

WELCOME ADDRESS BY MS TAN PUAY HOON, PRESIDENT OF THE RESTROOM ASSOCIATION (SINGAPORE) (RAS) AT THE EIGHTH LOO (LET'S OBSERVE OURSELVES) AWARDS ON WORLD TOILET DAY, 17 NOVEMBER 2016, 1.30PM, AT CONVENT OF THE HOLY INFANT JESUS (CHIJ) OUR LADY QUEEN OF PEACE

A very good afternoon to:

Our Guest of Honour Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health

Mrs Tan-Lim Kim Gek, Principal of Convent of the Holy Infant Jesus (CHIJ) Our Lady Queen of Peace

LOO (Let's Observe Ourselves) Awards recipients, partners, supporters and distinguished guests

I wish to extend my warmest welcome to all of you, to our 8th LOO Awards to jointly commemorate World Toilet Day with us. Let's not forget our most important award recipients; the LOO Awards will be meaningless without your presence. Please accept my heartiest congratulations to you for your great contributions.

Volunteers for Public and School Education

The RAS, Restroom Association (Singapore) introduced a new LOO (Let's Observe Ourselves) Kidz category under its LOO Awards this year. Nominations were opened for primary schools to nominate outstanding students, who had

displayed strong commitment and passion in executing related projects. We believe the younger generations play a crucial role of shaping our future. There is no better way than to engage them in projects and, then recognise their efforts. This way, they can effectively become ambassadors not only to inspire their peers, but also inspire their older family members and the community, to emulate their footsteps of fostering a more gracious society.

The students would not have come forth to work with us, without the strong support of their schools. We wish to express our sincere appreciation to many schools, for their support over the years. It was indeed a milestone for us of forging stronger partnerships with schools, when we organised the LOO Awards for the first time at Qihua Primary School last year. This year, we're honoured to receive the support from the Convent of the Holy Infant Jesus (CHIJ) Our Lady Queen of Peace, which has been a firm supporter of our STAR (Sustaining Toilets As Restrooms) Awards Programme since its launch in 2011. I wish to take this opportunity to thank Principal Mrs Tan for her hospitality and support.

As we continue to extend our outreach to preschools and schools, we're hoping to reach out to parent support groups from preschools and schools, especially mothers, to join us in our crusade of reaching out to more locals and foreigners. If we were to compare our population over a ten-year period from 2005 to 2015, there was an increase of 1.27 million from 4.26 million people in 2005 to 5.53 million in 2015. There was also a surge of 6.3 million foreign visitors from 8.9 million in 2005 to 15.2 million in 2015. Our latest population rose 1.35% to 5.61 million this year in June. Given the increase, there is a pertinent need for more like-minded individuals to join us as our volunteers, to meet the rising population and foreign visitors.

This year for the first time, we're heartened to have our Star Volunteer Mr Derek Cheung, who is taking the role as a volunteer leader to train new volunteers on mystery restroom audits. We wish to take this opportunity to share that restroom audits have been a very effective way of subtly cultivating good restroom etiquette. Students, who were involved in their school audits or adult volunteers, who were involved in our mystery audits, became more mindful about their behaviour after witnessing numerous inconsiderate acts while conducting the audits. Volunteer leaders play a vital role of overseeing and managing new volunteers, so as to sustain volunteer activities, which require a strong sense of ownership and commitment. We're proud to have Mr Cheung as our first volunteer leader and, we strongly urge more volunteers to take up the role of a volunteer leader, to lead more activities and reach out to the public. The public is welcomed to visit our website at www.toilet.org.sg to sign up as volunteers.

SaniGives: Fundraising for Cleaning Attendants

This year, we collaborated with SurveyMonkey again and included a new survey section about cleaning attendants. Sadly speaking, among the four occupations namely production worker, delivery driver, security officer and cleaning attendant, most respondents expressed disappointment if their child were to work as a cleaning attendant. However, 9 in 10 of them strongly believed people should be applauded for keeping toilets clean. To this, we believe the people have to include our fellow cleaning attendants. Without their hard work, it would be very challenging to keep the toilets clean. 8 in 10 respondents also viewed cleanliness as the most important factor, when using a

toilet, as compared to other factors like accessibility, user-friendly facilities, design and smell. Dirty toilets were the main reason of stopping 6 in 10 respondents from using them.

In a nutshell, from the survey results, the work performed by cleaning attendants is always crucial to all public toilet users and, there should be more means of recognising the remarkable contributions made by them. We're pleased to know 8 in 10 respondents actually supported fund raising campaigns for cleaning attendants and 6 in 10 respondents would actually purchase toiletries from companies raising funds for cleaning attendants, with 3 in 10 respondents as undecided buyers. This means, only 1 in 10 respondents objected to raising funds for cleaning attendants through purchasing toiletries.

Last year at the LOO Awards, we announced plans of launching a Great SaniSale and worked with sanitary-product companies to offer discounts to the public so as to raise public awareness about us. However, from the latest survey results, 6 in 10 respondents typically purchased toilet paper only when it ran out, as compared to the rest who would purchase when it was on sale. With all these results, we mulled it over and decided it would be most ideal to incorporate the Great SaniSale with raising funds for cleaning attendants. Therefore, we're pleased to announce our plans of introducing a fundraising initiative for cleaning attendants called SaniGives that will replace the Great SaniSale.

Under SaniGives, we'll work with sanitary-product companies to raise funds for cleaning attendants. Companies can donate a certain amount to us for every purchase made by consumers. Companies will receive tax deduction for all donations contributed to us. Companies also have the option of offering

attractive discounts to consumers who have donated to RAS. Consumers can donate to RAS by making a minimum donation of \$10 online at www.giving.sg/RestroomAssociation and a tax deduction is available for all donations. Giving.sg is a secured charity donation portal created and powered by the National Volunteer & Philanthropy Centre (NVPC). Donations will be used to purchase grocery vouchers and organise appreciation activities such as tribute lunches for cleaning attendants. Grocery vouchers were also presented to winning cleaning attendants at the LOO Awards. Since 2014, more than 150 cleaning attendants have since benefited from public donations. Moving forward, we wish to appeal to sanitary-product companies to jointly work with us on a win-win partnership that will see more cleaning attendants benefit from SaniGives.

Conclusion

Before I end, I wish to reiterate my call for more volunteers, especially mothers, to join us in our crusade of fostering a gracious society, embracing excellence in restroom culture. I wish to also express my deepest appreciation to the Guest of Honour Senior Minister of State Dr Khor, principal Mrs Tan, partners, supporters and distinguished guests for taking time to commemorate World Toilet Day with us. I wish to again congratulate all award recipients for your outstanding achievements. I sincerely look forward to the continued support of all stakeholders, to embark on a restroom journey with us of shaping our future nation.

Thank you.