

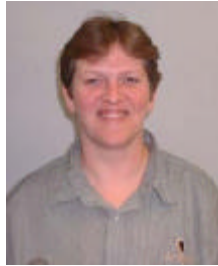
The Scioto News

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

The New Standard in Cleaning

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Associate Profile: Deb Emerick

Account Manager Dave Gottwald describes the special obstacles Deb must overcome while handling her daily duties. “There are fourteen women’s restrooms on her route and four break areas. Her biggest challenge is to continuously remove the paint and sealer from the floors that is tracked in by foot.”

According to Dave, Deb has experienced her share of internal changes during her tenure at Scioto, and always stays focused on the quality of her work. “Deb understands the need to be flexible and adjust to working with different people and processes without allowing it to affect the quality of her work.”

Although Deb must often stop in the middle of her cleaning duties to accommodate the steady flow of traffic, she is known for her patience and always shows a pleasant demeanor to client associates and contractors, making sure they are aware of the wet floors.

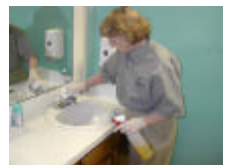
A Cincinnati native, Deb has resided in Bellefontaine for the last twelve years. Married to Mike for 22 years, she has four children and three grandchildren. In her spare time, she enjoys relaxing and spending time with her family.

Scioto Steps Up Service at Grocery Warehouse

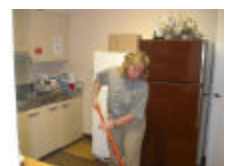
With a blend of the old and the new, Scioto Account Manager Tom Russell found the combination for success at the Nash Finch account. Connie Hackworth joined Scioto at the inception of the account and brought her drive and attention to detail. Tom explains, “Connie has on many occasions sacrificed her break in order to complete a particular task. Her biggest accomplishment at Nash Finch has been the way she has turned around the restrooms.”

The other key player has been an asset to Scioto since 2003 with a consistent record of added responsibilities. According to Tom, he relies upon Kim Carothers for her outstanding customer service and professionalism. He explains, “Apart from her cleaning responsibilities, Kim will be handling supply orders and has recently begun to learn how to strip and wax floors, so that she may be the expert in floor care at this account.”

This busy facility is a grocery warehouse in Bellefontaine with its own unique challenges. According to Asset Manager Dana Lewis, the job has been Scioto has risen to many challenges. “Any issues we have encountered, they have a solution to give us for our problem.” Among those issues, Scioto has assisted in helping prepare for internal audits by eliminating the use of flammable cleaning products and keeping electrical panel areas clean of fire hazards.



Connie Hackworth, above, maintains the restrooms, while Kim Carothers, below, ensures the cleanliness of floors at the Nash Finch facility.



Best Wishes

Best wishes for a speedy recovery to Charles Mouser, HTM, who has been hospitalized with pneumonia.

Happy Easter

The office will be closed on Good Friday in observance of the Easter holiday.

Money Matters

Scioto's home-based bank, the Delaware Bank, offers all Scioto associates a free checking option.

The bank has also introduced a new Christmas Club savings plan.

Call Donna for details!

A Word From The President



ents.

Our associates are the heart of our service model. Our service model places our client in the center of our operation and surrounds each client with associates who are dedicated to helping our client develop a Safe environment focused on attaining a Quality image in a Cost effective manner focused on service Delivery in a way that improves the Morale of our clients and Scioto.

To execute this model it is essential we are providing associates the support they need to be successful. The purpose of the Associate Survey is to ask questions that are essential to carrying our service model. How the questions are answered and the comments we receive are what we use to evaluate how we are serving you. So please help us serve you!

The second survey is the Client Survey. This survey is sent out every April and October. We ask over 200 clients to rate our quality, professionalism, follow up, responsiveness, and our overall ability to meet or exceed their expectations. The scale is a 1-5 scale with a score of 4 equaling good and a 5 being excellent.

The correlation is simple. If you want happy clients you need happy people serving their expectations.

The execution of our service model requires us to hire, train, and retain the best people. It takes a high level of talent, knowledge, skill, and dedication to consistently execute our model. I want you to know Scioto is dedicated to providing the support and training to help each associate execute our service model on a consistent basis.

Thanks for listening and being a part of the Scioto family

Chip



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The Scioto Difference

“The neat and clean appearance of our warehouse makes an important first impression to the visitors of our operation. The Scioto staff paid attention to detail ensuring that all items in our warehouse were chalk line straight in preparation for our new computerized system.”

Eric Wehrley
Assistant Manager
American Honda

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. Just as Scioto recognizes the importance of remaining on the cutting edge of technology, it is understood that an active role must be played in assisting customers in their implementation of progressive solutions. Scioto’s contribution at American Honda was the first step in enabling new inventory advancements. And, that is the **“Scioto Difference.”**

Picking and Inventory



The warehouse consists of 116 aisles, six to seven shelves high where a ten-year supply of automotive parts are stored for shipment to dealerships.



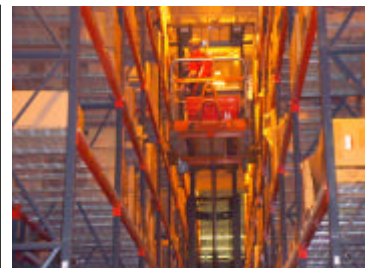
As American Honda prepared for a new computerized system for picking and inventory in its warehouse, a Scioto team assembled for a three-week long project to organize the current stock of automotive parts.

A team of five temporary associates were led by Account Leader Jeff Bell to complete the three-week project. After receiving forklift training, the motivated groups made their way through the warehouse organizing the rows of supplies.

The process was completed during third shift when the crew could move up and down the aisles with the least amount of traffic, while the first and second shift crews continued with their regular cleaning routine. Although it was a challenge to continue rearranging new inventory as it arrived during the project, the crew continued working back through the aisles to ensure that all items were in order for the preparation of the new computerized system of scanning items.



From tiny boxes to large car hood boxes, every item in the warehouse was cleaned, removed from shrink wrap and situated neatly on racks with all labels facing outward.

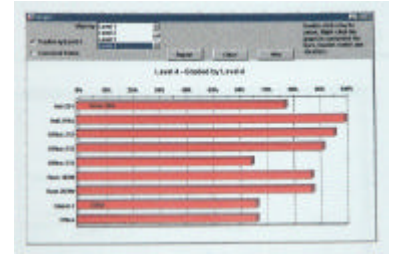


Inspector Updates Coming Soon!

The Inspector program is an advanced inspection software for the maintenance industry that allows the users to build and utilize inspection templates and create graphs and reports. By using the tool company-wide, Scioto is able to review trends from account to account and identify variables affecting quality and performance, thereby providing a heightened consistency in associate training.

Compiling data to identify trends is part of getting a more comprehensive perspective to cleaning services rendered to valued customers. Currently in the testing phase, Scioto will soon roll out the new and improved version of the Inspector Program. Through online access to the Inspector system, managers will soon benefit from an automatic link to the server. With the strength of a centrally located data repository, delays will no longer occur in getting information with this real-time server application.

As described by IT Manager Dwain Chandler, the true power of the latest version of the Inspector application is the ability to look at data across accounts, regions and the company as a whole. He explains, “this gives Scioto a measurement tool that allows us to see where we need improvement, and where we are providing the best level of services, as well as to identify the resources which are needed to provide the highest quality.” By applying the resources and knowledge to the places which need improvement, Scioto associates and clients both benefit from this cutting-edge technology.



Graphs such as the one shown above, are generated from the data entered into pocket pc's, shown below, to identify trends in cleaning services rendered. From the SQCDM Measurable System, this quality component is a useful aid in analyzing data for the purpose of improved service to customers.



Innovations in Cross-Training

Sometimes a fresh perspective is necessary in established accounts. When Account Leader Burrel Thornhill determined a need for improved consistency in the cleaning services provided to the four satellite buildings at the Honda Marysville Auto Plant, he literally took the matter into his own hands. Partnering with Team Leader Roger Winegardner, the pair personally took over the general cleaning duties of each building over the course of several weeks.

The result was simple--the client would be better served with a consistent team. In order to guarantee this would occur, they took a new view to where these important responsibilities should lie. “Assignment to a satellite building is a privilege to be earned,” He explains, further describing these buildings as places where an associate can enjoy a pleasant and independent work environment.

Four associates were chosen for their exemplary attendance and outstanding work ethic and took over the general cleaning responsibilities at the satellite buildings. They are all cross-trained to ensure that the client receives consistent quality service each and every day. Burrel is pleased with his end result—customer satisfaction. “We have had no complaints since we imposed our new assignments of cross-trained associates to the satellite buildings.”



“Assignment to a satellite building is a privilege to be earned,” explains Account Leader Burrel Thornhill, of the crew of individuals he has cross-trained to support the cleaning needs of the four individual buildings.

A Passion for Poetry

Yet another talent has been discovered in the Scioto family. Two Columbus region associates dabble in poetry to quench their creative thirst.



Ken Brown
Mosaica Schools

Although Ken has written poetry for years, his most recent inspiration for the poem of the same name came from the teachers he works with each day. Seeing the challenges and frustrations they experience on a daily basis, he wrote a poem for them at the holidays to lift their spirits. He enjoys sharing his poetry with the teachers on a regular basis and his work can be found posted on their classroom walls!

Inspiration

Inspiration is what I feel when I see you
teaching and giving your student's ideas.
Not yours but their own
which they will carry until they have grown.
To know you have had a part in their lives,
I'm sure is on what you strive.
The smile at the end of the day.
The look on their faces right before they say,
Thank you for caring and have a Happy Holiday!



Larry Bower
Prime Medical

Larry put his poetry to the test on the amateur web site, www.poetry.com and was pleasantly surprised to receive notification that he was a semi-finalist in their annual competition. His poem, entitled, *His Love*, was judged by an editorial board and published in a hardbound anthology series, *Invoking the Muse*.

His Love

I beg thy forgiveness of our sins, for if it be so it's us that wins
Because you gave your life for it, we choose you in our spirit
As life with you not a part, there's not much after the start
Needing to hold your hand, gives us meaning in this land
For us to have your love, is the greatest gift from above

You have touched my soul, and my heart you've not stole
Because it been given first, to quench a great thirst
For your knowledge is best, all others wish to request
The greatest gift to all, is his hand when we fall
He's always there to guide, his forgiveness we've tried
But as always from above, he gives us.....his love

Scioto Participates in Local Science Fair

Who better to judge the ability of young people to hypothesize and carry out the scientific method than Scioto's own technical mastermind, Dwain Chandler? Staff members found themselves without the advice of their resident computer guru as he spent the day judging the critical thinking and problem solving skills of local junior high students at the Marysville Middle School Science Fair.

From airplane wing design to laser transmission of sound, Dwain was inspired by the energy the kids put into the learning experience, especially considering that their participation was voluntary. Describing his own involvement, Dwain explains, "I believe it is important for businesses to support the community in this way and recognize its future benefit. This event teaches an awareness of "outside of the box" thinking skills that are important for us to incorporate into our jobs as adults. This type of knowledge cannot be packaged or learned from a textbook—the kids may not completely realize how much they learned until they are older."

Dwain teamed up with partners in the business and government community, all of whom volunteered their time to judge the seventy science projects done by the seventh and eighth grade students.



Community leaders were divided up by teams to judge the seventy science projects. Dwain's group judged six projects and sent two projects to the District Science Fair.

Benefits In Action

'Tis the Season!

It's tax season again and for those who did not fare well with Uncle Sam last year, it's not too late to enroll in the Scioto benefits that offer tax advantages for next year!

Q. My W2 mentioned the term "Cafeteria Plan". What does this mean?

A. Cafeteria Plans are defined under Section 125 of the Internal Revenue Code. It is a benefit plan that allows an employee to have some choice in designing his or her own benefit package by selecting types of benefits that are funded with non-taxable employer dollars.

Give Me a (Tax) Break!

Scioto tax advantage opportunities include:

Flexible Spending Account - allows for the deduction of pre-tax money from your paycheck and reimbursement for dependent care and health-related expenses.

529 Plan - An educational plan operated by the state designed to help families set aside funds for future college costs.

401k Retirement Plans - taxes on employee contributions and investment earnings are deferred until the participant receives a distribution from the plan. (typically at retirement)

Health Care Insurance - all health, dental, vision and supplemental insurance premiums are non-taxable deductions from income.

Safety: Who's Responsible?

Where does responsibility for safety begin and end?

Responsible for safety begins and ends with all of us.

How does this responsibility apply in our specific areas?

We all are responsible for knowing and following the safe work procedures for our tasks. For example, each of us is responsible for using the correct personal protective equipment specified for our tasks, for making sure it's in good condition and that we are using it correctly. Each of us needs to assure that our equipment and tools are safe, that they are proper for the task at hand, and that we use them correctly.

What does accountability for safety mean?

In simple terms, it means that each of us must know how we'll accept these responsibilities. However, while each person is individually accountable, others also are accountable for the performance of groups of employees. For example, if you are a supervisor, you are accountable for every one of your employees.

Safety Responsibility Training At MAP Weld



"Safety begins and ends with each and every one of us. At MAP Weld we each have to take safety very seriously because of the nature of the tasks we perform, such as lock out tag out of welding equipment and fork-lift operation. The Safety Leader cannot be directly responsible and/or accountable for everyone else. Everyone has to take their own responsibility for their own safety."

Mike Bradley
MAP Weld Team Leader/Safety Team Member



"Safety is not only the job of the Manager or Leadership staff. Each person on the team must take personal responsibility for their own safety and look out for the safety of their fellow associates. We must continue to audit ourselves to make sure our PPE and tools and equipment are in good working order and are being used correctly."

Steve Gadd
MAP Weld Account Manager



"Safety comes first every time you walk into a building. Each person has to be responsible for taking a look at their work area every day to detect any safety issues and to be aware of all hazards."

Jim Larsen
MAP Weld Associate

PERFECT ATTENDANCE FOR JANUARY 2004

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

Samuel Achirem
Nick Adams
Ronald Adams
Eric Adu
Barbara Allinder
Allen Anderson
Deborah Anderson
Michael Apraku
Ryan Ashley
Abou Ba
Barry Bair
Amber Baker
Myrode Barker
Christine Beck
Jeffrey Bell
Charlene Benton
Shirley Black
Cynthia Blair
James Bowen
Larry Bower, Jr.
Jennie Bradford
Michael Bradley
Angela Bradley
Donna Breece
Erica Brentlinger
Emma Bridgett
Russell Bright
Nicki Jo Brown
Kenneth Brown
Terry Buckingham
Phillip Bullard
William Call III
Charles Carolina
Kimberly Carothers
Timothy Carter
Antonia Cepeda
Rose Clapsaddle
Floran Clark
James Collins
Robert Combs
Eileen Cook
Claudio Covarrubias
Rosemary Covarrubias
Phyllis Crevison
Paul Crum
Geonia Cummings
Dixie Dalton
Morgan Daniels
Carol Davis
Timothy Dean
Aleisha Delaney
Robert Dillard
Michael Dixon
Peyton Donaway
Edwige Dorvil
Shane Dugan
Bernie Dzedzic
Zatricia Edmonds
Christopher Eirich
Daniel Ferguson
Judy Ferris
Wallace Garnett
Nicholas George
Matthew Gilbert

Betty Glower
Tomas Gonzalos
Dwan Gray
Marvin Green
Cynthia Green
Modesto Guerra
Wylene Guilford
Rukiya Guled
Nuru Salad Guled
Heidi Hall
Jason Harris
Lloyd Hawks
Wilo Farah Hayle
Ronald Helterbran
Mary Hendricks
Eusebia Henriquez
David Henson
Alexander Hill
Carol Hill
Gerald Hiltbran
Sherry Hitt
Pamela Hoffman
Travis Hollins
Roy Horner
Loretta Horner
Danny Huffman
Carrie Hughes
Raymond Hunsicker
Linda Irwin
Sureer Ali Isse
Timothy Jaye
Patrick Joaquin
Brenda Johnson
Janice Johnson
Mark Jones
Donald Jones
Beverly Jones
Connie Jones
Shawn Kennedy
Lisa King
Jason Kirby
Hailey Knee
Eva Lamar
James Larsen
Roosevelt Latimore
Ricky Lawson
James Legge
Marian Liban
Lawrence Likens
James Lindenberger
Crecencio Lloyd
Shane Losey
Lola Love
Suki Lozoya
Denise Martin
Edward Martin
Rene Mays
Valentine Mbinakar
Beverly Mcclanahan
Tim Mcdonald
Cynthia Mckinney
Leslie Mcqueen
Bobbie Meredith Sr.
Chong Hui Minter
Trula Moore
James Moore
Rilla Morgan
Elaine Moring
Gary Mosbacker
William Moton
Charles Mouser
Juan Navarro
Kenneth Neate
Beth Neves
Kathleen Neves
Sharon Nickelson
Shamso Noor
Donovan Oswalt
Darlene Owens
Joyce Payne
Cindy Pearson
Howard Penny
Johnny Pierce
Arletta Pitts
James Poore
Brian Prater
Ann Priddy
Marie Reece
Barbara Reed
Donald Rismiller
Donald Robinson
Patricia Roby
Jinell Roeder
William Rupe
Steve Shafer
James Shaw
Farxiyo Shirwa
Bahilo Shirwa
Frederick Shoffner
Terry Shreve
Stacy Sigrist
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Wendy Smith
Anna Smith
Larry Smith
Ernest Snow
Julius Spencer
Judy Stradling
David Strawder
Carol Strayhorn
Michael Talley
Willie Taylor
Barbara Thomas
April Thornhill
Burrel Thornhill
Christopher Trickett
Charles Trickett
Joyce Trout
Ruby Trout
Earl Trout
Rebecca Tutu
James Vance
Charles Victor
Halimo Wais
Madge Walburg -Jones
Mary West
Thomas Westfall
Fred White
Anthony Whitlow
Erin Wilkins
Rapheal Williams
Krissy Wilson
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody
Delores Wootchie

Start Date Anniversaries

Connie Jones 15 Years
Mary Hendricks 14 Years
Betty Glower 8 Years
Janice Johnson 8 Years
Keith Stockton 8 Years
Thomas Westfall 8 Years
Barbara Allinder 5 Years
Johnny Pierce 5 Years
David Strawder 5 Years
Samuel Achirem 3 Years
Carol Davis 3 Years
Katherine Gordon 3 Years
Ronald Jakeway 3 Years
James Legge 3 Years
William Moton Jr. 3 Years
James Poore 3 Years
Julius Spencer, Jr. 3 Years
Michael Taylor 3 Years
James Woody 3 Years
Dwain Chandler 2 Years
David Gottwald 2 Years
Richard Kunkler 2 Years
Charles Rivers 2 Years
Derrick Seagle 2 Years
Tracy Bivens 1 Year
Loretta Horner 1 Year

90 Day Service Awards

Abou Ba
Nicki Jo Brown
Derek Clarke
Tomas Gonzalos
Latoya Hale
Crecencio Lloyd
Paul Morrison
Jinell Roeder
Barbara Thomas
Rebecca Tutu
Barry Bair
Porllakpork Chea
Christopher Forrester
Wylene Guilford
Jason Harris
Melinda Mcgrath
Carlos Rodriquez
Tyrena Stephens
April Thornhill
Madge Walburg-Jones

March Birthdays

Larry Pack March 2
Joseph Warner March 3
Donovan Oswalt March 4
Delores Wootchie March 5
Tracy Bivens March 6
Johnny Pierce March 6
Terri Sibole March 8
Ibrahim Hersi March 12
Paul Crum March 13
Wendy Smith March 14
Leslie McQueen March 15
Christine Beck March 16
Robert Phipps March 16
Derick Williams March 17
Stephanie Larcom March 22
Joyce Trout March 22
Frederick Shoffner March 23
Kristy Jakeway March 23
Zatricia Edmonds March 23
Latoya Hale March 24
Eric Adu March 25
Alexis Dickerson March 25
Constance Wion March 25
Thomas Rayford March 27
Catherine Williams March 27
William Phillips March 27
Shawn Kennedy March 29
Larry Shahan March 30
Sherry Hitt March 31
Michael Bradley March 31