

Our Sincerest Thanks
to our Customers for
assisting us to win
The Highly Prestigious
Queen's Award for
Enterprise & Innovation



THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2002

SIK CLEAN.COM

are delighted to inform you
that the SYR products you
purchase have been
acclaimed as part of
this award

The History of The Queen's Award

"The Queen's Award to Industry" was instituted by Royal Warrant in 1966. In 1999 a committee chaired by HRH The Prince of Wales carried out a comprehensive review. They recommended that the three Award categories be collectively known as "The Queen's Awards for Enterprise".

The Award for Innovation recognises outstanding performance in design, production, marketing and distribution of goods and services.

HM The Queen makes the Awards on the advice of The Prime Minister, who is assisted by an Advisory Committee that includes representatives of Government, industry and commerce and the trade unions.

The Advisory Committee is served by Panels of Judges. The Innovations Panel is chaired by The Permanent Secretary of The Department of Trade and Industry.

Past and present winners include IBM, Toyota, JCB, Sony, Aston Martin Lagonda, Cable and Wireless Marine, Sanyo, Rolls Royce, Smiths Industries, British Aerospace, BUPA, Caterpillar, Motorola, Pilkington Micronics, Glaxo, Hewlett-Packard, Jaguar, Pfizer, Eli Lilly, Marconi, Nortel Networks, Land Rover, Martin Baker Aircraft, BBC, Kodak and Vosper Thornycroft.

The applications are judged solely on merit and the Award is the highest honour that can be bestowed on a UK business. The "The Queen's Awards for Enterprise" are undoubtedly recognised as the most prestigious accolades in today's global business arena and to be granted a Queen's Award is to be acknowledged as one of the best in your field.



**THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2002**

The History of SYR & its Innovations

What's in a Name

The Trade name SYR clean.com has evolved from a series of events and mergers over the years, starting with Scot Young Window Cleaning in Toronto Canada in 1954, and developing into Scot Young Research throughout the world. In 1999 all operating Company names were changed to incorporate the letters SYR, evolving into **SYR CLEAN.COM** by the year 2000.

In the Beginning 1954 - 1984

It all began when Scot Young emigrated to Canada in 1954 and started a Window Cleaning Company in Toronto to be followed by an Internal Building Cleaning Company. He then returned to open the first UK Branch in Glasgow Scotland, his home town. Very soon Branches opened in Paisley and Hamilton Scotland. The first English Branch was opened in 1961 at Manchester.

After a short period of consolidation, explosive expansion followed when branches opened in Calgary, Edmonton and Vancouver Canada and in London, England. 1975 saw branch operations in Jersey, Channel Islands and Birmingham England.

In 1982 all SYR Service Branches in Canada, Scotland, England and the Channel Islands employing over 4,000 workers, were sold to various companies including Gardener Merchant, Sketchleys, American Building Maintenance, Securicor and SYR Management buy outs.

The Switch from Service to Manufacturing begins ! 1985

Switching to manufacturing after 30 years in the contract cleaning industry is a bone chilling experience. From the very first day SYR's manufacturing operation was permanently influenced by its service roots to cleaning.

Invention is a major aspect that clearly separates SYR from each and every one of its competitors throughout the World. **INNOVATION IS DIFFICULT - INVENTION IS MUCH MORE** integrating this with service is utterly **UNIQUE**.

New products introduced were as much corrections of faults known to exist as they were inventions and innovations. This same philosophy exists throughout the company to the present day. 18 patents (with 17 Patents pending) and 780 inter-connected innovations give SYR a head and shoulders lead over any other of its competitors small or large, throughout the World.

Within fifteen years SYR's **INNOVATION, INVENTION and DEVELOPMENT** proceeded at such a rate that all main competition in the UK was reduced to a secondary position.

SYR in Britain and the USA

The present day sees two Manufacturing Bases which duplicate and compliment each other. One is based in St. Joseph Missouri USA. The other is based in Birmingham England. Both manufacturing sites have identical Tooling, Product Assembly Facilities, Warehousing and Production Capacity and enjoy a mutual interflow of technological innovation and development.

As ever the Scot Young Family develops and grows, it understands cleaning because its been there ! and done it ! and it still continues to do it - some days will see the Chairman walking around testing a new mop on the floor - we are all hands on, from the top to the bottom - that's why we succeed in making the best for our customers and our customers' customers.

SYRClean TIC-nology the Complete Manual Cleaning System

TIC-nology is a totally integrated manual cleaning system devised, developed and patented over 10 years to simplify and improve performance, safety. in all environments.

Evidence of **TIC's** proven success is the endorsement by many of the world's leading companies by mandating **TIC** as their standard cleaning system or by making it their preferred purchase.

SYRClean's **TIC-nology** has over the last decade, completely transformed manual cleaning making it safer and more cost effective than any other products manufactured throughout the world.

Tuf-Ring, the Common Denominator

For over 200 years manufacturers worldwide had imposed on cleaners hundreds of cleaning products - brushes, brooms, mops, buckets etc.

But every one was different. 100's of different handles to fit 1000's of different tools all over the world.

The
patented
Tuf-Ring®



Result? Confusion, different systems/inventory/storage problems, training difficulties. All for the simple fact that there was no standard connection.

To solve this fundamental difficulty, SYRClean researched, developed and patented the unique Tuf-Ring. It was, and still is, the only interchangeable connector that can securely and safely hold every cleaning tool required – from mop heads to window cleaning squeegees plus 100's of others.

But solving that problem unearthed another

Dirty Water Cleaning

It was the fact that 90% of dirt / oil / grease (released from the mop) stays suspended in the water. So much so it makes every subsequent mop immersion and wringing operation totally inefficient and self-defeating because the same dirt / oil / grease is re-applied onto the floor ! Introduction of double bucket systems (one bucket with clean water, the other for rinsing) was not the answer and it reduced productivity !

The ideal solution was to remove and trap the dirt in a continuous cycle in one bucket !

SYR's first breakthrough the development of a ' long chain ' molecular chemical that forced suspended minute dirt particles in the water to 'clump' together. Trials established that as dirt became heavier it dropped out of the top section of water in the bucket which remained 'clean'.

To stimulate and encourage faster migration and importantly, trap the 'dirt clumps' from the cleaned water, a tall column of water was required.

The resultant vase like design produced the water column and, when rinsed out, the mop head simulated a vortex, forcing the dirt clumps to the bottom. Recontamination of the cleaned water was solved by building in a patented sump grid and reusable filter.

Removing the Grease

A PATENTED **TIC** Hygiene Grid and Filter system along with a grease removing chemical were the next development. These ensured that particles and grease were held in a 'sludge trap' which the mop couldn't reach to carry back to the floor. The tall shape of SYR's **TIC** bucket made it all possible. Sludge was now kept separate, below the grid, while having ample water to rinse the mophead and so clean with clean water. The grid had three major



The World's only Queen's Awards for Enterprise Range.

features. It totally prevented the mophead coming into contact with the sludge which remained below the grid. The grid itself acted as a 'washboard' for the mopheads so that all dirt particles and sludge were removed. The grid and filter totally blocks water disturbance so that dirt particles and sludge cannot be stirred up to come into contact with the mophead.

Ergonomic mopping

With the bucket taller and the water cleaned, the ergonomics approach of the cleaner to the bucket had improved by virtue of a natural upright stance instead of an unnatural stooped one.

Compounding the benefits of those ergonomics lead to the development of a new wringer that not only extracted more dirt/oil/grease but also left floors cleaner and dried quicker which, in turn solved virtually all-major problems with slip-fall and skeletal injuries, caused by inefficient mopping.

SyrSorb mops

Introducing SYRSorb mops, the latest **TIC-nology** patented non-woven breakthrough.

Two years in development, SYRSorb mops solve all the problems of traditional old fashioned cotton mops.

As a material for mopping, non-woven fibre is laboratory proven superior to cotton and other artificial fibres.

However in its virgin format it is too expensive.

SYRClean developed a unique processes that remanufactures non-woven fibre 'waste' produced from everyday non-woven products such as disposable nappies, tea bags, surgical gowns etc.

The resultant SYRSorb mop is now available in various formats and manufactured into different types of mop heads suitable for virtually all types of new and existing mop buckets.

Evidence of the success of using SYRClean **TIC-nology** can be seen in the fact that 1000's of operators worldwide have whole heartedly adopted its use for use in many cleaning environments.

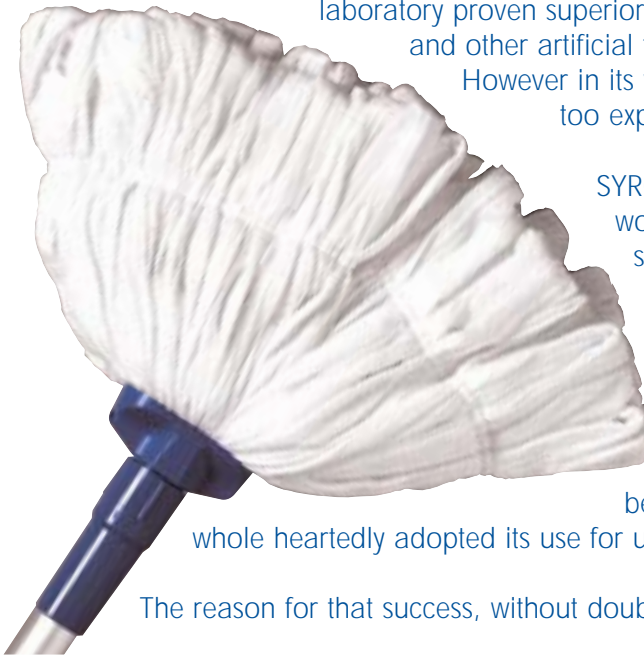
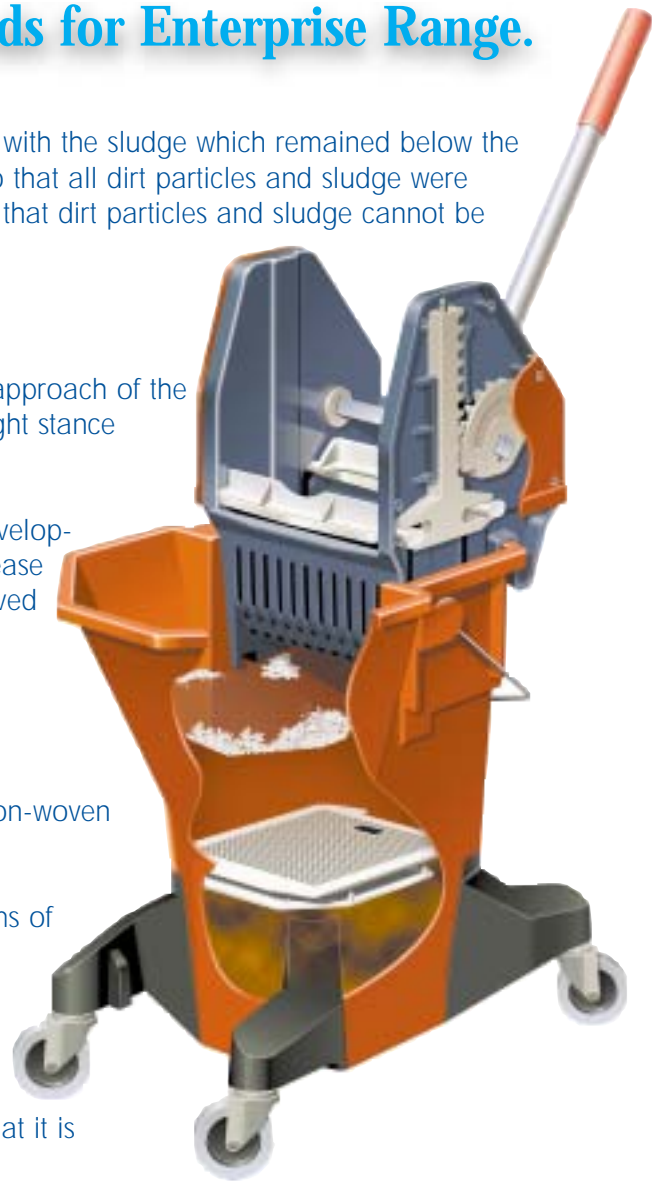
The reason for that success, without doubt, is simplicity and effectiveness coupled to best value.

Without physically comparing **TIC-nology** to existing cleaning methods it is difficult to grasp how positive its effects are.

Changing to TIC-nology is simple and inexpensive.

A short comparative demonstration or trial leaves the user in no doubt just how smart **TIC-nology** cleaning is, as it is so obviously simple, effective and successful.

This is a Summary of the Wording that accompanied SYR's application for the Award - a copy of the original is available on request.



TIC-nology Chemical Range

NAVY
OK
FOR
SYR
CLEAN.COM



Copy of original Artwork from 1991

ALL ROYAL NAVY SHIPS AND BASES SUPPLIED DURING GULF WAR

SYR's Chemical range has been used exclusively by The Royal Navy since the early 90's. Products and Equipment have been constantly updated to meet The Navy's ever changing requirements.

BRITISH ROYAL NAVY STANDARDS ARE HARD TO MAINTAIN

Cleaning demands range from Submarines to Minesweepers and all Shore Bases. Until recently The Royal Yatch Britannia was cleaned stem to stern exclusively by SYR Products.

The SYR TIC-nology Range of Chemicals can be relied on. They are used daily throughout the world by people who demand the best.

Letters of Reference



Skeletal Injury

Nearly 1.5 million people are suffering from musculoskeletal disorders (such as back pain and repetitive strain injuries) caused by their work.

LOW BUCKETS CAUSE BACKSTRAIN & INJURY



SYR's ERGONOMIC BUCKETS ENABLE YOU TO KEEP THE CORRECT POSTURE



Slipfall Injury

More than 70 % of accidents could be prevented if proper safety control measures were put in place.



SLIPFALL INJURY COSTS ARE HUGE



SYR's ERGONOMIC BUCKETS AND HIGH GRID, WITH THE RIGHT CHEMICALS AND TOOLS HAVE THE ANSWER

Food and Health Hygiene

90% of All Problems Start and Finish with Handwashing



**SYR have the Answer...
Bag-in-the-Box
Hygienic
Washing**

DON'T FORGET THE VITAL ROLE OF GOOD HOUSEKEEPING

Hospitals

Britain's rate of Hospital Acquired Infection H.A.I. is amongst the Highest in the Developed World.

THE TWO GREAT DEMONS ARE DUST AND CROSS INFECTION. They can easily be beaten with TIC-nology.

Hospital Cleaning and Maintenance demands a huge range and choice of products and equipment.

TROLLEYS, CLOTHS, MOPHEADS, FLOOR PADS, CHEMICALS, FLAT MOPPING, DUSTING, SWEEPING, WIPES, MOPPING UNITS.

Hospitals need the latest techniques in Colour Coding, Hygiene Control, Laundering Procedures and Ergonomic Work Standards.



SYRClean.com has developed Hospital Cleaning far beyond it's competition, with products to fit every need and task.

LIDS (Local Independent Distributors)

THE LIDS®

The LID's® are uniquely different from large National Distributor Organisations which by their nature cover the country with massive Warehouses and Depots. It is an undeniable fact of life that Multi National Distributors are needed to operate a Multi National daily delivery service. National chains could not be serviced unless these National Distributors operated.

SYR maintains however that local businesses at a multitude of locations are best taken care of by Local Independent Distributors.

MORAL RIGHT.

The LID's® are part of the community, they have a moral right to a fair share of local business. They and their employees go to local Pubs, Clubs, Cinemas and local stores. Their children and their employees children go to local schools and churches. LID's® pay local taxes and are an integral part of the local economy.

The argument for LID's® on moral ground is sound, it is sounder still on Service terms. LID's® can offer a far higher quality of local service than large National based Distribution companies.

USE YOUR LID.

SYR will continue to persuade local interests to purchase their cleaning products from Local Independent distributors. We feel that this is reasonable, fair and achievable.

The independence achieved by LID's® has been won from the parent company Scot Young by logical argument. LID's® management have convinced Scot Young to allow it to operate within the parameters it has set out and that is to champion the local independent distributors. To achieve this important goal LID's® has willingly given up all contact with every Nationally based Distributor. This now leaves LID's® management free from all pressure. It allows an uninterrupted energy to flow from a team dedicated to their requirements.

LOYALTY.

Along with SYR's new LID's® policy comes an ability to discard the habit of granting maximum discount on a basis of size and volume only. It does not matter how big and successful a LID® becomes it will never reach a stage to compete with the Nationals on a size or volume basis. The LID® is in the position to appeal for loyalty. SYR is in the position to respond to loyalty. High discounts will reward loyalty.

SYR WILL NOT BE UNDERSOLD.

SYR has an ability to source product wherever it deems economical and forty five years experience in the cleaning industry has allowed SYR to assemble a range of products that is unequalled in quality & design and at the lowest cost.

choose to work in co-operation with SYR



Just ring the number for your geographical area, tell us your postcode and we will advise you of the three closest distributors to you.

The Worlds' Biggest and Best *End Users* clean with SYR



© Registered Trademark © Kentucky Fried Chicken



AND OVER 250,000 MAJOR END USERS

SYR works in close co-operation with the Worlds' Biggest *Distributors Regionally, Nationally and Globally*



Tim Hortons

GREENHAM



ACE
Hardware



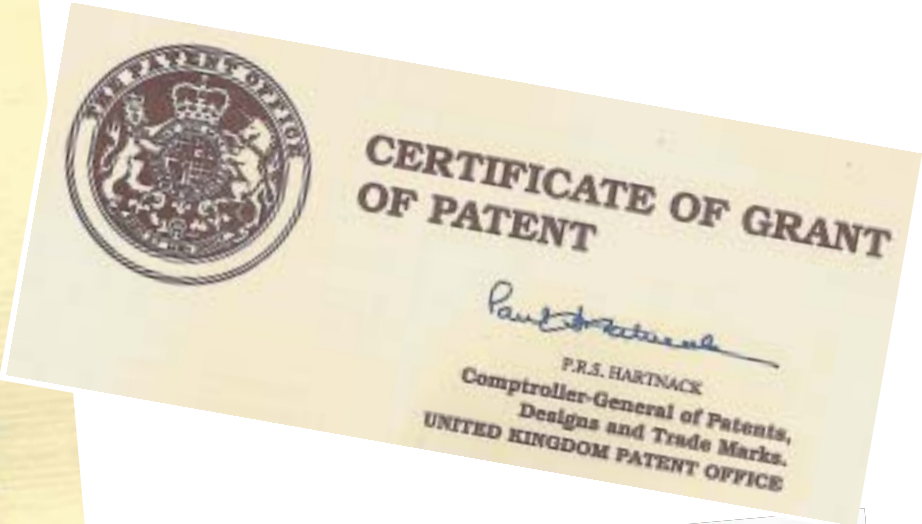
α ALPHA SUPPLIES

True Value



PLUS OVER 5,000 SYR DISTRIBUTORS IN 34 COUNTRIES THROUGHOUT THE WORLD

SYR Patents - Worldwide



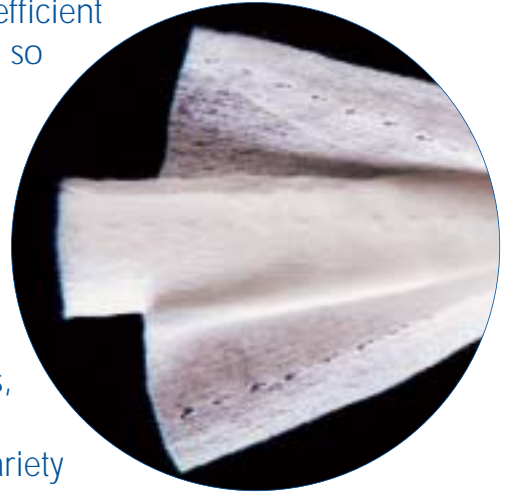
SYR Products
Patented in over 37 Countries

Non-Wovens, New Technology

SYR discovered that a non-woven product would be a far more efficient alternative to cotton or other fibres but for the fact that its cost is so much higher.



So, in the last two years SYR have devised, developed and patented various methods of converting non woven waste (used in the manufacture of a multitude of products such as tea bags, masks, hospitals gowns etc) into reels suitable for the production of a variety of innovative patented mopheads.



Special machinery to convert the waste to “alternative yarn” has been designed and built.

We have also patented various mopheads manufactured from the converted product. Machines to produce these products have been devised and built.



It was then found that specialised wringers were necessary to get the best out of the new material in use. Yet more time and ingenuity were spent developing and patenting new products that will shortly be available.



**PROUD TO BE A
QUEEN'S AWARDS FOR
ENTERPRISE : INNOVATION
2002
WINNER**



SYR Ltd. Hill Road, Lye, Stourbridge, West Midlands, DY9 8HG United Kingdom
Telephone : 01384 892021 Fax : 01384 422675 email : sales@syrclean.com
International Telephone : 44 (0)1384 421400 Fax : 44 (0)1384 421397
email : export@syrclean.com

SYR Inc. U.S.A. 402 Messanie, St. Joseph, Missouri 64501
Telephone : 816 232 4100 Fax : 816 232 3701
email : barbshoemaker@stjoelive.com

SYR Inc. Canada. Brampton, Ontario, Canada, L6T 4W8
Telephone : 905 450 3113 Fax : 905 450 3870
email : syrcanada@idirect.com