



17 November 2016

## RESTROOM ASSOCIATION (SINGAPORE) UNVEILS PLANS FOR SANIGIVES

*SaniGives is a fundraising initiative for cleaning attendants*

1. At the eighth LOO (Let's Observe Ourselves) Awards ceremony held at Convent of the Holy Infant Jesus (CHIJ) Our Lady Queen of Peace to commemorate World Toilet Day, the Restroom Association (Singapore) or RAS unveils its plans of introducing a fundraising initiative called SaniGives for cleaning attendants. This is after studying its latest online survey results (**Annex A**) of 230 respondents with SurveyMonkey. According to the survey results, 8 in 10 respondents expressed their support on fund raising campaigns for cleaning attendants while 6 in 10 respondents expressed their intent of buying toiletries from companies raising funds for cleaning attendants. This was followed by 3 in 10 respondents as undecided buyers with only 1 in 10 respondents not buying them.

2. Under the SaniGives initiative, RAS plans to partner with sanitary-product companies to raise funds for cleaning attendants. Companies can decide on the amount to be donated to RAS for every purchase made by consumers. Companies also have the option of offering attractive discounts to public individuals who have donated to RAS. Both companies and public donors can receive tax deductions for all donations made to RAS. Public individuals can donate to RAS by making a minimum donation of \$10 online via a secured charity donation portal at [www.giving.sg/RestroomAssociation](http://www.giving.sg/RestroomAssociation).

3. During the award ceremony, Guest-of-Honour Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources and Ministry of Health presents the awards to a total of 47 recipients (**Annex B**). The recipients include schools awarded the Platinum and Gold STAR under the STAR (Sustaining Toilets As Restrooms) Awards Programme.

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## **About Restroom Association (Singapore)**

*The vision of the Restroom Association (Singapore) or RAS is A Gracious Society Embracing Excellence in Restroom Culture. Started in 1998 as a non-profit organisation, RAS is dedicated to building an excellent restroom culture by actively engaging owners, the cleaning industry and users to play their part. Some of its programmes or activities – supported by the National Environment Agency (NEA) – initiated and conducted include the Happy Toilet Programme, Happy Toilet School Education programme for Preschools, STAR (Sustaining Toilets As Restrooms) Awards Programme, Eco-Assessor Programme and LOO (Let's Observe Ourselves) Carnival & Awards. RAS is a strategic partner in national community events like Clean & Green Singapore and is also a founding member of the World Toilet Organization and the Keep Singapore Beautiful Movement.*

## **About SurveyMonkey**

*SurveyMonkey is the world's leading online survey platform, with more than 3 million survey responses every day. SurveyMonkey has revolutionized the way people give and take feedback, making it accessible, simple and affordable for everyone. The company was founded in 1999 with a focus on helping people make better decisions, and has built technology based on over 10 years' of experience in survey methodology and web development. Customers include 99% of the Fortune 500, academic institutions, organisations and neighbourhood soccer leagues everywhere.*

## **About World Toilet Day**

*World Toilet Day is observed annually on 19 November since 2001. This international day of action aims to break the taboo around toilets and raise global awareness of the daily struggle for proper sanitation that a staggering 2.5 billion people face. In a bid to make sanitation for all a global development priority, the United Nations General Assembly designated 19 November as World Toilet Day on 24 July 2013.*

## **Glossary of Chinese Terms (In alphabetical order)**

- |   |           |
|---|-----------|
| • LOO (Let's Observe Ourselves) Awards                    | 卫浴文化奖     |
| • President Tan Puay Hoon                                 | 会长陈培芬     |
| • SaniGives   | 卫浴捐献计划    |
| • Restroom Association (Singapore)                        | 新加坡卫浴文化协会 |
| • STAR (Sustaining Toilets As Restrooms) Awards Programme | 星级公厕校园计划  |
| • SurveyMonkey  | 美猴调查      |
| • World Toilet Day  | 世界厕所日     |

## **ANNEX A**

### **Survey Results**

#### **Standards**

1. Most respondents (88.6%) rated Singapore as having the cleanest public toilets in Southeast Asia.
2. More than half of the respondents would very likely (32.9%) or likely (23.8%) use the handicapped toilet if there was a long queue for the common toilet. Therefore, there is a need to provide more toilets for females as they are subjected to long queues most of the time. Another effective measure is to restrict access to only handicapped users.
3. 8 in 10 respondents (80.6%) viewed cleanliness as the most important factor as compared to facilities for the aged, children and handicapped (9.1%), ease of locating the toilet (6.1%), smell (2.1%), strong phone signal/WIFI (2.1%) and nice design (0%).
4. Dirty toilets (66.3%) were the main reasons stopping respondents from visiting them. Smell (11.2%) and inaccessibility (11.2%) were the other reasons. Long queues (7.2%) and lack of user-friendly facilities (4.1%) were the least concerns.
5. In terms of time taken to locate toilets, almost 8 in 10 respondents were able to locate them in 5 minutes (36.7%) or less (41.8%). This indicated good toilet signage and location.

#### **Cleaning Attendants**

1. Among the four occupations namely production worker (10.2%), delivery driver (9.2%), security officer (6.1%) and cleaning attendant (34.7%), most respondents expressed disappointment if their child were to work as a cleaning attendant indicating need to better recognise the cleaning attendants.
2. Almost 8 in 10 respondents (79.5%) would support fundraising campaigns for cleaning attendants.
3. Almost 6 in 10 respondents (59.2%) expressed their intent of buying toiletries from companies raising funds for cleaning attendants. This was followed by 3 in 10 respondents (34.7%) as undecided buyers with only 1 in 10 respondents (6.1%) not buying them.

#### **Behaviours**

1. The top-three misbehaviours observed by respondents were not flushing after use (72.7% of total respondents), not washing hands (48.9% of total respondents) and littering (42% of total respondents).
2. Only almost 2 in 10 respondents (18%) had a bidet at home. The top-three preferred type of anal cleaning was washing with hose spray (40.3%) followed by bidet (27.7%) and toilet paper (25.2%). Surprisingly, toilet paper is not the most preferred method.

3. Slightly more than 6 in 10 respondents (62.2%) would typically buy toilet paper only when it ran out rather than when it was on sale (37.8%).
4. The most important factor to respondents in their buying decision of toilet paper was quality (60.2%) rather than price (31.6%). Brand (4.1%), quantity (3.1%) and size (1%) were the least important choices.
5. On average, most respondents (29.6%) used more than 6 squares of toilet paper, followed by 3 squares (23.5%) and 4 squares (19.4%) of toilet paper.
6. 8 in 10 respondents (80.3%) felt it was more inappropriate not flushing the toilet after use as compared to eating in the toilet.
7. Most respondents washed their toilets either daily (37.8%) or weekly (37.8%).
8. 9 in 10 respondents (94.3%) agreed people should be applauded for keeping toilets clean.

## ANNEX B

### LOO (Let's Observe Ourselves) Awards

#### Scope

All efforts made by an organisation and individual in promoting and enhancing the standard of restroom cleanliness will be taken into account in the selection of recipients for the awards.

#### Eligibility

The LOO Awards is open to all organisations and individuals in Singapore.

#### LOO Awards Categories

There are three (3) LOO Awards categories open for nominations: Organisation, Cleaning Industry and Individual.

- Organisations are selected in the following categories:
  1. Private Sector/Public Sector
  2. Tertiary Institution
- Cleaning Industry is selected in the following categories:
  1. Cleaning Service Provider
  2. Restroom Cleaning Attendant
- Individuals are selected in the following categories:
  1. Private/Public sector individual
  2. Youth (secondary and above)
  3. LOO Kidz (primary)

The following categories are not open for nominations.

- Best Happy Toilets are selected in the following categories:
  1. Coffee Shop
  2. Food Court
  3. Market and Food Centre
  4. Shopping Centre
  5. Happy Toilet of the Year
- Star Eco-Assessor and Star Volunteer are selected under the Individual category.
- Schools are selected under STAR (Sustaining Toilets As Restrooms) Awards Programme.

## **ORGANISATION**

S/N	Recipient	Type	Description of Achievements
1	CDL Properties Ltd	Private Sector	<ul style="list-style-type: none"> <li>The organisation with the most number of Happy Toilets at 137, for its Republic Plaza office building toilets</li> <li>The first office building with all its toilets accredited as Happy Toilets</li> </ul>
2	Sentosa Development Corporation	Public Sector	<ul style="list-style-type: none"> <li>Engaged RAS partner to introduce a public feedback system of its island facilities which also included a toilet feedback system as part of its public and cleaning contractor feedback and engagement scheme introduced in 2012</li> <li>Happy Toilet certification of its train station toilets since 2013. Adopted the environmental-friendly green restroom design for their toilets as part of its eco-friendly green initiative drive</li> <li>Hosted Malaysian delegates during their study of beach toilets in 2014</li> </ul>

## **CLEANING INDUSTRY**

S/N	Recipient	Type	Description of Achievements
3	Mdm Alice Kuok Ah Mooi <Cherie Hearts Kidz Campus>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> <li>5 years of cleaning experience with Cherie Hearts Kidz Campus preschool at Elias Mall</li> <li>Attended on-site training conducted by the Restroom Association (Singapore)</li> <li>Preschool accredited with the highest three thumbs-up accreditation under the Happy Toilets @ Preschools programme</li> </ul>
4	Mdm Angela Devi A/P Sinna Thamb (check spelling) <ISS Facility Services Pte Ltd>		<ul style="list-style-type: none"> <li>21 years of cleaning experience with National University Hospital (NUH) since 1995</li> <li>Nominated by NUH for her excellent attendance record and work quality.</li> <li>Mentored new colleagues and upgraded her skills in using floor scrubbing machines</li> </ul>

5	Mdm Rosini Binte Abdullah <ISS Facility Services Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> <li>• 6 years of cleaning experience</li> <li>• Maintained 5-Star Happy Toilets at National Library Building</li> <li>• Nominated by National Library Board for her excellent attendance record and work quality.</li> </ul>
6	Mr Sow Lian Sze <Ramky Cleantech Services Pte Ltd >		<ul style="list-style-type: none"> <li>• 8 years of cleaning experience</li> <li>• Maintained toilets at Changi Airport</li> <li>• Awarded Extra Mile Award by Changi Airport for his honesty in returning valuable items such as watch, hand phones and branded shoes</li> </ul>
7	Ms Tan Bong Chee <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> <li>• 15 years of cleaning experience</li> <li>• Maintained toilets at Changi Airport</li> <li>• Nominated for her positive working attitude</li> </ul>
8	Mdm Zaliah Binte Hashim <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> <li>• 6 years of cleaning experience</li> <li>• Maintained toilets at SAFRA Toa Payoh</li> <li>• Attended four WSQ courses in environmental cleaning</li> </ul>

## **INDIVIDUAL**

S/N	Recipient	Type	Occupation	Description of Achievements
9	Ms Cherilyn Ang	Youth	Nan Chiau High School	<ul style="list-style-type: none"> <li>• Raised more than \$6,000 for RAS to organise activities to appreciate cleaning attendants</li> </ul>
10	Ms Isabelle Ong Xuan Fei			<ul style="list-style-type: none"> <li>• Mobilised more than 10 students to clean hawker centre toilets</li> </ul>
11	Ms Ng Yu Bin			<ul style="list-style-type: none"> <li>• Organised carnival to educate the public and appreciation activity for cleaning attendants</li> </ul>
12	Ms See Chin Yi			
13	Ms Nandini Nair	LOO Kidz	Covent of the Holy Infant Jesus (CHIJ) Our Lady Queen of Peace	<ul style="list-style-type: none"> <li>• Elected by her fellow Sparkling Angels as a leader of an appreciation day for her school maintenance officers</li> <li>• Took the initiative to prepare emcee</li> </ul>

				<p>script when appointed as emcee for the appreciation day</p> <ul style="list-style-type: none"> <li>Created meaningful lyrics for their song performance during the appreciation activity</li> </ul>
14	Ms Yeo Chee Teng Faith	LOO Kidz	Park View Primary School	<ul style="list-style-type: none"> <li>An active Art &amp; Craft Club member contributing her artwork in her school toilet decorations since 2014</li> <li>Mentored her juniors in her club in subsequent toilet decorations</li> </ul>
14	Mr Derek Cheung Kuan Wai	Star Volunteer	National Serviceman	<ul style="list-style-type: none"> <li>Volunteer leader for mystery audits at more than 30 MRT stations, shopping centres and office buildings</li> </ul>
15	Mr Lim Ah Kum	Star Eco-Assessor	Retiree	<ul style="list-style-type: none"> <li>Has checked and assessed more than 300 Happy Toilets since joining as Certified Eco-Assessor in February 2010.</li> </ul>

## **BEST HAPPY TOILET**

The following toilets under the Happy Toilet Programme (HTP) are selected for achieving the highest scores in terms of cleanliness, maintenance, effectiveness, user satisfaction, design and bonus features.

S/N	Recipient	Type	Star Rating	Score	Remarks
17	21 Street Eating House	Coffee Shop	5-Star	96 / 108	Selected among 27 HTP coffee shops
18	Kopitiam - National University Hospital Main Building Lobby	Food Court	5-Star	98 / 108	Selected among 21 HTP food courts
19	Newton Food Centre	Market & Food Centre	4-Star	94 / 108	Selected among 58 HTP market & food centres
20	Jurong Point Shopping Centre JP1, Level 2 Kids Toilet	Shopping Centre	5-Star	99 / 108	Selected among 357 Happy Toilets at 40 Shopping Centres
21	Alexandra Hospital, Blk 2, Level 1	Happy Toilet of the Year	5-Star	102 / 108	Selected among 1238 Happy Toilets islandwide



## **PLATINUM STAR SCHOOLS (IN ALPHABETICAL ORDER)**

S/N	Recipient	Remarks
22	Bukit View Primary School	<p>Schools awarded the highest Gold Star accreditation for <b>three consecutive years</b> under the STAR (Sustaining Toilets As Restrooms) Awards Programme for completing all of the following three phases:</p> <ol style="list-style-type: none"> <li>1. Education &amp; Awareness - Assembly talks for students and workshops for students assigned to take up any of the following projects: <ul style="list-style-type: none"> <li>- Decorating / enhancing the washrooms</li> <li>- Cleaning attendants' appreciation activities</li> <li>- Creating educational/awareness material for an exhibition</li> <li>- Conducting surveys or case studies</li> <li>- Creating videos or web content</li> <li>- Inspecting their own washrooms and providing feedback</li> <li>- Holding assembly talks in school or at other establishments</li> </ul> </li> <li>2. Maintenance &amp; Service - Checking the qualifications and cleaning routines of all cleaning attendants to ensure they are trained and to conduct training for those who are not.</li> <li>3. Design &amp; Standards - All toilets meeting the minimum standard equivalent to the 3-star rating of the commercial Happy Toilet Programme.</li> </ol>
23	Convent of the Holy Infant Jesus (CHIJ) Our Lady Queen of Peace	
24	Jiemin Primary School	
25	Lakeside Primary School	
26	Northland Primary School	
27	Park View Primary School	

## **GOLD STAR SCHOOLS (IN ALPHABETICAL ORDER)**

S/N	Recipient	Remarks
28	Bedok Green Primary School	<p>Schools awarded the highest Gold Star accreditation under the STAR (Sustaining Toilets As Restrooms) Awards Programme for completing all of the following three phases:</p> <ol style="list-style-type: none"> <li>1. Education &amp; Awareness - Assembly talks for students and workshops for students assigned to take up any of the following projects: <ul style="list-style-type: none"> <li>- Decorating / enhancing the washrooms</li> <li>- Cleaning attendants' appreciation activities</li> <li>- Creating materials for an exhibition</li> <li>- Conducting surveys or case studies</li> </ul> </li> </ol>
29	Bedok Green Secondary School	
30	Concord Primary School	
31	Convent of the Holy Infant Jesus (CHIJ) Kellock	
32	Da Qiao Primary School	

33	Fengshan Primary School	<ul style="list-style-type: none"> <li>- Creating videos or web content</li> <li>- Inspecting washrooms and providing feedback</li> <li>- Holding assembly talks in school or outside</li> </ul> <p>2. Maintenance &amp; Service - Checking the qualifications and cleaning routines of all cleaning attendants to ensure they are trained and to conduct training for those who are not.</p> <p>3. Design &amp; Standards - All toilets meeting the minimum standard equivalent to the 3-star rating of the commercial Happy Toilet Programme.</p>
34	Frontier Primary School	
35	Geylang Methodist Primary School	
36	Global Indian International School (East Coast)	
37	Marsiling Primary School	
38	Nan Chiau High School	
39	Ngee Ann Secondary School	
40	Palm View Primary School	
41	Pei Hwa Presbyterian Primary School	
42	Qihua Primary School	
43	Tanjong Katong Primary School	
44	Teck Whye Primary School	
45	Westwood Primary School	
46	Xinmin Primary School	
47	Yangzheng Primary School	