



# The Scioto News

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

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## *The New Standard in Cleaning*

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## Associate Profile: Erin Wilkins

Account Manager Joe Warner describes the primary objective for the account is that the building is brand-new and must be kept looking as such.

Joe attributes Erin's success to her terrific demeanor. He explains, "Through all the changes, I have never seen her get flustered or panicked." Joe commends her keen understanding of what it takes to clean this building to the time she has devoted to learning its logistics, one floor at a time.

Up until just last month, Erin was in charge of coordinating a routine general cleaning and floor care schedule, while at the same time ensuring a timely response to requests for

the construction clean-up tasks which were often a regular part of the work schedule.

With the constant changes that have occurred and the construction of the building, her perspective reveals a positive attitude of taking things in stride and finding a rhythm through it all. Erin views her job with an appreciation for its consistency and peaceful atmosphere, and takes pride in the relationships she has built.

Erin is married and resides in Columbus. She enjoys creative writing and spending time with her two children. She recently spent a relaxing summer vacation in Virginia Beach.

Since Erin Wilkins came to Scioto one year ago, she has become quite accustomed to change. Assuming a role at the McConnell Heart Health Center, a new facility under construction, her job was sure to be about adaptation. She began as one-half of a team of two, and is now Team Leader with three people for which she is responsible.

## Cincinnati Water Works Account Underway

With a fully staffed crew and an established line of communication with their client, the Cincinnati Water Works account is successfully underway! The crew consists of Team Leader Regina Hernandez, four evening associates and one day porter. While all buildings possess their own special cleaning challenges, the Water Works facility is no exception; due primarily to its field staff servicing their customers needs 24-hours per day. Regina explains, "We schedule our work in an area that does not close down. The Water Works staff track in the field with mud, sand, dirt and grease they have picked up while performing their jobs off-site throughout the city. We are required to stay on top of our cleaning tasks while scheduling work in areas such as the locker rooms around the pace of the around-the-clock shifts coming in and out of the building." In addition, Regina and crew also assume the role of ensuring that all offices left open for them each night are thoroughly cleaned and detailed.

Building and Grounds Supervisor Herb Skeens commends Scioto for the excellent job of detail cleaning and acknowledges having received positive input from the customers in the building. He explains, "Scioto has established an excellent line of communication with us, and have ensured that my requests have been addressed." Describing a recent quarterly account tour by Scioto executives, he stated that he appreciated that the Scioto personnel from the corporate office took the time to come through and tour the work of their staff. "It's a very good thing."



**Cincinnati Water Works crew:**  
Pictured front left, Carolyn Gildersleeve, Linda Rayford, Gina Stanger.  
Top left, Michael Ann Ward, Regina Hernandez.

## It's A Boy!



Congratulations to Donna Wright on the birth of a new grandson!

Cohen Charles was born on July 14, at 7 lb. 9 oz. and 20 1/2 inches long.

## 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!



## Labor Day

The offices will be closed on Monday, September 5 in observance of Labor Day.

## A Word From The President



Our most important asset as a company is us (people). It is our responsibility to provide our clients the best service. Every person in our organization is part of delivering service every minute of everyday.

If you look at it that way, we each have unbelievable opportunities to show our clients our ability to provide them the best service. How many people do you see in a day? How many restrooms do you clean? How many offices do you clean? How many pieces of equipment do you clean? How many floors do you clean? Each one of these functions provides us a great opportunity to have a positive impact on our clients.

Our purpose is to make our clients confident in our ability to provide the consistent results they hired us to provide. This we know will make our clients happy.


I want you to know our clients notice the difference we make. I

have had countless clients tell me the difference between Scioto and previous companies is the people. Scioto people care about what they do and will do whatever it takes to satisfy our expectations.

That is the essence of what we provide our clients. The confidence of better people providing the best service. Continue to attack each day with a mindset and an energy level that produces the results that make our clients notice the difference.

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

*Chip*



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# The Scioto Difference

*"We had an increased responsibility this year. We were working with new trash cans that were smaller and had to be changed more often. With our new challenges we were proud to be able to reach the 50% recycling goal."*

**Carol Hill**  
MAP GC Associate

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. When the time comes to prepare for Honda HomeComing, Associates from Wrap Guard to Motorcycle and Auto Plant general cleaning and beyond embrace the opportunity to develop new team relationships, while providing high visibility and quality customer service for the event. Their end result left attendees from all across the country talking—talking about the new standard in cleaning. And, that is the "Scioto Difference."



## A Letter of Thanks

### Honda Homecoming

A three-day annual event attended by motorcycle enthusiasts worldwide who return to the Marysville area for community events and the opportunity to tour the plant where their prized motorcycles are manufactured.

### Teamwork

While MAP General Cleaning associates serviced the outside festival area, Motorcycle General Cleaning, Motorcycle Paint, and Wrap Guard associates were responsible for getting the plant ready. With many visitors touring the plant each day, it took a great deal of coordination on their part to care of all the details along the tour routes. With projects totaling over 350 hours, associates pulled together while still performing their regular job duties.

To the Honda HomeComing Team:

I want to express my sincere gratitude -- and congratulations -- to all of you for your contribution to another successful Honda HomeComing event. Many of you put in long hours to make us 'look good.'

The joy of motorcycling was alive and well as a near-record crowd of 15,000 enthusiasts attended the three-day event. On Friday, 594 VTX riders congregated at Wal Mart in Marysville and rode in together to break a world record. Attendance was overwhelming but even that challenge did not dampen your team from performing its tasks.

More than 7,100 folks toured the Marysville Motorcycle Plant and another 912 toured the Marysville Auto Plant. Comments about cleanliness – inside the plant or out on the grounds – were frequently heard.

Once again, your efforts made our event look great in the eyes of our guests, and for that, I am grateful. Thank you!

Sincerely,  
**Cornelia**  
Cornelia Hostetler  
Honda, Corporate Affairs

*See the full page photo spread on page five!*

## SQCDM

At the Hamilton County Courthouse, the SQCDM (Safety Quality, Cost, Delivery, Morale) concept is not only a topic of discussion at monthly meetings, but rather the foundation on which all work activity is based. With the right combination of proper use of the project scheduler tool and finding an optimum associate fit, the account celebrates 100% efficiency on completed versus scheduled floor burnishing tasks.

Assuming the expert role, Ron Adams embraced the challenge of delivering consistent, quality results in floor care. Account Manager Derek Clarke describes the qualities Ron possesses that make a floor care expert succeed. “Floor care associates take the look of their floors very seriously. They want to keep them up to a level reflective of their ability to perform the work.” Using the example of the elevator floors, Derek further explains that by following the schedule, it reaffirms to the client each time they get in the elevator that the floors in their building are being taken care of.

Derek’s confident in his crew and their understanding of the importance of the SQCDM concept. “They understand how their daily activities must reflect and consist of SQCDM for each particular task. Without this sense of ownership and standard, our work would be in vain.” The importance of selling the concept to associates is clear. There must be a conscious awareness that achieving quality consistent results at a lower cost translates into the ability have money saved for other things, such as capital improvements. In the case of floor care, a consistent burnishing schedule not only improves the quality and consistency of the floors, but reduces the cost of labor and materials needed for annual strip and wax projects.

### Formula for Success:

*Plan Your Work,  
Work Your Plan*

**By utilizing the project scheduler tool to achieve the standards for which daily operations are based, the checks and measures are put in place to enable associates a more fool-proof process where they can take an increased responsibility and awareness for their role.**

## Responding to Security Challenges

The American Honda Warehouse delivers its products and services in a complex environment that is in a continual state of evolution. To keep pace and maintain and build client confidence, Scioto recognized the need for adaptation when new access control procedures were put into place, and adjusted current procedures accordingly.

The new security system would affect the night crew by making particular areas off limits at a designated time, reducing their access and cleaning time by four hours. Account Leader James Poore was instrumental in adjusting to the change without sacrifice to the quality of service. He explains, “There was a great deal of written work involved, since we had to change our operational procedures to accommodate the change, but we quickly got back on schedule.”

The successful transition is attributed to the willingness of the associates to adapt to the change. From adjusting their work schedule to begin their daily shifts one hour earlier, to adopting a new team cleaning strategy in order to finish the designated areas before the evening lockdown, James was met with full cooperation. “Sometimes it takes a change like this to force us to review our way of doing things. In the end, we have found ourselves more efficient and appreciative of working together as more of a team rather than taking on individual responsibilities as we had been doing in the past. It has been a positive opportunity to improve ourselves.”

### Solid Teamwork:

**The demonstrated success of team cleaning prevails as the American Honda general cleaning adjusts operations to accommodate the customer’s new access control requirements.**

# Honda Homecoming



## August Birthdays

Mary Hendricks	August 1	Jared Howard	August 1
Jeremiah Sheets	August 2	Barbara Wren	August 4
Brenda Johnson	August 5	Robert Combs	August 6
Paul Morrison	August 6	Amanda Miller	August 7
Linda Rayford	August 7	David Evilsizor	August 8
Richard Clegg	August 8	Thomas Westfall	August 8
Sherl Tanner	August 9	Eugene Jolliff	August 10
Lisa King	August 15	Beverly Jones	August 16
Roxanna Miller	August 16	Cynthia Blair	August 17
Eileen Cook	August 18	Krissy Wilson	August 21
Darlene Stone	August 22	Timothy Carter	August 23
Toni Jewell	August 23	Monica Severance	August 23
Willie Taylor	August 24	Thomas Bright	August 24
William Call III	August 25	Tracy Sirch	August 26
Jinell Roeder	August 26	Lloyd Hawks	August 26
Robert Dickerson	August 27	Michael Talley	August 27
Anthony Whitlow	August 30	Christopher Carroll	August 30
Larry Smith	August 30		

## Independence Open A Success

This year marked the 11th Annual Independence Open Golf Tournament when 34 golf teams converged on Tartan Field in Dublin this June for a charitable cause.

Scioto marked its fourth year of sponsorship of the Independence Open that benefits Lifecare Alliance Meals on Wheels and other programs that help Central Ohio older adults and the chronically ill remain independent in their homes. For their efforts, Scioto and the other participating corporate partners worked together to help fill in the gaps in the budget for funding these valuable services to the community.

Sherry Bailey, Development Director of Lifecare Alliance, congratulates the foursome from Grange Insurance who walked away with the coveted title of first place and thanks all the corporate sponsors for their support. "Due to the generosity of Scioto and our other sponsors, Lifecare Alliance was successful in raising over \$70,000 to continue the much needed services that we provide to our community."



*Golfing for a Cause:*

Scioto CEO Tom Kruse, pictured left, along with Dana Freudeman (Prime Medical), Dan Whittington (Honda), and JR Rausch (Nuckles-Sehnert Insurance).



**"Nourishing the Human Spirit"**

**LifeCare Alliance**, Central Ohio's premier Meals-on-Wheels provider for thirty years, continues to serve older adults and the chronically ill residents of Franklin and Madison counties 365 days a year. In addition to Meals-on-Wheels, LifeCare Alliance provides visiting nurses, nurse practitioners, dietitians, wellness center, community senior centers, homemakers and home health aides.

## Benefits In Action

### Associate Referral Bonus

You can potentially earn a bonus by referring your friends, family members, and/or acquaintances for employment with the Scioto Corporation!!!! If anyone that you refer is hired, you will earn **\$50** (*distributed over three payments*) as follows:

- **\$15** after new hire has completed 45 days of employment
- **\$15** after new hire has completed 90 days of employment
- **\$20** after new hire has completed 180 days of employment

It is important that anyone you refer lists your name on their application so you will become eligible for your \$50 bonus.

Referrals should be qualified, competent individuals who are committed to establishing long-term careers with the Scioto Corporation. Due to our company's hiring standards and employment needs, there are no guarantees that your referral will be hired. However, we do encourage you to refer anyone that you feel meets the standards to which you have become accustomed at Scioto.

# Hearing Protection

If you have to shout to be heard by someone standing three feet away, you are in an environment with over 85 decibels of noise—a level that, if it continues over the eight hours of your workday, will eventually damage unprotected ears. Your choice of earplugs, earmuffs or canal caps should be based on comfort, noise intensity and duration, and company policy. Earplugs have the advantage of being lightweight, inexpensive, disposable, and low-maintenance. They are the protectors of choice for work in hot, enclosed environments or in situations where you keep hearing protectors on all day. They may be easily worn under hard hats and other head protection, as well as with eye-glasses. Because earplugs are difficult to insert and remove properly, some must be thrown away when removed. They are a less desirable choice if you are wearing hearing protection only part of the time. Canal caps, another option, are like earplugs on a headband: the headband holds the caps tightly in the opening of the ear canal. They are lighter than earmuffs and easier to get on and off than earplugs.

## Hearing Protection at Honda MAP Weld



At MAP Weld we are required to wear earplugs during Honda's production hours due to the noise level generated by the welding equipment. It was interesting to read that earplugs are designed to reduce background noise and actually make it easier to communicate with your coworkers by making it easier to hear sounds such as the human voice when we are in a noisy environment such as the weld shop.

**Steve Gadd**  
Account Manager



Wearing your earplugs in a manufacturing setting is important. I have seen family members who have had some hearing loss from working in factories over the years. I want to be able to hear what is going on as I get older!

**Josh Smith**  
MAP Weld Associate



Earplugs are a good source of hearing protection at MAP Weld during production hours. Over time, noise exposure can damage your ears, which can make it difficult to hear oncoming dangers at work or at home. This is very important as I watch over my young son, trying to keep him out of harms way. Keeping my hearing intact will help me to enjoy the time I have with my son as he grows up.

**Rebecca Wade**  
MAP Weld Associate

### *Did you know...*

Earplugs may reduce noise levels by up to 30 decibels. That is, if the noise in your environment is 100 decibels, your earplugs could effectively reduce it to 70 decibels. When choosing earplugs, check the Noise Reduction Rating (NRR) on the package. The higher the number, the better the protection.

## PERFECT ATTENDANCE FOR JUNE 2005

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

Samuel Achirem  
Ronald Adams  
Eric Adu  
Allen Anderson  
Michael Apraku  
Azikiwe Azubuike  
Abou Ba  
Barry Bair  
Amber Baker  
Christine Beck  
Charlene Benton  
Shirley Black  
Cynthia Blair  
Darren Bolen  
Carolyn Bouttry  
James Bowen  
Larry Bower, Jr.  
Angela Bradley  
Donna Breece  
Erica Brentlinger  
Kenneth Brown  
Terry Buckingham  
Phillip Bullard  
Christopher Burchfield  
Maria Cabezudo  
William Call III  
Christopher Carroll  
Timothy Carter  
Frank Castle  
Shawn Castleberry  
Rose Clapsaddle  
Floran Clark  
Richard Clegg  
Ronald Coleman  
James Collins  
Robert Combs  
Eileen Cook  
Amber Cook  
Claudio Covarrubias  
Rosemary Covarrubias  
Phyllis Crevison  
David Crisp  
Geonia Cummings  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Michael Dixon  
Amy Dodd  
Edwige Dorvil  
Marcella Dozier  
Bernie Dzedzic  
Zatricia Edmonds  
Christopher Eirich  
Deborah Emerick  
Judy Ferris  
Heather Fields  
Jimmy Gaidusek  
Amanda Garber  
Wallace Garnett  
Nicholas George  
Carolyn Gildersleeve  
William Graves  
Dwan Gray  
Marvin Green  
Gloria Green  
Modesto Guerra  
Wylene Guilford  
Connie Hackworth  
Heidi Hall

William Hampton  
John Hampton III  
Kenneth Harlan  
Donna Harris  
Lloyd Hawks  
Ronald Helterbran  
Mary Hendricks  
Eusebia Henriquez  
Alexander Hill  
Carol Hill  
Gerald Hiltibran  
Betina Hines  
Sherry Hitt  
Donald Hoffman  
Travis Hollins  
Roy Horner  
Loretta Horner  
Jared Howard  
Jeren Howell  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Myra Ivey  
Kristy Jakeway  
Mary Jane Jakeway  
Timothy Jaye  
Patrick Joaquin  
Brenda Johnson  
Vera Johnson  
Janice Johnson  
Toleise Johnson  
Eugene Jolliff  
Beverly Jones  
Regina Jones  
Mark Jones  
Donald Jones  
Richard Kidd  
Lisa King  
Jason Kirby  
Hailey Knee  
Eva Lamar  
Roosevelt Latimore  
Ricky Lawson  
James Legge  
Lawrence Likens  
Octavia Lincoln  
James Lindenberger  
Regina Lorenzo-Hernandez  
Shane Losey  
Lola Love  
Suki Lozoya  
Norma Magill  
Denise Martin  
Valentine Mbinakar  
Beverly McClanahan  
Alberta McFarland  
Leslie McQueen  
Kia Menefield  
Roxanna Miller  
Patricia Miller  
Chong Hui Minter  
James Moore III  
Rilla Morgan  
Elaine Moring  
Gary Mosbacker  
William Moton Jr.  
Charles Mouser  
Carol Murphy  
Kenneth Neate  
Beth Neves  
Kathleen Neves  
Lawrence Nichols  
Donovan Oswalt  
Larry Pack  
Howard Penny  
Nicole Penrod  
Robert Person  
Robert Phipps

Johnny Pierce  
James Poore  
Brian Prater  
Timothy Price  
Ann Priddy  
Ronnie Purtee  
Phyllis Ratliff  
Linda Rayford  
Jatwon Rayford  
Marie Reece  
Barbara Reed  
Donald Rismiller  
Donald Robinson  
Patricia Roby  
Jinell Roeder  
Josh Rohrbacher  
Stefan Ross  
Todd Roush  
Timothy Runyons  
Herbert Savage  
Jeff Schertzer  
Brandon Scott  
Derrick Seagle  
Darren Seagle  
Linda Secrest  
Steve Shafer Sr  
Bahilo Shirwa  
Joe Singleton  
Tracy Sirch  
Gregory Skaggs  
Robin Smith  
Wendy Smith  
Anna Smith  
Larry Smith  
Joshua Smith  
Rex Snyder  
Troy Speicher  
Julius Spencer, jr.  
Angelina Stanger  
Hannibal Stanley  
Keith Stockton  
Darlene Stone  
Carol Storey  
Judy Stradling  
David Strawder  
Carol Strayhorn  
Michael Talley  
Sherl Tanner  
Willie Taylor  
Aaron Taylor  
Charles Thomas  
Faith Thornhill  
Burrell Thornhill Jr.  
Audrey Tinsley  
Charles Trickett  
Christopher Trickett  
Earl Trout  
Joyce Trout  
Ruby Trout  
Terry Tucker  
James Vance  
Charles Victor  
Rebecca Wade  
Marsha Walker  
Velma Watkins  
Thomas Westfall  
Fred White  
Anthony Whitlow  
Erin Wilkins  
Sharon Williams  
Felicia Williamson  
Latoya Wilson  
Krissy Wilson  
Roger Winegardner  
Constance Wion  
Jeffrey Wooddell  
James Woody

## Start Date Anniversaries

Danny Huffman	28 Years
Judy Ferris	8 Years
Raymond Hunsicker	8 Years
Steven Stewart	7 Years
Barbara Reed	6 Years
Angela Bradley	3 Years
Shawn Kennedy	3 Years
Faith Thornhill	3 Years
Lisa King	2 Years
Larry Lawson	2 Years
Amber Baker	1 Year
Larry Bower, Jr.	1 Year
Mark Jones	1 Year
Hailey Knee	1 Year
Linda Rayford	1 Year
Krissy Wilson	1 Year

## 90 Day Service Awards

Shelly Adams	Christopher Burchfield
Loyd Butcher	Marcia Cloninger
Ronald Debord	Marcella Dozier
Heather Fields	Derek George
Carolyn Gildersleeve	Gloria Green
Kenneth Harlan	Donna Harris
Terry Harris	Jared Howard
Myra Ivey	Toleise Johnson
Vera Johnson	Erika Kuhn
Alberta Mcfarland	Kia Menefield
Cory Miller	Canei Milner
Lawrence Nichols	Jatwon Rayford
Josh Rohrbacher	Herbert Savage
Brandon Scott	Robin Smith
Angelina Stanger	Hannibal Stanley
April Stump	Sherl Tanner
Aaron Taylor	Velma Watkins
Sharon Williams	Latoya Wilson