



**SINGAPORE'S FIRST RESTROOM PRODUCT CERTIFICATION LAUNCHED BY
RESTROOM ASSOCIATION (SINGAPORE) AND SINGAPORE GREEN BUILDING
COUNCIL**

*Products with Detect, Feedback, Eliminate & Clean (DFEC) smart features will be certified
under the Singapore Green Building Product (SGBP) certification scheme*

Singapore, 19 November 2021 – Restroom products with Detect, Feedback, Eliminate & Clean (DFEC) smart features (**Annex A**) will now be certified under the Singapore Green Building Product (SGBP) certification scheme (**Annex B**) through a new collaboration between the Restroom Association (Singapore) (RAS) and the Singapore Green Building Council (SGBC). The new certification will leverage SGBC's existing proficiency in green building product certification and complements RAS' Happy Toilet Programme (HTP) (**Annex C**) grading system for public toilets to raise the standard of restroom products.

The memorandum of understanding was formally signed during the 13th Let's Observe Ourselves (LOO) Awards (**Annex D**) ceremony, graced by Guest-of-Honour Senior Minister of State for Sustainability and the Environment Dr. Amy Khor, to commemorate World Toilet Day held at the Lifelong Learning Institute.

Mr. Ho Chee Kit, President of the RAS, said, "The new certification scheme will not only promote more smart products to meet the required standards, but will also facilitate the evaluation process for business owners and operators in the adoption of public hygiene products restrooms. We are pleased to receive the support from the Singapore Green Building Council and their expertise to certify these products. We strongly believe this new initiative will set a new milestone for our restroom environment to scale to greater heights towards a smart restroom environment."

The first DFEC product categories launched for certification are hand dryers, ceramic tiles and smart control systems. With the growing emphasis on energy conservation as well as public hygiene, SGBC worked closely with RAS to develop the appropriate certification criteria for these products to ensure that they tick the boxes for efficiency and public health. Usage of these certified products will fulfil HTP certification criteria and go towards a higher rating.

Ar. Tang Kok Thye, President of the SGBC, said, "We are happy and honoured to be able to work with RAS to develop this new certification scheme which will elevate the cleanliness standards of our restrooms. This is very much in line with SGBC's core work of

advocating for a greener, healthier and more sustainable built environment, which is communicated to the wider public through our certification schemes and more recently the Green Means Go green buildings educational campaign. Public health is an area that we recognise green buildings can play a greater role in.”

The new HTP criteria took effect in April 2020, with 4-star rated toilets needing to adopt at least one of the four types of DFEC solutions while 5-star rated toilets have to adopt at least two of the four, with 6-star rated toilets needing to adopt all four types of solutions. With the launch of the new certification programme, all toilets rated 4-star and above will need to adopt SGBC-certified DFEC solutions, with implementation in phases from now till 2022.

During the LOO Awards, Guest-of-Honour Senior Minister of State for Sustainability and the Environment Dr Amy Khor also delivered her speech and presented the awards to the recipients.

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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 Toilets @ Preschools Programme, 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 Singapore Green Building Council

The Singapore Green Building Council (SGBC) enables sustainability across the building and construction value chain, championing capability development and innovative solutions that support industry transformation through our Membership, Certification and outreach programmes. The repository of proven green building solutions helps to enable green procurement in the industry, profiling leading and innovative solutions that go towards building a greener, healthier built environment. Together with a growing pool of industry recognised Green Mark Accredited Professionals, SGBC addresses every touchpoint of the green building ecosystem. For more information, please visit www.sgbc.sg

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)

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|--|-----------------------|
| 1. Detect Feedback Eliminate Clean (DFEC) Smart Restroom Solutions | 检测反馈消除清洗 (测馈除洗)智能卫浴系统 |
| 2. Happy Toilet Programme | 康乐公厕计划 |
| 3. LOO (Let's Observe Ourselves) Awards | 卫浴文化奖 |
| 4. President Ho Chee Kit | 会长何主杰 |
| 5. President Tang Kok Thye | 会长邓国泰 |
| 6. Restroom Association (Singapore) | 新加坡卫浴文化协会 |
| 7. Singapore Green Building Council | 新加坡绿色建筑委员会 |
| 8. Singapore Green Building Product Certification Scheme | 新加坡绿色建筑产品认证标志 |
| 9. World Toilet Day | 世界厕所日 |

ANNEX A

Detect Feedback Eliminate Clean (DFEC) Smart Restroom Solutions

The DFEC Smart Restroom Solutions offer the holistic approach on effective maintenance as follows:

- DETECT

The use of sensors, which act as an autonomous system, can effectively detect, monitor and feedback any defects or situations such as ammonia, people traffic, lighting levels, abnormal water usage, hand soap, hand towels, toilet paper and litter bins. Some can be rectified through automation while others will alert on demand cleaning needs through notifications. When toilets are not in satisfactory conditions and cannot be rectified through mechanical automation, notification alerts are instantly sent to the owners, operators, facility management crew and cleaning supervisors so that the cleaning crew can be deployed on site to rectify them in the quickest possible time. The use of sensors can also effectively gather data for useful analytics such as the determination of peak and off-peak usage and forecast cleaning regimes to optimise cleaning crew deployment. The use of sensors not only translates to improved cleaning and maintenance efficiency but also better user satisfaction and lesser reliance on manpower.

- FEEDBACK

Defects and any situations, which cannot be effectively monitored by smart sensors, can be complemented with the installation of an interactive feedback system. Installation of an interactive feedback system effectively complements the smart sensors in the event if the sensors are defective or under servicing and maintenance. On the other hand, the installation of sensors also complements the feedback system to monitor the validity of public feedback. An interactive feedback system can provide a simple and intuitive channel for public users to feedback the state of the toilet. Any negative feedback will instantly alert the maintenance management and cleaning crew for any specific follow-up actions in the quickest possible time, thus ensuring the best user experience. The information collected on the real time monitoring of the performance levels of the cleaning crew can effectively serve as justification for rewards or improvements. In addition, the feedback system is an extensive data gathering platform that also provides relevant preventive and predictive analytics for owners, operators and cleaning companies. The data collected can be used for resource planning and allocation, equipment reliability, cleaning crew's attendance and performance evaluation, visitors trending and others.

- ELIMINATE

Ammonia, odour, bacteria and viruses can be better eliminated during toilet cleaning with the use of green sanitisers and deodourisers such as ozonated water. The application of infused anti-stain material or self-cleaning protective coatings on tiles, basins, urinals and WCs can provide a layer of coating to prevent moisture, dirt, grime and oil. Surfaces protected by this coating facilitate cleaning efforts and eliminate the problem of tough stains and graffiti. Some coatings also have an antibacterial feature and they can eliminate bacteria which comes into contact with the coated tiles.

- CLEAN

The adoption of technology such as machinery to facilitate toilet cleaning and also the adoption of advanced facilities for self-cleaning by users such as the use of bidets, self-powered taps, fast-drying hand dryers, taps integrated with fast and hygienic hand-drying function for effective hand washing. The use of self-powered taps eliminates the need to provide electrical points to power the sensors in the taps. The tap sensors are powered internally. Running water will create power which is stored in a battery built into the tap. Power from the battery will be used for sensing purposes for next use. The use of fast-drying and hygienic hand dryers can eliminate operational complexity to store, replenish and dispose used towels. Fast-drying hand dryers do not need any heating element which is energy saving and eco-friendly as compared to conventional warm air dryers which are high in energy consumption. Fast-drying hand dryers can be equipped with HEPA filters which trap bacteria and viruses but they require replacement periodically. This translates to cleaner air blown onto the hands. There are hand dryers that allow drying of hands at the wash basin without the need to move to a separate drying area, thus reducing wet floors.

ANNEX B

Singapore Green Building Product Certification Scheme

The Singapore Green Building Product (SGBP) certification scheme is a certification programme for green building products and materials. It is based on scientific and engineering principles and built upon the collective knowledge and expertise of the building and construction industry. The SGBP advances the built environment to one that is greener and more carbon-efficient while facilitating sustainable procurement. The certification ensures that sustainability is integrated throughout the design and manufacturing process of products.

The SGBP covers a wide range of building products across the following categories and assesses them based on their sustainability performance:

- Architectural
- Civil & Structural
- Mechanical
- Electrical
- Landscaping
- Smart

The SGBP assesses products and materials on their sustainability performance. The assessment criteria are categorised into common criteria which apply to most products and specific criteria which apply only to relevant products. For some products, the assessment criteria cover the whole product lifecycle, while for other products, the assessment criteria focus on select lifecycle stages across raw material extraction or cultivation, manufacturing, distribution, use, and end-of-use.

A holistic approach to sustainability is taken for certification. The SGBP certifies building products for their performance across five areas of environmental and health impacts over the whole lifecycle of a product: from extraction or cultivation of raw materials through to end-of-use management. After the assessment, the certified product will be awarded between 1 and 4 ticks, based on its environmental performance. 1-tick indicates good performance, while 4-ticks indicates leading industry performance.

Products and materials certified by the SGBP are highly recognised under the Green Mark Scheme (Singapore's national green building rating tool administered by the Building and Construction Authority), which allows certified products to accrue points that count towards a project's Green Mark rating. The more highly rated a product is under the SGBP Scheme (i.e., the more ticks it has achieved), the more points are awarded towards the Green Mark rating. The SGBP is also widely accepted by regional green building rating tools for its coverage of product's sustainability performance. Examples include GreenRE, a rating tool set up by the Real Estate & Housing Developments' Association (REHDA) of Malaysia, and LOTUS, the Vietnam Green Building Council's rating tool. The SGBP complies with many of the requirements in ISO 14024 Environmental labels and declarations — Type I environmental labelling. The SGBP is similar to internationally leading eco-labels, such as Cradle2Cradle, DECLARE, Global Green Tag, Good Environmental Choice Australia, Korea Environmental Industry and Technology Institute.

ANNEX C

Happy Toilet Programme

| Latest Number of Happy Toilets | | | | |
|--------------------------------|---------|---------|---------|-------|
| 3-Stars | 4-Stars | 5-Stars | 6-Stars | TOTAL |
| 256 | 625 | 381 | 42 | 1304 |

The Happy Toilet Programme (HTP) was launched by Mr Lim Swee Say, the former Minister for the Environment on 1 July 2003. The HTP was developed and implemented by RAS with the strong support from the National Environment Agency (NEA).

The HTP is a star-grading initiative for public toilets which focuses on five main areas - Design, Cleanliness, Maintenance, Effectiveness and Satisfaction. Users will also leave the toilet happy, as the programme will ensure that they have the best experience, with all their needs met.

The cornerstone of the HTP is a grading system, based on minimum and progressive standards that start at 3 stars, to 4 stars, 5 stars and a maximum of 6 stars. The 6-star rating is the latest highest accreditation introduced with effect from 1 January 2015.

Application is open to all owners of public toilets in Singapore, anytime throughout the year. Once graded, the certification of quality has 12 months' validity. "Happy Toilets" will be promoted through the RAS website so that the public can identify star graded facilities.

3 stars (at least 60 out of 108 points) = Clean Restroom

- Facilities in working condition
- Provision of basic amenities i.e. hand soap, toilet paper, etc
- No odour, litter-free
- Reasonably dry floor and facilities
- Customer Satisfaction

4 stars (at least 86 out of 108 points) = Good Restroom

- Meet all the above-mentioned 3 stars' requirements
- Special delights and user-friendly facilities
- Adoption of at least one of the DFEC (Detect, Feedback, Eliminate & Clean) smart solutions

5 stars (at least 96 out of 108 points) = Premium Restroom

- Meet all the above-mentioned 4 stars' requirements
- Eco-friendly facilities
- Adoption of at least two of the DFEC smart solutions

6 stars (at least 104 out of 108 points) = Magnificent Restroom

- Meet all the above-mentioned 5 stars' requirements
- Adoption of all four of the DFEC smart solutions to increase productivity and efficiency
- All cleaning attendants completed the Singapore Workforce Skills Qualifications (WSQ) module in washroom cleaning.

For more details, please visit <http://www.toilet.org.sg/happytoilets>

ANNEX D

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 awarded in the following categories:
 1. Private Sector/Public Sector
- Cleaning Industry is awarded in the following categories:
 1. Cleaning Service Provider
 2. Restroom Cleaning Attendant
- Individuals are awarded in the following categories:
 1. Private/Public sector individual
 2. LOO Kidz (primary)

The following categories are not open for nominations.

- Best Happy Toilets are awarded in the following categories:
 1. Market and Food Centre
 2. Office
 3. Public Transport
 4. Shopping Centre
 5. Happy Toilet of the Year

ORGANISATION (IN ALPHABETICAL ORDER)

| S/N | Recipient | Type | Description of Achievements |
|-----|--------------------------|----------------|--|
| 1 | Marina Bay Sands Pte Ltd | Private Sector | <ul style="list-style-type: none">• All 36 toilets at The Shoppes at Marina Bay Sands certified as 6-star Happy Toilets• Adoption of holistic smart solutions on toilet maintenance |
| 2 | SMRT Trains Ltd | Private Sector | <ul style="list-style-type: none">• More than 80 MRT stations certified as Happy Toilets• Adoption of smart technology to increase productivity |

CLEANING INDUSTRY

| S/N | Recipient | Type | Description of Achievements |
|-----|--|-----------------------------|---|
| 3 | Sergent Services Pte Ltd | Cleaning Service Provider | <ul style="list-style-type: none">• 27 MRT train stations accredited 4 or 5-star Happy Toilets• All of its 300 plus cleaning attendants trained in at least one WSQ environmental cleaning module with 81 trained in washroom cleaning• Adoption of technology in toilets and other common areas• Accredited National Environment Agency's Clean Mark Silver Award |
| 4 | Mr Ali Bin Othman <A-Force Maintenance Pte Ltd> | Restroom Cleaning Attendant | <ul style="list-style-type: none">• 4 years of cleaning experience• Maintained 4-star Happy Toilets at East zone MRT stations• Completed 3 WSQ courses in environmental cleaning including washroom cleaning |
| 5 | Mdm Hadijah Binte Mohamed Sirajee <A-Force Maintenance Pte Ltd> | | <ul style="list-style-type: none">• 2 years of cleaning experience• Maintained 4-star Happy Toilets at West zone MRT stations• Completed 3 WSQ courses in environmental cleaning |

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|----|--|-----------------------------|--|
| 6 | Mr Tan Kim Tea <A-Force Maintenance Pte Ltd> | Restroom Cleaning Attendant | <ul style="list-style-type: none"> • 8 years of cleaning experience • Maintained 4-star Happy Toilets at Circle Line MRT stations • Completed 3 WSQ courses in environmental cleaning including washroom cleaning |
| 7 | Ms Tang Lai Heng <A-Force Maintenance Pte Ltd> | | <ul style="list-style-type: none"> • 12 years of cleaning experience • Maintained 4-star Happy Toilets at West zone MRT stations • Completed 4 WSQ courses in environmental cleaning including washroom cleaning |
| 8 | Mr Yap Beng Teck <A-Force Maintenance Pte Ltd> | | <ul style="list-style-type: none"> • 17 years of cleaning experience • Maintained 4-star Happy Toilets at Downtown Line MRT stations • Completed 4 WSQ courses in environmental cleaning including washroom cleaning |
| 9 | Ms Zainon Binte Rose <A-Force Maintenance Pte Ltd> | | <ul style="list-style-type: none"> • 9 years of cleaning experience • Maintained 4-star Happy Toilets at Circle Line MRT stations • Completed 4 WSQ courses in environmental cleaning |
| 10 | Ms Zaleha Binte Sarib <A-Force Maintenance Pte Ltd> | | <ul style="list-style-type: none"> • 2 years of cleaning experience • Maintained 4-star Happy Toilets at Central zone MRT stations • Completed 3 WSQ courses in environmental cleaning |
| 11 | Mr Supaya Palani <Clean Solutions Pte Ltd> | | <ul style="list-style-type: none"> • 11 years of cleaning experience • Maintained toilets at Bukit View Primary School which was awarded Platinum STAR award under the STAR (Sustaining Toilets As Restrooms) Awards Programme |
| 12 | Mr Gopalakrishnan Thulasi Nathan <Cleaning Express Pte Ltd> | | <ul style="list-style-type: none"> • 10 years of cleaning experience • Maintained 5-star Happy Toilets at Seletar Country Club • Completed 3 WSQ courses in environmental cleaning including washroom cleaning |

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| 13 | Mr Mohamed Hussain Bin Abdul Rahman <Cleaning Express Pte Ltd> | Restroom Cleaning Attendant | <ul style="list-style-type: none"> • 3 years of cleaning experience • Maintained 5-star Happy Toilets at PLQ Mall • Completed 3 WSQ courses in environmental cleaning |
| 14 | Mr Poh Kah Hock <Cleaning Express Pte Ltd> | | <ul style="list-style-type: none"> • 3 years of cleaning experience • Maintained 5-star Happy Toilets at PLQ Mall • Completed 3 WSQ courses in environmental cleaning |
| 15 | Ms Saraswathy Maniam <Cleaning Express Pte Ltd> | | <ul style="list-style-type: none"> • 13 years of cleaning experience • Maintained 5-star Happy Toilets at PLQ Mall • Completed 2 WSQ courses in environmental cleaning |
| 16 | Mr Subiramniam Sinnappen <Cleaning Express Pte Ltd> | | <ul style="list-style-type: none"> • 15 years of cleaning experience • Maintained 5-star Happy Toilets at Seletar Country Club • Completed 2 WSQ courses in environmental cleaning including washroom cleaning |
| 17 | Mr Tan Chin Hin <Cleaning Express Pte Ltd> | | <ul style="list-style-type: none"> • 3 years of cleaning experience • Maintained 5-star Happy Toilets at Seletar Country Club • Completed 1 WSQ courses in environmental cleaning |
| 18 | Mdm Nur Shida @ Sarasa <LS 2 Services Pte Ltd> | | <ul style="list-style-type: none"> • 5 years of cleaning experience • Maintained toilets at Northland Primary School which was awarded Platinum STAR award under the STAR (Sustaining Toilets As Restrooms) Awards Programme • Completed 2 WSQ courses in environmental cleaning |
| 19 | Mdm Pushpa Nadaison <LS 2 Services Pte Ltd> | | <ul style="list-style-type: none"> • 5 years of cleaning experience • Maintained toilets at Northland Primary School which was awarded Platinum STAR award under the STAR (Sustaining Toilets As Restrooms) Awards Programme • Completed 2 WSQ courses in environmental cleaning |

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| 20 | Mdm Dewi Lestari <PCF Sparkletots Preschool @ Limbang Blk 567> | Restroom Cleaning Attendant | <ul style="list-style-type: none"> • 5 years of cleaning experience • Completed 1 WSQ courses in environmental cleaning and training conducted by the Restroom Association (Singapore) • Preschool accredited with Early Childhood Development Agency's Singapore Preschool Accreditation Framework and Platinum Award for achieving three thumbs-up accreditation under the Happy Toilets @ Preschools programme from 2018-2020 |
| 21 | Mdm Tan Poh Yee <PCF Sparkletots Preschool @ Pioneer Blk 661B> | | <ul style="list-style-type: none"> • 10 years of cleaning experience • Completed training conducted by the Restroom Association (Singapore) • Preschool accredited with Early Childhood Development Agency's Singapore Preschool Accreditation Framework and Platinum Award for achieving three thumbs-up accreditation under the Happy Toilets @ Preschools programme from 2019-2021 |
| 22 | Mdm Lim Ah Geok <PCF Sparkletots Preschool @ Yew Tee Blk 608> | | <ul style="list-style-type: none"> • 8 years of cleaning experience • Completed 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 |
| 23 | Mdm Lim Kew Kew <Ramky Cleantech Services Pte Ltd> | | <ul style="list-style-type: none"> • 15 years of cleaning experience • Maintained toilets at Continental Building • Completed 2 WSQ courses in environmental cleaning |
| 24 | Mdm Low See Mui <Ramky Cleantech Services Pte Ltd> | | <ul style="list-style-type: none"> • 15 years of cleaning experience • Maintained toilets at Continental Building • Completed 3 WSQ courses in environmental cleaning |

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| 25 | Mdm Sevagami Iyavoo <Ramky Cleantech Services Pte Ltd> | Restroom Cleaning Attendant | <ul style="list-style-type: none"> • 7 years of cleaning experience • Maintained toilets at Stamford American International School • Completed 3 WSQ courses in environmental cleaning including washroom cleaning |
| 26 | Mdm Tan Lui <Ramky Cleantech Services Pte Ltd> | | <ul style="list-style-type: none"> • 15 years of cleaning experience • Maintained toilets at Continental Building • Completed 2 WSQ courses in environmental cleaning |
| 27 | Mr Yap Koh Ong <Ramky Cleantech Services Pte Ltd> | | <ul style="list-style-type: none"> • 5 years of cleaning experience • Maintained toilets at SembCorp Utilities • Completed 2 WSQ courses in environmental cleaning including washroom cleaning |
| 28 | Mdm Zainah Binte Ahmad <Ramky Cleantech Services Pte Ltd> | | <ul style="list-style-type: none"> • 4 years of cleaning experience • Maintained toilets at Singapore American School • Completed 5 WSQ courses in environmental cleaning including washroom cleaning |
| 29 | Ms Ang Lian Ting <Sergent Services Pte Ltd> | | <ul style="list-style-type: none"> • 5 years of cleaning experience • Maintained toilets at NEX Shopping Centre • Completed 7 WSQ courses in environmental cleaning including washroom cleaning |
| 30 | Ms Foo Leng Moi <Sergent Services Pte Ltd> | | <ul style="list-style-type: none"> • 10 years of cleaning experience • Maintained 4-star Happy Toilets at MRT stations • Completed 7 WSQ courses in environmental cleaning including washroom cleaning |
| 31 | Mr Heng Ayam <Sergent Services Pte Ltd> | | <ul style="list-style-type: none"> • 4 years of cleaning experience • Maintained 4-star Happy Toilets at MRT stations • Completed 3 WSQ courses in environmental cleaning |

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| 32 | Mr Lee Hee Peng <Sergeant Services Pte Ltd> | Restroom Cleaning Attendant | <ul style="list-style-type: none"> • 6 years of cleaning experience • Maintained 4-star Happy Toilets at MRT stations • Completed 9 WSQ courses in environmental cleaning including washroom cleaning |
| 33 | Mr Sang Seng Hock <Sergeant Services Pte Ltd> | | <ul style="list-style-type: none"> • 6 years of cleaning experience • Maintained 4-star Happy Toilets at MRT stations • Completed 7 WSQ courses in environmental cleaning including washroom cleaning |

INDIVIDUAL

| S/N | Recipient | Type | Occupation | Description of Achievements |
|-----|------------------------|-------------|---|---|
| 34 | Ms Ho Yu Jun Alyssa | LOO Kidz | Student, Riverside Primary School | <ul style="list-style-type: none"> • Led the Environmental Science Club to execute the projects on creating education posters and inspecting the restrooms • Conceptualised and presented her ideas to encourage other club members to participate |
| 35 | Ms Htate Htar Khin | | Student, Bukit View Primary School | <ul style="list-style-type: none"> • Created poster for school toilet display to encourage and remind pupils to use the restrooms properly • Made a short video clip on good restroom etiquette to encourage pupils to keep the restrooms clean |
| 36 | Mr Fairus Bin Ismail | Adult | Operations Manager, Riverside Primary School | <ul style="list-style-type: none"> • Sent cleaning attendants for further training • Oversaw the welfare of cleaning attendants • Oversaw the installation of toilet seat sanitisers which was not commonly installed in schools |
| 37 | Ms Neroza Joelyn Ramos | | Teacher, PCF Sparkletotts @ Blk 412 Pasir Ris | <ul style="list-style-type: none"> • Oversaw the annual accreditation of the preschool under the Happy Toilets @ Preschools programme since 2016 • Oversaw the projects under the Happy Toilets @ Preschools Projects Grant to guide students on appreciating the cleaning attendants, performing simple cleaning, decorating the toilets and designing posters |

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| 38 | Ms Jasmine Ng Siew Kuan | Adult | Teacher, YWCA Bukit Gombak Child Development Centre | <ul style="list-style-type: none"> Oversaw the projects under the Happy Toilets @ Preschools Projects Grant to guide students on appreciating the cleaning attendants, performing simple cleaning, decorating the toilets and inspecting the toilets |
| 39 | Mr Ramachandran Nair | | Operations Manager, Northland Primary School | <ul style="list-style-type: none"> Oversaw the annual participation of the STAR (Sustaining Toilets As Restrooms) Awards Programme with the school awarded Platinum for three-year participation Organised annual Appreciation Day for cleaning attendants and oversaw the welfare of the attendants Organised training conducted by Restroom Association (Singapore) for cleaning attendants from his school and also other schools |

BEST HAPPY TOILET

The following toilets under the Happy Toilet Programme (HTP) are awarded 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 |
|-----|---|--------------------------|-------------|-----------|---|
| 40 | Serangoon Garden Market | Market & Food Centre | 5-Star | 97 / 108 | Selected among 50 HTP market & food centres |
| 41 | mTower Level 18, Maritime and Port Authority of Singapore | Office | 6-Star | 104 / 108 | Selected among 64 HTP office toilets at 12 office buildings |
| 42 | Bras Basah MRT Station | Public Transport | 5-Star | 98 / 108 | Selected among 173 HTP public transport hubs & stations |
| 43 | The Shoppes at Marina Bay Sands, Zone 1 Basement 2 | Shopping Centre | 6-Star | 104 / 108 | Selected among 320 Happy Toilets at 41 Shopping Centres |
| 44 | The Shoppes at Marina Bay Sands, Zone 1 Basement 2 | Happy Toilet of the Year | 6-Star | 104 / 108 | Selected among 1304 Happy Toilets islandwide |