



Media Release

For immediate release

Singapore's 16th Edition of the LOO Awards 2024—Raising the Bar for Public Hygiene and Restroom Excellence

Singapore, 19 November 2024 – At the 16th LOO (Let's Observe Ourselves) Awards held to commemorate World Toilet Day on 19 November, Guest-of-Honour Mr Baey Yam Keng, Senior Parliamentary Secretary, Ministry of Sustainability and the Environment, launched the theme "Becoming Future Ready Together" together with Mr Ho Chee Kit, Honorary President of the Restroom Association (Singapore) or RAS. These awards honoured an unprecedented 71 winners, the highest ever, across different public and private sector organizations, cleaning companies, individuals, pre and primary schools.

Mr. Ho Chee Kit, said, "This year's theme emphasizes the delicate balance between technological innovation and the irreplaceable human touch in creating exceptional restroom experiences." The Guest of Honour, Mr Baey Yam Keng, expressed his thanks to Singapore's cleaning workforce. "I also want to recognise the unsung heroes who work tirelessly behind the scenes—our restroom attendants. Your dedication keeps our public toilets clean and hygienic, and today, we honour your contributions." Mr Baey said.

A total of 71 award recipients (**Annex A**) were recognized at the LOO Awards across different categories. Five companies—Adsec Systems (Ozone water), Convergent Smart Technologies (Sensor and Feedback Systems), Infinergy System Solutions (Sensor and Feedback Systems), UnaBiz (Sensors and Feedback Systems) and Visionary Solutions (Hand Dryers)—were also present to showcase key new technologies for making Singapore Future Ready.

Mr Ho Chee Kit said, "I am thrilled to announce our upcoming partnership with the Singapore Police Force. This collaboration exemplifies our shared commitment to creating safe and secure public toilets for all users" (**Annex B**).

A notable feature of this year's awards was the Happy Toilet Programme recognition to the first 5 star coffeeshop for Singapore (**Annex C**).

For further enquiries, please contact

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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 World Toilet Day

World Toilet Day is observed annually on 19 November. This international day of action aims to raise global awareness of the daily struggle for proper sanitation that a staggering 3.6 billion people face today. 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. LOO (Let's Observe Ourselves) Awards | 卫浴文化奖 |
| 2. President Ho Chee Kit | 会长何主杰 |
| 3. Restroom Association (Singapore) | 新加坡卫浴文化协会 |
| 4. World Toilet Day | 世界厕所日 |

Annex A

ORGANISATION (IN ALPHABETICAL ORDER)

S/N	Recipient	Type	Description of Achievements
1.	Housing & Development Board	Public Sector	<ul style="list-style-type: none"> Working closely with RAS for the past decade 15 locations with 72 toilets are covered under the Happy Toilets Programme They have taken the message of sanitation and hygiene to heartland malls and championed the cause of RAS actively They are also pushing their Facility Management Companies to be trained in washroom cleaning by RAS so that the maintenance standards keep improving
2.	JTC Corporation	Public Sector	<ul style="list-style-type: none"> Actively working with RAS for the last 8 years. 99 toilets in 7 locations certified as Happy Toilets and rapidly expanding every year They are supporting RAS by tasking their Facility Management companies to come on board our Happy Toilet Programme with at least 4 star toilet ratings.
3.	SBS Transit – (BUS)	Public Sector	<ul style="list-style-type: none"> Actively supporting RAS efforts on the ground for the last 6 years. 23 Bus Interchanges having 46 toilets under the Happy Toilet programme. Upgrading rapidly to 4 star ratings using Smart Tech (certified by SGBC) like feedback panels and sensors
4.	SBS Transit- (TRAIN)	Public Sector	<ul style="list-style-type: none"> Close partners of RAS for the last 7 years. Currently they have 48 train stations and 98 toilets covered under the Happy Toilet Programme Championed the Happy Toilet Programme with all the cleaning contractors by stipulating it as a tender requirement – All toilets must have at least a 4 star rating.
5.	Sentosa Development Corporation	Public Sector	<ul style="list-style-type: none"> Palawan Beach West awarded ASEAN Public Toilet Awards. All the 24 toilets have a 5-star rating in their portfolio

6.	SMRT (TRAIN)	Public Sector	<ul style="list-style-type: none"> • Active supporters of RAS for at least 8 years. • 78 stations with 156 toilets are covered under the Happy Toilet Programme. • Ensured that all cleaning contractors are governed a consistent protocol to get at a 4 star rating for all toilets.
7	Marina Bay Sands Pte Ltd	Private Sector	<ul style="list-style-type: none"> • The Shoppes at Marina Bay Sands conferred the ASEAN Public Toilet Awards for year2023-2024. • All 36 toilets at The Shoppes at Marina Bay Sands certified as 6- star Happy Toilets. • Adoption of holistic smart solutions on toilet maintenance including advance wet floor sensors powered by machine learning and Artificial Intelligence algorithm, to alert cleaners when the floor is wet
8.	Eunoia Junior College	Community Sector	<ul style="list-style-type: none"> • A team of 15 students comprising 5 core members and 10 volunteers conducted data collection on 746 toilets across Singapore • Collaborating with Tanjong Pagar Town Council and the Smart Cities Network to expand the scope of the work.
9.	Nine Twenty Eight Pte Ltd	Community Sector	<ul style="list-style-type: none"> • An award winning creative agency that has developed the brilliant new logo for the Happy Toilet Programme • They have also developed other collaterals for the brand tool kit and provided a wealth of ideas for RAS to grow the Happy Toilet Programme, all pro bono.
10.	Waterloo@SMU	Community Sector	<ul style="list-style-type: none"> • In 2024, the Waterloo Group comprising of a lecturer and over 200 undergraduates who visited and physically examined 1430 locations, including 1080 coffeeshops, 116 hawker centres,90 shopping centres and 144 MRT Stations • This year, they assessed over 2600 toilets and conducted 4905 interviews to make it the most comprehensive survey ever.

CLEANING INDUSTRY

S/N	Recipient	Type	Description of Achievements
1	Hong Ye Group Pte Ltd	Cleaning Service Provider	<ul style="list-style-type: none"> • 62 toilets at 5 shopping centres accredited 4- or 5-star toilets. • 48 cleaning attendants trained in washroom cleaning and 7 of its restroom attendants awarded this year • Accredited NEA's Clean Mark Silver Award
2	Mr Ho Kah Ann <A Force Maintenance Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • Years of cleaning experience – 6 years • Working at SBS Bus - Hougang Central Interchange • 3 WSQ courses in environment cleaning and training
3	Mr Koh Teng Boon <A Force Maintenance Pte Ltd>		<ul style="list-style-type: none"> • Years of cleaning experience – 20 years • Working at—SBS Bus Interchange at Bedok • 6 WSQ courses in environment cleaning and training
4	Mdm Macaspac Nina Tapang <Chye Thiam Maintenance Pte Ltd>		<ul style="list-style-type: none"> • Years of cleaning experience—20 years • Working at—OCBC Bank Chulia Street • 3 WSQ courses in environment cleaning and training

5	Mdm Marianne Chua Kim Luan <Chye Thiam Maintenance Pte Ltd>	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • Years of cleaning experience--15 • Working at—Jewel Changi Airport • 3 WSQ courses in environment cleaning and training
6	Mdm Nguyen Thi Nhung < Chye Thiam Maintenance Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience--10 • Working at—SATS Airside Offices • 5 WSQ courses in environment cleaning and training
7	Mdm Zhang Su Hua < Clean Solutions Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience--6 • Working at—Marsiling Mall • 3 WSQ courses in environment cleaning and training
8	Mr Yasin Bin Amid < Hong Ye Group Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience-- 4 • Working at – Ion Orchard Shopping Mall • 3 WSQ courses in environment cleaning and training
9	Ms Muniammah A/P Munusamy < Hong Ye Group Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience - 4 • Working at – Seng Kang General Hospital • 6 WSQ courses in environment cleaning and training
10	Mr Nasir Bin Pagi < Hong Ye Group Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience - 3 • Working at— Tampines 1 • 5 WSQ courses in environment cleaning and training

		Restroom Cleaning Attendant	
11	Mr Mohammad Nazif Bin Shaion < Hong Ye Group Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience – 3 • Working at – Tampines 1 • 5 WSQ courses in environment cleaning and training
12	Ms Asniah Binte Makian < Hong Ye Group Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience – 3 • Working at— Century Square • 5 WSQ courses in environment cleaning and training
13	Ms Png Kim Choo < Hong Ye Group Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience - 3 • Working at Tiong Bahru Plaza • 5 WSQ courses in environment cleaning and training
14	Ms Zhao Hong Mei < Hong Ye Group Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience - 5 • Working at Tampines 1 • 3 WSQ courses in environment cleaning and training

		Restroom Cleaning Attendant	
15	Mrs Ruziah Binte Ahmat < Primech A&P Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 10 • Working at 3 Anson Road • 3 WSQ courses in environment cleaning and training
16	Mdm Pakkiam A/P Karichappan <Primech A&P Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 12 • Working at Changi Airport Terminal 2 Arrival Hall • 3 WSQ courses in environment cleaning and training
17	Mdm Tan Kah Cho < Primech A&P Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 10 • Working at Nanyang Polytechnic • 2 WSQ courses in environment cleaning and training
18	Mdm Nor Hafidah Binte Ali < Primech A&P Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 12 • Working at Temasek Polytechnic • 5 WSQ courses in environment cleaning and training

19	Mdm Wee Han Kim < Primech A&P Pte Ltd >	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • Years of cleaning experience- 11 • Working at Temasek Polytechnic • 4 WSQ courses in environment cleaning and training
20	Mrs Siti Jumanah Binte Gani < Primech A&P Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 23 • Working at UOB • 3 WSQ courses in environment cleaning and training
21	Mdm Kamisah Binte Sampir < Resustainability Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 14 • Working at Ang Mo Kio Industrial Park • 5 WSQ courses in environment cleaning and training
22	Mr Yogan Kanaeswaran < Shiners Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 10 • Working at Seletar Country Club • 5 WSQ courses in environment cleaning and training
23	Mr Ragunatha Pillai A/L Raja Gopal < Shiners Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 23 • Working at Seletar Country Club • 7 WSQ courses in environment cleaning and training

24	Mr Chong Chee Hiung < TMK Pte Ltd >	Restroom Cleaning Attendant	<ul style="list-style-type: none"> • Years of cleaning experience-5 • Working at SMRT-TEL • 2 WSQ courses in environment cleaning and training
25	Mdm Salina Bte Khansani < TMK Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience- 5 • Working at SMRT-TEL • 2 WSQ courses in environment cleaning and training
26	Mdm Puasa Binte Rahmat < TMK Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience - 5 • Working at SMRT-TEL • 2 WSQ courses in environment cleaning and training
27	Mr Soh Lee Keng <TMK Pte Ltd>		<ul style="list-style-type: none"> • Years of cleaning experience- 5 • Working at SMRT-TEL • 6 WSQ courses in environment cleaning and training
28	Mdm Fu Xiu Ping < TMK Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience-10 • Working at SMRT -TEL • 2 WSQ courses in environment cleaning and training

		Restroom Cleaning Attendant	
29	Mr Tan Hwee Boon < Transquest Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience-8 • Working at SMRT NSL • 4 WSQ courses in environment cleaning and training
30	Mdm Zelenha Bte Ahmaddini < Transquest Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience-10 • Working at SMRT NSL • 6 WSQ courses in environment cleaning and training
31	Mr Mohamed Latiff Bin Jasin < Transquest Pte Ltd >		<ul style="list-style-type: none"> • Years of cleaning experience-7 • Working at SMRT CCL • 3 WSQ courses in environment cleaning and training

INDIVIDUAL

S/N	Recipient	Type	Occupation / Designation	Description of Achievements
1.	Ms Chen Yingtong Audrey	LOO Kidz	Student Chongfu School	<ul style="list-style-type: none"> Audrey designed posters and door decorations to promote cleanliness in school restrooms emphasizing hygiene practices. She also conducted regular restroom checks and provided ideas for improvements.. She also participated in the appreciation exhibition for the cleaning staff adding heartfelt messages to honour their dedication fostering respect and gratitude among her peers
2.	Mr Fairus Bin Ismail	Adult	Operations Manager East Spring Primary School	<ul style="list-style-type: none"> Fairus has made a remarkable impact with his proactive and supportive approach. He spearheaded the upgrade of the toilet facilities by initiating the replacement of old urinals and toilet bowls, repainting walls, and redoing floor tiles. His actions have significantly enhanced the cleanliness and appearance of these critical areas.
3.	Mr Ramachandran Nair		Operations Support Officer Northland Primary School	<ul style="list-style-type: none"> He has been a strong advocate for sanitation and hygiene since 2005. He organized Appreciation Day for Cleaners with vouchers and lunch for the cleaning staff. He personally prepared these letters and had them signed off by the Principal. He also looked into the welfare of the cleaning attendants by working with the cleaning company to issue each cleaner with an alarm to be used in case of emergency.

4.	Mr Koh Kok Chew	Adult	Eco Assessors RAS	<ul style="list-style-type: none"> Mr Koh has been a Certified Eco Assessor for RAS since 2013 and has over the 10 years assessed over a 1000 toilets. Last year he assessed over 300 toilets Mr Loh has been a Certified Eco Assessor for RAS since 2019 and has also assessed over a 1000 toilets cumulatively. Last year he assessed over 550 toilets.
5.	Mr Loh Vincent			
6.	Ms Rosie Ching Ju Mae		Principal Lecturer of Statistics Singapore Management University	

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	Remarks
1.	Woodlands Bus Interchange	Bus Interchange	5 Star	Selected as the best among 86 toilets under Bus Interchanges
2.	Beo Crescent Market & Food Centre	Market & Food Centre	5-Star	Selected as the best among 65 HTP market & food centres and 178 toilets
3.	mTower Level 19, Maritime and Port Authority of Singapore	Office	6-Star	Selected as the best among 158 HTP office toilets at 17 office buildings
4.	Tanjong Pagar MRT Station	Public Transport	5-Star	Selected as the best among 123 MRT stations
5.	The Shoppes at Marina Bay Sands, B2M	Shopping Centre	6-Star	Selected as the best among 324 Happy Toilets at 31 Shopping Centres
6.	Sentosa Beach Station	Tourist Attraction	5-Star	Selected among 16 locations and 36 Happy Toilets
7.	Tan Xiang Chai Chee	CoffeeShop	5- Star	Singapore's first 5 star Coffeeshop toilet award ever—Equipped with feedback systems, hand dryers and ozone water as per RAS HTP requirements
8.	The Shoppes at Marina Bay Sands, B2M	Happy Toilet of the Year	6-Star	Selected among 1074 Happy Toilets islandwide

PLATINUM HAPPY TOILET PRESCHOOLS (IN ALPHABETICAL ORDER)

S/N	Recipient	Remarks
1.	Agape Little Uni @ Choa Chu Kang	<p>Preschools awarded the highest Three Thumbs-up accreditation for 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/activities for preschoolers and hygiene workshops for teachers or hygiene talks for parents/guardians
2.	Agape Little Uni @ Gambas Pte Ltd	
3.	Agape Little Uni @ Upper Serangoon Crescent	
4.	Cherie Hearts @Charlton Pte Ltd	
5.	Cherie Hearts Kidz Campus @ Pasir Ris Elias Mall	
6.	PCF Sparkletots Preschool @ Limbang Blk 534 (EY)	
7.	PCF Sparkletots Preschool @ Yew Tee Blk 690D	

GOLD & PLATINUM STAR SCHOOLS (IN ALPHABETICAL ORDER)

S/N	Recipient	Remarks
1.	Canberra Primary School <GOLD>	Schools are awarded the highest Gold STAR accreditation under the STAR (Sustaining Toilets As Restrooms) Awards Programme when they complete all three phases.
2.	Greendale Primary School <GOLD>	Schools with Gold STAR accreditation for <u>three consecutive years</u> are awarded the Platinum STAR.
3.	APSN Katong <PLATINUM>	The three phases are as follows:
4.	Bedok Green Primary School <PLATINUM>	1. Education & Awareness - Assembly talks for students and workshops for students assigned to take up any of the following projects:
5.	Chongfu School <PLATINUM>	- 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
6.	Lakeside Primary School <PLATINUM>	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.
7.	Northland Primary School <PLATINUM>	3. Design & Standards - All toilets meeting the minimum standard equivalent to the 3-star rating of the commercial Happy Toilet Programme.
8.	Qihua Primary School <PLATINUM>	
9.	Teck Whye Primary School <PLATINUM>	

Annex B

Introduction of security design guidelines for public toilets through landmark partnership between the Singapore Police Force and Restroom Association of Singapore

The Restroom Association of Singapore (RAS) has partnered the Singapore Police Force (SPF) in an initiative to combat voyeurism and enhance public safety in restroom facilities across the nation.

This first-of-its-kind collaboration will introduce the "Safety and Security" aspect in the 2025 edition of "A Guide to Better Public Toilet Design and Maintenance." Key suggestions for the security design aspect include:

- Full-height privacy partitions
- Strategic CCTV placement at toilet entrances
- Enhanced lighting systems

To recognise establishments that prioritise the safety and security of public toilets, RAS will launch the new "Safe Toilet Award" category at the 2025 LOO Awards, under its established Happy Toilet Programme.

Annex C

Local Coffeeshop Makes History with Singapore's First 5-Star Toilet Rating

In a groundbreaking achievement for Singapore's hawker culture, Tan Xiang Chai Chee Coffeeshop has become the first coffeeshop to clinch the prestigious 5-star rating under the Happy Toilet Programme (HTP), setting a new benchmark for hygiene standards in the local F&B industry.

The historic certification, awarded by the Restroom Association of Singapore (RAS), marks a significant shift in Singapore's coffeeshop culture, where traditional establishments are now elevating their standards to match those of high-end restaurants.

"We're revolutionizing the traditional coffeeshop experience," says owner Ben Yeo, whose establishment has transformed the perception of public toilets in local eateries. "Our 5-star certification isn't just about clean toilets – it's about dignity and respect for our customers who deserve the highest standards of hygiene, whether they're enjoying their kopi or using our facilities."

The coffeeshop's achievement stands out for its comprehensive approach to restroom maintenance, featuring:

- Professional cleaning teams on regular rotation
- Modern sanitary fixtures
- Thoughtfully designed spaces prioritizing user comfort

This milestone certification is expected to spark a transformation across Singapore's coffeeshop landscape, encouraging other establishments to enhance their facilities and prioritize customer comfort alongside food quality.