

JAN 2023

# H-PRO CAPABILITY STATEMENT

THE IMPORTANCE OF HYGIENE CLEANING IN EARLY LEARNING



## Hygiene - The New Baseline in Early Learning Centres

### A MESSAGE FROM H-PRO

As you read through our capability statement, you will get a sense that you are not dealing with any typical cleaning company. What will become apparent is H-Pro's commitment to the control of dirt, bacteria, and viruses through hygiene best practice; maintaining safe and sanitary Early Learning environments.

H-Pro is a specialised cleaning company who deal solely with Early Learning Centres, we behave differently, and we intelligently keep pace with innovations and research. Our detailed Hygiene cleaning protects your children, staff, and families while protecting your brand.

### WHAT'S COVERED

- Why H-Pro Represents Value For Money*
- Why H-Pro Cleaners are Industry Trained*
- H-PROtect Systems In Your Centre*
- Why Infection Clean*
- Why H-Pro Uses Aqueous Ozone*
- What Really is Cleaning*
- Why Dwell Times Matter*
- Why Floor Cleaning Technology Matters*
- Why is Cleaning Vital in Early Learning Centre's*
- Why H-Pro Replaces Cleaners*
- Why Cleaners Don't Clean*
- Why Misuse of Chemicals By Cleaners are Common*
- H-PROtect Resources For Your Centre*
- About Us*



[hpro.com.au](http://hpro.com.au)

H-PROtect<sup>®</sup>

07 3041 4132

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# WHY H-PRO REPRESENTS VALUE FOR MONEY

## Combatting Bacteria and Viruses

By today's standards, it's no longer acceptable to just deliver clean surfaces alone or use procedures and products relied upon for past decades.

We are different from our competitors, firstly we behave differently, we intelligently keep pace with innovations, and research and evolve our practices and procedures accordingly.

At H-Pro our goal is to provide up-to-date cleaning and hygiene practices that assist to eliminate viruses and bacteria.

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Ask yourself ...  
Am I dealing with an industry  
trained cleaning company  
who have specialised  
knowledge of Early Learning  
Centres

## WE OFFER

- *A TOTAL DAILY HYGIENE CLEANING SOLUTION*
- *CLEANING STANDARDS THAT ACHIEVE UP TO 30 TIMES GREATER VIRUS AND BACTERIA PROTECTION AGAINST STANDARD CLEANING*
- *INFECTION CLEANING WHEN OUTBREAKS OCCUR*
- *CLEANING RATES THAT MAY SURPRISE YOU*
- *INDUSTRY-TRAINED CLEANERS GRADUATED THROUGH THE H-PRO TRAINING AND DEVELOPMENT ACADEMY*

**When the health and protection of children and staff are at stake, can you afford to get it wrong!**



# WHY H-PRO CLEANERS ARE INDUSTRY TRAINED

## H-Pro Training & Development Academy

H-Pro has implemented its own internal Training and Development Academy, our cleaners must pass the 16-module course in order to work for us. The course covers topics such as

- Work Place Health & Safety
- Identification and Reporting of Hazards & Risks
- Chemical Training
- Safety Data Sheets
- PPE
- Hygiene Cleaning Limiting Cross Contamination
- Dealing with Pathogens
- Equipment Training

This gives Centre Directors peace of mind, that cleaning and disinfecting procedures meet the exact standards of hygiene control.

Our training and documentation, including risk assessments, are designed to meet Early Learning regulations and are provided to assist you in meeting any audit or accreditation requirements.

H-Pro has a Training and Development Manager who works on-site with the team and in conjunction with our Operations Manager to ensure that Work Place Health and Safety are observed on-site, along with compliance standards in hygiene cleaning.

**We train our graduates so each and every Early Learning Centre we visit is cleaned to our exacting standards**



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**H-Pro Training & Development Academy ensure your Centre is not only hygienically clean, it is also compliant with the Early Learning Industry.**





## **A SPECIALISED HYGIENE SYSTEM SPECIFICALLY FOR USE IN EARLY LEARNING**

H-PROtect provides a total solution that manages hygiene control during daily cleaning frameworks. When infection outbreaks occur, cleaning technologies are available in centres, enabling real-time response. We find fast responses to infections dramatically limit the spread, making control more manageable.

Aqueous Ozone sprayer and Electrostatic systems are located at your Centre for immediate use.

### **DAILY CLEANING WITH AQUEOUS OZONE**

When H-Pro takes over the daily cleaning at your Early Learning Centre, our cleaners use Aqueous Ozone systems as a direct replacement to surface disinfectants.

Aqueous ozone has a dwell time of 1-30 seconds, this combined with an impressive kill rate of 99.999%, makes it one of the best and safest disinfectants.

### **INFECTION CLEANED USING ELECTROSTATIC TECHNOLOGY**

When your Early Learning Centre faces an outbreak of Gastroenteritis, Hand Foot and Mouth disease, or exposure to Covid-19, H-Pro cleaners will perform an infection clean of the Centre to eradicate the virus.

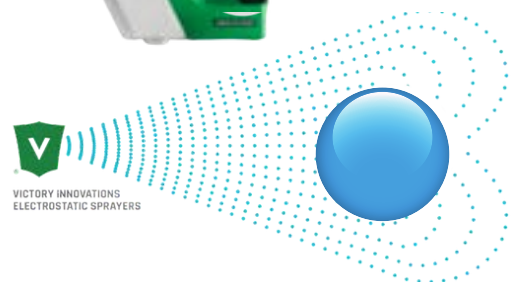
The chemicals used for this purpose are Viraclean and Nanocyn, two of the leading chemicals that are non-hazardous and are TGA approved

### **RESOURCES AND CERTIFICATION AVAILABLE TO EARLY LEARNING CLIENTS**

When H-Pro performs an infection clean, we provide certification that your Centre has addressed the outbreak with TGA-approved applications for the Early Learning Industry. Email templates are provided for you to send to parents advising them of the steps the Centre has taken, to eradicate the outbreak.



**H-PRO Cleaners are Industry Leaders in Early Learning Centre Cleaning**



**V**  
VICTORY INNOVATIONS  
ELECTROSTATIC SPRAYERS

# WHY INFECTION CLEAN

## **INFECTION CLEAN TECHNOLOGY WHEN OUTBREAKS OCCUR**

Every Early Learning Centre, every day has one common element, foot traffic, yes, your families every day undermine even the most stringent hygiene cleaning practices. While each Centre is different the type of outbreaks remains consistent.

H-Pro infection control cleaning service to date has a 100% success rate. So, if your Centre has an outbreak of Gastroenteritis, Hand Foot and Mouth, or exposure to Covid 19, we will assist.

When treating your Early Learning Centre for outbreaks, we use and trust Electrostatic technology in combination with TGA-approved chemicals specific to the outbreak. Viraclean and Nanocyn do not carry hazardous or warning labels and are used globally in Hospitals, Aircraft, Schools and Early Learning.

## WHY H-PRO ONLY USE ELECTROSTATIC TECNOLOGIES

### **WE'VE PARTNERED WITH VICTORY INNOVATIONS TO KILL & ELIMINATE VIRUSES IN YOUR CENTRE**

Victory sprayers add a positive electrostatic charge, the positively charged particles repel each other like magnets, resulting in a more even, far-reaching application. Additionally, because most surfaces have a negative or neutral charge, they attract the positively charged particles. This creates 360-degree wrapping, covering hard-to-reach surfaces.

Viraclean and Nanocyn have TGA approval to kill Covid-19, Gastroenteritis, and Hand, Foot, and Mouth.



CONVENTIONAL  
SPRAYERS



When outbreaks occur, and they will, H-PRO has a 100% success rate



# WHY WE USE AQUEOUS OZONE

## AQUEOUS OZONE USED IN EVERY CLEAN

H-Pro uses Aqueous Ozone in our Early Learning Centres to kill 99.999% of viruses, bacteria and fungi, while considering the cleaning impact on the children that attend the centres.

The decision to use Aqueous Ozone against traditional disinfectants is simple; regular disinfectants only work on hard, non-porous surfaces and **can't** be used on carpets, upholstery, soft toys and other porous surfaces where viruses and bacteria still thrive.

### AQUEOUS OZONE

Aqueous ozone is a potent NON-TOXIC antimicrobial cleaner and sanitiser with a wide variety of applications. It is used for sanitization of hard and non-porous surfaces and food contact surfaces, this provides a safer system, protecting the children in your Early Learning Centre.

### WHAT IS AQUEOUS OZONE

Tap water from the bottle reservoir is sent into a chamber, the water then passes through a solid diamond electrode and encounters a direct electrical current. This causes an electrochemical reaction to split some of the water molecules, creating ozone directly from the water. The water now has freshly created Aqueous Ozone.

### HOW DOES AQUEOUS OZONE WORK

Ozone is a potent oxidizing agent, meaning it can break strong chemical bonds. Ozone works against microbes in one of two ways.

Firstly, it reacts with cell membranes, disrupting the structural integrity and leading to cell lysis. In cell lysis, a cell cannot contain its components within its membrane, so its components leak or explode out from the cell, killing it.

Secondly, ozone can react with nucleic acids, disrupting their structure and preventing cell proliferation.

CLEANING STANDARDS THAT  
ACHIEVE UP TO 30 TIMES  
GREATER VIRUS AND BACTERIA  
PROTECTION AGAINST  
STANDARD CLEANING



# WHAT REALLY IS CLEANING

## *Three words Cleaning - Sanitising - Disinfecting*

You'll be surprised to learn that most people, including cleaners who hear these words, believe they all mean the same thing... cleaning! These words are in fact a unique process; with differences impacting cleaning at your Early Learning Centre, let's take a look.

**CLEANING** physically removes visible dirt, dust, oils and germs usually with an all-purpose detergent, importantly bacteria and viruses are NOT killed during this process, and are free to hitchhike on cleaning cloths, enabling cross-contamination between surfaces, areas and rooms.

**SANITISING** uses chemicals or equipment such as steamers or dishwashers and is often used for mouthed toys, pacifiers, contact areas and food preparation. Only the Centre's Chef should clean food preparation areas.

**DISINFECTANTS** such as bleach, and hospital-grade disinfectants applied to surfaces may not kill all viruses and bacteria.

Many Infectious diseases found in Early Learning Centres are caused by viruses, H-Pro uses the appropriate equipment, techniques and disinfectant products to eradicate these viruses.

**H-Pro's extensive experience in eradicating bacteria and viruses in Early Learning Centre has found commercial cleaning companies and franchises choose products that are ineffective for the purpose.**



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**Hospital grade disinfectant sounds almighty, but very few cleaners and Centre staff follow the correct dilution and dwell time instructions.**



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**Germs hide under dirt, where they are protected from disinfectants and sanitizers.**

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# WHY DWELL TIMES MATTER

***Dwell time - Are your cleaners actually disinfecting or exposing your Centre to bacteria and viruses?***

Dwell time - This is the time period your disinfectant must stay wet on a surface to kill harmful bacteria and viruses. Dwell times vary from disinfectant manufacturers, but typically range from 30 seconds to 15 minutes.

Time is money for cleaners, the burning question is "Will they stand there waiting for dwell time efficacy?"

H-Pro cleaners are trained in disinfectant applications that consider dwell times to kill bacteria and viruses. It may surprise you, that after hundreds of job interviews involving experienced cleaners, only three actually knew what dwell time is.

After considerable research and testing H-Pro now adopts the use of Aqueous Ozone Spray, as our only disinfectant. It kills 99.99% of bacteria and viruses on hard and soft furnishings in 1-30 seconds, making it a powerful disinfectant.

If you would like to know more about the Dwell time of the chemicals at your Centre, this information is usually located on the disinfectant bottle or information can be provided by your chemical supplier.

Note of caution, dwell times only apply if the surface remains wet, in QLD we find sprays evaporate quicker. Correct dilution rates MUST apply.

**[Why H-Pro Use Aqueous Ozone article is included in this Capability Statement](#)**



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**If your cleaners spray and immediately wipe, then it's probable your disinfecting applications are failing to remove harmful bacteria and viruses**

**Dwell times range from 30 seconds to 15 minutes**



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# WHY FLOOR CLEANING TECHNOLOGY MATTERS

## **Surfaces Matter - That's Where Viruses Live**

Early Learning Centre floors are an integral part of learning and development in young children. The multipurpose floor space balances foot traffic along with learning environments.

H-Pro uses floor cleaning technologies in each playroom to control the spread of dirt, bacteria, and viruses.

## **Vacuum**

Dirt-containing germs and chemical toxins are removed using vacuums that have a triple filtration system and HEPA filtration technology as standard, keeping in what matters.

## **Mopping**

A critical function in the control of dirt, bacteria, and viruses. Several options are available depending on access, and cleaning requirements, these range from mechanical mopping with an I-MOP to using microfiber pads, and mop heads. H-Pro will establish the correct mopping technique for the area. Mechanical mopping with an I-Mop where practical is always the first choice for H-Pro cleaners. I-Mops use brushes to clean into the floor grooves, dispersing clean water from one tank and vacuuming dirty water, which is stored separately. This ensures dirty, bacteria-ridden water is not slopped over the floor, or shared between areas.

## **Mechanical Scrubbing**

Floors from time to time require a more robust clean, H-Pro uses a variety of mechanical scrubbing machines to perform a deeper clean. I-Mops are the most efficient floor cleaning method to eliminate viruses and bacteria while limiting cross-contamination.

## **Floor Strip & Seals**

Well-maintained floors in Early Learning Centres play a role in the effectiveness of cleaning and hygiene control. If floors are not properly sealed, dirt will imbed making the task of hygienic floor cleaning a challenge. H-Pro can assist with floor strip and seals on a periodic basis.



I-MOP



**Old and worn floors are a breeding ground for bacteria and viruses**

**Ensure your floors are periodically maintained to restore the surface**

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# WHY IS CLEANING VITAL IN EARLY LEARNING CENTRE'S

## ***Understanding Children's anatomic makeup - The case for low level - concentrated cleaning***

A child physically is different from adults, their little bodies, including organs, are still developing and do not have the capacity to get rid of harmful toxins or deal with the effects of bacteria and viruses in their system left behind by untrained cleaners.

H-Pro understands a child's anatomical makeup and delivers sound cleaning systems to the areas children occupy. Typically these environments are closest to ground level and cleaning requires a solid knowledge of what children are doing in their environment

- Children breathe 4 to 6 times more air than adults, the air they breathe is closer to the ground where pollutants in the air are concentrated.
- Children have more skin contact with the floor due to size and behavior and potentially absorb through the skin more pollutants concentrated on the floor.
- Children consume more dirt and dust as a result of hand-to-mouth habits, dust may contain bacteria and chemicals.
- Removing dust and irritants during regular cleaning assists in reducing the risk of Asthma attacks in susceptible children.

Certain age groups in Early Learning Centres have differing contact and time periods spent on the floor. Consideration of these low-level environments is a key indicator of the zones that will require a higher concentration of hygiene cleaning.

***Article continued...***



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**When outbreaks occur, and they will, a full infection clean will be required**

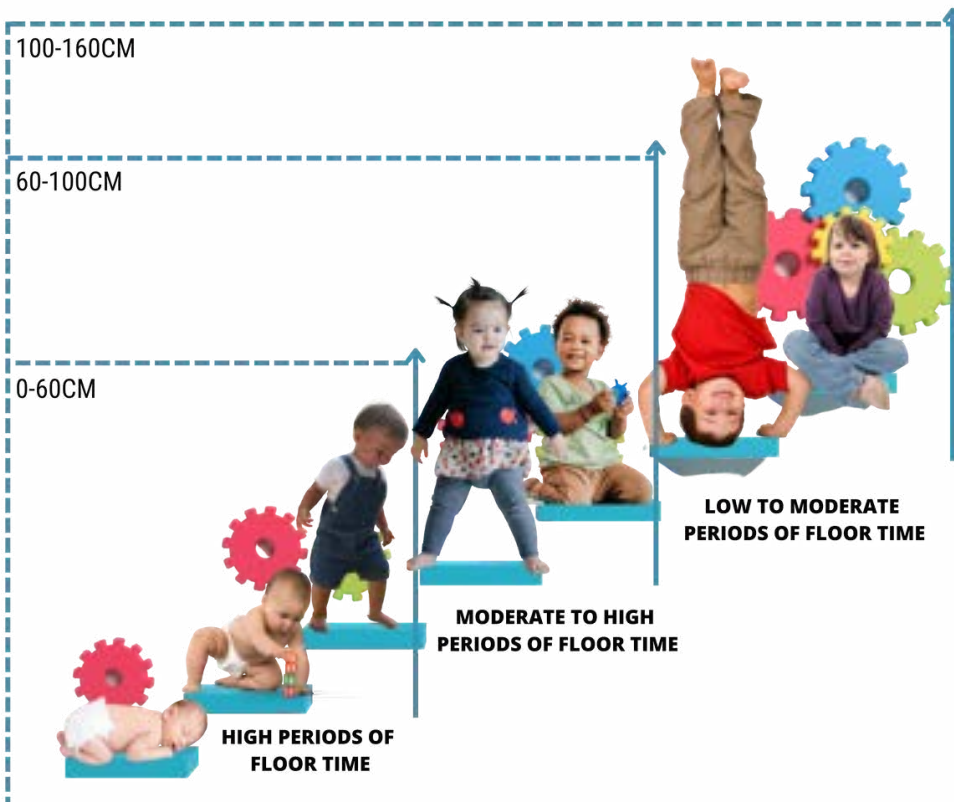
# WHY CLEANING IS VITAL IN EARLY LEARNING CENTRE'S

## *...the case for low level - concentrated cleaning CONTINUED*

0-60cm ground clearance, an area predominantly occupied by babies through to toddlers, who spend very high periods of time on the floor. While most cleaning companies spot vacuum and spot mop these areas as standard practice, H-Pro cleaners will undertake a critical clean, concentrating on floors. H-Pro cleaners vacuum and mop every square inch, using a range of specific equipment, and chemicals for this purpose. Hygiene protection of low-level furnishing using Aqueous Ozone is required to prevent the spread of bacteria and viruses.

60-100cm ground clearance, occupied by a mobile group of 2-3-year-olds with a high potential to spread bacteria and viruses to low-level furniture and soft furnishings due to their age, and behavior. Again this area requires specialized floor cleaning, along with disinfection of low-level furniture and soft furnishings to prevent the spread of viruses.

100-180cm ground clearance, generally occupied by 4-5-year-olds with a love for sand and glitter, while this group still spread bacteria and viruses, they spend low to moderate periods of time on the floor. Hygiene cleaning is performed in all general areas.



Use dedicated Early Learning Cleaners NOT Office Cleaners

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# WHY IS CLEANING VITAL IN EARLY LEARNING CENTRE'S

## Understanding children's behavior is a vital clue to specialist routine cleaning

Children are more vulnerable to bacteria and viruses so cleaning their physical environment is essential, most cleaning companies do not take into account that children;

- spend their days in groups, in close proximity, personal space for most is not an issue.
- They touch surfaces more often than adults and older children and put their fingers more regularly in their mouths, nose, and eyes.
- Have poor personal hygiene, they cough, sneeze, mouth, and drool on each other and toys.
- Children don't necessarily wash their hands as often or as effectively as they should.

Because H-Pro spends all of our time cleaning Early Learning Centre we have developed an understanding of children's behavior, where the dirt can be found and how this has a direct correlation in age group rooms, and what cleaning practices are required to clean thoroughly.

Your Centre surfaces both porous and non-porous, harbour the same bacteria and viruses. Typically disinfectants only work on hard, non-porous, surfaces; one of the biggest challenges in Early Learning Centres is how to clean soft furnishings like toys, carpets, and upholstery.

H-Pro uses Aqueous Ozone technology that cleans both hard and soft furnishings, killing 99.999% of viruses and bacteria while considering the cleaning impact on the children and staff that attend the centres.

**Routine cleaning, sanitising and disinfecting MUST be performed by an experienced cleaning company that specialises only in Early Learning Centres.**



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Working with H-Pro gives you confidence that children and staff are protected from bacteria and viruses through stringent routine cleaning processes.

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# WHY H-PRO REPLACES CLEANERS

## *A specialist Early Learning cleaning company*

Every day our cleaning teams are in Early Learning Centres across Queensland limiting the spread of diseases particularly Gastro, and Hand Foot, and Mouth, through specialised and stringent cleaning processes. Our teams are trained in cleaning practices that inhibit transfer and cross contamination between rooms. This is our baseline standard of cleaning practice you can expect every clean.

In fact, each day H-Pro cleans tens of thousands of square meters of Early Learning Centres. So you could say that we are confident about our capabilities! While each Centre is different, the unapparelled and professional cleaning results that contribute to creating a hygienic and virus free environment remain consistent.



## ***WE EVOLVE OUR PRACTICES AND PROCEDURES TO ELIMINATE VIRUSES AND BACTERIA IN YOUR CENTRE***

We are NOT your typical cleaning company. Control of bacteria and viruses through hygiene best practice is key to maintaining safe and sanitary environments.

Our cleaners are industry trained in processes that ensure they do not transfer bacteria and viruses from one point or from one Centre to another.

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**The cleaning industry may  
not be regulated..  
but we certainly are!**



# WHY CLEANERS DON'T CLEAN

## ***Do your cleaners protect or expose your Centre to harmful bacteria and viruses?***

Cleaning is not a new industry, in fact, cleaners have been around for centuries, only in an age where technological advancements are fast-paced, the cleaning industry has been slow to change.

We find in most Early Learning settings the reason for poor cleaning, and cross contamination of bacteria and viruses are simply the cause of bad cleaning techniques and attitudes.

- Most cleaners to date still rely on the same decade-old cleaning techniques.
- They are not trained in preventative cleaning or worse still lack basic cleaning knowledge.
- Limited or zero research on innovative cleaning methods and equipment.
- They were a bargain.



Like most centres we visit, we find that the cheapest quote was often code for inexperience and limited time cleaning. If a cleaning company charge less than the leading competitor, then most likely they will cut time to make a profit, leaving your Centre in a worse off position.

Many cleaners operating in Early Learning Centres, are franchisee cleaners, who bought themselves a job and have very little to no commercial cleaning experience.

The lack of experience, innovation, training and cutting-time cleaning centres results in BAD CLEANING.

**So how clean is your Centre!**



**Use decade old cleaning techniques**

**Not trained in preventative cleaning**

**Limited or no research on innovative cleaning methods & Equipment**

**They were a bargain**

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# WHY MISUSE OF CHEMICALS BY CLEANERS IS COMMON

## Overuse and misuse of disinfectants

Poorly trained cleaners incorrectly using a disinfectant can;

- Kill weaker germs but leave resistant germs behind on surfaces and floors
- Disinfect a dirty surface, leaving behind harmful bacteria and viruses hiding under dirt left behind in the cleaning process
- Wipe or rinse off the disinfectant before the proper dwell time is reached
- Have never heard of the term dwell time or do not know what the dwell time is for their specific chemicals to achieve efficacy rates.
- Not using the correct dilution ratios; Using too little results in leaving the bacteria and viruses behind, this is known as cost cutting, or increasing the dilution ratio increases the risk of chemical toxicity to children.

Health effects from exposure to toxic chemicals in small children may not show up for years or even decades.

Unlike adults, children have many years to develop illnesses caused by early exposure to toxic chemicals.

H-Pro practices the precautionary principle and protects children from potential health effects, through the use of Aqueous Ozone.

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H-PRO Cleaners are Industry  
Leaders in Early Learning  
Centre Cleaning



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# ABOUT US

## A SPECIALIST CHILDCARE CLEANING COMPANY

H-Pro are a specialised cleaning company who deal solely with Early Learning Centres, we behave differently, we intelligently keep pace with innovations and research. Our detailed hygiene cleaning protects your children, staff, and families, while protecting your brand.

Every day our cleaning teams are in Early Learning Centres across Queensland limiting the spread of diseases particularly Gastro, and Hand Foot, and Mouth, through specialised and stringent cleaning processes. Our teams are trained in cleaning practices that inhibit transfer and cross contamination between rooms. This is our baseline standard of cleaning practice you can expect every clean.

## Our Values

- We believe in implementing best practice hygiene solutions through continuous training and development.
- The industry may not be regulated, but we are.
- We value building employment opportunities for the creation of a diverse team of industry professionals.
- We have employees **NOT CONTRACTORS**
- We believe in building strong relationships where you, your staff and children are important to us.



**H-PRO Cleaners are Industry Leaders in Early Learning Centre Cleaning**

Cleaning is not a new industry, in fact, cleaners have been around for centuries, in an age where technological advancements are fast-paced, the cleaning industry has been slow to change.

We find in most Early Learning settings the reason for poor cleaning, and cross contamination of bacteria and viruses are simply the cause of bad cleaning techniques.

H-Pro cleaners change the way Early Learning Centres are cleaned, sanitised, and disinfected.



# H-PROtect™

*BACTERIA & VIRUS  
PROTECTION SYSTEMS  
IN USE AT THIS CENTRE*



**H PRO**