



The Scioto News

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

Inside This Issue:

The New Standard in Cleaning

Word From The President	2
The Scioto Difference	3
Health and Wellness	4
Associate Innovations	4
Summer Picnic	5
Veterans Remembered	6
Benefits in Action	6
Drug Free Work Place	7
Announcements	8



Associate Profile: Beth Neves

shift, Beth spends a critical hour in the late afternoon making herself available for important feedback before the customers leave for the day.

Account Manager Mike Taylor explains, “She’s superb in the area of customer service—an effective communicator.” Beth is responsible for an executive area and has always performed her tasks with a quality-oriented mindset. Mike adds, “In that hour before they leave for the day, she obtains important feedback on how to better serve them.”

Working independently, Beth is responsible for cleaning offices, laboratories, restrooms and pedestrian areas.

While Beth describes the most enjoyable and gratifying aspect of her job is her daily interaction with customers, she is also largely appreciated for her willingness to cross-train. Through her initiative to fill in where needed, Beth is now capable of working in any of the six different cleaning areas at the account.

Beth is a Troy, Ohio native where she resides with her daughter, Emma. She enjoys reading, gardening, music and sports in her free time.

Beth’s ambitions also include Volunteer work at Head Start, where she is training to be a youth and adult literacy advocate.

While working at Hobart for the past five years, a former graphic artist for an area newspaper uncovered a new hidden talent. Beth Neves has found that her interests lie in the customer service function of her job, which has inspired her back to school to pursue education in the field of administrative/customer service training.

While performing her general cleaning duties on second

New Columbus High-Rise Account Underway

The growth of Scioto Services continues! The most recent addition to our family of customers is the William Green Building. The William Green Building is a Class “A” office building located in downtown Columbus and is home to approximately 1,300 employees and visitors of the Bureau of Workers Compensation on a daily basis. The building is 30 stories tall and has in excess of one million square feet of space, including a beautiful atrium lobby with many meeting/training rooms.

It is not simple to maintain a building with such a high traffic volume. Keeping lobbies, restrooms, kitchenettes and a fitness center looking crisp and pristine is a daily challenge as a result of the building density. The ability to provide quality service lies with a team of associates, each with quality experience in the cleaning industry. They are supported by the leadership of Account Manager Chet Davis, who provides the framework of a team poised to exceed expectations.

Scioto Services provides housekeeping services on first and second shifts. Our associates and management team looks forward to providing our customary level of high quality service to our newest client.



First Row (L to R) Jacklyn Peppers, Wanda Latimore, Phyllis Ratcliff
Second Row (L to R) Sahra Elmi, Saharla Ali, Shukri Ashkir
Third Row (L to R) Roxanne Logan, Aaron Ford, Chet Davis, Darren Thurman
Missing from picture: Tammy Jakeway

Welcome Back

Charlie Mouser received a warm welcome back to HTM after an extended absence. We are all glad to have you back!



The Scioto Way



Nobody will argue that our main responsibility is to provide the client what they want. Whether what they want is a clean facility, clean equipment, or a properly wrapped car, our goal is to give each client what they want.

Ensuring each client gets what they want requires understanding how the client wants served. If someone says they want a great steak, besides providing a great piece of beef, you need to know how the client wants it cooked. Otherwise something good is not what the client desired if you don't understand "how" they want it cooked.

The same analogy works in our business. Whatever the service we know our clients expect good consistent service. The second part of the equation is to understand how good consistent service is defined.

We as a company have our own procedures and measurables which help us gauge our performance, but just as important is to understand how the client defines it.

It's important that each of us understands how the client defines good service. Some clients base it on calls they receive from people within the facility, others say no news is good news. Others base it on a combination of their own perceptions and what others tell them. Whatever combination of ways each of us must know how it is defined.

Knowing the client's definition of good service requires three things. First you must have your own expectations of what clean is. Second you must listen to what the client says and third always ask questions to ensure you understand the expectations and to follow up on the execution of the expectations to ensure the expectation is being satisfied.

Having our own expectations is critical. People who have expectations are people who have pride. Any new situations you're in always make sure

you understand the expectations. It's much easier to serve the clients expectations when you have your own.

If you listen the client will tell you what's important and how they want served. Sometimes its clear and other times it may be subtle. It's our responsibility to turn what we've learned into an operating plan that answers the questions to: who, what, where, when, and why.

After we've determined how to best serve the client its important that we gauge our ability to meet those expectations. We do this through follow up. We follow up to ensure our own expectations, as well as, the client's are being met. This is our opportunity to communicate performance and ask questions to ensure understanding of what the client expects. If a gap exists, follow up puts us in the position to close it. Without it companies are in the dark.

As an associate of Scioto we all have a responsibility to understand what our clients expect. It's easy to say our clients want good consistent service. Our key is to make sure we understand "how" the client defines it.

It starts with each of us having our own expectations. From there it requires all of us within our account being on the same page with understanding how the client defines good service. So use this opportunity to ask your manager how the client defines good service and make sure you're listening for those clues yourself and passing information along. Everyone is responsible for listening, asking questions and follow up. Our ability to do this is what separates us from the competition.

Thanks for listening and being part of the Scioto family,

Chip

Check Your Check

Before the end of the year, it is important that you review your pay-check and report any necessary changes, i.e address, social security number for tax purposes.

Are you Virus Free?

At work and at home, your cyber well-being is just a mouse click away! Don't forget to periodically update your anti-virus software. Not sure? Simply right click on the icon at the bottom right of your screen to see the date of your last update. If it has not been updated within the last few days, it's time to take appropriate steps to protect your computer!



Time to Fall Back

Don't come to work an hour early! Remember to "fall back" to Daylight Savings Time on October 29.



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The Scioto Difference

“Preparing for the presidential tour was a tactical exercise in last-minute planning. I am proud that we were able to stand behind our commitment to be tour-ready at all times. This was due to our associates who were willing to come in over a holiday weekend to help prepare. They stood fast and stuck through it as a team.”

Jim Legge
Scioto Account Leader at HTM

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. In order to prepare for the visit of an important international guest, Scioto associates tackle special projects on behalf of a client. Coming together to perform their tasks under time constraints was a smooth operation for the tour-ready account crew. And, that is the **“Scioto Difference.”**

Preparing for a Presidential Tour

With a presidential tour scheduled for HTM, Scioto went the extra mile to ensure that the client could focus solely on satisfying their important guest, while the crew successfully ensured the cleanliness of the account in preparation for the visit.

Walls of Windows and Windows of Walls

In collaboration with HTM, Scioto crew members were trained on high-lifts in order to reach the 45 large windows that needed cleaned, as well as to wash down the 20-30 feet high walls. They also performed a variety of detail work, including stripping and waxing floors, cleaning pipes, and washed down railings in coordination with the paint crew following behind them, all during full production!



“From my point of view, preparing for the presidential visit to HTM was very exciting. Several of us took high-lift training to operate the scissor lifts in order to perform the necessary cleaning tasks. Everyone pitched in working ten hour days, seven days a week in order to ensure that all would be ready on schedule.”

Robyn Hartman
Scioto Associate at HTM



Health & Wellness

Coffee: the Good Buzz

Over the years coffee has been blamed for causing everything from high blood pressure and high cholesterol (and thus heart disease) to pancreatic cancer, fibrocystic breast disease, and bone loss. The main focus has been on caffeine, one of the most extensively studied substances in food. But in nearly every instance early research linking coffee or caffeine to health problems has been refuted by better subsequent studies. “Not guilty” has repeatedly been the verdict. The pendulum has swung so far that some researchers now suggest that coffee may actually have health benefits.

How can coffee be good for you?

Coffee usually contains anywhere from 60 to 120 milligrams of caffeine in six ounces. Caffeine’s benefits are well known. It is a mild psychoactive substance—it stimulates the central nervous system. Thus, it improves reaction time, mental acuity, alertness, and mood, wards off drowsiness, and helps millions wake up and feel better in the morning. It also has an analgesic effect, which is why it is added to some pain relievers.

Like all plant foods, coffee (derived from a bean) contains many naturally occurring chemicals—more than 1,000 have been identified so far—some potentially harmful, some potentially healthful. As in tea, many of the beneficial substances are antioxidants, which help protect against cell-damaging free radicals, and thus may reduce the risk of heart disease and cancer. In fact, a recent study found that coffee is the No.1 source of antioxidants in the U.S., largely because Americans drink so much of it.



Words to the wise:
There’s no health reason to deprive yourself of coffee if you like the lift it gives and the sociability it affords, unless you suffer adverse effects. On the other hand, though we won’t be surprised if coffee producers and servers soon start promoting coffee as a health drink, the potential benefits are still too uncertain to lead anyone to start drinking coffee. Drink it only if you enjoy it.

Daily Floor Work Saves Money in the Long Run

While it’s been known that burnishing is an important and cost-effective part of the process of keeping floors looking their best, Burrel Thornhill found a new way of going about it. He explains, “We were taking time out for me and the Team Leader to come and do the burnishing.” This realization led to a change in the cleaning routine at MAP Motorcycle General Cleaning, where they decided to save time and product by having more associates trained in the practice of burnishing.

The best way to combat and preserve floors from this type of daily damage that is on the wax itself is to keep it cleaner. In this particular case, they are dealing with the high amount of grease from production and the large-scale kitchen area. The buffing process hardens the wax back up and the scrubber gets the layer of dirt out.

With the objective of trying to involve more associates in the burnishing process, four associates have taken it upon themselves to do the buffing the their areas. As Burrel explains, it is most advantageous to have the person who is responsible for the daily cleaning of a floor also in charge of burnishing the same area. He further describes the return for them is that the floors they care for are easier to wax. Burrel says, “By extending the time between stripping and waxing, we meet our goal of saving the client money by reducing the need to perform this process to an unprecedented minimum.”

Taking Floor Matters into their own hands. These four associates have created a regular schedule of burnishing for small and large areas alike, expanding the time frame between costly strip and wax jobs by as much as three months.



**Connie
Jones**



**Brandy
Marks**



**Ann
Clark**



**Tabitha
Kindle**

Summer Picnic

What better way to spend a warm sunny day than at the Zoo? The summer picnic holds memories of great times that associates had with their families and co-workers. With activities for the entire family, from pet demonstrations to a scavenger hunt, it is just the type that could boost employee morale. Our old-fashioned family picnic gives guests a chance to get together in an informal environment and build a sense of camaraderie and teamwork. Congratulations to our scavenger hunt winner Leroy Hutsell!

A Day at the Zoo



Summer Fun



Children

Family

Sunshine



Train Rides



Carousel Horses



Great Food

Cool Drinks

Animals



Friends

Honoring Those Who Served

Scioto personnel recently met with members of the Union County Veteran’s Committee to present a contribution toward the efforts of the local organization. The Committee is a group of Union County citizens whose mission is to construct a permanent monument and database with photographs to recognize all Union County Veterans, past, present and future. The mission of the fundraising project is to raise the funds for a monument on the courthouse lawn in Marysville.

CFO David Anderson explained the interest in participating as twofold. “For one, it is an opportunity for us to serve our community. We also thought it would be an excellent way to recognize and honor our own associates who are veterans themselves.”

For this reason, David chose two individuals to attend the meeting to present the check. Chris Trickett, an eight year veteran of the United States Air Force, and Donna Wright, whose family ties to Union County veterans reach back. She explains, “My mother’s first husband died fighting in World War II; and she met my father when they were both in the U.S. Army in World War II. With my family background, I believe it is extremely important for this monument to help keep our future generations educated and in remembrance of all those who have fought for their freedom through the years.”



In honor of those who served: Scioto presents a check (l to r) to Major General (Retired) Oscar Decker, and Esther Carmany of the Veteran’s Remembrance Committee. Next to them are Donna Wright, Chris Trickett and David Anderson.

For more information, visit the web site at : www3.co.union.oh.us/vetmemorial/



Benefits In Action

Flexible Spending Account

Set Aside Tax-Free Money to Help Pay Your Medical and Dependent Care Expenses!

A flexible spending account (FSA) is a tax-advantaged savings account set up through an employer in the United States. An FSA allows an employee to set aside a portion of his or her pay to pay for qualified medical or dependent care expenses. Money deducted from an employee's pay into an FSA is not subject to payroll taxes, resulting in a substantial payroll tax savings.

Flex Plan Open Enrollment Starts Soon! Meetings will be held the last two weeks of October. Check with your Manager for the exact date and time you can sign up and begin stretching your hard-earned dollars!

Still not sure? Listen to how other associates have already taken advantage of this fabulous benefit!



“I was able to turn in store receipts for over-the-counter items and use my money in a lump sum without being taxed on that money.”

Burrel Thornhill



“When unexpected medical bills came up, I was able to receive my reimbursement to help with the costs. It was a tremendous financial help.”

Rose Clapsaddle



“It’s worth taking the time to calculate your medical and dependent care expenses for the year in order to save this amount of money.”

Steve Niswonger

Drug Free Workplace

The Drug-Free Workplace Program (DFWP) is a BWC rate program which offers a premium discount to eligible employers for implementing a program addressing workplace use and misuse of alcohol and other drugs, including prescription, over-the-counter, and illegal drug abuse.

The Scioto staff have undergone the annual refresher training. Here's what they went over:

Under what circumstances will testing take place?

- **Pre-employment testing**
- **Post accident testing if outside medical is required**
- **Reasonable suspicion testing**
- **Follow-up testing after a positive test**



Don't get your highs in life by breaking safety regulations.

Who does this program cover and who is subject to the terms?

- **This program covers everyone who works for Scioto. If you receive a paycheck from Scioto then you are covered by this program. Contractors and temps hired by Scioto are subject to this policy as well.**

After collection or a test has happened, when will the associate return to work and what are the terms of compensation?

- **The associate can return to work immediately unless there is reasonable suspicion. If reasonable suspicion then associate remains off work until the results of the test are known. If the test results are positive then they are not compensated for that time off work but if the results are negative Scioto will reimburse the associates for their time off work.**

What happens if an associate tests positive?

- **If the associate is within their first 90 days they are terminated. After 90 days it depends upon the situation of the positive test or violation of this program. It could range from being sent to assessment and treatment up to termination of employment.**

What terms will the associate be subject to if he/she goes for an assessment?

- **They must follow the direction of the assessment regardless of what the treatment may be**



Clearness of mind can prevent mishaps!

Besides a positive substance test, what else constitutes a violation of the company's program?

- **Not adhering to this program**
- **Refusing a test**
- **Adulterating a test**
- **Not reporting an accident or injury in a timely manner**
- **Not reporting for a test in a timely manner**



"It is a great way to keep everyone safe so they can go home at night to their loved ones."

David Shifflet

**M
M
P**



"To me, this policy is important in ensuring everyone on the job sight is sharp and focused on their jobs, keeping all of us safe."

Ted Ferrell

**P
A
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T**



"I think Scioto is doing the right thing with our drug and alcohol policy. After all, safety is for everyone!"

Robert Combs



Letting everyone know how the policy works and is implemented makes me feel like I work for a top-notch organization."

Don Robinson

PERFECT ATTENDANCE FOR AUGUST 2006

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

Mubarek Ahmed
Nana Akyaw
Deeb Omar Ali
Saharla Ali
Angela Alvarez
Dina Ama
Donald Antwi
Gladys Antwi
Lakisha Arter
Emma Arthur
James Ash
Shukri Ashkir
Amber Baker
Carol Ballew
Booto Hirsi Barre
Jill Berry
Shirley Black
Raymond Blackburn
Michael Bloemer
James Bowen
Larry Bower, Jr.
Brook Bowman
Donna Breece
Russell Bright
Belinda Bright
Heather Brooke
Angel Brown
Karlson Brown
Roberto Brown
Sabrina Brown
Gregory D' Brunson
Phillip Bullard
Bruce Burton
Loyd Butcher
Bryan Byard
Maria Cabezudo
Benega Carawan
Antonia Cepeda
Rose Clapsaddle
Floran Clark
Brandon Clary
Louise Clegg
Richard Clegg
Marcia Cloninger
James Collins
Kay Collins
Robert Combs
James Combs
Jeremy Cox
Phyllis Crevision
David Crisp
Dannie Cromes
Xavier Cruz
Geonia Cummings
Dixie Dalton
Carol Davis
Aleisha Delaney
Eric Dickerson
Robert Dickerson
Alexis Dickerson
Dwayne Dickey
Robert Dillard
Michael Dixon
Marcella Dozier
Stephanie Drake
Zatricia Edmonds
Christopher Eirich
David Evilsizor
Donna Fay
Ted Ferrell
Judy Ferris
Sharon Flewellyn

Dannie Furrow
Wallace Garnett
Carolyn Gildersleeve
Torrez Minerva Gonsalez
Antoine Gordon
Timothy Gordon
Amy Grant
William Graves
Gloria Green
Jesse Green
Marvin Green
Robert Gregory
Modesto Guerra
Nuru Salad Guled
Kenneth Harlan
Steven Harris
Thomas Harris
Jo Ann Harrison
Robyn Hartman
Lloyd Hawks
Wilo Farah Hayle
Ronald Helterbran
Mary Hendricks
Maria Hernandez
Alexander Hill
Carol Hill
Gerald Hiltibran
Asha Hirsi
Sherry Hitt
Pamela Hoffman
Travis Hollins
Loretta Horner
Erma Houston
Octavia Howell
Raymond Hunsicker
Brandon Hunt
Chane Hutsell
Myra Ivey
Patricia Jackson
Mary Jane Jakeway
Carlos Jimenes
Brenda Johnson
Janice Johnson
Toleise Johnson
Eugene Jolliff
Connie Jones
Beverly Jones
Regina Jones
Donald Jones
Karry Kean
Stephen Keelin, Jr.
Gina Kennedy
Tabitha Kindle
Lisa King
Jason Kirby
Angeline Koanang
Eva Lamar
Roosevelt Latimore
Ricky Lawson
Larry Lawson
Cuong Le
Ovetta Leary
James Legge
Jane Lesure
Lawrence Likens
James Lindenberger
Roxanna Logan
Lisandro Lorenzo
Shane Losey
Suki Lozoya
Judy Mabry
Marielys Maldonado
Brandy Marks
Denise Martin
Valentine Mbinakar
Beverly Mcclanahan
Mary Mccoy
Alberta Mccarland
Cynthia Mckinney

Jerry Mershon
Jennifer Mershon
John Miller
Beverlee Miller
Akua Minta
James Moore III
Rilla Morgan
Elaine Moring
William Moton Jr.
Charles Mouser
Francis Mulvaine
Elizabeth Murphy
Becky Napier
Kenneth Neate
Beth Neves
Albert Nimako
Emmanuel Nsiah
Brandy O'neal
Martha Oduro
Juliana Oppong
Donovan Oswalt
Robin Pastor
Nicole Penrod
Robert Phipps
Johnny Pierce
Arletta Pitts
Elizabeth Pokuaa
Larry Ponn
James Poore
Elijah Preston
William Preston
Carolyn Randall
Phyllis Ratliff
Linda Rayford
Thomas Rayford
Marie Reece
Barbara Reed
Keith Repass
Arthur Reuber
William Rich
Homer Richardson
Sherry Rigsby
Donald Rismiller
Jennifer Robb
Donald Robinson
Patricia Roby
Latasha Roddy
Stefan Ross
Cynthia Sanford
Carlos Santiago
Isaac Sarfo
Jennifer Saunders
Herbert Savage
Jeff Schertzer
William Scott
Brent Scott
Linda Secrest
Steve Shafer Sr
Darrell Shaw, Jr.
Michael Shepherd
Kathy Shonebarger
Sharmane Shortridge
Terry Shreve
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Anna Smith
Brian Smith
Byron Smith
Anthony Smith
Rex Snyder
Devin Speaks
Jerico Spears
Julius Spencer
Steven Stewart
Sharon Stinemetz
Keith Stockton
Judy Stradling

Thomas Stradling
David Strawder
April Stump
Joseph Suders
Tina Taylor
Delores Taylor
Ashley Taylor
William Taylor
Willie Taylor
Grethlyn Terrell
Burrel Thornhill Jr.
Christopher Trickett
Mikeah Trotter
Earl Trout
Joyce Trout
Ruby Trout
Terry Tucker
Angela Turner
Michael Van Cleave
Charles Victor
George Vonderhaar
Mary Vonderhaar

Rebecca Wade
Violet Wagner
Kenya Walker
Bilad Warsame
Robin Watson
Curt Watson
Thomas Westfall
Fred White
Catherine Williams
Sharon Williams
Felicia Williamson
Tamara Wilson
Lynnette Wilson
Roger Winegardner
Constance Wion
Valessia Wise
Jeffrey Wooddell
James Woody
Robert Wright
Barbara Wuest

Start Date Anniversaries

Fred White	16 Years
Joyce Trout	12 Years
Deborah Anderson	9 Years
Joseph Warner	8 Years
Lloyd Williams III	5 Years
James Bowen	4 Years
Floran Clark	4 Years
Christopher Eirich	4 Years
Cynthia Sanford	4 Years
Brian Prater	3 Years
Jill Berry	2 Years
Alexis Dickerson	2 Years
Elizabeth Murphy	2 Years
Larry Smith	2 Years
Booto Hirsi Barre	1 Year
Robert Edmonds	1 Year
Shannon Jordan	1 Year
Tabitha Kindle	1 Year
Jane Lesure	1 Year
Brandy Marks	1 Year
Elizabeth Pokuaa	1 Year
Elijah Preston	1 Year
Arthur Reuber	1 Year
Jennifer Robb	1 Year
Michael Shepherd	1 Year

90 Day Service Awards

Eric Adu	Saharla Ali
Lakisha Arter	Shukri Ashkir
Raymond Blackburn	Michael Bloemer
Gregory D' Brunson	James Combs
Dannie Cromes	Aaron Ford
Sherry Douglas	Michael Grunninger
Antoine Gordon	Erma Houston
Stephen Hooper	Maureen Jenkins
Patricia Jackson	Wanda Latimore
David Max Johnson	Jacklynn Peppers
Roxanna Logan	Ricky Shreve
Latasha Roddy	Delores Taylor
Rana Spillman	Tamara Wilson
William Taylor	
Barbara Wuest	