



The Scioto News

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

Inside This Issue:

| | |
|-------------------------|---|
| Word From The President | 2 |
| Upcoming Events | 2 |
| The Scioto Difference | 3 |
| Supply News | 4 |
| Associate Innovations | 4 |
| Pentagon Performance | 5 |
| It's All About the Arts | 6 |
| Benefits in Action | 6 |
| Eye Protection | 7 |
| Announcements | 8 |

The New Standard in Cleaning

Associate Profile: Tina Mentzer



There are no shortcuts at Motorcycle Paint, only hard work, dedication and strong team players. So, when a new person was needed to take responsibility for the steel and plastic pre-treat systems, Account Manager Ernie Puff looked to Tina Mentzer to fill the position.

Although her career experience lies in direct service to

the public, Tina found that she thrives in behind the scenes teamwork. "I have great pride in my crew. We do whatever it takes to get the job done. Our goal is to be looked at as the best crew Honda has ever had." Tina also notes that she has found the Honda associates to be informative and supportive as they work alongside one another.

Everything that is done in the paint department has a direct effect on the quality of the customer's product. According to Account Manager Ernie Puff, "From the paint line to her current roles in cryogenics and steel and plastic pre-treat systems, she has excelled." He further explains, "As cryogenic

operator, the equipment propels dry ice to blast and clean through difficult areas that cannot be cleaned by hand. Her tasks always involve intricate cleaning work."

With hobbies including go-cart racing, putt putt golf and going to amusement parks, it is no surprise that Tina allows her children to make most of her leisure plans. "Shawna and Cameron have made my life valuable. They are my joy," she explains.

A four year resident of Bellefontaine, she spends much of her free time with her family and friends, and enjoys going to movies, playing cards and board games.

Shedding Light On Value-Added Services

While Account Leader Mike Taylor and Hobart's Alan Stocker were having a discussion, a call came into Alan's office that a light bulb needed to be changed. In the same instance, a light bulb came on, figuratively speaking, that Scioto Corporation could be called upon to provide a new service to Hobart.

Previously, Hobart was calling upon an electrical contracting company to come to the facility when the fluorescent bulbs needed to be replaced. In an experimental phase, Scioto is now responsible for changing light bulbs in the corporate areas of centralization at Hobart. Not only will this arrangement cut costs, but the new service is expected to add convenience for the client, since Scioto associates can be on call at all times, saving valuable time.

According to Mike Taylor, "It is out of our level of responsibility to Hobart that we have achieved this level of confidence. With a combined experience of 35 years' service to Hobart, the associates have superior attendance and a longstanding dedication. They are extremely focused and love their job."

"I believe it is a step in the right direction for Scioto to offer this type of value-added service as the company continues to grow. Since we do not have a maintenance staff, the Scioto crew's involvement will eliminate the need for us to hire electrical contractors to replace light bulbs.

Alan Stocker
Hobart

Scioto Club

An appreciation dinner will be held to honor Scioto Club members. Spouses are welcome to join in the induction ceremony honoring the Scioto Associates with five years or more of service. The event will take place Friday, November 14, 2003 from 6:00 to 8:00 p.m. at the American Legion Hall in Marysville. Invitations forthcoming!

Flex Plan

A reminder that the opportunity to sign up for the Flex Plan runs through November 30. Sign up today!

Christmas Parties

Christmas Party Dates Announced! Santa Claus is coming to your Region! Mark your calendar for family holiday fun:

Columbus Region
Saturday, December 6

Marysville Region
Saturday, December 6

Western Ohio Region
Saturday, December 13

Casino Night

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

A Word From The President



Hello, Everyone!

You hear me talk about our quality of work and customer service, and how each is 50% of the Service equation. This Service equation is what our customers experience through each of us everyday. Another component of the Service equation is innovation. Innovation is our ability to take a current process or procedure and make it better. The end result must have a measurable impact on quality, safety, environment, delivery, or morale.

Innovation is important to Scioto in two ways. First, we believe in the importance of creating a culture where people want to contribute their knowledge and expertise to making our "Service" better. Second, by being innovative we are better able to serve the expectations of our four customer groups. Associates, Clients, Suppliers, and the Communities we work in.

When you think about innovation make sure you consider all the possibilities. Innovation is created through anything we provide our customer groups. Whether it is a job procedure, policy, or benefit the possibilities to innovate are endless.

At Scioto we have many innovations to celebrate. Operationally, we have Roger Wright's process improvement at Honda of America. Bob Comb's idea in a Paint Systems account saved many minutes per day. We have also seen innovation on the environmental side. General Cleaning accounts have instituted a recycling program that recycles our plastic containers; the benefit to our Clients is reduced waste costs. Innovation has also shown up in our benefit program. Don Jackson was instru-

mental in instituting our Vacation Buy Back policy. Several associates had an impact on our attendance policy changing. The impact on both of these policy changes was increased morale.

Our Communities also benefit from innovation. In Central Ohio, associates at our Franklin County contract came up with the idea of a dress down day at work. Once per week associates who dress down put money in an account with the proceeds going to associate potlucks and the Martin Luther King Performing Arts Center.

As a Company we value peoples ideas and the ability to innovate. Innovation is a must for us to be competitive and for us to provide our four customer groups value. Always understand your impact and ask yourself how can I make it better.

Thanks for listening and being part of the Scioto family,

Chip

| | |
|---|--|
|  SCIOTO CORPORATION | 405 S. Oak Street Marysville, Ohio 43040 www.SciotoCorp.com |
| Phone: 1.800.644.0888 937.644.0888 | Fax: 937.644.1356 |

The Scioto Difference

The focus group is an important part of the process of generating ideas, taking ownership and understanding the full impact of the benefits decisions that are made."

Matt Niswonger
Safety and Benefits Administrator



Safety and Benefits Administrator Matt Niswonger recently held on-site meetings to help all associates understand how to use the insurance plan. For the month of November, meetings will be held for spouses to attend so that all dependents who are using the Scioto health care plan will be armed with the knowledge they need to best use their benefit.

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. With insurance rates on the rise, a core group of associates have assembled by region to assist the company with providing for the health care needs of associates while driving down the cost for both employer and employee. Recognizing a responsibility in making sound decisions for the well-being of all, the Focus Group took an active role in a critical process affecting the lives of the Scioto Family. And, that is the **"Scioto Difference."**

With the national health care crisis on the rise, annual increases are in double digits. The Focus Group is committed to continued efforts to strategize on ways to keep costs down. Uncovering a drastic cost difference between emergency room visits and doctor visits, the group saw a need for Scioto to emphasize the importance of choosing a primary care physician and deterring from non-emergency trips to the ER.

The Group will continue to review facts and figures on a quarterly basis, to ensure that specific issues are addressed—issues that will ultimately be of cost-savings to both the individuals and the company.

"The focus group has done an excellent job of making associates understand the statistics behind the rate increases. When they see the premium amount that is covered by the company, they have a better understanding of the need for the increase. In return, we are able to represent the needs of the people working in the field by voicing their needs and concerns."

Chuck Victor
MAP Weld

"It is nice to know that as associates our opinions count and are valued by the company. We are stressing the importance of going to the physician's office or minor care clinics for non-emergencies. When people are educated about the cost differences, they will make better decisions."

Mary Jakeway
Franklin County Courthouse

Coming in 2004: The same approach will be used to springboard associates into involvement with on-the-job safety issues. Safety Committees now forming! Contact Matt for details on how to become involved.

Scioto Valley Supply News

No one better knows the importance of fast, efficient cleaning than those with a 24-hour kitchen. The station house is the second home to the men and women of the Marysville Fire Department and with ten to fifteen people on site during each shift, team effort takes top priority and cleaning is an important part of daily chores.

A new customer to Scioto Valley Supply last May, the fire department was referred by Marion County Airport personnel who had experienced success with the Pak-It system. According to Fire Chief Gary Johnson, "We are have saved a lot of money using the Pak-It System versus our previous system of bulk ordering. We are extremely pleased with the customer service and the products from Scioto Valley Supply."

The firefighters keep the station spic and span using the Pak-It laundry detergent, pot and pan cleaner, neutral floor cleaner, glass cleaner, and citrus cleaner. Pak-It is the incredible new breakthrough in sanitary maintenance technology. Pak-It is a family of pre-measured, self-dissolving, water-soluble liquid packets which represent the newest techniques in portion control. The easy to use system offers no spills, no waste, saves time and space and includes a color coded system with MSD sheet in every lid!



Just around the corner: Firefighter Chad Joliff, pictured above, is responsible for the supply budget for the firehouse. He is pleased to be conducting supply business with a local company and appreciates the convenience of the Pak-It System. He explains, "Everything is pre-mixed so there is no waste involved."

Associate Turns Up The Heat On Process Safety, Quality

When contractors are observed performing job processes with a concern for safety and quality, the Honda management team takes notice. Scioto associate Roger Wright was the recent recipient of a \$50.00 gift and certificate of appreciation for his efforts to successfully incorporate an addition to the Wrap Guard process. Honda Final Paint Coordinator Greg Schindler explains, "When we first started having problems installing the new parts on our new model, there were many ideas as to the cause but nothing seemed to improve the situation. We are always looking for associate input to improve our quality. When Roger suggested heating the part, it sounded too easy. But after a quick test to simulate if it would work, we quickly implemented the idea, greatly improving our process."

At task was the request to add a door striker to a model, designed to cover the door lock on the body of the cars. Although manpower remained a constant, a major problem ensued for the Wrap Guard crew. Associates were having difficulty snapping the strikers in place, finding that they were not snapping on with ease, and would either pop off or be damaged if placed on by force. During the process, associates were encountering soreness and aching in their wrists and hands.

From the natural light of the sun to heat guns, experimentation showed that warming the plastic caused the strikers to snap on easily with less strain to the wrists and hands. The next challenge was to determine a workable balance between providing enough warmth to the strikers without causing them damage excessive heat.

Roger's final and successful suggestion: a table was set up at line side and two heat lamps were placed on the table, warming the covers while they rested in an aluminum foil box. Innovation is all part of the job for Scioto. According to President Chip Niswonger, "We consider our commitment to improving our processes to be an integral part of providing value to our clients."



Roger Wright, pictured top left with Scioto President Chip Niswonger, displays his Certificate of Appreciation. Pictured, below, the innovative aluminum box that improved the new process implemented at Wrap Guard.

Boone Plays the Pentagon

An act of kindness in the wake of a national tragedy was rewarded with a trip of a lifetime for the West Central Ohio Community Band. Following 9/11/01, the band gave a special concert to benefit the reconstruction at the Pentagon. In return, they were invited to play a special concert in the courtyard on a warm sunny Friday afternoon in June. Among the members was one of Scioto's own—Thomas Boone.

In addition to their engagement at the Pentagon, the band performed at the Jefferson Memorial and entertained the residents of the Fairfax Home for the Retired Military Officers. Their repertoire was well-received in the country's capital with a one-hour set including show tunes, patriotic marches and turn-of-the-century tunes of George Gershwin and Duke Ellington.

Each member of the band underwent a FBI background check prior to their visit and found their instruments subject to inspection by bomb sniffing dogs upon arrival to the grounds amidst the presence of anti-aircraft protection. They were privileged to be escorted by the Pentagon Chief of Police Security who led the band through a private tour including the chapel built on the site where the airplane hit the building, not on display for the general public.

The Bellefontaine-based band is comprised of over 60 members who perform a number of area concerts during the summer season. With a passion for music since his days as a clarinet major at Bowling Green State University, Tom enjoys having the band as an outlet to utilize his fine skill. Tom explains in musician lingo, "We refer to it as keeping our chops up. The demand of performing is an excellent way to keep our skills sharpened."



MEI Associate Tom Boone plays the clarinet for the West Central Ohio Community Band. Pictured above, performing for Pentagon employees and visitors and below, at the Lincoln Memorial looking across the Reflection Pool towards the Washington Monument.



Winter Weather Closings

As we approach the winter season, it is a good time to review the procedures to keep you informed of possible facility shutdowns. At times, emergencies such as severe weather, fires, and power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during non working hours, local radio will be asked to broadcast notification of the closing.

In case of inclement weather, you can verify that the shift or facility is closed by listening to one of the following radio stations:

WUCO 1270 AM in Marysville
WTVN 610 AM in Central Ohio
WNCI 97.9 FM in Central Ohio
WCOL 92.3 FM in Central Ohio
WPKO 98.3 FM in Bellefontaine
WMRN 107 FM in Marion
WPTW 1490 AM in Western Ohio

There are also two web sites you can check for weather closings:

www.610wtvn.com
www.buckeyecountry107.com

In addition, associates may call the voice mail system at (937)644-3391, choose option 3 or, toll-free (888) 644-0889, choose option 3, for recorded messages regarding any closings. This is available 24 hours a day, 7 days a week. Between 8:00 AM and 5:00 PM daily, you may call the office at (800)644-0888.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with management approval, associates may use available EPTO hours.

It's All About The Arts

Last July, Scioto Corporation announced its involvement in the King Arts Complex summer children's camp for the arts. Over 150 children returned to school this fall with new knowledge and confidence. The ten week course was attended by children ranging in age from four to twelve, who partake in the music, visual arts and various disciplines the camp had to offer.

Camp Director Lyn Grimes explains the positive impact the camp has on the children. "It is a wonderful tool for building self-confidence. One parent was so pleased to see an otherwise shy child get on stage and perform."

The summer session ended with a culminating performance entitled "It's All About the Arts", which included spoken word, step performance, choreographed dance routines and vocal music.

Scioto joined other local corporations in subsidizing the program, making it affordable for the children's parents. The corporate sponsorship assists the King Arts Complex in providing quality staff the camp has to offer, including professional artists and other qualified leaders from the community.



Benefits In Action

Now Available from Verizon Wireless...

Scioto associates can now take advantage of special discounts on personal cellular service!

New customers and those already established with Verizon Wireless qualify for an 8% discount on monthly access of \$35.00 or more.

Promotional offer currently includes:

- Bonus Anytime Minutes
- Unlimited nights and weekend minutes
- 1000 mobile-to-mobile minutes per month.



For details contact:

Gary Brown
Business Account Executive
(614) 738-6661
gary.brown@verizonwireless.com

On The Lookout for Eye Protection

More than 90,000 eye injuries occur each year in the United States. Many of these could have been prevented with proper protective eyewear. Appropriate eye and face protection must be used to protect against the hazards associated with flying particles and radiation from welding operations, and liquid chemicals and sprays from cleaning solutions. From face shields to safety glasses, the many tasks of Scioto associates are handled with care for eye safety in mind.



At Scioto, accident prevention strategies are continually reviewed and revised by conducting thorough analysis of plant operations, inspecting work areas, examining eye accidents and injury reports.



Ongoing educational programs are conducted to establish, maintain and reinforce the need for protective eyewear.



Steve Stewart



Carol Davis



Sammy Achiem



Don't Be Shy When It Comes To Your Eyes!

Safety glasses provide protection from chemical and acid splash, irritating mists and nuisance dusts, while face shields are vital for mechanics and operators who need protection from small debris and sand when working.



PLAN AHEAD!

Remember to locate eye wash stations or face units within 100 feet of areas where chemical eye hazards exist.

PERFECT ATTENDANCE FOR SEPTEMBER 2003

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

Nancy Aceto
Samuel Achirem
Penny Allen
Barbara Allinder
Michael Apraku
Ryan Ashley
Mark Atkins
Myrode Barker
Wanda Baughman
Emerson Beer
Jeffrey Bell
Stephanie Benfield
Frances Benson
Richard Billing
Juanita Billing
Cynthia Blair
Thomas Boone
James Bowen
Angela Bradley
Michael Bradley
Alison Brenner
Belinda Bright
Deborah Brison
Tonia Browder
Kenneth Burdette
William Call III
William Call, Jr.
Frank Castle
Rose Clapsaddle
Walter Clark
Floran Clark
Fredrick Cockerell
James Collins
Robert Combs
Eileen Cook
Jose Rogelio Cortez
Claudio Covarrubias
Rosemary Covarrubias
Phyllis Crevison
Jeffrey Crisp
David Crisp
Paul Crum
Dixie Dalton
Michael Dixon
Shane Dugan
Bernie Dziedzic
Ray Edgington

Christopher Eirich
Donna Fay
Judy Ferris
Ute Fisher
William Gilleland
Betty Glower
Marvin Green
Modesto Guerra
Sonya Hamilton
Mary Hendricks
Rita Henry
Carol Hill
Pamela Hoffman
Roy Horner
Danny Huffman
Carrie Hughes
Raymond Hunsicker
Donald Jackson
Mary Jane Jakeway
Timothy Jaye
Janice Johnson
Eugene Jolliff
Connie Jones
Donald Jones
Shawn Kennedy
Richard Kidd
Rebecca Kidd
Dale King
Gail Kinney
Jason Kirby
Linda Ladwig
James Larsen
Carol Lawrence
Emmett Leonard
Shane Losey
Lola Love
Norma Magill
Denise Martin
Rene Mays
Valentine Mbinakar
Beverly Mcclanahan
Cindy Mccoy
Cynthia Mckinney
Leslie Mcqueen
Michael Meddles
Alejandra Mejia
Tina Mentzer
Oswald Millan
Chong Hui Minter
Rilla Morgan
Elaine Moring
Robert Morris
Gary Mosbacker
William Moton, Jr.
Charles Mouser
Stephanie Napier

Jennie Neider
Kathleen Neves
Beth Neves
Darlene Owens
James Parker
Johnny Pierce
James Poore
Lisa Porter
William Preston
Marie Reece
Barbara Reed
Charles Rhyans
Donald Robinson
Patricia Roby
John Rude
Jeff Schertzer
Victoria Seagle
Derrick Seagle
Darren Seagle
Linda Secrest
Steve Shafer
Crystal Simpson
Joe Singleton
Gregory Skaggs
Wendy Smith
Julius Spencer, Jr.
Jason Stephens
Keith Stockton
Judy Stradling
David Strawder
Michael Taylor
Faith Thornhill
Terry Thornhill
Burrel Thornhill, Jr.
Charles Trickett
Christopher Trickett
Ruby Trout
Joyce Trout
Earl Trout
Marsha Tucker
Nilsen Vanegas
Thomas Westfall
Fred White
Roger Winegardner
Robert Wireman
Marc Woerlein
Jeffrey Wooddell
James Woody
Roger Wright
Melissa Wynegar
Jackie Wynegar
Jennifer Wyss
Anthony Yoli
David Zacharias

Start Date Anniversaries

| | |
|-------------------|---------|
| Matt Niswonger | 9 Years |
| Nicole Drumm | 5 Years |
| Dixie Dalton | 4 Years |
| Mark Lore | 2 Years |
| Charles Trickett | 2 Years |
| Roger Winegardner | 2 Years |
| Frank Castle | 1 Year |
| Mattie Hasla m | 1 Year |
| Todd Roush | 1 Year |

90 Day Service Awards

| | |
|--------------------|------------------|
| Penny Allen | Kenneth Burdette |
| Lee Coomer | Lacey Grow |
| Jeren Howell | Lisa King |
| Larry Lawson | Emmett Leonard |
| Michelle McConnell | Jennie Neider |
| Elizabeth Williams | Jeni Wireman |
| Jackie Wynegar | Melissa Wynegar |

November Birthdays

| | |
|-------------------|-------------|
| Michael Prater | November 2 |
| Donald Robinson | November 3 |
| John Rude | November 3 |
| Thomas Russell | November 3 |
| Mark Atkins | November 3 |
| Carol Lawrence | November 4 |
| Lacey Grow | November 6 |
| Richard Kidd | November 8 |
| Paul Johnson | November 11 |
| Cindy Mccoy | November 12 |
| Linda Ladwig | November 14 |
| Anthony Yoli | November 14 |
| Charles Rhyans | November 22 |
| Mary Jane Jakeway | November 24 |
| Eric Schmelzer | November 24 |
| Rose Clapsaddle | November 27 |
| Charles Fellers | November 30 |