

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: Johnny Pierce



Johnny Pierce has staying power. After 30 years of service at Glenwood Range in Delaware, he came to Scioto in March 2000 and has made a positive impact at MAP GC 3rd Shift over the last few years.

Known to be an associate willing to go the extra mile, it is no surprise Johnny is

an active participant in the Benefits Focus Group. As a new member this year, he offers his years of work experience and insights.

Apart from his office cleaning route, Johnny has taken on added responsibilities on the job site as well. Arriving an hour before the beginning of 3rd shift, Johnny oversees the supply cage and ensures that each associate's cart is stocked and ready for them when they arrive for work.

Shift Manager Terry Thornhill relies on Johnny not only to prepare carts, but to ensure that all supplies are properly labeled and inventory is updated. Terry explains, "If you can't

find something, ask Johnny. Whether it's trash bags for work or an antique cupboard, associates rely on Johnny for advice on how to find what they are looking for."

Johnny's hard work and good nature have won him over with associates, and working with others and taking on new learning experiences are his proudest accomplishments since joining the Scioto family.

Residents of North Lewisburg, Johnny and his wife, Diane, have seven children and ten grandchildren. During their free time, they enjoy camping and visiting flea markets and are looking forward to traveling this summer.

Scioto Marks Two Year Anniversary in Columbus

The month of March marks a special anniversary for the Central Ohio Region. Reaching the important milestone of two years service in the area, two major accounts boast the same successes as they did one year ago.

Interpersonal skills are the name of the game at OSU. Working first shift, the associates have taken advantage of the opportunity to establish relationships. According to Account Manager John Mawer, "The many commendation letters our associates have received confirm that they know how to interact with the client."

While OSU associates are known for their public relations skills, the Franklin County crew is synonymous with reliability. From Bluffton to Cincinnati, Regional Managers know who to call for help when overtime projects arise. According to Central Ohio Regional Manager Joe Warner, "We have a culture of individuals who are committed to helping out and everyone knows they can count on them when overtime projects arise. They care not only about what happens at their own account, but at all Scioto regions."

With all accounts in the region, high attendance, low turnover and an overall consistency in staffing have established Scioto's respect in the Columbus community.



Scioto Columbus:

From the Franklin County Courthouse Crew:
L to R: Bernie Dziedzic, Beverly McClannahan, Robert Person and Cindy McCoy

Family Bowling Event

It's time for the Scioto Spring Bowling events!

Scioto associates are encouraged to attend their local bowling event with their families. Bowling, shoe rental, pizza and soda are all included.

WESTERN OHIO REGION

Saturday, March 27
2:30 to 4:30 p.m.
Troy Bowl

MARYSVILLE REGION

Saturday, April 17
2:00 to 4:00 p.m.
Bellefontaine TP Lanes

CENTRAL OHIO REGION

Sunday, March 28
2:00 to 4:00 p.m.
Columbus Square Bowling Palace

TRI-STATE REGION

To Be Announced



A Word From The President



Change is inevitable. We experience it everyday in our personal and work life. When you understand the purpose of change, it helps you work through the challenges associated with achieving the desired outcome.

With the success of Scioto many people have found themselves in new roles. Whether you have moved to a new account, shift, or role you are performing your responsibilities from a new perspective. If you are working from the same account, maybe changes are taking place that you're adapting to or you're helping promote. Whatever the situation, change is taking place, and we find ourselves working from a new perspective.

The good thing about change and seeing things from a different perspective is it gives you an "experience" you didn't have before. The more experiences we gain from different perspectives, the better impact we each have on making things better.

Let's operationalize this concept! We all share the experience of being new and being trained for the first time. We have also had the experience of learning a job and becoming good at it. These experiences combined give each of us the experience to positively impact a new associate's orientation and training process. So please take advantage of your opportunities to gain different experiences and perspectives. It should always be your goal to transform your experiences into tangible

outcomes you can deliver to your fellow associates, managers, and customers.

Sometimes when we're so focused on the task at hand it's easy to lose this focus, so just take a step back and reorganize by asking yourself these four questions when your experiencing change.

1. Do I understand what is expected of me in my role?
2. Do I understand what customers expect and do I know how to create that outcome?
3. What am I learning that I can teach other people?
4. Is my approach professional?

Most of all always serve with passion and have fun.

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

Chip



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The Scioto Difference

“With this plan in action we can accomplish associate accountability, quality service, consistency, cross training, expectations, new hire training, re-training, positive environment, better communication, and standardization all which will help us achieve our goal of serving the client.”

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. An experimental concept born years before is brought back to life by Scioto managers sharing ideas and working together. Gone but not forgotten, a system re-emerges to set clear expectations for operatives committed to a flash card system enabling associates to focus on efficiency. And, that is the **“Scioto Difference.”**

OCC: Operational Cleaning Card

OCC: How It Works

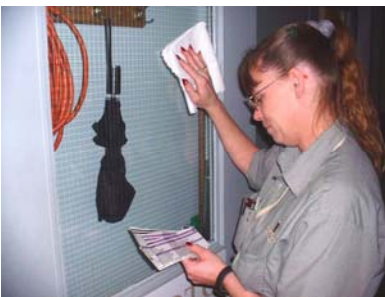
- Handed out at beginning of shift by leaders.
- Each associate is responsible for their area and to follow the OCC.
- OCC are brought back at the end of shift and placed in the supply cabinet.
- OCC will be kept in the corresponding shift’s cabinet, along with supplies.

The OCC is the Scioto Operating System in card format. Constantly updated based on the changes and job customer requirements, the OCC cards are a base set of tasks performed that are customized to specific locations and broken down into categories. Not only do they give the customer a scope of the work completed by Scioto, but provide for a greater associate accountability.

The OCC cards were first seen and developed in the Western Ohio Region when management recognized a need for greater responsibility for both the daily tasks completed and consistency in training. Through an aggressive undertaking by the management at Honda MAP GC, the OCC cards have been taken to the next level, their implementation providing managers with the ability to provide additional direction and guidance with an overall focus on efficiency.

The OCC Advantage

- During the interview process, potential candidates can be clearly shown the specific tasks which would fall under their responsibility if hired.
- Managers are responsible for ensuring that each associate has their OCC cards and they are followed daily. Each associate is expected to take ownership for the OCC and the area they clean.
- When someone fills in during a vacation or illness, the OCC cards allow for rapid and accurate communication of their temporary role.



Scioto Valley Supply News

Sometimes the best cleaning ideas come from the home. When ELP GC associate Phyllis Crevison discovered a highly useful product for her home at a local discount store, she shared it with the Scioto Valley Supply personnel. After conducting some research, Warehouse Manager Mike Dixon was able to locate the Flo-Pak swivel scrub brush that Phyllis and her co-workers are using for regular cleaning tasks at the ELP account.

Phyllis found it to be useful at home for getting around hard to reach places and edges. She explains, "What makes this product special is the ability of the brush to swivel and pivot into areas machines can't reach." The Flo-Pak swivel scrub brush makes scrubbing floors in tight places and baseboards a much easier task.

On the job, Phyllis has found the swivel scrub brush useful for cleaning the catwalk rails, a task that would normally require the assistance of an additional associate with specialized high lift training. The brush is able to get in the tiny cracks of the kick plates when cleaning the steps, and does a fantastic job of cleaning the corners and edges around the toilets.

The requirements to use the swivel scrub brush are simple: a long handle is needed and appropriate cleansers can be sprayed directly onto the brush. Since the long handle allows the user to stand while scrubbing, it also eliminates back strain and the need for one to get down on hands and knees to perform detailed cleaning tasks.



The Flo-Pak swivel scrub brush, shown above to clean the kick plate steps, and below, to clean the corners and edges in the restroom facilities.



Visual Awareness Leads to Improved Safety, Quality

It is often said that Scioto associates act as the eyes and ears for their clients. In the case of American Honda, Mike Taylor and crew made no assumptions about the client's knowledge when they began noticing problems with the propane tanks. According to Mike, "The propane tanks were getting older and starting to leak, not only costing additional money, but posing a safety hazard to those operating the riding sweepers and scrubbers that are fueled by propane."

After a thorough assessment of the situation, it was determined that the twenty gallon tanks were old, and Scioto personnel recognized the need to bring the issue to the client's attention. After Mike's communication with Denise Clark of American Honda, she determined that there was need to make a change. She explains, "We have always worked well together, and when they made us aware of the problem we were able to conduct a search that has resulted in better service and a significant cost savings with the new company, Moulton Gas." Denise added that since the situation also caused a safety concern, they are pleased that the new company will be offering safety training for all personnel operating the propane tanks, including the Scioto crew.



Because propane is a portable emergency source, it can fulfill many industry needs. One of the largest uses of propane at the American Honda Warehouse is for the operation of the riding sweepers and scrubbers.

Gone Fishin'

Scioto associates work hard and play hard. When it comes to recreational activities, Honda ELP GC associate Kim Carothers is dedicated to the hobby of fishing. So involved in the sport are Kim and her fiance, Buddy, that they are gearing up for a season of Saturday fishing tournaments that will take them around Ohio, with wake-up calls as early as 2:00 a.m.

Taking on the hobby with Buddy, an avid fisherman, Kim quickly caught up by learning the different types of lures and baits, and the ways to work the fishing pole. Tournaments are serious business and the pair began their preparation this winter as they shopped sporting goods stores for new poles, lures and bait, and even discovered a fishing auction. Kim explains, "We usually take 14-20 poles, so if we are not having any luck with a specific lure, we can change to a different pole without losing any time." Admitting that it the hobby can be expensive, Kim is pleased to know that the proceeds of the tournaments go to charity. She says, "We spend a lot of money on our hobby, but we feel our money is going to a good cause."

Kim's Fishing Secret:

When fishing for bass, keep in mind they like to hide in shady areas close to the bank. They will not be found in the middle of the lake, rather they stay close to shore in dark and quiet areas filled with stumps and other tree debris. Kim has found some of the larges bass in lily pads.



Kim and Buddy, above, and their children, below, pose with the boat and fishing rods they use in tournaments. They compete with other fishing enthusiasts for cash prizes in large mouth bass catch and release competitions. They enjoy the camaraderie between fisherman. From professionals with sponsors who fish for a living to novices, Kim has found the fishing community to consist of warm and open people who like to talk about fishing and their families. "Once you meet them you know them forever."



Is Fishing For You?

Fishing tournaments require a substantial financial investment, but as far as plain old fishing goes, Kim highly recommends the hobby for people looking for an inexpensive way to spend quiet time with family. "We have five children and they all love to go fishing. Our family goes to the banks on the weekends, and are joined by different generations of our family. It's a great way to spend quality time with one another and it's something that all ages can enjoy."

Sewing for Literacy

Literacy United, the Union County organization dedicated to serving the literacy needs of Union County, recently 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.

After the Scioto office personnel decided upon the character, Horton, from the Dr. Seuss book, "Horton Hears a Who", Receptionist Carrie Hughes went to work. She first went on a search for a stuffed elephant the same size as the stuffed bear issued by Literacy United. Once found, she had to "disassemble" both the bear and the elephant and sew their parts together. Carrie describes, "I made a huge mess, but it was worth it and fun, too."

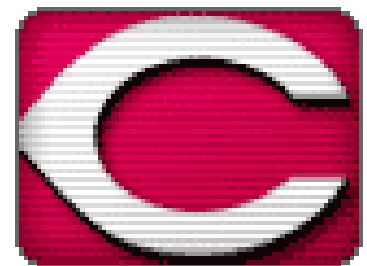
The theme, Dr. Seuss characters was decided on by Literacy United to commemorate Dr. Seuss's 100th birthday. The office staff at Marysville office then decided on the Dr. Seuss character they would recreate. Carrie enjoyed taking time out for a worthy cause. She explains, "I'm thankful that Scioto encourages their associates to engage in charitable activities and gives us the opportunity to do so. I'm proud to be part of an organization that's dedicated to helping our community."



The Scioto Bear, and all other Foster Bears, will be auctioned off March 1 from 6 to 8 p.m. at the BEAR Family Event held at the Union County Services Building.

Benefits In Action

As warmer weather has you entertaining thoughts of Spring and Summer activities, consider taking advantage of the most enjoyable of Scioto benefits! Tickets are available for a variety of sporting events, including Columbus Crew, Columbus Clippers and Cincinnati Reds games. Contact Donna at Ext. 118 and for availability information and reserve your family's next warm weather outing today!



Emergency Response Preparedness

The beginning of 2004 marked new initiative between Scioto Managers and Safety and Benefits Administration. Monthly topics of safety, although addressed in orientation and regular meetings, bear repeating and the time to explore in individual detail.

For the month of February, managers focused on the importance of emergency response preparedness. Subject matter varies as managers comply with the procedures of their specific account, but the goal remains the same across the board: protecting the lives and health of Scioto associates and minimizing damage to property in the event of an emergency.



“This monthly safety topic provided us with the opportunity to remind all associates to take safety seriously. It is important that we have safety on our mind constantly and that we are always thinking of ideas for improvement. Beginning with orientation, new associates are trained to locate tornado shelters, identify posted fire maps and exits and outdoor meeting places, and to participate in fire drills twice per year.”

Dave Gottwald
Account Manager
Honda MAP GC



“At the Franklin County account, we are disbursed throughout the entire building, so it is important that everyone knows where to meet in the event of an emergency. Because of the size of the facility, managers cannot be present at all times, so it is important that all associates are confident about emergency procedures. In the event of emergency, Team Leaders are to utilize their radios while associates evacuate to designated sides of the building. Since we have become a part of the Franklin County account, we have also joined the emergency response team in the capacity of crisis cleanup.”

Joe Warner
Regional Manager
Central Ohio



“It is important that safety is not taken for granted at MEI since we have associates working within four different buildings. Emergency response procedures are a topic that we must always keep in mind, and it is important for us to ensure not only that associates are regularly reminded of such safety issues so they are not forgotten over time, but that all new associates or those helping on a temporary basis have specific knowledge as well.”

Paul Caliarì
Account Manager
MEI GC

Scioto Fact: Workplace Safety is a priority at Scioto. Scioto trains all associates on the procedures of the emergency response plan of the client to which they are assigned. New associates are trained upon hiring, and re-trained any time the employees responsibilities or the plan change.

PERFECT ATTENDANCE FOR JANUARY 2004

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

Nancy Aceto
Samuel Achirem
Deborah Anderson
Allen Anderson
Michael Apraku
Ryan Ashley
Myrode Barker
Jeffrey Bell
Stephanie Benfield
David Bicknell
Thomas Boone
James Bowen
Angela Bradley
Michael Bradley
Donna Brecece
Russell Bright
Belinda Bright
William Call III
Kimberly Carothers
Frank Castle
Rose Clapsaddle
Walter Clark
Floran Clark
Fredrick Cockerell
James Collins
Robert Combs
Eileen Cook
Rosemary Covarrubias
Claudio Covarrubias
Phyllis Crevison
Jeffrey Crisp
Paul Crum
Dixie Dalton
Aleisha Delaney
Robert Dillard
Michael Dixon
Shane Dugan
Bernie Dzedzic
Ray Edgington
Christopher Eirich
Charles Fellers
Judy Ferris
Nicholas George
Betty Glower
Dwan Gray
Marvin Green
Jeffrey Greene
Modesto Guerra
Mary Hendricks
Rita Henry

Carol Hill
Gerald Hiltibran
Pamela Hoffman
Viki Holloway
Roy Horner
Danny Huffman
Carrie Hughes
Raymond Hunsicker
Donald Jackson
Mary Jane Jakeway
Timothy Jaye
Shawnrae Jeter
Toni Jewell
Janice Johnson
Eugene Jolliff
Connie Jones
Donald Jones
Henry Jones
Richard Kidd
Rebecca Kidd
Gail Kinney
Jason Kirby
Jerome Krabill
James Larsen
James Legge
Mark Lore
Shane Losey
Lola Love
Nicholas Martin
Rene Mays
Valentine Mbinakar
Beverly Mcclanahan
Cindy Mccoy
Amanada Mckinney
Cynthia Mckinney
Leslie Mcqueen
Alejandra Mejia
Tina Mentzer
Oswald Millan
James Moore III
Rilla Morgan
Elaine Moring
Gary Mosbacker
William Moton Jr.
Charles Mouser
Matthew Murphy
Stephanie Napier
Eric Navarro
Jennie Neider
Carol Nelson
Kathleen Neves
Beth Neves
Darlene Owens
Allen Payne
Joyce Payne
Cindy Pearson

Howard Penny
Robert Person
Johnny Pierce
James Poore
Michael Prater
Brian Prater
William Preston
Marie Reece
Barbara Reed
Charles Rhyans
Donald Robinson
Patricia Roby
John Rude
Laura Rutherford
Jeff Schertzer
Derrick Seagle
Linda Secrest
Steve Shafer
Terry Shreve
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Wendy Smith
Julius Spencer Jr.
Jason Stephens
David Strawder
Michael Taylor
Sharon Thompson
Faith Thornhill
Burrel Thornhill Jr.
Keisha Townsend
Christopher Trickett
Charles Trickett
Ruby Trout
Joyce Trout
Earl Trout
Terry Tucker
Marsha Tucker
Nilsen Vanegas
Charles Victor
Thomas Westfall
Fred White
Henry White
Brian Whitten
Bobi Wibley
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody
Roger Wright
Anthony Yoli

Start Date Anniversaries

Connie Jones	14 Years
Mary Hendricks	13 Years
Donald Jackson	11 Years
Betty Glower	7 Years
Janice Johnson	7 Years
Keith Stockton	7 Years
Thomas Westfall	7 Years
Victoria Seagle	5 Years
Barbara Allinder	4 Years
Johnny Pierce	4 Years
David Strawder	4 Years
William Gilleland	3 Years
Samuel Achirem	2 Years
Carol Davis	2 Years
Donna Fay	2 Years
Katherine Gordon	2 Years
Albert Hayes	2 Years
Mary Jane Jakeway	2 Years
Ronald Jakeway	2 Years
James Legge	2 Years
William Moton Jr.	2 Years
James Poore	2 Years
Julius Spencer Jr.	2 Years
Michael Taylor	2 Years
James Woody	2 Years
Paul Caliani Jr.	1 Year
Dwain Chandler	1 Year
Charles Fellers	1 Year
David Gottwald	1 Year
Danny Hildreth	1 Year
Richard Kunkler	1 Year
Liza Overfield	1 Year
Charles Rivers	1 Year
Derrick Seagle	1 Year

90 Day Service Awards

Shirley Black	Todd Davis
Sanela Dizdagic	Dwan Gray
Flora Halsell	Shawnrae Jeter
Nicholas Martin	Carol Nelson
Anthony Paulton	Cindy Pearson
Tracy Sirch	Carol Strayhorn
Sharon Thompson	Keisha Townsend
Henry White	Brian Whitten

March Birthdays

Dominic Ollhoff	March 1
Joseph Warner	March 3
Johnny Pierce	March 6
Terri Sibole	March 8
Paul Crum	March 13
Wendy Smith	March 14
Leslie Mcqueen	March 15
Stephanie Napier	March 18
Stephanie Benfield	March 22
Joyce Trout	March 22
Constance Wion	March 25
Thomas Boone	March 25
Shawn Kennedy	March 29
John Kruse	March 30
Michael Bradley	March 31