



# 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
Visits from Santa	5
Cookies for a Cause	6
Benefits in Action	6
Warehouse Safety	7
Announcements	8

## *The New Standard in Cleaning*

### Associate Profile: Jim Legge



Jim Legge walked through the doors of Scioto Corporation in 2002 searching for a new opportunity. "I was self-employed working in the areas of plumbing and carpentry, and the Scioto advertisement struck me as an opportunity to try some different things."

Qualifying to move quickly into a Team Leader position within six months, Jim had proven himself to be the right person for the job. "Scioto gives great opportunities for advancement through the training offered. I have broadened my horizons by becoming certified on forklifts, tugs and highlifts as well as undergoing training on floor work," he describes.

Jim's main responsibility is taking care of the floors of the Honda East Liberty Plant. He strips and waxes the tens of thousands of square feet with precision on a regular basis, including cafeteria, skywalk, offices, meetings rooms, halls and entranceways.

Jim's work has impressed even the toughest of critics. One of Scioto's premier floor care experts, Russ Bright, trained him and was immediately impressed. "I could count on Jim to be thorough and efficient in everything he did, all the while taking on new responsibilities," Russ said. With his reputation for a willingness to learn, it is not surprise that Jim has set his sights on new challenges. He explains, "In the future I would like to learn more about and have a role in supply management and computer applications."

Married for 15 years, Jim and Deanna have 2 daughters and 7 grandchildren and reside in Bellefontaine.

## Business Article Features Scioto Ethics, Values

When asked by the Business First newspaper to recommend the names of some companies that have participated in and utilize ethics and values training, Scioto was the primary example that came to mind for Debbie Bowden, OSU Alber Enterprise Center, who considers Scioto an ideal example of corporate leadership deliberately linking the company's identity to its values, what it expects of people, and how it conducts business. According to Debbie, "What is remarkable is that Scioto has been able to actually maintain, sustain and strengthen its values connection with an expanding number of associates who work in numerous facilities throughout the central Ohio, Dayton and Cincinnati markets."

The Business First article, entitled "Partners In Principle," editorializes employee ethics as being as important a characteristic as having the right jobs skills. Scioto was referenced as an example of how the ethics of a company must match up with those of its employees. President Chip Niswonger outlined the importance of clearly stated values and finding the right employees, and the importance of ethics in a business where employees generally work offsite and must exhibit trustworthy characteristics that go beyond honesty and solid work ethic to growth, pride, customer service and innovation.

Chip underlined the importance of operational principles and clear expectations as the keys to creating a team that shares the right values. "If you have clear principles that are operational and you explicitly communicate those, you're going to be successful in attracting, developing and keeping good people."



### ***A Leading Example:***

Scioto was featured in the December 12, 2003 issue of Business First, a weekly business newspaper covering the Central Ohio area, in the Entrepreneur Section.

## Casino Night

### It is time for the annual Casino Night and Dinner!

The annual event will be held Saturday, January 24 at the Catholic Community Center in Marysville from 6:00 to 11:00. Dinner will be served from 6:00 to 7:00.

This year's theme is "Hollywood Nights" and everyone is encouraged to dress as their favorite television or movie star and enter a contest to win cash prizes for the best dressed personalities!



Testing One...  
Two....Three....

This year, there will be an opportunity for those who like to perform to entertain their fellow co-workers with karaoke! Crooners should sign up with the Master of Ceremonies Russ Bright to ensure a position on the set list.

## A Word From The President



I hope everyone had a good holiday. It is a special time of year to be able to spend with family and friends. This time of year is also a time to reflect on the past year and set our sights on what we plan to accomplish in 2004.

In 2003 many of Scioto's initiatives came from our Strategic Plan. Our Strategic Plan is a five year plan devised to outline our objectives and to guide our development and growth. Our plan is broken into the following components: Operational, Organizational, Financial, Marketing and Sales.

I want to share a few of our initiatives under the operational and organizational parts of the Strategic Plan.

Operationally, the two most important initiatives are our Associate Survey and Client Survey. The Associate Survey is at the heart of what we do. The survey is designed to ask our associates if we are providing them the support they need to serve the client. The questions are designed based on what associates have told us is essential for the delivery of service excellence. The following questions are taken from the survey:

1. Do you understand the company's expectations?
2. Do you have the proper supplies and equipment to do your job?
3. Have you received praise within the last seven days?
4. Does someone at work care about you as a person?
5. Do your opinions count?

These and the other questions that make up the survey are what we as a company are dedicated to providing to people. It is our goal that as associates complete the survey every six months we are working towards associates saying you agree or strongly agree that Scioto is meeting your expectations in providing the support you need everyday. I know from our first

survey in April 2003 each account devised plans to improve our support within at least two of the questions that make up the survey. October's results showed improvement in all of these questions. As we look to the first Associate Survey of 2004 I want you to be confident that we are striving to provide you the support you need to serve each other and the client, because if you are happy I know our clients are happier.

The second initiative is our Client Satisfaction Survey. This survey is also performed twice a year (April and October). It is a way for us to measure our ability to meet our client's expectations. The survey measures quality, professionalism, follow up, and responsiveness. As a company in April of 2003 we scored 4.06 out of 5, compared to a score of 4.18 in October. A score of 4 rates as good. Besides our service score increasing, the other impressive increase was our response rate which improved by 30%.

Under the organizational component one of Scioto's goals was to reevaluate our standardized recruiting process. Recruiting has been one of our strengths and it will continue to be by us continually improving the process. The goal is to surround everyone in our organization with the best people.

These parts of Scioto's Strategic Plan are important because what is defined and measure is managed. The plan clearly puts everyone on the same team and allows all of us to know the measurable impact we as individuals have on our customer groups.

Thanks for listening and being part of the Scioto family,

*Chip*



Phone: 1.800.644.0888  
937.644.0888

405 S. Oak Street  
Marysville, Ohio 43040

[www.SciotoCorp.com](http://www.SciotoCorp.com)

Fax: 937.644.1356

# The Scioto Difference

*"There have been many process improvements throughout 2003 that clearly highlight how Scioto brings value to both associates and clients alike. But the Scioto Difference truly boils down to one common denominator—having the best people in the industry serving each other and our clients. If our associates were not the best, there would be no Scioto Difference."*

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. The year 2003 has been a banner year and 2004 promises to be another major turning point. It was the time to begin working the Strategic Plan, and to look forward to year two of the five year plan as the company continues to focus on how to best meet and exceed the expectation of clients. An exciting future lies ahead. And, that is the "Scioto Difference."

## Team Work

# 2003

## A Year of Strategic Planning

## Dedication

# 2003

## 2004: New Year's Resolution

A glimpse into Scioto's goals for the coming year reveals a commitment to continue to improve the lives of Scioto associates, create a comfortable environment for Scioto clients, bring new clients into the Scioto family and become a better managed business.

As Scioto ushers in the new year, an emphasis has been made to take the SQCEDM (Safety, Quality, Cost, Environmental, Delivery and Morale) system a step forward by establishing specific goals for each component that aligns with the Strategic Plan and company goals. On an individual basis, all Scioto associates will understand the specific goals and know how we are doing to reach each goal.

## Record Low Turnover

### Organizational

Scioto reevaluated the candidate quality control system in the area of recruiting, by outlining the belief that company principles and clear expectations are the keys to creating a team that shares the right values to successfully attract, develop and keep qualified associates.

### BudgetFest

## Value-Added Service

### Finance

BudgetFest 2003 was the opportunity to put together a game plan for 2004 and beyond; a program of work dedicated to aligning components of the Strategic Plan with the 2004 operating budget.

## Increased Efficiency Standards

### Operational

The year saw the implementation of the Associate Survey and the Client Survey via email. Each survey provides valuable information on Scioto's performance and allows the company to improve on ways to provide support to the associates in order to better serve the client.

### Process Improvements

## Community Involvement

### Sales & Marketing

Scioto created a regional expansion model by opening a Columbus office, in an effort to demonstrate commitment to the communities where Scioto conducts its business to serve both the associates and clients with a facility dedicated to providing personal service especially for them.

## Client Satisfaction

## Focus Groups

## Associate Innovations

## Scioto: The New Standard in Cleaning

## Scioto Valley Supply News

Scioto Valley Supply knows that a flourishing future depends upon a healthy environment. Since January 2001, a concerted effort has been made to help clients meet conservation standards. With a commitment to support the changing needs of customers and a desire to “do their part,” the sale of aerosol products have decreased by a remarkable 58%.



The Pak-It products are designed to meet the growing demand in the packaging industry for environmentally sensitive alternatives to aerosol products.

Some of the aerosol replacements include: window cleaners, replaced with Pak-It or ready-to-use liquids; furniture polish, replaced by pre-soaked and pre-packaged wipes or ready-to-use liquids; and all-purpose cleaners, replaced by Pak-It and ready-to-use liquids.

According to Warehouse Manager Mike Dixon, “As clients become more aware of environmental concerns, we are following suit to accommodate them. Our suppliers have also been helpful in coming up with aerosol alternatives.”



When making supply deliveries to general cleaning accounts, Scioto Valley Supply picks up the plastics and ensures that they are returned to the Union County recycling center for disposal.

Scioto Valley Supply not only helps by selling environmentally-safe products, but works with the general cleaning accounts to organize pick-ups and returns recyclables to the recycling centers.

## Innovation in Hospitality Standards

Helping each other to look good is what team work is all about. For the general cleaning crew at the Honda EGA building, associates who see one another only in passing at shift change manage to put forth one impressive example of innovative teamwork in action.



The EGA building is a separate facility near the auto plant that houses an engineering department and automotive testing and design areas. Its tile floors pose unique cleaning challenges as black graphite and sealer are tracked from the testing area. Associate Judy Stradling describes, “There can be as many as 30-40 people coming in here for testing at different periods of time. Mopping alone doesn’t do it. We have to burnish and scrub on a weekly basis to keep the floors white.”

The Honda EGA crew, led by Team Leader Belinda Bright, consists of 1st shift and 3rd shift associates. Pictured above, Judy Stradling ensures the restrooms are clean and fully stocked during her daytime shift.

Although Judy admits that her first shift position with an emphasis on hospitality services allows her to collect most of the kudos, she gives credit to her fellow associates working the off peak hours for her ability to accept positive client comments. “I receive a lot of compliments from the Honda employees about how great the floors look.” In an effort to maximize customer satisfaction, Stradling was assigned to first shift to give Scioto a presence during daytime hours to tend to customer needs through the work day. “While the offices, floors, break areas and cafeteria are cleaned at night by the third shift crew, I focus on customer service needs during the day by cleaning cafeteria tables and emptying ashtrays.”

## Visits from Santa Claus

Santa may be back at the North Pole, but his special trip to the annual Scioto Christmas parties will be remembered for years to come. Scioto associates and their families enjoyed festive afternoons of entertainment and refreshments as Santa listened to Christmas wishes and passed out candy canes and gifts to the children. Although Santa will be quite busy resting this month from his travels, he recently issued an exclusive statement for the associates of Scioto:

SANTA CLAUS NORTH POLE  
Santa.Claus@northpole.com

*Dear Scioto Parents,*

*I visit many schools, day cares and private homes before Christmas to see the children and hear their wishes and year in, year out, I find that some of the most well-mannered children belong to the Scioto family. They displayed fantastic manners during my pleasant visits to your company gatherings. No surprises this year, the girls asked for dolls and bikes, the boys asked for trains, race cars and bikes. I enjoyed the expressions on their faces as they sat on my lap. The happiness in their eyes lets Santa know that the Scioto children are quite secure with their families and in their homes.*

*Please keep taking good care of your children and yourselves. I look forward to seeing all of you next Christmas!*

*With Love,*

*Santa Claus*



## Scioto's Secret Santa

When Burrel Thornhill, Honda Motorcycle General Cleaning, committed himself to participating in a church food drive this season, he brought his concerns for the shut-in and needy to the workplace. He let his co-workers know about the request for grocery donations for the Wesley Chapel House of Prayer in West Liberty, and the need for caring individuals to give of themselves. As a result, four carloads of groceries were collected and presented to the Church by Burrel on behalf of his fellow Scioto associates. According to Burrel, "I am grateful to my fellow co-workers for their support. Their willingness to donate these items reinforces that people really do care about others during this busy time of year. I was impressed with the large turnout and by the fact that Scioto associates went out of their way to help individuals they do not know."

The Wesley Chapel House of Prayer is located in West Liberty, Ohio. The holiday food drive is an attempt by the Church to revive a food pantry previously in its operation.

## 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.



**Kairos Prison Ministry is the parent organization of a body of ministries addressing the spiritual needs of incarcerated men, women and children, to their families and to those who work in the prison environment.**

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 Manger Mike Dixon and crew take stretch wrap and package the cookies, and then load them into the truck so they are ready to go to the local correctional facility. Judy Gibeaut, of the Marysville Advisory Council for Kairos, "The contribution of Scioto is phenomenal. I don't know what we would do without the ability to store our cookies for a week, and then pick them up to find them wrapped and loaded. I don't think any other institution gets this kind of care."



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

## Benefits In Action

### Associate Referral Bonus

You can potentially earn a bonus by referring your friends, family members, and/or acquaintances for employment with the Scioto Corporation!!!! If anyone that you refer is hired, You will earn \$50 (*distributed over three payments*) as follows:

- \$15 after new hire has completed 45-days of employment
- \$15 after new hire has completed 90-days of employment
- \$20 after new hire has completed 180-days of employment

It is important that anyone you refer lists your name on their application so you will become eligible for your \$50 bonus.

Referrals should be qualified, competent individuals who are committed to establishing long-term careers with the Scioto Corporation. Due to our company's hiring standards and employment needs, there are no guarantees that your referral will be hired. However, we do encourage you to refer anyone that you feel meets the standards that you should be accustomed to at Scioto.



# Take Warehouse Safety Seriously

In warehouse operations, heavy lifting, material-handling and forklift operations can pose many risks for injury. According to the Bureau of Labor Statistics, warehouse operations reported double the number of lost workday injuries than non-warehouse operations. The most common injuries reported include sprains and strains, breaks, bruises, and fractures. The good news is that an increasing number of companies are providing regular training and education to their warehouse employees to help reduce workplace injuries.

According to Safety and Benefits Administrator Matt Niswonger, “Companies with written safety and health programs in place have lower injury rates. At Scioto, we believe that training and education are absolutely critical to prevention of injuries. Our warehouse supervisors realize that people are their most important resource.”

While forklifts and other material-handling equipment perform much of the heavy lifting these days, workers still do their share. When these tasks are performed improperly or too quickly, back injuries can occur. Also, while an increased use of forklifts and automated equipment in warehouses has helped reduce the incidence of back injuries, forklifts can cause serious injuries when used carelessly or by untrained workers.

All Scioto associates receive safety training and specific instructions on general lifting, and forklift operators receive specialized training. Forklift operators must perform routine light maintenance on their forklifts and fill out a safety checklist with each shift change before operating the machines.

The warehouse associates at American Honda follow the safety checklist below to take warehouse safety seriously:

- All drivers are trained according to OSHA’s standard and attend refresher courses.
- A well maintained floor is vital to warehouse safety. All congestion and clutter caused by abandoned cartons and empty pallets must be removed as well as all other impediments to movement through aisles and exits.
- Associates must avoid precarious stacking of items on pallets, where sliding, collapsing and toppling could occur.
- The heaviest loads are stored at the bottom of a rack and the lightest loads on top, removing damaged pallets from racks.
- A clear line of vision must be maintained at all times, so associates are always on the lookout for pedestrians since the warehouse is in full operation 24 hours per day.
- With the constant noise factor of electric machinery, defensive driving is a must. Associates must keep their eyes open while operating forklifts and also riding scrubber and sweeper to avoid the pedestrian traffic.



## PERFECT ATTENDANCE FOR DECEMBER 2003

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

Nancy Aceto  
Samuel Achirem  
Barbara Allinder  
Allen Anderson  
Deborah Anderson  
Michael Apraku  
Ryan Ashley  
Myrode Barker  
Emerson Beer  
Jeffrey Bell  
Stephanie Benfield  
David Bicknell  
Juanita Billing  
Thomas Boone  
James Bowen  
Michael Bradley  
Angela Bradley  
Donna Breece  
Deborah Brison  
Sheila Brown  
William Call III  
Kimberly Carothers  
Frank Castle  
Rose Clapsaddle  
Walter Clark  
Floran Clark  
Fredrick Cockerell  
James Collins  
Robert Combs  
Eileen Cook  
Claudio Covarrubias  
Rosemary Covarrubias  
Donald Crawford  
Phyllis Crevison  
David Crisp  
Jeffrey Crisp  
Paul Crum  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Robert Dillard  
Michael Dixon  
Amy Dodd  
Nicole Drumm  
Shane Dugan  
Bernie Dziedzic  
Ray Edgington  
Christopher Eirich  
Donna Fay  
Charles Fellers  
Judy Ferris

Nicholas George  
William Gilleland  
Betty Glower  
Marvin Green  
Jeffrey Greene  
Modesto Guerra  
Sonya Hamilton  
Mary Hendricks  
Rita Henry  
Carol Hill  
Gerald Hiltibran  
Pamela Hoffman  
Viki Holloway  
Jeren Howell  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Donald Jackson  
Stanley Jackson  
Mary Jane Jakeway  
Timothy Jaye  
Toni Jewell  
Janice Johnson  
Eugene Jolliff  
Donald Jones  
Connie Jones  
Shawn Kennedy  
Richard Kidd  
Jason Kirby  
Jerome Krabill  
Linda Ladwig  
James Larsen  
Carol Lawrence  
Larry Lawson  
James Legge  
Mark Lore  
Shane Losey  
Lola Love  
Melvin Lovelace  
Norma Magill  
Denise Martin  
Rene Mays  
Valentine Mbinakar  
Beverly Mcclanahan  
Cynthia Mckinney  
Michaela Melvin  
Tina Mentzer  
Oswald Millan  
Patricia Miller  
Chong Hui Minter  
James Moore III  
Rilla Morgan  
Elaine Moring  
Robert Morris  
William Moton Jr.  
Charles Mouser  
Matthew Murphy

Stephanie Napier  
Jennie Neider  
Beth Neves  
Kathleen Neves  
Liza Overfield  
Darlene Owens  
Allen Payne  
Joyce Payne  
Howard Penny  
Johnny Pierce  
James Poore  
Michael Prater  
Brian Prater  
William Preston  
Marie Reece  
Barbara Reed  
Charles Rhyans  
Donald Robinson  
Patricia Roby  
John Rude  
Laura Rutherford  
Mary Sacks  
Jeff Schertzer  
Victoria Seagle  
Derrick Seagle  
Steve Shafer  
Carol Shanks  
Terry Shreve  
Crystal Simpson  
Joe Singleton  
Gregory Skaggs  
Wendy Smith  
Rex Snyder  
Julius Spencer, Jr.  
Judy Stradling  
David Strawder  
Darren Thompson  
Faith Thornhill  
Burrel Thornhill, Jr.  
Jeffrey Tontonoz  
Charles Trickett  
Christopher Trickett  
Joyce Trout  
Marsha Tucker  
Nilsen Vanegas  
Thomas Westfall  
Diania White  
Fred White  
Bobi Wibley  
Roger Winegardner  
Constance Wion  
Robert Wireman  
Jeffrey Wooddell  
James Woody  
Roger Wright  
Jennifer Wyss  
Anthony Yoli

## Start Date Anniversaries

JR Kruse	20 Years
Chip Niswonger	14 Years
Jerome Krabill	10 Years
Richard Kidd	9 Years
Gregory Skaggs	8 Years
Dannie Furrow	7 Years
Burrel Thornhill	7 Years
Christopher Trickett	5 Years
Jeffrey Bowman	4 Years
Wanda Baughman	3 Years
Pamela Hoffman	3 Years
Jim Blaha	1 Year
Roy Horner	1 Year
Judy Stradling	1 Year
Darren Thompson	1 Year

## 90 Day Service Awards

Kimberly Carothers	Nicholas George
Laura Hazelwood	Dwain Hoffman
G. Stanley Jackson	Terry Loubert
Amanda McKinney	Jennifer Mowery
Matthew Murphy	Allen Payne
Michael Penn	Brian Prater
Diana White	

## January Birthdays

Jason Kirby	January 1
Marc Woerlein	January 2
Richard Kunkler	January 2
Terry Shreve	January 7
Veraniece Lockett	January 7
Paul Caliar Jr.	January 9
Bernie Dziedzic	January 13
Jennifer Dolan	January 16
Mark Lore	January 17
James Blaha	January 23
Terry Tucker	January 24
Donald Jackson	January 26
Brandon Worstine	January 28
Misti Green	January 28
Steve Niswonger	January 29
Angela Bradley	January 30
David Strawder	January 31