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LAUNCH OF THE PUBLIC TOILET CLEANLINESS CAMPAIGN AND 4th EDITION OF THE GUIDE TO BETTER PUBLIC TOILET DESIGN AND MAINTENANCE

Singapore, 19 November 2018 – The Restroom Association (Singapore) or RAS and the National Environment Agency (NEA) held a launch ceremony at the Lifelong Learning Institute to commemorate the World Toilet Day and the LOO Awards 2018. Guest-of-Honour Dr Amy Khor, Senior Minister of State for the Environment and Water Resources, graced the event together with RAS Honorary President Mr Ho Chee Kit to launch the Public Toilet Cleanliness Campaign (**Annex A**) and the 4th edition of the Guide to Better Public Toilet Design and Maintenance (**Annex B**).

2 The Public Toilet Cleanliness campaign aims to encourage users to adopt good toilet habits in consideration for other users. The campaign targets four specific behaviours, namely, flushing the toilet after use, keeping toilet seats clean, keeping floors dry and binning litter. Practising such good toilet habits will result in a better user experience for all. The campaign will kick off with the main event on 19 November, followed by roadshows at participating transport hubs, coffeeshops and hawker centres. As part of the campaign efforts, premises owners will be provided with a clean toilet checklist and guidelines to monitor the state of cleanliness in their toilets. Posters and signages (please refer to **Annex A** for visuals) will also be placed at transport hubs, hawker centres, coffeeshops, community centres and shopping malls to nudge users to observe good toilet habits in the coming months.

3 The 4th Edition of 'A Guide to Better Public Toilet Design and Maintenance' provides Engineers, Architects, and Environmental & Facility Management professionals with information about good toilet design that facilitates proper use and maintenance. The first edition of the Guide was published in 1999 by the Ministry of the Environment. The latest edition, reviewed by RAS with partners including NEA, incorporates smart toilet technology guidelines to encourage toilet owners and operators to adopt technology for effective cleaning and to improve the maintenance of the toilets. More comprehensive information on design for maintainability was also incorporated in the latest edition. The Guide can be downloaded from the RAS website at www.toilet.org.sg.

RAS 20th Anniversary and the LOO (Let's Observe Ourselves) Awards 2018

4 The LOO Awards recognise efforts made by organisations and individuals in promoting and enhancing the standard of public toilet cleanliness. A total of 55 recipients (**Annex C**) were selected to receive the awards from SMS MEWR, Dr Amy Khor. With the growing number of Happy Toilet at train stations and bus interchanges, a new Best Public Transport Happy Toilet was introduced under the Best Happy Toilet category this year. Recognition awards and vouchers were presented to a record 20 restroom cleaning attendants to mark RAS' 20th anniversary in recognition of their efforts and professionalism.

Everybody has a part to play in public toilet cleanliness

5 NEA works closely with partners on new initiatives to improve toilet management and raise the standards of public toilets such as the partnership with RAS on the Happy Toilet Programme and the 4th edition of the toilet guide. Another example is the launch of request for proposal (RFP) with four INCUBATE¹ partners – Changi Airport Group, City Developments Limited, Marina Bay Sands and Esplanade – in May this year for smart and easy-to-clean toilets. Through this RFP, we hope to garner new ideas to transform toilet cleaning by using technology and automation to help reduce routine and laborious tasks, facilitate a shift from frequency-based cleaning to an on-demand cleaning, and to improve the work environment of the cleaners in performing their day-to-day tasks. More information on the award for the proposal will be announced next year.

6 Maintaining clean public toilets, especially those with high usage, can be a challenging but not insurmountable task. Some operators have shown how even the busiest toilets can be kept clean through an effective maintenance and inspection regime, as well as ensuring basic toilet amenities, such as toilet paper, liquid soap, hand dryer (or paper towels), are provided, and facilities such as water cisterns, taps and litter bins are kept in good working order. Unsanitary public toilets can lead to increased public health risks and NEA will not hesitate to take enforcement on errant premises owners. For a truly clean Singapore, everyone should embody graciousness and consideration for others by keeping public toilets clean and hygienic, and not overly depend on cleaners to keep them clean.

- End -

¹ ***IN**novating and **CU**rating **B**etter **A**utomation and **T**echnologies for **E**nvironmental Services (INCUBATE) is a key initiative under the Environmental Services Industry Transformation Map. It embodies the partnership between the technology providers and services providers, premises owners, and the Government, to collectively innovate and curate better technologies, solutions and innovations for the environmental services industry.*

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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 National Environment Agency

Formed on 1 July 2002, the National Environment Agency (NEA) is the leading public organisation responsible for ensuring a clean and green environment, and the sustainable development of Singapore. Its key roles are to protect Singapore's resources from pollution, maintain a high level of public health and provide timely meteorological information. NEA also develops and spearheads environmental initiatives and programmes through its partnership with the People, Public and Private sectors. It is committed to motivating every individual to care for the environment as a way of life, in order to sustain a quality living environment for present and future generations.

Public Toilet Cleanliness Campaign


















Clean Toilet Checklist/Guidelines- for premise owners/cleaners to monitor cleanliness of toilets



Clean Toilet Checklist/Guidelines


Address/Location: Date:

Please tick the boxes accordingly.

Focus Areas	Cleanliness	In Working Condition
HAND-WASH AREA		
 Taps At The Basin	<input type="checkbox"/> Clean	<input type="checkbox"/> Working Well
 Hand Soap Dispenser	<input type="checkbox"/> Clean	<input type="checkbox"/> Working Well <input type="checkbox"/> Refilled
 Hand Dryer /Paper Towels	<input type="checkbox"/> Clean	<input type="checkbox"/> Working Well <input type="checkbox"/> Refilled
 Sink	<input type="checkbox"/> Clean	<input type="checkbox"/> Not Choked <input type="checkbox"/> Draining Well
 Vanity Top	<input type="checkbox"/> Clean <input type="checkbox"/> Dry	
WATER CLOSET (WC)		
 Cubicle Door	<input type="checkbox"/> Clean	<input type="checkbox"/> Free-Of Graffiti
 Door Lock And Coat Hook	<input type="checkbox"/> Clean	<input type="checkbox"/> Intact
 Toilet Bowl Seat And Cover/Squat Pan	<input type="checkbox"/> Clean <input type="checkbox"/> Dry	<input type="checkbox"/> Intact
 WC Flush/Sensor Flush	<input type="checkbox"/> Clean	<input type="checkbox"/> Intact <input type="checkbox"/> Working Well
 Toilet Paper Dispenser		<input type="checkbox"/> Working Well <input type="checkbox"/> Refilled
 Sanitary Bin (For Ladies Only)	<input type="checkbox"/> Clean	<input type="checkbox"/> Intact <input type="checkbox"/> Lined With Plastic Bag
 Urinal Flush/Sensor	<input type="checkbox"/> Clean	<input type="checkbox"/> Working Well <input type="checkbox"/> Refilled
 Urinals/Toilet Bowls/ Gully Traps	<input type="checkbox"/> Clean	<input type="checkbox"/> Not Choked
GENERAL AREAS		
 Floor	<input type="checkbox"/> Clean <input type="checkbox"/> Dry	<input type="checkbox"/> No Water Leakages
 Walls, Wall Tiles	<input type="checkbox"/> Clean	
 Ceiling	<input type="checkbox"/> Clean	
 Lightings	<input type="checkbox"/> Clean	<input type="checkbox"/> Working Well
 Toilet Environment	<input type="checkbox"/> No odour <input type="checkbox"/> No Clutter	
 Litter Bins	<input type="checkbox"/> Clean	<input type="checkbox"/> Intact <input type="checkbox"/> Lined With Plastic Bag
 Ventilation Vents/ Fans	<input type="checkbox"/> Clean	<input type="checkbox"/> Working Well

For any defects, please call

(Name & Contact of the cleaning supervisor/ cleaner-in charge)



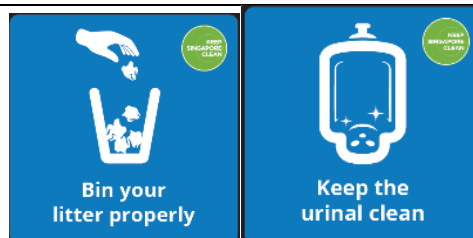
Poster - to be displayed at toilet



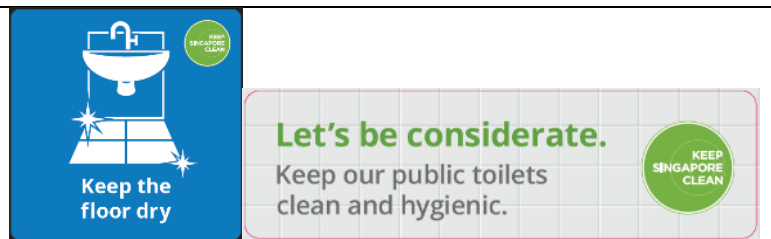
Sticker – to be displayed within toilet cubicle



Stickers- to be displayed at the key touchpoints such as litter bin area and urinals (applicable only for male toilets)



Sticker – to be displayed at the wash basin area



A Guide to Better Public Toilet Design and Maintenance

Background

This guide provides professionals such as Engineers, Architects, and Environmental & Facility Management professionals with information about good design, maintenance and user education. The first edition was published in 1999 by the then Ministry of the Environment. The Restroom Association (Singapore) or RAS, in collaboration with the National Environment Agency (NEA), published the second edition in 2002. The third edition was published in 2013 and launched by then Second Minister for the Environment and Water Resources Ms Grace Fu.

Key Features

Similar to the third edition, the latest edition contains three main sections namely Design, Maintenance and User Education. A new smart toilet technology sub-section were included to the Maintenance section. More comprehensive information on public education was also incorporated.

Details

Updated information on the guide is as follows:

1. DESIGN

- Signage to indicate distance or time to nearest toilet
- Smart lighting sensors
- Durability of materials
- Better-designed urinals to facilitate aiming
- Installation of standalone wash basins
- Diaper changing stations in both male and female toilets

2. MAINTENANCE

- NEA's advisory to toilet owners
- Productivity calculator for washroom cleaning
- Smart toilet technology for ease of maintenance

3. USER EDUCATION

- Successful implementation of user education
- Direct and indirect messages
- New means of message placement namely display panels, interactive feedback system and audio messages

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 two (2) LOO Awards categories open for nominations: Cleaning Industry and Individual.

1. Cleaning Industry is selected in the following categories:

- Cleaning Service Provider (1)
- Restroom Cleaning Attendant (20)

2. Individuals are selected in the following categories:

- Private/Public sector individual
- Youth (secondary and above)
- LOO Kidz (primary) (4)

The following categories are not open for nominations.

1. Best Happy Toilets are selected in the following categories:

- Coffee Shop (1)
- Food Court (1)
- Market and Food Centre (1)
- Public Transport (1)
- Shopping Centre (1)
- Happy Toilet of the Year (1)

2. Preschools and schools are selected under Happy Toilets @ Preschools Programme and STAR (Sustaining Toilets As Restrooms) Awards Programme respectively.

CLEANING INDUSTRY (21)

S/N	Recipient	Type	Description of Achievements
1	Clean Solutions Pte Ltd	Cleaning Service Provider	<ul style="list-style-type: none"> • 26 hawker centres accredited Happy Toilets – Seven 3-star, eighteen 4-star and one 5-star. • Accredited National Environment Agency's Clean Mark Silver Award • WSQ Approved Training Organisation
2	Ms Liew Mee Lieng <A-Force Maintenance Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • Close to 5 years of cleaning experience • Maintained 4-star Happy toilets at Circle Line MRT stations • Attended five NSRS courses in environmental cleaning including washroom cleaning
3	Mdm Lim Keng Hua <Chye Thiam Maintenance Pte Ltd>		<ul style="list-style-type: none"> • 10 years of cleaning experience • Maintained toilets at the Esplanade • Attended four WSQ courses in environmental cleaning including washroom cleaning
4	Mr Rangunatha Pillai A/L Rajagopal <Cleaning Express Pte Ltd>		<ul style="list-style-type: none"> • 18 years of cleaning experience • Maintained 5-star Happy toilets at Seletar Country Club • Attended WSQ washroom cleaning course and two NSRS courses in environmental cleaning
5	Mrs Phung Bee Huay <PCF Sparkletots Preschool @ Pioneer Blk 661B>		<ul style="list-style-type: none"> • 13 years of cleaning experience • Attended on-site training conducted by the Restroom Association (Singapore) and three SHATEC courses in environmental cleaning • Preschool accredited with three thumbs-up accreditation under the Happy Toilets @ Preschools programme
6	Mdm Sophia Binte Ibrahim <PCF Sparkletots Preschool @ Pioneer Blk 694>		<ul style="list-style-type: none"> • 16 years of cleaning experience, training and mentoring new cleaning attendants • Attended on-site training conducted by the Restroom Association (Singapore) • Preschool accredited with Early Childhood Development Agency's Singapore Preschool Accreditation

		Restroom Cleaning Attendant	Framework and three thumbs-up accreditation under the Happy Toilets @ Preschools programme
7	Mdm Lee Kim An <PCF Sparkletots Preschool @ Telok Blangah Blk 44>		<ul style="list-style-type: none"> • 16 years of cleaning experience • Attended on-site training conducted by the Restroom Association (Singapore) • Preschool accredited with Early Childhood Development Agency's Singapore Preschool Accreditation Framework and Platinum Award under the Happy Toilets @ Preschools programme
8	Ms Lee Gwek Huang <Pu Ti Child Care Centre>		<ul style="list-style-type: none"> • 25 years of cleaning experience • Attended on-site training conducted by the Restroom Association (Singapore) • Preschool accredited with Early Childhood Development Agency's Singapore Preschool Accreditation Framework and three thumbs-up accreditation under the Happy Toilets @ Preschools programme
9	Mr Ang Thiam Seng <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> • 15 years of cleaning experience • Maintained toilets at Changi Airport • Attended four NSRS courses in environmental cleaning including washroom cleaning
10	Mdm Cheong Wey Keng <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> • 6 years of cleaning experience • Attended three WSQ courses in environmental cleaning including washroom cleaning • Received compliment letters from NTUC Income Centre where she worked
11	Mrs Patcharee Vattananukan <Ramky Cleantech Services Pte Ltd>		<ul style="list-style-type: none"> • 16 years of cleaning experience • Maintained toilets at Changi Airport and received First Class Service Award • Attended two WSQ courses in environmental cleaning including

			washroom cleaning and four NSRS courses in environmental cleaning
12	Mdm Kew Nyok Moy <Springmount Services Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • 2 years of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended five WSQ courses in environmental cleaning including washroom cleaning
13	Mdm Khoo Siew Hong <Springmount Services Pte Ltd>		<ul style="list-style-type: none"> • 10 years of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended four WSQ courses in environmental cleaning including washroom cleaning
14	Mdm Koh Joo Kee <Springmount Services Pte Ltd>		<ul style="list-style-type: none"> • 11 years of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended four WSQ courses in environmental cleaning including washroom cleaning
15	Mdm Lu Ren <Springmount Services Pte Ltd>		<ul style="list-style-type: none"> • 1 year of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended four WSQ courses in environmental cleaning including washroom cleaning •
16	Mr Selamat Bin Ibrahim <Springmount Services Pte Ltd>		<ul style="list-style-type: none"> • 11 years of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended five WSQ courses in environmental cleaning including washroom cleaning
17	Mdm Seramah Binte Ahmad <Springmount Services Pte Ltd>		<ul style="list-style-type: none"> • 1 year of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands

			<ul style="list-style-type: none"> • Attended four WSQ courses in environmental cleaning including washroom cleaning
18	Mdm Sum Lan Heong <Springmount Services Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • 22 years of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended four WSQ courses in environmental cleaning including washroom cleaning
19	Mdm Tay Meow Lan <Springmount Services Pte Ltd>		<ul style="list-style-type: none"> • 2.5 years of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended six WSQ courses in environmental cleaning including washroom cleaning
20	Mr Zahid Bin Abdul Karim <Springmount Services Pte Ltd>		<ul style="list-style-type: none"> • 7.5 years of cleaning experience • Maintained 5 and 6-star Happy toilets at The Shoppes at Marina Bay Sands • Attended five WSQ courses in environmental cleaning including washroom cleaning
21	Mr Tay Yewo Hwa <Transquest Supplies & Co Pte Ltd >		<ul style="list-style-type: none"> • 7 years of cleaning experience • Maintained 4-star Happy toilets at Circle Line MRT stations • Attended five WSQ courses in environmental cleaning including washroom cleaning

INDIVIDUAL (4)

S/N	Recipient	Type	Occupation / Designation	Description of Achievements
22	Ms Ng Sim Kate, Paige	LOO Kidz	Student, Chongfu School	<ul style="list-style-type: none"> • Student leaders who led and motivated their team in restroom decorations and poster designs
23	Ms Ng Sim Leng, Gaile		Student, Chongfu School	<ul style="list-style-type: none"> • Conducted recess activities for students to recognise the efforts of restroom cleaning attendants and to write wishes to thank them

			<ul style="list-style-type: none"> Led in the design of presentation slides to infuse the theme on social etiquette to care for restrooms
24	Ms Lim Jia Ying	Student, Convent of the Holy Infant Jesus (CHIJ) Kellock	<ul style="list-style-type: none"> An active Green Captain in her class to ensure her classmates carried out cleaning routine and spring cleaning Took great initiative in appreciating the cleaning attendants with thank-you cards and hampers Designed a poster to help raise awareness on keeping the toilets clean
25	Ms Kaylea Toh	Student, Park View Primary School	<ul style="list-style-type: none"> An active Art Club member contributing her artwork in restroom decorations in 2017 and 2018 Conducted a morning assembly talk on good restroom etiquette and showing kindness to cleaning attendants

BEST HAPPY TOILET (6)

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
26	21 Street Eating House	Coffee Shop	5-Star	96 / 108	Selected among 30 HTP coffee shops
27	Kopitiam On the Ridge - National University Hospital Level 5	Food Court	5-Star	98 / 108	Selected among 18 HTP food courts
28	Kampung Admiralty Hawker Centre	Market & Food Centre	5-Star	96 / 108	Selected among 33 HTP market & food centres
29	Bukit Panjang Integrated Transport Hub	Public Transport	5-Star	96 / 108	Selected among 83 bus interchanges and MRT stations
30	The Shoppes at Marina Bay Sands, Zone 4 Level 1	Shopping Centre	6-Star	104 / 108	Selected among 339 Happy Toilets at 36 Shopping Centres
31	The Shoppes at Marina Bay Sands, Zone 4 Level 1	Shopping Centre	6-Star	104 / 108	Selected among 1,204 Happy Toilets islandwide

PLATINUM HAPPY TOILET PRESCHOOLS (8) (IN ALPHABETICAL ORDER)

S/ N	Recipient	Remarks
32	abc children's place	<p>Preschools awarded the highest Three Thumbs-up accreditation in three consecutive years under the Happy Toilets @ Preschool Programme for completing all of the following three phases:</p> <ol style="list-style-type: none"> 1. Design phase - All toilets meeting the minimum standard equivalent to the 3-star rating of the commercial Happy Toilet Programme. 2. Maintenance phase - On-site training for caretakers and housekeepers on dos and don'ts of preschool and restroom cleaning 3. Education phase - Hygiene talks and activities for preschoolers and hygiene workshops for teachers or hygiene talks for parents/guardians
33	Between Two Trees Preschool	
34	Cherie Hearts @ Charlton Pte Ltd	
35	Cherie Hearts Kidz Campus Pte Ltd	
36	MindChamps PreSchool @ Bishan Pte Ltd	
37	My First Skool @ Blk 528 Hougang Ave 6	
38	PCF Sparkletots Preschool @ Pasir Ris East Blk 412	
39	PCF Sparkletots Preschool @ Limbang Blk 567	

PLATINUM STAR SCHOOLS (3) (IN ALPHABETICAL ORDER)

S/ N	Recipient	Remarks
40	Convent of the Holy Infant Jesus (CHIJ) Kellock	<p>Schools awarded the highest Gold Star accreditation in three consecutive years under the STAR (Sustaining Toilets As Restrooms) Awards Programme for completing all of the following three phases:</p>

41	Frontier Primary School	<p>1. Education & Awareness - Assembly talks for students and workshops for students assigned to take up any of the following projects:</p> <ul style="list-style-type: none"> - Decorating / enhancing the washrooms - Cleaning attendants' appreciation activities - Creating educational/awareness material for an exhibition - Conducting surveys or case studies - Creating videos or web content - Inspecting their own washrooms and providing feedback - Holding assembly talks in school or at other establishments <p>2. Maintenance & 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 & Standards - All toilets meeting the minimum standard equivalent to the 3-star rating of the commercial Happy Toilet Programme.</p>
42	Westwood Primary School	

GOLD STAR SCHOOLS (13) (IN ALPHABETICAL ORDER)

S/N	Recipient	Remarks
43	Bukit View 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> <p>1. Education & Awareness - Assembly talks for students and workshops for students assigned to take up any of the following projects:</p> <ul style="list-style-type: none"> - Decorating / enhancing the washrooms - Cleaning attendants' appreciation activities - Creating educational/awareness material for an exhibition - Conducting surveys or case studies - Creating videos or web content - Inspecting their own washrooms and providing feedback
44	Concord Primary School	
45	Fern Green Primary School	
46	Hai Sing Catholic School	
47	Jiemin Primary School	
48	Marsiling Primary School	
49	Northland Primary School	
50	Oasis Primary School	

51	Park View Primary School	- Holding assembly talks in school or at other establishments
52	Qihua Primary School	2. Maintenance & 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. 3. Design & Standards - All toilets meeting the minimum standard equivalent to the 3-star rating of the commercial Happy Toilet Programme.
53	Teck Whye Primary School	
54	Temasek Primary School	
55	Waterway Primary School	