



The Scioto News

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

Inside This Issue:

Word From The President	2
Upcoming Events	2
The Scioto Difference	3
Supply News	4
Associate Innovations	4
Friends Helping Friends	5
Independence Open	6
Benefits in Action	6
Lock Out Tag Out	7
Announcements	8

The New Standard in Cleaning

Associate Profile: Chuck Victor



From his exemplary work and attendance record to the outgoing personality that has become a true fixture in the Scioto culture, Chuck Victor has made his mark during his eight years' service to Scioto.

Previously an insurance salesman in the senior citizen market, Chuck came to enjoy his fellow associates in the Weld Department and

the pride of watching growth within the company.

Account Manager Dannie Furrow describes Chuck as the type of associate who is always willing to step up and do what is needed for the good of the client. He explains, "Chuck was recently transferred to the Wrap Guard account and has done a great job in adapting to our processes and has proven himself as a positive associate."

Chuck has found many outlets at Scioto for his pleasant and outgoing personality. As a Charter Member of the Scioto Cup golf outing, he finds a clever way to dress up each year to bring some added fun

the day. Chuck also enjoys playing Santa Claus each year for Scioto and other groups. He describes, "I love to see the expressions on the children's faces when they talk to Santa."

Married for 39 years, he has one child and two grandchildren, and has resided in Marysville for 33 years. He enjoys golf, hunting and spending time with his grandchildren during his leisure time. Chuck's lifetime goal is to visit all 50 states. For this summer, he plans to spend his vacation time visiting relatives in Minnesota while enjoying golf overlooking the spectacular view of the Mississippi River.

Inductees Honored at Scioto Club Breakfast

Four associates were inducted into the Scioto Club at last month's awards ceremony. Welcoming Roger Wright, Victoria Seagle, Chris Trickett and Pam Mullet, the club is now sixty-one members strong.

The breakfast meeting was held to honor the members for setting themselves and Scioto apart as an industry leader in creating a comfort level for clients that only results from the stability of a dependable work force.

A special award was presented to Honda MAP GC associate Carol Hill who was a selected finalist in the Building Service Contractors Association's Custodian of the Year award. The BSCAI is made up of over 2500 cleaning companies representing 40 different countries. According to Scioto President Chip Niswonger, "Considering that BSCAI represents tens of thousands of cleaners, Carol is definitely among the elite in our industry. It is an honor to have her representing the associates of Scioto to our clients. We are lucky to have her."

Also honored were retirees Jim Lewis and Jim Herriott, who were both employed by Scioto from the mid 1980's until 1999. Chip Niswonger explains, "They were invited back as a message to others that you can make a career out of Scioto and retire here; and you won't be forgotten as a builder of our history in creating the best cleaning company."



Custodian of the Year finalist Carol Hill, pictured above with JR Kruse, and below, retirees Jim Lewis and Jim Herriott.



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



All of us have an opportunity to learn from each other everyday. It doesn't matter what role you play in the company; someone will benefit from you taking a personal interest in sharing your knowledge and talent. If you truly understand our culture you will be both on the sharing and receiving side of this equation. Associates in the Scioto Club understand both sides of the equation.

Who are the people that have taken the time and a personal interest in teaching you how to be successful?

The recent Scioto Club breakfast made me think about the members of the club, their impact on fellow associates and their commitment to personal and service excellence. For me personally three of the people honored at the breakfast taught me a lot about what it takes to be successful.

Jim Herriot was a constant professional. Jim maintained the Honda motorcycle plant for 13 years before he retired. Everyone knew and respected his workmanship. Jim taught me the importance of having high standards for yourself, to do your best everyday, and to make sure the customer sees in your actions your commitment to serve.

Jim Lewis was a well-rounded Scioto Associate who worked here for over 11 years before retiring. Jim was an expert in floor care, general cleaning, and customer service. Jim was also a great teacher of project management. By working countless projects with Jim he always preached four components of a successful project.

Know the customer expectations, have a plan, be flexible to change the plan and follow up with the customer. From a customer service perspective Jim not only made sure the customer would be happy with the end result but always made them comfortable during the process.

Carol Hill's dedication, high expectations, ability to build relationships, customer service and community involvement are qualities that have made her a key part of Scioto for years. Carol has been a great teacher. She has always shared her knowledge of cleaning processes and scheduling. Customers see her dedication to service. It always amazed me how she always gets maintenance items fixed in the restroom. Because it was important to her it became important to our client to help her serve the end user. She uses her vast knowledge of her customers to predict where service gaps might occur and always works to ensure no gap exist. Carol has also taught me the importance of clear expectations and the need to believe in others.

These associates have made me and many other Scioto associates better because of what we learned from them. My message to you is always be open to listening and learning from others and make it your responsibility to teach others what you know and have learned.

Thanks for listening and being part of the Scioto family,

Chip



**405 S. Oak Street
Marysville, Ohio 43040**

www.SciotoCorp.com

**Phone: 1.800.644.0888
937.644.0888**

Fax: 937.644.1356

The Scioto Difference

“Scioto always takes a proactive approach to their operations, maintaining a tour-ready facility that is prepared for visitors at any given time. We appreciate their approach to looking to ways to resolve issues before we have to become involved.”

Eric Wehrley
Assistant Manager

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. At the American Honda warehouse and offices, operations and standards of cleanliness are set with the highest expectations. When the President of American Honda visited from Japan to tour the facility, preparation on the part of Scioto was effortless due to exemplary performance on an everyday basis. And, that is the **“Scioto Difference.”**

The American Honda Presidential Tour

At American Honda, 770,000 square feet of warehouse and office space is covered through three shifts.

Associates make the facility tour ready by:

- *Office floors are burnished weekly.*
- *Warehouse floors are scrubbed and swept daily.*
- *Daily dustings of warehouse racks.*
- *Recycling compacted daily on all three shifts.*
- *Empty skids collected on all three shifts.*

With a presidential tour last month, Scioto associates at American Honda were prepared by their normal standards of expectation.

“Good Standards and Good People”

According to Manager Mike Taylor, the top-notch condition of the facility can be attributed to good standards and good people. He explains, “We heavily cross-train our associates in detail work so everyone knows exactly what must be covered and we enjoy a low turnover rate.”



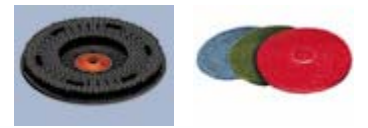
Scioto Valley Supply News

Introducing. . .

The Honda Proglazer Propane Burnisher

During this time of year of holiday shutdowns and school summer vacations, propane burnishers are in season and ready to do the job. The Tornado brand propane burnishers provide floor care that brings out the shine and gives the wet look to floors. The newest developments in this product market save time and make the floor finish much harder, in turn, making the coating last longer.

When it comes to maintaining the high gloss wet look for large floor areas, the Tornado ProGlazer's are the tool of choice. Speed, efficiency and cost control are all benefits of these Tornado's. In addition to a rugged cast aluminum deck (no plastic here), all ProGlazer units come complete with burnishing pad, ready-to-fill steel propane tank, and 110 volt electric start. The ProGlazer's are available in 21" (11 hp), 24" and 28" (13 hp) models and all units run at 2000 RPM. Both engines are E.P.A. and C.A.R.B. certified.



The Honda ProGlazer Burnisher by Tornado, pictured above, and pad holder and pad attachments.

Restructuring Manpower in Weld

The Honda Marysville Weld department was looking for ways to cut costs and improve efficiencies throughout the department, in order to stay competitive with other auto manufacturers. All areas of the department were examined and streamlined. The Scioto cleaning crew was no exception.

Upon hearing that the Weld shop was looking to save money with it's service contractors, Account Manager Steve Gadd went to work, re-examining each and every task that the MAP Weld Scioto crew performs and looking for ways to streamline operations.

The solution came in making better use of Honda's production time. Account Manager Steve Gadd explains, "We looked at all of the environmental tasks for which we are responsible, and broke them down into our already existing equipment cleaning teams, thereby giving complete zone ownership to the teams." Teamwork and communication improved between the equipment cleaning teams in order to ensure all tasks were completed each day. The Baghouse cleaning team also took on more responsibility, such as the pit pumping, office floor cleaning, and tracking of all environmental waste that is shipped out of the department.



The restructuring of tasks resulted in a significant cost savings to Honda and brought about the next challenge for the Scioto associates in the Weld Department: continued efficiency to ensure Scioto's future role in adding value to Honda's operations.

Pictured above, Weld associates Bud Trickett and Mike Bradley, who are responsible for baghouse cleaning and environmental work.

Friends Helping Friends

Associates from different regions, departments and accounts joined together on a warm Saturday afternoon to enjoy the day and rally behind a Scioto family in need of support. With over fifty people in attendance, the benefit raised nearly \$2500.00 to aid the Thornhill family through the coming months as Terry undergoes surgery. From karaoke singing to pie throwing, Scioto associates were able to spend the day laughing together as they raised money for a deserving team member and family.



Terry Thornhill, left poses with wife, Faith and daughter, Peggy.



Friends and co-workers stood in line to take their best shot at Scioto managers in the pie throwing contest.



Strangers at the start of the day, Scioto children became fast friends as they found playmates to share in the fun.



Face painting provided children with a fun way to show their support for the cause of the day.



Terry's mother, brothers and sister came out to show their support.



Battle of the Sexes: Belinda and Russ Bright took a break from karaoke to get in a heated bidding war against one another for a homemade pie—Belinda won!



Account Manager and Master of Ceremony for the day, Paul Caliari works the crowd to drive up the cost of items in the silent auction.

A Few Words from Terry

"Thank you! For me, Scioto is like having a second family. You don't realize how many friends you have until something like this happens and I appreciate all you have done for my family and me."

Terry Thornhill



The big ticket item of the day was the much sought-after OSU print that brought over \$250.00!

*****Terry is a qualifying associate for the catastrophic leave sharing program.*****

Independence Open A Success

Lifecare Alliance marked the tenth anniversary of its annual golf outing with another successful year. Held on Tuesday, June 15 at Tartan Fields in Dublin, golfers persevered through a wet day.

Scioto is in its third year of participating sponsorship of the Independence Open that benefits Lifecare Alliance's Meals on Wheels and other programs provided in the central Ohio area. Other corporate sponsors included American Airlines, Anheuser-Busch and Safelite Corporation who worked together to raise funds intended to help fill in the gaps in the budget for funding services delivered to the community.

Sherry Bailey, Director of Development for Lifecare Alliance, relies on organizations like Scioto to take a stand so that others will follow. Sherry explains, "Without the involvement of respected corporations in our community, we could not exist. When companies like Scioto put their name behind our event, it sets a tone for further corporate backing. The involvement is important not only for what we're actually hoping to accomplish at LifeCare, but to other companies seeking visual charitable involvement."



Scioto Team One: pictured above, Tom Kruse, Dan Ferguson, Dan Whittington, Kevin Berhrens
Scioto Team Two: pictured below, Dan Furrow, Steve Niswonger, Ray Biziorek and Chip Niswonger.



Benefits In Action

Scioto now offers a Catastrophic Leave Sharing Program to give associates the chance to support their colleagues who are facing a major health crisis. Developed out of a desire expressed by associates to help one another in this way, the program allows employees to provide assistance in the form of donated vacation leave.

The purpose of the catastrophic leave sharing program is to allow Scioto associates the opportunity to assist fellow associates who have experienced personal or family catastrophic illness or injury that causes a loss of income. The catastrophic leave sharing program is intended to assist associates who are not receiving disability benefits or Worker's Compensation payments.

For more information or to donate leave time, contact Safety and Benefits Administrator Matt Niswonger at Ext. 130.

Definitions

Catastrophic illness or injury:

A serious, debilitating illness or injury which incapacitates the associate or associates family member and which causes a loss of income due to the associate having exhausted all paid leave accruals.

Eligible Leave:

Leave that may be donated is defined as accrued whole hours of PTO (paid time off) leave. Eligible leave does not include disability or compensatory time.

Lock Out Tag Out

Every day in the United States, employees work in and around equipment that results in catastrophic accidents when equipment is not de-energized properly, and companies are fined for failure to assure the safety of employees.

Lock Out Tag Out refers to the complete isolation of equipment's power sources. Prior to working in, on or around any potentially hazardous equipment, all sources of energy which have the potential of activating the equipment or equipment elements must be secured from activation. This will be accomplished by locking out the source of power, whether that is electric, hydraulic, pneumatic or kinetic. Every effort must be made to achieve a zero mechanical state. If it is not possible to place a lock, a warning tag may be used as long as the tag is placed on the power source. The tag must be designed specifically for this purpose and must provide against operation.

Many companies are fined for failure to assure the implementation of safe Lock Out Tag Out procedures. In a collaborative effort between Safety and Benefits Administration and Management, Scioto commits to continuous training and monitoring of the policies to assure that Scioto associates who come in contact with hazardous equipment while performing their job duties are safe and knowledgeable about the practice of Lock Out Tag Out.

Ask A Manager...



Steve Gadd
Account Manager
Honda MAP Weld Dept.

"My Weld associates clean the welding equipment, so they are all trained on locking out the equipment before they are able to clean it.

Proper Lock Out training is required because one mistake could cost someone their life. Each associate is responsible for their own safety and the safety of the other associates around them. They must apply their own personal lock each time they enter a piece of equipment so that that piece of equipment can not be re-energized until they are out of the equipment and out of harm's way.

I will be assisting in training General Cleaning associates on Lock Out Tag Out awareness so if they were to come across it during their daily routines, they would know the dangers involved and know how to keep themselves safe."

Lock Out Tag Out:

The complete isolation of equipment power sources. Prior to working in, on or around equipment, security from activation is mandatory.



Scioto has a company-wide standardization of the type of locks used for securing equipment. Shown above, the cards were created to classify Scioto by company, and the identify of the associate by both name and photo.

PERFECT ATTENDANCE FOR MAY 2004

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

Nancy Aceto	Donna Fay	Dominic Ollhoff
Tonda Adkins	Judy Ferris	Darlene Owens
Lora Alexander	Nicholas George	Larry Pack
Pamela Alloway	Sarah Gerfen	Joyce Payne
Deborah Anderson	Betty Glower	Cindy Pearson
Allen Anderson	Dwan Gray	Howard Penny
Michael Apraku	Misti Green	Robert Person
Ryan Ashley	Marvin Green	Johnny Pierce
Myrode Barker	Jeffrey Greene	James Poore
Jeffrey Bell	Kenneth Harris	Michael Prater
Stephanie Benfield	Gary Hatcher	Brian Prater
Charlene Benton	Ronald Helterbran	William Preston
Eric Benton	Mary Hendricks	Marie Reece
Tracy Bivens	Charles Hengsteler	Barbara Reed
Shirley Black	Johnny Hicks	Donald Rismiller
James Blaha	Danny Hildreth	Charles Rivers
Cynthia Blair	Carol Hill	Donald Robinson
James Bowen	Pamela Hoffman	Patricia Roby
Isaac Bozman Jr.	Danny Huffman	Kelly Rockhold
Michael Bradley	Carrie Hughes	William Rupe
Angela Bradley	Linda Irwin	Jeff Schertzer
Donna Breece	Donald Jackson	Victoria Seagle
Emma Bridgett	Timothy Jaye	Linda Secrest
Terry Buckingham	Janice Johnson	Steve Shafer
Phillip Bullard	Eugene Jolliff	Sarah Shively
William Call III	Donald Jones	Terry Shreve
Steve Campbell	Connie Jones	Terri Sibole
Kimberly Carothers	Henry Jones	Crystal Simpson
Frank Castle	Dale King	Joe Singleton
Rose Clapsaddle	Gail Kinney	Tracy Sirch
Walter Clark	Jason Kirby	Gregory Skaggs
Floran Clark	Jerome Krabill	Wendy Smith
Kay Collins	James Larsen	Ernest Snow
James Collins	Carol Lawrence	Rex Snyder
Robert Combs	James Legge	Julius Spencer
Eileen Cook	Lawrence Likens	David Strawder
Claudio Covarrubias	Mark Lore	Carol Strayhorn
Kendra Cox	Shane Losey	Stephen Tanner
Phyllis Crevison	Lola Love	Burrel Thornhill
Jeffrey Crisp	Paul Love,jr.	Charles Trickett
David Crisp	Melvin Lovelace	Christopher Trickett
Paul Crum	Norma Magill	Ruby Trout
Dixie Dalton	Denise Martin	Joyce Trout
Todd Davis	Rene Mays	Kimberly Trout
Carol Davis	Beverly McClanahan	Earl Trout
Aleisha Delaney	Cynthia Mckinney	Terry Tucker
Michael Dixon	Anthony Miller	James Vance
Carolisa Dixon	Patricia Miller	Charles Victor
Nicole Drumm	Chong Hui Minter	Michelle Walker
Shane Dugan	James Moore III	Thomas Westfall
Bernie Dziedzic	Rilla Morgan	Fred White
Ray Edgington	Elaine Moring	Brian Whitten
Christopher Eirich	Gary Mosbacher	Veronica Wilson
	William Moton Jr.	Roger Winegardner
	Charles Mouser	Constance Wion
	Jordan Musselman	Jeffrey Wooddell
	Stephanie Napier	James Woody
	Kathleen Neves	Delores Wootchie
	Beth Neves	Anthony Yoli
	Jeff Nzobigeza	

Start Date Anniversaries

Donna Wright	19 Years
Lou Harbold	14 Years
Jason Kirby	11 Years
Ryan Ashley	6 Years
Donald Robinson	6 Years
Allen Anderson	4 Years
Steven Gadd	4 Years
Jeffrey Crisp	3 Years
William Preston	3 Years
Paul Crum	2 Years
Michael Jagodzinski	2 Years
Linda Secrest	2 Years

90 Day Service Awards

Dion Backus	Isaac Bozman
Carolisa Dixon	William Donohoe
Lewis Fox	Arlene Haney
Kenneth Harris	Ronald Helterbran
Charles Hengsteler	Linda Irwin
Paul Love	Joshua Prosser
Donald Rismiller	Kelly Rockhold
Sarah Shively	Steven Spencer
Latisha Taylor	James Vance
Michelle Walker	Veronica Wilson
Lorie Zapata	

July Birthdays

Donald Rismiller	July 1
Terry Buckingham	July 2
Faith Thornhill	July 3
Steven Stewart	July 5
Latisha Taylor	July 5
William Crabtree	July 6
Danny Huffman	July 6
Lewis Fox	July 7
Janice Johnson	July 8
Laura Rutherford	July 9
Sarah Shively	July 9
Erin Wilkins	July 10
Timothy Jaye	July 11
Bobbie Meredith	July 12
Jeren Howell	July 13
Jordan Musselman	July 15
Elaine Moring	July 15
Paul Love	July 16
Patricia Green	July 17
Michael Jones	July 18
Crystal Simpson	July 18
James Woody	July 19
Robert Miller Sr.	July 19
Roy Horner	July 20
Dannie Furrow	July 22
Janice Beasley	July 22
Ronald Adams	July 22
Michael Dixon	July 23
Gary Mosbacher	July 24
Roosevelt Latimore	July 24
Johnny Hicks	July 25
Pamela Hoffman	July 26
Darren Seagle	July 28
Derrick Seagle	July 28
Heidi Hall	July 28
David Gibson	July 29
Russell Bright	July 29