



# 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: Walter Clark



“Walter has a unique flexibility that made him a likely fit for the Team Leader position,” he said. “He’s flexible, gets along great with others and is an all-around handyman.”

we can count on Walter’s willingness and know-how to come through and handle the job. I have come to find his personality and his work a notable asset to our account as well as our region.”

Before joining Scioto last year, Walter Clark served three years in the Army, an experience which he attributes to his ability to bring teams together. As Walter took on the responsibilities of forklift and tugger operations and other detail work at the American Honda Warehouse, Account Leader Mike Taylor stood up and took notice.

If Walter’s work could speak for itself, the voice of excellence would be heard across the Western Ohio Region. From training others on floor work and scrubber operation, to general cleaning, to tackling strip and wax jobs hands-on, Walter has become an essential element in completing projects at accounts throughout his region. Mike adds, “Whenever there is a

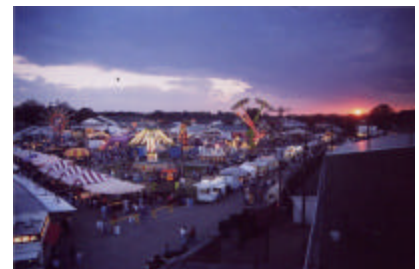
A newcomer to the area, Walter has resided in Troy for the last year and a half and enjoys fishing, shooting pool and camping in his leisure time, while spending time with family members usually involves going out together and enjoying a nice meal. He is looking forward to sharing the holiday season with relatives in Kentucky.

## When Nature Calls, Scioto Answers

When over 120,000 people converged on the Delaware County Fairgrounds last month, their expectations were certain to include horse-racing, thrilling midway rides and entertainment, sinful festival fare and the inevitable call of nature. Due in major part to Scioto Corporation, the restroom needs of the fairgoers were met in five-star style.

With a thoroughbred spirit, a crew of well-respected general cleaning associates from various accounts and regions assembled themselves and took over the reins at the home of the Little Brown Jug. By developing a process to communicate amongst themselves between shifts, they were able to stake their claim to the eight restroom buildings by taking golf cart rotations to replenish supplies and stationing themselves as attendants at the busy grandstand and paddock restrooms.

Regional Manager Joe Warner was taken by the positive attitude displayed by the cross-regional crew. According to Joe, “It was evident from the start that this group cared deeply about what they were doing and would not settle for less than their best efforts.” Their labor did not go unnoticed by Delaware County Fair Manager Gary Must, who summed up their fine performance in one word--“Excellent”.



Held in September, the Delaware County Fair is one of the largest fairs in the state and around the country and was recently awarded the U.S. Trotting Association's Blue Ribbon Fair Award, making it a premier fair and racing facility in the United States.

## Scioto Club Dinner

The Scioto Club Dinner will be held on Friday, November 14. For the first time, the appreciation ceremony will be held in the evening so associates may bring their spouses to share in their recognition. Invitations are forthcoming!

## Surveys Out Soon

A record 508 people attended the company picnic this year. Now it's time for you to tell us what you think. Complete your survey and be automatically entered into a prize drawing. Look for your chance to win in this month's paycheck distribution.

## Time To Fall back

Daylight Savings Time Ends Sunday, October 26.

## A Word From The President



The job we do as an associate everyday is the most important job we have as a company. It is what each of us does minute by minute and day by day that shapes our identity. The job site is where everything happens: good, bad, or indifferent. The key is to understand the tremendous impact we each have in providing the customer service and quality driven work our clients have come to expect from us.

Let me give you an example of how we all have an impact on each other. I was in a meeting with a prospective client, who told me that one reason we were only one of two companies he invited to provide proposals for their facility was that he had heard positive comments about Scioto from a co-worker whose husband worked for a current Scioto customer. This person said the staff from Scioto was attentive to his needs and he always saw the same people. This particular account we service is over an hour away from the prospective client which we met. This truly shows us the opportunity we have to positively impact the company.

Over the past month I have had the opportunity to spend time at our job sites and see the same things our customers experience. My visits continue to confirm for me the caliber of our associates. As I listened to what people had to say about their responsibilities, customers, and managers I walked away confident we are a team built to provide excellent service for each other and the client. I have several more job site visits planned in October. I hope I have the opportunity to see you and hear your stories of service excellence.

Thanks for listening and being a part of the Scioto family,

*Chip*



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# The Scioto Difference

*"BudgetFest was a program of work dedicated to aligning components of our strategic plan (for which managers are responsible) with our 2004 operating budget."*

Chip Niswonger  
President

## Success 101

**Strategic Plan**—A format to outline the company's main objectives, including four components: *operations, organization, sales & marketing, and finance.*

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**BudgetFest 2003**—The opportunity to put together a game plan for 2004; the means by which to achieve results in each of the four measurable categories of the Strategic Plan.

Equates to better service to the Scioto Customer groups: *associates, clients, community and suppliers.*

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. A retreat in the autumn hills provided the backdrop for BudgetFest 2003. Managers spent the weekend reviewing the components of the Strategic Plan of the organization, measuring the successes of the past year and looking to areas for concentrated improvement in the next, ever mindful of the important task of carrying out the Scioto corporate vision. And, that is the "**Scioto Difference.**"

### BudgetFest: A Sampling of Participants

**Lou Harbold**  
Recruiter

**Strategic Component:** *Organizational*-Recruiting high-caliber candidates to provide the best value to client.

**Knowledge Gained:** By relying on the tracking of management to set the numbers, recruiters gain a better understanding of the number of associates required to staff each account, thus filling vacancies at a more efficient rate.

**Dwain Chandler**  
IT Specialist

**Strategic Component:** *Operational*-Technically connecting the company to provide information at the highest rate of efficiency while serving client with a small company feel.

**Knowledge gained:** Without contact with the client, the direct support of management and associates in a positive manner is critical, and the ability to make decisions with the comfort of knowing what resources are available allows for better tuning in to the needs of those working in the field.

**David Gottwald**  
Shift Manager

**Strategic Component:** *Operational*—Developing high performance associates to make customer feel comfortable and confident in receiving a consistent cleaning service.

**Knowledge gained:** A discerning insight into the relationship between the managerial roles of developing associates and cleaning systems in not only adherence to the strategic plan but in the ability and act of improved customer service.

**Mike Jones**  
Regional Manager

**Strategic Component:** *Operational*—Ensuring that managers within the region are implementing the actions set forth in the Strategic Plan in their daily operations.

**Knowledge gained:** Tying our strategic plan to our measuring system, particularly cost and delivery. Delivery is the means to making sure our quality exceeds the customer's expectations. Whether it is the Customer Satisfaction Survey or our burnishing schedule, we now have goals and schedules set for next year which will enable us to track our consistency and make adjustments as necessary. Our customers can be confident that we are taking care of them day in and day out.



# Scioto Valley Supply News

Scioto Valley Supply proudly announces the latest arrival to its delivery fleet. The new International freight truck measures in at 24 feet, six feet longer than its predecessor.

Warehouse Manager Mike Dixon explains the need for the upgrade. With Scioto's continued growth, we recognized that a larger vehicle would become a necessity in order to maintain our efficiency standards with timely deliveries." And timeliness is the name of the game for Jim Collins. Although the delivery driver must adapt to operating a larger vehicle, he is pleased that the new truck will allow him to service larger customer routes without returning to the warehouse. He describes, "I can now travel to several accounts at one time without making multiple trips to restock the truck." The truck also includes a lift gate, a feature offering an additional handiness in transporting floor machines.

The new delivery truck and its van counterpart will soon be sporting new Scioto letterhead and logo, becoming a roving advertisement for the new standard in cleaning.



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The new freight truck (above) is used for heavier days to reduce the number of trips back to the warehouse for reloading, cutting labor and fuel costs. The van (below) is used for local and lighter deliveries to cut on fuel costs. Computer-generated images reveal the upcoming new look of the vehicles.

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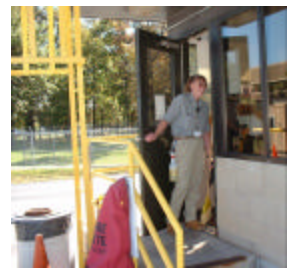


## Innovation the Driving Force Behind Improved Efficiency

With two goals in mind, Shift Manager David Gottwald made an efficiency-altering decision. "It became necessary to transfer the van route to first shift because we were not able to access certain locations during second shift hours," explains Dave. A personal request for a shift transfer, and a proven record of managing herself through working independently and acting as a positive ambassador for Scioto, made MJ Sacks a likely fit for the vacant position.

MJ provides general cleaning services on the van route, which consists of five security gates, a trucker's lounge, QC lab, boilerhouse, and outside trash and patio areas. Her philosophy is simple: If it's dirty—clean it. "Many clients joke with me about how fast I move," describes MJ, whose efficiency standards have set a record number of minimum hours for van route completion. "Because the van route only takes half of my eight hour shift, I spend the rest of my time filling in if someone has called off, or taking care of extra detail work. For example, this winter I will likely help with the extra mopping involved in keeping the salt off the wax floors." By attending morning pre-shift meetings, MJ organizes her responsibilities and maps out a schedule based on the specific needs of the day.

With the independent nature of her position comes an adaptation to different forms of communication with her client. At the QC Lab, the client relies on her to take care of their needs by placing magnets on a board to indicate their particular cleaning requests for the day. Through organization and communication, MJ successfully strikes a balance between time management and social interaction. "I am very proud of the compliments I receive and I am quite fond of the people I work with each day. I enjoy the fact that I can walk into a room and have light and enjoyable conversation, but do so while I am working."



*MJ Sacks is responsible for the van route, cleaning external buildings and break areas at the Honda Marysville Auto Plant campus.*

# A Helping Hand In Honduras



When Rilla Morgan takes a vacation, the Scioto associate of 21 years finds satisfaction in stepping out of her comfort zone for rejuvenation. Her chosen destination, although less than three hours away from the United States by plane, is a world away from her Marysville home.

This year, Rilla spent her second summer as part of her church's missionary project in Honduras, as part of the modernization changes taking place to expand health care and education in the impoverished mountainside country of South America.

While Rilla instructed vacation bible school and taught women how to cook and sew, her husband, Gary, boarded a bus each day to work on a construction crew building two houses in eight days, while her granddaughter, Chelsey, joined a team that serviced those who walked four to five hours to the city of Tegeucigalpa for free dental and medical care and peanut butter sandwiches.

Bearing witness to the Honduran way of life will remain profoundly close to the Morgan's hearts, although they have returned home. Rilla was enthralled with the pride and cleanliness of the Spanish-speaking country. According to Rilla, "Although they had no running water, the children were as clean as can be. They are many good mothers and strong father figures who take care of their children and teach them the importance of having respect to others. We met so many people like Felipe, a hard-working father who spends his day making belts from leather to support his family. He shares his 9 x 9 home with 15 family members, including his mother and two brothers and their families. When a hurricane claimed the homes of both of his brothers two years ago, they all came to live with him. That's how they do things," she concludes. "They take care of their own by giving out of poverty."



## Preventing Heart Disease: A Family Affair

Faith Thornhill is making strides against a life-threatening disease. But, the ELP associate needs the help of her daughter to keep the pace. With a family history of heart disease, Faith has witnessed the early death of her grandmother to heart disease and her mother's ability to become a survivor of congestive heart problems due to enhanced technology. Having lost family members to the disease, Faith and daughter, Peggy Sue, saw fit to gather amongst the supporters who ambled through Eljer Park in an effort to increase awareness of heart disease and generate funding for research.

Faith, an avid participant in heart disease and other health benefit campaigns, served as a Scioto Team Captain for the walk while Peggy Sue, a top student at Marysville Middle School, found her attendance to serve as a great fit with a school project on volunteerism. Wearing stickers displaying the names of their grandmothers, Faith and Peggy Sue found the Walk for a Cure an opportunity to do something together for the good of the community. After Peggy Sue spent a great deal of time raising over \$100 by soliciting donations from teachers, relatives and businesses within the community; an effort that helped Scioto to be recognized as the top earning company, the mother and daughter treated themselves to a pizza night after the brisk walk. Learning more about the company where her mother works was all part of the experience for the youth. Peggy Sue nobly explains, "I was proud to be a part of Scioto, the top-earning group for the second year in a row, most of whom showed up in uniform to represent the company."



The ELP Team included (l to r) Peggy Sue Payne, Team Captain Faith Thornhill, Earl Trout, Ruby Trout, Monica Russell and Tom Russell, while Team Captain Dan Furrow (far right) was honored as the top earner for the event raising \$1000.00. All in all, Scioto's three team captains, Faith Thornhill, Dan Furrow, Carrie Cook and their supporters raised nearly \$2000.00 for the American Heart Association.

## Benefits In Action

The month of November marks the deadline for the Flex Plan sign-up.

Flex Plan is an employee benefit that provides tax savings on the payment of certain out-of-pocket health care related expenses, dependent care expenses, adoption expenses and group insurance expenses. This year, the list of qualifying expenses has grown to include many over-the-counter medications.

In the Flex Plan program, Federal, State, Social Security and Medicare taxes are not paid on qualifying expenses, resulting in a 26% to 40% savings on medical and dependent care costs.

Here is what last year's newcomers have to say about the Flex Plan and why they will be renewing their registration for the upcoming year.

**Mike Jones:** *"The Flex Plan is hassle free and versatile in that reimbursement can be scheduled once a month or in one lump sum annually. There are always trips to the doctor with my kids, so it's nice to take away the income before it's taxed, and then get the check back to reimburse medical payments."*

**Rose Clapsaddle:** *"I deduct for my prescription drugs and use it like a savings account, reimbursing myself at vacation time in July. Next year, I will be increasing my contribution so I can receive another sum at Christmas time."*

**Terry Thornhill:** *"The Flex Plan is an easy way for me to save and have money toward the end of the month when I need it the most."*

Call Matt Niswonger at Ext. 30 to learn more and sign up to benefit from Flex Plan 2004!

# Use Your Head To Protect Your Hands

We use our hands for so many things that we often take them for granted. Because of this, they are the most frequently injured part of the body. Planning ahead, paying more attention to your hands, keeping them out of harm's way and using appropriate personal protective equipment can help prevent most of these injuries.

Protecting your hands is a constant job. Whether it is un-jamming a machine, loading parts, changing tools, lifting a tray or any other job using your hands, think about the job before you do it, and imagine what could happen. Assume it could happen, and take appropriate action to prevent an injury.

## Hand Safety at MAP Weld

In the MAP Weld Department, Kevlar gloves and sleeves, demonstrated below, are used to protect against sharp metal edges that associates may come in contact with while doing work around car bodies and other component pieces of the automobiles while working in the shop. All Honda associates and contractors follow specific safety standards.



## Hand Safety at MEI General Cleaning

At MEI, latex gloves are worn throughout the cleaning process since associates come in contact with many areas of public use, particularly restrooms and cafeterias. The latex gloves are necessary to protect not only against disease and contamination, but from the harsh cleansers used in the cleaning process that could cause burns and rashes if directly contacted with skin.



### How do gloves protect the hands?

- Cotton gloves can protect against abrasions, cuts, snags and temperature extremes.
- Leather gloves protect against rough services, heat, cuts and sparks.
- Cut-resistant gloves can protect against sharp edges and thermal hazards.
- Chemical-resistant gloves resist penetration and permeation; and can protect against dermatitis, chemical burns and corrosion.

## PERFECT ATTENDANCE FOR AUGUST 2003

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

Samuel Achirem  
Barbara Allinder  
Allen Anderson  
Michael Apraku  
Ryan Ashley  
Mark Atkins  
Timothy Ballard  
Tywaun Banks  
Myrode Barker  
Wanda Baughman  
Emerson Beer  
Stephanie Benfield  
Richard Billing  
Juanita Billing  
Thomas Boone  
James Bowen  
Angela Bradley  
Michael Bradley  
Donna Breece  
Alison Brenner  
Russell Bright  
Belinda Bright  
Deborah Brison  
Tonia Browder  
Loyd Butcher  
William Call III  
William Call Jr.  
Rose Clapsaddle  
Walter Clark  
Floran Clark  
Fredrick Cockerell  
James Collins  
Robert Combs  
Eileen Cook  
Jose Rogelio Cortez  
Claudio Covarrubias  
Rosemary Covarrubias  
Donald Crawford  
Phyllis Crevison  
David Crisp  
Jeffrey Crisp  
Paul Crum  
Dixie Dalton  
Robert Davis  
Michael Dixon  
Amy Dodd  
Shane Dugan  
Bernie Dziedzic

Ray Edgington  
Christopher Eirich  
Donna Fay  
Judy Ferris  
Ute Fisher  
William Gilleland  
Betty Glower  
Celia Gonzalez-soto  
Marvin Green  
Jeffrey Greene  
Modesto Guerra  
Patricia Hale  
Sonya Hamilton  
Mary Hendricks  
Rita Henry  
Carol Hill  
Pamela Hoffman  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Donald Jackson  
Mary Jane Jakeway  
Timothy Jaye  
Janice Johnson  
Donald Jones  
Natasha Jude  
Shawn Kennedy  
Richard Kidd  
Gail Kinney  
Jason Kirby  
Jerome Krabill  
Linda Ladwig  
James Larsen  
Carol Lawrence  
James Legge  
Mark Lore  
Shane Losey  
Veraniece Luckett  
Denise Martin  
Rene Mays  
Valentine Mbinakar  
Beverly Mcclanahan  
Cynthia Mckinney  
Michael Meddles  
Alejandra Mejia  
Tina Mentzer  
Chad Messenger  
Oswald Millan  
Chong Hui Minter  
James Moore III  
Rilla Morgan  
Elaine Moring  
Gary Mosbacher  
Charles Mouser  
Stephanie Napier  
Kathleen Neves

Beth Neves  
James Parker  
Joyce Payne  
Robert Person  
James Poore  
Michael Prater  
William Preston  
Marie Reece  
Barbara Reed  
Charles Rhyans  
Donald Robinson  
Patricia Roby  
Todd Roush  
John Rude  
Mary Sacks  
Jeff Schertzer  
Victoria Seagle  
Derrick Seagle  
Darren Seagle  
Linda Secrest  
Steve Shafer Sr  
Joe Singleton  
Gregory Skaggs  
Wendy Smith  
Rex Snyder  
Beverly Sowards  
Julius Spencer,jr.  
Jason Stephens  
Keith Stockton  
David Strawder  
Michael Taylor  
Terry Thornhill  
Burrel Thornhill Jr.  
Christopher Trickett  
Charles Trickett  
Joyce Trout  
Ruby Trout  
Earl Trout  
Terry Tucker  
Marsha Tucker  
Nilsen Vanegas  
Nathan West  
Thomas Westfall  
Fred White  
Roger Winegardner  
Robert Wireman  
Marsha Wisecup  
Marc Woerlein  
Jeffrey Wooddell  
James Woody  
Roger Wright  
Jennifer Wyss  
Anthony Yoli

Start Date	Anniversaries
Fred White	13 Years
Joyce Trout	9 Years
Deborah Anderson	6 Years
Fredrick Cockerell	6 Years
Joseph Warner	5 Years
Ray Edgington	4 Years
Gary Mosbacher	2 Years
Lloyd Williams III	2 Years
Stephanie Benfield	1 Year
Cynthia Blair	1 Year
James Bowen	1 Year
Alison Brenner	1 Year
Floran Clark	1 Year
Walter Clark	1 Year
Christopher Eirich	1 Year
Stephanie Napier	1 Year
Darlene Owens	1 Year
Monica Severance	1 Year
Wendy Smith	1 Year
Marc Woerlein	1 Year

## 90 Day Service Awards

Donald Crawford	Peyton Donaway
Alisha Hoffman	Chad Messenger
Rickie Rawlins	Jason Stephens
Marsha Wisecup	Jennifer Wyss

## October Birthdays

Michael Jagodzinski	October 2
Charles Mouser	October 3
Gail Kinney	October 3
Melvin Lovelace	October 5
Darren Thompson	October 7
John Holt	October 7
John Mawer	October 8
Alejandra Mejia	October 9
David Morgan	October 9
Dale King	October 12
Jeffrey Wooddell	October 15
Victoria Seagle	October 16
Aleisha Delaney	October 16
Wanda Baughman	October 17
Carrie Hughes	October 17
Tonia Browder	October 17
Emerson Beer	October 20
Teresa Bolen	October 20
Ryan Ashley	October 22
William Call Jr.	October 22
Michael Taylor	October 23
Ronald Jakeway	October 23
Ute Fisher	October 26
William Gilleland	October 26
Terenia Stepney	October 26
Natasha Jude	October 27
James Bowen	October 28
Floran Clark	October 30
Alisha Hoffman	October 30