



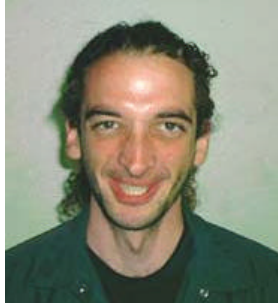
The Scioto News

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

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The New Standard in Cleaning

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Ryan Ashley is a goal-oriented associate who has created his niche through cross-training over the last six years. Although his primary job duties include wrap guard driving and applying protective wrap to units, he has cross-trained between accounts so he is able to assist and join the team in the paint department. He has an understanding of items to look for that can cause contamination to the painted parts and an ability to go from one account to the other with little

Associate Profile: Ryan Ashley

supervision or direction, making him invaluable at both accounts.

Account Manager Dan Furrow boasts that Ryan's perfect attendance for the last year has set the tone for other associates to follow. He describes, "Attendance is very valuable to the group because we are production-related and being short-handed takes a toll on everyone. Ryan does the best job he can do and his cross-training helps us achieve our customer goals in both the Wrap Guard and Paint Accounts."

An exemplary associate, Ryan works hard at everything he does. Dan again explains,

"When we have associates who are cross-trained and take pride in their work, as Ryan does, they become an important part of our company." Ryan has also filled in as a Team Leader and Key Associate when the need arose.

Ryan enjoys his job and the associates he works with. He describes his pride in his work as stemming from an ability to be flexible and help out wherever needed.

Ryan is currently engaged and owns a home in West Liberty. He is currently attending Edison State to study computer engineering and enjoys hunting, fishing and spending his free time with family.

Scioto Sales Manager Receives BOMA Honor

The Building Owners and Managers Association of Columbus (BOMA) recently awarded Scioto Sales Manager Steve Niswonger Associate Member of the year. This award recognized his involvement and participation in BOMA. With the philosophy that "you get out of an organization what you put into it" Steve has spent eighteen months as a vendor member taking many opportunities to go above and beyond. Participation by way of serving as a committee member, serving as a judge for an office building of the year award and attending meetings and trade shows did not go unnoticed by BOMA.

Membership in BOMA provides commercial real estate professionals with the opportunity to network with other real estate professionals, and expand their education through professional designations. For vendor members, it is the opportunity to build relationships with real estate professionals. According to Steve, "Our involvement with BOMA allows us to not only assess the needs and wants of individual property managers, but to learn the trends of this particular market segment that makes up one of our core customer groups. We are grateful that the efforts put forth by Scioto to better understand the professional community it serves are recognized by a highly respected organization."



Associate Member of the Year: Steve Niswonger was presented the Associate Member of the Year Award by Jane Ford, 2004 BOMA President, (left) and BOMA's Cindy Smith, (right).

Event Surveys

Look for surveys in your next paycheck. Your feedback on the Casino Night event will help to improve future events and enter your name into a prize drawing!

Birth Announcements

Congratulations!

Phyllis Crevison's grandson, Jason Michael Kuhn, Jr. was born January 24, weighing 7 pounds 13 ounces.

Ryan Rasmussen's daughter, Eleanor Elizabeth was born January 26, weighing 6 pounds, 13 ounces.

Lou Harbold's granddaughter, Taylor Rowe, was born on February 10, weighing 8 pounds, 14 ounces.

Spring Events

Coming soon....
Information on the regional springtime events!

A Word From The President



Scioto's ability to deliver our clients service they value is dependent on our entire organization understanding the client's expectations and Scioto's plan to deliver those expectations.

Scioto has taken our clients expectations and categorized them into five parts.

- 1) Safety
- 2) Quality
- 3) Cost
- 4) Delivery
- 5) Morale

Each of these five parts contain multiple items that we measure to ensure value.

The second key is our organization being integrated into our plan to deliver value to each of our clients. To this end each account completed their 2005 SQCDM goals. Each of these meetings lasted approximately two hours. As a company 800 hours were dedicated to SQCDM training.

The purpose of the meeting was for everyone in the account to take part in establishing the safety, quality, cost, delivery, and morale goals for their account and to determine the best ways to operationalize our value objectives.

I enjoyed each and every meeting I was part of. The dialog and questions were impressive. Our clients would be impressed with your understanding of the intricacies of providing the clients value. I left each meeting confident in our ability to serve the client.

Another component of each account's SQCDM goal meeting was follow up.

Each month we will review our SQCDM goals in a plan verses actual format. The purpose is for everyone to know our goals, how to operationalize each goal, and to know your goal results. What we do with this information is what makes us successful.

Two things are important. We must always know what we want our end result to be and we must understand how daily, weekly, and monthly operational decisions impact our goals. Paying attention to how daily decisions impact our goals allows you to do two things, make better decisions and know the impact of your decisions.

An organization's ability to serve its clients is based on understanding the client's expectations and having an accurate gauge of your ability to serve those expectations. To accomplish this you must have people who are dedicated and believe in the company's plan to deliver value. In our goal meetings I saw, listened, and heard your plans to deliver your clients value. I was impressed with each group I spent time with and most importantly I see your dedication and commitment to serve our clients.

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

Chip



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"The great attendance that Scioto associates have is often overlooked because it is so common. Less than fantastic attendance puts an associate in the minority at Scioto. The consistency in service and efficiencies in process that are gained can be greatly attributed to our associates having service tenures far above the industry average and amazing attendance standards. In the end it is the client that benefits from happy, committed Scioto associates."

JR Kruse
CEO

Our People Are Our Product

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. A candidate quality control system ensures that Scioto stays above the industry standard in attendance and retention. With a hiring process focused on quality, the best candidates are hired when treated as a customer. The philosophy behind it is not just words, but part of the business model and part of the culture. And, that is the **"Scioto Difference."**

Candidate Quality Control System

Research reflects that costs associated with turnover may include lost customers, lost business, damaged morale, and the hard costs of time spent in screening, verifying credentials, references, interviewing, hiring and training the new associate. This expenditure of time and money diminishes an organization's ability to deliver because we recognize that talented associates are integral to sustaining our leadership and growth in the marketplace. Attracting, hiring, and retaining high-caliber associates in today's labor market challenges all Scioto to recruit and manage talent at all levels.

Retention

- Once the best candidate is hired, the process of training begins. Scioto associates are thoroughly educated on the processes and topics important to their positions.
- An incredible amount of knowledge specific to all Scioto processes is passed through intensive orientation and management provides a strong foundation for an educated and unified staff during on-site training.

Attendance

- Great attendance creates a consistency in the Scioto product and efficiencies in process that lead to Scioto's competitiveness on price.
- Although the Scioto tracking system for attendance is strict, the impressive roster of names appearing on the back page of each month's newsletter reflect the names of individuals who report to work *on time, everyday*.



The New
Standard in
Cleaning

SQCDM

The past month has seen the implementation of SQCDM at the account level throughout all Scioto Accounts. Our first objective was to have a meeting with the associates from each account.

What we accomplished at this meeting was to talk about the components of SQCDM and the reasoning for them and then operationalizing them for everyone. There were a lot of comments and good ideas brought up by the associates concerning this and how they can help carry out the goals of Scioto.

After the discussion, the associates helped set goals for the different areas in each category. They provided examples of how they are serving the client and carrying out our business principles.

We will then have monthly meetings on the job site comparing our plan vs. actual numbers. They will then develop themes to improve where necessary in their own accounts as well as passing on ideas to other accounts.



Items covered in SQCDM training include:
Safety- goals, our new safety audits to be performed quarterly
Quality- introduction to the Client Survey & how they have an impact with customer service.
Delivery- introduction to our project scheduler and how it helps assure consistency
Morale- discussing Associate Surveys and turnover and how they played a part in reducing this to record lows.

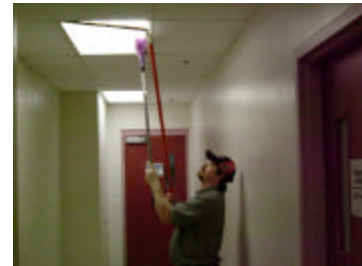
Innovation: Working Out The Bugs

For an associate like Jeff Crisp, (HTM) an open-minded approach leads to new and better ideas on a regular basis. Most recently, he took a hard look at the process of cleaning the bugs that get trapped in lights throughout the building. To perform this job, associates were moving a six-foot stepladder from point to point, climbing the ladder to remove the bugs, and moving on to the next light. The task is done weekly throughout the entire plant in all office areas.

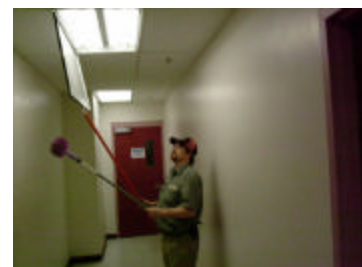
Jeff made a tool out of a simple dust mop handle, creating an extension pole and attaching a wrench type device to unhinge the light covers, and a brush to clean them. Although Jeff's creation is admittedly tricky to get used to, other associates and he find it much safer and faster than lugging the ladder around the building.

According to Account Leader Jim Legge, "Jeff has always enjoyed training and helping others with their work. He is always coming up with ideas for improvement that benefit himself and others."

Jeff's timesaving innovation has reduced the time of cleaning from approximately three to five minutes per light to approximately one minute per light, resulting in a time savings of approximately ten to twelve hours per week.



Working Out the Bugs:
Jeff's simple innovation made from a dust mop handle has resulted in a time savings of approximately ten to twelve hours per week!



Casino Night

Last month's annual Casino Night event saw a record turnout of over 200 associates arriving to gamble the night away. Thousands of dollars in grand prize packages and donated items were up for grabs for all those willing to try their luck at casino games.

Scioto associates enjoyed a delicious dinner, fun games and dancing, and the opportunity to spend time with fellow co-workers in a relaxing atmosphere.



Grand Prize Winners:

Door Prize-Nintendo Game Cube
Angela Bradley

Kings Island Pass
Joyce Trout

Brandy Delaney
Graceland Package

Mary Jakeway
NASCAR



Congratulations!



Bowl For Kids' Sake

Bowlers Wanted!!

Union County Big Brothers Big Sisters
Bowl For Kids' Sake
Saturday, March 5

Scioto will be once again participating and teams are now forming which can consist of fellow employees, family and friends. Teams should consist of four people with one as team captain.

Our goal is to be awarded prizes for the team and individual that raises the most money for this worthy organization!

For more information on how to become involved and enjoy an afternoon of bowling for a special cause, contact Dan Furrow at 937.644.3391 Ext. 177.

Benefits In Action

Direct Deposit

The winter storm of 2004 provides an excellent example of the advantage of receiving payroll checks by way of direct deposit. Due to snow emergency cancellations and hampered public transportation, many associates found it difficult to obtain their paychecks. While accounts were closed for business for a snow emergency in one region, associates had the difficult task of finding transportation to pick up a Christmas Eve paycheck. In another region, associate checks did not arrive in time due to delays with the postal service.

With direct deposit, the money is automatically placed into an account and these type of unfortunate situations are avoided. Regardless of where you bank, direct deposit is a convenient option available to you. Sign up now to have your payroll check directly deposited to your financial institution to receive your payments. Direct deposit is offered at no cost to you. It's convenient and efficient, safe and secure, and offers peace of mind if you're on vacation on payday. Contact Donna and sign up today!

Advantages of Direct Deposit

- **Faster**—You no longer have to wait for your check to arrive by mail, then leave work on your lunch break to make a mad dash to deposit your payroll.
- **Safer**—No more worrying about a check getting lost in the mail or someone “intercepting” it. Did you know that if you receive the traditional paper check, you're 20 times more likely to have a problem with it!
- **More Reliable**—You always know when your check is to be deposited.
- **More Convenient**—Even if you're out of town, your deposit is still made for you at the regular date and time.

Work Safely Outdoors in Winter Weather

Working outdoors in the winter is challenging. It's harder to walk, drive and work safely in the snow and ice.

Cold weather impacts not only how equipment functions, but also how the body functions—manual dexterity, coordination and mental activity all can be impaired. Exposure to the weather can induce health problems and worsen pre-existing medical conditions.

Employ these tips below to help minimize the health and safety problems associated with winter work:

- Wear at least three layers of clothing to prevent hypothermia. The outer layer can shield against the wind, and layers create pockets of air that help the body retain heat. Wearing **LAYERED CLOTHING** Also makes it easier to adapt to outdoor temperature fluctuations.
- Wear a hat and scarf, since the body loses much of its heat from the head and neck.
- Wear boots instead of shoes for better protection against the elements and better traction for walking on ice and snow.
- Wear gloves to protect against both injuries and frostbite, while helping retain manual dexterity in the cold.
- Avoid working outdoors for prolonged periods of time to reduce the risk of overexposure or overexertion.
- Try to work in the areas sheltered from the wind, if possible.
- Keep sidewalks and steps clear of ice and snow.
- When driving in wintry conditions, drive defensively at all times, and allow more time to reach your destination.
- If weather conditions impair driving visibility, pull off the road and wait for conditions to improve.
- Use snow or all-weather tires on vehicles in the winter.
- If stranded during a snowstorm, stay inside your vehicle until help arrives.
- Keep headlights and taillights clear of snow and slush for better visibility.
- Make sure your vehicle is in good mechanical condition with new windshield wipers, a full wiper-fluid reservoir and an emergency kit containing a blanket, a flashlight with extra batteries, jumper cables, bottled water, high-energy foods, such as granola or peanut butter and a first aid kit.

Winter Safety Training Hamilton County Courthouse



“I am always careful to watch for ice patches when pushing dumpsters outside to the trash compactor at the end of the evening.”

Ron Adams



“If it is snowing outside and your feet are wet when entering a building, careful stepping off mats onto hard floors you can easily slip.”

Derek Clarke



“I always give myself extra time to get to work if the roads are bad.”

Emma Bridgett

PERFECT ATTENDANCE FOR DECEMBER 2004

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

Samuel Achirem
Nick Adams
Ronald Adams
Loretta Adams
Eric Adu
Lora Alexander
Barbara Allinder
Allen Anderson
Deborah Anderson
Michael Apraku
Ryan Ashley
Amber Baker
Myrode Barker
Booto Hirsi Barre
Christine Beck
Jeffrey Bell
Charlene Benton
Christine Bibbs
James Blaha
Cynthia Blair
James Bowen
Larry Bower
Jennie Bradford
Michael Bradley
Angela Bradley
Erica Brentlinger
Emma Bridgett
Russell Bright
Kenneth Brown
Walter Brownlow
Terry Buckingham
Phillip Bullard
William Call III
Charles Carolina
Kimberly Carothers
Antonia Cepeda
Mark Chandler
Rose Clapsaddle
Floran Clark
James Collins
Kay Collins
Robert Combs
Eileen Cook
Adrian Cotterill
Rosemary Covarrubias
Claudio Covarrubias
Kendra Cox
Donald Crawford
Phyllis Crevison
David Crisp
Jeffrey Crisp
Paul Crum
Geonia Cummings
Debra Cummons
Dixie Dalton
Morgan Daniels
Carol Davis
Timothy Dean
Aleisha Delaney
Michael Dixon
Amy Dodd
Larry Dorman
Edwige Dorvil
Shane Dugan
Zatricia Edmonds
Christopher Eirich
Deborah Emerick

Daniel Ferguson
Judy Ferris
Jimmy Gaidusek
Amanda Garber
Wallace Garnett
Nicholas George
Chris Gibson
David Gibson
Matthew Gilbert
Betty Glower
Katherine Gordon
Timothy Gordon
Marvin Green
Cynthia Green
Modesto Guerra
Nuru Salad Guled
Rukiya Guled
Heidi Hall
William Hampton
Lloyd Hawks
Wilo Farah Hayle
Ronald Helterbran
Tammie Henderson
Mary Hendricks
Eusebia Henriquez
David Henson
Alexander Hill
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
Linda Irwin
Timothy Jaye
Toni Jewell
Patrick Joaquin
Elzora Johnson
Brenda Johnson
Janice Johnson
Mark Jones
Beverly Jones
Shawn Kennedy
Richard Kidd
Jason Kirby
Hailey Knee
Jeanette Kocou
Eva Lamar
James Larsen
Roosevelt Latimore
James Legge
Marian Liban
Lawrence Likens
James Lindenberger
Shane Losey
Melvin Lovelace
Suki Lozoya
Denise Martin
Francisco Martinez
Rene Mays
Cynthia McKinney
Leslie McQueen
Bobbie Meredith
Chong Hui Minter
Trula Moore
James Moore III
Rilla Morgan

Elaine Moring
William Moton
Charles Mouser
Juan Navarro
Kenneth Neate
Beth Neves
Kathleen Neves
Sharon Nickelson
Shamso Noor
Tungia Odom
Donovan Oswalt
Darlene Owens
Larry Pack
Howard Penny
Nicole Penrod
Johnny Pierce
Arletta Pitts
James Poore
Brian Prater
Scott Prater
William Preston
Marie Reece
Barbara Reed
Donald Rismiller
Donald Robinson
Patricia Roby
Todd Roush
William Rupe
Darren Seagle
Linda Secrest
Steve Shafer
James Shaw
Bahilo Shirwa
Frederick Shoffner
Terri Sibole
Stacy Sigrist
Crystal Simpson
Joe Singleton
Wendy Smith
Larry Smith
Anna Smith
Travis Smith
Ernest Snow
Troy Speicher
Julius Spencer
Judy Stradling
David Strawder
Michael Talley
Willie Taylor
Faith Thornhill
Burrel Thornhill
Christopher Trickett
Charles Trickett
Ruby Trout
Earl Trout
Joyce Trout
Terry Tucker
James Vance
Charles Victor
Rebecca Wade
Halimo Wais
Marsha Walker
Mary West
Thomas Westfall
Richard White
Fred White
Anthony Whitlow
Erin Wilkins
Raphael Williams
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody
Delores Wootchie

Mike Jones 11 Years
Jeff Schertzer 10 Years
Deborah Emerick 8 Years
Janice Beasley 3 Years
Lola Love 3 Years
Terry Shreve 3 Years
Joe Singleton 3 Years
Donna Breece 2 Years
Shane Losey 2 Years
Valentine Mbinakar 2 Years
Leslie McQueen 2 Years
Lora Alexander 1 Year
Eric Benton 1 Year
Emma Bridgett 1 Year
Terry Buckingham 1 Year
Kay Collins 1 Year
Henry Devoe 1 Year
Heidi Hall 1 Year
David Henson 1 Year
Lawrence Likens 1 Year
Larry Pack 1 Year
Terri Sibole 1 Year
Ernest Snow 1 Year
Delores Wootchie 1 Year

Start Date Anniversaries

90 Day Service Awards

Eric Adu
Timothy Dean
Jimmy Gaidusek
Tammie Henderson
Ann Priddy

Valerie Bays
Zatricia Edmonds
William Hampton
Edward Martin

February Birthdays

James Legge February 2
Richard Campbell February 3
Thomas Kruse February 4
William Preston February 6
Robert Person February 6
Allen Anderson February 7
Trula Moore February 7
Erica Brentlinger February 8
Christopher Eirich February 9
Derek Clarke February 10
Anna Smith February 12
Stacy Sigrist February 12
Valentine Mbinakar February 14
Kay Collins February 15
Lola Love February 17
Claudio Covarrubias February 17
Rene Mays February 18
Chip Niswonger February 21
Edward Martin February 21
Jimmy Gaidusek February 21
Deborah Emerick February 22
James Vance February 23
Chris Gibson February 24
Deborah Anderson February 24
Timothy Price February 24
Raphael Williams February 24
Frank Stid February 26
Roger Winegardner February 26
Carol Davis February 27
Gerald Hiltibran February 27
Beth Neves February 27
Barbara Allinder February 27
Carlos Rodriquez February 27
Debra Cummons February 27
Tim McDonald February 28
Lou Harbold February 28