



# The Scioto News

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

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## The New Standard in Cleaning



### Associate Profile: Julius Spencer

Account Manager John Mawer considers Julius' knowledge of the West Campus buildings a great asset. He states, "Don Perkins, our client contact, was extremely happy that we hired Julius, with whom he already had an established relationship." Julius is now in charge of the Kinnear Road Center. With a strong work ethic and excellent communications skills, he is relied upon to relay information to the customer as well as other associates.

With nearly perfect attendance over the past three years, his commitment along with his enthusiasm for the job, Julius is known as an associate with whom it is a genuine pleasure with which to work.

From his viewpoint, Julius enjoys working under the Scioto team concept. "You're not alone," he says. "Be it work-related or personal, there always appears to be help when you need it." Having worked independently for some time, he welcomed the team concept and the opportunity to work with others as he tackles daily challenges.

A single parent with one daughter, Julius is a Columbus Native and veteran of the U.S. Marine Corps. He enjoys fishing and hunting, and spending time with family. Not surprisingly, with his wealth of experience on campus, he is an avid fan of the Buckeyes.

## Scioto Participates in Communication Day

At the Honda East Liberty plant, Communication Day is offered to associates so they may learn more about the services provided to them. At this special event, many different benefits groups, including Payroll, the Watson Wellness Center, Administration, and plant services such as security, uniform, dining and cleaning services are represented.

For its part, Scioto participated with an informational booth, allowing Honda associates the opportunity to ask questions regarding the plant services provided on a daily basis. Account Manager Tom Russell explains, "This is a great way for us to interact with the end user of our services. We learn many things from the associates, and were able to clarify some of what we do for them regarding the upkeep and cleanliness of their work areas."

The event was open during lunches and breaks and provided associates with the opportunity to address their legitimate questions and concerns directly to the service providers.



**Phyllis Crevison, pictured above, took part in displaying the products and services Scioto provides at the East Liberty Plant.**



## Spring Events

### Western Region

Saturday, May 14  
2:30-4:30 p.m.  
Troy Bowl

### Marysville/Columbus Regions

Saturday, April 23  
Aladdin Shrine Circus  
Ohio Expo Center

### Tri-State Region

To Be Announced

## Let's Hear It!

The Human Interest Section of the Scioto News is reserved for the purpose of allowing associates to get to learn more about the talents and interests that others pursue during leisure time.

If you have an interesting hobby or story to tell, the Scioto family would like to hear about it!

Call X168 and share your idea today!

## A Word From The President



What is your relationship with Scioto? Some may think that's a loaded question. What is important to me is how you answer it.

All of us have a relationship with Scioto. Whether we're an associate of the Company, a client, or a supplier. Each group has different expectations that help create the baseline of the relationship.

The number one expectation I have of Scioto is we continue to treat each customer group with respect and we learn what their expectations are and how we help them help Scioto in serving the expectations of the client.

It may sound easy and it is in principle, but to operationalize the concept is where the rubber meets the road.

Number one to me is **keep it simple**. Everyone at Scioto is responsible for making their customer happy!

To make people happy we must have great working relationships based on trust, responsibility, respect, and mutual goals in serving the client.

All good relationships are based on the foundation of trust. Trust is something we all gauge in our relationships. Is this person looking out for everyone's best interest? Has this person taken the time to get to know me and helped me understand my role in serving the client? Does this person seek my opinion? Do I have faith in this person's ability in serving the needs of the customer groups? These are all questions we ask ourselves and use to gauge our own value and the value of others.

Key contributors at Scioto understand their value is measured through their ability to earn trust.

Responsibility is the ability to convey through your actions your ability to take the needs of two or more of the customer groups and blend them into an end result that satisfies the expectation of each group.

A person's ability to show responsibility through their actions of serving multiple customer groups simultaneously comes respect. Respect means people trust you enough to tell you what the reality is. Whether it is good or less than good our customer groups let us know the score if we've earned their respect.

The final part of the equation is we must have mutual goals in serving our customer groups.

By building trust, showing responsibility, and earning respect we have a solid foundation that allows us to set, measure, and improve our service goals together.

Keep it simple! The relationship is the key to everyone's success.

Our work relationships must be based on making happy customers and we all accomplish this the same way. Through our work relationships we must:

- 1) Build Trust
- 2) Be Responsible
- 3) Earn Respect
- 4) Set, measure, and improve upon our service goals to our clients

Thanks for listening and being part of the Scioto family,

*Chip*



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# The Scioto Difference

*“Lynn understands Scioto's success is based on surrounding each client with associates dedicated to creating happy customers. Lynn's previous operations experience has helped her in assessing each prospective associate's strengths in helping Scioto meet the expectations of our clients.”*

**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. Attracting, hiring and retaining high-caliber associates in today's labor market challenges Scioto to recruit and manage talent at all levels. With a recruiting position to fill, the same hiring process focuses on finding the right individual who can live up to the expectations of Scioto's business model and culture. And, that is the **“Scioto Difference.”**

## Recruiting the Recruiter

### Candidate Quality Control System:

**Scioto's in-house recruiting staff seeks only highly skilled and professional employees. Scioto employs associates who are trained thoroughly on processes and topics important to their positions.**

Meet Lynn Estep, the new recruiter for the Columbus region. Lynn brings to Scioto a wealth of experience in the industry, in both the general cleaning and supervisory capacity.

Welcoming the opportunity to put the Scioto candidate quality control system into practice, Lynn's philosophy is simple: She will not hire anyone she would not want to work with herself. Having worked in a supervisory capacity, Lynn understands the needs of the managers she serves to assist.

Undergoing an intense interviewing process herself, Lynn spent an extensive part of her training meeting with management in her region and performing the general cleaning duties at their accounts to come away with a clear knowledge of the expectations which will enable her to deliver associates of the highest quality in caliber and performance to the Scioto client.



Lynn's first assignment was to assist Account Manager Joe Warner with the start-up of the Max & Erma's account. Lynn met with Joe to gain an understanding of the special challenges the new crew would face in cleaning five restaurants per night. Lynn reviewed applicants for strong work history, leadership skills, exceptional attendance and exemplary character. An element essential to the particular position would be time management, since associates will have a certain amount of time allotted to each restaurant, and must be on their way to the next in order to complete each restaurant during a given shift.

## SQCDM

When Scioto associates attend monthly safety meetings, they are provided with the opportunity not only to review safety issues, but to analyze the statistics at their account for the topic at hand.

At Nestle Dublin, associates take the time to go over their numbers and also discuss “near misses”. Account Manager Joe Warner explains, “It serves as a reminder that just because no one has been hurt doesn’t mean that we shouldn’t be looking for dangers or precautions to use in the future. One particular point our team leader emphasized this winter was the importance of exercising caution on the loading ramps to avoid injuries during the ice and snow.”

Out of the monthly gatherings, efficiencies are often developed. Importantly, when the four person crew found themselves one associate short, the other three came together and found a way to run the account themselves. They accomplished this objective by using their understanding of the building and client and taking time to learn things. According to Joe, “They are a strong crew and they work well with their contact, maintenance supervisor Lance Green. They have a good rapport with him that makes both their job and his much easier.”



**With the approval of the client, the team of three-person crew of Rob Dickerson, Alexis Dickerson and Jeri Hartley have improved efficiency and reduced manpower at the Nestle Dublin account. Out of monthly meetings, associates are afforded the opportunity to consider ways to improve Scioto’s Safety, Quality, Cost, Delivery and Morale.**

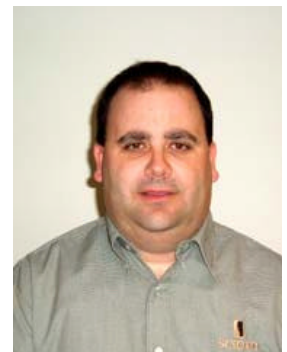
## Innovations in Floor Cleaning

While managers strive to bring their facilities to the Scioto standard of cleaning, they must engage themselves in a regular pattern of critical thinking. Through regular analysis of cleaning products, techniques and results, new and improved ideas are formed and put into practice.

Although the grout around the tile floors at the Hamilton County Courthouse was getting a satisfactory clean, the years of wear were still showing. Account Manager Derek Clarke describes that while the use of a black pad on the side by side scrubber was an effective tool for reaching the top parts of the floors, the grooves were not being effectively reached and still showing years of neglect.

With some careful planning and experimentation, a concrete pad replaced a black pad on the side by side scrubber for a more effective cleaning solution. According to Derek, “It’s not so aggressive that it damages the floor, yet it is heavy enough to relieve the grout dirt that we were unable to remove with the previous technique.”

The product change itself is simple but the results are not. The new technique will cut down on the number of times the floors must be cleaned. Currently in its initial phase, the crew anticipates an upcoming permanent schedule with improved efficiency.



**The New Standard of Cleaning: Employed with Scioto for only a few months, new Account Manager Derek Clarke has embraced the Scioto concept of constantly finding ways for each task to be done at lower cost and higher efficiencies.**

# Spring has Sprung!

With the recent changes in weather, the warmer temperatures have Scioto associates thinking Spring! The MAP 3rd Shift General Cleaning crew share the leisure plans that have them looking forward to upcoming summer months!



*"I'm looking forward to spending time with a brand new grandbaby and my other grandchildren. I am looking forward to playing baseball, motorcycle riding and a trip to Alabama."*

Barb Allinder



*"I plan to enjoy outdoor concerts and baseball games. The best part is the weather and now when it might still snow tomorrow, you better enjoy it while you can!"*

Tim McDonald



*"I can't wait for the nice weather! I'm looking forward to spending money shopping and on a Tennessee vacation and playing with my dog."*

Angela Bradley



*"In the spring and summer I enjoy golfing, boating and gardening."*

Melinda McGrath



*"I am enjoying the nice warm air after the cold winter. I am planning on motorcycle riding and cooking out."*

Tim Dean



*"When it comes to springtime I look forward to the nice weather and skateboarding."*

David Crisp



*"I enjoy being outdoors and plan to do a lot of fishing."*

Shawn Kennedy



*"I am looking forward to golf and auto racing season."*

Terry Thornhill



*"I'm looking forward to going hiking this summer."*

David Evilsizor

## Big Wheels for Seniors

Last month, Scioto participated in the annual Lifecare Alliance "charity gala. The event supports the not-for-profit organization behind Meals-on-Wheels and many other programs with its "Big Wheels, Big Night: An Evening of Generosity and Community Support" fundraising program.

This year's black-tie event featured actress Dawn Wells as its featured guest speaker. Known for her role as Mary Ann on Gilligan's Island, Wells is a noted advocate for the well-being of seniors.

Scioto participated as a bronze table donor, sponsoring seating for the community elected officials. In all, over \$175,000 was raised to benefit the programs of Lifecare Alliance.

Lifecare Alliance is a not-for-profit organization that provides care regardless of a person's ability to pay. Charitable, public, and private contributions, planned gifts, and volunteer support make it possible to serve those in need.



**Paul and Becky Czerwonka, (pictured left) with Sue and Tom Kruse (pictured right) recently attended Lifecare Alliance's Big Wheels event on behalf of Scioto Corporation.**

## Benefits In Action

It is the policy and practice of Scioto to encourage both personal and professional growth through continuing education. Individuals who have both the desire and commitment to improve themselves are provided every opportunity to do so and to be rewarded for those efforts.

The tuition reimbursement program is available to eligible associates who wish to further their education. From obtaining a GED to graduate level courses, Scioto will reimburse a designated amount of funds toward tuition, books, fees and supplies to such courses.

Bernie Dziejdzic recently qualified for the tuition reimbursement program with his one year tenure at the Franklin County Courthouse and is pursuing an associate degree in veterinary technology at the Columbus State Community College.

Hoping to graduate in Spring 2006, Bernie appreciates the support from Scioto. "I couldn't ask for a better employer in helping me pursue my goals. Not only has Scioto been a wonderful financial help, but everything possible has been done to help me balance my work and school schedules."

For more information about the tuition reimbursement program, contact Safety and Benefits Administrator Matt Niswonger.



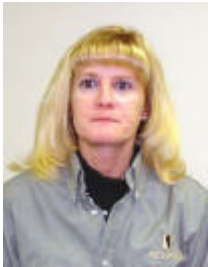
**Scioto Scholar:** *Bernie Dziejdzic, Franklin County Courthouse General Cleaning, is currently pursuing a degree at the Columbus State Community College with the aid of the tuition reimbursement program.*

# Safety Emergency Response

In an emergency, time is critical and response can be delayed due to unnecessary or inaccurate information, and response by the first personnel on site. Improper reporting reduces the effectiveness of communication and increases the potential for delayed, poor or wrong responses from outside agencies. Whereas, properly communicated address and direction into the facility increases responses and assistance.

For last month's safety topic, associates were asked to consider the actions they must take in given emergency situations and answer the following questions: Who will you report to? Who is in charge and what information does this person need to be effective and communicate with other personnel?

Thinking about how to react when an alarm sounds or a problem occurs within the facility, the Honda Motorcycle General Cleaning crew shared their ideas to relate their understanding of the emergency response plan and how their personal involvement during an emergency can make a difference.



*"The most important thing to remember is that in an emergency, we are to dial Ext. 1000."*

Teri Sibole



*"Emergency response meetings are excellent reminders of our safety responsibilities at work and otherwise."*

Morgan Daniel



*"It is important to remember to dial Ext. 1000 and to always advise the correct people if there is a spill or someone gets hurt."*

Rose Clapsaddle



*"We have a fantastic crew with a great deal of initiative. Paying close attention to things like safety issues is as important to them as their quality of work and attendance."*

Burrel Thornhill

## Safety Facts:

- A written policy is required for facility emergencies.
- Most emergencies happen as a result of personnel acts, accidents and uncontrolled acts of nature.
- First actions to take include sounding alarms, closing doors and windows and accounting for people.

## PERFECT ATTENDANCE FOR FEBRUARY 2004

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

Maryann Abdullah  
Samuel Achirem  
Nick Adams  
Ronald Adams  
Barbara Allinder  
Michael Apraku  
Ryan Ashley  
Abou Ba  
Barry Bair  
Amber Baker  
Booto Hirsi Barre  
Valerie Bays  
Janice Beasley  
Christine Beck  
Jeffrey Bell  
Charlene Benton  
Shirley Black  
James Blaha  
Cynthia Blair  
James Bowen  
Larry Bower, Jr.  
Jennie Bradford  
Michael Bradley  
Angela Bradley  
Russell Bright  
Kenneth Brown  
Terry Buckingham  
Phillip Bullard  
William Call III  
Charles Carolina  
Kimberly Carothers  
Antonia Cepeda  
James Collins  
Kay Collins  
Robert Combs  
Eileen Cook  
Amber Cook  
Adrian Cotterill  
Rosemary Covarrubias  
Claudio Covarrubias  
Kendra Cox  
Phyllis Crevison  
Jeffrey Crisp  
David Crisp  
Geonia Cummings  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Michael Dixon  
Amy Dodd  
Shane Dugan  
Bernie Dzedzic  
Zatricia Edmonds  
Christopher Eirich  
Judy Ferris  
Christopher Forrest  
Jimmy Gaidusek  
Wallace Garnett  
Matthew Gilbert  
Betty Glower  
Tomas Gonzalos

Dwan Gray  
Marvin Green  
Cynthia Green  
Modesto Guerra  
Wylene Guilford  
Rukiya Guled  
Nuru Salad Guled  
Katrina Haley  
William Hampton  
Lloyd Hawks  
Wilo Farah Hayle  
Ronald Helterbran  
Mary Hendricks  
Alexander Hill  
Asha Hirsi  
Sherry Hitt  
Pamela Hoffman  
Travis Hollins  
Roy Horner  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Linda Irwin  
Sureer Ali Isse  
Mary Jane Jakeway  
Timothy Jaye  
Toni Jewell  
Patrick Joaquin  
Elzora Johnson  
Janice Johnson  
Brenda Johnson  
Eugene Jolliff  
Beverly Jones  
Mark Jones  
Donald Jones  
Richard Kidd  
Jason Kirby  
Hailey Knee  
Jeanette Kocou  
Eva Lamar  
Stephanie Larcom  
Roosevelt Latimore  
James Legge  
Marian Liban  
Lawrence Likens  
James Lindenberger  
Crecencio Lloyd  
Shane Losey  
Lola Love  
Suki Lozoya  
Denise Martin  
Valentine Mbinakar  
Tim McDonald  
Cynthia Mckinney  
Leslie Mcqueen  
Amanda Miller  
Chong Hui Minter  
Trula Moore  
James Moore III  
Rilla Morgan  
Elaine Moring  
Gary Mosbacher  
William Moton Jr.  
Charles Mouser  
Carol Murphy  
Kenneth Neate  
Beth Neves  
Kathleen Neves

Shamso Noor  
Baar Noor  
James North  
Donovan Oswalt  
Darlene Owens  
Larry Pack  
Howard Penny  
Nicole Penrod  
Robert Person  
Robert Phipps  
Johnny Pierce  
James Poore  
Brian Prater  
William Preston  
Marie Reece  
Barbara Reed  
Donald Rismiller  
Noah Robbins  
Donald Robinson  
Jinell Roeder  
William Rupe  
Derrick Seagle  
Linda Secrest  
Steve Shafer  
Bahilo Shirwa  
Terri Sibole  
Stacy Sigrist  
Joe Singleton  
Tracy Sirch  
Gregory Skaggs  
Wendy Smith  
Travis Smith  
Ernest Snow  
Rex Snyder  
Julius Spencer  
Frank Stid  
Judy Stradling  
David Strawder  
Carol Strayhorn  
Michael Talley  
Charles Thomas  
Burrel Thornhill  
Christopher Trickett  
Charles Trickett  
Ruby Trout  
Earl Trout  
Joyce Trout  
Rebecca Tutu  
James Vance  
Charles Victor  
Halimo Wais  
Madge Walburg-Jones  
Mary West  
Thomas Westfall  
Fred White  
Anthony Whitlow  
Erin Wilkins  
Felicia Williamson  
Roger Winegardner  
Constance Wion  
Jeffrey Wooddell  
James Woody  
Delores Wootchie  
Roger Wright

Donald Jones 19 Years  
Phyllis Crevison 16 Years  
Carol Hill 16 Years  
John Kruse 13 Years  
Russell Bright 12 Years  
Chong Hui Minter 11 Years  
Jeffrey Wooddell 7 Years  
Michael Bradley 5 Years  
Rose Clapsaddle 4 Years  
Rebecca Wade 4 Years  
Michael Apraku 3 Years  
Myrode Barker 3 Years  
Joyce Payne 3 Years  
Jeffrey Bell 2 Years  
Christopher Carroll 2 Years  
Marvin Green 2 Years  
Toni Jewell 2 Years  
Darren Seagle 2 Years  
Terry Tucker 2 Years  
Ronald Helterbran 1 Year  
Linda Irwin 1 Year  
Paul Love 1 Year  
Donald Rismiller 1 Year  
James Vance 1 Year

## Start Date Anniversaries

## 90 Day Service Awards

Maryann Abdullah  
Maria Cabezudo  
Amber Cook  
Mary Jane Jakeway  
James North  
Noah Robbins  
Nicholas Webb

Eugene Barnett  
Richard Campbell  
Katrina Haley  
Baar Noor  
Robert Phipps  
Frank Stid  
Derick Williams

## April Birthdays

Kimberly Carothers April 1  
Cindy Pearson April 2  
Shawn Castleberry April 2  
Kendra Cox April 3  
Phyllis Ratliff April 4  
Maurice Allen April 4  
Modesto Guerra April 5  
Marian Liban April 6  
William Rupe April 8  
Christopher Forrest April 10  
Ronald Coleman April 10  
Ernest Snow April 12  
Patrick Joaquin April 13  
Kenneth Woodson April 14  
Audrey Tinsley April 14  
Michael Apraku April 14  
Elizabeth Murphy April 18  
Rex Snyder April 22  
Noah Robbins April 23  
Norma Magill April 26  
Ruby Trout April 27  
Ryan Rasmussen April 27  
Donna Wright April 29  
Steve Shafer April 30  
Octavia Lincoln April 30