



# 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: Cynthia McKinney

Locker Room route where she has proudly set a new standard in cleaning.

Shift Manager Terry Thornhill describes her technique as a combination of efficiency and attention to detail. "Cynthia has the locker rooms looking better than ever. She details the bottoms of walls, baseboards, corners and edges regularly."

As for Cynthia's positive attitude, Terry explains, "Although she never complains, she is balanced in her ability to directly communicate any problems." Due to her team approach to tasks, she is often relied upon to cover additional routes when needed.

On a lighter note, Cynthia contributes a colorful personality to the workplace. Donning holiday and other colorful socks, it is hard for others not to join in her upbeat attitude. Cynthia describes her work experience as pleasant. "I'm a happy person," she explains. "I have worked many places and Scioto is the best. I look forward to joining the Scioto Club in 2 1/2 years."

Married to Robert for five years, Cynthia has three daughters, four grandchildren and another on the way. Her interests range from sewing, crocheting and cooking to derbies and dune buggies. Cynthia resides in Richwood, Ohio.

## Scioto Responds to Baghouse Fire

With just one week remaining until the twice yearly cleaning of the baghouse filters at ELP Weld, associates found themselves called into action early as they responded to a fire in one of the baghouses, ignited by a spark rising up through the dust during the production process.

Due to EPA Regulations for clean air standards, the baghouse had to be shut down until all thirty of the 6 foot tall filters were replaced through proper disposal procedures, the same used in the routine cleaning process. A Scioto crew was mobilized within the hour with nine associates on site and the unit was back in production in a few short hours.

Andy Middlesworth, Staff Engineer at ELP Weld, communicated his appreciation to Scioto associates for their quick response and the professionalism for which they accomplished the task. He stated, "Without your assistance, we would not have been able to get the baghouse up and running in such a short period of time. We only incurred a half an hour of downtime to our production line."

Regional Manager Mike Jones credits a dedicated staff. "It was a great experience seeing the associates and managers alike coming together from different accounts to get the job done. Everyone knew the importance of what needed to be done and took the actions necessary to accomplish this."



### **Rapid Response Team:**

**The Scioto Team is trained and prepared to react to emergency situations. In this instance, rapid response is required to comply with environmental regulations and reduce lost production time.**

## Casino Night

## A Word From The President

**Casino Night**  
Saturday, January 22  
Casino Night will be held at a new location this year!

Karen's Event Center is located at 16701 Square Drive in Marysville. Directions are available at [www.karenskakes.com](http://www.karenskakes.com) and information flyers will be distributed to all associates.



I hope everyone has a wonderful holiday season. It is important to spend time with family and friends. Enjoy the holiday season.

Regarding our Scioto family, I want to thank everyone for contributing to a successful year. I want to touch on three major accomplishments in 2004.

1. Associate Retention – Our consistency in service is based on associate retention. Even with adding 125 new associates this year almost 20% of our associates are in the Scioto Club. Scioto Club members have a minimum of five years service with Scioto. Dedicated people make the difference. Our retention continues to be strong in all of our operating regions. Marysville and Western Ohio have the highest membership in the Club. Columbus will be well represented in the next couple of years. After almost one year of service in the Cincinnati market 58% of our associates are approaching one year of service.

up, responsiveness, and overall did we meet their expectations. Clients evaluate us on a scale of 1-5. Overall, for 2004 Scioto scored a 4.26 compared to 4.12 in 2003. Clients are recognizing the Scioto Difference, professional people dedicated to service excellence.

3. Retention of Accounts – Retention of great people and clients who positively rate our ability to serve their needs in the areas of quality, professionalism, follow up, responsiveness, and ability to meet their overall expectations creates clients who value Scioto's service and leads to long term client retention. In 2004 our client retention was 99%.

Thank you for your contribution in helping Scioto achieve these accomplishments and for making Scioto a better place to work and form ensuring our clients each day that they are being served by the best.

Thanks for listening and being part of the Scioto family,

*Chip*

## Holiday Office Hours

Office Closed  
December 24  
December 31

**Happy Holidays!**

## Coming in January...

Kids' Parties  
Holiday Wrap Up  
Scioto 2004  
Year in Review



**405 S. Oak Street**  
**Marysville, Ohio 43040**  
[www.SciotoCorp.com](http://www.SciotoCorp.com)  
**800.644.0888**

## The Scioto Difference

"The role of the Scioto Club member is to lead the way in setting the high standard for what it means to be a Scioto associate. They have the experience and first-hand knowledge of the high expectations we have for our associates. As they teach these standards and expectations to newer associates we protect against eroding work quality and service. This translates into continued first-rate service to our clients."

**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. Associates were inducted into the Scioto Club at last month's awards ceremony. The appreciation dinner is held so the efforts of Scioto associates could be saluted by their Scioto family, while celebrating their professional success in the presence of their true members who support them on a daily basis. In all, 65 Scioto Club members were honored for setting themselves and Scioto apart as an industry leader in creating a comfort level for clients that only results from the stability of a reliable work force. And, that is the "**Scioto Difference.**"

## 2004 Scioto Club



Sixty-five Scioto Club members have a combined total of 554 years of quality service to the clients of Scioto.

## Anniversary Milestones

### Five Year Members

Claudio Covarrubias  
Rosemary Covarrubias  
Dixie Dalton  
Amy Dodd  
Pam Mullet  
Barb Reed  
Victoria Seagle  
Chris Trickett  
Roger Wright

### Ten Year Members

Mike Jones  
Chong Minter  
Charles Mouser  
Matt Niswonger  
Joyce Trout

### Fifteen Year Members

Phyllis Crevison  
Carol Hill



## Winter Weather Closing

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, there are several ways to check on closings:

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.

**New Developments...**Any weather closings and delays will be posted to the Scioto administrative home page, <http://www.Sciotocorp.net>. No password is needed.

Local radio will be asked to broadcast notification of the closing.

**Tune In:**

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

**Log On:**

[www.610wtvn.com](http://www.610wtvn.com)  
[www.buckeyecountry107.com](http://www.buckeyecountry107.com)

## Innovation in Vehicle Transformation

Scioto's Service Technician, Steve Stewart, has been relied upon for many innovations and repairs over the years. His most recent is the transformation of a Cushman vehicle, purchased from MEI with the intent of bringing it back to the same account for the trash routes.



*The battery charger compartment, shown left, was moved to allow for a front passenger seat and increased space for hauling.*

Formerly used by MEI as an ambulance cart, the Cushman would need to be revamped for its new use. Steve began the mechanical overhaul by moving the passenger seat from the back to the front in order to allow for more hauling space. This change required the battery charger to be relocated to make room for the front passenger. The hauling area was deck plated and railings were added to the sides. Steve also added a caution light pole and a back up beeper, and repaired a defective speed controller.



*The new rails fold down and the vehicle is equipped with a removable tailgate for ease in hauling heavy equipment on the Cushman.*

In all, ten to fifteen hours of labor resulted in a significant cost savings for Scioto in comparison to purchasing a new vehicle.



*Not complete without it, the newly transformed Cushman proudly displays the Scioto logo.*

# 'Twas The Night Before Christmas

'Twas the night before Christmas from region to region,  
Scioto prepared for the holiday season.  
From west to the center to the south of the state,  
Associates delivered commercial cleaning first rate.

They led by example, they met expectations,  
Attendance was spotless 'cept planned out vacations.  
Their use of technology made them premier,  
As a cleaning company can be to this date and year.

The numbers were crunched as the year's data poured in,  
Success! They cried out! We've done it again!  
The new year budget was firm, disbursement was set,  
The bid calendar was filling-as full as could get!

Bursting with feat from the growth by the Fall,  
Recruiters, they advertised, come one and come all!  
Join us! Come join us! Be part of our team,  
For the **Scioto Difference** that is sparkle and clean!

As St. Nick flew through the air on that cold wintry eve,  
Manufacturing plants glistened like he couldn't believe!  
From top to the bottom and bottom to top,  
His heart pounded as he flew past each tidy work shop.

While government chambers and halls for the learning,  
Shone Scioto glow that kept his jolly head turning.  
From right to the left and left to the right,  
Like sparkling visions below him twinkling the night.

The associates departed, accounts no longer hopping,  
As they set off to do their last Christmas shopping.  
Their laughter and giggles filled then left the cold night,  
Only a moment before came Rudolph's red light.

As Santa's Sleigh halted in the Buckeye State,  
His team saw a difference that slowed down their gait.  
For expectations met and satisfied clients,  
In all of their travels they'd seen nothing like it.

After filling each stocking Santa left gleaming,  
For he had now seen firsthand **The New Standard In Cleaning!**  
He was heard exclaiming as he drove out of sight,  
**Happy Christmas Scioto, and to all a good night!**



To Our Valued Associates,  
With Appreciation for All You Do...



Happy Holidays from  
The Scioto Office Crew!



# Cookies for a Cause

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 the established Marysville region, partnerships with local organizations are going strong and span decades.

Scioto assists one of its earliest partners, Kairos, a national and international prison ministry, by helping them prepare for their bi-annual program in which a weekend is spent with the purpose of building and nurturing Christian communities among the residents of correction institutions. As part of the program, cookies are distributed amongst the prison population during the weekend-long courses aimed at selected inmates, and led by laypersons.

Scioto's role is to allow the warehouse to be used as a storage facility for the cookies where they can be sorted for distribution. Warehouse Manager Mike Dixon and crew stretch wrap and package the cookies, then load them into the truck so they are ready to go to the local correctional facility.



The mission of the Kairos Prison Ministry is to bring Christ's love and forgiveness to all incarcerated individuals, their families and those who work with them, and to assist in the transition of becoming a productive citizen.



10,000 dozens of homemade cookies are stored, wrapped, and loaded for deliver at the Scioto Warehouse twice a year.

# Benefits In Action

## Scioto 401k Open Enrollment

A retirement plan is fast becoming an important part of assuring that you do not have to work forever. All you have to do is put aside a few dollars a week and Scioto Corporation will match a percentage of your contribution. It is all done through payroll deduction, so after just a few short weeks, you won't even miss that small portion of money. You will also receive a statement each month showing you how well your investments did. It is a simple, painless way to put aside money so that when you reach retirement age, you can relax and do some of the things that you have always dreamed about doing. It is also a much more realistic and reliable than the lottery!

Four informational meetings will be held this month at the following locations:

Tuesday, December 28 <sup>th</sup>	3:00 PM	Marysville Office
Tuesday, December 28 <sup>th</sup>	5:30 PM	Franklin County CH
Wednesday, December 29 <sup>th</sup>	3:00 PM	Troy Honda
Wednesday, December 29 <sup>th</sup>	5:30 PM	Hamilton CCH

## Associate Testimonial



*"I joined the 401k plan to get started in building a nest egg for retirement. Since it seems we cannot really rely on our social security in the future, I will need to have something to rely on. The company is willing to give us free money to help us with our future. I believe it is a great way to make some extra money. I encourage all associates to participate in this plan."*

—Ray Hunsicker  
Wrap Guard

## Facility Parking Lot Safety

The winter months are usually accompanied by a rash of slips and falls. Nearly two-thirds of these mishaps occur on snow, ice or wet surfaces near entrances or on parking lots.



Here are some tips to help you prevent falls:

- ❄️ Wear flat-soled shoes or boots that provide traction on snow and ice: rubber and neoprene composite. Avoid plastic and leather soles.
- ❄️ Dress warmly. Being cold may cause you to hurry or tense your muscles, both of which can affect your balance.
- ❄️ Give yourself plenty of time. Take short steps with your feet pointed slightly outward. This will help keep your center of balance under you and provide a stable base of support.
- ❄️ Be extremely careful getting out of your vehicle. If possible, swing your legs around and place both feet on the pavement before you attempt to stand. Steady yourself on the door frame until you have gained your balance. Avoid reaching beyond your center of balance to take hold of the door, because this may cause a fall
- ❄️ Don't take shortcuts. Always use sidewalks and the cleared paths in parking lots. Never walk between parked cars. Be especially careful when stepping to different levels -- down or up steps or from curbs (don't step on curbs). And remember, grassy slopes can be as dangerous as snowy steps.
- ❄️ Pay attention to the walking surface. It may become wetter or slicker ahead of you. Look down, however, only with your eyes. If you bow your head, it could propel you forward.
- ❄️ When walking after sunset or in shadowed areas, be alert for black ice -- particularly in the days following a storm. Once parking lots, sidewalks and steps have been cleared, a thin layer of water remains and refreezes when the temperature drops.
- ❄️ Carry only those items necessary. Carrying weighted or bulky packages is also risky.
- ❄️ Make use of the sand and salt available at parking lot and pathway entrances.



### Facility Parking Lot Safety American Honda

Account Leader Jeff Bell emphasized to American Honda Associates the importance of being aware of dark spots of ice when driving. While walking, the curbs and ramps, such as that pictured right, may become slippery from ice between salt applications and require caution.



## PERFECT ATTENDANCE FOR OCTOBER 2004

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

Nancy Aceto  
Ronald Adams  
Anab Hashi Ahmed  
Lora Alexander  
Allen Anderson  
Michael Apraku  
Ryan Ashley  
Myrode Barker  
Booto Hirsi Barre  
Christine Beck  
Jeffrey Bell  
Charlene Benton  
Shirley Black  
James Blaha  
Cynthia Blair  
James Bowen  
Larry Bower, Jr.  
Michael Bradley  
Angela Bradley  
Donna Brece  
Emma Bridgett  
Russell Bright  
Belinda Bright  
Kenneth Brown  
Walter Brownlow  
Terry Buckingham  
William Call III  
Esmeralda Carceres  
Charles Carolina  
Kimberly Carothers  
Antonia Cepeda  
Julio Cepeda  
Rose Clapsaddle  
Floran Clark  
Brandon Clary  
Fredrick Cockerell  
James Collins  
Robert Combs  
Eileen Cook  
Claudio Covarrubias  
Rosemary Covarrubias  
Phyllis Crevision  
Jeffrey Crisp  
David Crisp  
Paul Crum  
Geonia Cummings  
Debra Cummons  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Michael Dixon  
Amy Dodd  
Peyton Donaway  
Larry Dorman  
Shane Dugan  
Bernie Dzedzic  
Christopher Eirich  
Daniel Ferguson  
Judy Ferris  
Wallace Garnett  
Nicholas George  
Chris Gibson  
David Gibson  
Matthew Gilbert  
Betty Glower  
Timothy Gordon  
Marvin Green

Modesto Guerra  
Nuru Salad Guled  
Connie Hackworth  
Heidi Hall  
Lloyd Hawks  
Wilo Farah Hayle  
Ronald Helterbran  
Mary Hendricks  
Eusebia Henriquez  
David Henson  
Carol Hill  
Gerald Hiltibran  
Asha Hirsi  
Sherry Hitt  
Pamela Hoffman  
Travis Hollins  
Carol Horn  
Loretta Horner  
Roy Horner  
Danny Huffman  
Carrie Hughes  
Kelly Humphries  
Raymond Hunsicker  
Barbara Ann Hunt  
Sureer Ali Isse  
Timothy Jaye  
Toni Jewell  
Brenda Johnson  
Janice Johnson  
Elzora Johnson  
Eugene Jolliff  
Beverly Jones  
Donald Jones  
Mark Jones  
Shawn Kennedy  
Richard Kidd  
Rebecca Kidd  
Dale King  
Lisa King  
Jason Kirby  
Hailey Knee  
Jeanette Kocou  
Eva Lamar  
Valerie Landrum  
Stephanie Larcom  
James Larsen  
Roosevelt Latimore  
Carol Lawrence  
Ricky Lawson  
James Legge  
Lawrence Likens  
James Lindenberger  
Shane Losey  
Lola Love  
Melvin Lovelace  
Suki Lozoya  
Denise Martin  
Francisco Martinez  
Valentine Mbinakar  
Tim McDonald  
Cynthia McKinney  
Shawnshray Mcleod  
Leslie Mcqueen  
Tina Mentzer  
Bobbie Meredith  
Amanda Miller  
Chong Hui Minter  
Trula Moore  
James Moore III  
Rilla Morgan  
Elaine Moring  
Gary Mosbacker  
William Moton  
Charles Mouser  
Kenneth Neate

Beth Neves  
Kathleen Neves  
Shamso Noor  
Donovan Oswalt  
Darlene Owens  
Larry Pack  
Anthony Paulton  
Joyce Payne  
Howard Penny  
Nicole Penrod  
Johnny Pierce  
Arletta Pitts  
James Poore  
Brian Prater  
William Preston  
Marie Reece  
Barbara Reed  
Donald Rismiller  
Donald Robinson  
Patricia Roby  
Sandra Rumph  
Jeff Schertzer  
Victoria Seagle  
Derrick Seagle  
Darren Seagle  
Linda Secrest  
Steve Shafer  
James Shaw  
Farxiyo Shirwa  
Bahilo Shirwa  
Frederick Shoffner  
Terry Shreve  
Terri Sibole  
Stacy Sigrist  
Crystal Simpson  
Joe Singleton  
Tracy Sirsch  
Gregory Skaggs  
Wendy Smith  
Travis Smith  
Ernest Snow  
Rex Snyder  
Troy Speicher  
Julius Spencer  
Judy Stradling  
David Strawder  
Michael Talley  
Willie Taylor  
Faith Thornhill  
Burrel Thornhill  
Chris Trickett  
Charles Trickett  
Ruby Trout  
Earl Trout  
Joyce Trout  
Johnnie Turner-Watson  
Valarie Tyson  
James Vance  
Charles Victor  
Halimo Wais  
Royanne Wenger  
Demetrius West  
Mary West  
Thomas Westfall  
Fred White  
Anthony Whitlow  
Erin Wilkins  
Felicia Williamson  
Krissy Wilson  
Roger Winegardner  
Constance Wion  
Jeffrey Wooddell  
James Woody  
Roger Wright

Pamela Mullet 6 Years  
Gerald Hiltibran 4 Years  
Denise Martin 4 Years  
James Moore III 4 Years  
Eugene Jolliff 3 Years  
Nancy Aceto 2 Years  
Timothy Jaye 2 Years  
Dale King 2 Years  
Shirley Black 1 Year  
Todd Davis 1 Year  
Dwan Gray 1 Year  
Cindy Pearson 1 Year  
Tracy Sirsch 1 Year  
Carol Strayhorn 1 Year

## Start Date Anniversaries

## 90 Day Service Awards

Christine Beck  
Sherry Clements  
Debra Cummons  
Gerianne Hartley  
Bethany Hill  
Kristy Jakeway  
Eva Lamar  
Tim McDonald  
Shamso Noor  
Frederick Shoffner  
Troy Speicher  
Royanne Wenger

Kenneth Brown  
Donald Crawford  
Connie Hackworth  
Alexander Hill  
Kelly Humphries  
Jeanette Kocou  
James Lindenberger  
Sharon Nickelson  
Anthony Paulton  
Stacy Sigrist  
Johnnie Turner-Watson

## December Birthdays

Beverly McClanahan December 1  
Mary Gooch December 3  
Phillip Bullard December 6  
Charles Rivers December 8  
Jerald Bell December 10  
Scott Prater December 10  
Herman Briscoe December 12  
Larry Lawson December 13  
Tungia Odom December 14  
Lawrence Likens December 16  
Marvin Green December 16  
Patricia Miller December 16  
Charles Victor December 18  
Joyce Payne December 18  
Ann Priddy December 18  
Howard Penny December 21  
Steven Gadd December 21  
Cynthia McKinney December 23  
Dion Backus December 24  
Roberto Brown December 25  
Farxiyo Shirwa December 25  
Joe Singleton December 26  
Betty Glower December 27  
Marie Reece December 27  
Nick Adams December 28  
Myrode Barker December 29  
Todd Roush December 29  
Jeff Schertzer December 30  
Denise Martin December 30  
Robert Dillard December 30  
Tina Mentzer December 30  
Charlene Benton December 30  
Cynthia Green December 30  
Julius Spencer December 31