



# 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: Travis Hollis

performing services in a four theater facility which houses over 1500 people at any given time.

As the Theater Manager, Travis is responsible for two associates performing duties for a seven day per week operation. The Scioto crew is responsible for ensuring all restrooms, dressing rooms, and theater areas are clean before and during performances, and giving entire areas a thorough cleaning after the events.

With strong communication and technical skills developed in the cleaning industry, Travis has been relied upon for

his knowledge of all aspects of the cleaning business. Travis is extremely dedicated to the integrity of the contract and his daily skills of dealing with both clients and fellow associates.

Account Manager Bob Miller describes, "Travis has many challenges daily and one day is not the same as another. However, he never waivers on the challenges that face him. Travis has the positive attitude to get the job done."

Married for five years, Travis resides in Westerville. He enjoys art and sports and spending time with his three children during his free time.

Although Travis Hollis is one of Scioto's newest associates, he has been employed at the Vern Riffe Center for Government and the Arts in Columbus since 2000. When the account was recently acquired, Travis joined Scioto as a Team Leader, bringing forth his supervisory experience of the past to his current role where he oversees the theater area, mastering the uniqueness of

## Scioto Prepares Health Center for Audit

Scioto manager Joe Warner received the call that the OSU Ross Heart Health Center would need a cleaning crew within three days. As a clean air facility, the center would be undergoing an Infectious Control Audit. Through new construction they had done a good job of keeping dust down, but realized that the ceiling tiles containing the pipework and computers wires may be harboring dust and particles.

Joe quickly assembled a crew of seventeen associates committed to the overtime project for two solid weeks. Primarily, the crew reported to work for a full shift before departing for another eight hours at their regularly assigned account. According to Joe, "We had people from the Franklin County Courthouse, the Riffe Center, Rhodes Tower, Nestle and Honda ELP who were willing to put in the overtime, including Chris and Dave Gibson who continued their work at the courthouse while taking on the responsibility of running second shift for this project."

Crew members spent their shift up on ladders moving ceiling tiles and wiping all dust and dirt from top to bottom in a strategic manner so as not to fall back into the ceiling tiles. Joe was pleased with the speed and organization of the crew. "We had a high level of cooperation and team spirit. The work was challenging, but it didn't take long for the crew to come up with a process through trial and error to make best use of their time and ensure a dust-free final work product."



Scioto will assist with another phase of the project once construction is completed on other floors of the building.



## In Loving Memory



Mark  
Edward  
Lore

1964—2004

Scioto is mourning the loss of an associate. Mark Edward Lore, 40, died suddenly on Thursday, September 24 at his residence.

Deepest sympathies are extended to his wife, Brandi Lore; children, Amanda, Jerimi, Paige, Chynna and Mark-Logan, along with his parents, sister and other family members.

## In Our Thoughts

Our thoughts are with Jason Hutchison and his family during the recent hospitalization of his father.

## It's A Boy!

Congratulations to Robert Miller Jr. and Michelle on the birth of their son Robert J. Miller III. Born Sept. 15th, the newest Robert weighed in at 6 lb.6ozs. The proud father is a Manager at Vern-Riffe Rhodes Tower.

## A Word From The President



One of Scioto's themes since our inception in 1975 is our desire to provide our clients the best service experience. In order to give our customers that experience, we first need to know their expectations.

Expectations are usually developed in three ways: through personal experience, word of mouth, and negotiated between two or more customer groups. By understanding how expectations are formed, Scioto's sales and operations teams know what questions to ask to better understand how customers want served.

Whether you are in a new role, a new account, or are a new associate of Scioto, it is essential that the Sales and Operations team translate to you the full compliment of our client's expectations.

The key to success is doing what you know serves the best interest of the client. If you know the expectations, the client expects us to deliver the best comprehensive quality experience centered on those expectations. Clients don't want a company to respond to their every complaint or concern and be happy they fixed it! They want the Scioto service experience, which includes an understanding and execution plan for:

- Quality
- Reliability
- Effectiveness
- Professionalism

It is Scioto's responsibility, as an organization, to ensure that every position we have understands their "Purpose" in creating quality, reliability, effectiveness, and professionalism experiences for our clients. Let me share a few of my thoughts on each:

Quality – Always start with the end in mind. Quality is achieved through pride, process, and a shared outcome for excellence.

Reliability – Understand that thousands of people depend on us every day to perform quality driven and reliable services. We want our clients to have piece of mind and time to focus on their own jobs.

Effectiveness – We must always evaluate our effectiveness in serving our customers. Our never-ending pursuit of the *best way* must always separate us from our competition.

Professionalism – The confidence clients have in the talent of our entire organization to provide them the best service experience.

Always look for your opportunities to create service experiences. Our responsibility to each other is to create the service experience for our client.

Thanks for listening and being part of the Scioto family,

*Chip*



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# The Scioto Difference

*"Since the inception of the contract with Scioto, I have found the company as a whole to be how they presented themselves in their proposal. It is not uncommon for a company to sell themselves and not be able to live up to their expectations. However, so far I have found Scioto to live up to what they said they could and would do, from the initial interview process to the performance of their associates once on-site."*

Sharon Chamberlin  
Building Services Senior Manager  
Hamilton County Courthouse



**Keeping Up Appearances:** Floor Tech Ernest Snow, (left) and Shift Leader Henry White (right) review the carpet log. All Team Leaders assist Ernest by logging carpet stains they observe while on duty. The additional eyes on the job help Ernest to devote his time to stain removal with confidence that all areas have been double-checked ensuring that no areas in need of attention are missed.

*"I walked away with a very high level of confidence that we will be successful in the Tri-State Region simply because I met people that will take care of business. We can pursue adding new clients without having to worry that our existing clients are being taken care of."*

JR Kruse, CEO, (upon touring the Hamilton County Courthouse and meeting with the new Tri-State Region Scioto crew)

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. The work is unique at the Hamilton County Courthouse. Although high standards are not uncommon, the building's age and architecture provide some interesting challenges. From the court rooms to the law library, preserving a historical building has become all in a day's work in Scioto's newest region. And, that is the "**Scioto Difference.**"

## Quality Control Recruiting System

Under the standardized Quality Control Recruiting System and seasoned management, Scioto has brought the new standard of cleaning to the Queen City. Recruiting personnel hired only individuals who would preserve, and add to, Scioto's rich history of providing top-shelf service through experienced candidates with such attributes as exemplary attendance, flexibility, along with pride and focus on customer satisfaction.

## Historical Preservation: A Cleaning Challenge

Described as one of the most difficult to clean buildings in Cincinnati, the courthouse, rich in character poses many challenges for the crew, from its vast amount of marble hallways and finely detailed old woodwork to its heavy flow of the traffic of a modern day courthouse, the Scioto crew preserves the integrity of the building with the modern day supplies and state-of-the-art equipment that has earned Scioto its reputation as a leader in the cleaning industry.

## Hamilton County Courthouse Historical Facts

The Hamilton County Courthouse has nine floors totaling more than 500,000 square feet. It was built in 1915 and houses 31 Municipal and Common Pleas court rooms, various County agencies, and the Cincinnati Law Library.

The building sees more than one thousand visitors daily. Its architecture and design add to its historic value, with such exquisite features as: Tennessee pink marble in the floor throughout, cork floor in the Law Library, and a room filled with Rookwood tile depicting a scene from the Battle of Fallen Timbers.



## Integrating Our Business Principles

If they haven't already, Scioto associates will be hearing a new acronym being touted by managers in the coming year: SQCDM. The multi-level tool is key step for Scioto toward integrating these business principles into its most fundamental business processes.

Management teams develop a scorecard for each principle acknowledged in SQCDM-Safety, Quality, Cost, Delivery of Products, and Morale-to set up strategic priorities, establish goals and allocate resources, in turn setting up parameters for business operation plans. Each business plan is translated into a scorecard, which establishes priorities and targets for specific accounts and regions.

Announced during the 2003 BudgetFest event, the basic system is currently in operation. The web accessible tool allows the Regional Manager to see how an overall region is doing on its key measurables, while the Account Manager is able to look at the same specifics from a local perspective, such as evaluating budget numbers (Cost), survey results (Delivery), or the number of safety incidents in a particular time frame (Safety).

Much will be done in the upcoming year to explore the Principles' significance in day-to-day decision making and their incorporation into the Scioto culture.

### SQCDM: The Business Principle Scorecard

<u>Scorecard Element</u>	<u>Basic Principle</u>
Safety	Safety
Quality	Products & Customers
Delivery of Products	Products & Customers
Cost	Financial & Health
Morale	Quality of Relationships

## OSU Gym Floor Preparedness

With 18 racquetball courts, four basketball courts and a dance studio at the Ohio State University to prepare for the academic year, Scioto's gym floor specialists had a lot of ground to cover in a short amount of time during the summer months.

In order to prepare the floors before classes started, Account Manager Joe Warner implemented a cutting edge technique that would save on time and labor and enable all the work to be done in a timely manner, eliminating the traditional dry screen method of cleaning a gym floor, a process that required 5 associates, three days, four side-by-sides and a portable generator. The process not only took a great deal of coordination and manpower, but pulled a significant amount of dust into the air.

The new process defies the misconception that water cannot be used. Joe explains, "Although water can't be placed on wood, with the wet screen method, the water stays on the layer of polyurethane." A walk behind vacuum is used with a wet screen. Laying down the water at the same time screening takes place saves time. It actually performs a double screening while picking up all the surface water. The Side by Side with its dust emission is thereby replaced with a walk behind machine on wheels, a self-propelled machine that wets the floor and does all the work.

The end result: a gym floor can be done in hours that normally took several days and more manpower.



***A+ For Excellence, Punctuality:***  
Scioto prepared the gymnasium floors at the Ohio State University in record time to prepare for the 2004-05 academic year.

# Election Day

**Go Vote!** Too Busy. Children. Long hours at work. Don't know the issues. Don't know the candidates. Don't know where to vote. Don't know how to register. Tired. Stressed out. Don't have time. Don't have the energy. Just don't want to. There are endless excuses for not taking the time out to vote. As Election Day rolls around ask yourself, Are you worried about job security? Then vote! Do you care about keeping jobs in America? Then vote! Do you care about your community? Then vote!

Voting is our civic duty, an important and invaluable right that we, as Americans, have-and-should utilize. Scioto is proud to be comprised of intelligent individuals who are diligent in their civic responsibility to the political process encourages its associates to take time out to vote on election day. Scioto associates were recently polled to determine what issues and/or characteristics are of primary importance to them as they select a candidate in the upcoming presidential election.



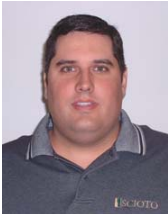
The participation of women voters. If more women would exercise their right to vote it could change the outcome of the election.

**Tammy Hodges**  
Nestle Dublin



Social security, medical insurance, and how seniors fit into their plan, along with medical insurance, national defense, military. By the way they go about the campaign they must key in on issues and convince me that he means what he says to in order to get my check mark by their name.

**Henry White**  
Hamilton County Courthouse



The issues I care about are the economy, job growth, health care, social security, and my safety and the nation's safety. Those issues impact my life on a daily basis and on a long term basis as well.

**Matt Niswonger**  
Safety and Benefits Administrator



I want a President who really cares about the Health Insurance going up, to find a way to help Americans with the growing cost of it, to help with the elderly that don't have anyone to care for them. In general I worry about all the people losing their jobs because of foreign countries getting all the business going overseas for cheaper wages.

**Donna Wright**  
Office Manager



My primary interest is in health care and how the candidate's plans will affect the medical coverage of my family.

**Terry Thornhill**  
Honda MAP GC



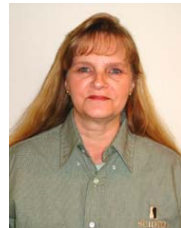
I look for a forthright, honest, intelligent and spiritual person in character.

**John Mawer**  
OSU



Health care would be one of reasons for voting for a candidate. Our national health care is in a very poor state, high costs are causing millions of working class people to live without proper health insurance. I'd also vote for a candidate who would try to get some resolution in the middle east and try to get some of our troops home safely. I have a son in the Marine Corp and I pray every day that he doesn't have to go over there.

**Terry Shreve**  
Honda ELP GC



Health care needs to be affordable. Health care costs have skyrocketed to where the average middle class family can't afford to get proper medical care when it is needed. Taxes are also an issue I think need addressed.

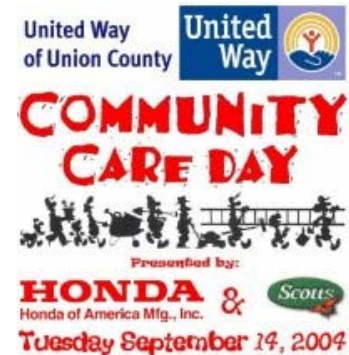
**Loretta Horner**  
Honda ELP GC

## Community Care Day

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.

On September 14, 2004, more than 215 volunteers came together to improve the lives of their neighbors by completing 129 community service projects in an event the United Way had accurately predicted as its largest with the most workers and most ambitious to-do list in the eight-year history of the event.

In what has become an annual commitment for Scioto, Richard Kunkler put his professional budget and finance 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. Richard spent the day as a participant in the city-wide food and school drive to benefit the Marysville Food Pantry and Marysville Clothes Closet, driving his truck through an assigned section of town to pick up food and clothing donations left on doorsteps. Of his efforts, he explains, "It is nice to be able to help out the community on behalf of Scioto."



The mission of the United Way of Union County is to improve the lives of people within our community by raising, collecting, and distributing funds. The volunteers and staff of the United Way of Union County work hard to accomplish this mission by constantly seeking ways to help meet the needs of the residents of Union County.

## Benefits In Action



### *Scioto is Waging a Workplace Fight Against the Flu Bug!*

One minute you're fine. The next you're not. When body aches, fatigue and fever leave you longing for bed, it sounds like you have the flu.

People catch the flu usually by inhaling the virus from an infected person's sneeze or cough. Another way is by touching an infected surface. Flu patients often spread the virus unknowingly by being contagious before they feel ill.

Everyone is susceptible to the flu. And even uncomplicated cases may require up to two weeks for a complete recovery. With as many as 26 percent of persons ages 18-64 infected with flu annually, the associated work absenteeism and decreased productivity can result in substantial societal costs.

The flu vaccine is the most effective way to protect against this disease and its many complications. Giving flu shots to healthy individuals significantly reduces respiratory illness and physician visits, especially when the viruses in the vaccine match those in circulation. The fact that there has not been a really severe flu season for the past several years may lead people to delay or avoid getting vaccinated when mass vaccination programs are a big reason why fewer people have fallen ill.

In the upcoming weeks, Scioto will be announcing dates that LifeCare Alliance will be on site at the Columbus and Marysville offices to distribute flu shots. For Western and Tri-State Region associates, shots obtained through primary care physicians will be charged through Scioto health insurance and covered under the wellness benefit.

## Lifting: A Daily Routine

Whether you're at work or conducting daily activities at home, the potential exists for injuries to occur as a result of lifting. Lifting principles applied before, during and after working hours should lower the risk of back strains and sprains, the most common ailments that people experience.

According to the National Safety Council, 60 to 80 percent of all workers will experience a back problem at some time during their working careers. Back strains and sprains are the largest source of workplace claims. Back pain risk factors associated with lifting include:

- Lifting heavy loads
- Carrying bulky loads
- Frequent lifting
- Bending the body's trunk
- Twisting the body's trunk

### Lifting Techniques

From full trash bags and cleaning supplies, to obtaining the proper equipment to complete a task, all members of the Honda ELP General Cleaning crew are expected to pick up items during their daily routine. During a recent safety training session, crew members were reminded of proper lifting techniques.



#### A Safer Lifting Method:

Associates are aware of the importance of bending properly to lift a box. As demonstrated above, it is important to carry the object close to the trunk to maintain proper posture while carrying a heavy load while keeping weight centered over feet, with arms and elbows against the sides.



#### Teamwork:

During lifting training, an associate became the example by picking something up for critique so that all could think about proper bending and lifting techniques. Shown above, associates learn to recognize when an object is too heavy for one person to lift and ask for assistance.

## PERFECT ATTENDANCE FOR AUGUST 2004

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

Nancy Aceto	Timothy Gordon	Matthew Murphy
Samuel Achirem	Dwan Gray	Jordan Musselman
Ronald Adams	Marvin Green	Stephanie Napier
Loretta Adams	Cynthia Green	Kenneth Neate
Lora Alexander	Katrina Groce	Beth Neves
Allen Anderson	Modesto Guerra	Kathleen Neves
Michael Apraku	Nuru Salad Guled	Tungia Odom
Ryan Ashley	Rukiya Guled	Donovan Oswalt
Booto Hirsi Barre	Kenneth Harris	Larry Pack
Janice Beasley	Fartun Hashi	Joyce Payne
Jeffrey Bell	Gary Hatcher	Cindy Pearson
Christine Bibbs	Lloyd Hawks	Howard Penny
Shirley Black	Wilo Farah Hayle	Nicole Penrod
Cynthia Blair	Ronald Helterbran	Johnny Pierce
James Bowen	Mary Hendricks	Arletta Pitts
Angela Bradley	Eusebia Henriquez	James Poore
Michael Bradley	Carol Hill	Brian Prater
Donna Breece	Asha Hirsi	William Preston
Emma Bridgett	Sherry Hitt	Marie Reece
Russell Bright	Pamela Hoffman	Barbara Reed
Belinda Bright	Travis Hollins	Donald Rismiller
Sabrina Brown	Carol Horn	Donald Robinson
Roberto Brown	Roy Horner	Patricia Roby
Walter Brownlow	Danny Huffman	Todd Roush
Terry Buckingham	Carrie Hughes	Jeff Schertzer
William Call III	Barbara Ann Hunt	Victoria Seagle
Charles Carolina	Sureer Ali Isse	Steve Shafer
Kimberly Carothers	Dion Jackson	James Shaw
Antonia Cepeda	Tamara Jakeway	Farjiyo Shirwa
Julio Cepeda	Tina Jakeway	Bahilo Shirwa
Rose Clapsaddle	Timothy Jaye	Terri Sibole
Floran Clark	Toni Jewell	Crystal Simpson
Kay Collins	Brenda Johnson	Joe Singleton
James Collins	Elzora Johnson	Tracy Sirch
Robert Combs	Janice Johnson	Gregory Skaggs
Eileen Cook	Donald Jones	Wendy Smith
Adrian Cotterill	Beverly Jones	Travis Smith Ii
Rosemary Covarrubias	Connie Jones	Ernest Snow
Claudio Covarrubias	Regina Jones	Rex Snyder
Phyllis Crevison	Elaine Kelley	Julius Spencer
Jeffrey Crisp	Shawn Kennedy	Judy Stradling
David Crisp	Richard Kidd	David Strawder
Paul Crum	Rebecca Kidd	Faith Thornhill
Geonia Cummings	Dale King	Burrell Thornhill Jr.
Dixie Dalton	Jason Kirby	Christopher Trickett
Carol Davis	Valerie Landrum	Charles Trickett
Aleisha Delaney	Stephanie Larcom	Ruby Trout
Michael Dixon	James Larsen	Earl Trout
Amy Dodd	Roosevelt Latimore	Joyce Trout
Larry Dorman	Ricky Lawson	James Vance
Edwige Dorvil	James Legge	Ieasha Vaughn
Shane Dugan	Marian Liban	Charles Victor
Bernie Dzedzic	Lawrence Likens	Halimo Wais
Christopher Eirich	Shane Losey	Mary West
Donna Fay	Lola Love	Thomas Westfall
Judy Ferris	Suki Lozoya	Richard White
Larry Fields	Norma Magill	Henry White
Wallace Garnett	Denise Martin	Fred White
Nicholas George	Valentine Mbinakar	Erin Wilkins
Chris Gibson	Cynthia Mckinney	Rapheal Williams
David Gibson	Shawnshray Mcleod	Felicia Williamson
Matthew Gilbert	Amanda Miller	Roger Winegardner
Betty Glower	Chong Hui Minter	Constance Wion
Katherine Gordon	Khadro Ahmed Mohamud	Robert Wireman
	Trula Moore	Jeffrey Wooddell
	James Moore III	Kenneth Woodson
	Rilla Morgan	James Woody
	Elaine Moring	Delores Wootchie
	Gary Mosbacker	Anthony Yoli
	Charles Mouser	

## Start Date Anniversaries

Fred White	14 Years
Joyce Trout	10 Years
Deborah Anderson	7 Years
Fredrick Cockerell	7 Years
Joseph Warner	6 Years
Gary Mosbacker	3 Years
Lloyd Williams	3 Years
Stephanie Benfield	2 Years
Cynthia Blair	2 Years
James Bowen	2 Years
Floran Clark	2 Years
Christopher Eirich	2 Years
Stephanie Napier	2 Years
Darlene Owens	2 Years
Monica Severance	2 Years
Wendy Smith	2 Years
Kimberly Carothers	1 Year
Nicholas George	1 Year
Stanley Jackson	1 Year
Matthew Murphy	1 Year
Brian Prater	1 Year

## 90 Day Service Awards

Sabrina Brown	Walter Brownlow
Timothy Carter	Julio Cepeda
Peyton Donaway	Larry Dorman
Edwige Dorvil	Brenda Fincher
Modesto Guerra	Eusebia Henriquez
Tamara Jakeway	Regina Jones
Francisco Martinez	William Morrow
Kenneth Neate	Donovan Oswalt
Linda Rayford	

## October Birthdays

Charles Mouser	October 3
Gail Kinney	October 3
Matthew Murphy	October 3
Loretta Horner	October 3
Melvin Lovelace	October 5
Darren Thompson	October 7
John Mawer	October 8
Lynn Wooden	October 8
Juan Navarro	October 9
Dale King	October 12
Troy Speicher	October 14
Antonia Cepeda	October 15
Jeffrey Wooddell	October 15
Victoria Seagle	October 16
Aleisha Delaney	October 16
Carrie Hughes	October 17
Shirley Black	October 19
Teresa Bolen	October 20
Bahilo Shirwa	October 21
Ryan Ashley	October 22
Michael Taylor	October 23
Ronald Jakeway	October 23
Obed Nkuriragenda	October 27
James Bowen	October 28
Floran Clark	October 30