



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: Aleisha Delaney



As Scioto prepared itself to initiate the start-up plan for Maryhaven, a Columbus-based substance abuse rehabilitation facility, Aleisha Delaney stood out as the right individual to take on the responsibility of leading the new account. While her place of residence was a major factor in her last transfer from the Honda East Liberty Plant to the Ohio State University in Columbus, it was

her “soft side” skills that resulted in her recent promotion within the Columbus Region.

While Aleisha proved herself as a trustworthy and reliable Associate and Team Leader, always willing to stay over and take on extra work when needed, it was clear to Account Manager Joe Warner that her people skills could be of significant benefit to the new account. According to Joe, “Maryhaven represents an important clientele for us. Because it is a medical facility, we needed a leader who specialized in customer service. Aleisha has a pleasant demeanor and is comfortable to be around.” With the special challenge of working in a

residential substance abuse rehabilitation facility, cleaning and floor care tasks must be provided without disruption to round-the-clock counseling programs.

With OSU and Maryhaven under her belt, she is becoming an expert at coordinating start-up accounts, as well as honing her leadership skills. Joe explains, “Aleisha has the leadership skills to take on the tough questions asked by her crew members and knows how to get back to them with the answers they need.”

Aleisha resides in Columbus and enjoys camping, fishing and spending time with her family.

Scioto Servicing Prime Medical Facility

Over the past month, Scioto’s Columbus region personnel have begun their new assignment of cleaning Prime Medical, a six-floor medical subsidiary of Riverside Hospital. Still under construction, the building is home to laser eye, OBGYN and heart medical offices. In order to accommodate the needs of the facility, Scioto associates work around nightly activities such as lamaze courses, while maintaining the set standard of keeping the building in new condition. Special expertise was also required to purchase particular supplies and apply special techniques necessary to sterilize a medical center.

For the 2nd shift operation, it was critical for the two full-time associates to develop a relationship with the office managers for each of the medical offices, in order to make themselves available for special requests.

The Scioto crew also familiarized themselves with the layout of the three new floors for which they would be responsible while assisting through the construction clean-up and weekend move-in process. From taking care of floor and dusting off sills to pulling boxes and clearing trash, associates were able to develop a routine for the new suites before the doors were opened for business.

Primed and Ready

While cleaning services are underway on the finished 6th Floor, shown right. . .



Construction is currently in progress on the 4th Floor and future cleaning site for Scioto.

Scioto Cup

The 8th Annual Scioto Cup Golf Outing will take place on Saturday, August 14 at 8:00 a.m. at the Woodland Golf Course.



Space is limited, contact Dannie at Ext. 177 to register today!

Summer Picnic

**Young's Jersey Dairy
Saturday, August 28
Yellow Springs, Ohio**



Young's Jersey Dairy is a family owned and operated business located one mile north of Yellow Springs, Ohio on Route 68. Scioto associates and their families will enjoy visiting a working dairy farm, which features homemade ice cream, two restaurants and shops, a bakery, miniature golf, driving range, batting cages, farm animal petting area and more!

A Word From The President



You hear me talk often about Scioto having the best people and the need to always be developing the best people. Lets identify some of the qualities that create the foundation of the best. No two people are the same, however as we identify the qualities of the best people the best all share the value of character. Character is the foundation. Character is defined as the qualities that make people distinctive, especially somebody's qualities of mind and feeling. Two qualities that support character are self-respect and pride.

Self-respect is the belief in your own worth and dignity. All successful people have taken the time to get to know themselves. They know their strengths and weaknesses and how to put themselves in situations to be successful. The best people always strive to achieve results for their own inner needs and also for the benefit of the whole. The end result being respect for your self

Pride is the result of knowing oneself. Pride is the respect for the importance and value of your personal character, life, efforts, and achievements. As we always say at Scioto, we can train someone to do a job that provides value to our customer, but the best people at Scioto bring the value of pride with them. We can't train for pride.

Two other qualities that help distinguish

the best are habits that we learn. Know what you're trying to achieve and consistency in performance.

Always ask yourself the question 'What am I trying to accomplish.' Once you know what the end result is put together your game plan that helps you achieve the end result. The best people know what and how they are going to attack the end goal each and every day, because they know what the goal is, their mind is focused on the details it takes to get there.

Consistency is the remaining quality the best people share. Self-respect, pride, and knowing what you're trying to accomplish are important qualities, but the best also operate consistently. Not being consistent is like having a picnic without food. The best people have the need to serve consistently.

As I have shared these four qualities that the best people share, I am writing about many people at Scioto I have come to know and respect during my time 14 years here. As you always do, continue to make sense of things for your fellow associates.

Thanks for listening and being part of the Scioto family

Chip

	<p>405 S. Oak Street Marysville, Ohio 43040</p> <p>www.SciotoCorp.com</p>
<p>Phone: 1.800.644.0888 937.644.0888</p>	<p>Fax: 937.644.1356</p>

The Scioto Difference

"The auditing program provides Scioto and its Customers several benefits, one being clear expectations. As we perform the audits and do follow up with our Client and our Associates we are generating clearer expectations for everyone involved. We will even be able to use this in the recruiting process and the training process for new Associates."

Mike Jones
Regional Manager

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. At Scioto Corporation, using cutting-edge technology as a means of managing business is a necessity, not an option. In order to stand out from the competition, a progressive approach to the use of technology is a monumental task not to be ignored. Compiling data to identify trends is part of getting a more comprehensive perspective to the cleaning services we render to our valued customers. And, that is the "**Scioto Difference.**"

Auditing Technology Roll-Out

An Idea Is Born

Out of BudgetFest 2003, the concept of implementing a full-scale auditing system came to the forefront. The use of the pocket pc and a pre-built software package designed specifically for the commercial cleaning industry will provide accountability for the quality of work being done in the field.

Early Participation

The Inspector by Jen Mar is an information technology company with a mission to provide products and services to the building maintenance industry.

The advanced inspection software allows the users to build inspection templates, view inspections on a calendar, print templates, perform inspections, share templates and inspections, and create graph reports.

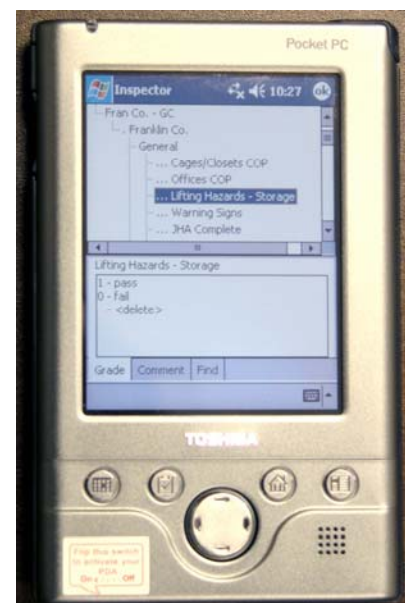
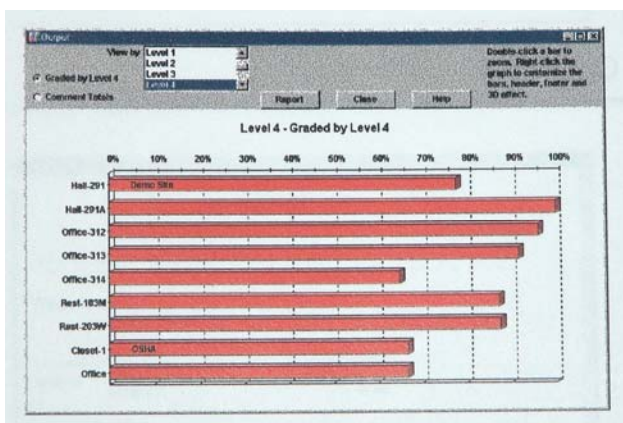
With the current version already in use, Scioto is participating in a preview by testing the software before the next full version is released. By contributing to the development process, Scioto is able to provide valuable feedback to the manufacturer while benefiting from the ability to provide input as to the product changes that will suit specific needs through the process.

Key Benefits

Early detection is the key to customer confidence. By using the tool company-wide, Scioto officers can review trends from account to account, while managers can identify variables affecting quality and performance, such as time of day, and associates benefit from a heightened consistency in training.

Case In Point

An auditor may be evaluating 150 restrooms. Each of those restrooms are graded in multiple areas (ten to fifteen) by assigning each restroom a score between one and five. When such information is completed on a "paper" quality audit form, the piece of paper goes into a file. More than likely, no one will pull these forms out to look for trends. With the Inspector auditing system, statistics can be applied to the aggregate data to get a more comprehensive perspective of cleaning services over a period of time, thereby managing business with improved efficiency.



Scioto Valley Supply News

Scioto managers are raving about the benefits of a recently purchased mini-edge scrubber by Pacific. Part of a line of low speed polishers, each model features a high torque motor, precision-cast base and user-friendly features that make operating these machines simple and easy. Our Tote-A-Cap features allow the brush to be carried on top of the motor during transport. Polishers can also be converted to a scrubber by adding solution tanks that install in less than three minutes.

This cord electric mini-scrubber/polisher features all the versatility of larger polishers, but allows for cleaning in tight corners, along baseboards and under fixtures. The popular model features a 6" width and has numerous accessories for use on carpet, hard floor, wood floors and other surfaces.

In use at accounts including Franklin County, Hamilton County and Nestle, the mini-edge scrubber is ideal for getting to the hard-to-reach areas around stairs, as well as corners and baseboards during the floor stripping and waxing process. Without the use of a product such as the mini-edge scrubber, difficult areas would have to be cleaned by hand with a doodlebug and steel wool, thereby saving time and strain on the crew.



The Pacific Mini-Edge Scrubber is now in use at the Franklin County Courthouse and other accounts as a time-saving device for reaching nooks and crannies that are not accessible with larger scrubbers.



Updated Chair Castors Improve Floor Care, Quality

Floor care at HTM is a constant challenge; at issue everything from running oils and transmission fluids to the aluminum shards that cut into the floors and tear into wax at this manufacturing account.

From an initial cost standpoint, it was discovered that a higher cost than desired was incurred in maintaining low traffic areas because the original chair castors were made of a hard plastic that cut into the wax causing repetitive wax applications and ultimately, premature degradation of tile floors. By looking at the complete picture, Scioto was able to implement some changes in a low maintenance area in order to spend time on other things that could be of value-added service to the client.

A decision was reached to begin a new implementation in the purchasing office, a low traffic area. After the theory was tested, it was determined that after an initial waxing and a regular buffing schedule, the shine lasted longer and did not need to be wax care as frequently. Account Manager Mike Jagodzinski hails the test a success. He explains, "The goal is to have them all replaced company-wide when budget permits. On a small scale, it has already helped us make better use of our time and become more effective for our client."



By replacing the plastic chair castors, shown above, with newer metal castors, below, the time involved in floor care maintenance in office spaces is reduced, resulting in increased time and attention to the manufacturing area floors.



A Retirement Farewell

Retirements and farewells are special times. These times witness teary goodbyes, a reliving of fond memories and heart felt wishes for a bright future. Scioto associates at Honda MAP General Cleaning Take time off to wish their friend and colleague, Charlie Rhyans, a fond farewell as he enters his retirement years.



"Charlie is and always will be one of the kindest people I have ever worked with. I hope he enjoys his retirement doing everything he has wanted to do but couldn't before."

Nicole Drumm



"Charlie Rhyan is a person you can always count on. We all will miss him very much. Also, he can make you smile or laugh when you're upset. Happy retirement and good health."

MJ Sacks



"I have known Chuck for about three years and in that time we have become good buddies. We started out talking about the Cleveland Browns and ended up with a nice friendship."

Bill Call



"You have been a lifesaver to me in a lot of ways. I hope you keep up your laughter and your way of life. You are a great friend and I will miss you very much."

Carol Hill



"I will most miss the different people I work with, I plan to spend my retirement doing a lot of fishing. I enjoyed my work at Scioto, I get along well with the people and had lots of fun each day, it makes the job go much easier and it was a nice routine. I will miss the crew."

Charlie Rhyans



"Charlie, I just get to start working with you and now you're leaving us! You are going to be greatly missed around here. Happy retirement and very best wishes."

Debbie Emerick



"Charlie was always making us laugh even when we having a bad day. We will miss him."

Pam Alloway



"We will miss Charlie. He was a hard worker and always there when we needed help. He always made us laugh even when we were having a bad day. We will miss him."

Michael Prater



"It is not easy to say goodbye to an associate like Charlie Rhyans. Charlie is the type of associate every manager wants. You can always depend on him, he is a hard worker and he truly cares about his job and others. I will certainly miss our morning sports talks and how Charlie could make everyone laugh, even himself."

David Gottwald

Thank You For A Helping Hand

I would like to say a special thank you to all those who have helped us out through Terry's illness. From the Scioto and Nestle associates at my account who put together a food drive to assist with our grocery expenses, to the crews at Honda MAP GC who raised over \$200 to help Terry with gasoline costs to get back and forth to treatment, the support we have received from our co-workers has helped to lift the financial burden.

Terry has finished chemotherapy and radiation and will be undergoing surgery on June 18 after which time he may need some additional treatments. Please keep him in your thoughts during his extended recuperation. For those of you who know Terry well, it will come as no surprise that one of his main concerns through this ordeal is time away from work.

Thank you again to all who have shown support for Terry through this difficult time.

Faith Thornhill

Donations are still being accepted to help with Terry's financial costs as he continues to overcome his battle with cancer.

For more information, contact Managers Paul Caliarri at Ext. 172 or David Gottwald at Ext. 145.

Benefits In Action



Eligible associates participating in the health insurance program qualify to receive the mail order prescription advantage!

The mail order prescription program is for anyone in need of maintenance drugs such as blood pressure, heart or asthma medication that must be refilled each month.

Express Scripts will provide a 90 day supply by mail for the price of \$25 (generic) and \$50 (name brand). By comparison, a normal 30 day supply from the pharmacy costs \$15 (generic) and \$25 formulary (name brand) and \$35 non-formulary (name brand but not on list).

www.Express-Scripts.com

Express Scripts are now available online!

Why Register?

- Fill new prescription and order refills online from home.
- Check order status.
- See what you'll pay for a specific drug and find ways to save money.
- Review your benefit details and prescription history.
- Read health and drug information including participating pharmacies.

Chemical Safety and Glove Protection

Have you every noticed how many types of gloves are available? There used to be just a few—leather, cloth or rubber. These days, there are hundreds of gloves of varying size, thickness, toughness, material and combinations of materials.

There is no such thing as a chemical resistant glove. Gloves are usually rated based on permeability and degradation. Permeability, or permeation, is the ability of one substance to pass through another. Degradation is a physical deterioration of the material in contact with the chemical.

How would you recognize that a chemical resistant glove has degraded?

Degraded gloves may swell, discolor, lose flexibility, dissolve, tear more easily, wear through quickly, and puncture easily. If you recognize any of these characteristics in the gloves you are wearing, discard them and get a new pair.

Many products and chemicals contain substances that can be harmful to the skin or can be absorbed through the skin. Once absorbed the chemical can migrate to and harm other organs in the body, such as the kidneys or liver.

Have you selected the appropriate gloves for the chemicals you use?

Be aware that gloves made of the same material, for example, nitrile or butyl rubber, that come from different companies, may not have the same chemical resistance.

If in doubt about the gloves you wear for the chemicals that you handle, discuss these with your supervisor and, together, seek the opinion of a health and safety professional.

MSDS will usually recommend the appropriate type of glove to wear. Look in Section 3 of Hazard Identification.

Hand Protection at Honda MAP Wrap Guard Paint and Weld



The tasks at our client's facilities require much use of our hands. Protection for our associates is vital and much needed to avoid serious injury.

Within the **weld accounts** we are dealing not only with wiping down the robotic equipment but are handling the white body parts of the units, each part with very sharp edges. The use of Kevlar gloves are our protection when picking up, wiping off or even walking around the area because you never know when you will accidentally run your hand against a part and cut yourself. We also use the rubber gloves to clean up sealer messes that are hard to remove from the hands.



In the **Wrap Guard account** we use a glove to protect the associates hands from possible burns from sealing the wrap to a unit. It is also easier placing the wrap on a unit with the gloves because it helps smooth it out.



In the **Motorcycle Paint department**, it is an important part of our everyday task dealing with all kinds of solvents and paint. Hands are not only affected by discoloration but by the additives within the paint. The paint can make your hand look terrible let alone the effects of the additives within the paint.

In all, we need to make sure that all associates working within our company are wearing the proper gloves to avoid both short and long term injuries.



Dan Furrow
Regional Manager

PERFECT ATTENDANCE FOR APRIL 2004

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

Nancy Aceto
Samuel Achirem
Lora Alexander
Pamela Alloway
Allen Anderson
Michael Apraku
Ryan Ashley
Myrode Barker
Jeffrey Bell
Stephanie Benfield
Charlene Benton
Shirley Black
James Blaha
Cynthia Blair
James Bowen
Angela Bradley
Michael Bradley
Emma Bridgett
Terry Buckingham
William Call III
Kimberly Carothers
Rose Clapsaddle
Walter Clark
Floran Clark
James Collins
Robert Combs
Eileen Cook
Rosemary Covarrubias
Claudio Covarrubias
Kendra Cox
Phyllis Crevison
Jeffrey Crisp
Paul Crum
Dixie Dalton
Carol Davis
Aleisha Delaney
Robert Dillard
Michael Dixon
Amy Dodd
Shane Dugan
Bernie Dziedzic
Ray Edgington
Elizabeth Eickemeyer
Christopher Eirich
Judy Ferris
Amanda Garber
Nicholas George
Sarah Gerfen
William Gilleland
Betty Glower
Katherine Gordon
Dwan Gray
Marvin Green
Jeffrey Greene
Modesto Guerra

Gary Hatcher
Mary Hendricks
Rita Henry
Carol Hill
Pamela Hoffman
Roy Horner
Loretta Horner
Jeren Howell
Danny Huffman
Carrie Hughes
Linda Irwin
Donald Jackson
Timothy Jaye
Janice Johnson
Donald Jones
Connie Jones
Shawn Kennedy
Rebecca Kidd
Dale King
Lisa King
Gail Kinney
Jason Kirby
James Larsen
Carol Lawrence
James Legge
Lawrence Likens
Mark Lore
Shane Losey
Lola Love
Melvin Lovelace
Veraniece Luckett
Norma Magill
Denise Martin
Valentine Mbinakar
Beverly McClanahan
Cindy McCoy
Cynthia McKinney
Anthony Miller
Chong Hui Minter
James Moore III
Rilla Morgan
Elaine Moring
Gary Mosbacker
Charles Mouser
Jordan Musselman
Stephanie Napier
Eric Navarro
Kathleen Neves
Beth Neves
Dominic Ollhoff
Darlene Owens
Larry Pack
Allen Payne
Cindy Pearson
Howard Penny
Robert Person
Johnny Pierce
James Poore
Brian Prater
Michael Prater
Christopher Preece
William Preston

Marie Reece
Barbara Reed
Charles Rhyans
Charles Rivers
Patricia Roby
John Rude
William Rupe
Mary Sacks
Victoria Seagle
Linda Secrest
Steve Shafer
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Alisa Smedley
Wendy Smith
Ernest Snow
Rex Snyder
Julius Spencer, jr.
Judy Stradling
David Strawder
Carol Strayhorn
Faith Thornhill
Burrel Thornhill
Charles Trickett
Christopher Trickett
Ruby Trout
Joyce Trout
Earl Trout
Terry Tucker
Nilsen Vanegas
Charles Victor
Thomas Westfall
Fred White
Bobi Wibley
Roger Winegardner
Constance Wion
Robert Wireman
Jeffrey Wooddell
James Woody
Delores Wootchie
Roger Wright
Melissa Wynegar
Anthony Yoli

Start Date	Anniversaries
David Anderson	13 Years
Patricia Miller	9 Years
David Crisp	6 Years
Amy Dodd	5 Years
Aleisha Delaney	4 Years
Michael Dixon	4 Years
Charles Rhyans	4 Years
Norma Magill	3 Years
Beth Neves	3 Years
Kathleen Neves	3 Years
Terry Thornhill	3 Years
Anthony Yoli	3 Years
James Larsen	2 Years
Cynthia Mckinney	2 Years
Tina Mentzer	2 Years
Patricia Roby	2 Years
Mary Sacks	2 Years
Robert Combs	1 Year
Shane Dugan	1 Year
Steve Niswonger	1 Year
Robert Person	1 Year
John Rude	1 Year
Rex Snyder	1 Year

90 Day Service Awards

Tonda Adkins	Tracy Bivens
Steve Campbell	Elizabeth Eickemeyer
Sarah Gerfen	Gary Hatcher
Loretta Horner	Linda Irwin
Jordan Musselman	Christopher Preece
Stephen Tanner	Michelle Walker
Rhonda Watson	Kevin Wilson

June Birthdays

Ernest Puff	June 1
Matthew Niswonger	June 5
Kathleen Neves	June 5
Charles Trickett	June 6
Rita Henry	June 6
Dwan Gray	June 7
Doris Goodwin	June 8
Thomas Bingham	June 9
Terry Thornhill	June 10
Phyllis Crevison	June 11
Amy Dodd	June 12
Carol Shanks	June 13
Carol Strayhorn	June 16
Nicole Drumm	June 16
Chong Hui Minter	June 17
John Miller	June 17
Jeffrey Crisp	June 18
Earl Trout	June 19
Rilla Morgan	June 24
Patricia Roby	June 24
Allen Payne	June 24
Ronald Helterbran	June 27
William Moton Jr.	June 27
Jeffrey Bell	June 28
Donald Jones	June 28
Fredrick Cockerell	June 28
Shane Dugan	June 30