



The Scioto News

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

Inside This Issue:

The New Standard in Cleaning

Word From The President	2
Congratulations	2
The Scioto Difference	3
SQCDM	4
Equipment Innovations	4
Scioto Family Picnic	5
Hurricane Relief	6
Benefits in Action	6
Chemical Product Safety	7
Announcements	8



Associate Profile: Regina Jones

maintain the large tent dining area.

Since Regina resides in Florida during six months out of the year, she is a seasonal employee. Although it's difficult to fill her shoes when she's gone, she has been placed in prominent positions due to her previous experience, attention to detail and positive personality.

Stating that satisfaction derives from the job completion, she also appreciates working with the "Thornhill brothers." Assisting with areas that fall under the management of both Terry and Burrel, she describes them as "great bosses"; and also ap-

preciates her fellow associates, describing the 3rd shift team as "a great bunch of people to work with."

A longtime resident of Marysville, Regina has been married for 39 years and has twin daughters and a son, and eight grandchildren (four girls, four boys, and one on the way!)

Her most notably unique hobby is making animal crafts from old cd's. She also enjoys gardening, playing poker, corn hole and spending time with her grandchildren. She and her husband travel to Florida each winter where they reside in the warm sun with their two toy poodles.

Angela Bradley Promoted

When seasoned Shift Leader Terry Thornhill was promoted to Operations Manager at Honda MAP General Cleaning, his vacancy needed to be filled immediately by another experienced professional. Team Leader Angela Bradley assumed the role of Shift Leader and took over the responsibilities of handling the 3rd shift account.

Terry explains, "Angela was clearly a qualified candidate and the right choice for the job." During her three years with Scioto, she has continued to express an eagerness for taking on new challenges and responsibilities.

With her new role, she is responsible for scheduling, training and follow-up. Angela also has taken on additional administrative tasks, including the significant challenge of scheduling the special projects that routinely arise.

In addition, Angela serves on the safety committee and acts as Presenter for the safety meetings held for all three shifts each month.

Congratulations, Angela!



Angela Bradley now acts as Shift Leader for the third shift Honda MAP General Cleaning crew.

Congratulations



Congratulations to Donna Wright on the birth of a new granddaughter. Pam Mullet's daughter, Breeana Jean Mullet, was born Friday, Aug. 19 at 7:19 p.m. at 7 lbs. 8 oz., 19 1/2 inches.



Congratulations to Kay Collins, Nestle on the birth of her first grandchild! Matthew Alexander Berry was born Wednesday, Sept. 7 at 5:34 a.m. at 7 lbs. 7 oz., 20 inches long.

401k Meeting

Quarterly 401k enrollment meetings will be held this month as follows:

Friday, September 23

8:30 a.m. to 3:00 p.m. Marysville

Thursday, September 29

3:00 p.m. Columbus

Health Screenings

The annual health screening will be made available for those associates who have taken advantage of the Scioto health insurance plan.

Details will be provided at the annual open enrollment meetings next month.

A Word From The President



Nobody will argue that our main responsibility is to provide the client what they want. Whether what they want is a clean facility, clean equipment, or a properly wrapped car, our goal is to give each client what they want.

Ensuring each client gets what they want requires understanding how the client wants served. If someone says they want a great steak, besides providing a great piece of beef, you need to know how the client wants it cooked. Otherwise something good is not what the client desired if you don't understand "how" they want it cooked.

The same analogy works in our business. Whatever the service we know our clients expect good consistent service. The second part of the equation is to understand how good consistent service is defined.

We as a company have our own procedures and measurables which help us gauge our performance, but just as important is to understand how the client defines it.

It's important that each of us understands how the client defines good service. Some clients base it on calls they receive from people within the facility, others say no news is good news. Others base it on a combination of their own perceptions and what others tell them. Whatever combination of ways each of us must know how it is defined.

Knowing the client's definition of good service requires three things. First you must have your own expectations of what clean is. Second you must listen to what the client says and third always ask questions to ensure you understand the expectations and to follow up on the execution of the expectations to ensure the expectation is being satisfied.

Having our own expectations is critical. People who have expectations are people who have pride. Any new situations you're in always make sure

you understand the expectations. It's much easier to serve the clients expectations when you have your own.

If you listen the client will tell you what's important and how they want served. Sometimes its clear and other times it may be subtle. It's our responsibility to turn what we've learned into an operating plan that answers the questions to: who, what, where, when, and why.

After we've determined how to best serve the client its important that we gauge our ability to meet those expectations. We do this through follow up. We follow up to ensure our own expectations, as well as, the client's are being met. This is our opportunity to communicate performance and ask questions to ensure understanding of what the client expects. If a gap exists, follow up puts us in the position to close it. Without it companies are in the dark.

As an associate of Scioto we all have a responsibility to understand what our clients expect. It's easy to say our clients want good consistent service. Our key is to make sure we understand "how" the client defines it.

It starts with each of us having our own expectations. From there it requires all of us within our account being on the same page with understanding how the client defines good service.

So use this opportunity to ask your manager how the client defines good service and make sure you're listening for those clues yourself and passing information along. Everyone is responsible for listening, asking questions and follow up. Our ability to do this is what separates us from the competition.

Thanks for listening and being part of the Scioto family,

Chip



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The Scioto Difference

“Associates who perform well and have outstanding attendance are given the opportunity to grow into new roles and take advantage of different work schedules that may be more conducive to their lifestyle. As they bring their experience to a start-up account, we are able to provide both customer groups with the best service possible.”

Chip Niswonger
President

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. As Scioto continues to grow rapidly, so do the opportunities to provide associates with the best situations in order to make their positive impact. Many have been afforded the opportunities to change positions and roles within the organization during times of growth. By offering our associates this type of support, they achieve great success and satisfaction in their roles while providing the best service to our direct customers. And, that is the “Scioto Difference.”

Success and the Scioto Philosophy

The associate turnover at Scioto is markedly low: less than half the industry average. The length of service among our associates is unheard of with cleaning companies. Achieving this standard is far from effortless.

A common theme resonates throughout Scioto accounts: our associates are our customers. Associates receive better than industry standard pay and benefits along with an aggressive fringe benefit program, coupled with an outstanding management team to guide associates toward recognizing their true value to Scioto.



The Columbus State Community College account includes both first shift cleaning associates and day porters, and night shift cleaners who take care of the restrooms, public areas, elevators in the twelve buildings on campus.



Case In Point:



Beginning this month, the Columbus State Community College is in the process of transitioning into Scioto cleaning by seasoned associates. An established number of individuals have transferred from other posts, eager to try something new or find desirable scheduling accommodations. In return, these seasoned associates bring their experience and a rooted knowledge of the Scioto culture, to make for the smoothest possible transition.

Not just anyone...Length of service and attendance record are taken into careful consideration before an associate is eligible to make a transfer. **The average length of service for the associates who transferred to this new account is approaching two and a half years!!**

SQCDM

When the most recent associates surveys were completed at MAP Weld, Account Manager Steve Gadd went to work immediately on improving his lowest scoring question. "Do I have the materials and equipment I need to do my work right?" caused concern as the score was not only lower than the previous survey but lower than the company average as well. Finding this result unacceptable, Steve reviewed the associates' comments and discovered that the problems were directly related to two items. Putty knives used to chip slag from robots were breaking frequently and, as a result, in short supply. Yellow angle brooms used to the wet and heavy slag in the equipment slag were not holding up well, either.

Steve explains that he found a better putty knife already in supply. "The solution was to begin using this knife and making sure we kept a good back-up supply. Associates also did their part to improve communication by letting me know when their tools were getting dull so I would have time to place another order before we run out."

The broom issue was solved by shopping around. Steve located a heavy duty outside broom made for heavy and wet debris at the local hardware store that proved it could stand up against its use in cleaning the wet slag in the cells.

A Fresh Perspective



The best ideas often come from new associates that come into an account with a fresh set of eyes. Frank Stid quickly addressed a supply issue upon transfer to the MAP Weld account. Within his first few days of work, he suggested the purchase of standup dustpans to help with the ergonomic issues that come from bending over to pick up dirt and slag throughout the shop. Per his discussion, dustpans were obtained and placed on each cleaning carts for the associates to use.

Floor Care Innovations

Innovations often come in the form of new equipment on the cutting-edge of technology. Such is the case at HTM where a new scrubber is proudly in implementation. The Tennant 7400, created by one of the world's leading manufacturers of surface maintenance equipment, introduced the new product at the National Plant Engineering and Facilities Management show in Chicago last March.

Account Leader Jim Legge explains the new efficiencies his account has enjoyed as a result of the new purchase. "With our old scrubber, we had to actually sweep the entire plant first, and then go back and scrub. The new scrubber sweeps and scrubs at the same time, which cuts the job in half. Since we run it twice on first shift, twice on second shift, and once on third shift each day, this results in a significant time reduction." Apart from its dual performance, it also offers other time-saving benefits. Jim explains, "It's user friendly--there's nothing complicated about running it. It also runs off propane so we no longer have to keep batteries charged."

Notably, the Tennant 7400 has also resulted in an increase in the quality of the Scioto floor care job at HTM. Designed to meet the challenges of industrial cleaning, it combines the power of the 7400, the productivity of foam scrubbing technology and the safety of a cleaner, drier floor. In this scenario, its performance has enabled for improved performance in sweeping up the debris of metal chips and oil found in the concrete floors that if neglected, would result in a safety hazard.



Greg Skaggs, (pictured above operating the Tennant Floor Scrubber) handles general floor care and preventive maintenance at the HTM account.

Safety First

The 7400 offers unprecedented productivity and safety with the addition of FaST, (Foam-activated scrubbing technology) a patented foam scrubbing system that efficiently uses less water and less detergent to increase customer productivity and leave just-scrubbed floors clean, dry and safe. FaST is the first and only automated cleaning system to receive "High-Traction" product certification from the National Floor Safety Institute (NFSI). NFSI "High-Traction" product certification is akin to a stamp of approval for products that offer a slip-and-fall accident prevention benefit.

Scioto Family Picnic

Scioto associates and their families traveled from Western, Tri-State, Marysville and Columbus regions to enjoy a day of fun at Sports Ohio in Dublin in August. The crowd of 300 persevered through a lengthy downpour and watched the skies nervously as the children impatiently eyed the racing tracks. The rain finally gave way and the rest of the day was spent having fun in the sun. From racing cars to miniature golf and batting cages to time in the shelter house to sit and visit with friends and loved ones, the day was spent as it was intended-relaxing with good friends and family.

Check out our new feature....

These photos and more are available for viewing at <http://www.sciotocorp.net> Select Scioto Photo Gallery.



Your Opinion Counts!
Surveys will be out soon. Please complete and return to your managers. The feedback received from outings helps in preparing for the next years' event.

Some braved the rain and took to the courts for shuffleboard and basketball despite the heavy downpour.



September Birthdays

Shauna Clapp	September 1	Belinda Bright	September 2
Joshua Smith	September 3	Dwain Chandler	September 4
Eugene Barnett	September 5	Paul Smith	September 6
Judy Stradling	September 7	Carol Hill	September 8
Larry Bower, Jr.	September 8	Lynnette Wilson	September 8
Suki Lozoya	September 9	Donna Breece	September 9
Barbara Reed	September 11	Wallace Garnett	September 11
Chris Saunders	September 11	Willie Bradford	September 13
Erika Kuhn	September 13	William Graves	September 13
Linda Secrest	September 13	Roger Wright	September 13
Robert Miller Jr.	September 14	Lloyd Williams	September 15
Shane Losey	September 15	Connie Jones	September 17
Robin Watson	September 17	Travis Hollins	September 17
Azikiwe Azubuike	September 17	Hilary Scales	September 18
Karry Kean	September 19	Carol Storey	September 20
Raymond Hunsicker	September 21	Dixie Dalton	September 21
David Crisp	September 22	ChrisTrickett	September 24
Terry Harris	September 24	John Miller	September 25
Ricky Lawson	September 27	David Anderson	September 27
James Collins	September 27	James Lindenberg	September 28
Burrel Thornhill	September 30		



The two race tracks provided folks both big and small the chance feel the rush of victory!



Hurricane Relief

When Account Manager Bob Miller watched the horror unfolding in the South last month with the Hurricane Katrina aftermath, he couldn't sit back and do nothing. "The situation is heartbreaking, and I felt compelled to do something."

With full cooperation from both Scioto and its clients at the Verne Riffe Center and Rhodes Tower, Bob and team spent two successful days holding a fund drive in the lobby that netted \$2773.00 to be donated to the Red Cross. From Scioto matching the first \$500 earned, to the building owners sending out e-mails to all the tenants to promote the effort, Bob was grateful for the assistance. He explains, "Without all the approval and support, I could not have accomplished this."

Special thanks to Mark Haberman and Jim Johnson of the Ohio Building Authority; Jack Quatman, with Jones, Lang, & LaSalle; Tonya Palley for assisting with the booth, and Mildred Miller and Robert Miller, Jr. for their outstanding support.

The drive is not over as Bob plans to continue his efforts until he has reached the goal of \$5000.00 and encourages all Scioto associates who are interested in becoming a part of this effort to send donations via the Scioto office. "If everyone would give a small amount out of each pay period, we could raise a substantial amount."



Kim Johnson, (left) Ohio Building Authority making a contribution, while Bob Miller and son look on. Kim assisted with the table while Bob hit the sidewalks to solicit more collections.



Bob has successfully raised \$2773 and his effort will be ongoing until he reaches the final goal of \$5000 toward the disaster relief fund.

Benefits In Action

Help Your Fellow Associates

There are currently associates within your crews that could benefit from your donation of Catastrophic Leave time. Contact your manager today to donate to a particular person or to the pool for whenever it is needed.

Catastrophic Leave Sharing Program

The purpose of the catastrophic leave sharing program is to allow Scioto associates the opportunity to assist fellow associates who have experienced personal or family catastrophic illness or injury that causes a loss of income. The catastrophic leave sharing program is intended to assist associates who are not receiving disability benefits or Worker's Compensation payments.

Did You Know....

Several associates have already been assisted by the generous donations of their fellow associates in the past year. When paid leave time is shared with associates undergoing serious illness or injury, they are better able to focus on regaining their physical health with less concern on the financial burden that accompanies long-term illnesses.

Using Cleaning Products Safely

When you work with chemicals on a daily basis, it is easy to forget just how dangerous these products can be. The tendency is to forget to treat them with the respect they deserve, and painful injuries are often the result.

Cleaning products are a good example. Most of us use cleaning products fairly frequently, at work and at home. But how many of us actually bother reading the directions or product contents? How many of us use rubber gloves or splash goggles?

Many cleaning products are classified as “corrosive”. Corrosives are defined as those chemicals that cause damage to organic material, especially human flesh. Acids and bases are all corrosive, and most cleaners are composed of acids and bases. Think about it: when cleaning, you’re trying to “eat” away the dirt and grime. Most likely, the more effective a product is at eating away the dirt, the more effective it will be at eating away the skin on your hands. It will also do more damage if accidentally splashed in your eyes.

Cleaning products can also be extremely reactive when mixed. Bleach, when mixed with any products containing (or visa versa), will react to produce deadly chlorine gas. **NEVER MIX CHEMICALS, ESPECIALLY CLEANING PRODUCTS.** Some people think that if something works well by itself, it might work even better if combined with something else.....Wrong!!! Even emptying a mop bucket with an ammonia containing product into the sink, followed by a sponge full of bleach, can produce enough chlorine gas to be dangerous.

Take whatever steps are necessary to avoid mixing cleaning products. Always run clean water through a drain after dumping any sort of cleaning product down it. Wear rubber gloves, especially when using industrial strength cleaners. If there’s any chance of getting a splash in the eye, wear protective goggles. If you get a chemical splashed in your eye, flush it in clean water for at least 15 minutes.

Always use common sense to protect yourself, and treat all chemicals with the respect they deserve.

Chemical Use at Honda ELP General Cleaning



“I learned that if you wear contacts you should bring a extra pair and when you clean your eyes out from a chemical go to eyewash station and tilt your head sideways and let water run through.”

Norma Magill



“I learned that you should throw away your contacts if you get any chemical in your eyes no matter how long you let them soak.”

Nicole Thornhill

**Photo
Not
Available**

“I learned that you don’t use soap on chemical burn because it may react.”

Kathy Gordon

PERFECT ATTENDANCE FOR JULY 2005

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

Samuel Achirem
Eric Adu
Deborah Anderson
Michael Apraku
Ryan Ashley
Azikiwe Azubuikwe
Barry Bair
Amber Baker
Christine Beck
Jeffrey Bell
Charlene Benton
Shirley Black
Cynthia Blair
Carolyn Bouttry
James Bowen
Larry Bower, Jr.
Angela Bradley
Donna Breece
Erica Brentlinger
Thomas Bright
Kenneth Brown
Sabrina Brown
Terry Buckingham
Phillip Bullard
Maria Cabezudo
William Call III
Timothy Carter
Frank Castle
Shawn Castleberry
Rose Clapsaddle
Floran Clark
Richard Clegg
Marcia Cloninger
Ronald Coleman
Kay Collins
James Collins
Robert Combs
Eileen Cook
Amber Cook
Claudio Covarrubias
Rosemary Covarrubias
Phyllis Crevison
David Crisp
Geonia Cummings
Debra Cummons
Dixie Dalton
Carol Davis
Aleisha Delaney
Robert Dillard
Michael Dixon
Amy Dodd
Bernie Dziedzic
Zatricia Edmonds
Christopher Eirich
Deborah Emerick
David Evilsizor
Donna Fay
Judy Ferris
Heather Fields
Amanda Garber

Wallace Garnett
Nicholas George
Carolyn Gildersleeve
William Graves
Marvin Green
Modesto Guerra
Wylene Guilford
Connie Hackworth
Heidi Hall
William Hampton
Terry Harris
Lloyd Hawks
Ronald Helterbran
Mary Hendricks
Eusebia Henriquez
Carol Hill
Gerald Hiltibran
Betina Hines
Sherry Hitt
Pamela Hoffman
Roy Horner
Jeren Howell
Danny Huffman
Carrie Hughes
Kelly Humphries
Raymond Hunsicker
Myra Ivey
Mary Jane Jakeway
Tamara Jakeway
Timothy Jaye
Patrick Joaquin
Janice Johnson
Brenda Johnson
Julia Johnson
Connie Jones
Beverly Jones
Mark Jones
Donald Jones
Harry Justice
Shawn Kennedy
Richard Kidd
Lisa King
Jason Kirby
Erika Kuhn
Linda Ladwig
Eva Lamar
Roosevelt Latimore
Carol Lawrence
Ricky Lawson
James Legge
Lawrence Likens
Octavia Lincoln
James Lindenberger
Regina Lorenzo-
Hernandez
Shane Losey
Lola Love
Suki Lozoya
Denise Martin
Valentine Mbinakar
Cynthia Mckinney
Kia Menefield
Amanda Miller
Cory Miller
Robert Miller Jr.
Chong Hui Minter
James Moore III
Rilla Morgan

Elaine Moring
William Moton Jr.
Charles Mouser
Kenneth Neate
Beth Neves
Kathleen Neves
Donovan Oswalt
Larry Pack
Joyce Payne
Nicole Penrod
Robert Person
Johnny Pierce
James Poore
Brian Prater
Robert Radcliffe
Marie Reece
Barbara Reed
Donald Rismiller
Donald Robinson
Patricia Roby
Jinell Roeder
Todd Roush
John Ryan
Derrick Seagle
Linda Secrest
Steve Shafer Sr
Jeremiah Sheets
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Anna Smith
Larry Smith
Wendy Smith
Brian Smith
Joshua Smith
Rex Snyder
Julius Spencer
Hannibal Stanley
Tyrena Stephens
Keith Stockton
Judy Stradling
David Strawder
Carol Strayhorn
April Stump
Michael Talley
Willie Taylor
Burrell Thornhill
Christopher Trickett
Charles Trickett
Ruby Trout
Earl Trout
Joyce Trout
Terry Tucker
James Vance
Charles Victor
Rebecca Wade
Delores Wagner
Thomas Westfall
Fred White
Anthony Whitlow
Erin Wilkins
Felicia Williamson
Lynnette Wilson
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody

Start Date Anniversaries

Rilla Morgan	23 Years
William Call III	14 Years
Earl Trout	12 Years
Ruby Trout	12 Years
James Collins	9 Years
Elaine Moring	9 Years
Charles Victor	9 Years
Marie Reece	8 Years
Crystal Simpson	7 Years
Claudio Covarrubias	6 Years
Rosemary Covarrubias	6 Years
Carrie Hughes	4 Years
Thomas Russell	4 Years
Beverly McClanahan	3 Years
Howard Penny	2 Years
Constance Wion	2 Years
Christine Beck	1 Year
Kenneth Brown	1 Year
Debra Cummons	1 Year
Connie Hackworth	1 Year
Gerianne Hartley	1 Years
Kelly Humphries	1 Year
Eva Lamar	1 Year
James Lindenberger	1 Year
Troy Speicher	1 Year

90 Day Service Awards

Troy Barker	Thomas Bright
Sabrina Brown	Wanda Dixon
Derek George	Levi Helms
Stanley Henderson	Tamara Jakeway
Julia Johnson	Harry Justice
Carol Lawrence	John Miller
Karen Miranda	Stephanie Napier
Robin Pastor	Robert Radcliffe
John Ryan	Jeremiah Sheets
Brian Smith	April Stump
Delores Wagner	Lynnette Wilson