



# 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: Ruby and Earl Trout



With nearly ten years' tenure at Scioto, the husband and wife team of Ruby and Earl Trout have accumulated the skill and professionalism to become a single invaluable resource. The accomplished Trout Team has taken their experiences working at various accounts and become a seasoned pair with a special talent for communicating and developing client relationships.

Although Ruby and Earl go their separate ways during their 3rd Shift at ELP General Cleaning, they are known for joining together and stepping up to the challenge as specific needs arise. Their enthusiasm is evident in their heavy involvement with special projects and events. Account Manager Tom Russell explains, "Because they frequently volunteer for extra weekend work and special projects, they have an extensive amount of cross-training."

Through their versatility, Ruby and Earl have become as invaluable a resource as the quality customer service they deliver.

They describe, "We both have an enjoyment for developing relationships with our clients."

Tom Russell further adds, "We trust them and they do not let us down. They do a great job of working together. Both individually and as a team, they have responded to the needs of our company by transferring to different accounts and changing shifts over the course of their employment with Scioto. Out of their flexibility, they have developed relationships with many clients and are very in tune with their needs."

Ruby and Earl have three children and six grandchildren and reside in DeGraff.

## Scioto Associates Dress Down for Charity

Inspired by the charity fundraisers held by the Franklin County employees, Account Manager Lloyd Williams decided that Scioto associates should start their own fundraising initiatives. According to Lloyd, "I was invited to participate in their dress down Fridays and pizza sales to benefit Operation Feed. So, I asked the other associates if they would be interested in participating in our own events." With plenty of interest and enthusiasm, the Scioto crew collaborated to choose a charity and began wearing jeans with their uniform shirts on Fridays.

How does it work? When associates sign up, the money is deducted from their paycheck. Half of the money goes to their designated charity and the other half goes into a fund for their own company social events.

The crew chose the Martin Luther King, Jr. Performing and Cultural Arts Complex. Lloyd adds, "We chose the King Arts Complex because we wanted a local charity. It was very important to us that we find a recipient that serves the needs of our own community." The associates will be contributing in tandem with the corporation as a whole, since Scioto recently announced its Partnership Donation, a contribution to the organization designated to benefit its summer camp for children.



**Dressing Down:** From left to right: Beverly McClanahan, Leslie McQueen, Ken Seedle, Tywaun Banks and Lloyd Williams participating in a Dress Down Friday to support the King Arts Complex. The charity is also the recipient of the Partnership Donation by Scioto Corporation.

## Golf Outing

Scioto Cup  
Saturday, August 9  
Woodland Golf Course  
Cable, Ohio

## Summer Picnic

Scioto Family Picnic  
Sunday, August 24  
Columbus Zoo

## Summer Tickets

Only a few tickets remain for Columbus Clippers and Crew Games. Contact Donna Wright for details!

Discount tickets are available for the Six Flags theme park. Contact Matt Niswonger for details!

## Motopro

Motopro is being honored at a new location. The Country Skillet Restaurant, 669 Milford Avenue in Marysville, is already accepting Motopro.

## A Word From The President



We spend a lot of time and effort at Scioto focusing on providing our clients value. We define value as providing our clients the best service at a competitive price.

Some of the components of value include our **quality, professionalism, and our responsiveness to our client's requests.** Through our training, operating systems, and passion to serve each day we deliver these values to our clients.

As a company we can talk all we want about providing value. The only way to know how you are doing is to measure it. As a company this is an area we needed to improve. We needed to be able to measure our clients satisfaction and our ability to provide our associates what they need to deliver our clients a service they value. To accomplish this an Associate Survey and a Client Satisfaction Survey were created. These surveys will be distributed twice a year, in April and October. Now for the results of April surveys.

The results of our Associate Survey told us you have a connection to the mission of serving our clients and how important your role is in achieving service excellence. The Survey also told us we need to continue to

improve in the area of providing you the best products and equipment to do our jobs. I appreciate everyone's participation and I want you to know your input is important.

Our Client Satisfaction Survey confirmed our desire to provide our clients with value. The clients measured our performance in such areas as professionalism, responsiveness, and quality. Company-wide we received comments about our associates professional appearance and consistent quality driven service. Scioto as an entire organization scored a 4.05 out of a possible 5. This puts us a notch above good and on the way to excellence regarding October's Survey. What I like about the Survey is it truly measures every associates role in achieving service excellence.

Thanks for listening and being part of the Scioto family,

*Chip*

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# The Scioto Difference

*"Opening a new office is one way that Scioto shows commitment to the communities where we do business. We are proud to serve our clients and associates in the central Ohio area with a new facility dedicated to providing personal service just to them."*

JR Kruse  
CEO

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. At Scioto Corporation, customer service goes beyond servicing several million square feet of facility, on three shifts, 24 hours per day, seven days per week. Scioto believes that a business must play an important role in community development. And, that is the "**Scioto Difference.**"

## Columbus Office Open House

When Scioto Corporation joins a community, a commitment is made to participate in the economic development through civic organization, adding to the overall improvement of the community. In established regions, partnerships with local organizations are going strong. The Open House was an opportunity to announce a new alliance with the Columbus-based King Arts Complex, as well as an introduction to the community as a whole.



James Schimmer, Economic Development Administrator, City of Columbus, honored Scioto with a Mayoral Resolution to show appreciation for the support of growth in the Franklinton area.



Franklin County Commissioner Dewey Stokes welcomed Scioto to his native west Columbus, hailing the company as a leader in the industry in bringing living wages and generous benefits to the community. He also commented on his first-hand knowledge of quality service, stating, "They clean my office every day, and without reservation I can say, they do a great job!"



Senator Steve Stivers welcomed Scioto to the Columbus area and shared his enthusiasm for the expected future growth potential in the community.



Larry James, Board President for the King Arts Complex, was presented with a Partnership Donation from Scioto. Larry commented, "We look forward to Scioto becoming an active member of the Columbus community."



A ribbon was cut to celebrate the hard work of many through the construction project and beyond that made it all possible.

# Scioto Valley Supply News

## NOW AVAILABLE...

Where high levels of daily cleaning are needed, Tuway's remarkable micro-fiber products can be a strong ally. These technically advanced products attract dust electrostatically when dry and clean dirt aggressively when damp. Used dry, the wiping cloths remove the odd handprint or beverage drop on laminate, glass, and other surfaces. Used damp, the blue porous cloths leave surfaces clean and streak-free. And, Tuway micro-fiber products far outlast conventional alternatives with materials that can be washed literally hundreds of times before replacement.

The wipes are currently being sampled in the Columbus region where the Tuway disposable mopheads are already in use. With the addition of a washer and dryer in the new office to support the line of washable products, they are projected to result in significant cost-savings. As explained by Regional Manager Joe Warner, "The mopheads cost us more money up-front, but save us in the long run, making it possible for us to spend money on other items."



**The Tuway Microfiber line of products offers unlimited opportunities to boost cleaning efficiency.**

## OSU Associate Receives High Praise and Appreciation

Aleisha Delaney has a clear vision of what it takes to please her customers. "It's all about scheduling," explains Aleisha. Under the unique circumstance of cleaning Bevis Hall at the Ohio State University during daytime working hours, Aleisha must be innovative in her approach to scheduling her work.

Her rapport with staff members and her ability to work around their schedules has led to the development of a successful routine for cleaning the building. "I try to respect the building employees by working around their schedules," describes Aleisha. "I make sure they're not on the phone or in meetings before I vacuum."

Bevis Hall houses the Department of Traffic & Parking for the university and gets extremely busy at times. According to Beth Bogard, Bevis Hall Building Coordinator, "Traffic permits and citations are processed here, so we have a higher volume of students and employees to service them during peak times of year. During those times, more trash is generated and Aleisha is kept extremely busy. But she always has a smile for us and when we ask her to do anything additional, she is always quicker than we even expect her to be. We really appreciate all the hard work she does for us."



**Aleisha Delaney is responsible for the general cleaning duties at Bevis Hall, Ohio State University.**

# Recharge, Replenish, Renew

With another successful Shutdown under their belts, the thoughts of the MAP GC crew turn toward upcoming leisure activities and well-deserved vacation time. Here is how some plan to unwind:



*"I plan to relax and entertain at home."*

Chrissy Hamilton



*"I will relax close to home at the Raymond House Campgrounds. Just ten minutes out of Marysville, I have a camper in the woods with a 24 foot deck. I am also looking forward to going to flea markets."*

Johnny Pierce



*"My husband and I have a motor home and plan to spend time at our camp site where we can fish, swim, or just relax."*

Barb Allinder



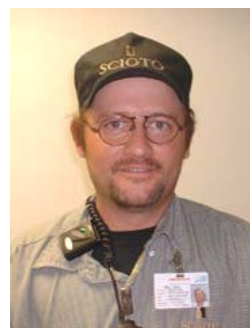
*"I plan to spend some of my time off this summer painting the exterior of my house. Of course I certainly plan to enjoy some vacation time, but there is nothing like the sense of accomplishment that only comes from tackling a major home improvement project."*

Ryan Rasmussen



*"I'm looking forward to taking my little grandchildren to the Columbus Zoo for the family picnic."*

Belinda Bright



*"I will be visiting relatives at my mother's house. We all get together on the 25-acre property. My stepdad built the house with his own hands and even included a play-house cabin for the kids."*

Bill Call, III



## Enjoy Your Summer!



## Independence Open A Success

The Independence Open was held at Tartan Fields on Tuesday, June 17. As presenting sponsor for the second year in a row, Scioto supported the golf outing to benefit LifeCare Alliance's Meals on Wheels and many other programs that they provide for the central Ohio area. With nearly 150 players and 37 teams, the golfers enjoyed a day of great weather while raising nearly \$70,000 for the cause. The weather was cool but dry and for many players this was a treat long awaited. As the golfers rounded the 16th hole, the sun came out to brighten the day.



Sherry Bailey, Director of Development for Lifecare Alliance, relies on organizations like Scioto to take a stand so that others will follow. Sherry explains, "Without the involvement of respected corporations in our community, we could not exist. When companies like Scioto put their name behind our event, it sets a tone for further corporate backing. The involvement is important not only for what we're actually hoping to accomplish at LifeCare, but to other companies seeking visual charitable involvement."



## Benefits In Action

401k meetings were held last month for eligible associates interested in taking advantage of the savings plan benefit.

Equitable Agent Bob McGrath visits associates in their regions each quarter to discuss their investment options. According to Bob, "We constantly stress the fact that it takes 80% of one's current income to maintain retirement. But, only 20% of every dollar goes to social security. So, if you don't have a retirement plan, where will it come from?"

The enrollment sessions are an opportunity for associates to receive a risk profile to determine portfolio options. Already enrolled, Lee Butcher, ELP GC, recognizes the importance of staying involved with his account. Lee explains, "There are more options than I first realized and I have since discovered that it was in my best interest to change to a different plan from the one for which I had first signed up." Bob McGrath also emphasizes the importance of periodically evaluating the contribution rate. "Many people start a 401k plan and never increase their contribution rate over time when they receive higher wages simply because they forget about it."

The next quarterly enrollment session will be held this Fall. Bob McGrath can also be reached by phone at 614.224.0563 for further information on the 401K investment option.

### INSTANT GRATIFICATION

*Did you know...*

a new state tax bill allows 401k money to go into investment pre-taxed. Many qualifying associates will be eligible for immediate tax credits at filing time next year!

# Hot! Hot! Hot!

It's time to put the chill on heat stress. Complete the following heat stress quiz. Heat stress can:

- (a) Cause health problems ranging from mild to severe
- (b) Occur indoors or outdoors, while at work or play
- (c) Usually be avoided
- (d) Pose a threat to some people more than others
- (e) All of the above

If you answered *all of the above*, you are on the right track to understanding a problem that deserves attention during the summer months. Working in hot conditions is an unavoidable part of some jobs. The dangers of heat stress can be minimized with preparation and common sense.

Here are some of the ways Scioto associates with the hottest jobs of summer will be beating the heat:

*“During the Honda Homecoming event, associates will be performing their job duties under the hot summer sun. Some precautions we take to avoid heat stress include using the Easy-Go to travel around and pick up trash instead of walking, and taking turns working inside and outside.”*

—Ryan Rasmussen, MAP GC

*“We must take a team approach when cleaning the baghouse filters on the rooftops during Shutdown. We rely on common sense and remember to watch out for one another, take frequent breaks, and don't try to do too much at once. Everyone is encouraged to pace themselves and take advantage of the water cooler. And, of course, to always remember the medical assistance procedures.”*

—Steve Gadd, MAP Weld

*“Tom Westfall is assigned to Hobart Filler, where they run the hot baking ovens for the welding rods. Tom knows to drink plenty of liquids and take extra breaks to cool himself down.”*

—Mike Taylor, Hobart

## What are the symptoms?

This chart gives an overview of the most common heat stress disorders and symptoms:

### Mild Heat Stress

Thirst  
Tiredness  
Dizziness  
Cramps or spasms  
Heat rash

### Heat Exhaustion

Dizziness  
Fatigue  
Nausea  
Headache  
Excessive sweating  
Cold, pale, clammy skin

### Heatstroke

High body temperature  
Hot, red, dry skin  
Rapid Pulse  
Confusion  
Unconsciousness

## PERFECT ATTENDANCE FOR MAY 2003

### **Congratulations!** **The following associates have achieved perfect attendance for the month of May:**

Nancy Aceto  
Samuel Achirem  
Larry Albert  
Barbara Allinder  
Michael Apraku  
Mark Atkins  
Bruce Austermiller  
Timothy Ballard  
Tywaun Banks  
Myrode Barker  
Janice Beasley  
Emerson Beer  
Jeffrey Bell  
Stephanie Benfield  
Frances Benson  
Juanita Billing  
Richard Billing  
Cynthia Blair  
Sonia Bonifaz  
Thomas Boone  
James Bowen  
Angela Bradley  
Michael Bradley  
Donna Breece  
Alison Brenner  
Belinda Bright  
Russell Bright Jr.  
Tonia Browder  
William Call III  
Paul Cascioli  
Frank Castle  
Rose Clapsaddle  
Walter Clark  
Floran Clark  
Brenda Close  
Fredrick Cockerell  
James Collins  
Eileen Cook  
Robert Cook  
Jose Rogelio Cortez-  
Claudio Covarrubias  
Rosemary Covarrubias  
Phyllis Crevison  
Jeffrey Crisp  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Michael Dixon  
Amy Dodd  
Ray Edgington  
Christopher Eirich  
Donna Fay  
Charles Fellers  
Betty Ferris

Judy Ferris  
William Gilleland  
Betty Glower  
Gary Gordon Jr.  
Marvin Green  
Jeffrey Greene  
Modesto Guerra  
Patricia Hale  
Christina Hamilton  
Mattie Haslam  
Albert Hayes  
Mary Hendricks  
Rita Henry  
Carol Hill  
Gerald Hiltibran  
Donald Hoffman  
Pamela Hoffman  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Donald Jackson  
Mary Jane Jakeway  
Toni Jewell  
Janice Johnson  
Donald Jones  
Connie Jones  
Shawn Kennedy  
Michael Kindle  
John King  
Jason Kirby  
James Larsen  
Carol Lawrence  
Calvin Lee  
James Legge  
George Lewis  
Stephanie Lininger  
Mark Lore  
Shane Losey  
Lola Love  
Veraniece Luckett  
Norma Magill  
Denise Martin  
Rene Mays  
Valentine Mbinakar  
Beverly Mcclanahan  
Cynthia Mckinney  
Alejandra Mejia  
Patricia Miller  
Chong Hui Minter  
James Moore III  
David Morgan  
Rilla Morgan  
Elaine Moring  
Charles Mouser  
Kathleen Neves  
Beth Neves  
James ParkerJ  
oyce Payne  
Willa Peters  
Johnny Pierce  
James Poore  
Lisa Porter

Michael Prater  
William Preston  
Marie Reece  
Charles Rhyans  
Kristen Roberts  
Donald Robinson  
Patricia Roby  
Todd Roush  
Terry Rowley  
Laura Rutherford  
Manolo Salgado  
Jeff Schertzer  
Derrick Seagle  
Darren Seagle  
Victoria Seagle  
Linda Secrest  
Linda Shanton  
Ronald Shellhammer  
Terry Shreve  
Joe Singleton  
Gregory Skaggs  
Wendy Smith  
Beverly Sowards  
Julius Spencer Jr.  
Keith Stockton  
Judy Stradling  
David Strawder  
Marissa Suever  
Michael Taylor  
Michael Taylor Jr.  
Michael Thompson  
Darren Thompson  
Faith Thornhill  
Terry Thornhill  
Burrel Thornhill Jr.  
Charles Trickett  
Christopher Trickett  
Ruby Trout  
Joyce Trout  
Kimberly Trout  
Earl Trout  
Terry Tucker  
Marsha Tucker  
Nilsen Vanegas  
Jamie Wampler  
Nathan West  
Thomas Westfall  
Fred White  
Roger Winegardner  
Marc Woerlein  
Jeffrey Wooddell  
James Woody  
Roger Wright  
Larry Writesel  
Anthony Yoli

Start Date	Anniversaries
Donna Wright	18 Years
Lou Harbold	13 Years
Jason Kirby	10 Years
Ryan Ashley	5 Years
Donald Robinson	5 Years
Allen Anderson	3 Years
Steven Gadd	3 Years
Loyd Butcher	2 Years
Jeffrey Crisp	2 Years
William Preston	2 Years
Gary Waite	2 Years
Paul Crum	1 Year
Michael Jagodzinski	1 Year
John King	1 Year
Linda Secrest	1 Year

### 90 Day Service Awards

Jeffrey Bell	Russell Bright Jr.
Christopher Carroll	Bernie Dzedzic
Marvin Green	Rita Henry
Donald Hoffman	Toni Jewell
Darren Seagle	Marsha Tucker
Terry Tucker	Robert Wireman

### July Birthdays

Faith Thornhill	July 3
Steven Stewart	July 5
Danny Huffman	July 6
Janice Johnson	July 8
Laura Rutherford	July 9
Rose Motter	July 10
Timothy Jaye	July 11
Elaine Moring	July 15
Michael Jones	July 18
Crystal Simpson	July 18
James Woody	July 19
Roy Horner	July 20
Larry Writesel	July 20
Marsha Tucker	July 20
Dannie Furrow	July 22
Stanley Johnson	July 22
Janice Beasley	July 22
Michael Dixon	July 23
Gary Mosbacker	July 24
Pamela Hoffman	July 26
Darren Seagle	July 28
Derrick Seagle	July 28
Russell Bright	July 29