



# 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: Erica Brentlinger

with the people on her crew daily. "They are awesome workers," she explains. "Making the client happy and satisfied is what we do!"

Account Manager Aaron Williams describes Erica as a positive individual. "Through Erica's training techniques we pass on her ability to create a good perception while accomplishing our goals," he describes. "Her ability to make sure the work performed is in keeping with customer expectations while creating an environment that is both relaxed and upbeat, has earned the respect of fellow associates."

During a recent expansion, Erica was instrumental in

knowledge gained in the construction phase to help create an efficient new operating system model that took this crew through the construction process and into expansion with consistent and quality cleaning results. Aaron Williams credits her with identifying the expectations of the customer and taking on this important role that led to a smooth transition.

Erica and husband Mike reside in Richwood with their two children. In her free time, she enjoys bowling and yard work. In the warmer months ahead, she is looking forward to a family trip to the Cincinnati aquarium.

Scioto gained a true professional when Erica Brentlinger signed on nearly two years ago.

Her talents range from excellent communications skills to effective organizational abilities, all of which have helped Scioto through a recent transitional period at Nestle.

This high energy associate is proud of becoming Team Leader and enjoys working

## For Rent: Move-In Condition!

Relizon, a printing company based in Grove City recently moved to a new facility. During this process, they needed to sublet their current space and called on Scioto to get the building in top condition for prospective renters.

Account Manager Tom Russell led a crew of individuals who worked overtime to tackle this one-time project. He describes, "It was nice to see our groups come together to get this job done. Everyone knew their responsibilities and took on different tasks from those at their regular account. Their flexibility to play new roles is what made this a successful project."

The crew was met with the challenge of cleaning four different types of flooring, all requiring different types of care and equipment. The 100,000 square foot warehouse was cleaned of cobwebs and years of dirt. Ink had to be scraped from the cement floors followed by side-by-side scrubbers. The cleaning project also included seven bathrooms, office space, a kitchenette, as well as windows, door walls and baseboards.

The following week, the building sparkled for the 150-200 prospective sub letters who passed through to take a look!



**Before & After:** Relizon office space.



## It's Here!

See you at Casino Night!

Saturday, March 11  
Karen's Event Center  
Marysville, Ohio

For directions, visit  
[www.karenskakes.com](http://www.karenskakes.com).

## Spring Forward!

Daylight Savings Time is no excuse to be late for work! Don't forget to set your clocks ahead on April 2!

## Important Meetings

### 401k

The 401k meetings are 3/14 at 2:00 p.m. in Marysville and 3/15 at 3:00 p.m. at Mound Street and 5:00 p.m. at Vern Riffe.

### Insurance enrollment

Insurance enrollment meetings are 3/22 at 3:00 p.m. in Columbus and 3/23 at 2:00 p.m. in the Marysville office.

### History & Principles

The history and principles Class is 3/10 at 1:00 p.m. in Columbus, 3/21 at 8:00 a.m. in Marysville, and 3/22 at 1:00 p.m. in Marysville.

## A Word From The President



We can never spend too much time talking about understanding the customer's expectations. We are more productive in our cleaning process when we are working from the customer's frame of reference.

An example is the importance of a lobby or conference room. These areas are critical areas to our customers as well as us. It is the first impression that a guest, staff member, or customer will have of our customer. Because of this it is critical that we create an image that is clean.

Our success is dependent on taking that approach to the entire building. After we clean office areas, restrooms, and break areas we must ask ourselves if we have made a personal difference in serving the customers needs.

We want the customer to see that we aren't cleaning up after them, we are cleaning up for them.

As associates of Scioto always think from the customer's perspective as you're working and ask yourself what would you think of the service being provided.

There is a big difference between cleaning up after people and cleaning up for people.

Cleaning up for our customers is the

only way. As I said earlier this involves cleaning from the customer's perspective.

Understanding the customers patterns of activity, use of areas, and expectations are the key elements to remember.

Knowing the customer's pattern of activity allows us to plan our cleaning schedule. If you know Thursdays are heavy lunch days in the conference rooms you can plan accordingly.

Knowing the use of areas allows us to better utilize our time. If we know a certain area didn't have much activity, we can utilize our time to concentrate on the details rather than the basics.

The way to get the biggest bang for our buck regarding knowing customer's patterns and use of areas is if we truly understand their expectations. Know what the focus is and take advantage of your opportunity to deliver the detail that helps provide the image our customers want for their customers.

Thanks for listening and being part of the Scioto family,

*Chip*



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# The Scioto Difference

*"The most important thing that we can do for Scioto's future is invest in an environment where we are constantly trying to find ways to tap into the unique talents of Scioto people and connect those talents to the mission of the company and the needs of our clients."*

**Tom Kruse**  
CEO

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. Scioto strives to serve the leadership team better by giving them the tools they need to be their best. Through leadership training sessions, a forum is created for them to talk about their expectation of the company. And, that is the **"Scioto Difference."**

## Leadership Training

Leadership training is conducted for the purpose of helping our managers serve our associates better. Topics are designed to translate into the creation of an environment where the associates feel they are cared about personally and professionally.

Even with the most sterile sounding topics such as policy, safety, etc., managers are getting necessary tools to serve their people better. Initially the goal is to assist managers in creating an environment where the associates:

- know what is expected of them;
- have the resources to do their job right;
- feel they are receiving recognition;
- feel as though someone cares about them on the jobsite.

***If our managers are given an opportunity to create this environment then all kinds of great things happen—primarily associates feel a connection both to the Client's needs and the company's goals!***

*"Our leaders liked going to the training sessions. They feel more appreciated when they take part in first-hand information. Then, they are able to take this knowledge, such as the recent training on MSDS sheets, and put the information into practice on the job site."*

Aaron Williams  
Account Manager



## Health & Wellness

### Workplace Diet Traps (brought to us by [www.mind-peace.net](http://www.mind-peace.net))

Oh, the diet traps that can catch even the best-intentioned dieter upon entering the workplace: the glass bowl of M & M's on the receptionist's desk, the vending machine, and the weekly let's-all-go-to-lunch-at-the-pizza-palace bash!

Before you grab a second Hungry-Boy-Sized handful of candy from the receptionist's desk, arm yourself with some tips to help you beat the temptations and emerge without a chocolate smear on your face:

1. **Pack it up -- lunch, that is.** Avoid the no-time-in-the-morning excuse by preparing a lunch that's on your diet plan the night before.
2. **Make room for exercise during the day!** For example, if you invest in a pedometer and eat lunch at work, you'll have time to go for a walk or to the park to exercise.
3. **Feeling stressed?** The bad news about stress: it can make you crave carbs, especially the sweet, crunchy kind.. Just standing up and moving can improve your spirits (and burn calories). Breathe deeply, swing your arms and focus on something to look forward to after work (NOT food-related).
4. **Snack smart.** Don't play games with yourself by trying to "save" calories and/or carbs, thinking that you can bank them and then enjoy a healthy dinner!

## Constructing an Innovation

Scioto associates are always on the lookout for ways to save their client money. This is no different at our Honda Motorcycle Paint Account where a simple suggestion helped virtually eliminate a costly problem. Allen Anderson, a five-year associate, has spent the majority of his tenure in our Paint Account as a first shift paint repair associate.

Two years ago, the paint department was experiencing a problem with the construction of their purge pods. These pods are two-piece units found in every booth within the department used for the cleaning and flushing out of various pieces of equipment. The problem was that although the bigger bottom part of the units were structurally sound the smaller top of the units were not. The two parts are joined together by a threaded pipe. The bottom side of the top unit was made out of thin sheet metal that would break off and cause it to leak under normal daily usage.

Allen Anderson suggested that all the bottoms be reinforced with a heavier plate to keep from damaging the unit. After sharing this idea with HAM Paint Repair Project Leader Alan Austin it was quickly implemented. Alan Austin states, "Since utilizing this idea we have had absolutely no issues with these units. It's been over a year and a half now and we haven't spent a penny to have them fixed. Before it was a costly and almost a certain weekly thing to send out at least one to be repaired."

When talking of Allen's worth to our operation, Account Leader Shane Losey says, "Our clients speak very highly of him always praising his willingness to lend a hand when needed and also of his ability to work with little direction. It's great to have an associate like him that not only I can trust but our client can trust as well."



*Allen Anderson, Honda Motorcycle Paint, displays the pods that were reinforced at his suggestion. The innovation has eliminated repair issues, saving the client money!*

# Bump, Set, Spike!

This month we travel to the Columbus office to uncover another hidden talent in the Scioto staff and find Sales Associate Brenna Shull at the beginning of her busy season as both a volleyball player and youth coach. Discovering the sport as a 7th grader, Brenna maintained her passion for the sport at the college level during her years at Ohio Wesleyan.

Brenna has now found both playing and coaching to be her current source for keeping in the game. “It’s a release,” she explains. “It’s the two hours I go and do something for myself. Both coaching and playing are an outlet for me to put time into something I truly care about.” During the last several years, Brenna has been coaching a traveling youth league through Cap City, a volleyball club consisting of a number of women who coach the twelve and under girls’ team.

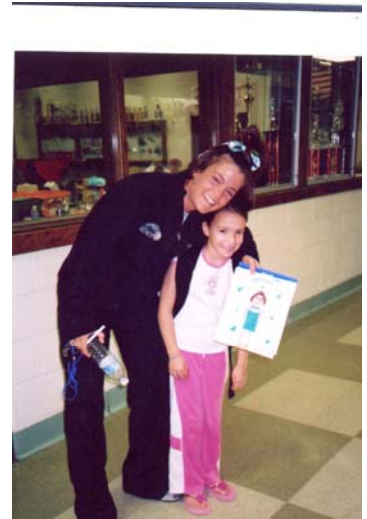
As with any coaching activity, volunteers are needed who have a thorough understanding of the scope, range and level of volleyball knowledge necessary to be effective in their practice. From constructing a season plan to creating a sense of motivation and team chemistry, Brenna’s coaching activities can almost seem like a second job. During her lunch hour, Brenna can be found in front of a spreadsheet or making phone calls to handle the traveling details for the teams. After work, she often times heads right to practice, but has no complaints. “When I can go coach for two hours, it doesn’t feel like I’m working. It gives me a sense of accomplishment knowing that I have helped these 10-12 years-olds in some way.” She further explains that the teams give the young girls a chance to play organized volleyball so they are experienced in competition when their time comes to join teams through school. “Our approach at Cap City is to give them a chance to play volleyball so they have some confidence behind them when they join a team at school.”



**Keeping score during a tournament in Cleveland last spring. Brenna participates as both a coach and an advisory board member.**



**Brenna with last year’s team at the Regionals held at Thomas Worthington High School.**



**Brenna, pictured with Jordan Gaffer, younger sibling of player Jenna Gaffer.**

## Scioto Adopts a Native Daughter

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 identity based upon a character in a book.

This year, foster parents were asked to choose a native Ohioan. Receptionist Carrie Hughes, Scioto's creative talent behind the company entry, went to work transforming the Scioto Bear into Little Miss Sure Shot. The replica Annie Oakley dons a cowboy hat and boots and comes complete with gun and lasso.

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

The Bears will be auctioned off on March 13 from 6:00 p.m. to 8:00 p.m. at the BEAR (Be Excited About Reading) family event held at the Union County Services building.

Proceeds from this year's event will be used to expand the collection of books about famous Ohioans, Ohio authors and illustrators.



### *Little Sure Shot*

The Scioto Bear is on display this month at the Marysville Public Library during this year's literacy campaign.

Scioto's bear represents Ohio native and famous sharpshooter Annie Oakley.

## Benefits In Action

### The Scioto 401k Enrollment Plan Enrollment Meetings Coming Soon!

401k Strategies to help build a solid retirement:

We are all aware that it takes proper planning to achieve goals and one of our most important goals should be a solid retirement nest egg. Planning takes vision to know what you want and commitment to see it through.

First consider the FACTS.

- People are living longer and retiring earlier; thereby requiring a larger "nest egg".
- Retirement planning requires an early commitment to saving to insure sufficient funds are available when you time arrives.

Safety and Benefits Administrator Matt Niswonger will be sending out enrollment books to all eligible associates prior to the next enrollment meeting. Be sure to take time to review this book as it defines your retirement strategies and provides enrollment information in complete detail. Enrollment meetings will soon take place in the offices and on the job site where he will be available to go over this information and explain the specifics of the plan.

#### **What is a 401k Plan?**

A 401(k) plan is a company-sponsored qualified retirement plan for employees. Contributions and earnings in a 401(k) plan are not subject to federal and most state income taxes until the funds are withdrawn. A 401(k) plan allows you to save money on a pretax basis, and employers will contribute matching funds to make the plan even more lucrative.

This is a good chance to begin preparing for an enjoyable retirement. Possible....if you begin saving now!

# Safety: Who's Responsible?

## Where does responsibility for safety begin and end?

Responsibility for safety begins and ends with all of us.

## How does this responsibility apply in our specific areas?

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

## What does accountability for safety mean?

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

## Why can't the safety person be directly responsible and accountable for everyone?

The safety person cannot be directly responsible and accountable for everyone because he/she is an adviser and resource. Our operations don't report directly to safety. The safety of our operations is our responsibility and we are accountable for how we perform. This isn't something we can send down to the safety department.

## Safety at Wrap Guard



*"Everyone is responsible for his or her own safety. Your well being may depend on it. I always try to look out for myself as well to watch out for my co-workers in our areas at the job site."*

**Rosemary Covarrubias**



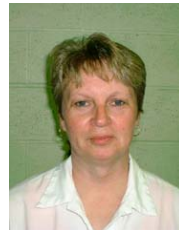
*"So far I have attended all of our safety trainings that were conducted at the job site. I am aware of all my surroundings and I am also careful of what I do because I do not want to get hurt or cause harm to someone else."*

**Shannon Jordan**



*"Safety is important to me for many reasons, not only can you put yourself in harm's way but you can also place your coworkers in harm's way if you do not follow safety precautions. I have learned from personal experience that accidents can happen when not following safety steps. The result can be removal from the work force, many surgeries and the physical and mental strains it puts on you if you are not safe."*

**Leslie Brown**



*"I feel our safety training on who is responsible was important because it reminds all of us that we are responsible for our own safety as well as our co-workers on the job. I personally make sure that I wear all my safety apparel and also make sure that the equipment that I use for my job is functioning properly."*

**Toni Jewell**

## PERFECT ATTENDANCE FOR JANUARY 2006

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

Eric Adu  
Deborah Anderson  
Michael Apraku  
Ryan Ashley  
Kimberly Austin  
Amber Baker  
Booto Hirsi Barre  
Ray Beach  
Charlene Benton  
Shirley Black  
Teresa Bolen  
Carolyn Boutry  
James Bowen  
Larry Bower, Jr.  
Willie Bradford  
Angela Bradley  
Erica Brentlinger  
Thomas Bright  
Belinda Bright  
Russell Bright  
Leslie Brown  
Sabrina Brown  
Ulysses Bunch Jr.  
Lloyd Butcher  
Carolyn Byron  
Maria Cabezudo  
Joshua Castle  
Shawn Castleberry  
Floran Clark  
Brandon Clary  
Richard Clegg  
Marcia Cloninger  
Randy Cole Jr.  
Ronald Coleman  
Robert Combs  
Amber Cook  
Eileen Cook  
Donald Crawford  
Phyllis Crevison  
David Crisp  
Geonia Cummings  
Dixie Dalton  
Aleisha Delaney  
Michael Dixon  
Bernie Dziedzic  
Zatricia Edmonds  
Christopher Eirich  
David Evilsizor  
Judy Ferris  
Wallace Garnett  
Derek George  
Bettie Gholston  
Carolyn Gildersleeve  
Kenneth Goad  
William Graves  
Jesse Green  
Modesto Guerra  
Wylene Guilford  
Bonnie Lee Hade  
Kirstie Mae Hade  
William Hampton  
Eugene Hardesty  
Kenneth Harlan  
Steven Harris  
Lloyd Hawks

Levi Helms  
Mary Hendricks  
Eusebia Henriquez  
Carol Hill  
Antonie Hill  
Betina Hines  
Sherry Hitt  
Pamela Hoffman  
Travis Hollins  
Monique Hollis  
Dahn Holton  
Loretta Horner  
Octavia Howell  
Jeren Howell  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Brandon Hunt  
Chane Hutsell  
Myra Ivey  
Mary Jane Jakeway  
Timothy Jaye  
Toni Jewell  
Brenda Johnson  
Janice Johnson  
Mark Jones  
Donald Jones  
Beverly Jones  
Connie Jones  
Harry Justice  
Richard Kidd  
Jaime King  
Lisa King  
Jason Kirby  
Jeanette Kocou  
Eva Lamar  
Roosevelt Latimore  
Ricky Lawson  
Cuong Le  
James Legge  
Lawrence Likens  
James Lindenberger  
Lisandro Lorenzo  
Regina Lorenzo-hernandez  
Shane Losey  
Lola Love  
Suki Lozoya  
Denise Martin  
Nicholas Martinez  
Rene Mays  
Beverly Mcclanahan  
Cynthia Mckinney  
Jennifer Mershon  
Chong Hui Minter  
James Moore III  
Rilla Morgan  
Elaine Moring  
Gary Mosbacker  
William Moton Jr.  
Charles Mouser  
Francis Mulvaine  
Daniel Napier  
Stephanie Napier  
Kenneth Neate  
Beth Neves  
Brandy O'neal  
Donovan Oswalt  
Darlene Owens  
Larry Pack  
Howard Penny  
Nicole Penrod  
Johnny Pierce

Elizabeth Pokuaa  
James Poore  
Brian Prater  
William Preston  
Marie Reece  
Tyrone Reggins  
Donald Rismiller  
Jennifer Robb  
Patricia Roby  
Jusue Rosaruo  
Stefan Ross  
John Ryan  
Jeff Schertzer  
Morgan Schrader  
Derrick Seagle  
Darren Seagle  
Linda Secrest  
Steve Shafer  
Darrell Shaw, Jr.  
Jeremiah Sheets  
Michael Shepherd  
Kathy Shonebarger  
Terry Shreve  
Crystal Simpson  
Joe Singleton  
Tracy Sirch  
Gregory Skaggs  
Anthony Smith  
Brenda Smith  
Anna Smith  
Brian Smith  
Joshua Smith  
Rex Snyder  
Frank Stid  
Keith Stockton  
Carol Storey  
David Strawder  
April Stump  
Michael Talley  
Willie Taylor  
Gerthlyn Terrell  
Charles Thomas  
Nicole Thornhill  
Burrel Thornhill Jr.  
Christopher Trickett  
Charles Trickett  
Ruby Trout  
Earl Trout  
Joyce Trout  
Terry Tucker  
Michael Van Cleave  
James Vance  
Elizabeth Venturini  
Charles Victor  
Marsha Walker  
Robin Watson  
Thomas Westfall  
Fred White  
Anthony Whitlow  
Erin Wilkins  
Catherine Williams  
Felicia Williamson  
Toia Willis  
Roger Winegardner  
Constance Wion  
Jeffrey Wooddell  
James Woody

### Start Date Anniversaries

Connie Jones	16 Years
Mary Hendricks	15 Years
Janice Johnson	9 Years
Keith Stockton	9 Years
Thomas Westfall	9 Years
Johnny Pierce	6 Years
David Strawder	6 Years
Carol Davis	4 Years
Ronald Jakeway	4 Years
James Legge	4 Years
William Moton	4 Years
James Poore	4 Years
Julius Spencer	4 Years
Michael Taylor	4 Years
James Woody	4 Years
Dwain Chandler	3 Years
Richard Kunkler	3 Years
Derrick Seagle	3 Years
Loretta Horner	2 Years
Richard Clegg	1 Year
Ronald Coleman	1 Year
David Evilsizor	1 Year
Phyllis Ratliff	1 Year

### 90 Day Service Awards

Kimberly Austin	Brandon Clary
Randy Cole, Jr.	Steven Harris
Brandon Hunt	Chane Hutsell
Ashley Jones	Matthew Kennedy
Cuong Le	Jennifer Mershon
Jerry Mershon	Daniel Napier
Allen Payne	Homer Richardson
Morgan Schrader	Kathy Shonebarger
Anthony Smith	Ryan Souders
Michael Van Cleave	Toia Willis

