



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: Lisandro Lorenzo

that the more associates are capable of performing developmentally, the greater an asset they are to the company.”

Quality has improved on Lisandro’s watch in several ways. His self-proclaimed accomplishment in floor work has taken quality and cost-effective floor work to a new level at this account. Clarke describes, “We had a system in place, and Lisandro implemented the schedule for hard floor and carpet care that allows us to meet our contractual obligations in a more cost-effective manner.”

His other accomplishments include working with teams regimented to working

projects and streamlining supply costs with an allocation process.

Lisandro is also known at his account as a person willing to take constructive criticism. By taking his extensive knowledge and coupling it with a new thought process, he has been able to advance his prior knowledge of the trade.

Born a citizen of Guatemala, Lisandro and his wife reside in their new Price Hill home. He has three children and enjoys soccer and spending time with family and friends in his free time. He came to the U.S. in 1997 and has been employed in the cleaning industry for the past eight years.

It’s not just experience that leads to success at Scioto: it is understanding. While Lisandro’s extensive supervisory background in the cleaning industry landed him the job as Team Leader at the Hamilton County Courthouse, it is his keen understanding of practices and principles that makes him a great leader.

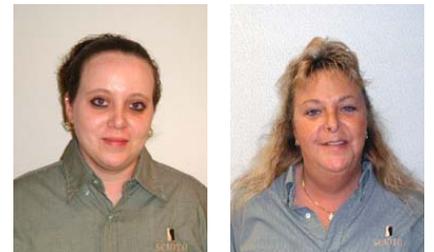
One of his primary tasks is cross-training. Account Manager Derek Clarke explains, “He subscribes to our belief

Maintaining Quality and Adding Service at Nestle

When our clients expand, they can rely on Scioto to answer the call and grow with them. Such is the case at Nestle, where business growth and project expansion have resulted in personnel and square footage increases at the Marysville facility.

Account Manager Aaron Williams was pleased to find the leaders within the crew were willing to bring their experience forth and lend extra help when changes needed to be made. He explains, “Our strength has been with our associates.” In particular, Judy Stradling and Erica Brentlinger took the opportunity to provide an invaluable service by using what they had learned from the construction cleanup process to assist with development and implementation of new schedule of routing to include the additional areas. Aaron further explains, “They headed up an efficient operating system by working together to come up with the new routes and taking control of the new areas. They made sure our staff was keeping up with expectations throughout the facility on a daily basis.”

The increase in cleanable space throughout the facility includes additional laboratory areas, office cubicles, staircases and entryways.



Maintaining the Scioto Standard of Clean: Erica Brentlinger, left, and Judy Stradling, right, led the charge in creating the new and efficient operating system model that has taken Nestle through the construction process and into expansion with consistent and quality cleaning results.

Casino Night

Mark your calendars! Casino Night is just around the corner:

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

For directions, visit
www.karenskakes.com.

It's A Girl

Congratulations to Faith Thornhill on the birth of a new granddaughter! Orianna Ann Michel Payne was born on December 10th at 10:08 a.m. weighing in at 8.10 lbs.

Honor Roll

Kudos to the Columbus State crew for receiving good marks from the students!

One such pupil was impressed enough to write a letter giving hats off to the Scioto associates cleaning the campus restrooms. She stated, "The men and women that clean these restrooms are a jewel because they always have a smile on their face and a kind word to say. Please let them know that someone sees the good job they are doing and commends them."

A Word From The President



Our continued success as an organization is dependent on our ability to provide our customers what they want. To achieve this Scioto must retain and attract the best people to help us provide our customers the best service at the

best price.

In 2005 our ability to retain and attract the best people to help us serve our customers is why we had a successful year, and again key to our success in 2006.

The foundation of consistent quality is based on having people dedicated to serving the customer. There are a few key numbers that indicate a company's ability to deliver consistent quality. The key statistics include attendance % and length of service.

In any given month Scioto has 200 people with perfect attendance. That means 200 people didn't miss a minute of work in that particular month. That means about 50% of our entire organization has perfect attendance every month.

Another key statistic is length of service. Our length of service is outstanding. Roughly 20% of our entire company has been with Scioto five years or more. The knowledge and dedication that group brings to the job site is essential to our customers being happy.

Length of service can also be a misleading statistic for a company growing at the rate of ours. In 2005 Scioto's sales increased by 15%. That means we created approximately 59 new jobs. That alone makes it difficult to increase the average length of service per person.

With more growth on the horizon it is critical that we surround ourselves with good people. One person at a time, we need to develop peo-

ple committed to helping us serve our customers. This very approach helped us serve Columbus State, an account in start up phase last fall. We had a good start up because 48% of our staff came from existing accounts. The new account gave people an opportunity to put their skills to work in a new position, a different shift, or a new environment. All for the benefit of providing opportunities for our associates and meeting the customers expectations.

Again we all must surround ourselves with good people at every job site and in every position in the company.

One way to measure our ability to do this is to measure our ability to retain our customers. Everyone's number one responsibility is customer retention. Our current customers are our only customers. Understanding their needs and delivering them the best service is every associate's responsibility, from our newest hire to the person with the most years of service.

In 2005 our retention rate was 96%. That is a good number and something we should be proud of. Let's set a goal to equal that in 2006. Make sure everyday you have an impact on customer retention.

Customer retention starts with the foundation of great attendance, length of service, and surrounding ourselves with other good people who have a passion for making the customer happy. Retention is all about consistency and details. Deliver both and the result is retention.

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

Chip



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The Scioto Difference

"Mr. Akio, our HAM President, recently spoke of working with passion. I advised the senior managers that it would do Mr. Akio well to come down to the paint repair area and see first hand the passion and team work that is being shown every day by Scioto and the paint repair team. When this team has their back against the wall, they get the job done day in and day out and deserve credit for making the impossible, possible. Please share with your team that their effort has not gone unnoticed."

Tim Radich
HAM Auto Plant
Spec Projects
(Special Project Assigned to Inventory)

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. The Honda Paint Repair team and Scioto worked overtime for several weeks when an inventory reduction was in order. Enduring rain and cold, and countless hours on their feet to accomplish the job, their hard work and dedication proved positive in meeting the client goals. The willingness to step forward and put in extensive overtime when needed is all in a day's work for this crew. And, that is the "Scioto Difference."

Operation Overtime

A Job Well Done:

Just one month into 2006, the Wrap Guard crew has already taken on a critical situation by working continuously over the course of January to help reduce the inventory for final paint. The 29-member crew deserve credit for the continuous days they spent in the plant. Working between 10 and 20 additional hours per week, Wrap Guard logged an impressive 780 hours of overtime in January to tackle this challenge alone, while still managing a scheduled production weekend. The associates and staff pulled together as a team and moved an impressive number of units.



A Team Effort: Scioto's Team Leader A Shift Ray Hunsicker, pictured left, alongside Tim Radich, HAM Special Projects. Scioto played an integral role in an inventory reduction movement last month.

**Is That
A Fact!**

Throughout the month of January, 5758.5 hours were worked and only 68 hours were lost due to absenteeism. In other words, the crew maintained a 99% attendance rating!

Thanks for a Job Well Done



"During the last 4 weeks, the high inventory at Honda resulted in many hours of OT and weekends. The wrap guard associates from both shifts have proven that they are willing to go above and beyond what is expected of them. The associates have been a great asset to the area and will continue to be in the future as well."

Teresa Bolen, Shift Leader A Shift



"Overtime in this area is a common occurrence and the hardest part especially over the last several weeks is to work weeks without a day off. The upside of this is that this happened during the winter months and it makes it a lot easier to work the weekends. With all of the team effort and support, we all turned a bad situation into a positive thing."

Keith Stockton, Team Leader, B Shift

Health & Wellness

Strengthen the Most Important Muscle

The heart is the most important muscle in the body. Like all muscles, it must be exercised regularly to remain strong and efficient.

Regular aerobic exercise like walking, jogging or cycling can improve your heart health, lower your risk for many diseases and lengthen your life span. However, your sweat and tears may not be the best indicator of exercise intensity. So, how can you tell if you're exercising your heart safely and effectively?

Fortunately, your heart (or heart rate, to be exact) holds the key for determining the safety and effectiveness of your fitness program. Direct measurement of your heart rate during exercise can be one of the most accurate ways to gauge your exercise performance.

Be Your Own Valentine:



Listen to your Heart!

Terms you should know:

Maximal Heart Rate (MHR) This number is related to your age. Assume that your MHR was 220 when you were born and reduces by one for every year of your life.

Target Heart Rate Zone (THRZ) This is the number of beats per minute (bpm) which your heart should beat during aerobic exercise.

Do the Math:

To estimate your maximal heart rate, subtract your age from 220. For example, if you are 40, then your MHR is 180 beats per minute (bpm). Sixty-five percent of 180 (.65 x 180) is 117 and 85 percent of 180 (.85 x 180) is 153. When you do aerobic exercise, aim to keep your heart rate above 117 but below 153. Beginning exercisers should aim for the low end of the target heart-rate zone. If you are more fit, aim for the higher end.

New Equipment Gives Restrooms a Deep Cleaning

Holiday Shutdown is a most opportune time for Scioto to experiment with its latest advances in cleaning equipment technology. During Christmas, the Kai Vac machine was implemented for cleaning the plant restrooms at MAP.

The job would take just the right associate, and Dan Napier, with a desire for working independently, found his niche in taking ownership of the machine. He is responsible not only for its operation, but has become instrumental in setting up the schedule for rotations and frequencies of cleaning the plant restrooms.

The Kai Vac was implemented during shutdown to increase the quality of the cleaning of the plant restrooms and be a support system for the associates that run the restroom routes on all three shifts. It gives the restrooms a "deep clean" that helps with the overall appearance, cleanliness, and sanitation of the restrooms. It allows for this deep cleaning to be done much quicker than in the past with much better quality as a result.

During the month of January, the use of the Kai Vac has resulted in a marked improvement in the cleaning quality in the restrooms. The next goal is to set all plant restrooms on a schedule to ease the flow of the work and gain better consistency in the quality of the cleaning.



Deep Cleaning: Dan Napier, pictured with the Kai Vac. The Kai Vac is a "no touch" cleaning machine that can clean a restroom top to bottom. It is a combination power washer, vacuum, and blow dryer that sprays a cleaning chemical on all walls, toilets, urinals, floors and any other fixtures that need cleaned in the restroom.

A Fond Farewell

Longtime Scioto associate Charlie Mouser received a major sendoff last month on his final day of service at the HTM account. The seventy-one year old is not retiring; he has accepted an open position at another Scioto account where he will be able to work 28 miles closer to his new home. As Charlie prepared for his final days before joining the team at DTR in Bluffton, he was met with surprise and bittersweet tears as co-workers lined up say good-bye to the man they came to call a friend.



The cake read **Good Luck Charlie, We'll Miss You!** Charlie was met by a line of HTM and Scioto associates who planned a surprise party to say goodbye to him.



"It's hard to see him go," says Jim Legge, pictured right with Charlie. **"Anytime I needed anything, Charlie was always here to guide me or lend a hand."**

Well-wishers lined the hallway to say their heartfelt goodbyes to Charlie Mouser.



HTM's Mitsuru Onishi, Associate Relations Senior Manager (left) and Joe Berner, Associate Relations (right) were on hand to say farewell to Charlie.

In Their Own Words...

HTM Staff share their fond memories of Charlie



Connie Rose, Associate Relations Budget Controller

"Charlie will be greatly missed. You could always count on Charlie to be at work and he would do anything you asked of him. Our cafeteria always looked great. We will miss his smiling face and his "Good Morning". The world needs more people like him."

Connie Rose

Frank Ulrey, Transmission Quality NV Test Staff



"We are sorry to see Charlie Mouser transferring from HTM. The only time I ever saw him not working was when he was at lunch. And he always had time for "hello." His replacement will have to work pretty hard to keep this place as clean as it is now."

Ann Wood



Lee Sanders, Environmental Staff Engineer

"I met Charlie fifteen years ago for the first time as he was mopping the floors the thing that struck me about him was the pride he took in the job he was doing, no one could make those floors shine like Charlie. Most of all was that friendly smile and a heartfelt greeting whenever he saw you. Over the years those casual greetings grew into exchanges about his family of whom he was so proud. We at HTM all know Charlie as a humble, hardworking man who deeply loves his wife and family, but above all we know Charlie as our friend, a part of our HTM family. Charlie is loved by all here and he will be greatly missed. We all want to thank Charlie for making our days brighter and our lives richer by your example of dedication."

Teresa Krisher

Joyce Trout, Scioto Associate



"I have worked with Charlie for many years. We were Bellemar Parts when he first came....What a lucky day for us! We here at HTM will miss him, as he has become very dear to all. Our HTM will never look or be the same without him. May God always bless him and his lovely wife."

Sherri Thompson



Tim Salley, Associate Relations Training Coordinator

Strengthening the Community

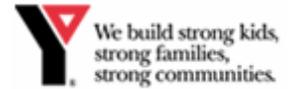
When Suzy Zumwalde recently assumed the position of CEO at the Union County Family YMCA, she had her work cut out for her. The task at hand was to make sure the facility reaches its full potential; that she must maintain and establish community contacts, and step up the image of the facility to make sure local residents are fully aware of the scope of their local YMCA.



With persons involved in various capacities, Scioto has committed itself to the success of this local organization and its new leader. According to Suzy, “With difficult decisions to be made, JR stepped into his leadership role as the President of our Board. He has been extremely supportive of me and I hold him in high regard.” CFO David Anderson offered his expertise in helping to sort out some challenging financial situations and point the YMCA in the right direction. Of both individuals, Suzy explains that their involvement required a significant time commitment on a weekly basis for the first few months. She says, “They never told me they were too busy. I called on them often and their leadership was instrumental.”

New Leader: Suzy Zumwalde, CEO for the Union County Family YMCA invites Scioto associates and customers to take a tour of the facility. Walk-ins are welcome to come and see the new spinning, water and aerobic exercise programs the YMCA has to offer.

Matt Niswonger has also assisted as part of the Building and Grounds Committee, while Lou Harbold recently advised on a permanent placement for a custodial position that has resulted in an extremely satisfactory outcome.



Union County Family YMCA
1150 Charles Lane
Marysville, Ohio

Although roles on the Board will shift in the coming year, Suzy looks forward to Scioto’s continued involvement. “I extremely appreciate their commitment. I don’t believe we would be where we are today without them.”

Benefits In Action

The Scioto Wellness Plan: Keeping Up Your Part of the Bargain

Remember that in order to continue getting the new benefit of a lower health premium, you must continue to participate in your assigned health and wellness activities.

After completing the blood draws and the questionnaire, associates can access the program and begin following the activity requirements.

Unfortunately, some of the participants that completed the blood draws, have not yet completed the HRA questionnaire and will not receive their individual report, which outlines their results. Instead, a Second Chance Letter is going out to all of those participants. Remember...Participation in the program is driven by a company-sponsored incentive, which is lower premium contributions for those that participant in the program and remain compliant. Scioto has extended the period for these participants to complete the HRA and remain compliant with the program.

Keep up your part of the deal so Scioto can continue to offer you lower-cost health premiums!

LifeScreen: On the Phone and On the Web

www.lifescreeen.net

888-522-7799

Falling from Slips and Trips

Falling is a sudden, unwanted experience. Every year many people are injured from falls caused by slipping, tripping or missing a step on stairs. These falls can be at home, work or anywhere else you travel. Most falls involved one or more of the following factors: footwear, surface, housekeeping, visibility, distractions and running. Offices, work shops, outdoors and construction areas have the same factors, but some factors are more important in different areas.

Footwear

Many occupations have special footwear designed for comfort, for protection of feet and to reduce the chance of slipping. Examples include:

- Steel toes to protect against dropped objects or kicking against obstructions at work;
- Oil resistant soles to reduce the chance of slipping on wet or oily floors;
- Lugged soles and heels to prevent slipping in muddy or wet outdoor areas;
- Ankle high boots to stabilize on rough ground.

Work Surfaces

The surface you walk on has an important function in preventing against slips and falls. Smooth surfaces, such as painted concrete, polished wood floors and marble can be slippery when wet. Construction sites can have rough dirt or gravel surfaces that can cause a twisted ankle.

Housekeeping

Do your part by maintaining good housekeeping! It is important to be sure to keep electrical wires from becoming trip hazards, keep debris from operations and packaging cleaned up, and set up equipment for safe, free passage between operations.

Visibility and Distractions

Good visibility—good lighting, proper eyewear and lack of glare—is needed to avoid trip hazards and slippery areas. Moving machinery, moving vehicles, tight work areas and other distractions make it difficult to remain alert to hazards.

Preventing Falls At HTM



“The floors in our environment get slippery from oil. It is important to use extra caution in those areas.”

—William Hampton



“Working at HTM, we are aware that the floors get slippery and it is important to hold on and sturdy yourself in those conditions.”

—Joyce Trout

PERFECT ATTENDANCE FOR DECEMBER 2005

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

Eric Adu
Deborah Anderson
Allen Anderson
Michael Apraku
Ryan Ashley
Amber Baker
Booto Hirsi Barre
Ray Beach
Charlene Benton
Shirley Black
James Blaha
Teresa Bolen
James Bowen
Larry Bower, Jr.
Willie Bradford
Angela Bradley
Erica Brentlinger
Belinda Bright
Karlos Brown
Sabrina Brown
Leslie Brown
Terry Buckingham
Phillip Bullard
Ulysses Bunch Jr.
Carolyn Byron
Darnell Byron
Maria Cabezudo
William Call III
Timothy Carter
Shawn Castleberry
Rose Clapsaddle
Floran Clark
Richard Clegg
Marcia Clongner
Ronald Coleman
Kay Collins
James Combs
Robert Combs
Christine Conrad
Eileen Cook
Amber Cook
Rosemary Covarrubias
Kendra Cox
Donald Crawford
Phyllis Crevison
David Crisp
Geonia Cummings
Dixie Dalton
Carol Davis
Aleisha Delaney
Robert Dillard
Michael Dixon
Amy Dodd
Cory Dodds
Bernie Dziedzic
Zatricia Edmonds

Robert Edmonds
Christopher Eirich
David Evilsizor
Judy Ferris
Wallace Garnett
Nicholas George
Bettie Gholston
Carolyn Gildersleeve
William Graves
Jesse Green
Marvin Green
Modesto Guerra
Kirstie Mae Hade
Bonnie Lee Hade
William Hampton
Kenneth Harlan
Lloyd Hawks
Levi Helms
Mary Hendricks
Eusebia Henriquez
Ibrahim Hersi
Antonie Hill
Carol Hill
Betina Hines
Sherry Hitt
Travis Hollins
Roy Horner
Jeren Howell
Octavia Howell
Danny Huffman
Carrie Hughes
Raymond Hunsicker
Myra Ivey
Mary Jane Jakeway
Tamara Jakeway
Timothy Jaye
Toni Jewell
Brenda Johnson
Janice Johnson
William Johnson
Donald Jones
Mark Jones
Beverly Jones
Connie Jones
Shannon Jordan
Harry Justice
Shawn Kennedy
Lisa King
Jason Kirby
Terri Kiser
Jeanette Kocou
Eva Lamar
Roosevelt Latimore
Carol Lawrence
Ricky Lawson
James Legge
Lawrence Likens
James Lindenberger
Lisandro Lorenzo
Regina Lorenzo-
Hernandez
Shane Losey

Lola Love
Suki Lozoya
Brandy Marks
Denise Martin
Nicholas Martinez
Rene Mays
Valentine Mbinakar
Beverly McClanahan
Cynthia McKinney
Amanda McKinney
Leslie McQueen
Amanda Miller
Chong Hui Minter
James Moore III
Rilla Morgan
Elaine Moring
Gary Mosbacker
William Moton Jr.
Charles Mouser
Francis Mulvaine
Stephanie Napier
Eric Navarro
Beth Neves
Brandy O'Neal
Donovan Oswalt
Larry Pack
Miranda Payne
Howard Penny
Johnny Pierce
Elizabeth Pokuaa
James Poore
Brian Prater
Robert Radcliffe
Odell Ratliff
Marie Reece
Barbara Reed
Tyrone Reggins
Arthur Reuber
Donald Rismiller
Donald Robinson
Patricia Roby
Jusue Rosaruo
Stefan Ross
Todd Roush
John Ryan
Jeff Schertzer
Derrick Seagle
Linda Secrest
Steve Shafer
Darrell Shaw, Jr.
Jeremiah Sheets
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Brenda Smith
Brian Smith
Anna Smith
Larry Smith
Joshua Smith
Ernest Snow
Julius Spencer

Frank Stid
Carol Storey
David Strawder
April Stump
Michael Talley
Willie Taylor
Gerthlyn Terrell
Charles Thomas
Burrell Thornhill Jr.
Christopher Trickett
Charles Trickett
Sharon Trotter
Ruby Trout
Earl Trout
Joyce Trout
Terry Tucker

James Vance
Elizabeth Venturini
Charles Victor
Delores Wagner
Marsha Walker
Robin Watson
Thomas Westfall
Fred White
Erin Wilkins
Felicia Williamson
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody
Christie Zaayer

Start Date Anniversaries

Michael Jones	12 Years
Jeff Schertzer	11 Years
Lola Love	4 Years
Joe Singleton	4 Years
Donna Breece	3 Years
Shane Losey	3 Years
Valentine Mbinakar	3 Years
Leslie McQueen	3 Years
Terry Buckingham	2 Years
Kay Collins	2 Years
Henry Devoe	2 Years
Heidi Hall	2 Years
Lawrence Likens	2 Years
Larry Pack	2 Years
Ernest Snow	2 Years
Leslie Brown	1 Year
Shawn Castleberry	1 Year
Lynn Estep	1 Year
Jesse Green	1 Year
Rebecca Green	1 Year
Betina Hines	1 Year
Jeren Howell	1 Year
Octavia Howell	1 Year
Joshua Smith	1 Year
Catherine Williams	1 Year

90 Day Service Awards

Christine Conrad	Antonie Hill
Monique Hollis	Jaime King
Nicholas Martinez	Robert Moore
Brandy O'Neal	Alan Pratt
Odell Ratliff	Jusue Rosaruo
Darrell Shaw, Jr.	Devin Spears
James Turner	Kenya Walker