



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

Upcoming Events 2

The Scioto Difference 3

SQCDM 4

Associate Innovations 4

Needle in a Haystack 5

Literacy BEAR 6

Benefits in Action 6

Chemical Safety 7

Announcements 8



Associate Profile: Shirley Black

Hired as a part-time associate, Shirley began her Scioto career at the William Howard Taft building where she handled general cleaning responsibilities. She soon moved to the Courthouse where she spent most of the year acting as the full-time day porter. During this time, she accepted the responsibility of managing community service personnel who were assigned to assist with cleaning needs at the Courthouse.

Eventually accepting a second shift role, Shirley returned to the Taft Building and now acts as Team Leader. Regional Manager Ryan Rasmussen credits her success to her positive demeanor and take charge attitude. He explains, "She has the ability to recognize potential problems and point them out before they turn into a situation that affects our customer, which would ultimately result in a complaint."

A self-described "people person", Shirley likes to get involved and help solve problems. In both her personal and professional life, she is known for always offering a helping hand to anyone in need.

Shirley is married and has two children and one grandchild. She resides in the Mt. Healthy area of Cincinnati and enjoys cooking, reading and the time spent with her children playing games and relaxful outings.

Shirley Black is an associate who makes up the foundation of the Tri-State Region. Since the inception of the account a year and a half ago, Shirley has continuously embraced the Scioto culture by placing herself in the position to take full advantage of each and every growth opportunity that has come her way.

Scioto Takes Care of Future Veterinarians

When Scioto takes over the responsibility for a small account, it takes a special individual to handle the task with care and commitment. Such is the case with the OSU Veterinary Clinic in Marysville. When Account Manager Tom Russell was recently placed in charge of the selection process, he knew just the right person. He describes, "With the account consisting of a few hours each week, it would require someone trustworthy and reliable. I immediately thought of Phyllis Crevison."

Cleaning the facility has its own set of challenges, related in particular to student residency. With students rotating in every two weeks, the dormitories must be cleaned during the time one group has departed and before the next is ready to move in. Phyllis describes, "I need to arrange my schedule to make sure my work is done without interruption to the students." Phyllis must be flexible and use her discretion to rearrange her schedule to fit the changing needs of the fast-paced clinic.

With fifteen years at Honda East Liberty Plant, Phyllis enjoys this opportunity to branch out into a different environment and challenge herself with an additional responsibility. She explains, "I look forward to my Mondays at the clinic and the chance to start the week off in a new and positive work environment."



Phyllis Crevison, pictured above, and Russ Bright, pictured below, clean not only the dorms but such common areas as kitchen, library, conference room, office space and restrooms.



Golf Outing

Scioto Cup
Saturday, August 13
Marysville Country Club
Registration at 6:30 a.m.

Registration deadline: July 23

Space is limited!
Volunteers are still needed!

Contact Dan Furrow at Ext. 177 to volunteer or register your team today!

Proceeds benefit Union County Big Brothers Big Sisters.

Golf outing fees can be payroll deducted! Call Donna for details.

Summer Picnic

Come Join Us
Before Summer
Slips Away!

Saturday, August 27
12:00 p.m. to 4:00 p.m.
Sport Ohio, Dublin

Activities will include unlimited mini-golf, basketball, volleyball, mini-track, bounce house, shuffleboard, children's play area, horseshoes, Can-Am Racers & Batting cages, and the annual tug-of-war tournament!

A Word From The President



If you remember earlier in the year I spoke about understanding the client's expectations and Scioto's plan to deliver those expectations. We categorized expectations into five parts:

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

Each account within the company set their 2005 SQCDM goals in January. We have just completed the half way mark of 2005. With that I want to highlight some of our accomplishments at the halfway point of the year.

Scioto Score Card

Safety	OSHA Recordables January - June
Tri-State	0
Western Ohio	0
Central Ohio	1

Quality On a scale of 1-5 5 being Best	Overall Ability to Meet Client's Expectations
Wrap Guard	4.54
Map Weld	4.31

Quality measures the following variables:
Quality, Associate Professionalism,
Manager Professionalism,
Follow-up, and Responsiveness

Cost	Hourly Attendance Percentage
Map Weld	95.8%
Wrap Guard	95.8%

Delivery	Scheduled Project Completion
Franklin County	100%
Nestle R&D	100%

Morale	Perfect Attendance Pace
American Honda General Cleaning	90%
Honda Transmission	82%
American Honda Warehouse	82%

We did a great job setting our goals this year. The purpose of the SQCDM goal setting meeting at the beginning of the year was for everyone in each account to have ownership in establishing the goals. As we start the second half of the year seize ownership of your goals. Know your current situation and determine the best way to operationalize the objectives.

To be successful you must always know what you want your end result to be and you must understand how your daily decisions impact your end goal. Operations that produce results also understand it takes an entire team that believes in the plan to deliver the results.

Keep these concepts in front of you as we begin the second half of the year and lets continue to produce results that provide our clients value.

Thanks for listening and being part of the Scioto family,



Phone: 1.800.644.0888

405 S. Oak Street
Marysville, Ohio 43040
www.SciotoCorp.com
937.644.0888

Fax: 937.644.1356

The Scioto Difference

“The Drug Free Work Place (DFWP) program encourages us as an employer to detect and deter substance use and misuse, and take appropriate corrective action. Our main goal is to increase our safety standard by eliminating behavior that could lead to possible injuries or accidents.”

Matt Niswonger
Safety and Benefits Administrator

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. Scioto understands the importance to its customers of establishing a safer and more cost-effective workplace, and as a result, joining hundreds of Ohio employers by choosing to keep employees safe and reduce the chance of accidents caused by substance abuse through a Drug Free Workplace program. And, that is the **“Scioto Difference.”**

The Key Components

Who benefits?

Employers who implement the DFWP program provide greater protection for all employees.

Benefits include:

- Increase in productivity;
- Decrease in accidents;
- Decrease in severity of accidents;
- Reduce use of workers' compensation medical benefits by substance users;
- Decrease in theft;
- Protect the bottom line.

The DFWP program is designed to help employers deter, detect and take corrective action related to substance use that affects workplace safety. Participants must develop a substance policy that describes their drug-free program.

The Scioto policy describes annual employee education and supervisor training, drug and alcohol testing, and employee assistance, which – along with the written policy – comprise the key components of any effective drug-free workplace program.



All associates receive a two hour drug free workplace training during orientation. During the summer, a refresher course is conducted for all Scioto associates and managers.



SQCDM

Personal safety was the topic at hand for the Franklin County Courthouse's SQCDM meeting last month. After experiencing a slip and fall within the crew, associates took the time to carefully consider the safety issues. The affect of such an injury at work or otherwise can have a tremendous impact on an individual and family if lost time from work is required for recuperation.

Account Manager Lloyd Williams led the meeting as associates decided they needed to become more aware of their surroundings. He explains, "They recognized that floor signs are their responsibility and it is important that they put up and remove them as needed when wet floors exist or spills occur to protect everyone." Other hazards were discussed as well, including the importance of ensuring that all cords are properly wrapped, and loose carpet or tiling are reported immediately.

The meeting also focused on morale, and the team decided they would begin working on ways to increase their attendance rate, and will soon propose new and viable lucrative incentives as a means of reaching their attendance goals.

Avoid Slips and Falls

- Be aware of your surroundings
- Use wet floor signs up to warn others of potential hazard
- Wrap up all equipment cords
- Report any loose carpet and tile

Technological Innovations

As with most Scioto Account Managers, Aaron Williams job title could just as easily be Project Manager. From buffing, carpet cleaning, stripping and waxing, kyvacking restrooms, to cleaning windows, stairs and control rooms nearly every job at Nestle is on some sort of a schedule. With over 4000 scheduled projects in a given year, Aaron and crew have technology on their side as they enter year two of implementation of a scheduling software system.

While the scheduler is a tool that helps managers to clearly understand what they need to accomplish, associates are able to utilize it as a daily checklist of tasks that need to be completed, allowing them to spend more time focusing on the task at hand and less time in the organization process. Aaron describes, "Before we put the scheduler in place last Fall, our floor team and I would spend nearly two hours walking the grounds to determine which floors needed care. Now, we always have a game plan."

Aaron is pleased with the end result: increased productivity. The time saved is now utilized to perform additional detail work for the customer.

The Scheduling Projects Program

The Scheduling Projects Program is a powerful in-house program that offers a labor scheduling solution that automates time-consuming processes and delivers greater control over labor costs.

It helps Scioto managers align their labor resources with the demands of their customers by providing them with complete visibility to their available resources.

Needle in a Haystack



When HTM Receptionist Sherri Thompson arrived home from work to find her diamond earring missing, she thought it was lost forever. “I looked everywhere for them with no luck,” describes Sherri. “I hated to lose it because the earrings were a gift from my granddaughter and hold a great deal of sentimental value to me.”

Without Charlie’s attention to detail, the earring may have gone unnoticed and ended up in the vacuum cleaner. Fortunately, he spotted it in the hallway while completing his edge work. He turned it in and it was returned to Sherri the very next day, who in turn provided Charlie with a reward to show her gratitude.

The good deed came as no surprise to Account Leader Jim Legge. “Not only is Charlie an honest individual, but his work is exceptionally thorough. His fellow associates and our clients all just love him in here.”



A Real Gem....Charlie Mouser, HTM, pictured left, with Receptionist Sherri Thompson. Charlie’s keen eye found her diamond earring in a hallway while performing his daily cleaning duties.

July Birthdays

Donald Rismiller	July 1	Carolyn Gildersleeve	July 1
Cory Miller	July 2	Terry Buckingham	July 2
Faith Thornhill	July 3	Steven Stewart	July 5
Blaine Ware	July 5	Danny Huffman	July 6
Marsha Walker	July 6	Alexander Hill	July 7
Janice Johnson	July 8	Jason Harris	July 8
Michael Ward	July 8	Amber Cook	July 10
Erin Wilkins	July 10	Timothy Jaye	July 11
Carol Hamilton	July 11	Hannibal Stanley	July 11
Jeren Howell	July 13	Shamso Noor	July 15
Elaine Moring	July 15	Paul Love	July 16
Heather Fields	July 17	Michael Jones	July 18
Crystal Simpson	July 18	James Woody	July 19
Robert Miller Sr.	July 19	Mark Jones	July 20
Roy Horner	July 20	Janice Beasley	July 22
Dannie Furrow	July 22	Ronald Adams	July 22
Michael Dixon	July 23	Gary Mosbacker	July 24
Roosevelt Latimore	July 24	Kia Menefield	July 24
Wylene Guilford	July 25	Pamela Hoffman	July 26
Delores Wagner	July 27	Darren Seagle	July 28
Derrick Seagle	July 28	Heidi Hall	July 28
David Gibson	July 29	Russell Bright	July 29
Robin Pastor	July 31		

Scioto's Foster Bear

Literacy United, the Union County organization dedicated to serving the literacy needs of Union County, once again called upon Scioto to participate in a reading campaign. The BEAR (Be Excited About Reading) campaign asked area businesses and agencies to provide foster care for a stuffed bear and give it an identify based upon a character in a book.

In its third year, the theme was "It's A Small World" and the foster parents were asked to choose a children's book author or character from a different area of the world (it had to have an international connection). Receptionist Carrie Hughes, Scioto's creative talent and resident seamstress behind the company's entry, chose Pippi Longstocking by Swedish author Astrid Lindgren. Carrie describes, "I used red pipe cleaners for her hair with lace bows on her pig tails, I made a little denim dress for her and put patches on it, and gave her mismatching stockings and little black shoes."

The bears were put on display at the Marysville Public Library where patrons donated money to the program by voting on their favorite bear. The bears were then put up for auction with a minimum bid of \$25 for both the bear and a copy of the book.



The Scioto Bear, dressed as Pippi Longstocking, was on display at the Marysville Public Library during the recent literacy campaign.

Benefits In Action

Know Your Benefits!!

When you know your benefits, you will be able to better manage your health and the benefit resources available to you and your family through the health care plan.

Due to tax rules, many status changes must be reported within 30 days or benefits are affected!

Don't wait until the next time you're faced with filling out a claim form to notify the insurance provider of your life-altering changes!

What kind of changes may require notification?

- Marriage
- Divorce
- Birth or Adoption of Child
- Change of Address

Don't Forget... Attend the open enrollment session in the Fall to stay up-to-date on any plan design changes that may occur in your insurance plan.

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 product containing ammonia (or vice 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. When using cleaning chemicals at work you **MUST** wear protective goggles or safety glasses and rubber gloves. If you do 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 chemicals with the respect they deserve.

Chemical Safety at Honda MAP General Cleaning

When Honda instituted a new safety initiative requiring that safety glasses must be worn throughout the plant, the MAP General Cleaning crew was placed in charge of ensuring that one thousand safety glasses were stocked and available at ten important areas throughout the plant.

For their part, the cleaning crew must wear their safety glasses to protect themselves against the various chemicals used while performing their cleaning tasks. From the cage where they begin their shift, Scioto associates wear safety glasses throughout the day to protect themselves from injuries that could occur while using chemicals.



PERFECT ATTENDANCE FOR MAY 2005

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

Maryann Abdullah
Nick Adams
Eric Adu
Lora Alexander
Maryan Ali
Deborah Anderson
Michael Apraku
Ryan Ashley
Azikiwe Azubuike
Barry Bair
Amber Baker
Booto Hirsi Barre
Christine Beck
Jeffrey Bell
Charlene Benton
Christine Bibbs
Shirley Black
Cynthia Blair
Teresa Bolen
Darren Bolen
Carolyn Boutry
James Bowen
Larry Bower, Jr.
Angela Bradley
Donna Breece
Russell Bright
Kenneth Brown
Terry Buckingham
Phillip Bullard
Harretta Burney
Maria Cabezudo
William Call III
Charles Carolina
Kimberly Carothers
Christopher Carroll
Timothy Carter
Frank Castle
Shawn Castleberry
Antonia Cepeda
Rose Clapsaddle
Floran Clark
Richard Clegg
James Collins
Robert Combs
Eileen Cook
Amber Cook
Claudio Covarrubias
Rosemary Covarrubias
Phyllis Crevison
David Crisp
Paul Crum
Geonia Cummings
Dixie Dalton
Carol Davis
Aleisha Delaney
Michael Dixon
Amy Dodd
Edwige Dorvil
Bernie Dziejczak
Zatricia Edmonds
Christopher Eirich
Deborah Emerick
Mark Evans
David Evilsizor
Judy Ferris
Jimmy Gaidusek
Wallace Garnett
Matthew Gilbert

Tomas Gonzalos
Katherine Gordon
Timothy Gordon
William Graves
Dwan Gray
Marvin Green
Jesse Green
Cynthia Green
Modesto Guerra
Rukiya Guled
Connie Hackworth
William Hampton
John Hampton III
Wilo Farah Hayle
Ronald Helterbran
Mary Hendricks
Alexander Hill
Gerald Hiltibran
Betina Hines
Asha Hirsi
Sherry Hitt
Pamela Hoffman
Donald Hoffman
Travis Hollins
Roy Horner
Jeren Howell
Danny Huffman
Carrie Hughes
Raymond Hunsicker
Surer Ali Isse
Kristy Jakeway
Mary Jane Jakeway
Timothy Jaye
Toni Jewell
Patrick Joaquin
Brenda Johnson
Janice Johnson
Mark Jones
Donald Jones
Regina Jones
Beverly Jones
Shawn Kennedy
Richard Kidd
Lisa King
Jason Kirby
Hailey Knee
Jeanette Kocou
Linda Ladwig
Eva Lamar
Roosevelt Latimore
James Legge
Marian Liban
Lawrence Likens
Octavia Lincoln
James Lindenberger
Crecencio Lloyd
Regina Lorenzo-herandez
Shane Losey
Suki Lozoya
Norma Magill
Denise Martin
Rene Mays
Valentine Mbinakar
Cynthia Mckinney
Carolyn Mcqueen
Patricia Miller
Chong Hui Minter
James Moore III
Rilla Morgan
Elaine Moring
Gary Mosbacker
William Moton Jr.
Charles Mouser
Juan Navarro
Kenneth Neate
Beth Neves
Kathleen Neves

Shamsu Noor
James North
Donovan Oswalt
Howard Penny
Nicole Penrod
Robert Person
Robert Phipps
Johnny Pierce
Arletta Pitts
James Poore
Brian Prater
William Preston
Timothy Price
Ann Priddy
Ronnie Purtee
Linda Rayford
Marie Reece
Barbara Reed
Donald Rismiller
Donald Robinson
Patricia Roby
Jinell Roeder
Stefan Ross
Timothy Runyons
Derrick Seagle
Linda Secrest
Carol Sexton
Steve Shafer
Larry Shahan
Bahilo Shirwa
Stacy Sigrist
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Larry Smith
Wendy Smith
Anna Smith
Joshua Smith
Rex Snyder
Troy Speicher
Julius Spencer,
Tyrena Stephens
Keith Stockton
David Strawder
Michael Talley
Christopher Taylor
Willie Taylor
Faith Thornhill
Burrel Thornhill
Audrey Tinsley
Charles Trickett
Christopher Trickett
Ruby Trout
Earl Trout
Joyce Trout
Terry Tucker
James Vance
Charles Victor
Rebecca Wade
Halimo Wais
Madge Walburg-jones
Mary West
Thomas Westfall
Fred White
Anthony Whitlow
Erin Wilkins
Catherine Williams
Raphael Williams
Felicia Williamson
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody
Delores Wootchie

Donna Wright 20 Years
Lou Harbold 15 Years
Jason Kirby 12 Years
Ryan Ashley 7 Years
Donald Robinson 7 Years
Allen Anderson 5 Years
Steven Gadd 5 Years
William Preston 4 Years
Paul Crum 3 Years
Linda Secrest 3 Years
Booto Hirsi Barre 1 Year
Charles Carolina 1 Year
Timothy Carter 1 Year
Antonia Cepeda 1 Year
Geonia Cummings 1 Year
Edwige Dorvil 1 Year
Wallace Garnett 1 Year
Matthew Gilbert 1 Year
Timothy Gordon 1 Year
Cynthia Green 1 Year
Modesto Guerra 1 Year
Nuru Salad Guled 1 Year
Rukiya Guled 1 Year
John Hampton III 1 Year
Lloyd Hawks 1 Year
Wilo Farah Hayle 1 Year
Eusebia Henriquez 1 Year
Asha Hirsi 1 Year
Travis Hollins 1 Year
Carol Horn 1 Year
Barbara Ann Hunt 1 Year
Surer Ali Isse 1 Year
Elzora Johnson 1 Year
Beverly Jones 1 Year
Regina Jones 1 Year
Roosevelt Latimore 1 Year
Ricky Lawson 1 Year
Marian Liban 1 Year
Suki Lozoya 1 Year
Mildred Miller 1 Year
Robert Miller Jr. 1 Year
Robert Miller Sr. 1 Year
Trula Moore 1 Year
Juan Navarro 1 Year
Kenneth Neate 1 Year
Donovan Oswalt 1 Year
Arletta Pitts 1 Year
Bahilo Shirwa 1 Year
Anna Smith 1 Year
Michael Talley 1 Year
Willie Taylor 1 Year
Halimo Wais 1 Year
Marsha Walker 1 Year
Mary West 1 Year
Anthony Whitlow 1 Year
Raphael Williams 1 Year
Felicia Williamson 1 Year

Start Date Anniversaries

90 Day Service Awards

Maryan Ali	Yvette Allen	Azikiwe Azubuike
Carolyn Boutry	Vanessa Brown	Marcella Dozier
Mark Evans	Donna Fay	Carolyn Gildersleeve
William Graves	Carol Hamilton	Terry Harris
Rhonda Hines	Myra Ivey	Toleise Johnson
Vera Johnson	Kenneth Kirk	Yvette Lackey
Linda Ladwig	Ronnie Mays	Della Mathes
Regina Lorenzo-Hernandez	Carolyn Mcqueen	Kia Menefield
Cory Miller	Lawrence Nichols	Stefan Ross
Herbert Savage	Robin Smith	Carol Storey
Christopher Taylor	Lester Waller	Michelle White
Latoya Wilson		