



# 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: Amy Dodd



From cosmetologist to laborer for a bricklaying company, Amy Dodd wore many hats before finding her niche at Scioto Corporation. With five years' service now to her credit, she has become an associate rooted in the Scioto culture through a proven record of success accompanying each added responsibility.

Now acting as Team Leader for Midwest Express, her job duties have tran-

scended beyond cleaning, stripping and waxing floors to include the added duties of communicating with clients, overseeing 1st, 2nd and 3rd shift operations, performing audits, reviewing timesheets and ordering supplies.

Amy's proudest accomplishment is being selected as the Team Leader and being successful at running an account much bigger than the one from which she came. She describes, "I have been fortunate to work with a manager who has communicated the objectives of this role to me and prepared me to work with the client by allowing me to meet my contacts as part of my training."

Account Manager Paul Caliarì describes Amy as an individual with a good understanding of the Scioto culture who always works to exceed the expectation of the client. He explains, "She takes everything in stride and looks for solutions to situations or ways to better our service to the account. Clients and Associates know they can turn to Amy if they have a problem."

A lifelong Marysville resident, Amy has four children and one grandchild, and enjoys time canoeing and going to the beach for relaxation. She is currently learning how to play golf and enjoys spending time with her family.

## Associate Appreciated for Congeniality, Hard Work

As Honda staff member Linda James went about her day, she took notice of a Scioto associate going above and beyond. She recalls, "Every time I see Kim Carothers she is extremely busy, yet courteous enough to talk to you while she's working." She was compelled to write a letter because she felt that Kim's professionalism, and positive attitude should be recognized.

As her letter describes, "I do not know Kim personally, but have seen her at work in many areas of our plant. She is always hard at work but still takes the time to lend a helping hand if someone is in need. On the occasions that I have spoken to her, she is always positive and eager to please. She has a great attitude and I believe is a good asset to your company. Please recognize her for her good work, because good performance should be rewarded."

Account Manager Tom Russell acknowledges his pride in Kim's job performance and demeanor and that of his entire crew. He says, "This is just one of the many compliments I have received regarding our associates at ELP. Our associates know what it takes to exceed our client's expectations and then they go out and make it happen."



**Above and beyond:** Scioto Associate Kim Carothers, (left) was recognized by Honda Stamping Business Administrative Staff member Linda James (right) for her outstanding work ethic, professionalism and courtesy.

## Special Invitation

Scioto Associate and Zane Shawnee Caverns Manager Chongo Hiltibran extends a special invitation to fellow associates to attend the annual Shawnee Woodlands Summer Pow-Wow.

The event will be held August 7 and 8 and will include drumming, dancing, and vendors at the campground. The caverns will honor a discounted admission price of \$8.00 per carload to all Scioto associates.

For more information, contact 937.592.9592.

## 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.

## Family Picnic

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

## A Word From The President



When someone says they have a great manager, what do you think that person means? Managers have a tremendous impact on the delivery of our service to our two most important customer groups, associates and clients. So what makes a great manager?

Great managers understand and deliver when it comes to the 4 key roles of the manager.

- 1) The selection process
- 2) Define the right outcomes
- 3) When motivating someone, focus on strengths
- 4) When developing someone, help find the right fit

### The Selection Process -

Although great managers consider experience and intelligence in the selection of team members, talent is the most important thing to discover about someone in the selection process. Does I.Q. have anything to do with passion? Does job experience determine listening skills? No! Talents are a person's recurring patterns of thought, feeling, or behavior. If work experience and knowledge are equal what creates the range in performance? Talent does! Yes, experience and knowledge are important factors in performance, but talent – what drives someone, how someone thinks, and how someone builds relationships are most important.

### Defining the Right Outcomes-

By defining the right outcomes, managers help each of us put our focus toward achieving that outcome. It also gives us responsibility for achieving the desired outcome. By defining and measuring the outcome the great manager creates an environment of thrill of pressure, the sense of having a definite target to achieve excites the talented associate and creates a focus on productivity.

### When motivating someone, focus on strengths -

To do this a manager must have begun learning about those strengths in the selection process. Finding the strengths of each person and then focusing on those strengths must be a conscious act. It is the best way for people to take responsibility for their performance and it is the only way to show each person respect. Focusing on people's strengths is the most efficient thing a manager can do in developing people.

### When developing someone, help find the right fit-

By focusing on someone's strengths, great managers know what roles in the company play to the person's strengths. This is accomplished through self-discovery. Great managers understand self-discovery is centered in helping each person learn about themselves. What they like about certain roles, what scares them about other roles, or what needs to be learned to perform another role. Great managers do this in such a way that people feel comfortable trying different roles and that there is a shared commitment to what's best.

Great managers understand the Company's goal in serving its clients. Managers are the catalysts. Great managers take the Company's expectations to each associate who in turn translates the Company's goals and his or her talents into satisfying our clients' needs. To do this great managers must understand and deliver the four basic roles of a great manager one associate at a time consistently everyday.

Thanks for listening and being part of the Scioto family,

*Chip*



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# The Scioto Difference

**“Scioto’s intention is to live with a project until its completion. With the BN20 Project innovation, construction occurred 24 hours per day and Scioto cleanup was needed round the clock as well. Due in part to the key role Scioto played in cleanup, we were able to successfully open for business on July 2 with few start-up problems.**

**Dave Tarpy  
Assistant Manager  
Honda Vehicle Quality Dept.**

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. During Shutdown, Scioto manufacturing associates take advantage of the holiday time as the chance for projects that cannot be done during full production activities. From stripping and waxing floors to special one-time projects, another week has come to an end with jobs well done throughout affected Scioto accounts. And, that is the **“Scioto Difference.”**

## Shutdown 2004

### Marysville Auto Plant General Cleaning

- Over 380 industrial-size fans in the assembly area were cleaned to avoid the potential eye safety hazards caused by flying debris.
- Riding scrubbers were used to take advantage of cleaning plants floors during non-production time.
- The BN20 Project Innovation involved digging pits to allow sensors to come for the new static wheel alignment testers. The 24-hour a day construction project resulted in round-the-clock construction clean-up project for Scioto.



### Marysville Auto Plant Weld Department

- Weld associates replaced the bag-house filters, located on top of the roof to collect weld and dust.
- Weld cells were thoroughly cleaned, while offices were stripped and waxed.
- Associates maintained normal flow of environmental waste handling during Shutdown, while assisting with demolition cleanup.

### East Liberty Plant General Cleaning

- The 15,000 square foot cafeteria was stripped and waxed to remove not only the normal wear and tear from normal use, but to remove the debris tracked in from the Weld Department. *(pictured left)*
- Administrative staff office floors stripped and waxed. *(pictured right)*

### Marysville Auto Plant Paint Department

- Motorcycle Paint areas were deep cleaned, an effort necessary to decrease losses involved through the defects caused by dirt and fibers in the baking process.
- Air vents were thoroughly cleaned in the die cast area.
- Shutdown is used as an opportunity for a jump start on getting areas cleaned and prepared for the upcoming Honda Homecoming rally.



# Scioto Valley Supply News

## *Credit Cards Welcome Here!*

Scioto is now accepting credit cards for the convenience of Scioto clients and associates.

Eliminate the need for purchase orders and accounting vouchers that must be processed! Clients have already benefited by enjoying faster payment as accounts are settled more quickly by the new purchasing tool that streamlines the procurement procedure, reducing the steps involved and cutting down on administration.

As Regional Manager Dannie Furrow has discovered, the convenience of the new procedure has proven beneficial to his contacts. He explains, "It makes it easier for those who would like to generate an expense report each month as they don't have to worry about getting us paid in a timely manner."

Associates can also use credit cards as an alternative to payroll deduction when making purchases through Scioto.

## **Now Accepting:**



## **Cleaning System Innovation Increases Productivity, Accessibility**

The KaiVac has long been recognized for their ability to tackle the number one building maintenance complaint, filthy restrooms. Designed for total soil removal, the no-touch cleaning system combines an indoor pressure washer, chemical injection and wet vacuum technologies onto a single space-efficient platform. Operators simply spray cleaning solution on fixtures and walls, and then blast the soil to the floor with a high-pressure water spray. Finally, they vacuum the floor dry, completely removing soils and bacteria. The results are sparkling clean restrooms, kitchens and stairwells without ever touching the contaminated surface.

Account Manager John Mawer realized a way to use the multi-purpose system to support the deep carpet cleaning needs at the Ohio State University. Through the expertise of Steve Stewart, Service Tech, a carpet extracting wand was devised so that it the same apparatus that power sprays walls could be used on carpet as well. With its increased water pressure and tank capacity, the KaiVac can hold more solution than the traditional carpet cleaners while the length of the wand allows for better mobility to clean in tight spaces.

The new carpet extractor allows for cleaning carpets in tight spots without the use of an additional extraction machine. John explains, "It has increased our production and accessibility because the wand allows for better mobility to clean underneath desks and between office furniture. It has become especially useful to us during the summer season and is much easier for our associates than having to drag an additional machine around with them."



The KaiVac, (shown above) has been converted to a deep carpet cleaner by OSU Account Manager John Mawer, (pictured below). John demonstrates the converted extracting wand in use.



## Scioto Softball

### Scioto Softball: Season of Hard Knocks

Scioto associates have been participating in the Sunday Sunset Men's Recreational Softball League through the Columbus Recreation and Parks Department for the last three years. Suffering a season of setbacks through vacations and injuries, the team has experienced a disappointing finish but are looking ahead to an improved outcome as they prepare for participation in the fall league.



*All individuals playing in the fall league will be expected to be in the batting cages at Young's Dairy Farm at the company picnic!!*



*Scioto Softball team members from Left to Right:* Mark Thompson, Tom Russell, Joe Warner, Jay Moyer, Paul Caliarì, Chris Trickett, Jason Norton, Clint Smith, Jamie Deist, Richie Brenner.  
Missing from the photo:  
Jason Hutchison, Matt Niswonger

## Honoring A Long-Time Associate

When ELP Shift Leader Phyllis Crevison reached her fifteen year anniversary at Scioto, her fellow 1st shift associates were busy planning a celebration to ensure that her milestone did not go unnoticed. In her honor, she was presented with an attaché case to compliment her professional image.

Phyllis applied for a job with Scioto fifteen years ago after moving back to the Marysville area from Virginia. "My friend saw the ad and we applied together," she remembers. Hoping for permanent but new to the cleaning industry, Phyllis found her new career. She has spent the last thirteen years working 1st Shift at ELP where she is the Shift Leader. Phyllis explains her longevity with Scioto, "What has kept me with this company is that I have seen them constantly strive for process improvement throughout the years. If you find something you like, why leave it? With job security, benefits and sick days, Scioto recognizes that by taking care of their own, they will stay. There are many companies who have yet to figure that out." On a lighter note, Phyllis recalls that although much has changed, associates enjoyed company picnics and Christmas parties even in the early days.

Account Manager Tom Russell congratulates Phyllis on her milestone. He states, "Phyllis exemplifies the type of associate every manager strives for. Her work abilities, customer service, attendance, and attitude are second to none. Phyllis is a vital reason for the success of the East Liberty General Cleaning crew".



**Dale King, Nancy Aceto, (Pictured back)**  
**Kim Carothers, Liza Overfield (middle).** Phyllis Crevison (front) displays the gift she received out of appreciation from her team mem-

Phyllis' Contributions over the years have included:

- Uniform Committee
- Benefits Focus Group
- Innovation Contest Winner
- Safety Committee
- Recreational Planning Committee
- Events Volunteer

## Walk for Heart Health

Cardiovascular disease and stroke kill more Americans each year than the next eight leading causes of death combined. Heart disease is the number one killer of women, children and men!

Scioto Corporation is a proud supporter of the American Heart Association and the Union County American Heart Walk. The 2004 Union County Heart Walk will take place Sunday, October 24 in Marion.

Show your Scioto support in fighting this deadly disease by being a walker! Carrie Hughes, Dannie Furrow and Faith Thornhill will be the Captains again this year and they are looking for associates to join their teams as they raise money for a cure. For the last two years, Scioto has raised \$1800.00. The goal for 2004 is to meet or exceed the \$2000.00 mark. Contact Safety and Benefits Administrator Matt Niswonger to receive more details or join a team.

Scioto will be doing its part to stomp out heart disease! Join us in the fight! It could save your life and the lives of those you love!



The money raised will be used for first-rate research to continue the fight against heart disease and stroke to fund educational programs for schools, worksites, community and health care sites in Union County.

## Benefits In Action

### Now Recruiting...

As part of an ongoing effort to obtain information and develop additional benefits for Scioto associates, a focus group has been created and successfully conducting business. The focus group provides a mechanism for raising issues and generating new possibilities. Through the lively discussions of Scioto's high quality focus groups, ideas have been generated that have led to additional benefits for Scioto associates, including Sam's Club memberships, vacation buy backs, disability and supplemental insurance and catastrophic leave.

Join the focus group and help shape the ideas that will lead to the additional benefits in the future! Volunteers are needed from all regions. Ask your manager today how to become a part of the future of Scioto!

### A Special Thank You To the Wrap Guard Crew

The Wrap Guard account, a hot bed for benefits development, have collectively contributed the most ideas leading to new Scioto benefits, including Sam's Club, vacation buy-back and supplemental and disability insurance!

*Keep up the excellent work!*

# Pushing and Pulling

The Scioto husband and wife pair of Mike and Angela Bradley have teamed up to take on safety training at the Honda Marysville Auto Plant this month. They explain how pushing and pulling awareness applies to specific accounts:

**General Cleaning**—Since the general cleaning crew utilize heavy equipment such as scrubbers, it is important they are aware of how to push and pull correctly.

**Weld**—Four wheel carts are used on a daily basis as sealer drums and barrels are moved around. All associates must have their eyes open to the dangers to their lower back, shins and heels while performing job duties.

**Paint**—The power washers and generators are heavy and awkward. Associates must double up in this area to get equipment out of storage areas to avoid injury of running over heels and back injuries.



## Safety First

*Push when you can.  
Pull only when you must!*

Mike and Angela demonstrate the proper way to push sealer barrels, left, and power washers, right.



Many work injuries occur as a result of overexertion from pushing and pulling to move objects. The risk of injury is higher from pulling than from pushing because the load on the back is greater, and loads can be pulled onto the feet. To reduce the risk, push when you can, pull only when you must.

Review the materials-moving tasks at your workplace, and consider the safety of methods used to move things, such as:

- **Alternative ways to move hard-to-push or hard-to-pull loads:**
- **Use mechanical assistance**
- **Have another person help**
- **Change carts if one has bad wheels**

Types of injuries that can occur from pushing and pulling:

- **Straining your back**
- **Straining a wrist or elbow**
- **Pulling the cart over or onto your foot**
- **Getting caught between the loaded cart and a stationary object**
- **Slipping or falling**
- **Not being able to see over a high load**

Push when you can. Pull only when you must!

## PERFECT ATTENDANCE FOR JUNE 2004

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

Nancy Aceto  
Samuel Achirem  
Ronald Adams  
Lora Alexander  
Barbara Allinder  
Allen Anderson  
Michael Apraku  
Ryan Ashley  
Dion Backus  
Myrode Barker  
Jeffrey Bell  
Stephanie Benfield  
Charlene Benton  
Shirley Black  
James Blaha  
Cynthia Blair  
James Bowen  
Isaac Bozman, Jr.  
Michael Bradley  
Angela Bradley  
Erica Brentlinger  
Emma Bridgett  
Belinda Bright  
Terry Buckingham  
Phillip Bullard  
William Call III  
Kimberly Carothers  
Frank Castle  
Rose Clapsaddle  
Walter Clark  
Floran Clark  
Kay Collins  
James Collins  
Robert Combs  
Eileen Cook  
Rosemary Covarrubias  
Claudio Covarrubias  
Phyllis Crevison  
Jeffrey Crisp  
David Crisp  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Michael Dixon  
Nicole Drumm  
Shane Dugan  
Bernie Dziedzic  
Ray Edgington  
Christopher Eirich  
Donna Fay  
Judy Ferris

Lewis Fox  
Amanda Garber  
Nicholas George  
David Gibson  
Chris Gibson  
Betty Glower  
Misti Green  
Marvin Green  
Kenneth Harris  
Gary Hatcher  
Ronald Helterbran  
Mary Hendricks  
Charles Hengsteler  
Rita Henry  
Carol Hill  
Pamela Hoffman  
Roy Horner  
Loretta Horner  
Jeren Howell  
Danny Huffman  
Carrie Hughes  
Raymond Hunsicker  
Linda Irwin  
Donald Jackson  
Timothy Jaye  
Janice Johnson  
Eugene Jolliff  
Connie Jones  
Donald Jones  
Richard Kidd  
Rebecca Kidd  
Dale King  
Lisa King  
Gail Kinney  
Jason Kirby  
Jerome Krabill  
James Larsen  
Carol Lawrence  
James Legge  
Lawrence Likens  
Mark Lore  
Shane Losey  
Lola Love  
Melvin Lovelace  
Denise Martin  
Rene Mays  
Valentine Mbinakar  
Cynthia Mckinney  
Leslie Mcqueen  
Chong Hui Minter  
James Moore III  
Rilla Morgan  
Elaine Moring  
William Moton, Jr.  
Charles Mouser  
Stephanie Napier  
Kathleen Neves

Beth Neves  
Larry Pack  
Joyce Payne  
Cindy Pearson  
Howard Penny  
Robert Person  
Johnny Pierce  
James Poore  
Brian Prater  
William Preston  
Joshua Prosser  
Marie Reece  
Barbara Reed  
Donald Rismiller  
Donald Robinson  
Patricia Roby  
Todd Roush  
Mary Sacks  
Jeff Schertzer  
Derrick Seagle  
Victoria Seagle  
Linda Secrest  
Steve Shafer  
James Shaw  
Terry Shreve  
Joe Singleton  
Tracy Sirch  
Gregory Skaggs  
Wendy Smith  
Rex Snyder  
Julius Spencer, Jr.  
David Strawder  
Faith Thornhill  
Burrel Thornhill  
Charles Trickett  
Christopher Trickett  
Ruby Trout  
Kimberly Trout  
Joyce Trout  
Earl Trout  
Terry Tucker  
James Vance  
Charles Victor  
Thomas Westfall  
Fred White  
Henry White  
Brian Whitten  
Bobi Wibley  
Veronica Wilson  
Kurt Wilson  
Roger Winegardner  
Constance Wion  
Robert Wireman  
Jeffrey Wooddell  
James Woody  
Delores Wootchie  
Anthony Yoli

## Start Date Anniversaries

Danny Huffman	27 Years
Judy Ferris	7 Years
Raymond Hunsicker	7 Years
Steven Stewart	6 Years
Barbara Reed	5 Years
Jason Hutchison	4 Years
Angela Bradley	2 Years
Shawn Kennedy	2 Years
Faith Thornhill	2 Years
Lisa King	1 Year
Larry Lawson	1 Year
Melissa Wynegar	1 Year

## 90 Day Service Awards

Ronald Adams	Erica Brentlinger
Chris Gibson	David Gibson
Preston Hamlet, Jr.	Dion Jackson
Joachim Lavalley	Monford Lawson
Tamiaka Love	John Miller, Jr.
James Shaw	Cathy Trowbridge
Henry White	Erin Wilkins
Kurt Wilson	

## August Birthdays

Mary Hendricks	August 1
Brenda Johnson	August 5
Halimo Wais	August 5
Charles Hengsteler	August 6
James Larsen	August 6
Robert Combs	August 6
Amanda Miller	August 7
Douglas Halliday	August 8
Thomas Westfall	August 8
Eugene Jolliff	August 10
Isaac Bozman, Jr.	August 12
Lisa King	August 15
Eva Rockhold	August 15
Lora Alexander	August 15
Beverly Jones	August 16
Cynthia Blair	August 17
Eileen Cook	August 18
Richard White	August 19
Tammy Hodges	August 21
Andrew Branson	August 23
Timothy Carter	August 23
Monica Severance	August 23
Toni Jewell	August 23
Pamela Alloway	August 23
Willie Taylor	August 24
William Call III	August 25
Tracy Sirch	August 26
Lloyd Hawks	August 26
Robert Dickerson	August 27
Michael Talley	August 27
Melissa Wynegar	August 27
Albert Hayes	August 27
Lisa Milton	August 29
Anthony Whitlow	August 30
Christopher Carroll	August 30