



The Scioto News

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

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The New Standard in Cleaning

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Ron Adams is a good example of the success of the Scioto quality candidate control recruiting system in the Tri-State Region.

Emerging from the hiring process with the outstanding attributes of strong work ethic and a respect for others, and experience with the layout of the building as a former security officer at the Courthouse were clear indications that a bright future lie ahead for him with Scioto.

Associate Profile: Ron Adams

Regional Manager Ryan Rasmussen explains Ron’s advancement to a Team Leader position. “With reliable judgment and an eagerness not only for learning new skills, but an ability to recognize and act upon areas in need of improvement, Ron has demonstrated a tremendous learning curve,” states Ryan.

Ron describes the promotion to Team Leader as his proudest accomplishment at Scioto. “I am pleased to have taken on this important responsibility and have learned to better my communications skills in the process.”

Ron’s crew is responsible for the outer section of the Courthouse buildings, including the

cleaning of courtrooms, judges’ chambers and jury offices. After attending the Company Histories & Principles Class, he is effectively working with his crew to mold them into top-notch Scioto associates.

Looking ahead, Ron sees a bright future with Scioto. “I plan on growing, exploring places with Scioto. When one task is learned, I’m always ready for the next lesson.”

A twenty year resident of Cincinnati, Ron has a hobby for creating music, playing video games and maintains an interest in technology. He enjoys the company of family, and enjoys spending his free time in the presence of positive people.

Singleton Honored for Promotion

Scioto seeks out leaders-leaders with good personal character, respect, good work ethic and willingness to work through problems. When these attributes are demonstrated by associates, fantastic opportunities lie ahead.

Joe Singleton is no exception. Although bittersweet, he recently departed his position at the Ohio State University to accept a Team Leader role. Having developed valuable relationships while maintaining the Mount Hall Building, the staff of the Minority Affairs Office awarded him a certificate of appreciation as they congratulated him and wished him the best with his new endeavor.

Building on the independent nature of his previous position, Joe was selected for the Team Leader position at the Mosaica School, a charter school in north Columbus, where he could take his talents to a new level. According to Account Manager Joe Warner, “The fact that Joe cleaned a building on his own was of benefit to him. We knew he could take care of this building by himself and has the soft skills to deal with people. Now, he has learned the additional technical skills needed to run the account, such as planning out projects, handling supply and budget issues, and supervising a part-time associate.



Certificate of Appreciation: The staff of the Ohio State Minority Affairs Business Office recognized Joe Singleton for a job well done as the cleaning associate for the Mount Hall Building. Joe’s departure is the result of a promotion to a Team Leader position.

Casino Night

It's a Mexican Fiesta!

Mark your calendars for Saturday, January 22, when the Casino Night theme takes us South of the border for a fabulous evening of dinner, prizes and games!

This year's event will be held at Karen's Event Center. Dinner will be held at 6:30 p.m., casino games from 7:00 p.m. to 10:00 p.m., followed by the prize drawing.

A map to the location is available at www.karenskakes.com (click on directions)

See you there!

It's A Girl!

Steve Stewart is a new grandfather! Congratulations to him on the birth of granddaughter Ayva Jean Stewart, 7 lbs., 9 oz., born December 27, 2004.

Surveys Coming Soon!

Look for your holiday party survey in the coming weeks. Complete and return for the chance to win a prize! Your feedback greatly assists in planning future events.

A Word From The President



The first thing I want to say is thank you to all of our associates who braved the weather and helped serve the clients needs during the rough stretch of weather in late December.

A special thanks to those that cut their holiday short and worked Christmas night to ensure the weather didn't ruin our client's assets. I can't say enough about the people who make Scioto great. Thanks!

The other day I had a prospective client ask me what it takes for someone to be considered successful at Scioto. I wondered how he thought I might answer the question. Did he expect me to say someone with good attendance? Obviously that is an expectation, but not the only one.

I answered, "A successful person at Scioto brings five key things to the table. Pride, responsibility, a service driven approach, teamwork, and a results oriented attitude. Successful people possess understanding of these five qualities and it is Scioto's responsibility to help them operationalize the five. Let me explain each of the five components and what a successful person understands".

Pride – number one a person must have pride in themselves and they must be able to show that to others through their work, demeanor, and communication pattern.

Responsibility – The number one responsibility is to understand what is expected of us and our individual role in that process. The best people seek responsibility and pride themselves in delivering it.

Customer Service Driven – Successful people at Scioto are driven to serve. To always have the pulse of their customers and the ability to serve their needs.

Teamwork – The ability to understand that Scioto is best able to serve the client when everyone plays a role in that process and everyone understands their role.

Results Oriented – Understanding that what is measured is managed and the importance of having measurement systems that provide the value and peace of mind to the client that they are being served by a company of professionals.

Continuing to surround ourselves with people who share these qualities with us is what will continue to make us the best.

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

Chip



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The Scioto Difference

"Scioto associates do so many fantastic things in any given year that it is hard to pick out just one or two accomplishments. I think the most amazing thing is that they continue to set the bar higher for themselves each year. Scioto's culture and reputation is built by associates that consider exceeding customer expectations to be part of their daily work."

Tom Kruse
CEO

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. Although many process improvements clearly highlight how Scioto brought value to both associates and clients alike in the past year, the Scioto Difference truly boils down to one common denominator—having the best people in the industry serving one another and clients alike. If Scioto associates were not the best, there would be no **"Scioto Difference."**

2004: The Year In Review

A glimpse into the past year reveals a successful commitment to clearly defined and achieved goals, and future aspirations for improved managed business set forth. The year 2004 has been a banner year and 2005 promises to be another major turning point.

Answering the Call of Duty

Scioto Teams are trained and prepared to respond rapidly to the needs of clients. From annual events to spur of the moment projects to emergency situations, Scioto answers the call of duty.



Never taking for granted the effort that goes into annual projects, another great Honda Homecoming clean up in July.



Within three days, a cleaning crew assembled to assist the Ross Heart Health Center with a ceiling dust and particle clean up project before an Infectious Disease audit.



With many called out of bed to respond to a baghouse fire at ELP Weld in November, the whole project was wrapped up within four hours.

Growth & Retention

With a growth goal of \$2 million dollars in new business met in 2004, 58% of associates are approaching their one year mark. Leading the way, 65 Scioto Club members now set forth the standards and expectations for newer associates to protect the quality of work and service delivered by Scioto Corporation 365 days a year, 7 days per week, 24 hours per day.



2004 Scioto Club

Award-Winning Service

Scioto received two awards at the BSCAI (Building Service Contractors' Association) 2004 Annual Convention & Trade Show:

Image Award for best marketing piece in mid-size company category.

Safety Award for outstanding overall record in employee and vehicle safety.



Carol Hill, MAP GC, was a finalist in the BSCAI Custodian of the Year Competition.

Integrating Our Business Principles

Scioto managers and associates alike are touting a new acronym for 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.

The basic system currently in operation included management involvement in budget control, and the master plan has now been taken a step forward to include monthly sessions for associates who will assist in setting goals to help identify what is needed to make changes to improve and impact the business in positive ways.

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

Innovations and Challenges

During the past year, Scioto associates used their creativity and imagination to introduce fresh ideas and innovative solutions to their job sites. With competitive, positive and clever minds, associates have brought forth improvements in ergonomics, efficiency and overall cost-savings to customers.

Many innovations emerged in 2004, helping Scioto to live up to its promise to create a culture which actively encourages everyone in the organization to contribute not only ideas, but to constantly consider the effectiveness of those ideas in developing improved services and operations, and new ways to better serve the Scioto customer.

Thank you to all Scioto associates who have challenged themselves for the benefit of improved job performance. Your efforts have not gone unnoticed!



Regional Holiday Parties

Bowled Over by the Magic of Santa Claus



Each Scioto region chose a unique way to celebrate the kids' Christmas party this year.



From bowling events to ice skating to a holiday magic show, the holiday entertainment was enjoyed by Scioto associates and their families of all ages!



A Word of Thanks

Inspired by other charity fundraisers, the Scioto crew at the Franklin County Courthouse collaborated to participate in Dress Down Fridays with plenty of interest and enthusiasm. By signing up, associates agreed to the charitable payroll deduction in return for the opportunity to work in blue jeans each Friday. This month, the Martin Luther King, Jr. Performing and Cultural Arts Complex was presented a \$900 check for the crew's efforts over the past year.

A Word of Thanks

Dr. Martin Luther King, Jr. once said, "Life's most persistent and urgent question is: What are you doing for others?" Scioto Corporation employees have answered Dr. King's clarion call! During this season of giving the King Arts Complex is grateful that employees of Scioto have chosen to designate their contribution toward causes and commitments that make their hearts sing, and spread joy into the world to make a difference. With your help we will continue our commitment to make a difference and the world a better place -- nourishing the spirit of our community for all of our children. Thank you Scioto! You make our hearts sing!!"

**Barbara Nicholson, Executive Director
King Arts Complex**



Front Row (L to R) Barb Nicholson, Scioto associates Rex Snyder, Leslie McQueen, Beverly McClanahan. Back Row (L to R) Dion Jackson, William Rupe, Ken Woodson.

The associates contributed in tandem with Scioto as a whole, which has contributed \$10,000 over the last year toward the Partnership Donation, funds designated to benefit the summer camp for children.

Benefits In Action

Don't Miss the Last Opportunity! Take Advantage of a Free Health Care Screening!

Scioto Corporation is pleased to offer to all Employee Health Benefit Plan members **Bridgcare**, a thorough, convenient, health evaluation administered by **Interactive Health Solutions**, the leading provider of worksite health evaluation services.

The comprehensive test screening focuses on a wide range of lab tests designed to detect **diabetes, kidney disease, liver disease, bone and muscle diseases** and much more!

It's easy to sign up!

1-800-840-6100 to find out how you can receive your health screening at a service center near you.

Only valid through January 31st!!



"I like the new policy. My health is important to me and it was an easily accessible way for me to get a check-up."

—Pam Hoffman
Honda MAP GC



"This is a great benefit from Scioto as a proactive approach to health care. It demonstrates that Scioto cares about associates and their health awareness, and providing them with the opportunity to have any health issues addressed."

—Dave Gottwald
Honda MAP GC

Defensive Driving

The Snowstorm of '04 made for a reminder to all of us for the need to exercise safe driving habits in the winter months. A timely safety topic for December, the Wrap Guard crew reviewed defensive driving tips and the primary ways to avoid the unnecessary accidents caused when drivers are not aware of their surroundings. With an emphasis on winter weather driving tips, associates reviewed the importance of knowing what items should be stored in vehicles during the winter months:

Winter Driving

Preparing your vehicle for the winter season and knowing how to react if stranded or lost on the road are the keys to safe winter driving.

Have a mechanic check the following items on your car:

- Battery
- Antifreeze
- Wipers and windshield washer fluid
- Ignition system
- Thermostat
- Lights
- Flashing hazard lights
- Exhaust system
- Heater
- Brakes
- Defroster
- Oil level

Before driving in winter weather:

- Install good winter tires.
- Keep a windshield scraper and small broom for ice and snow removal.
- Maintain at least a half tank of gas during the winter season.
- Plan long trips carefully.
- Listen to the radio or call the state highway patrol for the latest road conditions. Always travel during daylight and, if possible, take at least one other person.

Defensive Driving at Wrap Guard

The associates of the Wrap Guard account take pride in moving automotive units safely and are constantly aware that it is they who must watch out for others while operating vehicles. Although driving in a limited area seems safe, it is important that they remain constantly aware of their surroundings, which include material service carts, forklifts and other vehicle and pedestrian activity, while performing their process.



**Valerie Bays
Wrap Guard**

Associate Feedback

The training was presented well, with good tips for this winter's driving. I especially thought the reminder regarding keeping emergency supplies in your vehicle was good. This is something that a lot of people don't think about until they actually need it. Also, REALLY watch out for deer! *(NOTE: Valerie hit a deer last month while driving!)*

PERFECT ATTENDANCE FOR NOVEMBER 2004

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

Samuel Achirem
Ronald Adams
Lora Alexander
Allen Anderson
Deborah Anderson
Michael Apraku
Ryan Ashley
Amber Baker
Myrode Barker
Booto Hirsi Barre
Christine Beck
Jeffrey Bell
Charlene Benton
Christine Bibbs
Shirley Black
Cynthia Blair
Darren Bolen
James Bouillon
James Bowen
Larry Bower, Jr.
Jennie Bradford
Michael Bradley
Angela Bradley
Donna Breece
Emma Bridgett
Russell Bright
Kenneth Brown
Walter Brownlow
Terry Buckingham
William Call III
Charles Carolina
Kimberly Carothers
Timothy Carter
Antonia Cepeda
Mark Chandler
Rose Clapsaddle
Floran Clark
Sherry Clements
Kay Collins
Robert Combs
Eileen Cook
Adrian Cotterill
Rosemary Covarrubias
Claudio Covarrubias
Kendra Cox
Phyllis Crevison
Jeffrey Crisp
David Crisp
Paul Crum
Geonia Cummings
Debra Cummons
Dixie Dalton
Morgan Daniels
Carol Davis
Aleisha Delaney
Michael Dixon
Carolisa Dixon
Amy Dodd
Larry Dorman
Edwige Dorvil
Shane Dugan
Bernie Dziedzic
Christopher Eirich
Donna Fay
Daniel Ferguson
Lakesa Ferrell
Judy Ferris
Wallace Garnett
Nicholas George
David Gibson

Matthew Gilbert
Betty Glower
Marvin Green
Modesto Guerra
Rukiya Guled
Nuru Salad Guled
Heidi Hall
Lloyd Hawks
Wilo Farah Hayle
Ronald Helterbran
Mary Hendricks
David Henson
Alexander Hill
Carol Hill
Gerald Hiltibran
Asha Hirsi
Sherry Hitt
Pamela Hoffman
Travis Hollins
Carol Horn
Loretta Horner
Danny Huffman
Carrie Hughes
Kelly Humphries
Raymond Hunsicker
Sureer Ali Isse
Timothy Jaye
Toni Jewell
Patrick Joaquin
Elzora Johnson
Brenda Johnson
Janice Johnson
Donald Jones
Mark Jones
Beverly Jones
Connie Jones
Shawn Kennedy
Richard Kidd
Rebecca Kidd
Lisa King
Dale King
Jason Kirby
Hailey Knee
Jeanette Kocou
Eva Lamar
Valerie Landrum
James Larsen
Roosevelt Latimore
Carol Lawrence
Ricky Lawson
James Legge
Marian Liban
Lawrence Likens
James Lindenberger
Shane Losey
Melvin Lovelace
Suki Lozoya
Norma Magill
Denise Martin
Francisco Martinez
Rene Mays
Valentine Mbinakar
Beverly Mcclanahan
Tim Mcdonald
Cynthia McKinney
Leslie Mcqueen
Tina Mentzer
Amanda Miller
Chong Hui Minter
Trula Moore
James Moore III
Rilla Morgan
Elaine Moring
Gary Mosbacher
William Moton Jr.
Charles Mouser
Kathleen Neves
Beth Neves
Sharon Nickelson

Shamso Noor
Tungia Odom
Donovan Oswalt
Darlene Owens
Larry Pack
Anthony Paulton
Joyce Payne
Howard Penny
Nicole Penrod
Robert Person
Johnny Pierce
Arletta Pitts
James Poore
Brian Prater
William Preston
Marie Reece
Barbara Reed
Donald Rismiller
Donald Robinson
Patricia Roby
Todd Roush
William Rupe
Jeff Schertzer
Derrick Seagle
Darren Seagle
Linda Secrest
Steve Shafer Sr
James Shaw
Farxiyo Shirwa
Bahilo Shirwa
Frederick Shoffner
Terry Shreve
Terri Sibole
Stacy Sigrist
Crystal Simpson
Joni Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Wendy Smith
Larry Smith
Anna Smith
Travis Smith
Ernest Snow
Rex Snyder
Troy Speicher
Julius Spencer, Jr.
Judy Stradling
David Strawder
Carol Strayhorn
Michael Talley
Willie Taylor
Burrel Thornhill
Christopher Trickett
Charles Trickett
Ruby Trout
Joyce Trout
Earl Trout
Terry Tucker
Johnnie Turner-Watson
James Vance
Charles Victor
Halimo Wais
Marsha Walker
Demetrius West
Thomas Westfall
Fred White
Anthony Whitlow
Erin Wilkins
Raphael Williams
Felicia Williamson
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody
Delores Wootchie
Juan Zapata

Start Date Anniversaries

Thomas Kruse	21 Years
Daniel Niswonger	15 Years
Richard Kidd	10 Years
Gregory Skaggs	9 Years
Dannie Furrow	8 Years
Burrel Thornhill Jr.	8 Years
Christopher Trickett	6 Years
Pamela Hoffman	4 Years
James Blaha	2 Years
Roy Horner	2 Years
Judy Stradling	2 Years
Darren Thompson	2 Years
Charlene Benton	1 Years
Phillip Bullard	1 Years
Kendra Cox	1 Years
Amanda Garber	1 Years

90 Day Service Awards

Nick Adams	Jill Berry
James Bouillon	Jennie Bradford
Mark Chandler	Paul Czerwonka
Morgan Daniels	Alexis Dickerson
Lakesa Ferrell	Leah Garland
Ibrahim Hersi	Patrick Joaquin
Calvin Kelly	Tiffany Latham
Elizabeth Murphy	Jessie Murrell
Donald Perry	Thomas Rayford
Joni Simpson	Larry Smith
David Stiffler	Juan Zapata

January Birthdays

Jeanette Kocou	January 1
Larry Dorman	January 1
Nuru Salad Guled	January 1
Wilo Farah Hayle	January 1
Booto Hirsi Barre	January 1
Asha Hirsi	January 1
Rukiya Guled	January 1
Sureer Ali Isse	January 1
Jason Kirby	January 1
Richard Kunkler	January 2
Abou Ba	January 2
Hailey Knee	January 3
Eric Benton	January 3
Aaron Williams	January 6
Terry Shreve	January 7
Dion Jackson	January 9
Kenneth Brown	January 11
Amanda Garber	January 12
Mark Chandler	January 13
Bernie Dziedzic	January 13
Geonia Cummings	January 15
Kenneth Neate	January 17
Amber Baker	January 17
Henry Devoe	January 21
James Blaha	January 23
Terry Tucker	January 24
Eusebia Henriquez	January 25
Steve Niswonger	January 29
Angela Bradley	January 30
David Strawder	January 31