
Samuel Achirem  
Ashley Ahlgren  
Penny Allen  
Barbara Allinder  
Allen Anderson  
Deborah Anderson  
Michael Apraku  
Ryan Ashley  
Mark Atkins  
Myrode Barker  
Wanda Baughman  
Emerson Beer  
Jeffrey Bell  
Stephanie Benfield  
Frances Benson  
David Bicknell  
Richard Billing  
Juanita Billing  
Cynthia Blair  
Thomas Boone  
James Bowen  
Michael Bradley  
Angela Bradley  
Donna Breece  
Alison Brenner  
Russell Bright  
Belinda Bright  
Deborah Brison  
Sheila Brown  
William Call III  
William Call Jr.  
Frank Castle  
Rose Clapsaddle  
Walter Clark  
Floran Clark  
Fredrick Cockerell  
Robert Combs  
Eileen Cook  
Jose Rogelio Cortez  
Claudio Covarrubias  
Rosemary Covarrubias  
Donald Crawford  
Phyllis Crevison  
David Crisp  
Jeffrey Crisp  
Paul Crum  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Robert Dillard  
Michael Dixon  
Amy Dodd  
Nicole Drumm  
Shane Dugan  
Bernie Dziedzic  
Ray Edgington  
Christopher Eirich  
Donna Fay  
Charles Fellers

Judy Ferris  
Ute Fisher  
William Gilleland  
Betty Glower  
Celia Gonzalez-soto  
Marvin Green  
Jeffrey Greene  
Modesto Guerra  
Patricia Hale  
Sonya Hamilton  
Mattie Haslam  
Albert Hayes  
Mary Hendricks  
Rita Henry  
Danny Hildreth  
Carol Hill  
Gerald Hiltibran  
Pamela Hoffman  
Viki Holloway  
Roy Horner  
Jeren Howell  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Donald Jackson  
Mary Jane Jakeway  
Tina Jakeway  
Timothy Jaye  
Toni Jewell  
Janice Johnson  
Eugene Jolliff  
Donald Jones  
Henry Jones  
Connie Jones  
Natasha Jude  
Shawn Kennedy  
Richard Kidd  
Rebecca Kidd  
Dale King  
Lisa King  
Gail Kinney  
Jason Kirby  
Jerome Krabill  
Linda Ladwig  
James Larsen  
Carol Lawrence  
Larry Lawson  
James Legge  
Mark Lore  
Shane Losey  
Lola Love  
Melvin Lovelace  
Veraniece Luckett  
Norma Magill  
Denise Martin  
Rene Mays  
Valentine Mbinakar  
Beverly Mcclanahan  
Cynthia Mckinney  
Leslie Mcqueen  
Michael Meddles  
Alejandra Mejia  
Michaela Melvin  
Tina Mentzer  
Chad Messenger  
Oswald Millan  
Patricia Miller  
Chong Hui Minter  
James Moore III  
Rilla Morgan  
Elaine Moring  
Robert Morris

Gary Mosbacker  
William Moton Jr.  
Charles Mouser  
Stephanie Napier  
Jennie Neider  
Beth Neves  
Kathleen Neves  
Liza Overfield  
Darlene Owens  
Joyce Payne  
Howard Penny  
Robert Person  
Johnny Pierce  
James Poore  
Lisa Porter  
Michael Prater  
William Preston  
Marie Reece  
Barbara Reed  
Charles Rhyans  
Donald Robinson  
Patricia Roby  
Todd Roush  
John Rude  
William Rupe  
Mary Sacks  
Manolo Salgado  
Jeff Schertzer  
Victoria Seagle  
Derrick Seagle  
Darren Seagle  
Linda Secrest  
Steve Shafer Sr.  
Terry Shreve  
Crystal Simpson  
Joe Singleton  
Gregory Skaggs  
Wendy Smith  
Rex Snyder  
Julius Spencer Jr.  
Jason Stephens  
Terenia Stepney  
Steven Stewart  
Keith Stockton  
Judy Stradling  
David Strawder  
Michael Taylor  
Faith Thornhill  
Burrell Thornhill Jr.  
Jeffrey Tontonoz  
Charles Trickett  
Christopher Trickett  
Ruby Trout  
Earl Trout  
Joyce Trout  
Marsha Tucker  
Nilsen Vanegas  
Charles Victor  
Thomas Westfall  
Fred White  
Bobi Wibley  
Roger Winegardner  
Robert Wireman  
Marsha Wisecup  
Marc Woerlein  
Jeffrey Wooddell  
James Woody  
Roger Wright  
Jackie Wynegar  
Melissa Wynegar  
Jennifer Wyss  
Anthony Yoli  
David Zacharias

## Start Date Anniversaries

Sonya Hamilton	5 Years
Pamela Mullet	5 Years
Gerald Hiltibran	3 Years
Denise Martin	3 Years
James Moore III	3 Years
Eugene Jolliff	2 Years
Nancy Aceto	1 Year
Emerson Beer	1 Year
Jeffrey Greene	1 Year
Tina Jakeway	1 Year
Timothy Jaye	1 Year
Dale King	1 Year
Linda Ladwig	1 Year
Michael Meddles	1 Year

## 90 Day Service Awards

Ashley Ahlgren	John Holt
Jeren Howell	Howard Penny
Brian Prater	Jeffrey Tontonoz
Constance Wion	

## December Birthdays

Beverly Mcclanahan	December 1
Manolo Salgado	December 4
Diania White	December 7
Charles Rivers	December 8
Larry Lawson	December 13
Oswald Millan	December 14
Patricia Miller	December 16
Marvin Green	December 16
Chuck Victor	December 18
Joyce Payne	December 18
Steve Gadd	December 21
Howard Penny	December 21
Jennie Neider	December 22
Amy Miller	December 22
Nilsen Vanegas	December 22
Cynthia Mckinney	December 23
Roberto Brown	December 25
Joe Singleton	December 26
Betty Glower	December 27
Marie Reece	December 27
Myrode Barker	December 29
Laura Hazelwood	December 29
Todd Roush	December 29
Deborah Brison	December 30
Robert Dillard	December 30
Jeff Schertzer	December 30
Tina Mentzer	December 30
Denise Martin	December 30
Julius Spencer	December 31